# Panduan Pengecekan Eligibilitas Nomor Parent dan Member, Pengecekan Nomor Parent dari No IH dan Pengecekan Group ID SMOOA

Dear rekan-rekan pelayanan,

Sehubungan dengan banyaknya case pelanggan perihal layanan SMOOA, untuk mempercepat solusi kepada pelanggan, berikut panduan pengecekan Eligibilitas Nomor Parent dan Member, cara pengecekan Nomor Parent melalui No IH serta pengecekan Group ID SMOOA:

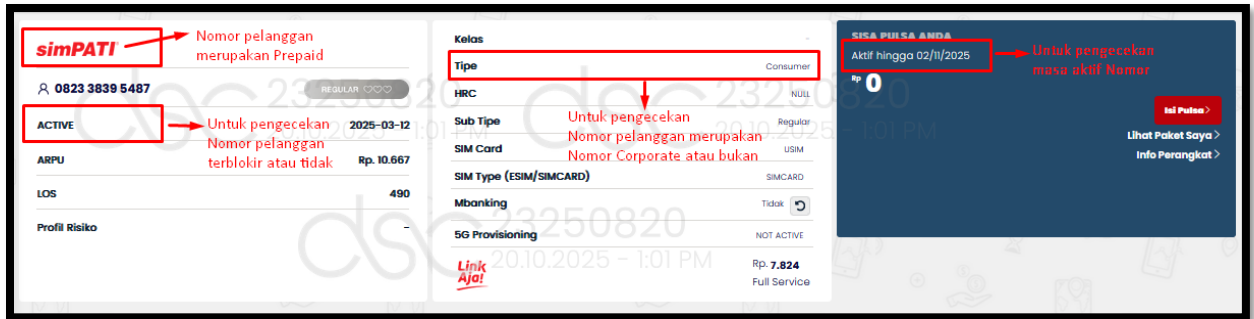==Pengecekan Eligibilitas SMOOA==

A. **Nomor Parent**
   1. Pastikan nomor Parent adalah Prepaid dengan status aktif (nomor tidak dalam keadaan masa tenggang)
   2. Tidak terdaftar pada Paket Kuota Keluarga atau Paket Kuota HP Sekeluarga lain

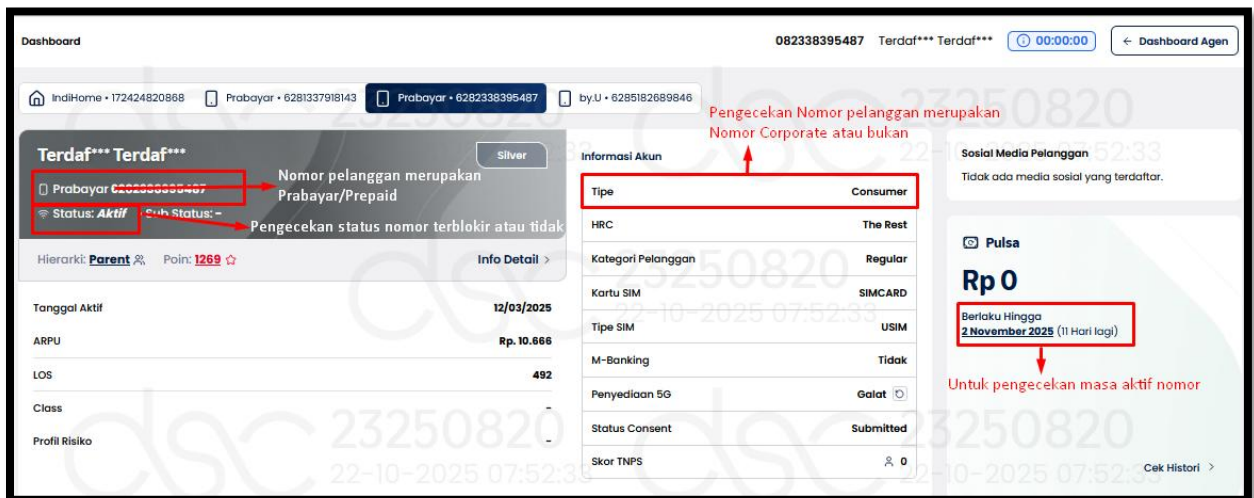   Contoh aktif paket Internet Kuota Keluarga



