

DLT Process 1600 Series for Service & Transactional Call Voice Header & Content Template

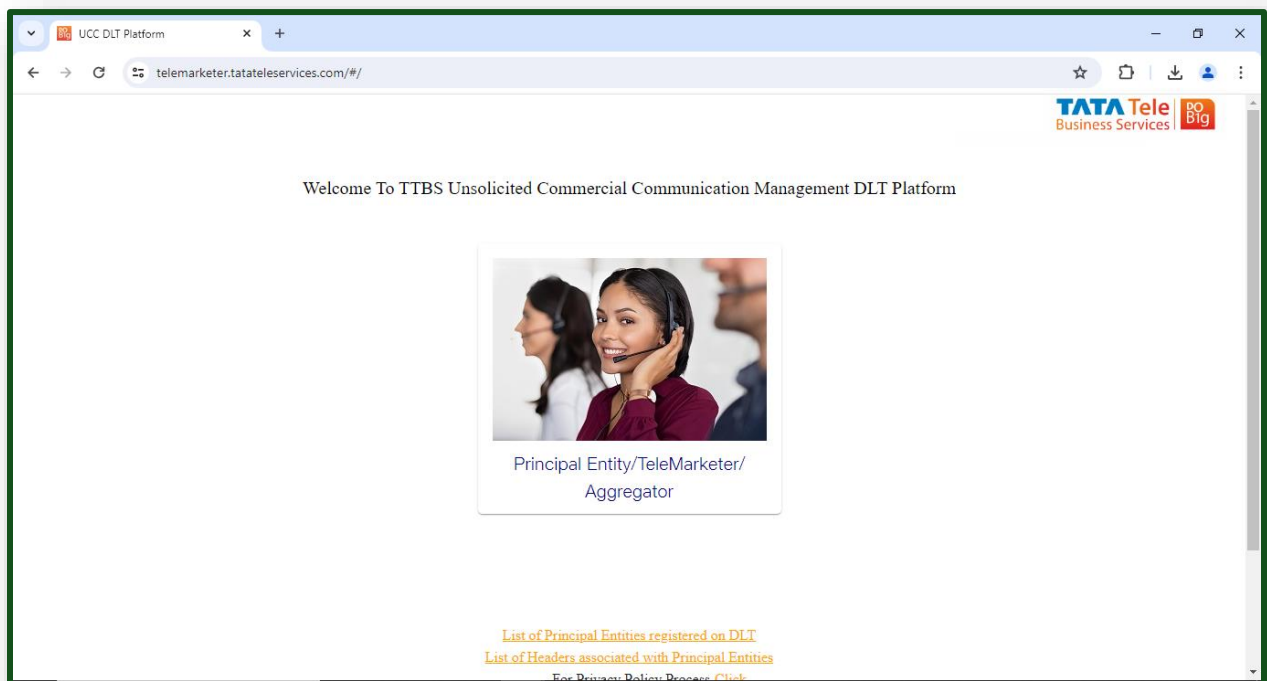
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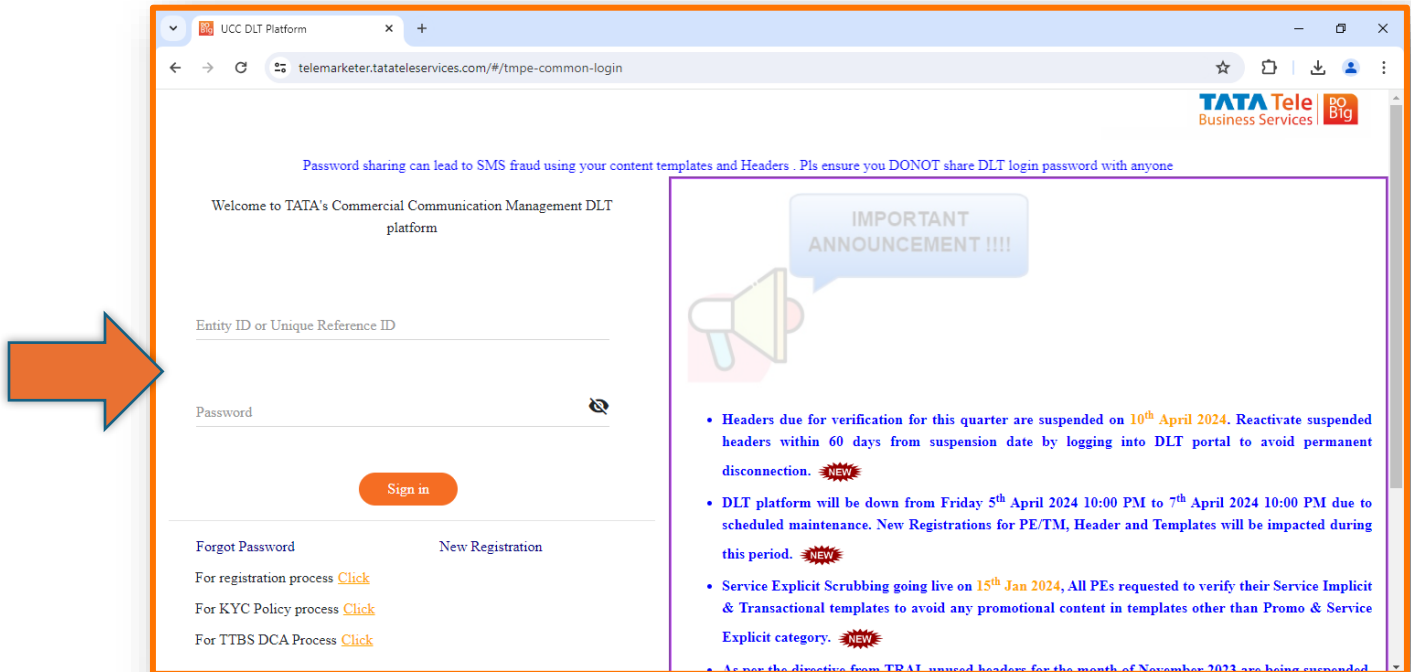
Voice Header Process

