

TATA CONSULTANCY SERVICES

Experience certainty. IT Services
Business Solutions
Outsourcing



CR 1794 – Virtual Landline New service Sub type

TCS Internal, India

Tata Consultancy Services

Deposit Type Transfer changes

CR Description:

- A new Service Sub type Virtual Landline has to be added under the Service type landline.

Validations added for the Virtual Landline:

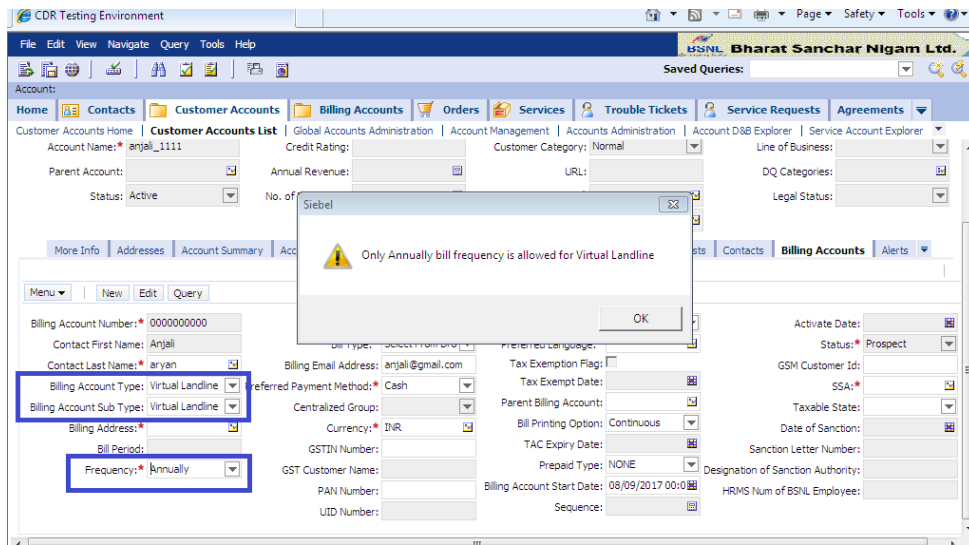
Billing account creation:

- A new Billing account type and sub type “Virtual Landline” has been created for the this service sub type.

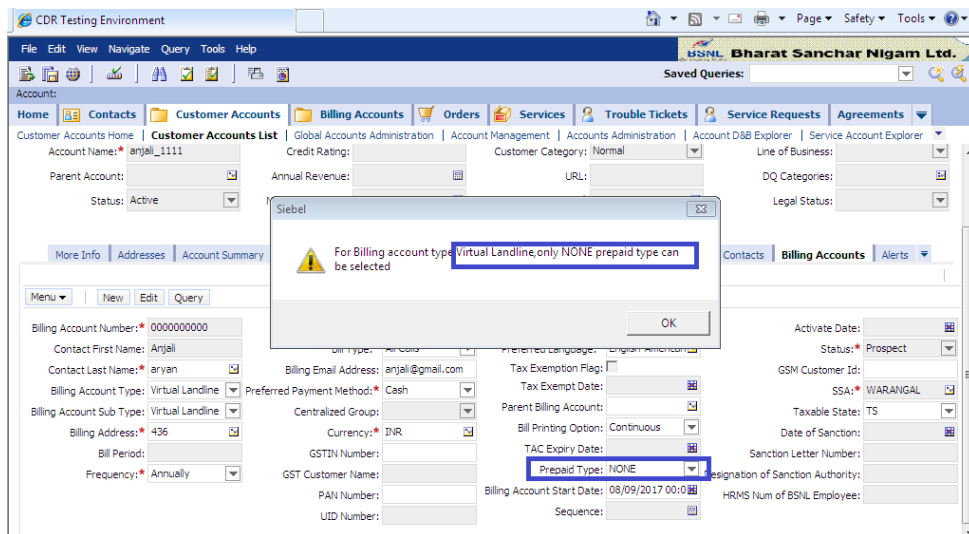
The screenshot shows the 'Billing Accounts List' form in a CRM system. The form is divided into several sections: Account Information, Billing Information, and General Information. The 'Billing Account Type' dropdown is highlighted with a blue box, showing 'Virtual Landline' as the selected option. The 'Frequency' dropdown is set to 'Annually'.