Query DSC - Pilih bonus Internet Keluarga - Klik "Lebih Detil" - Pilih "All" pada Search Level - Klik "Cari"

   3. Pelanggan HALO (Pascabayar) dan By.U, tidak eligible sebagai Parent SMOOA
   4. Nomor Halo Corporate, tidak eligible sebagai Parent SMOOA
   5. Nomor tidak dalam keadaan terblokir
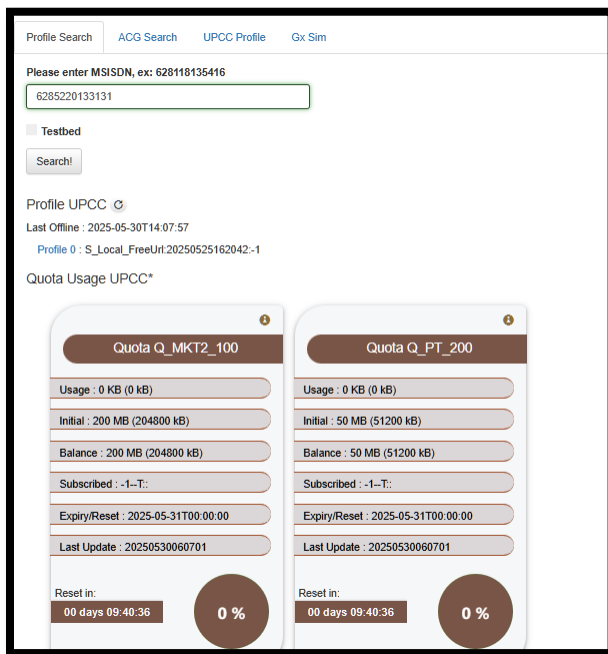
Pengecekan eligibilitas via DSC versi Lama


Pengecekan eligibilitas via DSC versi Baru

**B. Nomor Member**
1. Pelanggan Prepaid dengan status aktif (nomor tidak dalam keadaan masa tenggang)
2. Pelanggan HALO (Pascabayar)
3. Tidak terdaftar pada Paket Kuota Keluarga atau Paket Kuota HP Sekeluarga lain
4. Tidak terdaftar dengan Group ID SMOOA lainnya (contoh: tertera Group ID pada bandtools, keterangan: **Parent: 62_1319055_FP**)
5. Member SMOOA terdiri dari minimal 1 Member dan maksimal 5 Member

Contoh Nomor yang tidak terdaftar Group ID SMOOA lainnya. Pengecekan dengan menggunakan Bandtools:



Input MSISDN yang akan dilakukan pengecekan pada kolom **Please enter MSISDN, ex: 628118135416** – Klik "Search"
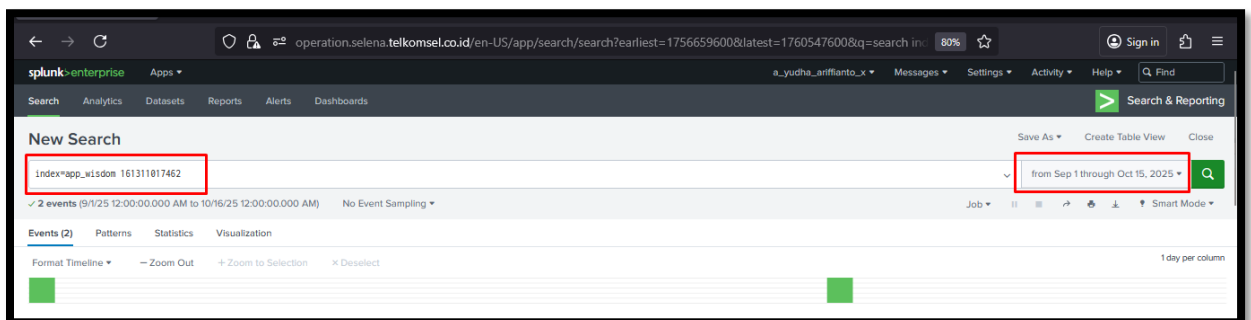
6. Nomor By.U, tidak eligible sebagai Member SMOOA
7. Nomor Postpaid Corporate, tidak eligible sebagai Member SMOOA
8. Nomor tidak dalam keadaan terblokir baik Prepaid ataupun Postpaid