Visit our new DLT portal:

<https://telemarketer.tatateleservices.com/#/>



Click on Principal Entity/ Telemarketer/ Aggregator & proceed to login with PE credentials



UCC DLT Platform

telemarketer.tatateleservices.com/#/tmpe-common-login

TATA Tele | **do Big**
Business Services

Password sharing can lead to SMS fraud using your content templates and Headers. Pls ensure you DONOT share DLT login password with anyone

Welcome to TATA's Commercial Communication Management DLT platform

Entity ID or Unique Reference ID

Password

Sign in

[Forgot Password](#) [New Registration](#)

For registration process [Click](#)

For KYC Policy process [Click](#)

For TTBS DCA Process [Click](#)

IMPORTANT ANNOUNCEMENT !!!!

- Headers due for verification for this quarter are suspended on **10th April 2024**. Reactivate suspended headers within 60 days from suspension date by logging into DLT portal to avoid permanent disconnection. **NEW**
- DLT platform will be down from Friday **5th April 2024** 10:00 PM to **7th April 2024** 10:00 PM due to scheduled maintenance. New Registrations for PE/TM, Header and Templates will be impacted during this period. **NEW**
- Service Explicit Scrubbing going live on **15th Jan 2024**, All PEs requested to verify their Service Implicit & Transactional templates to avoid any promotional content in templates other than Promo & Service Explicit category. **NEW**
- As per the directive from TRAI, unused headers for the month of November 2023 are being suspended.

❖ Voice Service/ Transactional Header Registration

Once login as a PE, the user has to
click on Voice tab → Voice Service Header
Registration for PE from the dropdown

Header SMS ▾ Content Template ▾ Consent ▾ Consent Template ▾ GST ▾ Voice ▾ Whitelisting ▾ Manage Telemarketer Relationship ▾ Self Care ▾

New/Modify Profile

Select Industry Category*
Private Ltd Company ▾

Select POI Type*
PAN ▾

Registered Email ID*
rupa.sah ▾

Registered Mobile number*
92..... ▾

Submit

Enter PAN Number
AAAC12345678

Voice ▾
Voice Header Registration List For PE
Voice Service Header Registration For PE
Voice Service Header Registration List
Voice Template Registration By PE
Voice Template Summary By PE

Under this page, user needs to mention

- Tele Marketer ID**
- Header CLI (1600XXX)
- Header Type (Service/Transaction)
- Business Category &
- Upload supporting documents

And, thereafter click on Submit button.