Field	Value
Account Name	Shamila_LL
Parent Account	
Status	Active
Credit Rating	
Annual Revenue	
No. of Employees	
Customer Category	VIP
URL	
Currency	INR
Enterprise Group Code	
Line of Business	
DQ Categories	
Legal Status	
Billing Account Number	0000000000
Contact First Name	shamila
Contact Last Name	shamila
Billing Email Address	ss@gmail.com
Preferred Payment Method	Cash
Centralized Group	
Currency	INR
GSTIN Number	
GST Customer Name	
PAN Number	
UID Number	
Bill Media	Print Bill on Paper
Preferred Language	Select From Dro
Tax Exemption Flag	
Tax Exempt Date	
Parent Billing Account	
Bill Printing Option	Continuous
TAC Expiry Date	
Prepaid Type	NONE
Billing Account Start Date	08/09/2017 00:00
Sequence	
Activate Date	
Status	Prospect
GSM Customer Id	
SSA	
Taxable State	
Date of Sanction	
Sanction Letter Number	
Designation of Sanction Authority	
HRMS Num of SSN Employees	

- The billing frequency is always annually for this billing account type. While we are selecting the billing account type frequency sets to annually and if we try to change an error message will be thrown as shown below.

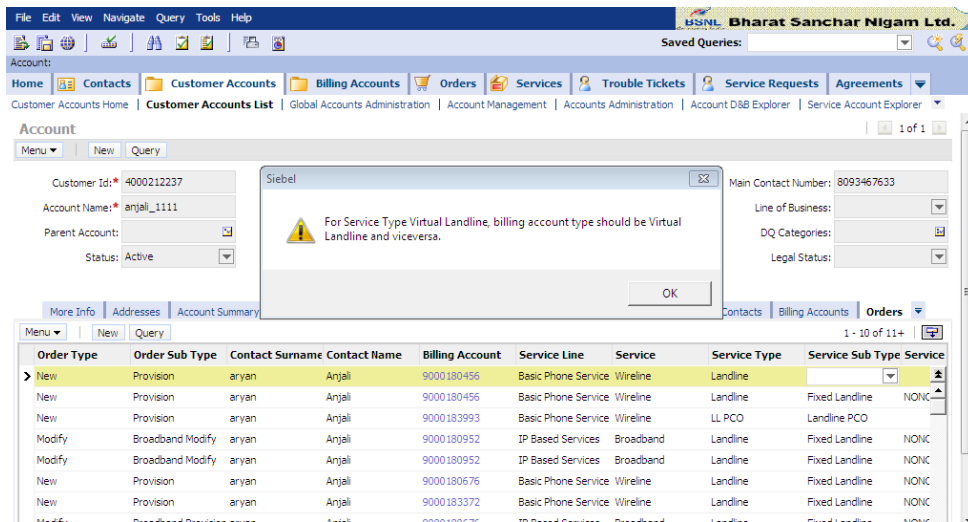


- The prepaid must be always NONE and we can't select any other value.

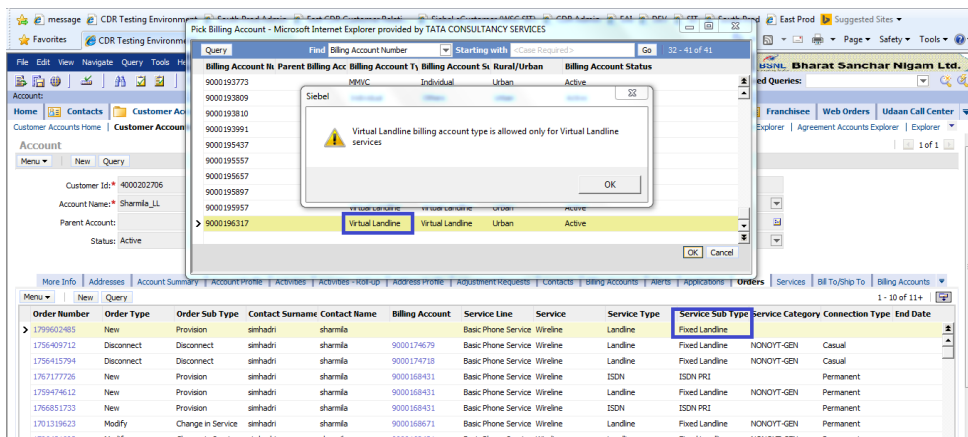


Order creation:

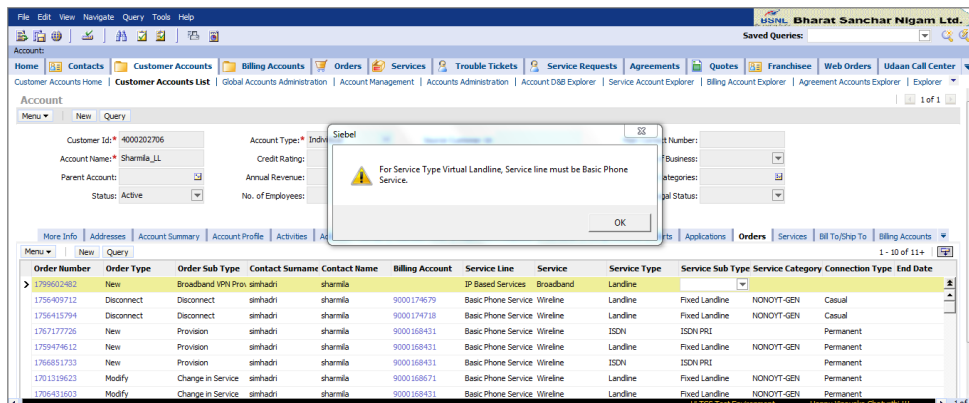
- For the service sub type virtual landline billing account type must be virtual landline no other types are allowed.



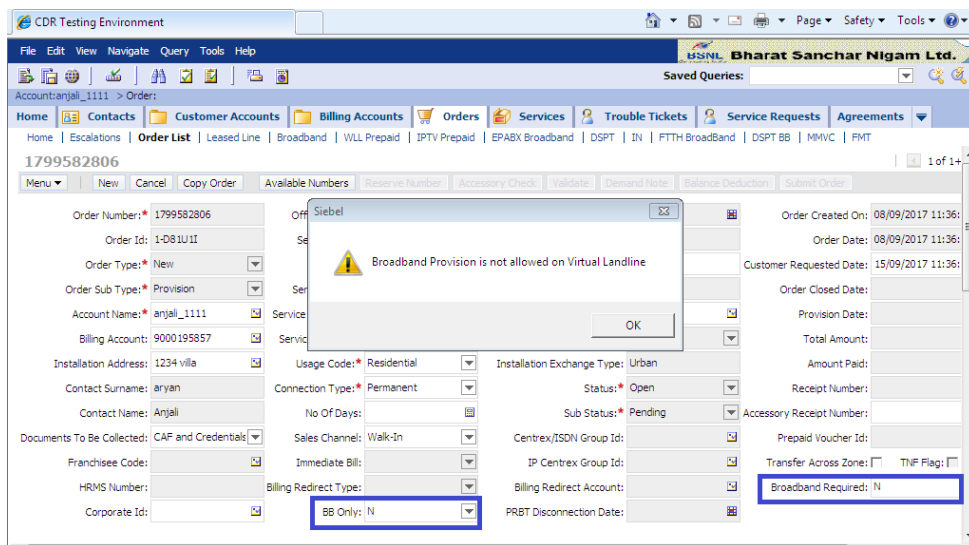
- Similarly for other service type virtual landline billing account is not allowed.



- Service line must be basic phone service always.



- VAS services are not allowed in virtual landline service. So IP centrex group field is made read only if the service type is virtual landline.
- Broadband flag are set to “N” as it is not only allowed. And we don't allow to change the flags.



- A new UI is developed for the virtual landline. Present we have only one plan and one facility under this service type.
- Plan name is “ASEEM PLAN Rs.99/p.a” and facility is “CALL TRANSFER VLL”. Both are mutually required components. If we select the plan facility gets selected automatically and viceversa.

CDR Testing Environment

File Edit View Navigate Query Tools Help

BSNL Bharat Sanchar Nigam Ltd.