==Cara Pengecekan Nomor Parent SMOOA melalui No IH==

Menggunakan Tools Selena:

1. Link Tools: https://operation.selena.telkomsel.co.id/
2. Sources Type: index=app_wisdom [no IH]
3. Pilih date range 30 hari terakhir atau bulan sebelumnya

Contoh pengecekan tools selena



index=app_wisdom 161311017462

4. Search: "service_id_b":"628xxxxxxxx", nomor tersebut merupakan nomor Parent

2025-10-01 00:09:59,008|2025-10-01 00:09:56,873|i41999b9a2df231781001001452d988Icc00000Z000|3636|ren|1|161311017462|U|U|||S|DIGICORE_TDR|OK00|Renewal Success;transaction_id=i41999b9a2df231781001001452d988Icc00000Z000;note=BR0000000015106CRQ000000437391;tdr=DIGITAL_CORE_PAYLOAD;payload={"channel":"i4","adn":"3636","counter":[{"counter_type":"msisdn-gift-period","counter_validity":"1","counter_validity_unit":"Days"}],"notification":{"deviceid":"","reminder_time":"D-1|D-3","sms_flag":true,"push_flag":true,"inbox_flag":true,"allowances_descriptions":"Internet Sharing 15GB, Telpon dan SMS Sepuasnya ke Keluarga"},"language":"id","immediate":"0","transaction_id":"i41999b9a2df231781001001452d988Icc00000Z000","channel_transaction_id":"DGPS250711184156573528420","**service_id_a":"161311017462","service_id_b":"6282189131781"**,"order_type":"REN","product_family":"Family Plan","rfs_apps_id":"FamilyPlan","offer_version":"202504083769986","offer_id":"00100145","offer_name":"Family Plan","validity_period":"31","validity_period_unit":"Days","purchase_mode":"GIFT_ID","group_type_id":"FP","renewal_acc_flag":"0","subscription_flag":"1","payment_method":"BALANCE","product_category":"Default","bank_code":"515325","flexible_charging_flag":"1","ifrs_calculate":"1","can_replace":"1","bundle_transaction_id":"i4197f94ac67bML3_TDAR_13800101220o.comI","offering_pricing":{"charge":0,"transaction_price":0,"disc_transaction_price":0,"transaction_fee":0,"offer_price_id":"OT_002758_00100145_47c71b8b-c174-4a7c-83c8-b857c70be2f8","charge_order_id":"00100145","vas_code":"digicore_kuotakeluarga_fmc","vas_password":"bonus123","cp_name":"00100145"},"retry_renewal_flag":"FALSE","network_profile_a":{"lac":"","ci":"","imei":"","kabupaten":"","skey":"","zone3":"","node":"","latitude":"","longitude":"","zone2":"","mcc":"","mnc":"","scp_id":"","ucsi_tpl_name":"","product_id":""},"network_profile_b":{"lac":"316056","ci":"25","imei":"86003606087016","kabupaten":"KUTAI KARTANEGARA","skey":"110","zone3":"411315","node":"4G","latitude":"-0.729969","longitude":"null","zone2":"8","mcc":"510","mnc":"10","scp_id":"R02","ucsi_tpl_name":"SIUCSI116","active_date":"2026-06-27","product_id":"Simpati"},"product_offer":[{"non_usage_flag":"0","subs_identifier_flag":"0","thirdparty_identifier_flag":"0","primary_bonus_flag":"1","product_spec_level":"c0","customer_facing_specification":{"commercial_name":"Kuota Keluarga","quota_value":"15728640","quota_unit":"KBytes","validity_period":"18","validity_period_unit":"Days","resource_facing_specification":[{"upcc":{"upcc_flag":"1","sapc_package":"VB_Pre_Shared_AllNetwork_SDX","quota_id":"Q_VB_Pre_Shared_AllNetwork_SDX","quota_name":"Q_VB_Pre_Shared_AllNetwork_SDX","quota_value":"15728640","quota_manager":"Provisioning","pcrf_accumulation":"0"},"revenue_recognition":{"ssp":12.77709511596869,"alloc_tp":0,"disc_alloc_tp":0,"unit_price":0,"disc_unit_price":0,"unit_measurement":"KBytes","historical_quota":0,"historical_unit_price":0,"product_length":18,"daily_price":0,"proration_indicator":"N","allowance_type":"DATA","ifrs_allowance_type":"Standard","ssp_rate":0.000001030831048,"consumption_rate":0.788049439916823,"ssp_consumption_rate":0.00000081234583,"allowance_sub_type":"4G Data Pool","disc_duration":0}}]}},{"non_usage_flag":"0","subs_identifier_flag":"0","thirdparty_identifier_flag":"0","primary_bonus_flag":"0","product_spec_level":"b1","customer_facing_specification":{"commercial_name":"SMS Onnet","quota_value":"50000","quota_unit":"Occurance","validity_period":"18","validity_period_unit":"Days","resource_facing_specification":[{"tc":{"adn":"3636","pid":"00100145","tc_flag":"1","bonus_apps_id":"ifrs99900897","bonus_password":"bonus123","order_id":"00100145","cp_name":"00100145","item_id":"3735706","bonus_name":"ifrs99900897","bonus_type":"SMS"},"revenue_recognition":{"ssp":6238.464593437577,"alloc_tp":0,"disc_alloc_tp":0,"unit_price":0,"disc_unit_price":0,"unit_measurement":"Occurance","historical_quota":0,"historical_unit_price":0,"product_length":18,"daily_price":0,"proration_indicator":"N","allowance_type":"SMS","ifrs_allowance_type":"Standard","ssp_rate":12.7905639178236,"consumption_rate":0.009754792100674,"ssp_consumption_rate":0.1247692918687515,"allowance_sub_type":"SMS 