**Tele Marketer ID – If Principal Entity is managing the communication campaigns on their own to mention their own TM ID else to mention the TM ID of partner who is managing the campaigns

New Voice Service Header Registration By PE

- Header registration can happen only post 3 days of suspension.
- Documents uploaded by Telemarketer are visible to Principle Entity.

Entity ID 160116	Entity Name Tata Teleservices Limited
Telemarketer ID * 160216	Telemarketer Name Tata Teleservices Limited
Header CLI * 16001	Header Type * Service
Business Category * Communication / Broadcasting / Entertainment / IT	

Please upload document supporting for Business Category * Browse

(Allowed file formats are jpg, jpeg, png, JPG, JPEG, JFIF, BMP, SVG, pdf. The file size should be less than 5MB)

TTNS-MCA.pdf Remove

PE Remarks *
Testing 1600

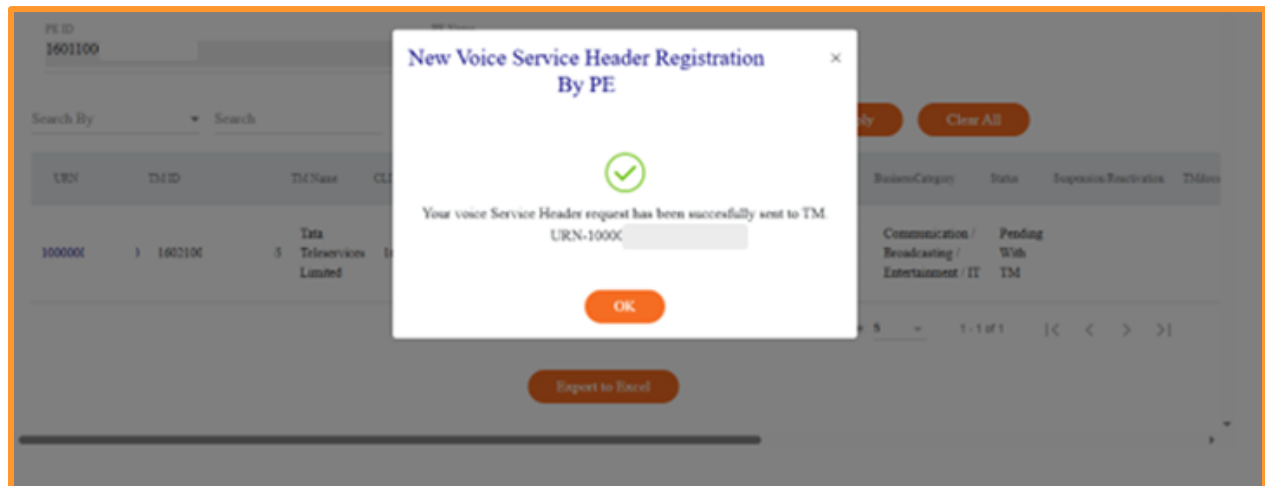
Purpose *
test purpose

Please upload supporting documents by PE Browse

(Allowed file formats are jpg, jpeg, png, JPG, JPEG, JFIF, BMP, SVG, pdf. The file size should be less than 5MB)

