Mobile Service Platform

Customer Care User Manual

Revision History

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Document Title		Customer Care - User Manual			
V. No	Start Date	Revision Details	Prepared by	Reviewed by	Approved by
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7.0	6th July 2017	Updated the document as per the software version 1.1.10.0	Tech Publication	KC, Haritha and Lakshmi	

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8.0	31st Aug 2017	Updated the document as per lastest UI changes 1.1.11.0 REQ#1926: SIM life cycle allignment & TOKA renewal process Updated Renewal Now status > Account Summary	Tech Publication	KC, Haritha and Lakshmi Swati Patro	
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10.0	5th Feb 2018	Updated the document as per latest UI changes 1.1.14.0 REQ#1952 Updated Mutliple ATP enhancement in Service→ATP→ Subscribed ATP Updated Usage→ Bundle Summary→ Remaining Iterations Updated→Account Details→Category ID	Tech Publications	KC, Lakshmi Swati Patro	
10.0	6th Feb 2018	REQ1952: Road Map Item to track internal requirement changes - RC Enhancements. There is no UI changes for this release.	Tech Publications	KC, Lakshmi Swati Patro	

Disclaimer

XIUS Product Services and Features all those defined in this document are configurable and would be enabled based on the mutual agreement between XIUS and the Customer in accordance with the Product License availed by the customer.

Table of Contents

1 Introduction

CCUI is a Web-based customer care application for a Client. It provides a secure means for carrier's customer care representatives (CSRs) to perform prepaid card tasks and maintain subscriber's account through internet. CCUI also allows carrier's supervisory personnel to manage their own CSR accounts. Carriers can create accounts, change settings and privileges and decommission accounts as required.

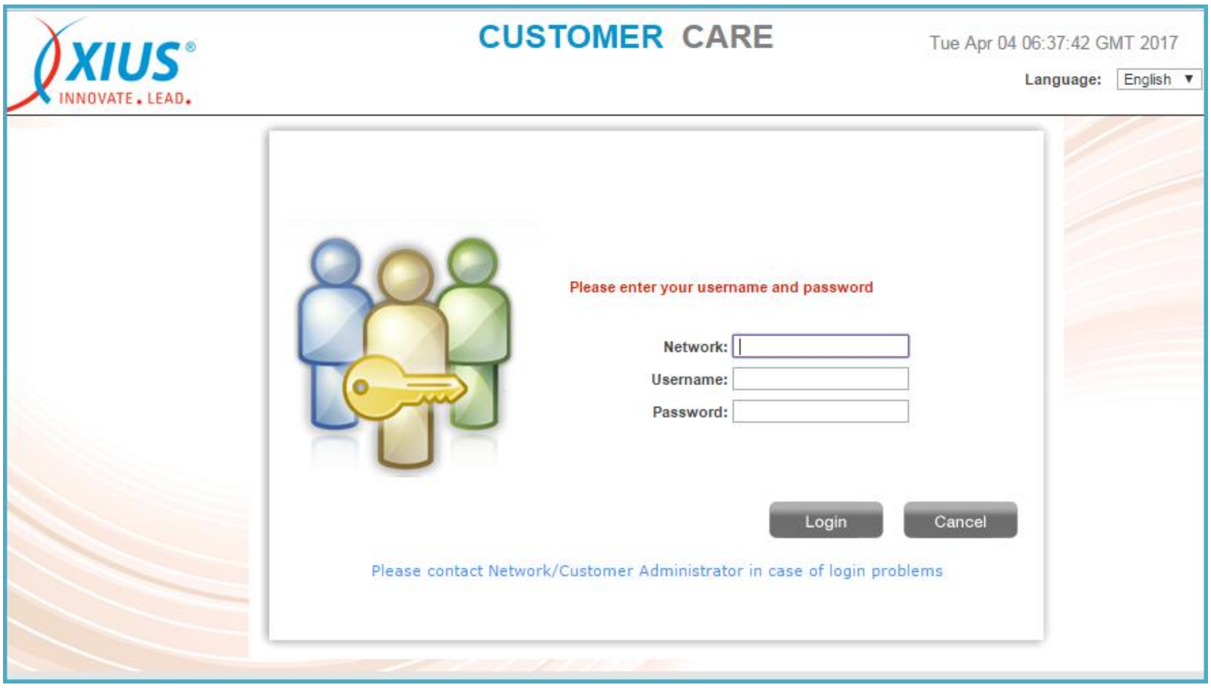
2 Logging In

XIUS CCUI Web interface is accessible through an internet or intranet connection depending on the specified deployment.

To log in:

1. In the **Network** field, enter the network name in which your application is configured.
2. In the **Username** field, enter the application user name.
3. In the **Password** field, enter the application password.

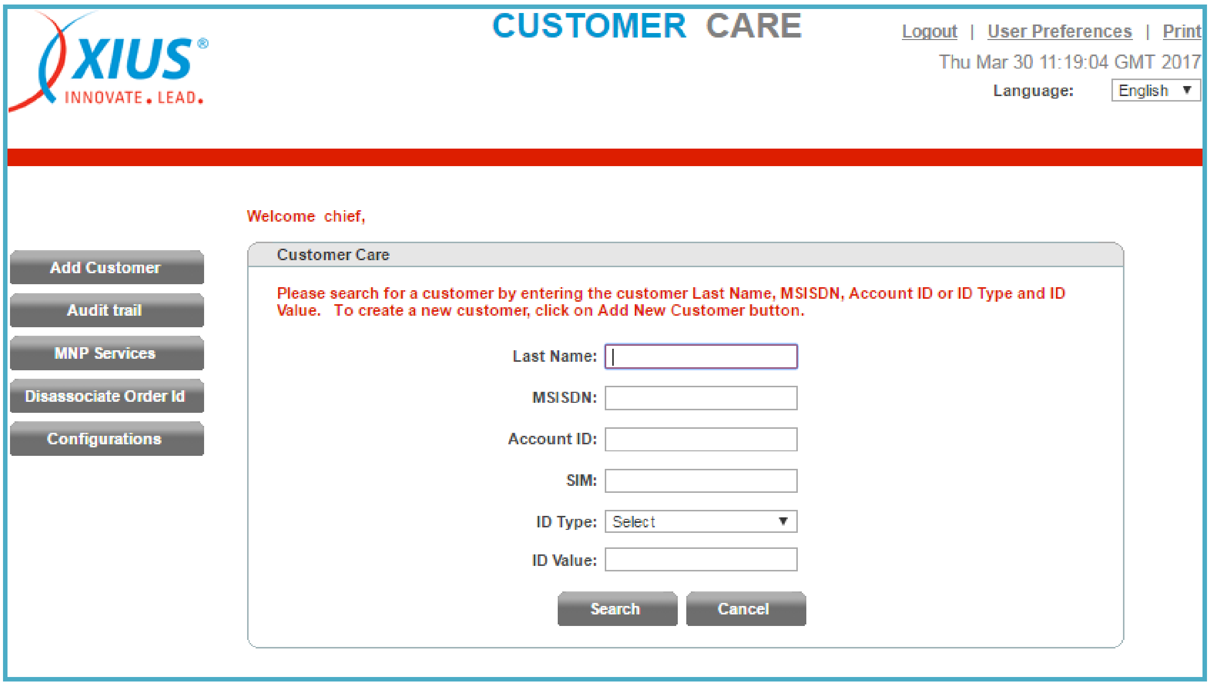
Figure 1: Log In



Note: The **Username** and **Password** are case sensitive. The case sensitivity is subjected to the password rules set by the administrator.These credentials are restricted to a single user login for any given point of time.

4. Click **Login**. The Customer Care home page appears as shown below.

Figure 2: Home Page



2.1 Time Out

The time-out occurs if no activity is recorded by the application within 30 minutes of use. User screen may look the same as last used screen, but it turns inactive. Any changes that are made which were not saved prior to the time-out are lost.

If time-out occurs, then user is directed to Login Screen. Again user has to log in and check the subscriber's account to ensure whether the changes made were saved.

Note: To remain in an active session, save your changes frequently and refresh your screen before 30 minutes has passed.

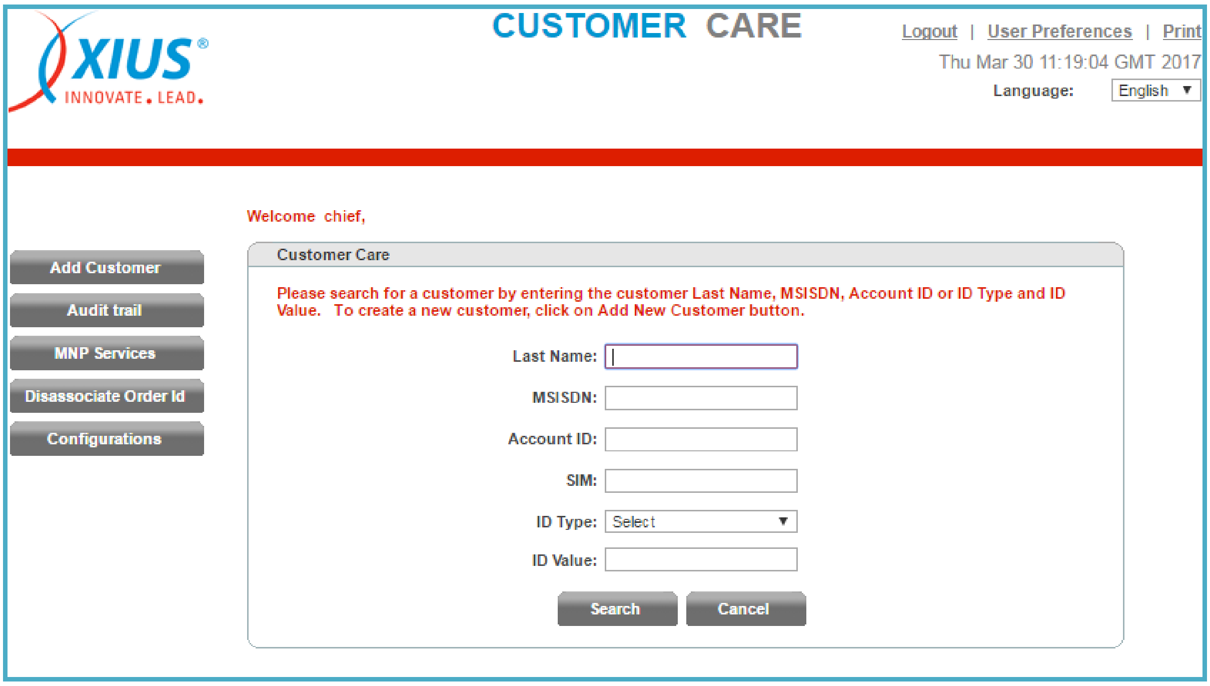
2.2 Add New Customer

It is possible to add new subscribers from the Customer Care Welcome page.

To add new customers, do the following:

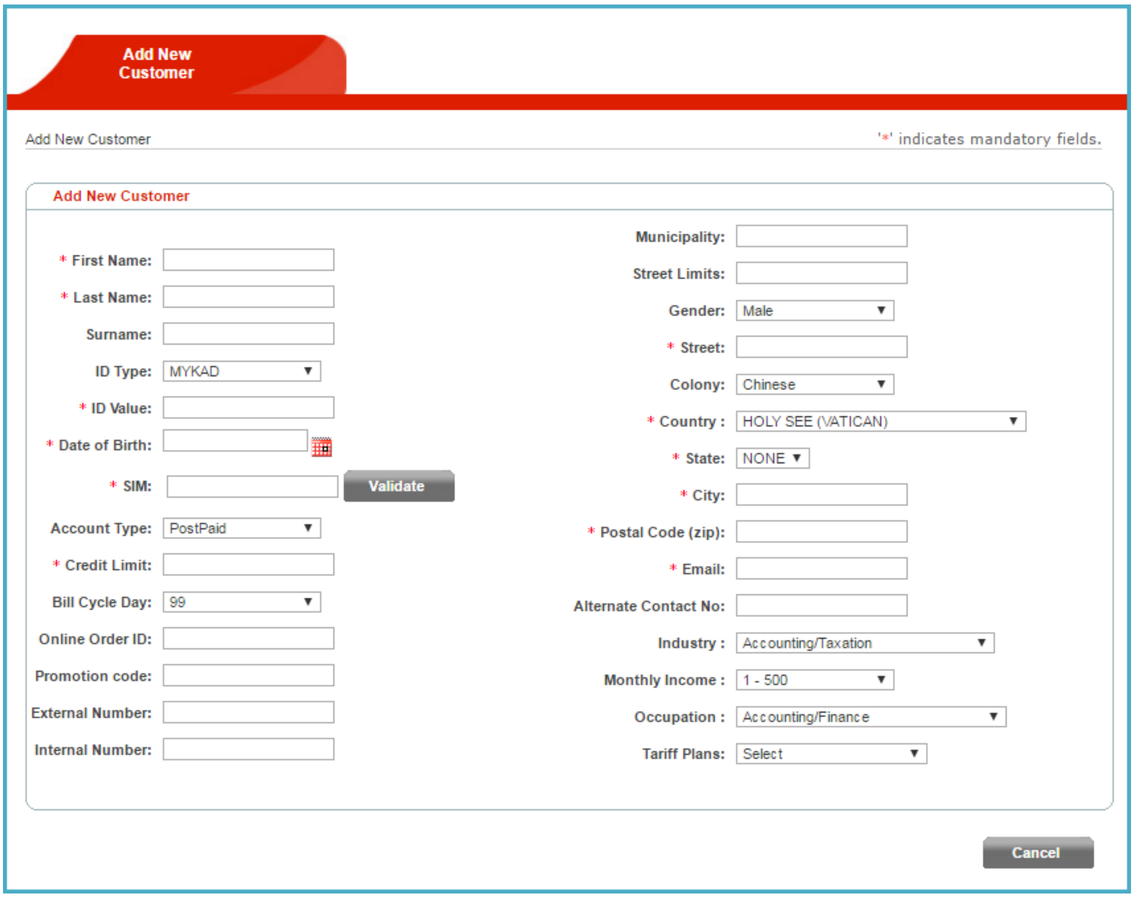
1. In the **Home** page, on left side, click the **Add New Customer** tab. The **Add New Customer** page opens.

Figure 3: Add New Customer

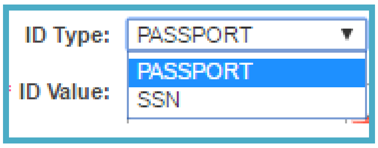
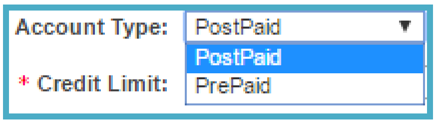


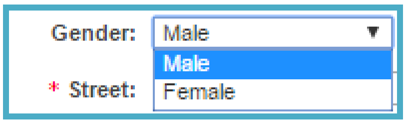
2. In the Add New Customer page, specify the information needed to create an account in CCUI.

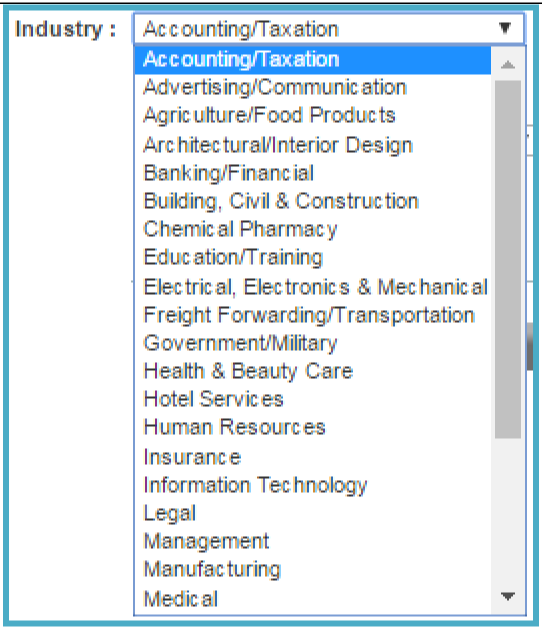
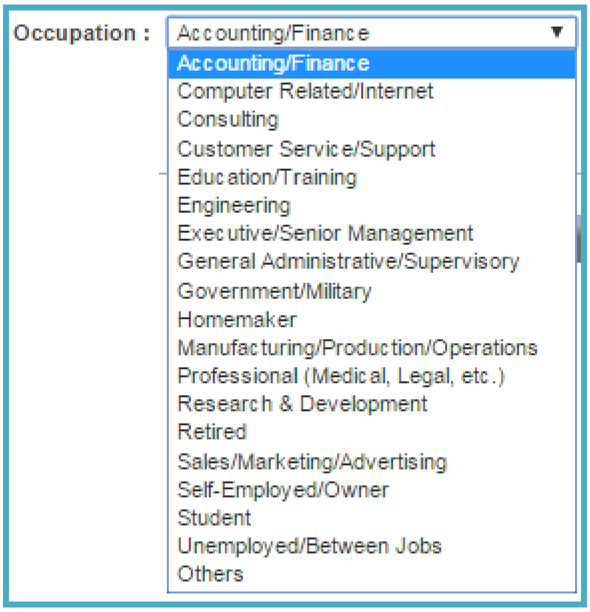
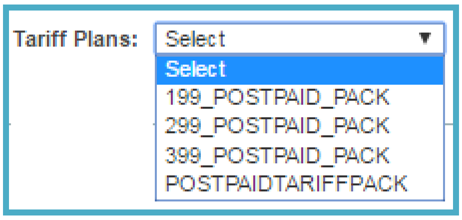
Figure 4: Add New Customer



3. Refer to the following table for a description of the fields:

Field	Description
First Name	Specify the first name of the customer.
Last Name	Specify the last name of the subscriber.
Surname	Specify the surname of the subscriber.
ID Type	Select the personal identification Type from the drop down list (National ID /Passport). 
ID Value	Specify the identification value of the subscriber.
Date of Birth	Select Date of Birth of the subscriber from the drop down list. **Note:** *The minimum age of a subscriber is restricted to 18.*
SIM	Specify the SIM Number of the subscriber. Click **Validate** verify the SIM number
Account Type	Select the account type such as **Prepaid** or **Postpaid** from the list.  **Note**: *If you select **Postpaid**, the **Credit Limit** and **Bill Cycle** fields appear.*
Credit Limit	Specify the credit limit provided to subscriber.
Bill Cycle Day	Select the bill cycle day from the drop down
Online Order ID	Specify the online order ID of the subscriber.
Promotion code	Specify the promotion code of the subscriber.
External Number	Enter external mobile number of the user
Internal Number	Enter internal mobile number of the user
Municipality	Specify the location address

Street Limits	Specify the street address
Gender	Select the gender of the subscriber (Male or Female). 
Street	Enter the street name of the subscriber
Colony	Enter the Colony name of the subscriber
Country	Select the country name from drop down list.
State	Select the state name from drop down list.
City	Specify the city name of the billing address of the subscriber.
Postal Code (zip)	Specify the billing address of the ZIP /postal code of the subscriber.
Email	Specify the e-mail of the subscriber.
Alternate Contact No	Specify the alternate contact number of the subscriber.
Industry	Select the domain name of the subscriber in which he worked from drop down list.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>Monthly Income</td><td>Select the monthly income of the subscriber from drop down list.</td></tr>
<tr><td>Occupation</td><td>Select the occupation name of the subscriber from drop down list.

</td></tr>
<tr><td>Tariff Plans</td><td>Select the service plan of the subscriber.

</td></tr>
</table>

4. Click **Submit** to Add a New Customer account, and then an Account Added Successfully

Message is displayed.

2.3 Search An Existing Subscriber Accounts

In CCUI, after login the first screen that appears is the **Customer Care** screen. By specifying at least one search criteria such as last name, MSISDN, Account identity number, identity type or identity value possible to search the existing Customer's account details.

Each and every page of the CCUI has designed with the **Search** option to easily search the existing customer account details.

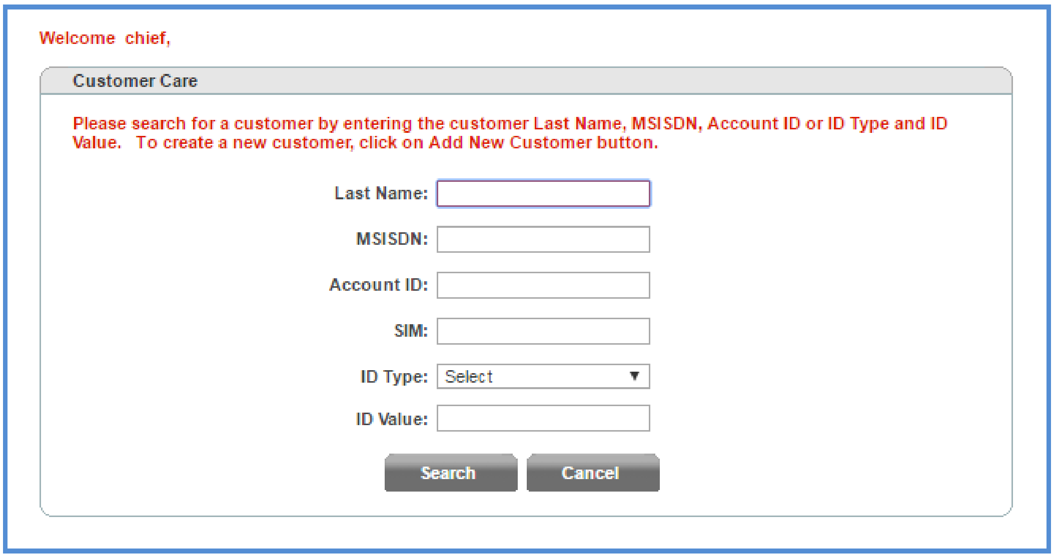
To search an existing customer's account:

1. In the **Customer Care** Screen, specify customer's Last Name, MSISDN Number, Account ID, SIM or ID Value.

Note: Specify at least one search criteria to obtain customer details.

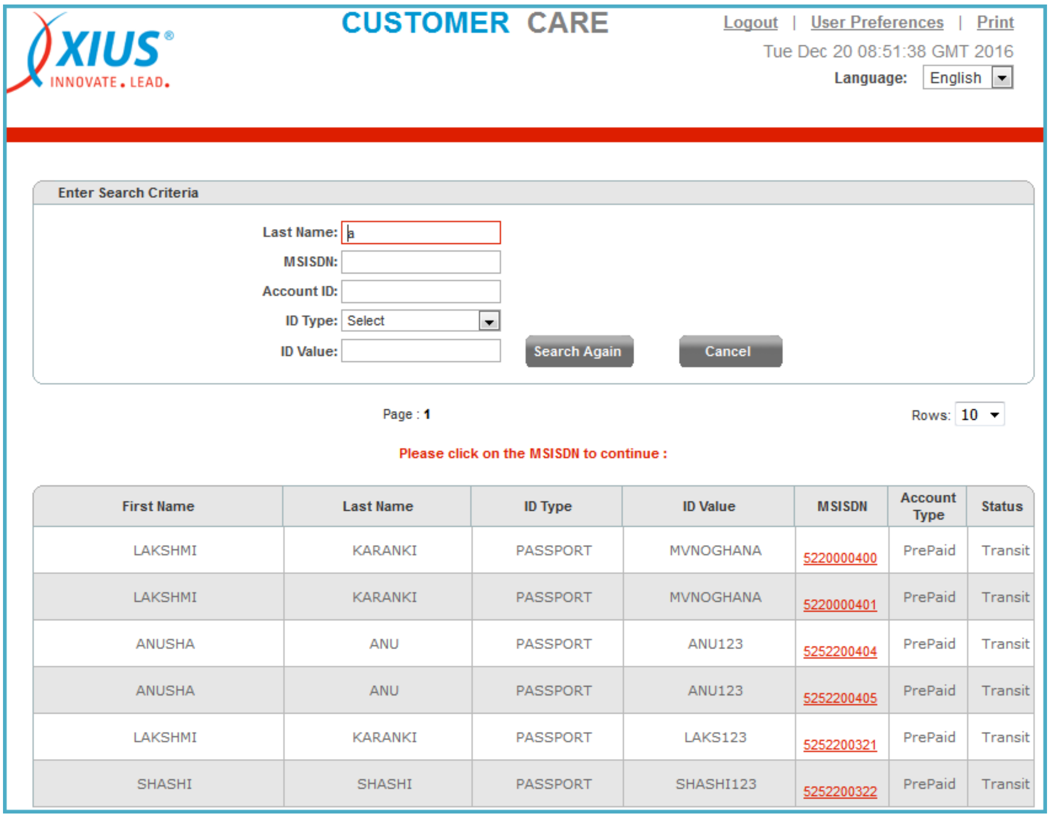
2. Select **ID Type** such as **National ID** or **Passports**.

