Functional Requirements of Telecom Billing Dashboard

Objective

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 The objective of a telecom billing app is to accurately and efficiently manage the billing and invoicing processes for telecommunications services. It aims to streamline billing operations and ensure the accurate charging and collection of fees for the services provided. The key functions of a telecom billing app include tracking usage, generating bills/invoices, handling payment processing, managing customer accounts, and providing reporting and analytics for financial management. By automating these processes, the app helps telecom companies optimize their billing operations, improve accuracy, reduce manual effort, and enhance customer satisfaction.
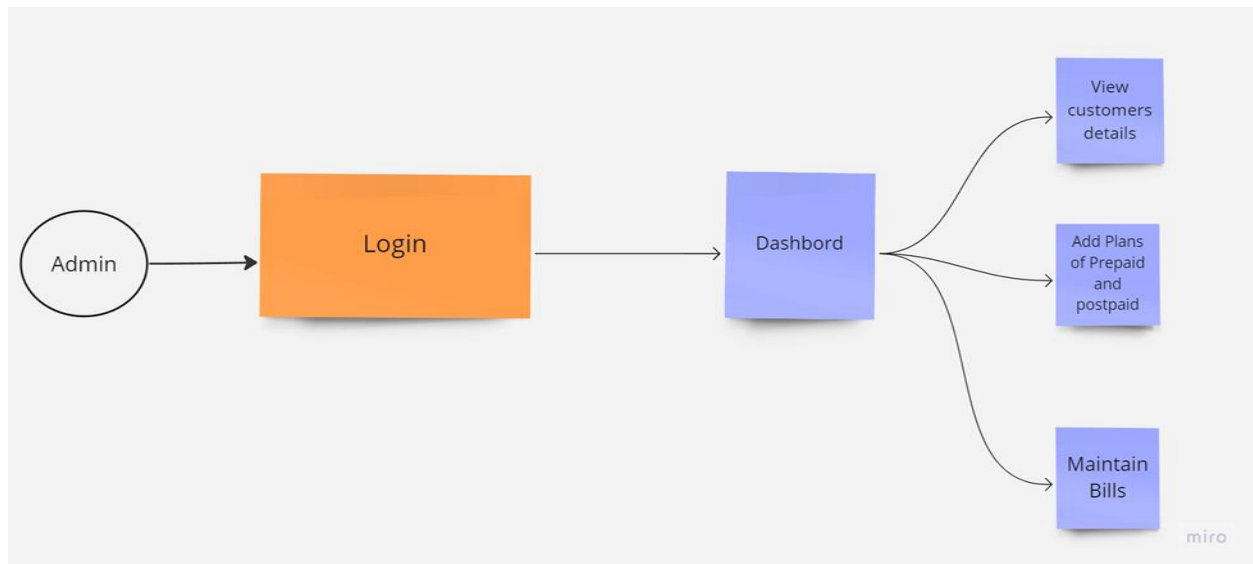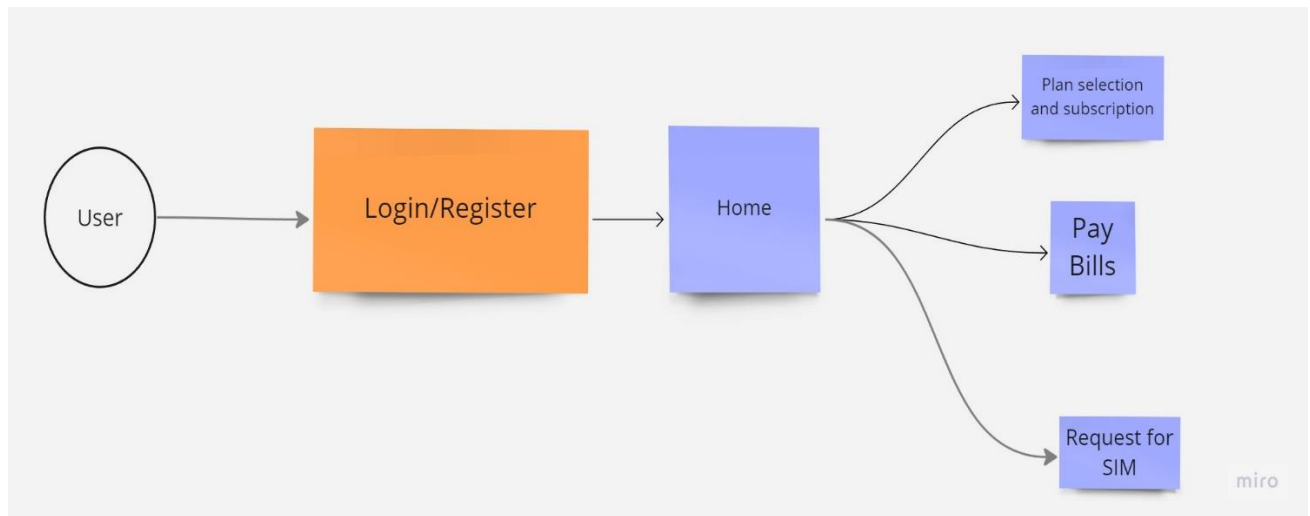
Features Supported in Application