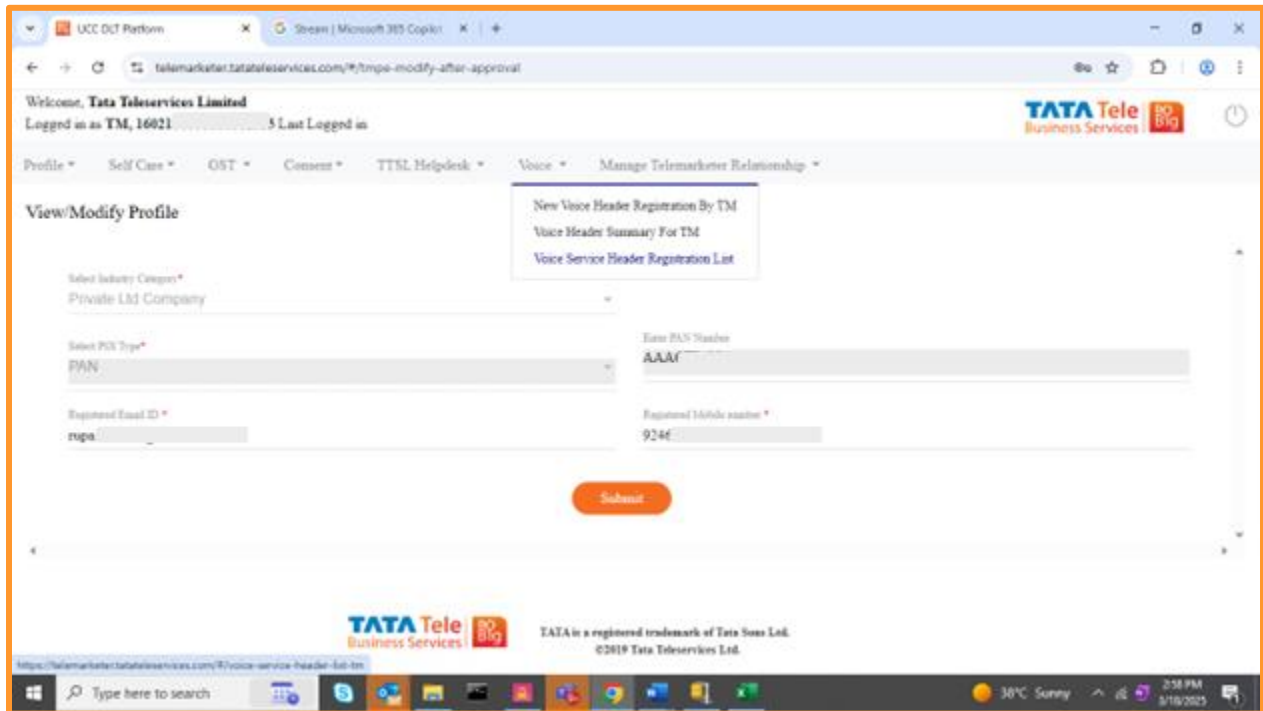
Submit Clear

On submission, URN is generated & the request is then assigned to respective TM for approval.



❖ Voice Service/ Transactional Header List



- ✓ TM to acknowledge the request generated by the PE
- ✓ TM to login to their module and select Voice Tab
- ✓ Voice Header Registration List option from dropdown.



The screenshot displays the TATA Tele Business Services portal interface. The user is logged in as TM, 16021. The navigation bar includes links for Profile, Self Care, OST, Content, TTSL Helpdesk, Voice, and Manage Telemarketer Relationship. The 'Voice' dropdown menu is open, showing three options: 'New Voice Header Registration By TM', 'Voice Header Summary For TM', and 'Voice Service Header Registration List'. The main content area is titled 'View/Modify Profile' and contains several input fields: 'Select Industry Category' (with 'Private Ltd Company' selected), 'Select POC Type' (with 'PAN' selected), 'Enter PAN Number' (with 'AAAA' entered), 'Registered Email ID' (with 'rupa' entered), and 'Registered Mobile number' (with '9244' entered). A 'Submit' button is located at the bottom of the form. The footer includes the TATA Tele logo, a copyright notice for 2019, and the current date and time (3:58 PM, 9/18/2023).

- ✓ Voice Service Header List →
Dashboard landing page
- ✓ By clicking on URN, TM can proceed
to Accept/ Reject the request.

Welcome, **Tata Teleservices Limited**
Logged in as TM, 160015 Last Logged in

TATA Tele  

Profile * Self Care * GST * Contact * TTSI Helpdesk * Voice * Manage Telemarketer Relationship *

Voice Service Header Registration List

TM ID: 16021000 TM Name: Tata Teleservices Limited

Search By: Search Date From: Date To: Apply Clear All

URN	PE ID	PE Name	CL	Header Type	Status	Suspension/Restriction	Created Date	Last Updated Date	TM Comments	PE Comments	Register Comments	Other Register Comments	Last
1000	1600	Tata Teleservices Limited	14	Service	Pending With TM		13-05-2025 07:12 PM	13-03-2025 07:12 PM		Testing 1600			Re by

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❖ Voice Service/ Transactional Header – Accept/ Reject

- ✓ TM can either Accept or Reject the Voice Service Header request from the dropdown and click on Submit button.
- ✓ Further, there is an option to upload supporting document, if any is required.