Figure 5: Search screen



3. Click **Search**, to search the results. The results are displayed as follows.

Figure 6: Search screen results



4. Refer to the following table for a detailed description of fields:

Field	Description
First Name	Displays the first name associated with the billing address of the account.
Last Name	Displays the last name associated with the billing address for the account.
ID Type	Displays the identity type of the subscriber.
ID Value	Displays the identity value of the subscriber.
MSISDN	Specifies the 10-digit mobile number of the Subscriber with area code, exchange, 4 digit line number without spaces.
Account Type	Displays the Account Type of the Subscriber (Postpaid/Prepaid). For Hybrid Accounts the Account Type is displayed as Postpaid.
Status	Displays the current status (Activate/Deactivate/Expired) of the subscriber's account.

5. Click **Cancel** to re-enter the search criteria.

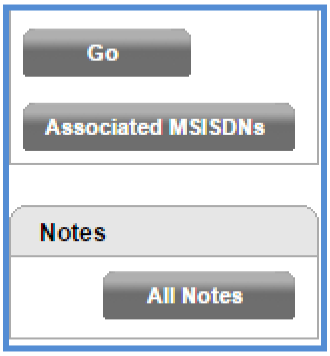
2.3.1 Associated MSISDNs

The associated MSISDNs functionality allows the user to check if subscriber's account is associated with any other MSISDNs.

To view associated MSISDNs:

1. On the bottom left section of Customer Care screen, click the **Associated MSISDN** button. This will open the Associated MSISDNs Screen.

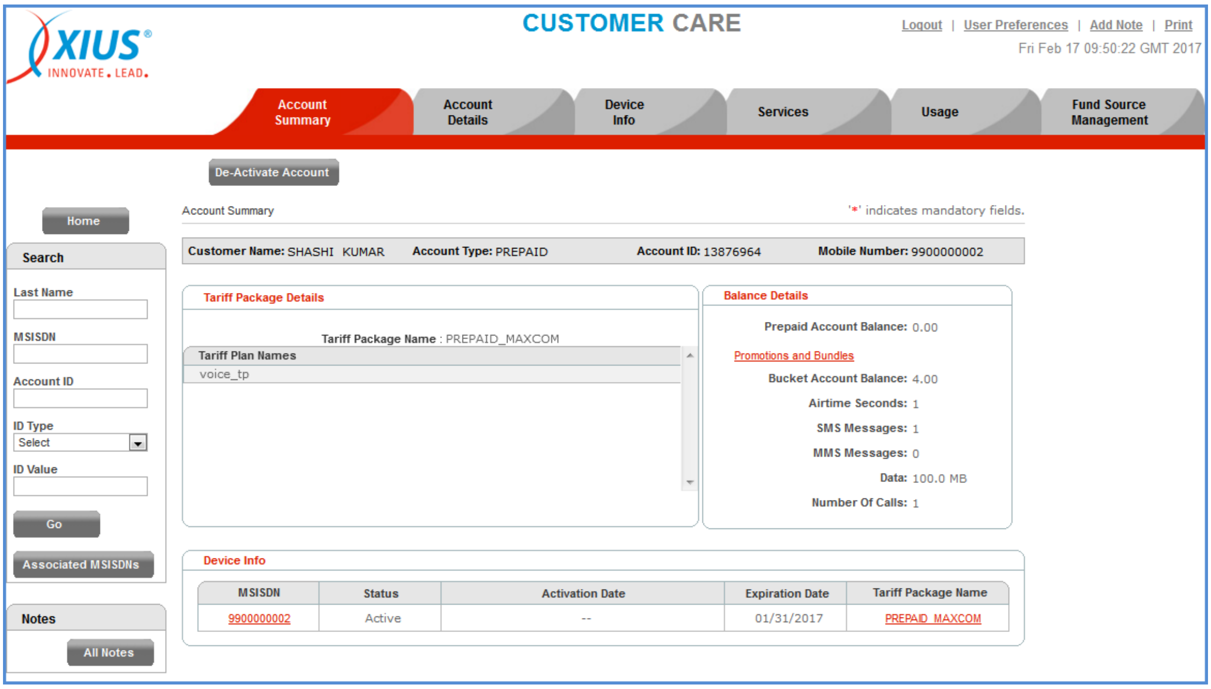
Figure 7: Associated MSISDNs



2.4 View Customer Care

All Customer Care screens have the same general layout. The features and menus on the Customer Care screens are explained in call outs on the Account Summary screen as shown below:

Figure 8: View Customer Care



3 Menu Bar

The tabs on the Main Menu, described in allows the CSR to view and modify various account details.

Field	Description
Account Summary	CSR can view Customer Account details, Device Information, and Balance Details. To modify customer account status click De-Activate Account button or Re-Activate Account button.
Account Detail	CSR can view and modify account, billing, and payment details. CSR can modify Account Status, Replenish, Credit, Debit, and view Service Order history.
Devices Info	CSR can view device information of the current account and modify Prepaid Account Details and Change Mobile Number.
Services	CSR can view, modify, and add services and charges to a prepaid account.
Usage	CSR can view a subscriber's device usage details for a specified date range and Bucket Summary. Usage transactions include Replenish, Credit, Debit, view Service Order history
Fund Source Management	CSR can view and save customer credit card details for furture transactions.

4 Additional options

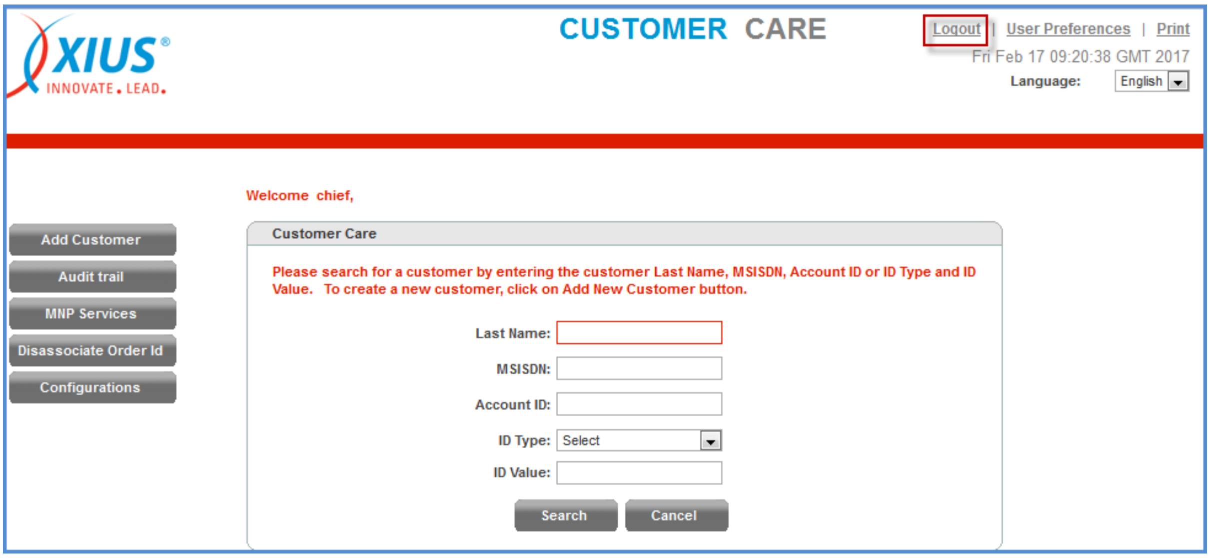
The Following Additional options, displays in the upper right corner of each customer care screen

- Logout
- User Preferences
- Add Note
- Print
- Help

4.1 Logout

The Logout option helps to exit out of customer care user interface and directs to the customer login screen.

Figure 9: Logging Out



Click on **LOGOUT** option to exit the Customer Care Application.

4.2 User Preferences – Change Password

A message alerts for changing the application login password due to its expiry. Using **User Preferences**, it is possible to set a new password.

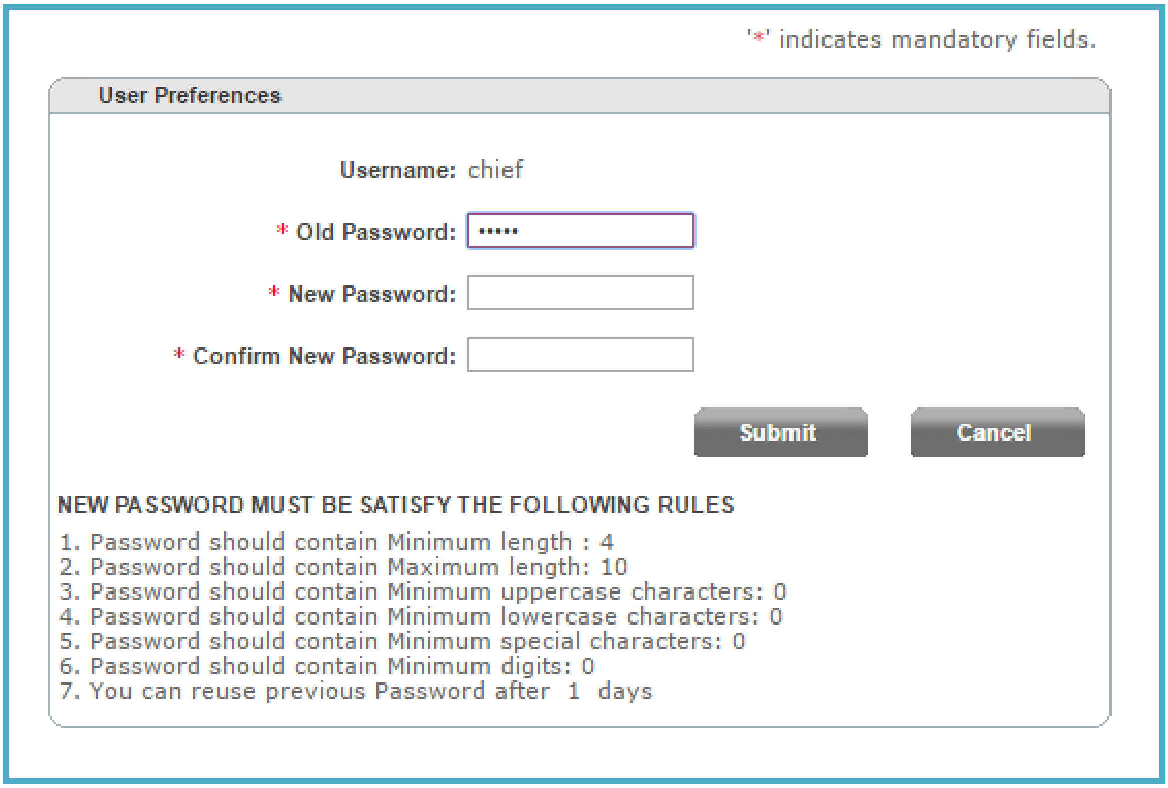
To change a password:

1. After login, first you can view the CUSTOMER CARE screen.

Figure 10: User preferences

2. In the CUSTOMER CARE screen, click **User Preferences**. The **User Preferences** screen appears.

Figure 11: Password Change



3. In the **Old Password** field, enter the current password.
4. In the **New Password** field, enter a new password.

The mandatory rules to be followed while creating a new password

- Password should contain Minimum length of 4
- Passwotrd should contain Maximum length of 10
- Password should contaim Minimum uppercase characters of 0
- Password should contain Minimum lowercase characters of 0
- Password should contacin Minimum special characters of 0
- Password should contain Minimum digits of 0
- Reuse of previous password after 1 day

5. In the **Confirm New Password** field, re-enter the new password.
6. Click **Submit** to update the password. The following message displays.

Figure 12: Confirmation Message

7. Click **Cancel**, for CUSTOMER CARE home page.

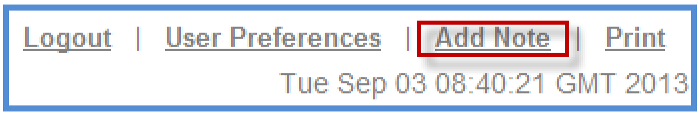
4.3 Add Notes

The Add Notes option allows a user to add notes to a subscriber's account record which includes the information about either subscriber or/and account that facilitates Customer Care Representatives (CSR).

A Note Type must be specified for each note added to an account and the available notes type is defined by the operator.

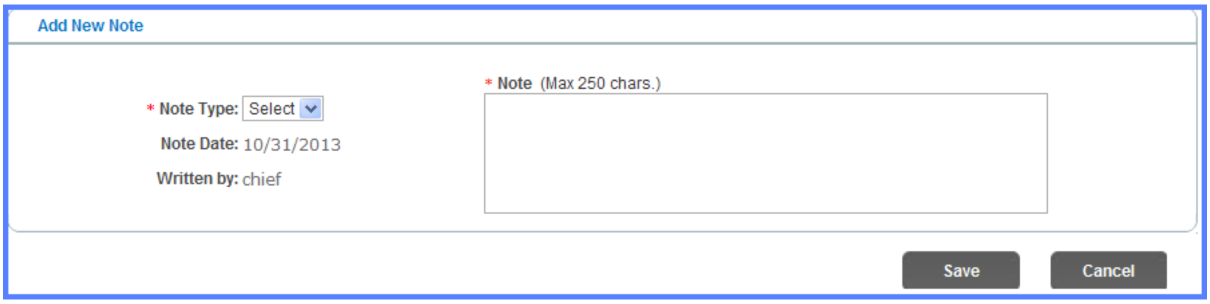
1. Click **Add Note**, to add comments about the customer account.

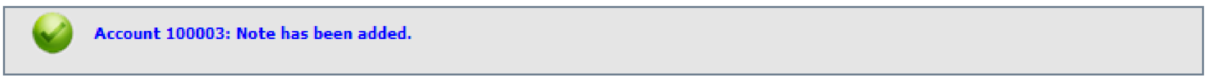
Figure 13: Add Note



2. Select a note type such as **CTC** (Critical Note) or **PTP** (Promise to Pay).
3. The **Note Date** and **Written by** are displayed.
4. In the **Note** box, enter a note without exceeding 250 characters.
5. Click **Save**, to save the entered comment on customer's name.

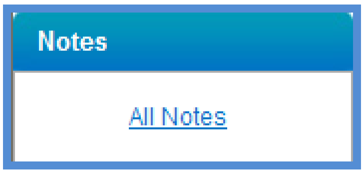
Figure 14: Add New Note





6. Click **All Notes** to view the notes associated with the account.

Figure 15: All Notes



4.4 Print

Using **Print** option, you can print the details of the current page.

Figure 16: Printing

5 Left Navigation Bar Options and Information

The left Navigation Bar of each screen contains the following options and sections:

- Add New Customer
- Audit Trial
- MNP Services
- Disassociate order ID
- Configurations

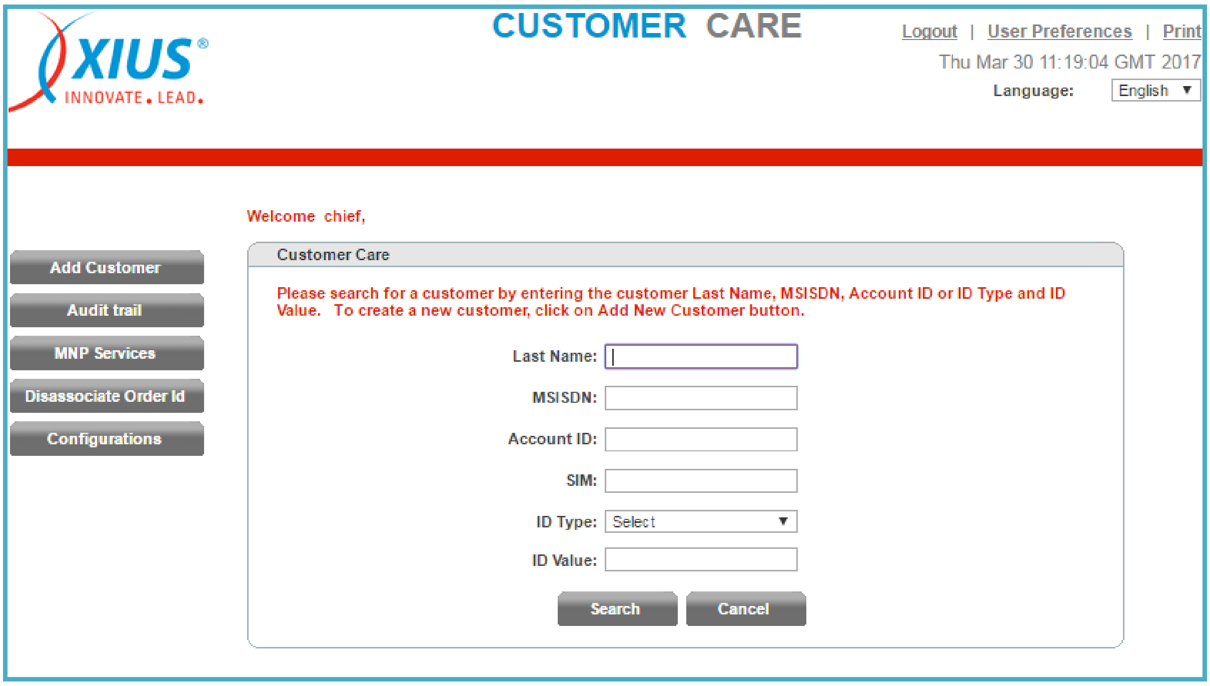
5.1 Add New Customer

It is possible to add new subscribers from the Customer Care Welcome page.

To add new customers, do the following:

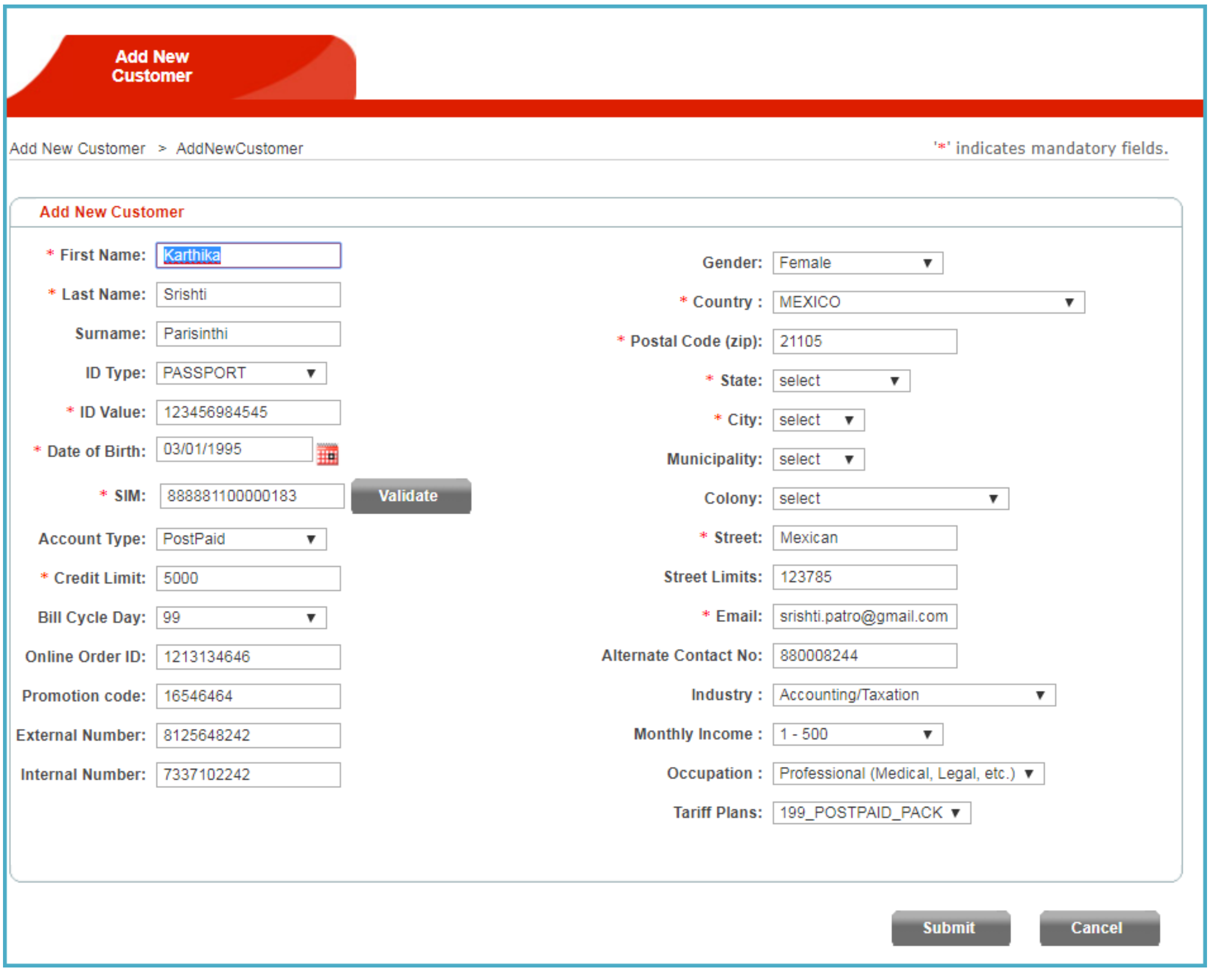
1. In the **Home** page, on left side, click the **Add New Customer** tab. The **Add New Customer** page opens.

Figure 17: Add new customer

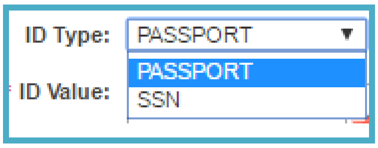


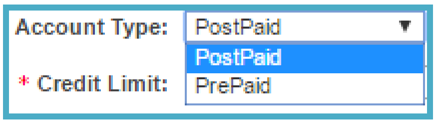
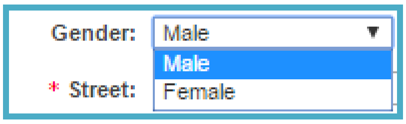
2. In the Add New Customer page, specify the information needed to create an account in CCUI.

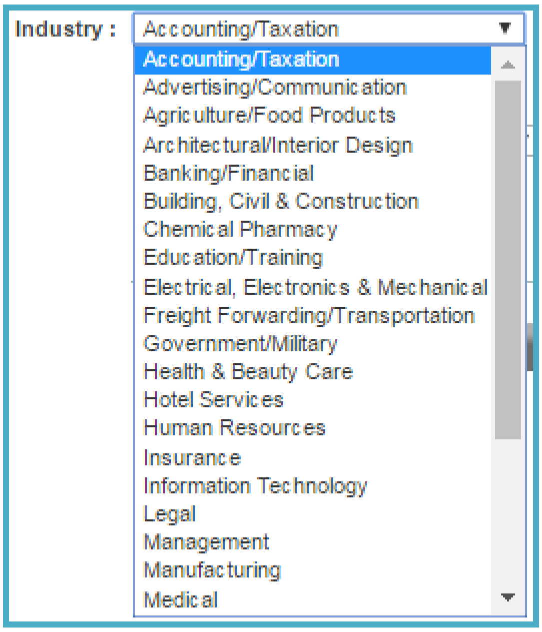
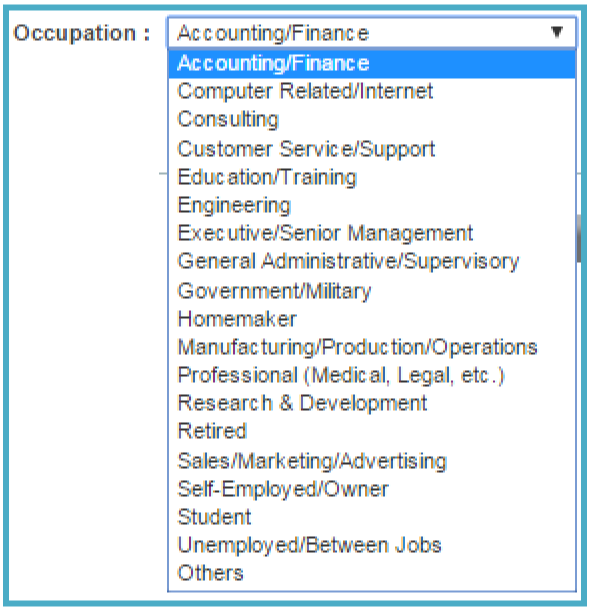
Figure 18: Add New Customer

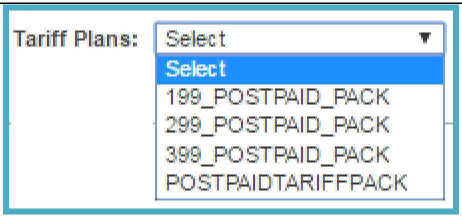


3. Refer to the following table for the fields description :

Field	Description
First Name	Specify the first name of the customer.
Last Name	Specify the last name of the subscriber.
Surname	Specify the surname of the subscriber.
ID Type	Select the personal identification Type from the drop down list (National ID /Passport). 
ID Value	Specify the identification value of the subscriber.
Date of Birth	Select a Date of Birth of the subscriber from the drop down list. ***Note:*** *The minimum age of a subscriber is limited to 18*

SIM	Specify the SIM Number of the subscriber. Click **Validate** verify the SIM number
Account Type	Select the account type such as **Prepaid** or **Postpaid** from the list.  ***Note**: If you select **Postpaid**, the **Credit Limit** and **Bill Cycle** fields appear*
Credit Limit	Specify the credit limit provided to subscriber.
Bill Cycle Day	Select the Bill Cycle Day from dropdown
Online Order ID	Specify the online order ID of the subscriber.
Promotion code	Specify the promotion code of the subscriber. ***Note:** The **Promotion code** length should be more than 16.*
External Number	Enter External mobile number of the subscriber
Internal Number	Enter Internal mobile number of the subscriber
Gender	Select the gender of the subscriber (Male or Female). 
Country	Select the country name from drop down list
Postal Code (zip)	Specify the billing address of the ZIP /postal code of the subscriber. ***Note**: **State, City, Municipality and Colony** are populated upon the selection of **Postal Code***
State	Select the state name from the populated drop down list.
City	Specify the city name of the billing address of the subscriber.
Municipality	Specify the location address of the subscriber
Colony	Enter the Colony name of the subscriber
Street	Enter the street name of the subscriber
Street Limits	Specify street address of the subscriber
Email	Specify the e-mail of the subscriber.