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Functions available for Admins are as follows:

1. View Customers details.
2. Add plans for Prepaid and Postpaid Users.
3. Maintain Bills of Customer.

Functions available for Users are as follows:

1. Plan selection and subscription.
2. Pay Bills.
3. Request for SIM.

Telecom Billing Dashboard Workflow

User → Login/Register → Home →
- Plan selection and subscription
- Pay Bills
- Request for SIM

Admin → Login → Dashbord →
- View customers details
- Add Plans of Prepaid and postpaid
- Maintain Bills

Features for Admin:

Login > Dashboard > View Customers details OR

Login > Dashboard > Add plans for Prepaid and Postpaid Users OR

Login > Dashboard > Maintain Bills of Customer.

On the dashboard page provided for the admins, a list of plans available will be displayed in a tabular form. Each row will contain general information about each plans. Here admins can introduce a new plans and can update the existing plans.

Field Name	Description
Add Plans	Allows the admins to add a new plans.
Update/ Delete plans	Allows the admin to update or delete the plans.
Plans Specific Page with Plan Holders	Display all the information about the plan and plan holders Information.

To Operate on the Plans:

1. To Add a Plan, select the Add option in the dashboard.
   All the related fields will appear on the screen as a form which has to be filled.

2. To Update/ Delete a Plan, select the options filed with respect to the Plan in the dashboard.
   OR

Click the Plan to Update/Delete then click the options filed in that page.

3. Click and then click View the Plan.

   Detailed information about the Plan and list of Plan holders as a table having name, phone no, starting and ending date of Plan, data remaining, plan expiry date will be displayed.

Click <u>Back to Dashboard </u>to navigate back to the dashboard

Features for Users:

Register/Login > Home >Plan selection and subscription

OR

Register/Login >Home > Pay Bills.

OR

Register/Login >Home >Request for SIM

When the user logs in to the application, user will be displayed with the home page. From here user can find different plans available and can purchase a specific plan by navigating to it or also can view and compare similar plans available.

From the home page user can go to his/her dashboard to view purchased plans. Where different fields related to it will be displayed.

Field Name	Description
View plans	Display a list of plans.
Plan Specific Page.	Display all the information about the plan.
Compare plans in the Viewed plans Page	Display similar category plan to compare the pros and cons.
Purchase plan	Allow user to purchase the plan.

User's Interactions:

1. To View the Dashboard, click Dashboard option. This will take the user to dashboard, where list of plans and their respective fields like name of the plan, plan start date, expiry date will be displayed.

2. To view the Available plans to buy, user can find a plan best suited for him/her.

3. Click the specific plan to View Detailed information about the plan.
4. User can Compare related plans in one of the interested plan specific pages.
5. To Purchase the plan, user need to click Purchase button, which will ask for the confirmation, click the Confirm button to confirm the purchase.

plan specific page will contain all the necessary information as entered by the admin will be displayed.
Click Back to Home to navigate back to the Home.
Click Logout to logout.