Account: anjali_1111 > Order: 1799582806 >

Home Contacts Customer Accounts Billing Accounts Orders Services Trouble Tickets Service Requests Sales Orders

Home | Line Items Analysis | List | Charts

LandLine

Reprice Save Cancel Done Finish It Verify

Messages

Previous All Messages Next

Details

Virtual LL Plans Facilities

Item	Explanation	Customize
None		
☒ CALL TRANSFER VLL		

- For the facility we have one destination number and it is mandatory.

BSNL Bharat Sanchar Nigam Ltd.

Account: anjali_1111 > Order: 1799582806 >

Home Contacts Customer Accounts Billing Accounts Orders Services Trouble Tickets Service Requests Sales Orders

Home | Line Items Analysis | List | Charts

LandLine

Save Cancel Done Finish It Verify

Messages

Previous All Messages Next

Details

Virtual Landline Facilities

Item	Explanation	Customize
None		
☒ CALL TRANSFER VLL		

CALL TRANSFER VLL

Your Price

Rs.0.00

Destination Number 1

9876578567

Linked Item

Resource

Destination number validations:

1. Destination number can be mobile number and landline number.
2. If it is landline number it must contain 12digits and hyphen is not allowed in second and last positions.
3. Mobile number must contain 10digits starting digit must be 7 or 8 or 9.
4. All the digits must not be same.

- Plan charges are 99rs and state GST and central GST charges are also

CDR Testing Environment

File Edit View Navigate Query Tools Help

BSNL Bharat Sanchar Nigam Ltd.

Saved Queries:

Account: anjali_1111 > Order:

Home Escalations Order List Leased Line Broadband WLL Prepaid IPTV Prepaid EPABX Broadband DSPT IN FTTH Broadband DSPT BB MMVC FMT

1799582806

Menu New Cancel Copy Order Available Numbers Reserve Number Accessory Check Validate Demand Note Balance Deduction Submit Order

Order Number: 1799582806
 Order Id: I-D8IU1I
 Order Type: New
 Order Sub Type: Provision
 Account Name: anjali_1111
 Billing Account: 9000195857
 Installation Address: 1234 villa
 Contact Surname: arian
 Contact Name: Anjali
 Documents To Be Collected: CAF and Credentials
 Franchisee Code:
 HRMS Number:
 Corporate Id:

Offline Order: N
 Service Line: Basic Phone Service
 Service: Wireline
 Service Type: Landline
 Service Sub Type: Virtual Landline
 Service Category: NONO/TT-GEN
 Usage Code: Residential
 Connection Type: Permanent
 No Of Days:
 Sales Channel: Walk-in
 Immediate Bill:
 Billing Redirect Type:
 BB Only: N

Indoor Completion Date:
 Service Id (Ph #): 040-2561340
 Preferred Number:
 Nearest BSNL Landline Number:
 CH Plot No(Reference #):
 Billing Exchange Type: Urban
 Installation Exchange Type: Urban
 Status: Open
 Sub Status: Validation Successful
 Centrex/ISDN Group Id:
 IP Centrex Group Id:
 Billing Redirect Account:
 PRBT Disconnection Date:

Order Created On: 08/09/2017 11:36:
 Order Date: 08/09/2017 11:36:
 Customer Requested Date: 15/09/2017 11:36:
 Order Closed Date:
 Provision Date:
 Total Amount: Rs.117.00
 Amount Paid:
 Receipt Number:
 Accessory Receipt Number:
 Prepaid Voucher Id:
 Transfer Across Zone:
 TNF Flag:
 Broadband Required: N

included.

CDR Testing Environment

File Edit View Navigate Query Tools Help

BSNL Bharat Sanchar Nigam Ltd.

Saved Queries:

Account: anjali_1111 > Order:

Home Escalations Order List Leased Line Broadband WLL Prepaid IPTV Prepaid EPABX Broadband DSPT IN FTTH Broadband DSPT BB MMVC FMT

Demand Note Line Items

Product	Actual Amount	Estimated Amount
STATE GST/ UT GST	Rs.9.00	Rs.9.00
CENTRAL GST	Rs.9.00	Rs.9.00
Advance Rental	Rs.99.00	Rs.99.00