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Operator","quota_value":"1800","quota_unit":"Seconds","validity_period":"18","validity_period_unit":"Days","resource_facing_specification":[{"tc":{"adn":"3636","pid":"00100145","tc_flag":"1","bonus_apps_id":"vomsflesmooallx686","bonus_password":"bonus123","order_id":"00100145","cp_name":"00100145","item_id":"3915599","bonus_name":"vomsflesmooallx686","bonus_type":"VOICE"},"revenue_recognition":{"ssp":39.060266845814546,"alloc_tp":0,"disc_alloc_tp":0,"unit_price":0,"disc_unit_price":0,"unit_measurement":"Seconds","historical_quota":0,"historical_unit_price":0,"product_length":18,"daily_price":0,"proration_indicator":"","allowance_type":"VOICE","ifrs_allowance_type":"","ssp_rate":0.415171628240889,"consumption_rate":0.052267897832084,"ssp_consumption_rate":0.0217001482476747,"allowance_sub_type":"VOICE Allopr","disc_duration":0}}]}},{"non_usage_flag":"0","subs_identifier_flag":"0","thirdparty_identifier_flag":"0","primary_bonus_flag":"0","product_spec_level":"e4","customer_facing_specification":{"commercial_name":"Extend Lifecycle","quota_value":"0","quota_unit":"N/A","validity_period":"18","validity_period_unit":"Days","resource_facing_specification":[{"tc":{"adn":"3636","pid":"00100145","tc_flag":"1","bonus_apps_id":"buyactiveperiod","bonus_password":"bonus123","order_id":"00100145","cp_name":"00100145","item_id":"","bonus_name":"BonusAppsID Buy Active Period","bonus_type":""},"revenue_recognition":{"ssp":0,"alloc_tp":0,"disc_alloc_tp":0,"unit_price":0,"disc_unit_price":0,"unit_measurement":"","historical_quota":0,"historical_unit_price":0,"product_length":18,"daily_price":0,"proration_indicator":"N","ifrs_allowance_type":"Standard","ssp_rate":0,"consumption_rate":0,"ssp_consumption_rate":0,"allowance_sub_type":"Extend 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Operator","quota_value":"30","quota_unit":"Occurance","validity_period":"18","validity_period_unit":"Days","resource_facing_specification":[{"tc":{"adn":"3636","pid":"00100145","tc_flag":"1","bonus_apps_id":"vomsflesmooallx686","bonus_password":"bonus123","order_id":"00100145","cp_name":"00100145","item_id":"3915599","bonus_name":"vomsflesmooallx686","bonus_type":"SMS"},"revenue_recognition":{"ssp":3.4842658022448947,"alloc_tp":0,"disc_alloc_tp":0,"unit_price":0,"disc_unit_price":0,"unit_measurement":"Occurance","historical_quota":0,"historical_unit_price":0,"product_length":18,"daily_price":0,"proration_indicator":"N","allowance_type":"SMS","ifrs_allowance_type":"Standard","ssp_rate":56.2817616059253,"consumption_rate":0.002063584900227,"ssp_consumption_rate":0.1161421934081632,"allowance_sub_type":"SMS 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Onnet","quota_value":"2400000","quota_unit":"Seconds","validity_period":"18","validity_period_unit":"Days","resource_facing_specification":[{"tc":{"adn":"3636","pid":"00100145","tc_flag":"1","bonus_apps_id":"ifrs99900896","bonus_password":"bonus123","order_id":"00100145","cp_name":"00100145","item_id":"3735586","bonus_name":"ifrs99900896","bonus_type":"VOICE"},"revenue_recognition":{"ssp":1978.770053464618,"alloc_tp":0,"disc_alloc_tp":0,"unit_price":0,"disc_unit_price":0,"unit_measurement":"Seconds","historical_quota":0,"historical_unit_price":0,"product_length":18,"daily_price":0,"proration_indicator":"N","allowance_type":"VOICE","ifrs_allowance_type":"Standard","ssp_rate":0.037319921765178,"consumption_rate":0.022092423651494,"ssp_consumption_rate":0.0008244875222769,"allowance_sub_type":"VOICE Onnet","disc_duration":0}}]}}],"original_transaction_id":"i4199011bba1131781001001452d988Icc00000Z000","validity_period_eod":"EOM","subscriber_funder_type":"Indihome","subscriber_category":"MSISDN","offer_category":"FMC BUNDLE","subscription_type":"WG","service_category":"Wireless-SMOOA"};prepaidType=null;prepaidTypeSkey=null;prepaidTypeGet=null|NOSMS;;|BOM1803|2135|i4|10.38.36.105|digicore_kuotakeluarga_fmc