<table>
<tr><td>Alternate Contact No</td><td>Specify the alternate contact number of the subscriber.</td></tr>
<tr><td>Industry</td><td>Select the domain name of the subscriber in which he worked from drop down list.

</td></tr>
<tr><td>Monthly Income</td><td>Select the monthly income of the subscriber from drop down list.</td></tr>
<tr><td>Occupation</td><td>Select the occupation name of the subscriber from drop down list.

</td></tr>
<tr><td>Tariff Plans</td><td>Select the service plan of the subscriber.</td></tr>
</table>

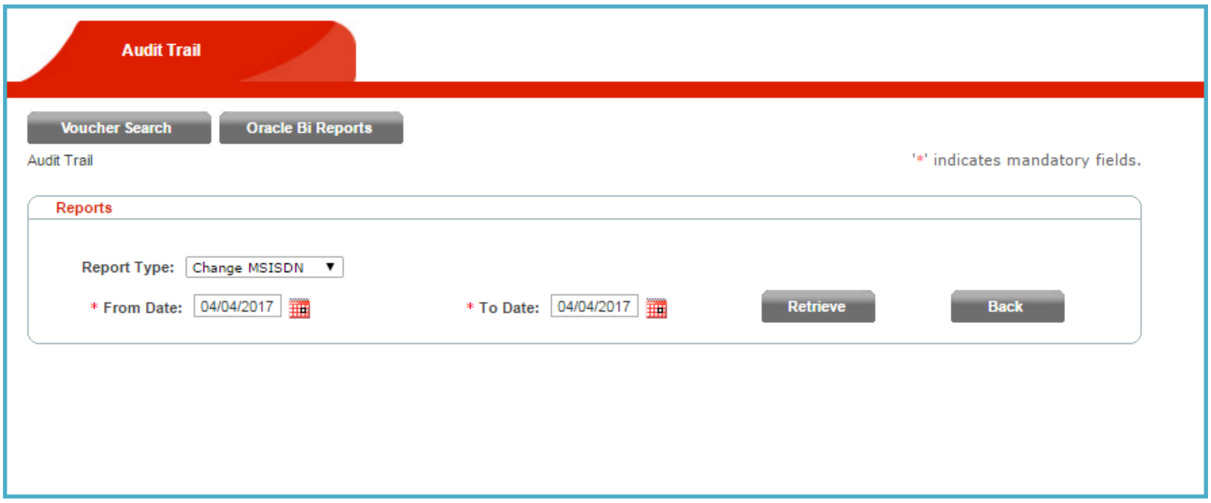
4. Click **Submit** to Add a New Customer account, and then an Account Added Successfully Message is displayed – " Customer Created Sucessfully".

5.2 Audit Trail

Audit Trail tracks the user access and modifications made to the business critical system configurations. The Customer Care UI helps the user to identify the changes and displays the logs with detailed information with specific time period, user, account ID, and account number.

1. Click **Audit Trail**. This will open the **Audit Trail** screen.

Figure 19: Audit Trail



2. A CSR can view reports for Change MSISDN, SIM Swap, Debit Amount, Special Debit Amount, Credit Amount, Excess Data Usage and Balance Transfer.

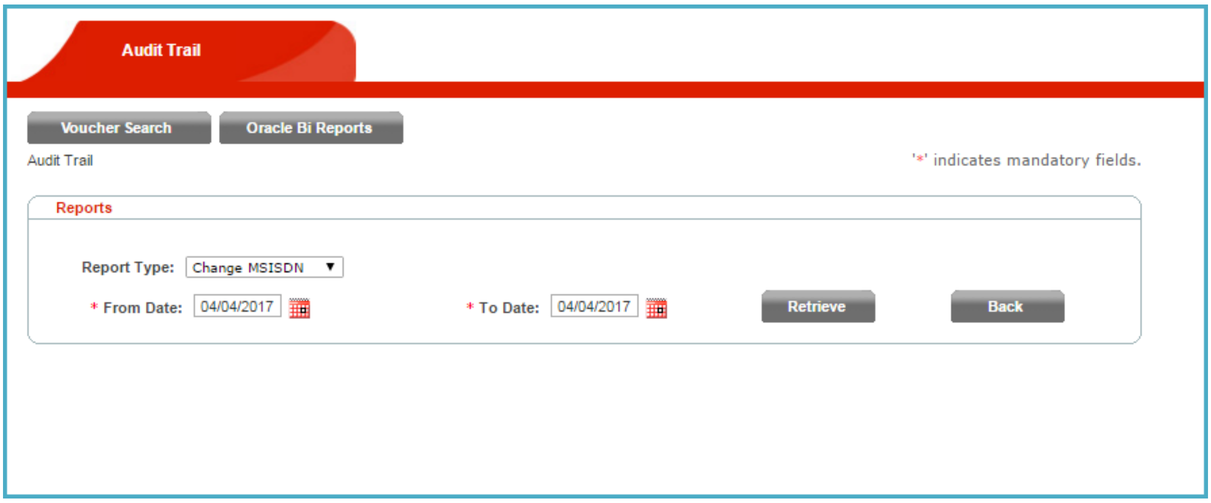
Note :Refer to **Audit Trial** section for more information.

5.2.1 Voucher Search

The Voucher Search function allows a CSR to find vouchers in the database.

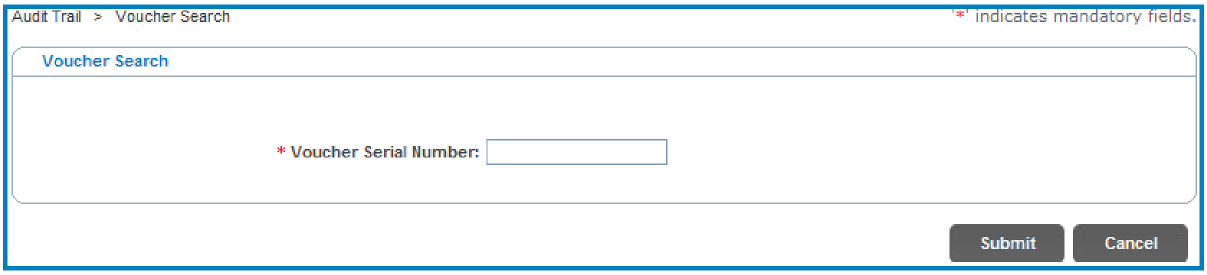
1. On the top left corner of the Customer Care welcome screen, click **Audit Trail**. This will open the Audit Trail screen.

Figure 20: Audit TrialScreen



2. Click **Voucher Search.** The **Voucher Search** screen appears.

Figure 21: Voucher Search



3. In the **Voucher Serial Number** field, enter voucher serial number.
4. Click **Submit** to get the voucher requested information.
5. Click **Cancel** to go back to the Audit Trail screen.

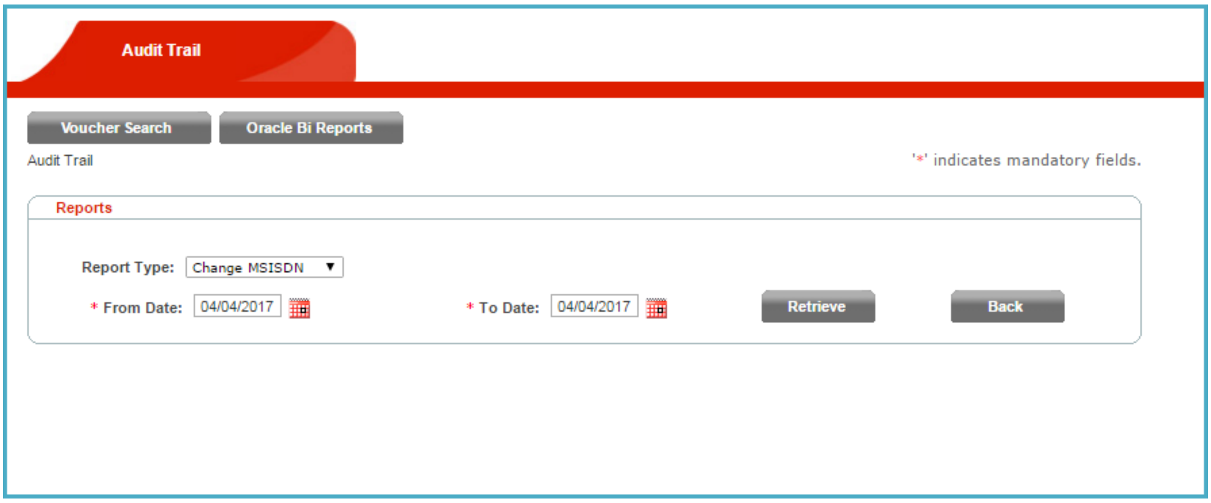
5.2.2 Oracle BI Reports

Oracle Bi reports allows the user to rertrieve reports from the configured oracle link.

To view the oracle BI report :

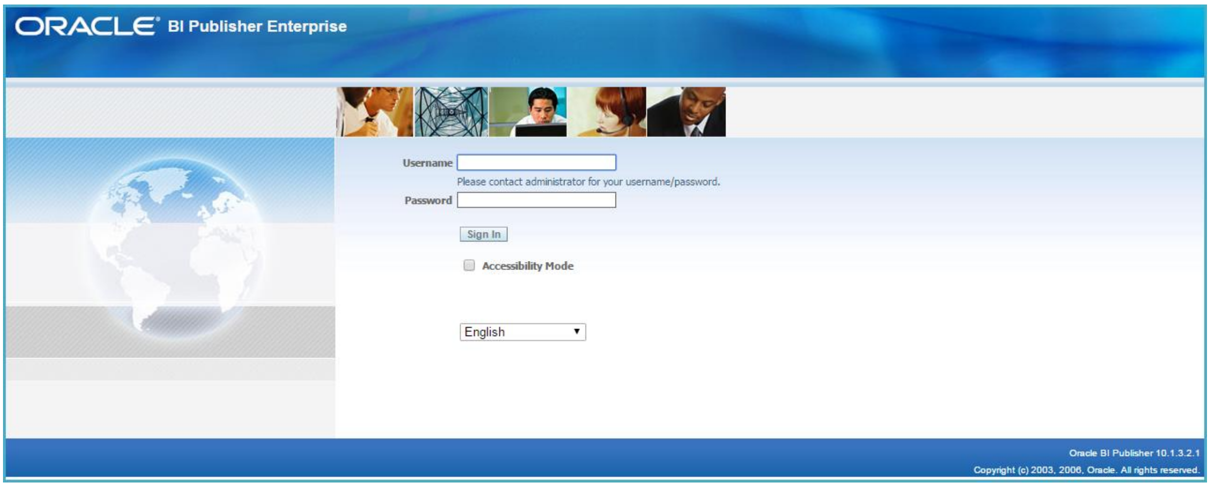
1. On the top left corner of the Customer Care welcome screen, click **Audit Trail**. This will open the Audit Trail screen.

Figure 22: Audit Trial Screen



2. Click **Oracle BI Reports.** The **Oracle BI Reports** screen appears.

Figure 23: Oracle BI Reports



3. Upon providing the **login** credrentials the user interface will get user logged in sucessfully to view the reports.

5.3 MNP Services

MNP (Mobile Number Portability) Services functionality enables a user to switch over to alternative service provider while retaining subscriber's existing mobile number. User can port in subscriber's mobile number or can cancel the port in mobile number.This Service is available in two types

Type I :

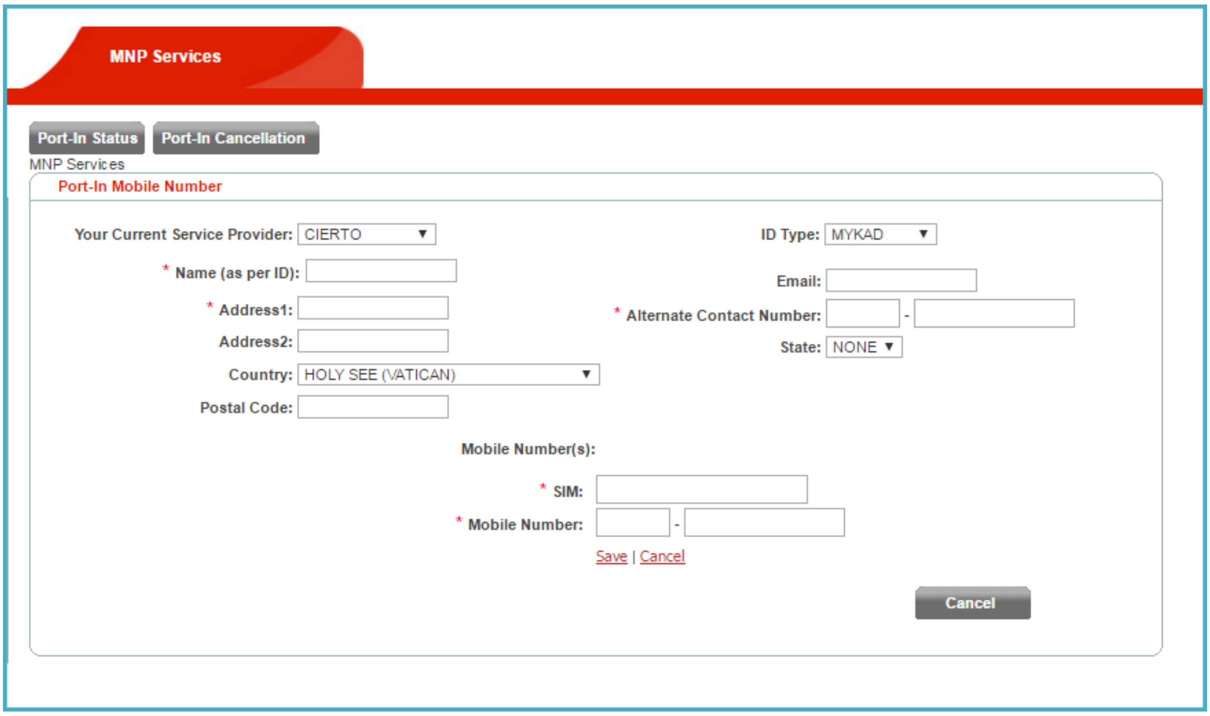
This service include in two options:

- Port In Status
- Port In Cancellation

To view the MNP Services screen:

1. In the Customer Care home page, click **MNP Services**. The **MNP Services** screen appears.

Figure 24: MNP Services



2. Refer to the following table for a description of the fields:

Field	Description
Your Current Service provider	Select the current service provider from the drop down
Name(as per ID)	Specify the name of the subscriber as per identity proof
Address 1	Specify the address of the subscriber
Address 2	Specify the address of the subscriber
Country	Select country from the drop down menu
Postal Code	Enter the postal code of the location
ID Type	Select identity type from the drop down
New Email ID	Enter email id of the subscriber
AlternateContact	Specify alternate contact number of the subscriber

Number	
State	Select state from the drop down
SIM	Enter SIM of the subscriber
Mobile Number	Enter mobile number of the subscriber

3. Upon providing above inputs, click **Save** to save the details and raise the request sucessfully.
4. Click **Cancel for** the MNP screen.

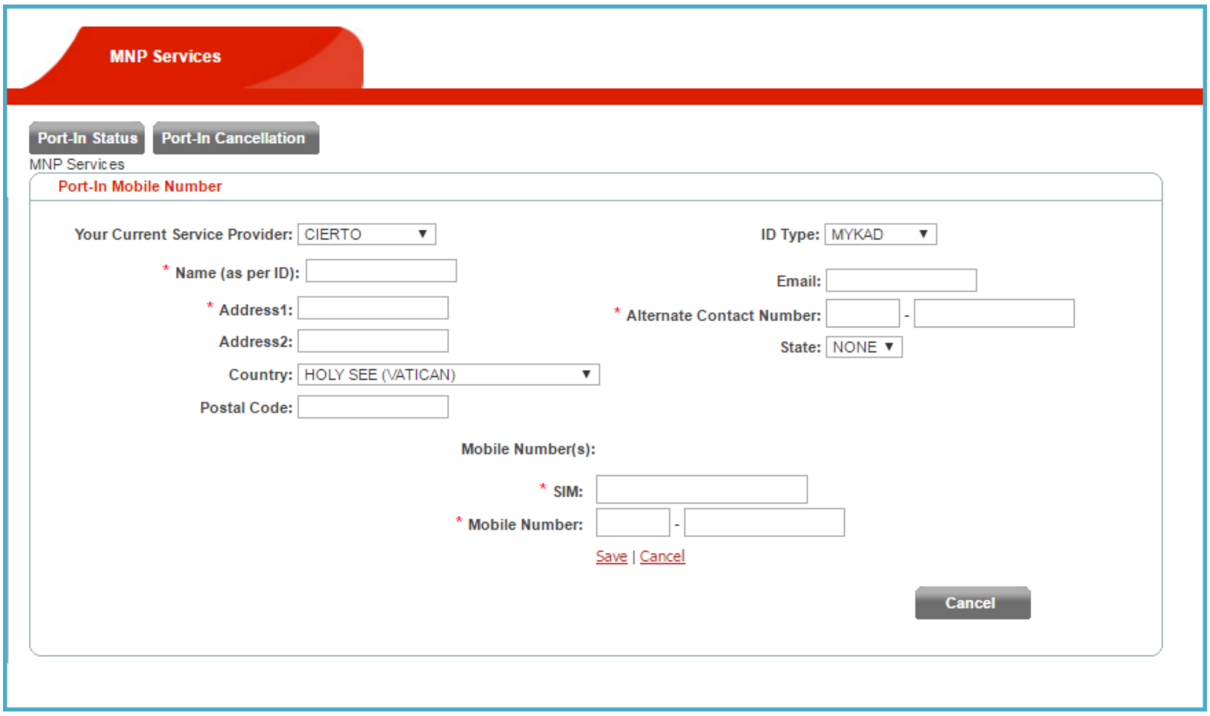
5.3.1 Port-in-Status

The Port-In-Status function allows a CSR to check the status of the SIM which is ported in.

To view the ported mobile number status:

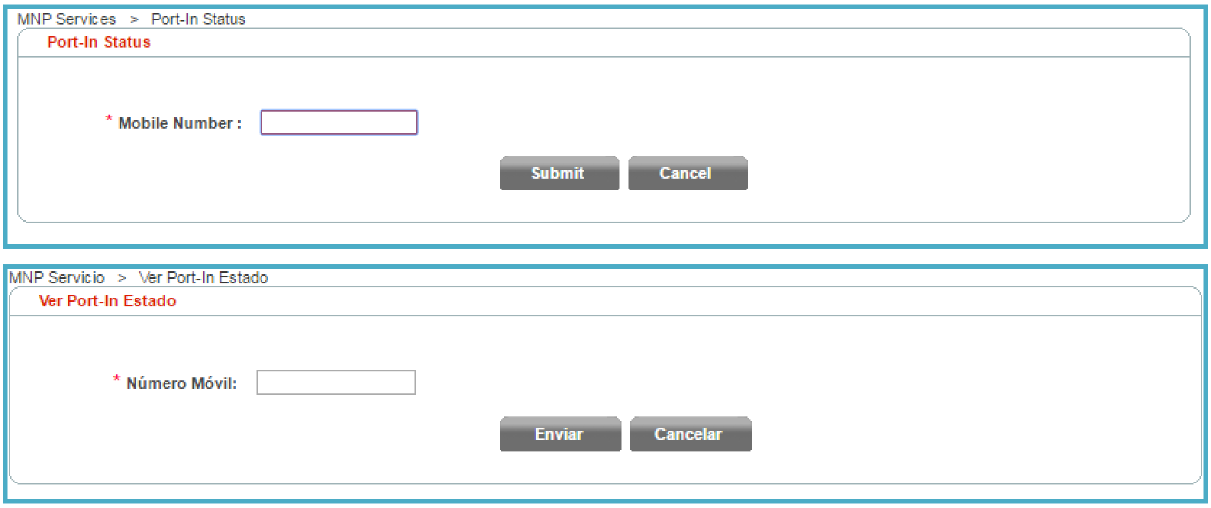
1. In the Customer Care home page, click **MNP Services**. The MNP Services screen appears.

Figure 25: MNP Screen



2. Click **Port-In-Status**. The **Port-In-Status** screen appears.

Figure 26: Port-in-Status



3. **Mobile Number** : Enter Mobile Number
4. Click **Submit**, and then the status of the mobile report is displayed.
5. Click **Cancel**, for **MNP Services** screen.

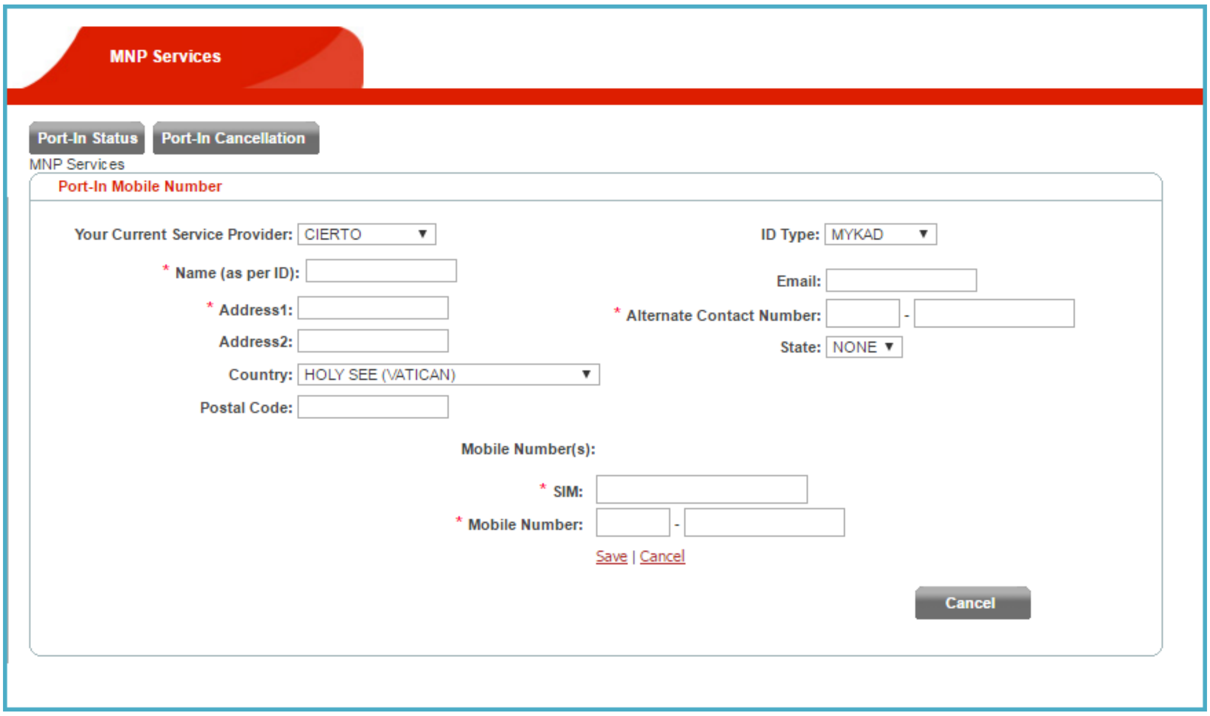
5.3.2 Port-in-Cancellation

The Port-In-Cancellation function allows a CSR to cancel the SIM which is ported in.