Voice Service Header Registration

Entity Details

URN	10000		
TM ID	1602100	TM Name	Tata Teleservices Limited
Entity ID	16011	Entity Name	Tata Teleservices Limited

Header Details

Header CLI	1601		
Header Type	Service		
Business Category	Communication / Broadcasting / Entertainment / IT		
PE Remarks	Testing 1600		
Purpose by PE	test purpose		
TM Remarks	test		
Status	<div> Pending With TM <div> Accept Reject </div> </div>		

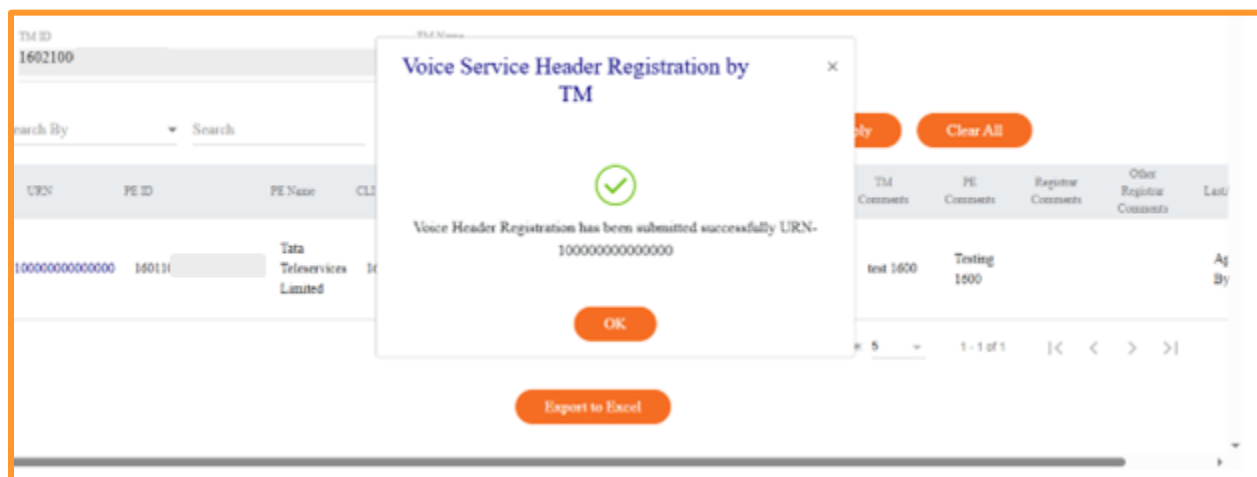
Please upload supporting documents by TM

(Allowed file formats are .jpg, .jpeg, .png, .JPG, .JPEG, .gif, .BMP, .SVG, .pdf. The file size should be less than 5MB)

Submit

Clear

- ✓ Once accepted by TM, the request is forwarded to TSP for their approval.



- ✓ The same reflects in Dashboard as 'Pending with TSP'. Refer the second snap for details.

Voice Service Header Summary For PE

PE ID: 1601106 PE Name: Tata Teleservices Limited

Search By: Search Date From: Date To: Apply Clear All

URN	TM ID	TM Name	CLI	Header Type	Org Type	Industry	Industry Other	Industry Sector	Other Industry Sector	Business Category	Status	Suspension/Restriction	Tid/Name
1000000000000000	16021	Tata Teleservices Limited	16001	Service	Private	Private Limited Company	Others	Telecom	Communication / Broadcasting / Entertainment / IT	Pending With TSP			

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❖ Voice Service/ Transactional Header – Dashboard

Another view of Voice Service Header

Registration list under TM login.