Menggunakan Tools Bandtools:

1. Link Tools: [https://10.251.93.41:3636/](https://10.251.93.41:3636/)
2. Input MSISDN Parent ataupun Member yang akan dilakukan pengecekan pada kolom **Please enter MSISDN, ex: 628118135416** – Klik "Search"
3. Jika paket SMOOA aktif, maka akan muncul profil UPCC: **VB_Pre_Shared_AllNetwork_SDX**
4. Cara cek Grup ID: **Parent: 62_1319055_FP**
5. Klik Grup ID maka akan muncul seluruh MSISDN yang terdaftar di Grup tersebut

**Cek Group ID**



**Cek Member**



Setelah Klik menu: "Parent: 62_1319055_FP"

## Cek Bonus Quota Internet SMOOA

Jika Quota Name Q_VB_Pre_Shared_AllNetwork_SDX pada Bandtools, hanya terdapat 1 profile maka nomor tersebut adalah **Parent SMOOA**



Benefit Kuota Internet Parent SMOOA

Jika Quota Name Q_VB_Pre_Shared_AllNetwork_SDX pada Bandtools, terdapat 2 profile maka nomor tersebut adalah **Member SMOOA**



Benefit Kuota Internet Member SMOOA

Keterangan:

- Untuk profile dengan keterangan **Virtual : False**, merupakan total akumulasi penggunaan kuota dari Nomor Parent dan Member SMOOA
- Untuk profile dengan keterangan **Virtual : True**, merupakan total penggunaan (usage) dari nomor Member SMOOA yang dilakukan pengecekan pada bandtools

## Cek Bonus Telpon dan SMS SMOOA pada Bandtools

Bonus OCS --

3735706|CUG|S|50000|20251031235959|Active|20251001000957|1 Bonus ID:undefined

3915599|SMOOA AllOpr|S|30|20251031235959|Active|20251001000957|1 SP PRE R02 Bonus ID:undefined

3735586|CUG|V|2399940|20251031235959|Active|20251001000957|1 Bonus ID:undefined

Dari data tersebut menunjukkan pelanggan sudah mendapatkan benefit Telpon dan SMS SMOOA