To cancel the ported mobile number:

1. In the Customer Care home page, click **MNP Services**. The MNP Services screen appears.

Figure 27: MNP Services



2. Click **Port-In-Cancellation.** This will open the **Port-In-Cancellation** screen.

Figure 28: Port-in-Cancellation

3. **Mobile Number** : Enter mobile number.
4. **Reason** : Enter reason for cancellation of the SIM in maximum of 100 characters.
5. Click **Save**, to cancel the ported in mobile number, and then a confirmation cancellation message is displayed.
6. Click **Cancel** for the MNP Services screen.

<u>Type II :</u>

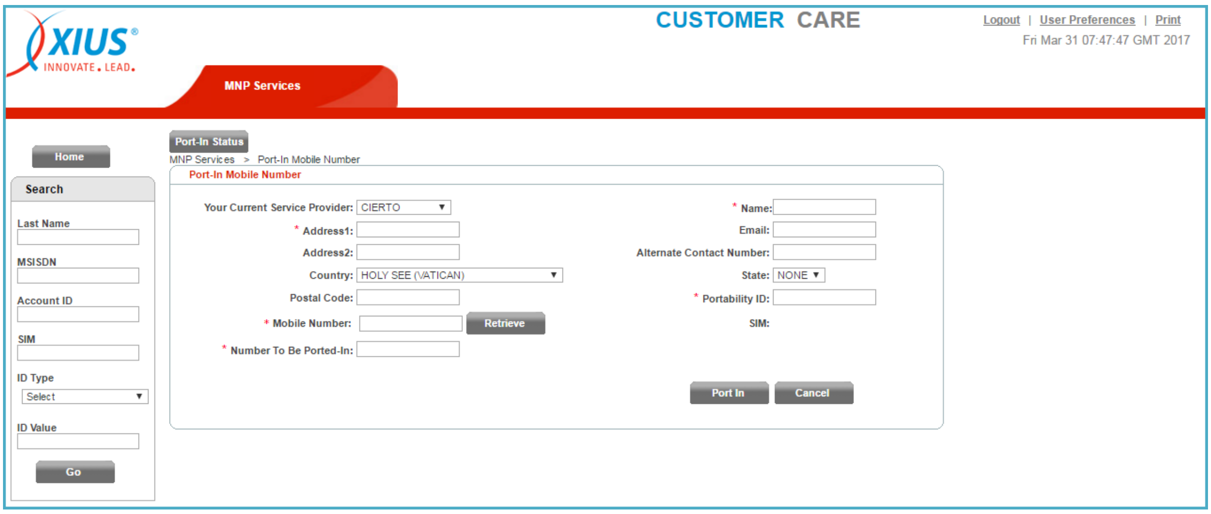
This service include in options:

- Port In Status

To view the MNP Services screen:

1. In the Customer Care home page, click **MNP Services**. The **MNP Services** screen appears.

Figure 29: MNP Services



2. Refer to the following table for a description of the fields:

Field	Description
Your Current Service provider	Select the current service provider from the drop down
Address 1	Specify the address of the subscriber
Address 2	Specify the address of the subscriber
Country	Select country from the drop down menu
Postal Code	Enter the postal code of the location
Mobile Number	Enter mobile number of the subscriber
Number to be Ported In	Specify the number to be ported in for port in process
Name	Specify the name of the subscriber
Email ID	Enter email id of the subscriber
AlternateContact Number	Specify alternate contact number of the subscriber
State	Select state from the drop down
Portability ID	Secify portability identification for port in process
SIM	Enter SIM of the subscriber

3. Upon providing above inputs, click **Port In** to save the details and raise the request sucessfully.
4. Click **Cancel for** the MNP screen.

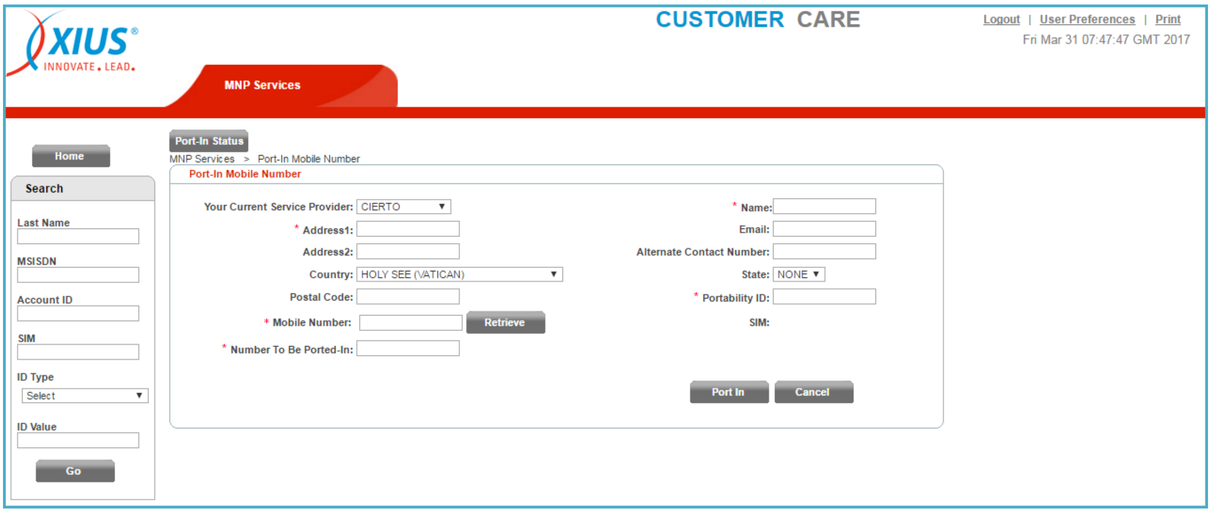
5.3.3 Port-in-Status

The Port-In-Status function allows a CSR to check the status of the SIM which is ported in.

To view the ported mobile number status:

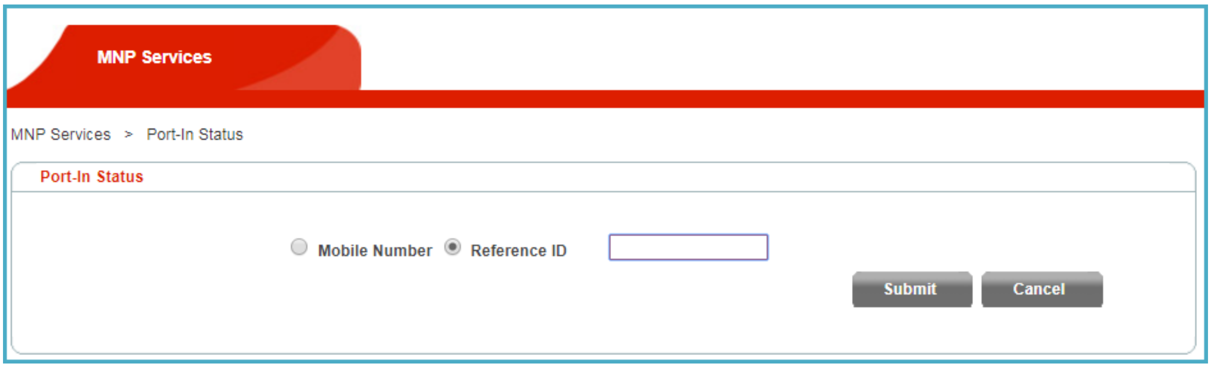
1. In the Customer Care home page, click **MNP Services**. The MNP Services screen appears.

Figure 30: MNP Services



2. Click **Port-In-Status**. The **Port-In-Status** screen appears with 2 options
    - Reference ID
    - Mobile Number

Figure 31: Port-in-Status

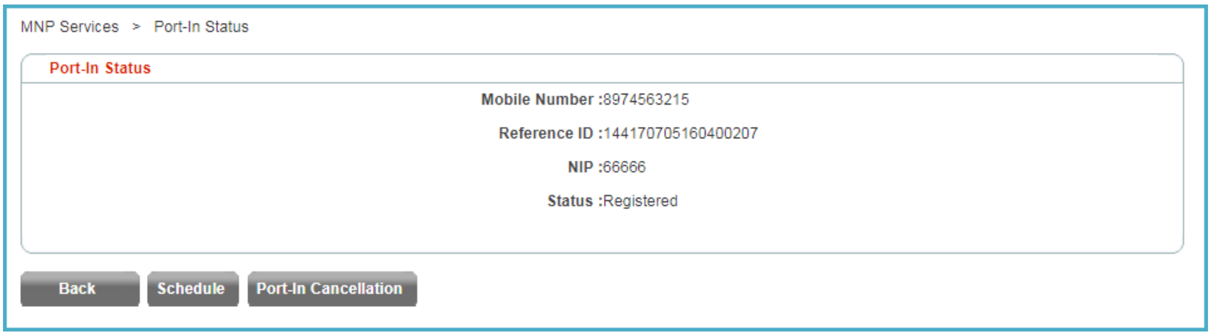


3. **Refernce ID** : Enter the Reference ID

   Or

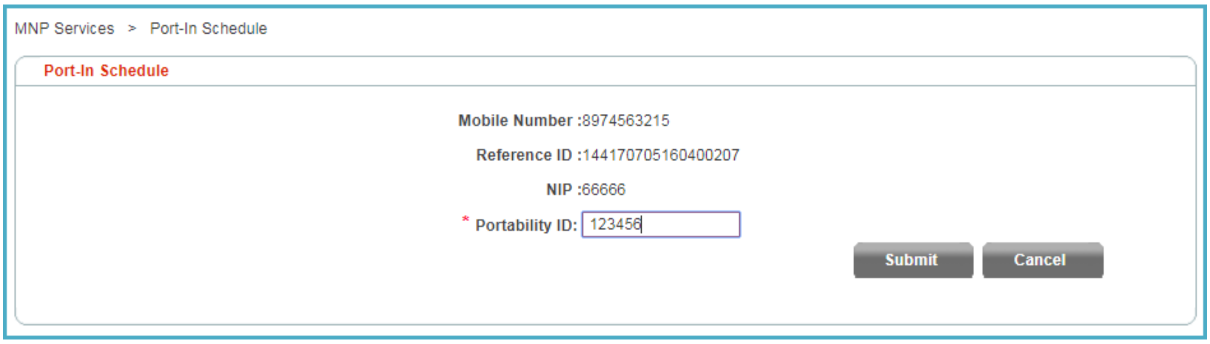
   Mobile Number : Enter the Mobile Number
4. Click **Submit**, the Port- In status of the subscriber is displayed as shown below.

Figure 32: Port- In- Status (Subscriber Info)



5. Click **Schedule** to schedule the (registered) Port-in request, as shown below.

Figure 33: Port-In Schedule



6. Enter **Portability ID** and Click **Submit** to schedule the Port-In request, the following confirmation message gets displayed.

Figure 34: Confirmation Message

7. Click **Port-in Cancellation** to cancel the existing port-in request at anytime before the request completion.
8. Click **Cancel** for **MNP Services** screen.

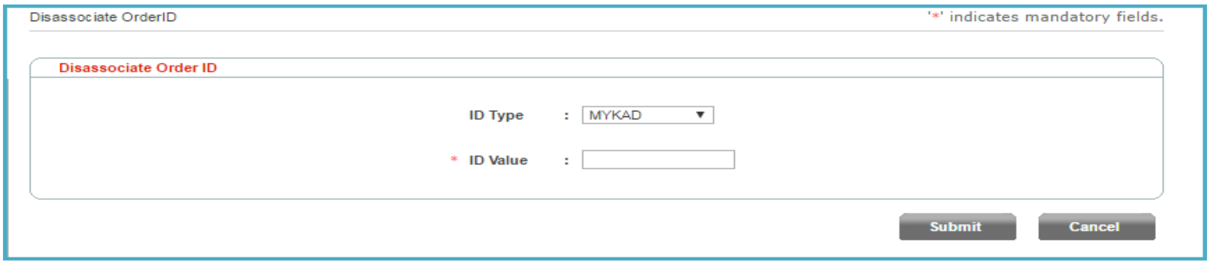
5.4 Disassociate order ID

The Disassociate Order ID function allows a CSR to disassociate the order ID that has been set up in database.

To disassociate order ID to that particular mobile number:

1. In the Customer Care home page, click **Disassociate Order ID**. The **Disassociate Order ID** screen appears.

Figure 35: Disassociate order ID



2. **ID Type**: Select either **Passport** or **SSN.**
3. **ID Value** : Enter the order ID value of the subscriber.
4. Click **Submit**, to disassociate the requested order ID to that mobile number.
5. Click **Cancel**, for the Customer Care home screen.

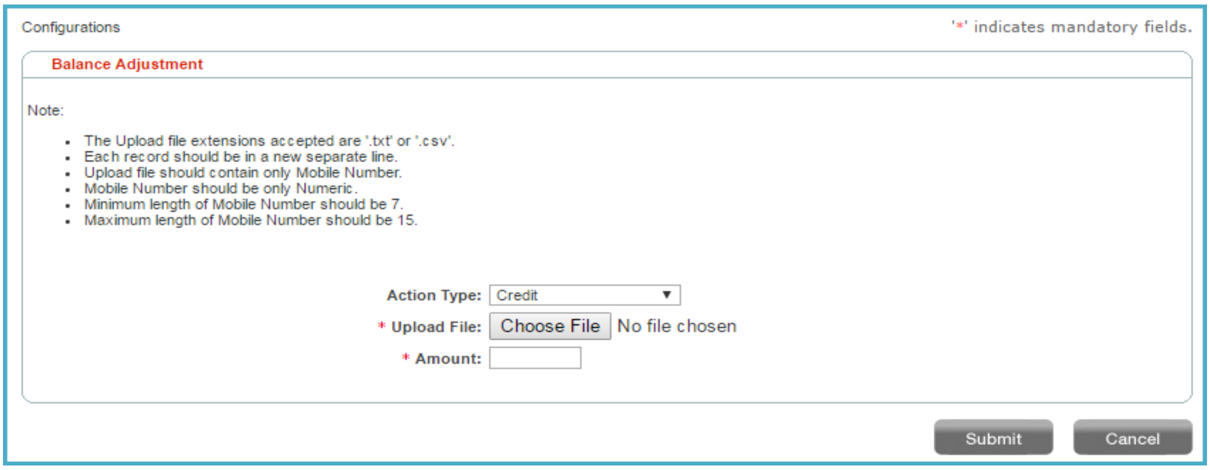
5.5 Configurations

The Configurations functionality allows a CSR to credit or debit the amount.

To set up configurations:

1. In the Customer Care home page, click **Configurations**. This will open the **Balance Adjustment s**creen.

Figure 36: Configurations



2. **Action Type:** Select either credit or debit.
3. In **Upload File**, click **Choose File** to select a .txt or .csv.
4. **Amount:** Specify the amount to debit or credit.
5. Click **Save,** to save the balance adjustment information.
6. Click **Cancel**, for Customer Care welcoming screen.

6 Account Summary

Included in this chapter:

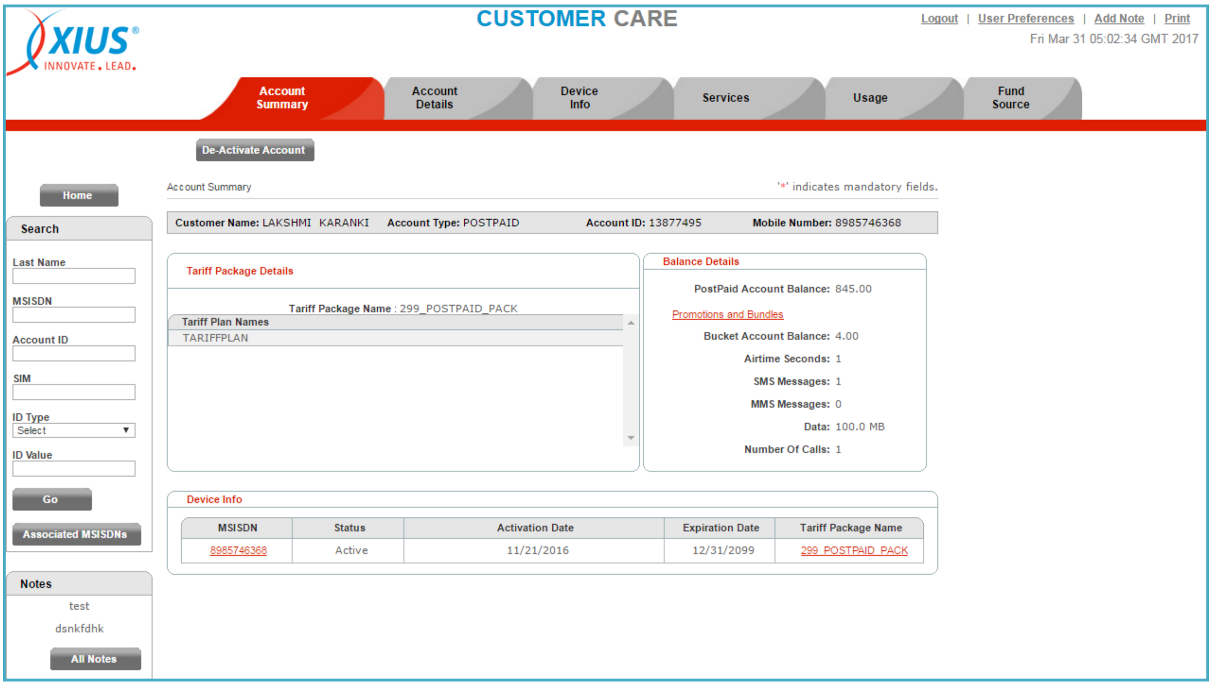
- Account Summary
- Account Information
- Tariff Package Details
- Balance Details
- Device Info
- Deactivate Account

6.1 Account Summary

Account Summary screen allows a CSR quick access to Important Account Information. It includes general account information, Tariff Plan Details, Balance Details and Promotions and Bundles as well as identifies the billing method used for the account. A devices information table at the bottom of the page displays information about the subscriber's mobile number (MSISDN), status, Activation Date, Expiration Date, Tariff Package Name.

The Account Summary screen is the first account screen displayed when a CSR access an existing prepaid subscriber account. This screen can be viewed at any time for the current account by selecting the account summary tab.

Figure 37: Account Summary



Note: The above screen depicts a sample screenshot of Hybrid Account Subscribers' Account Summary Screen. For the normal Postpaid Account, only Postpaid balance details are displayed and for Prepaid, only Prepaid account balance is displayed.

6.1.1 Account Information

The Account Information section in Account Summary screen includes the fields described in the below table

Field	Description
Customer Name	Displays subscriber name.
Account Type	Services are provided for postpaid/ Prepaid subscriber.
Account ID	Displays the account ID of the subscriber.
Mobile Number	Displays the mobile number of the subscriber

6.1.2 Tariff Package Detials

The Tariff Package Details section in Account Summary screen includes the fields described in the below table

Field	Description
Creation Date	Activation date of the Subscriber.
Account Status	Account status of the Subscriber.
Service Plan + Features Amount	Subscriber registration service plan details are displayed.
Lifeline Remaining Months	Displays the number of months remaining for the Lifeline plan.
Test Account	Yes - If the account is a Test Account No - If the account is a general subscribers' account

6.1.3 Balance Details

The Balance Details in Account Summary screen includes the fields in the below table

Field	Description
Prepaid/Postpaid Account Balance	Subscriber account balance amount.
Promotions and Bundles	Click Promotion Bundles to view bucket summary details.
BucketAccount Balances	Displays the postpaid/prepad bucket account balance
Airtime Seconds	Talk time amount available in subscriber account.
SMS Messages	SMS messages amount available in subscriber account.
MMS Messages	MMS messages amount available in subscriber account.

Data	Wireless data available for download in subscribers account.

6.1.4 Device Info

The Device Info in Account Summary screen includes the fields

Field	Description
MSISDN	Displays mobile number of the subscriber. Click on the Mobile number, then CSR are directed to Device Info screen for the selected MSISDN.
Status	Displays Subscriber device status.
Activation Date	Displays Subscriber device activation date.
Expiration Date	Displays device expiry date.
Tariff Plan	Displays service plan associated with account.

6.2 De-Activate Account

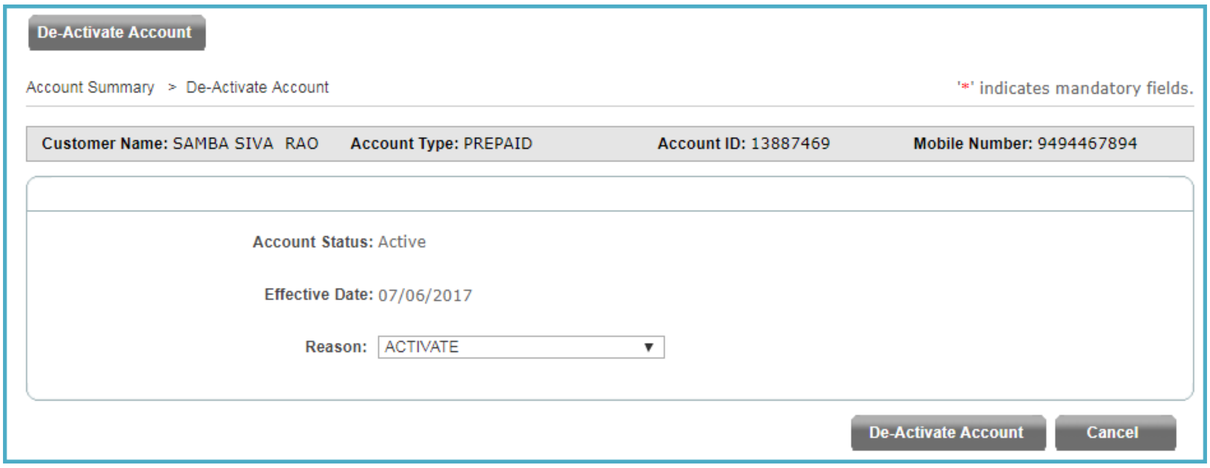
The De-Activate Account function allows a CSR to either suspend the service or permanently deactivate the account.

Note: When a user deactivates an account, user can deactivate device associated with that account.

To deactivate or suspend a subscriber's account:

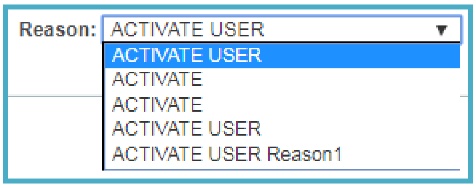
1. Click **Account Summary**.
2. Click the **De-Activate Account** tab, this will open the **De-Activate Account** screen as shown below.