Voice Service Header Registration List

TM ID: 16021000-5 TM Name: Tata Teleservices Limited

Search By: Search Date From: Date To: Apply Clear All

UIN	PE ID	PE Name	CLI	Header Type	Status	Suspension/Restriction	Created Date	Last Updated Date	TM Comments	PE Comments	Register Comments	Other Register Comments	Last Action
1000000000000000	1601100-4	Tata Teleservices Limited	160	Service	Pending With TSP		13-03-2025 07:12 PM	13-03-2025 09:21 PM	test 1600	Testing 1600			Approve By TM

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❖ Voice Service/ Transactional Header – Active/ Suspend

Once the Header is approved by TSP,
PE has the option to Suspend /
Reactive any Voice Service Headers.

Voice Service Header Summary For PE

PE ID: 1601501 E2 PE Name: \$

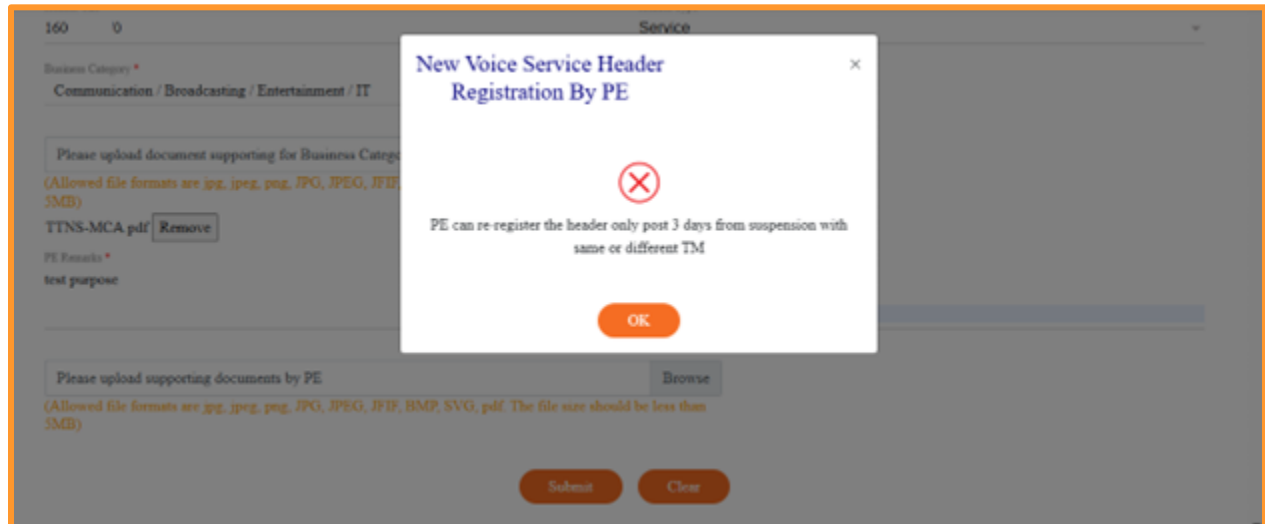
Search By: Search Date From: Date To: Apply Clear All

URN	TM ID	TM Name	CL	Header Type	Org Type	Industry	Industry Other	Industry Sector	Other Industry Sector	Business Category	State	Suspension/Reactivation	TM Name
100000000000063	1602770	TEST ORG	1600	Service		NGO		Others	pharmacy	Communication / Broadcasting / Entertainment / IT	Active	Suspend	

- ✓ PE to ensure the Header registration in TTL DLT and link it with TM
- ✓ No calls to be made with 1600XXX series without registration

- ❖ Voice Service/ Transactional Header – Re-register to TM

If PE wants to re-register the Header to same or a different TM, it can be done after 3 days after its suspension.



Voice Content Template

❖ Voice Content Template Registration

PE to login and select Voice Tab →
Voice Template Registration option
from dropdown.

The screenshot displays the Tata Teleservices Limited portal interface. At the top, the user is logged in as 'PE, 1601' and has been logged in for 14 days. The navigation bar includes links for New Header SMS, Content Template, Consent, Consent Template, GST, Voice, Whitelisting, Manage Telemarketer Relationship, Self Care, and Profile. The 'Voice' tab is selected, and a dropdown menu is open, showing options: Voice Header Registration List For PE, Voice Service Header Registration For PE, Voice Service Header Registration List, Voice Template Registration By PE (highlighted with an orange arrow), and Voice Template Summary By PE. The main content area is titled 'View/Modify Profile' and contains fields for Select Industry Category (Private Ltd Company), Select PGI Type (PAN), Registered Email ID (rupa.co.in), Enter PAN Number (AAA), and Registered Mobile number (9246). A 'Submit' button is located at the bottom of the form.