Figure 38: Deactivate account



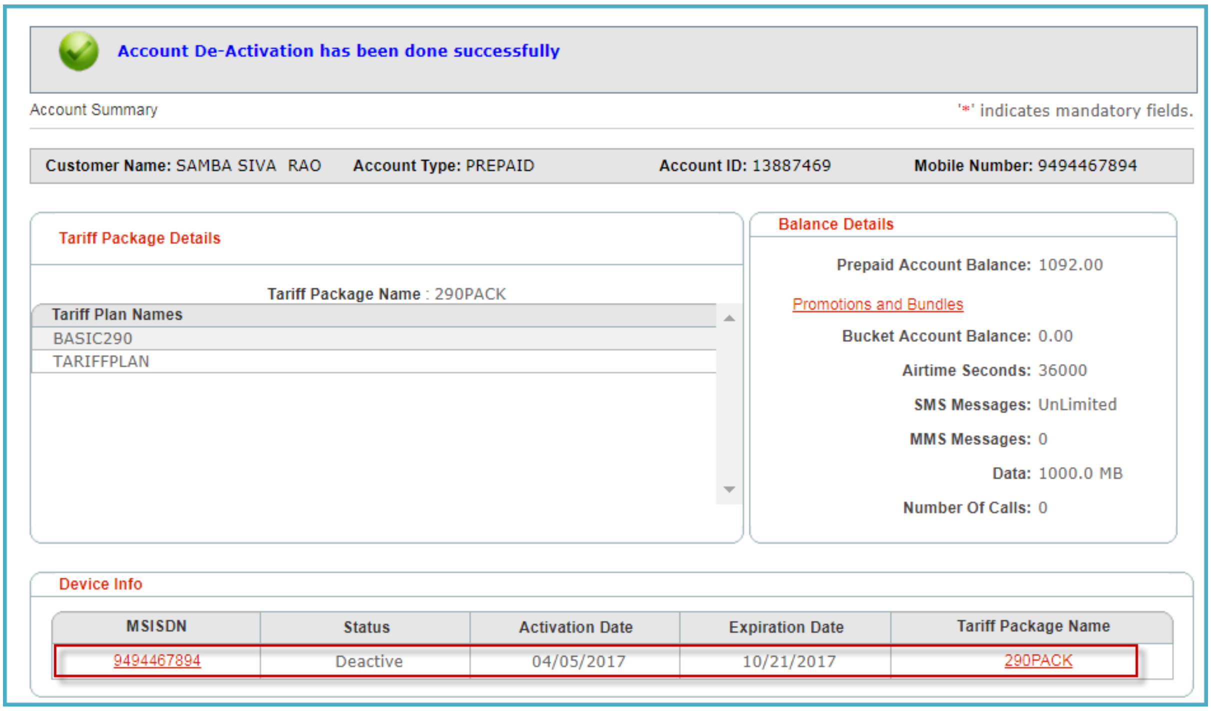
3. Deactivate account displays the details relevant to **Account Status** and **Effective Date**.
4. Select a **Reason** for the deactivation from the drop down list.

Figure 39: Reason



5. Click **De-Activate Account** to deactivate or suspend the account on the effective date, the below confirmation message is displayed as shown below

Figure 40: Confirmation Message



6. Click **Cancel** for Account Summary screen.

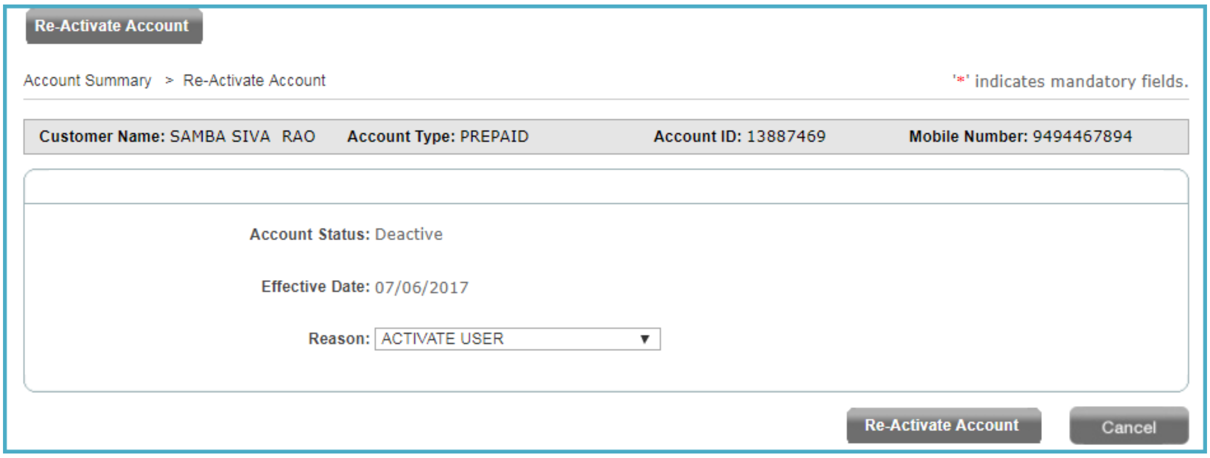
6.3 Re-Activate Account

The Re-Activate Account feature allows a CSR to re-activate the eisting account.

To Re-activate a subscriber's account, do the following:

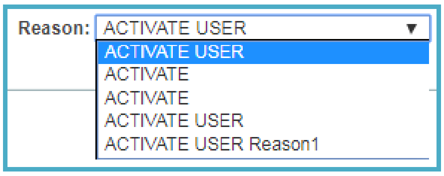
1. Click **Account Summary**.
2. Click the **Re-Activate Account** tab, this will open the **Re-Activate Account** screen as shown below

Figure 41: Re-activate Account



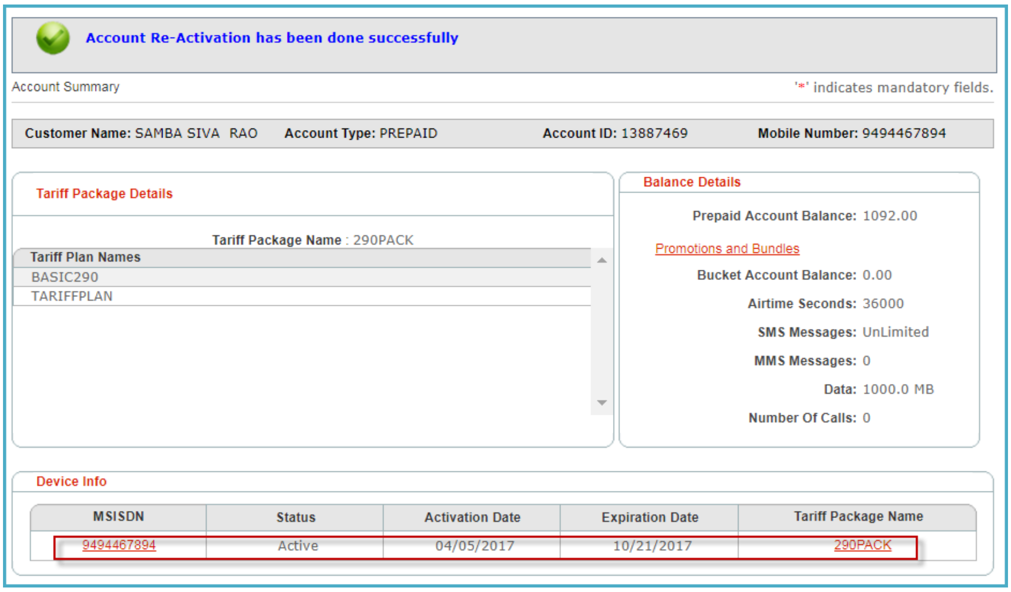
3. Reactivate account displays the details relevant to **Account Status** and **Effective Date**.
4. Select a **Reason** for Reactivation from the drop down list.

Figure 42: Reason



5. Click **Re-Activate Account** to re-activate the account on the effective date. A confirmation message is displayed as shown below

Figure 43: Confirmation Message



6. Click **Cancel** for Account Summary screen.

7 Account Details

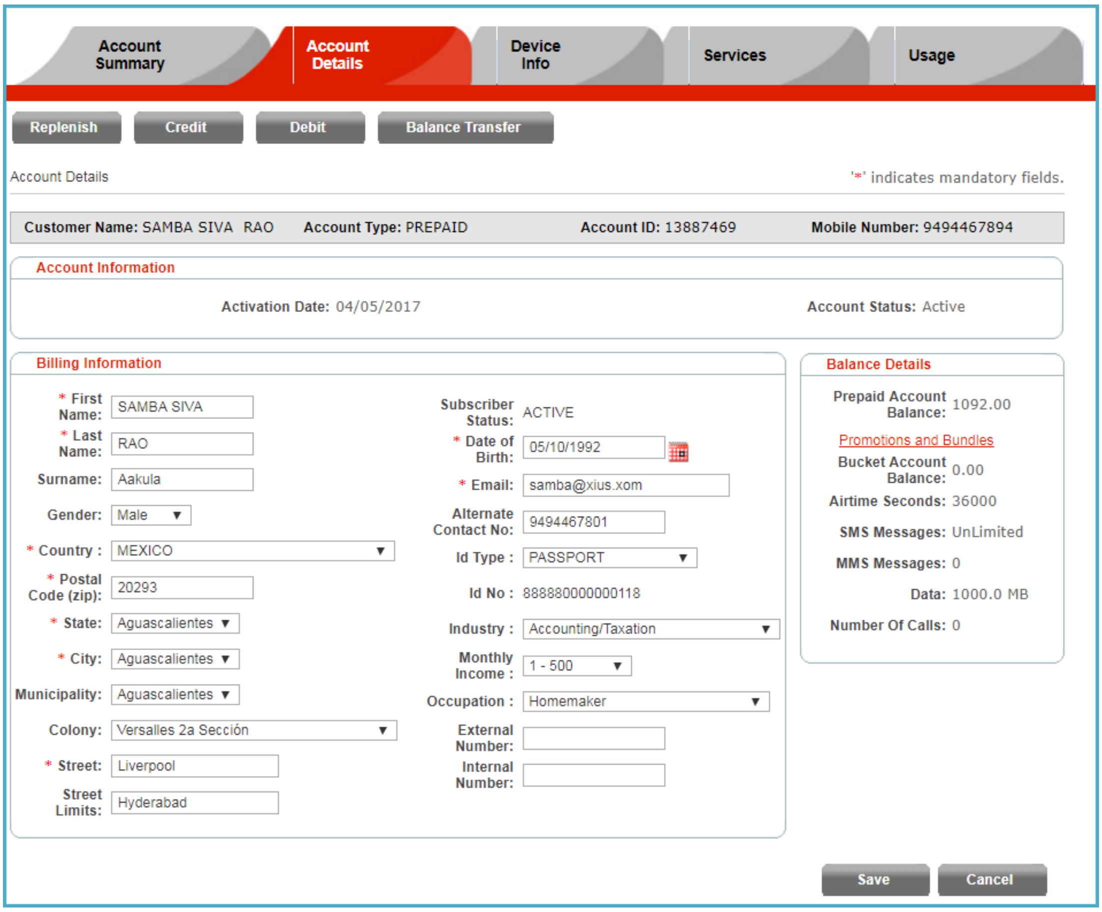
Included in this chapter:

- Account Details
- Account Information
- Billing Information
- Balance Details
- Replenish
- Credit Amount
- Debit Amount
- Balance Transfer
- Gift Bundles

7.1 Account Details

The Account Details function tab allows a user to view, modify, subscriber's billing information and view account information, balance details and promotions and bundles as well as to check Tariff Plan History.

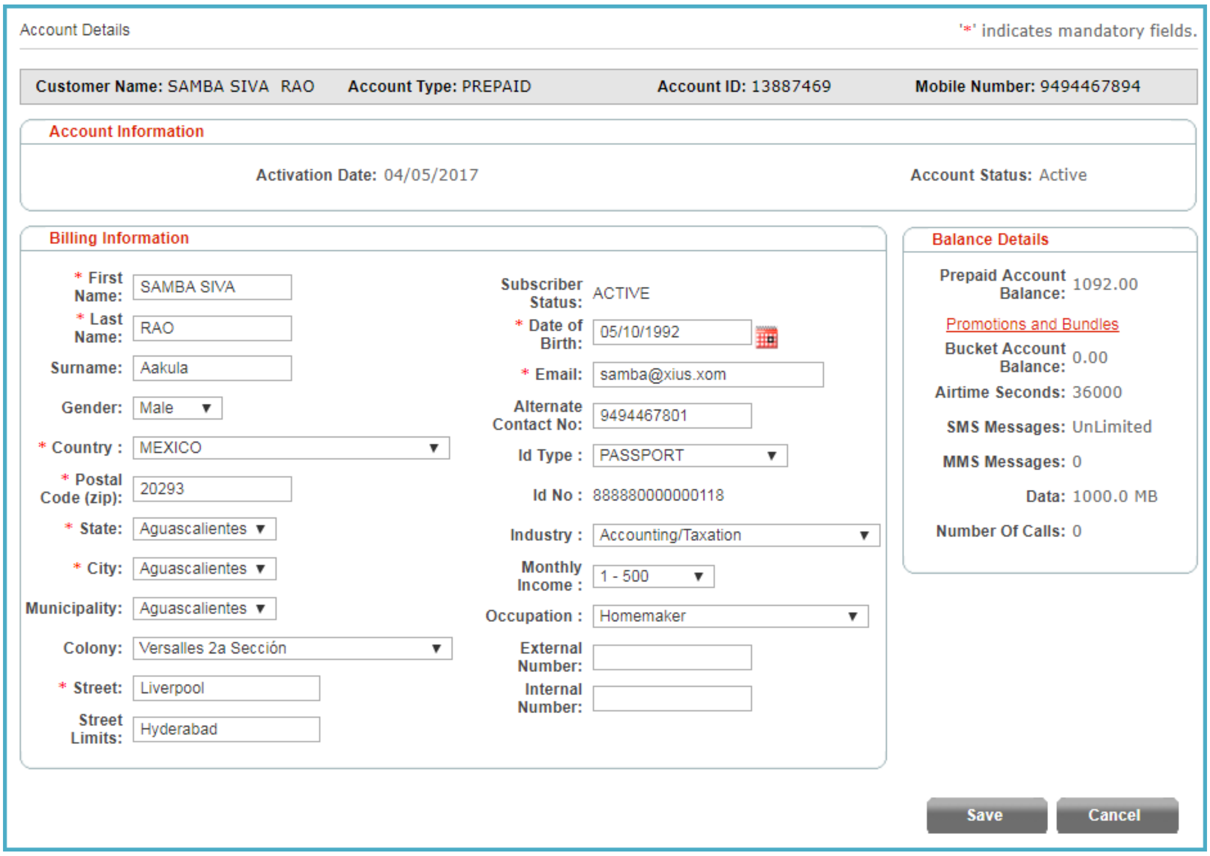
Figure 44: Account Details Screen



This feature allows a CSR to perform below actions :

- Credit
- Debit
- Balance Transfer
- Gift Bundles

Figure 45: Account Details



7.1.1 Account Information

The Account Information consists following fields as shown below

Field	Description
Customer	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Displays Accounyt ID of the customer.
Mobile Number	Displays the mobile number of the subscriber.
Activation Date	Specifies the activation date
Account Status	Displays the account status of a subscriber

7.1.2 Billing Information

The Billing Information consists following fields as shown below

Field	Description
First Name	Subscriber's first name.
Last Name	Subscriber's last name.
Surname	Subscriber's surname.
Gender	Gender of the subscriber.
County	County name of the billing address.
Postal Code Zip	Billing address ZIP or postal code. ***Note:*** *State,City,municipality and Colony are populated upon the selection of*
State	Select state from the drop down list
City	City or town of the billing address.
Municipality	Specify the location address of the user
Colony	Specify subscriber's residing colony
Street	Specify subscriber's residing street
Street Limits	Specify the street address of the user
Subscriber Status	Specifies the account status of the subscriber (Active or Transit).
Date of Birth	Specifies the date of birth of the subscriber.
Email	Specifies subscribers email id.
Alternate Contact Number	Specifies the alternate contact number of the subscriber.
Id Type (National ID / Passport)	Displays the ID type the subscriber
Id No	Displays the ID number of the Subscriber

Industry	Select the domain name of the subscriber from drop down list
Monthly Income	Select the range of monthly income from drop down list.
Occupation	Select the occupation of the subscriber from dropdown list.
External Number	Enter external number of the subscriber
Internal Number	Enter internal number of the subscriber

7.1.3 Balance Details

The Balance Details consists of following fields as shown below

Field	Description
Prepaid/Postpaid Account Balance	Subscriber account balance amount.
Promotion And Bundles	Click Promotion Bundles to view bucket summary details.
Bucket Account Balances	Click the Bucket Balance link, to view the Bucket Summary screen.
Airtime Seconds	Talk time amount available for the subscriber account.
SMS Messages	Displays the number of SMS remaining for the subscriber.
MMS Messages	Displays the number of MMS remaining for the subscriber.
Data	Displays the outstanding data for the subscriber.
Number of Calls	Displays the number of call's remaining for the subscriber.

7.2 Replenish

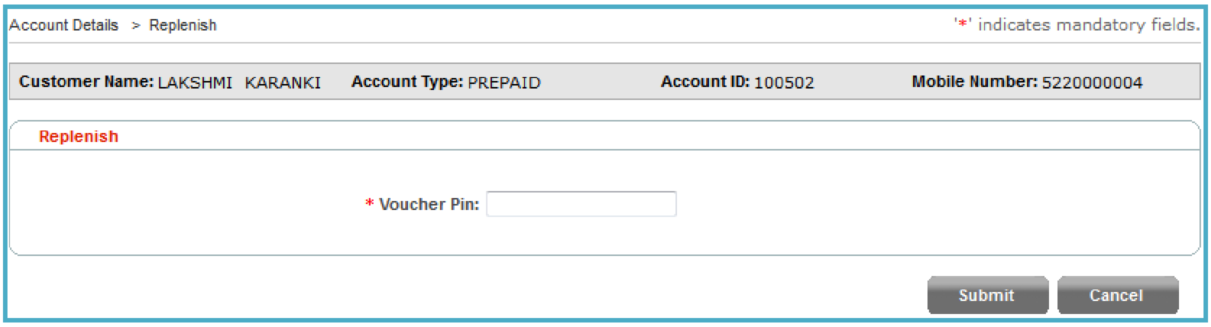
The Recharge screen allows a CSR to process replenishments for a subscriber through the Customer Care UI.

Note: For postpaid number, you cannot find the **Recharge** tab. The Recharge feature is available for Prepaid as well as Hybrid Account subscribers.

To recharge subscriber's account:

1. Click the **Account Details** tab.
2. Click **Recharge** button, this will open the **Recharge** screen.

Figure 46: Recharge Screen



3. Enter the **Voucher Pin** in the provided Voucher Pin field.
4. Click **Submit** to perform replenishment, and then a Top Up performed conformation message is displayed as shown in the screen below.

Figure 47: Succesfull Message

5. Click **Cancel,** to go back to the **Account Details** screen.
6. The Replensih screen includes following fields as shown in the below table

Field	Description
Customer	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Number used to identify account.
Mobile Number	Mobile number of the subscriber
Voucher Pin	Enter Voucher pin

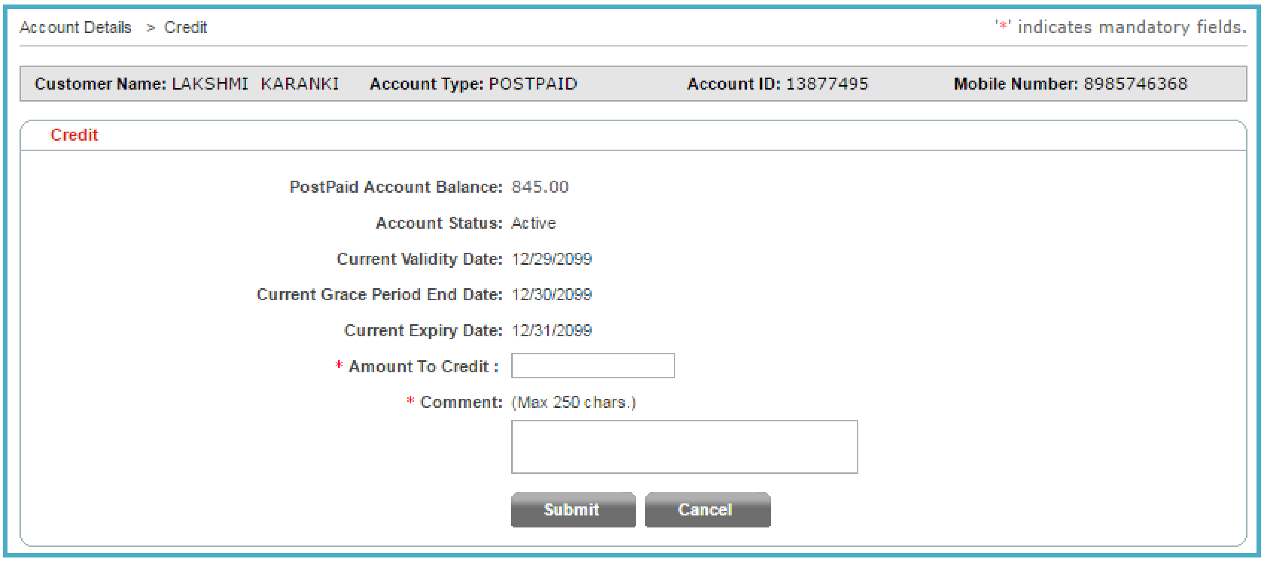
7.3 Credit Amount

The Credit Amount screen allows a user to credit amount to the subscriber's account through Customer Care UI.

To perform the credit amount:

1. Click the **Account Details** tab.
2. Click **Credit** button, this will open the **Credit** screen as shown in the Credit Amount screen below.

Figure 48: Credit Amount



3. The Credit Amount table consists of following fields as shown below

Field	Description
Customer Name	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Number used to identify account.
Mobile Number	Mobile number of the subscriber
Post Paid Account Balance	Displays the total postpaid account balance amount
Account Status	Displays the account status of the subscriber
Current Validity Date	Displays the current validity date of the account
Current Grace Period End Date	Displays the current grace period end date of the account
Current Expiry Date	Displays the current expiry date of the account
Amount To Credit	Specify the amount to credit to the beneficiary
Comment (Max 250 chars.)	Specifies the CSR's text description the reason for an adjustment

4. Click **Submit** to perform credit amount, and then an Amount Credited successfully message is displayed as shown below.

Figure 49: Confirmation Message

5. Click **Cancel** to go back to the **Account Details** screen.

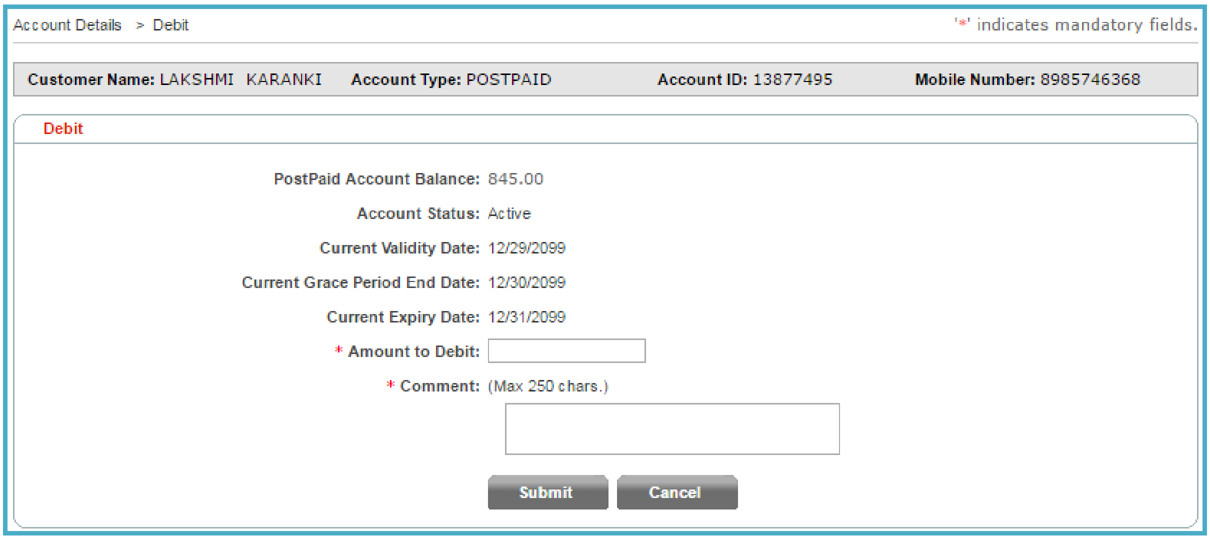
7.4 Debit Amount

The Debit Amount screen allows a user to debit amount to the subscriber's account through Customer Care UI.

To perform the debit amount:

1. Click the **Account Details** tab.
2. Click **Debit** tab, this will open the **Debit** screen as shown below.

Figure 50: Debit Amount



3. The Debit Amount in Account Details screen includes the fields described in the table below.

Field	Description
Customer Name	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Number used to identify account.
Mobile Number	Mobile number of the subscriber
Pre Paid Account Balance	Displays the total postpaid account balance amount
Account Status	Displays the account status of the subscriber

Current Validity Date	Displays the current validity date of the account
Current Grace Period End Date	Displays the current grace period end date of the account
Current Expiry Date	Displays the current expiry date of the account
Amount To Debit	Specify the amount to credit to the beneficiary
Comment (Max 250 chars.)	Specifies the CSR's text description the reason for an adjustment

4. Click **Submit** to perform debit amount, and then amount debited successfully message is displayed as shown in Amount Debited conformation successfully message screen shown below.

Figure 51: Confirmation Message

5. Click **Cancel** to go back to the **Account Details** screen.

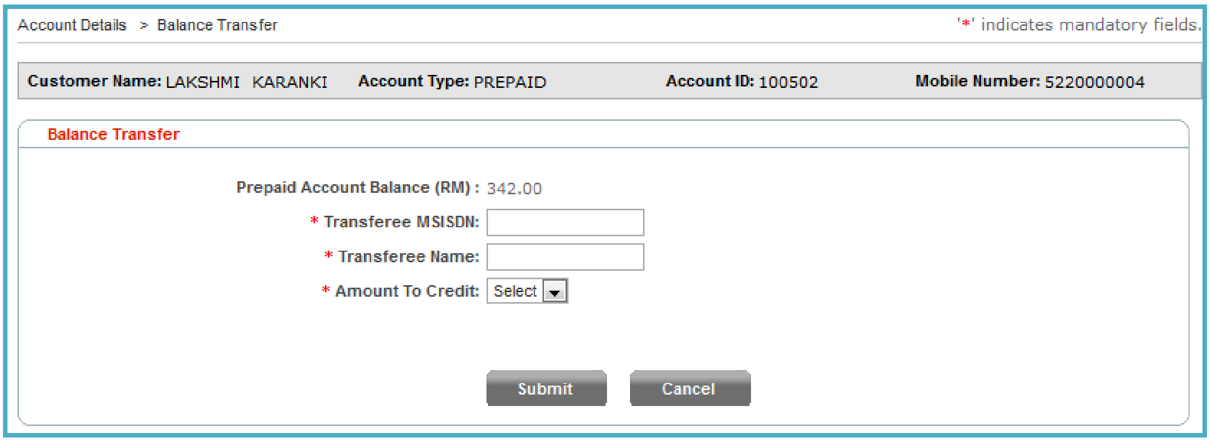
7.5 Balance Transfer

The Balance Transfer function allows a user to transfer funds to subscribers account through Customer Care UI.

To transfer the balance:

1. Click the **Account Details** tab.
2. Click Balance Transfer button, this will open the **Balance Transfer** screen as shown below

Figure 52: Balance Transfer Screen

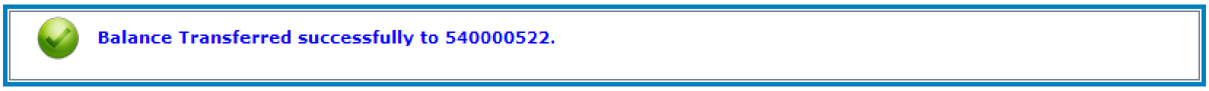


3. The Balance Transfer screen includes the fields described in the table below:

Field	Description
Customer Name	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Number used to identify account.
Mobile Number	Mobile number of the subscriber
Pre Paid Account Balance	Displays the total postpaid account balance amount
Transferee MSISDN	Specifies the telephone number to the SIM card of the transferee
Transferee Name	Specifies the name of the transferee
Amount To Credit	Select the desired amount from drop down list

4. Click **Submit** to transfer the balance, and successfull message is displayed as shown below

Figure 53: Confirmation Message



5. Click **Cancel** to go back to the **Account Details** screen.

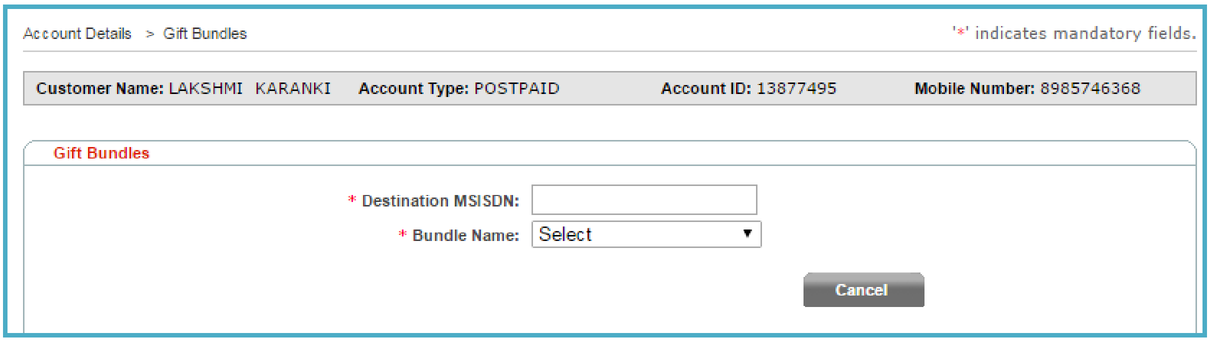
7.6 Gift Bundles

Gift Bundles feature allows a subscriber to gift a bundle to a different MSISDN from his/her bucket. Each MSISDN is attached with 4 bundles, And every individual MSISDN can gift a bundle from his bucket to other MSISDN bucket

To Gift Bundles please do the following :

1. Click on **Account Details** Tab
2. Click on **Gift Bundles** Tab, the gift bundles screen is displayed with the list of field as listed below

Figure 54: Gift Bundles



3. The **Gift Bundles** screen includes the fields described in the table below:

Field	Description
Customer Name	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Number used to identify account.
Mobile Number	Mobile number of the subscriber
Destination MSISDN	Enter destination MSISDN number
Bundle Name	Select bundle name from the drop down menu

4. Click on **Submit** to submit the gift bundle request sucessfully.A confirmation message is displayed as shown below

Figure 55: Confirmation Message

7.7 Category ID

Category ID feature allows a CSR to enable or modify the existing subscriber category ID.Category ID is a unique ID, configured at Billing section during Recharge ID creation. Recharge ID and Category ID should match amongst each other to authorize and process the recharge request.

The list of Category IDs are as following:

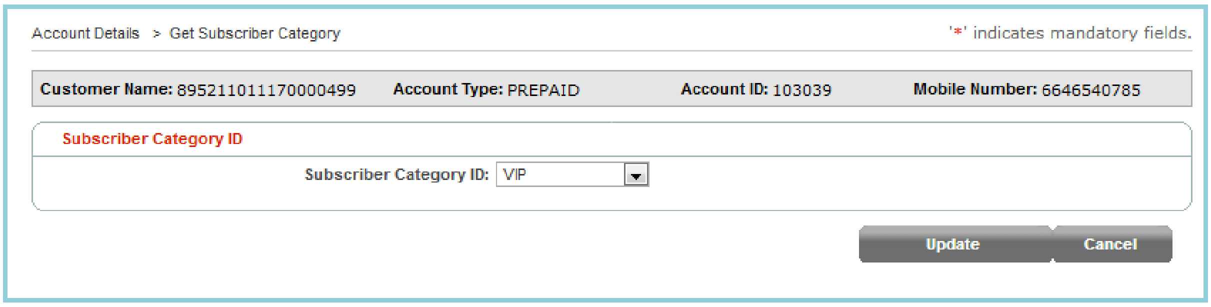
- Default
- VIP1
- VIP2

Upon Invalid authorization, the recharge request fails to accomplish the recharge.

To update Category ID please do the following :

1. Click on **Account Details** Tab
2. Click on **Category ID** Tab, the **Category ID** screen is displayed with the list of field as listed below

Figure 56: Category ID



3. The **Category ID** screen includes the fields described in the table below:

Field	Description
Customer Name	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Number used to identify account.
Mobile Number	Mobile number of the subscriber
Subscriber Category ID	Select the relevant subscriber category ID from the drop down, as per subscriber request.

4. Click on **Update** to update the Subscriber Category ID. A confirmation message is displayed as shown below

Figure 57: Confirmation Message

8 Device Info

Included in this chapter:

- Account Details
- Account Information
- Billing Information
- Balance Details
- Replenish
- Credit Amount
- Debit Amount
- Balance Transfer
- Gift Bundles

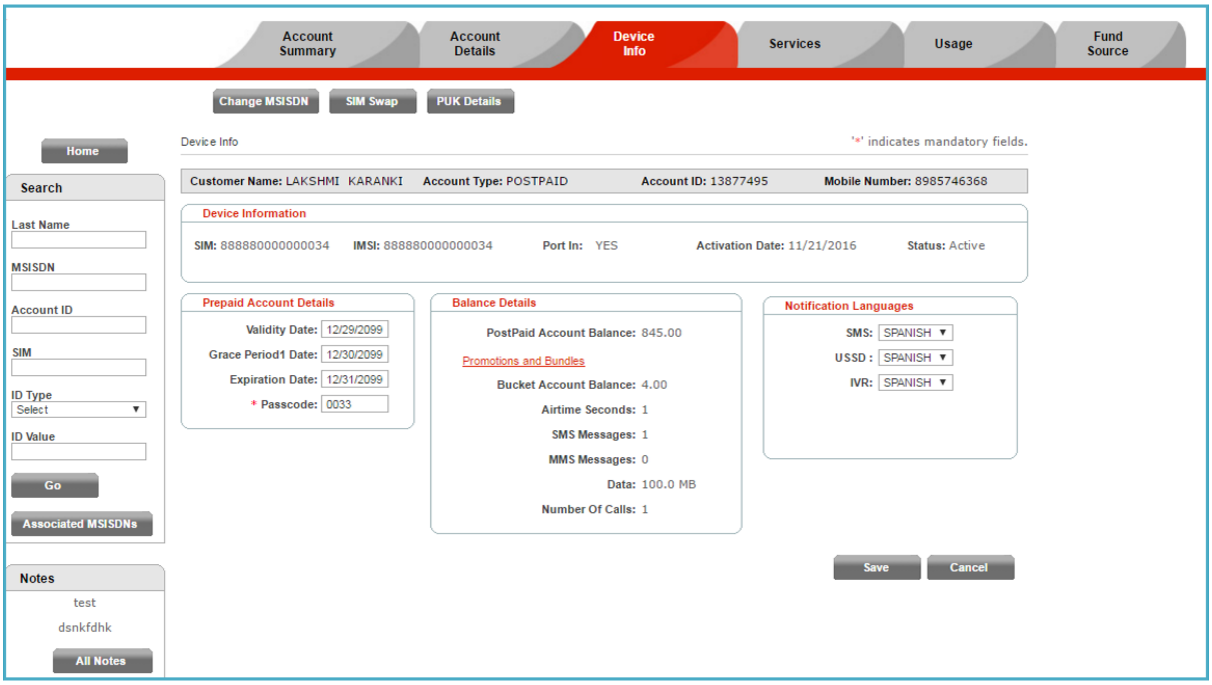
8.1 Device Info

The Device Info function tab allows a user to view Device information, Account details, Balance details, Notification Languages ,Promotions and bundles.

Device info allows a CSR to perform below actions :

- Change MSISDN
- SIM Swap
- PUK Details

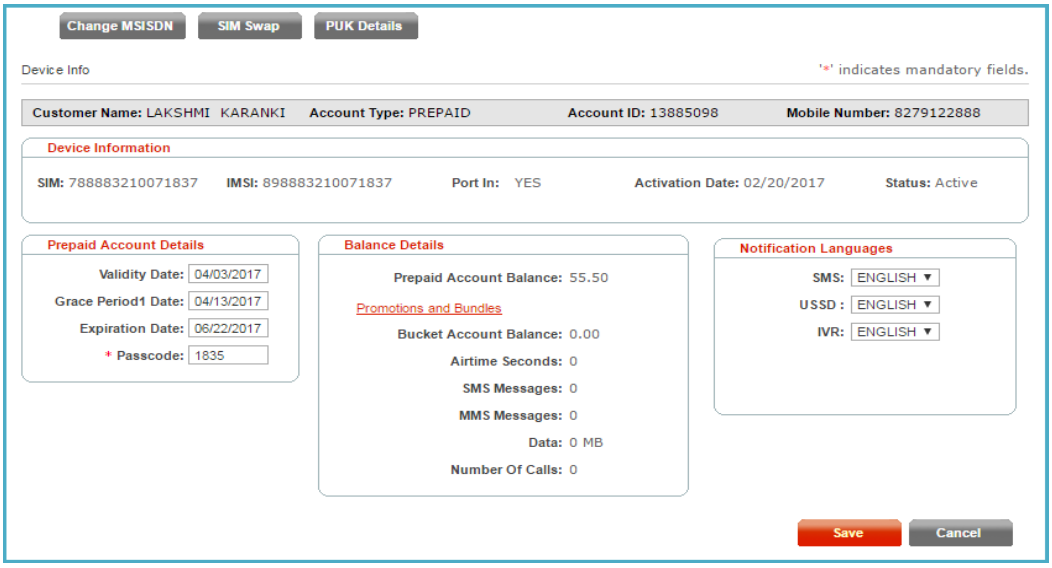
Figure 58: Device Info



To view device info :

1. Click the **Device Info** tab. The following screen appears.

Figure 59: Device Information



2. Click **Save** to save the details or else click **Cancel** to go back to the previous screen.

8.1.1 Device Information

The Device Information section in Device Information screen includes the fields described in the table below.

Field	Description
Customer Name	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Number used to identify account.
Mobile Number	Area code (NPA), exchange (NXX), and 4-digit line number.
SIM	Displays SIM number
IMSI	Number of the subscriber's associated MIN/MSID.
Port In: No	Port In number of the subscriber
Activation Date	Diplays activation date of the SIM

Status	Current status of the mobile phone; one of the following: • Associated – Device is currently associated to the subscriber's account and active in the billing system • Suspended – Device is currently de-provisioned from the network at the request of the subscriber • Expired – Device is de-provisioned from the network and set to be canceled unless the account is replenished during the specified grace period • Pending – Phone cannot be activated until all of the information required for network provisioning has been provided •Canceled – Device is de-provisioned from the network.

8.1.2 Prepaid Account Details

The Prepaid Account Details consist of following fields

Field	Description
Validity Date	Displays the validation date of the account
Grace Period1 Date	Displays the grace period 1 date of the account
Expiration Date	Displays the expiration date of the account
Pass code	Displays the pass code of the account

8.1.3 Balance Details

The balance details screen consists of following fields

Field	Description
Promotions and Bundles	Click the link to view the associated promotions and bundles information. This opens the Usage screen which provides complete history of the promotions and bundles.
Post Paid Account Balance	Displays the post paid balance details of the device.
Pre Paid Account Balance	Displays the pre paid balance details of the device.
Bucket Account	Displays the bucket account balance available in the subscriber's account
Airtime Seconds	Displays the amount available in subscriber's account
SMS Messages	Displays the SMS Messages amount available in subscribers account
MMS Messages	Displays the MMS Messages amount available in subscriber's account
Data	Displays the data amount available in subscriber's account
Number of Calls	Displays the number of calls

8.1.4 Notification Language

The Notification Language consists of following fields

Field	Description
SMS	Select SMS notification language
USSD	Select USSD notification language
IVR	Select IVR notification language

8.2 Change MSISDN

Change MSISDN function enables a user to change the old MSISDN number to new MSISDN number.This Service is availabe in two types.

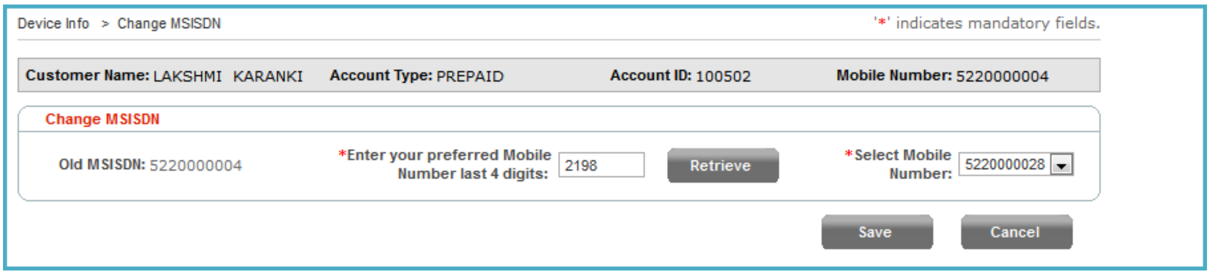
Type I :

This feature allows the user to retrieve preferred mobile number and select a relevant mobile number while submiting change MSISDN request.

To change MSISDN:

1. Click the **Device Info** tab.
2. Select the desired MSISDN from the drop down list.

Figure 60: Change MSISDN



3. The Change MSISDN in Device Info screen includes the fields described in the table below.

Field	Description
Old MSISDN	Displays the old MSISDN number of the device
Enter Last 4 digits of MSISDN	Enter the last 4 digits of MSISDN number of the device. Click Retrieve, to display the 10 MSISDN numbers.
Selected MSISDN	Select a new MSISDN number for the subscriber.

4. Click **Save** to save the selected MSISDN number, and then a Change MSISDN successfully

message is displayed as shown in Change MSISDN conformation successfully message screen shown below.

5. Click **Cancel** for the Device Info screen.

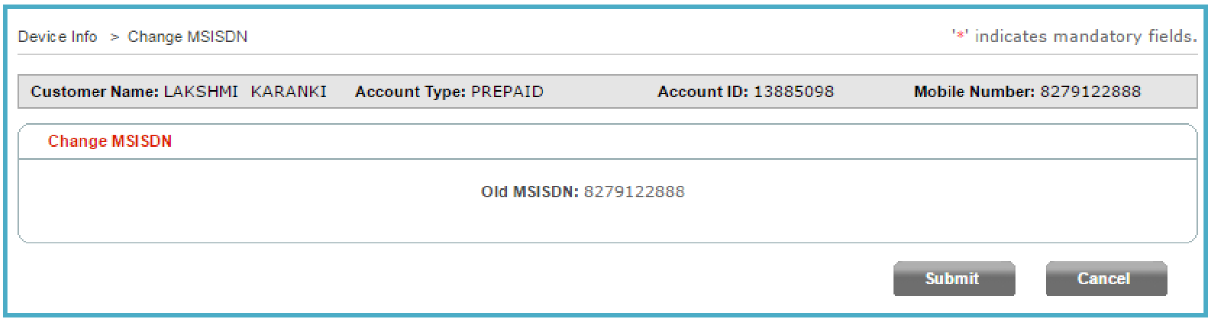
Type II :

This feature allows the user to submit the change MSISDN request.

To change MSISDN:

1. Click the **Device Info** tab.
2. **Old MSISDN** : Displays the old MSISDN number of the device

Figure 61: Change MSISDN



3. Click **Submit** button to raise the Change MSISDN request sucessfully. The successful message gets displayed as follows

4. Click **Cancel** for the Device Info screen.

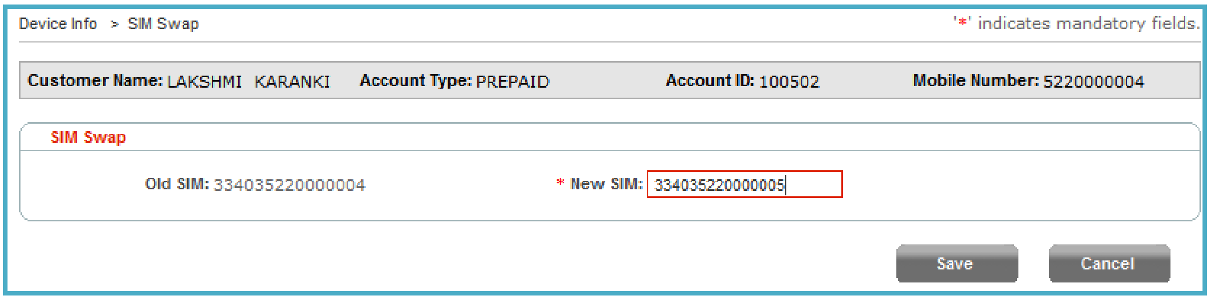
8.3 SIM Swap

The SIM Swap functionality screen enables a user to keep the same mobile number in case of SIM card number is damaged or lost or the phone has been stolen.

To swap SIM:

1. Click the **Device Info** tab.
2. Click **SIM Swap** button. This will open the **SIM Swap** screen as shown in the screen below.

Figure 62: SIM Swap



3. Enter New SIM number in the provided **New SIM** field.
4. Click **Save** button to save the requested information, and then a SIM swap conformation message is displayed.
5. Click **Cancel** for the **Device Info** screen.

8.4 PUK Details

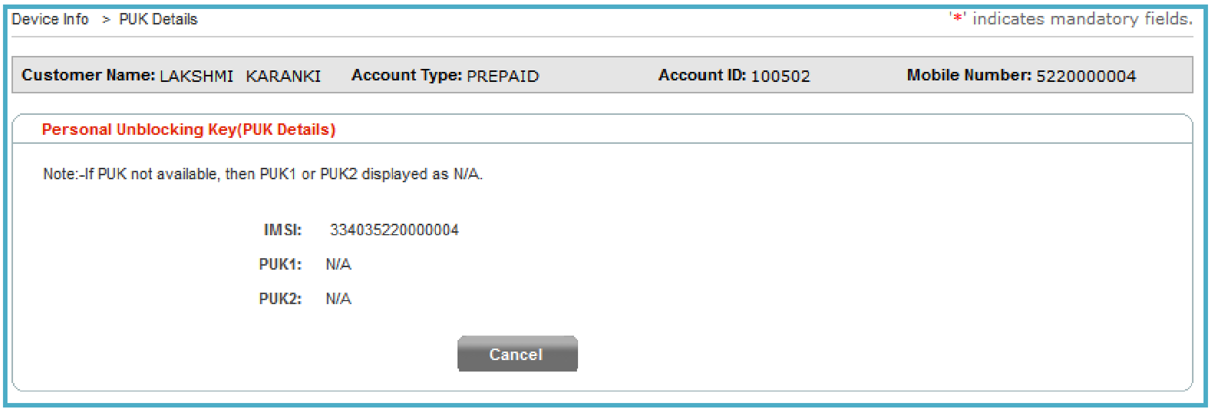
The PUK details functionality screen enables a user to provide Personal Unblocking Key details (PUK Details) and displays the IMSI number.

The PUK details are a security feature option on mobile device that protects SIM card data. A PUK code is required when SIM Card PIN Code is entered incorrectly 3 times wrongly.

To provide PUK details to the subscriber:

1. Click the **Device Info** tab.
2. Click **PUK Details** button, this will open the **PUK Details** screen as shown in the PUK Details screen below and provide the required information.

Figure 63: PUK Details



3. Click **Cancel** to for the **Device Info** screen.

9 Services

Included in this chapter:

- Services
- Mobile Information
- Group Swap
- Postpaid Conversion
- Service Catalogs
- LBS Services
- CA Plans
- Community Account
- Data Plans
- SMS Buddy
- FNF Numbers
- Additional Tariff Plan
- Change Tariff Package
- Subscriber Services
- Act-Deact Services

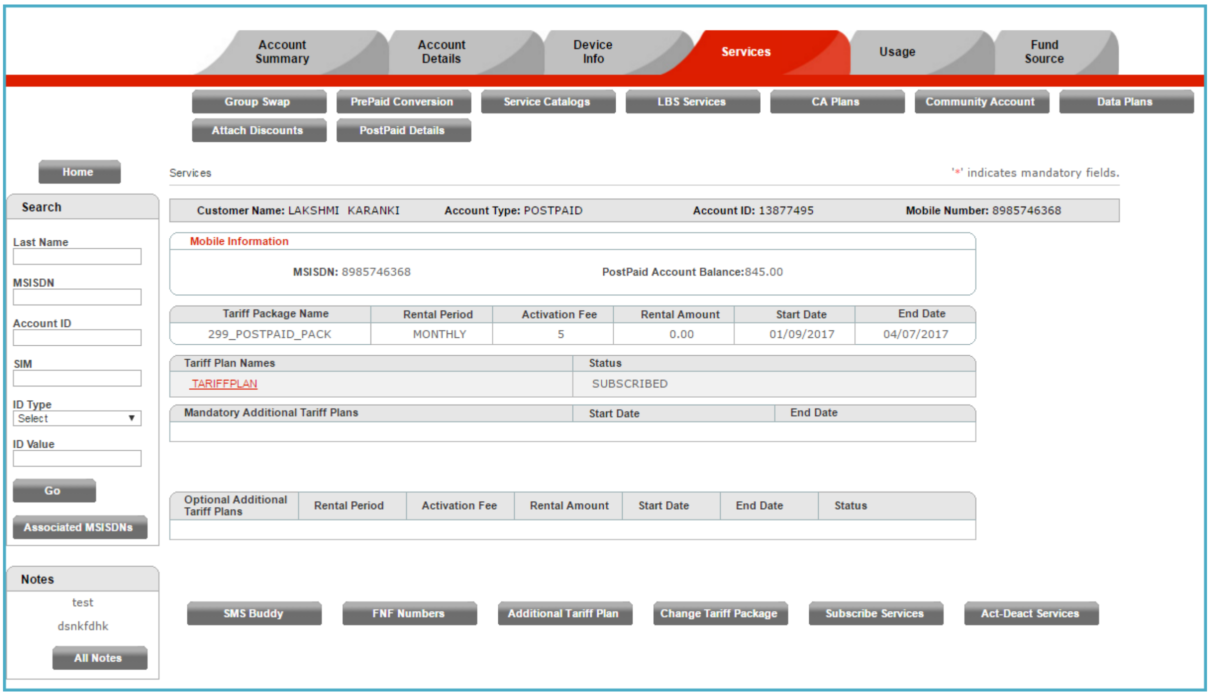
9.1 Services

Services are the group of privileges given to the subscriber, upon subscribing to the network.