Under this page, user needs to mention

- ✓ Communication type to be selected as Service or Transactional Category
- ✓ Content Type
- ✓ Template Name
- ✓ Content Template
- ✓ Sample content template (sample actual script)
- ✓ Description of Template - Purpose of call
- ✓ Type of Call
- ✓ Number of variables
- ✓ Upload supporting documents

Thereafter, click on Submit Request button.

Template Types	Captured the
Recorded call with variables	Actual content
Recorded call without variables	Actual content
Person to Person (P2P) call Manual	Intent of the call
P2P auto Dialer	Intent of the call

Contd...

Voice Content Template - New Registration

Principal Entity Details

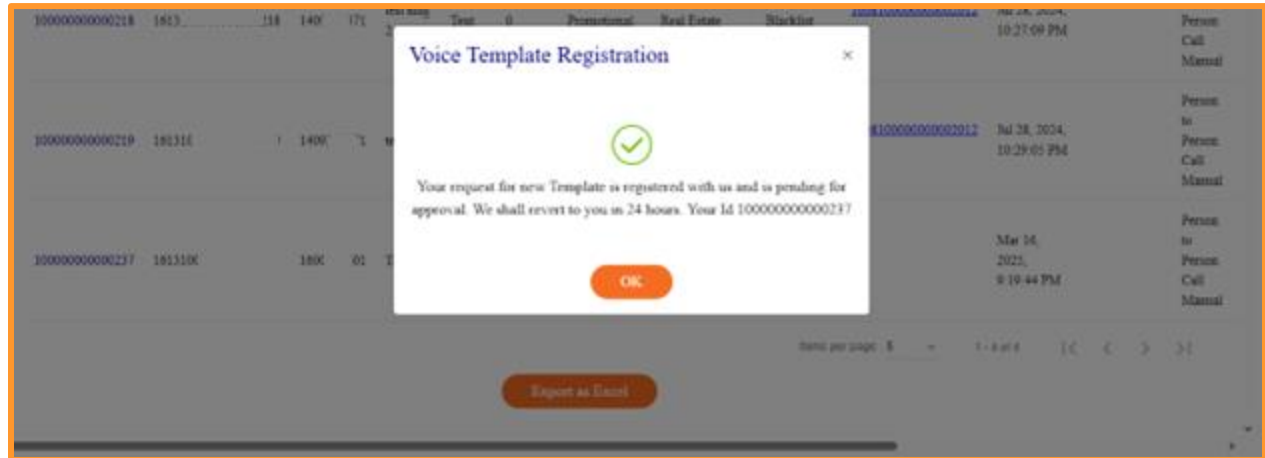
ID	16011 1026	Industry Category	private
Organization Name	Tec		

Content Template Details

Promotional	Category
Service	
Transactional	
Content Type	<input type="radio"/> Text <input type="radio"/> Unicode
Template Name	Language

Service	Communication / Broadcasting / Entertainment / IT
Header CLI	Content Type <input checked="" type="radio"/> Text <input type="radio"/> Unicode
16001	
Template Name	Language
Test100	English
Template Content	Customer Sample Voice Template
Test template	Test template
4577 of 4598 character left	4577 of 4598 character left
Description of Template	<ul style="list-style-type: none"> For Recorded calls with variable, intent of the call along with the fixed portion of the communication to be captured in content template. For Recorded calls without variable, entire content to be captured in content.
Test template	

On submission, an URN request number gets generated and is assigned to TSP for approval.



❖ Voice Content Template – Activate/ Suspend

PE has the option to either Suspend or Reactivate a template, as & when required.

171	test 400	Test	0	Promotional	Real Estate	Template Disabled Temporarily By PE	1608	012	Jul 28, 2024, 10:29:05 PM	Manual	Person to Person Call Manual	Reactivate	Template Disabled Temporarily By PE
101	Test100	Test	0	Service	Communication / Broadcasting / Entertainment / IT	Active			Mar 16, 2023, 9:19:44 PM	Manual	Person to Person Call Manual	Suspend	Approved by TSP

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THE END