The Services function tab allows a user to perform

- Group Swap
- Postpaid Conversation
- Service Catalogs
- LBS services
- CA Plans
- Community Account
- Data Plans
- SMS Buddy
- FNF Numbers
- Additional Tariff Plan
- Change Tariff Package
- Subscriber Services
- Act- Deact Services

Figure 64: Services Screen



1. The Service Screen includes following fields as follows

Field	Description
MSISDN	Specifies the 10-digit mobile number of the Subscriber with area code, exchange, 4 digit line number without spaces.
Prepaid Account Balance	Displays the total available prepaid account balance
Post Paid Account Balance	Displays the total available post paid account balance
Tariff Package Name	Displays the tariff package name of the subscriber account
Rental Period	Displays the rental period of the service plan of subscriber
Activation Fee	Displays activation fee
Rental Amount	Displays the rental amount of the service plan of subscriber
Start Date	Displays start date of the tariff package
End Date	Displays end date of the tariff package
Tariff Plan Names	Displays the tariff plan name of the subscriber account

Status	Displays the account status of subscriber

9.2 Group Swap

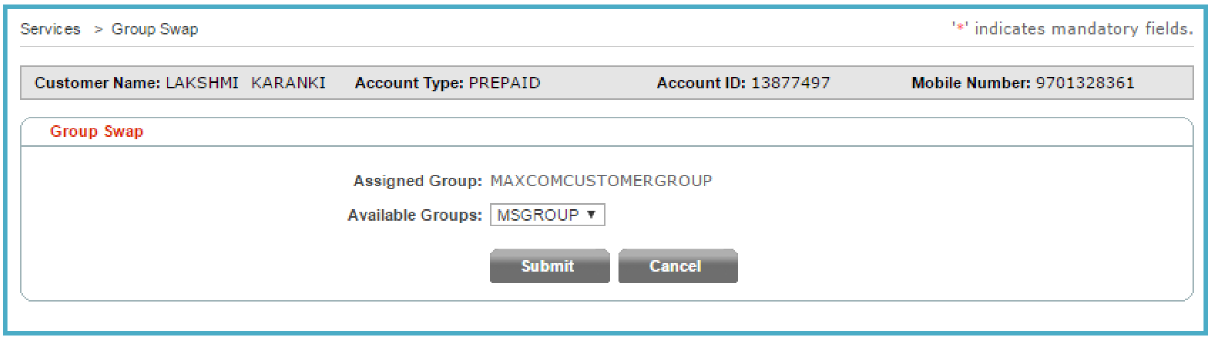
Group Swap feature allows a CSR to interchange the assigned group to the available groups.

Group Swap screen consists of following fields

- Assigned Group
- Available Group

You can find the group details of a subscriber in Group Swap Screen.

Figure 65: Group Swap



1. Refer to the following table for description of fields:

Field	Description
Customer Name	Displays the old MSISDN number of the device
Account Type	Enter the last 4 digits of MSISDN number of the device. Click **Retrieve,** to display the 10 MSISDN numbers.
Account ID	Select a new MSISDN number for the subscriber.
Mobile Number	Displays mobile number of the subscriber
Assigned Group	Displays assigned group of the MSISDN subscriber
Available Group	Select available group from the drop down

9.3 Postpaid/ Prepaid Conversion

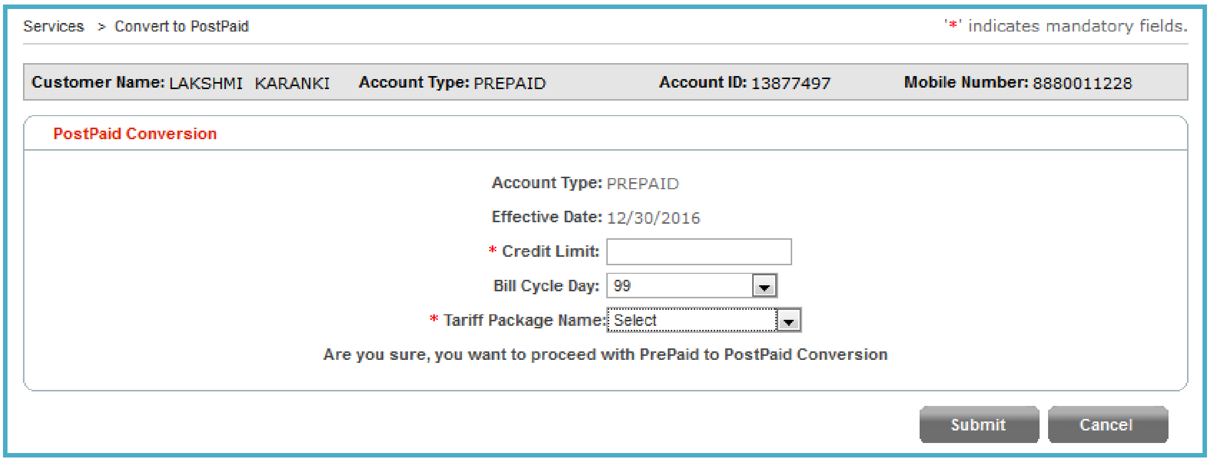
The Pre Paid Conversion screen allows a CSR to change the service from Post Paid service to Pre Paid service and vice -versa

To change the account to prepaid conversion:

1. Click the **Services** tab.
2. Click **Postpaid Conversion** button, this will open the **Postpaid Conversion** screen as shown

below

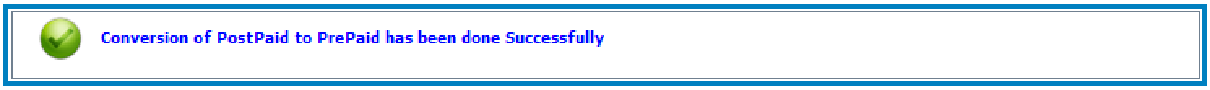
Figure 66: Postpaid conversion



3. The Post Paid Conversion in the Services screen includes the fields described in the table below.

Field	Description
Customer Name	Displays the name of the subscriber
Account Type	Displays the account type of the subscriber
Account ID	Displays the account ID of the subscriber
Mobile Number	Displays the mobile number of the subscriber
Account Type	Displays the account type of the subscriber
Effective Date	Displays the effective date of prepaid conversion
Credit Limit	Enter the credit limit amount
Bill Cycle Day	Select the Bill Cycle Day from the drop down menu
Tariff Package Name	Select the tariff package name from the drop down menu

4. Click **Submit** to converse the prepaid type of account and a successfully message is displayed as shown below



5. Click **Cancel** to go back to the Services screen.

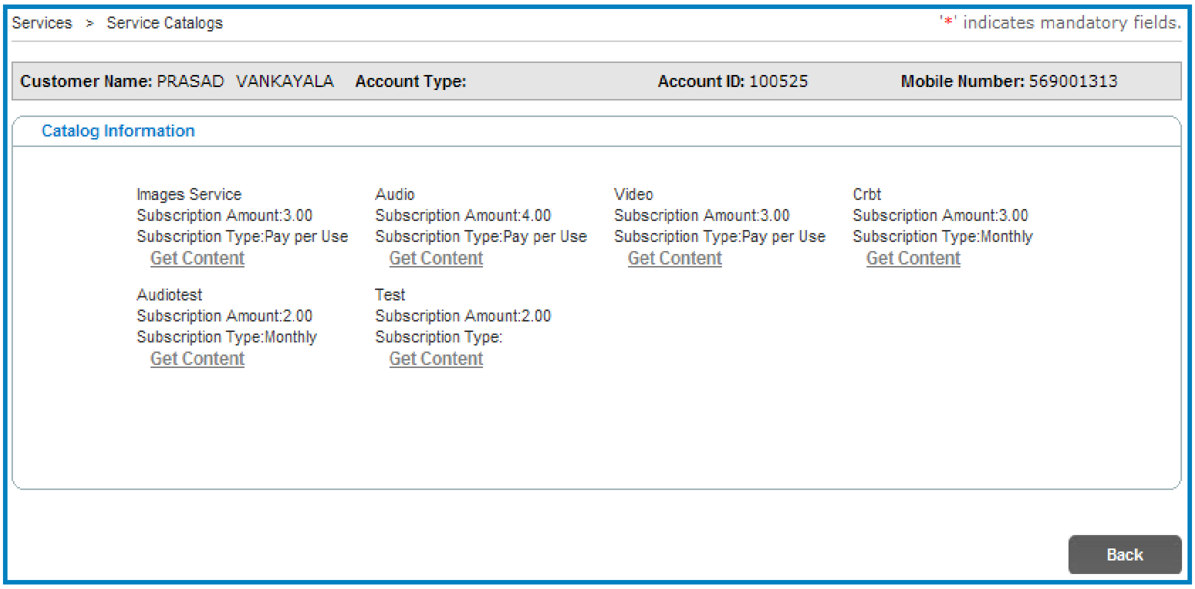
9.4 Service Catalogs

The Services Catalog function allows a user to view the services catalog information.

To view services catalog:

1. Click the **Services** tab.
2. Click **Services Catalogs** button, this will open the **Services Catalogs** screen as shown below

Figure 67: Service catalogs

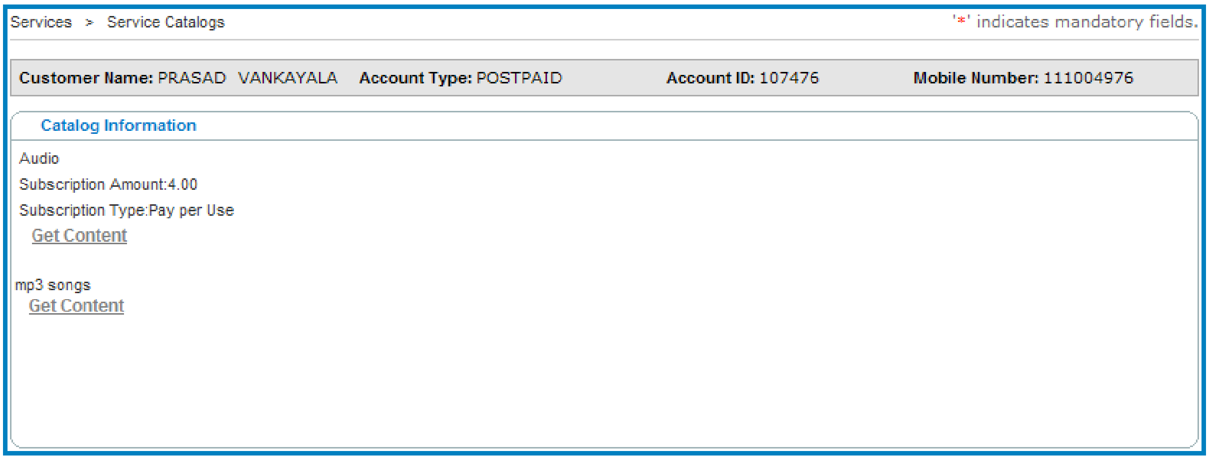


3. Refer to the following table for more information on catalogs:

Field	Description
Customer Name	Displays the name of the subscriber
Account Type	Displays the account type of the subscriber
Account ID	Displays the account ID of the subscriber
Mobile Number	Displays the mobile number of the subscriber
Images Service	Displays the Image services of the subscriber
Audio service	Displays the audio services of the subscriber
Video service	Displays the video services of the subscriber
Crbt Service	Displays the CRBT services of the subscriber
Audiotest Service	Displays the Audio test services of the subscriber
Test	Displays the test services of the subscriber

4. Click **Get Content** link to view the more information about a catalog. For example, if you click Get Content link within **Audio** catalog, the following screen appears.

Figure 68: Catalog Information



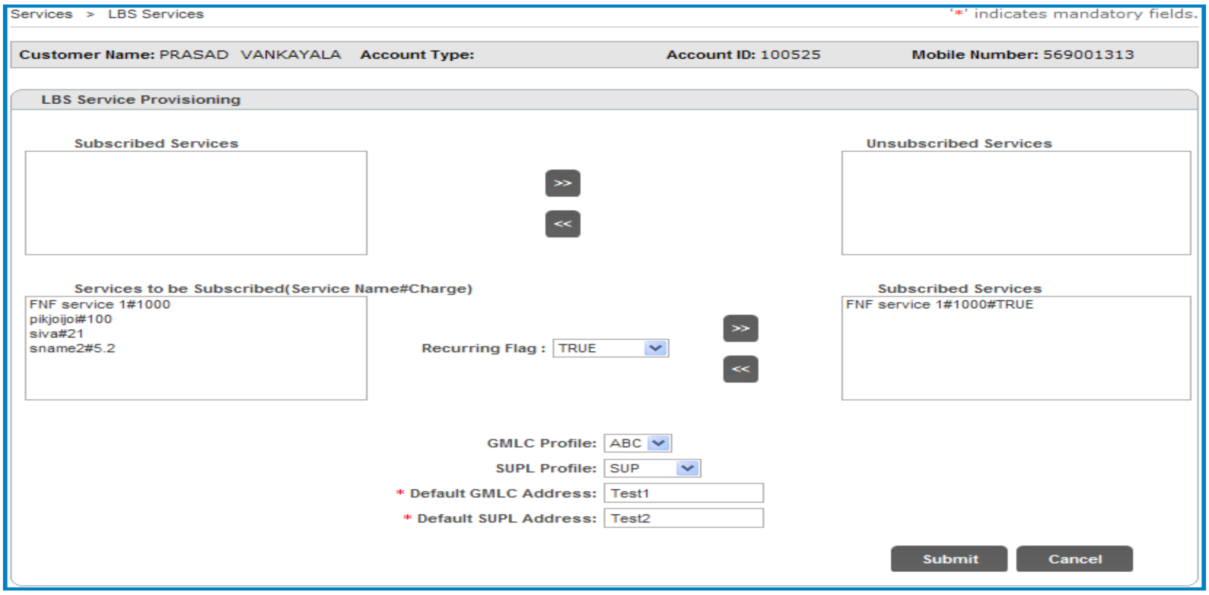
9.5 LBS Services

The LBS Services function enables a user to subscribe services and unsubscribe services related to location.

To view LBS Services :

1. Click the **Services** tab.
2. Click **LBS Services** button, this will open the **LBS Services** screen as shown below

Figure 69: LBS Services



3. The LBS Screen consists of following fields as shown below

Field	Description
Subscribed Services	Specifies the subscribed services to the subscriber

Unsubscribed Services	Specifies the unsubscribed services to the subscriber
Services to be subscribed (Service Name # Change)	Specifies the services to be subscribed to the subscriber
Subscribed Services	Specifies the subscribed services to the subscriber
Recurring Flag	Specifies the recurring flag is True or False
GMLC Profile	Select the GMLC profile name of the subscriber
SUPL Profile	Select the SUPL profile name of the subscriber
Default GMLC Address	Specifies the default GMLC address of the subscriber
Default SUPL Address	Specifies the default SUPL address of the subscriber

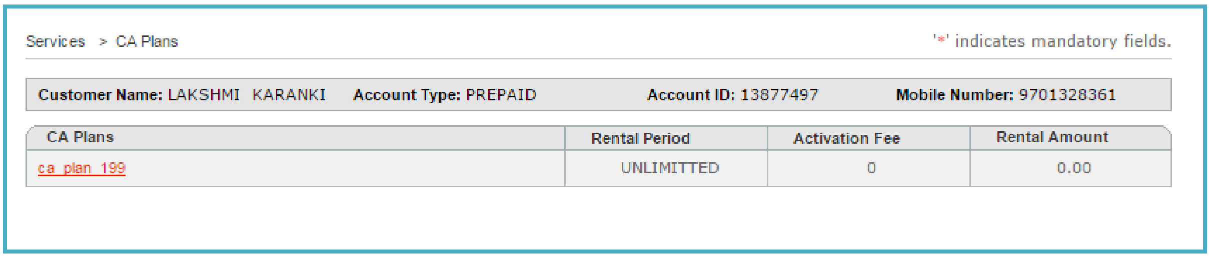
9.6 CA Plans

CA Plans allows the CSR to view the CA Plans associated to the tariff package plan.

To View CA Plans :

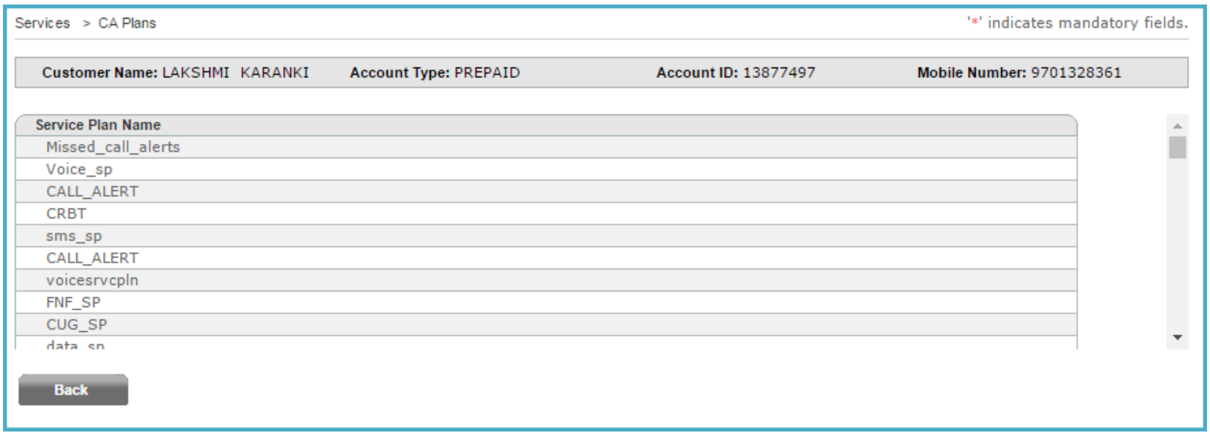
1. Click the **Services** tab. The services **screen** appears
2. Click **CA Plans**. The screen appears as follow

Figure 70: CA Plans



3. Click on **CA Plans Link** to view the screen as shown below

Figure 71: CA Plans View



4. Click **Back** for previous screen

9.7 Community Account (CA)

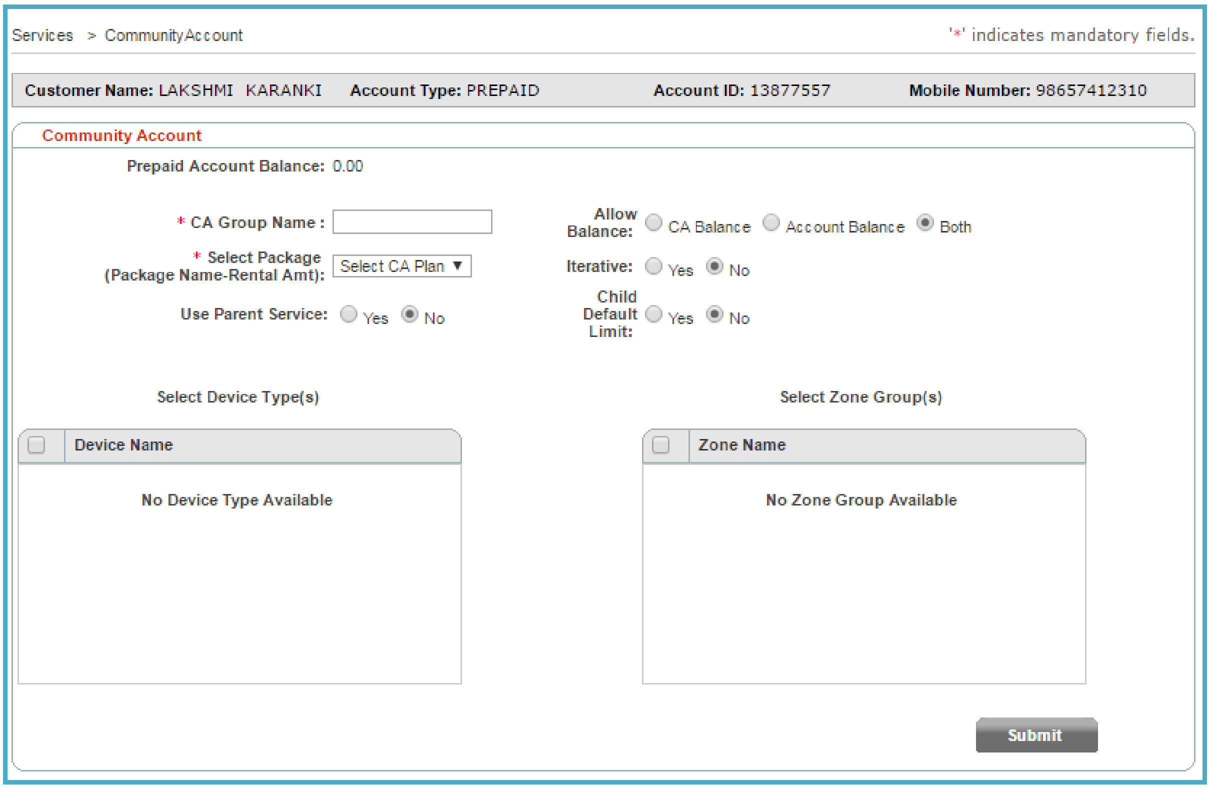
This section describes how to create a community account with a package and manage child accounts to that account. The community account is represented by a parent account and its related child accounts in a hierarchy. The account balance for the community account can be selected based on the available options — CA balance, Account Balance and Both. Based on the selected package you can also assign the add-on features for the community account.

Note: To creatre Community Account CA Plan is mandatory

To create a community account, do the following:

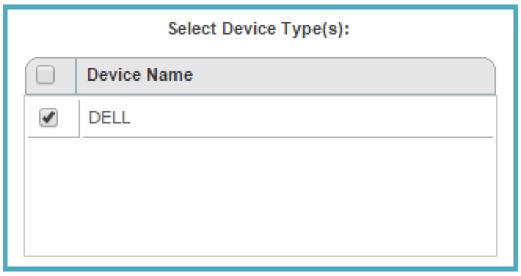
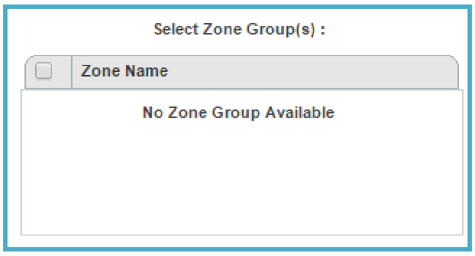
1. Click the **Services** tab. The services screen appears.
2. Click **Community Account**. The screen appears as follow.

Figure 72: Community account screen



3. Refer to the following table for more information about fields.

Fields	Description
Prepaid / Post Paid Account Balance	Displays the subscriber's account balance details.

CA Group Name	Specifies the CA group name of the subscriber's account
Select Package	Select CA package from the drop down Upon selection of CA Package, Device Name, Zone Name fields gets enabled.
Use Parent Service	Select **Yes** to use the parent service.
Select Device Type	Select a device type 
Allow Balance	Select the status of the Allow Balance, in order to deduct the money from the respective account. • CA Balance • Account Balance • Both
Iterative	Select Iterative type as **Yes,** to carry forward the remaining account balance to the next month. **Note:** There is no limit for the Iteration
Child Default Limit	Select the Child Default Limit from the drop down This shall allow the parent set Child default credit limit
Zone Name	Select a Zone name 

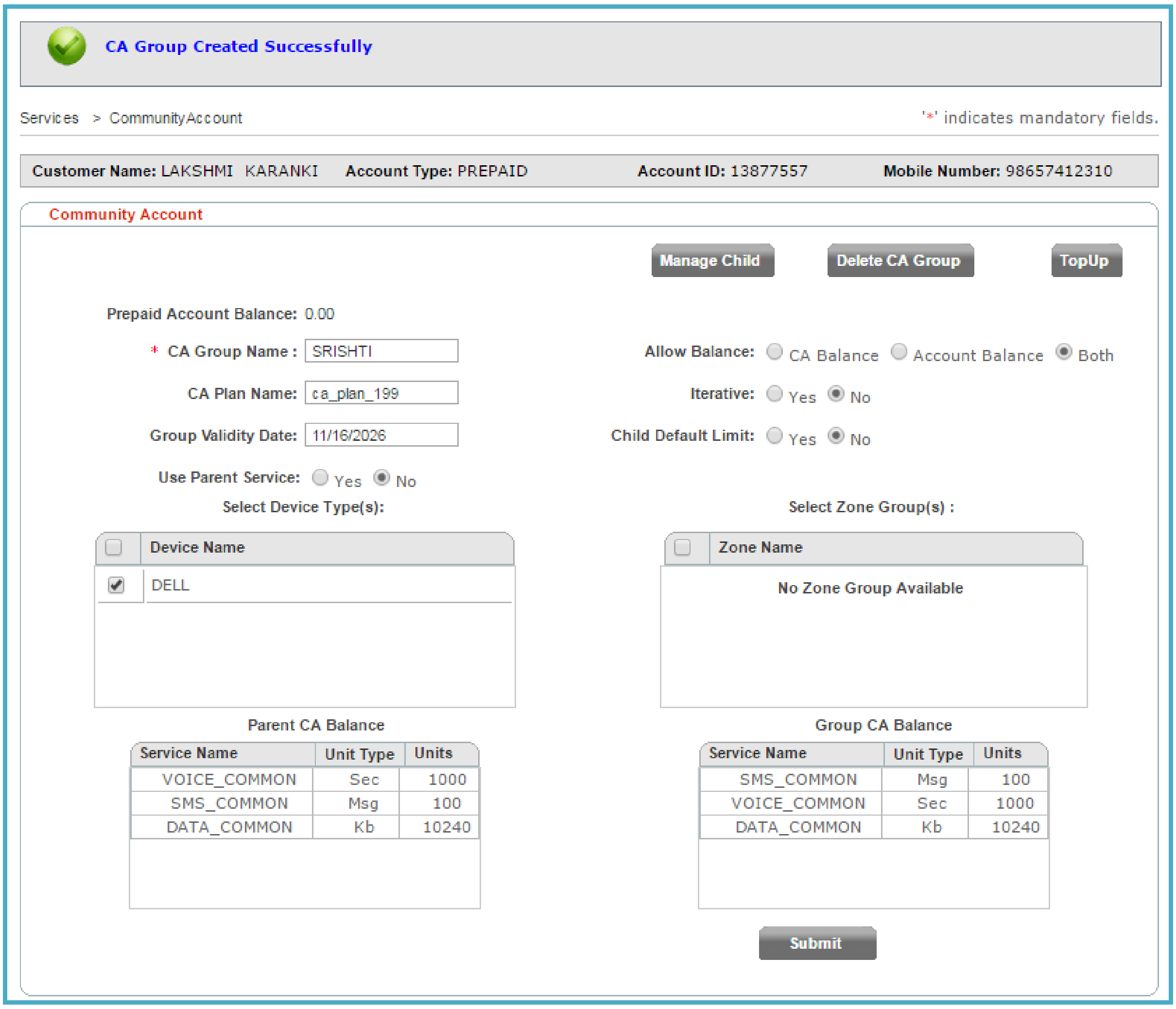
4. Click **Submit** to save and create a community account sucesfully.

9.7.1 Manage/Delete/Top Up Child Account

You can also add child accounts to the community account using the Manage Child feature in the community account display screen.

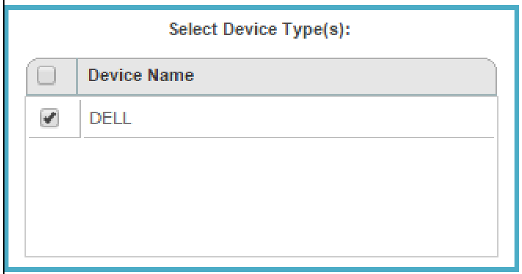
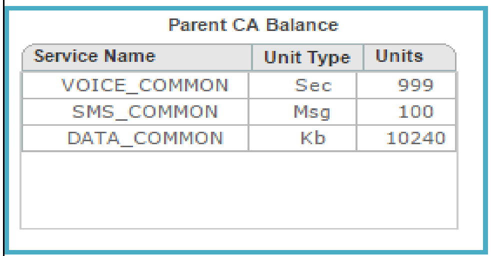
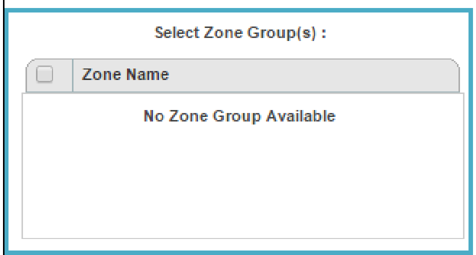
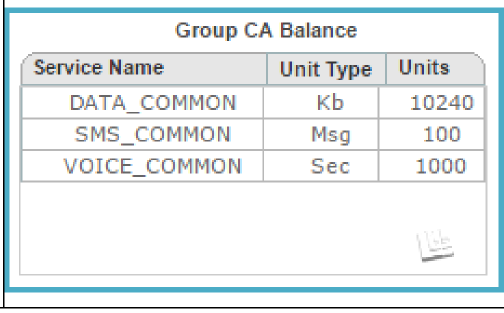
1. Upon creation of a Community account sucessfully the below screen is displayed

Figure 73: Community Account



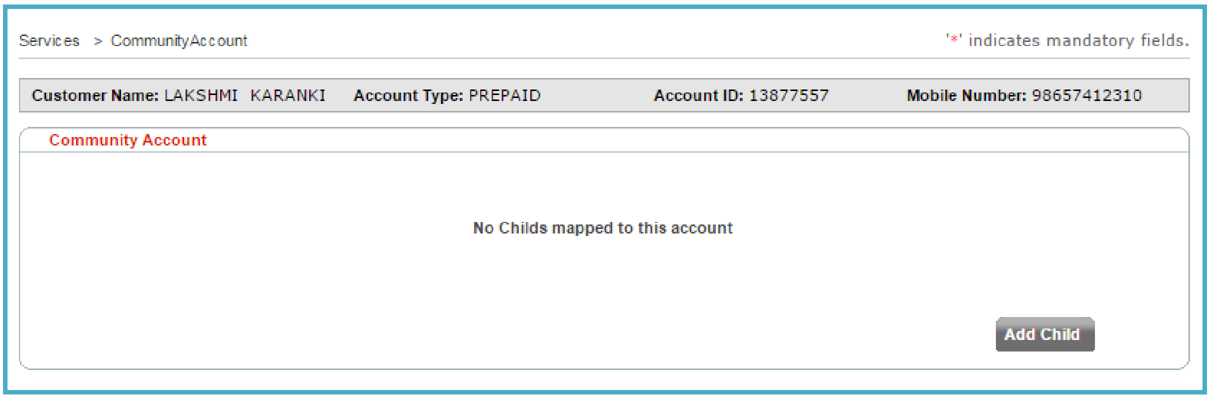
2. Refer to the following table for more information about fields.

Field	Description
Prepaid / Post Paid Account Balance	Displays the subscriber’s account balance details.
CA Group Name	Specifies the Communicty Account group name of the subscriber’s account
CA Plan Name	Specify the Community Account Plan name
Group Validity Date	Specify group validity date

<table>
<tr><td>Select Device Type</td><td>Select device type

</td></tr>
<tr><td>Parent CA Balance</td><td>Select Parent CA balance service name

</td></tr>
<tr><td>Use Parent Service</td><td>Select use parent service as Yes/No</td></tr>
<tr><td>Use Parent Service</td><td>Select the Use Parent Service option</td></tr>
<tr><td>Iterative</td><td>Select the option as either</td></tr>
<tr><td>Allow Balance</td><td>Select the Allow Balance option</td></tr>
<tr><td>Iterative</td><td>Select Iterative type from the drop down list</td></tr>
<tr><td>Child Default Limit</td><td>Select the Child Default Limit from the drop down</td></tr>
<tr><td>Zone Name</td><td>Select Zone name

</td></tr>
<tr><td>Group CA Balance</td><td>Select group CA balance from the given list

</td></tr>
</table>

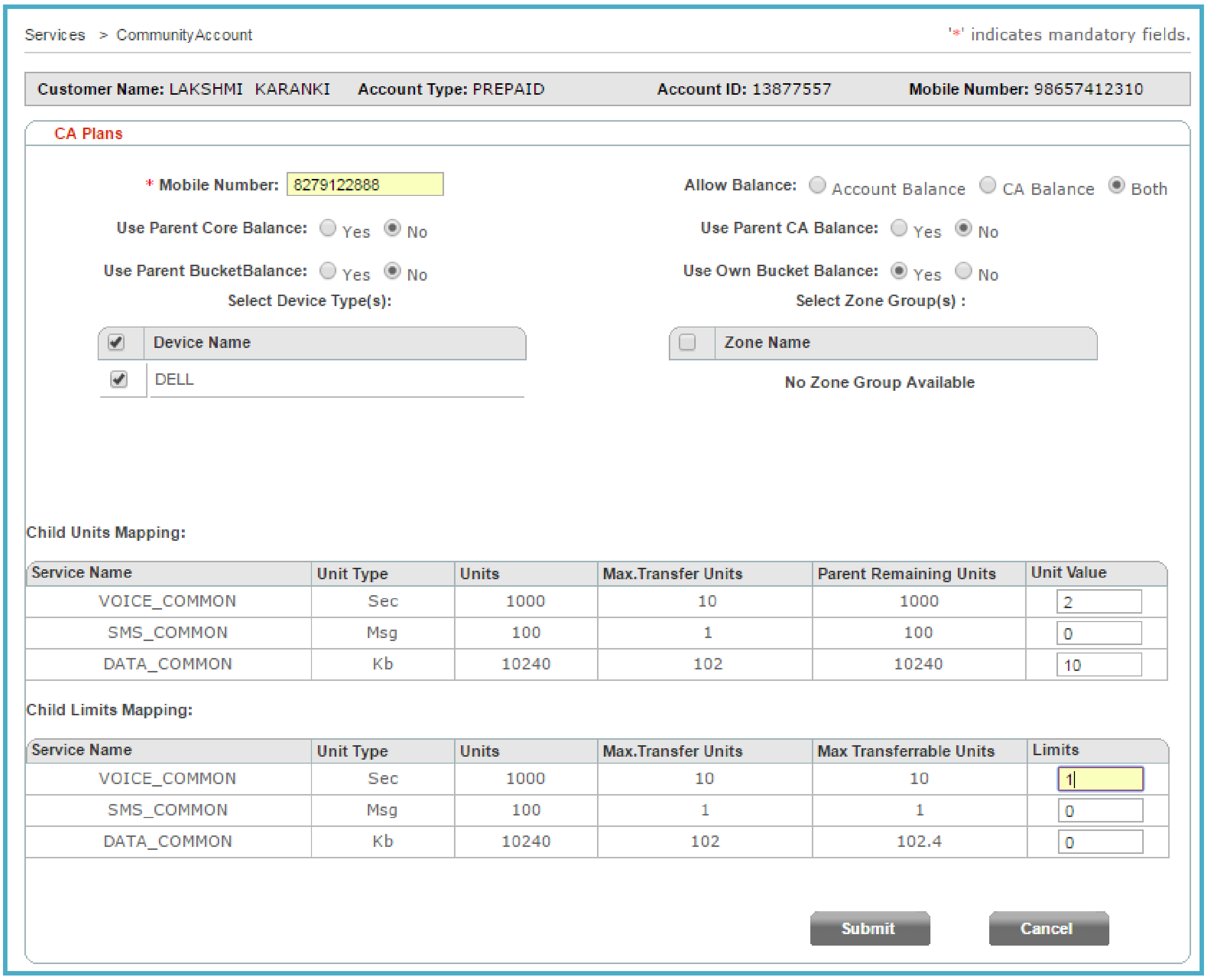
3. Click **Manage Child** link of the Community Account screen.

Figure 74: Manage Child



4. Click **Add Child** button to add the child account to the group. The Add Child screen is displayed as shown below

Figure 75: Add Child

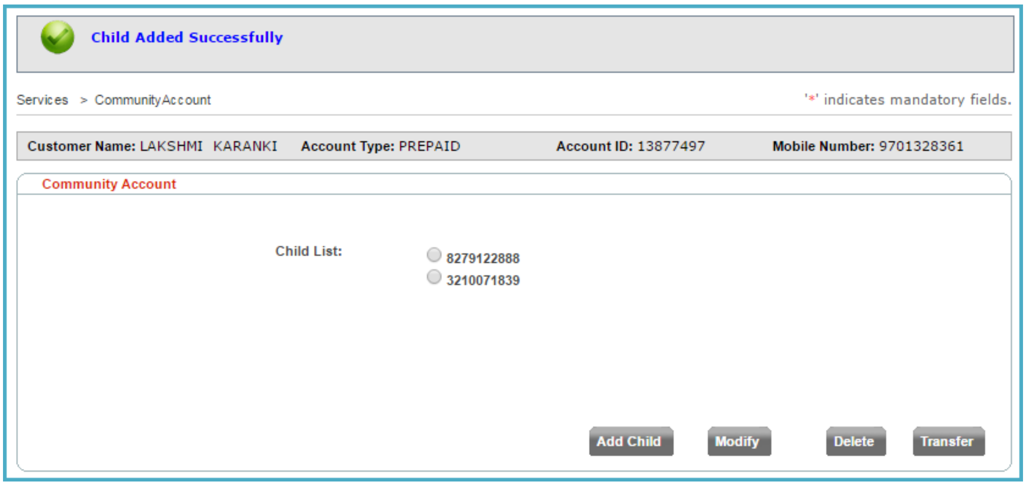


5. Refer to the following table for more information about fields.

Field	Description
Mobile Number	Specify the mobile number.
Use Parent Core Balance	Select use parent core as Yes/No
Use Parent Bucket Balance	Select use parent Bucket balance as Yes/No
Allow Balance	Specify allow balance of the subscriber
User Parent CA Balance	Select use parent CA as Yes/No
User Own Bucket Balance	Select User Own Bucket Balance as Yes/No
Device Name	Select the Device name from the list provided
Zone Name	Select the Zonce name
Child unit Mapping	Specify the Child unit mapping
Child Limits Mapping	Specify the Ch ild Limits mapping

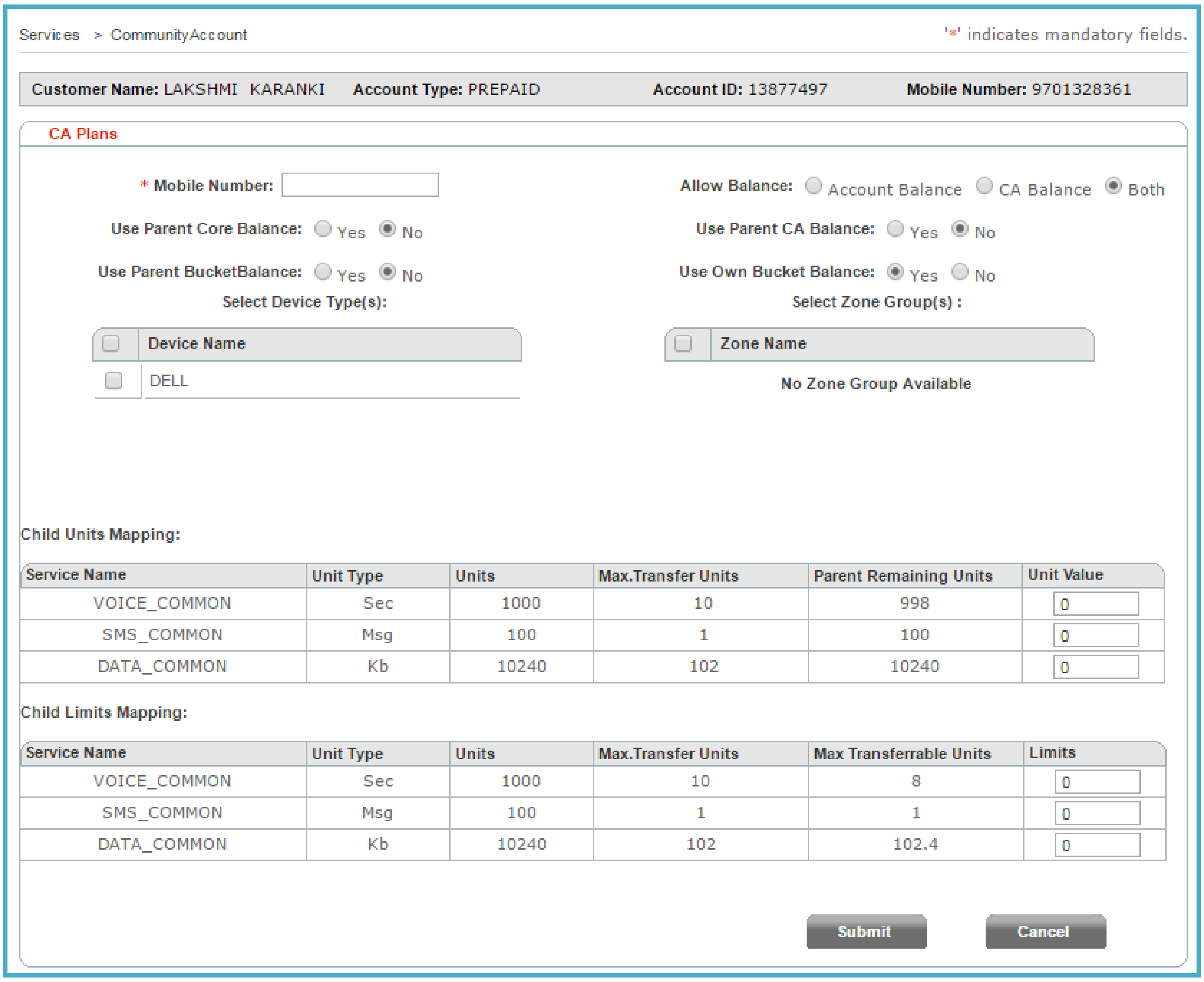
6. Click **Submit** to add child sucessfully as shown below

Figure 76: Child Added Sucessfully



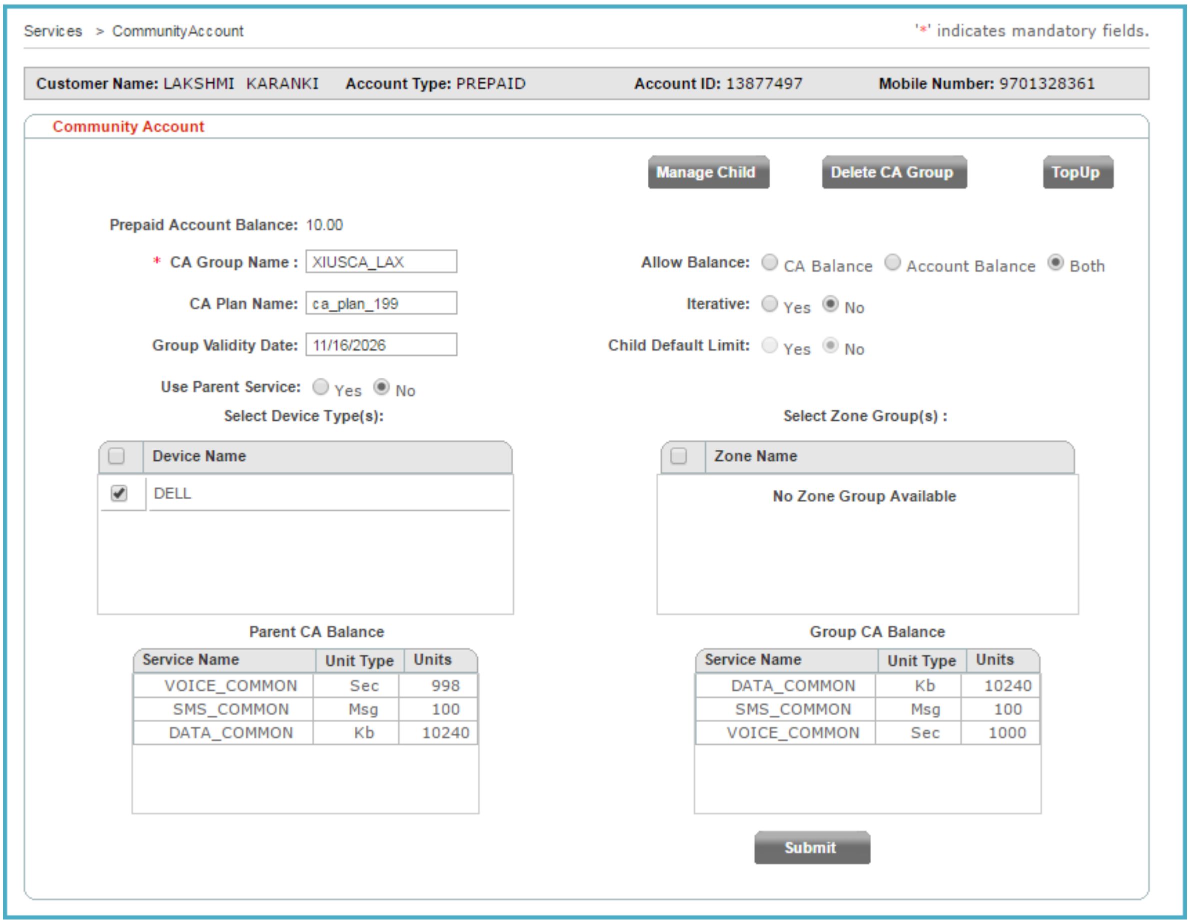
7. Click **Add Child** to add another child to the child

Figure 77: Add Child



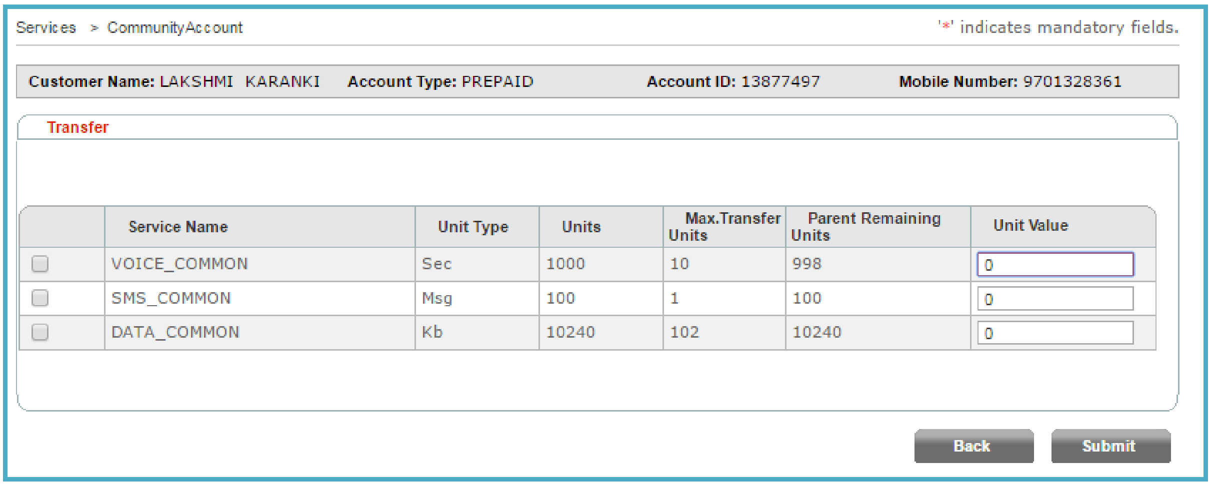
8. Click **Modify** to modify the existing details of the created child as shown below

Figure 78: Modify Child Screen



9. Click **Delete** to delete the exist child account
10. Click **Transfer** to transfer the untis to the parent

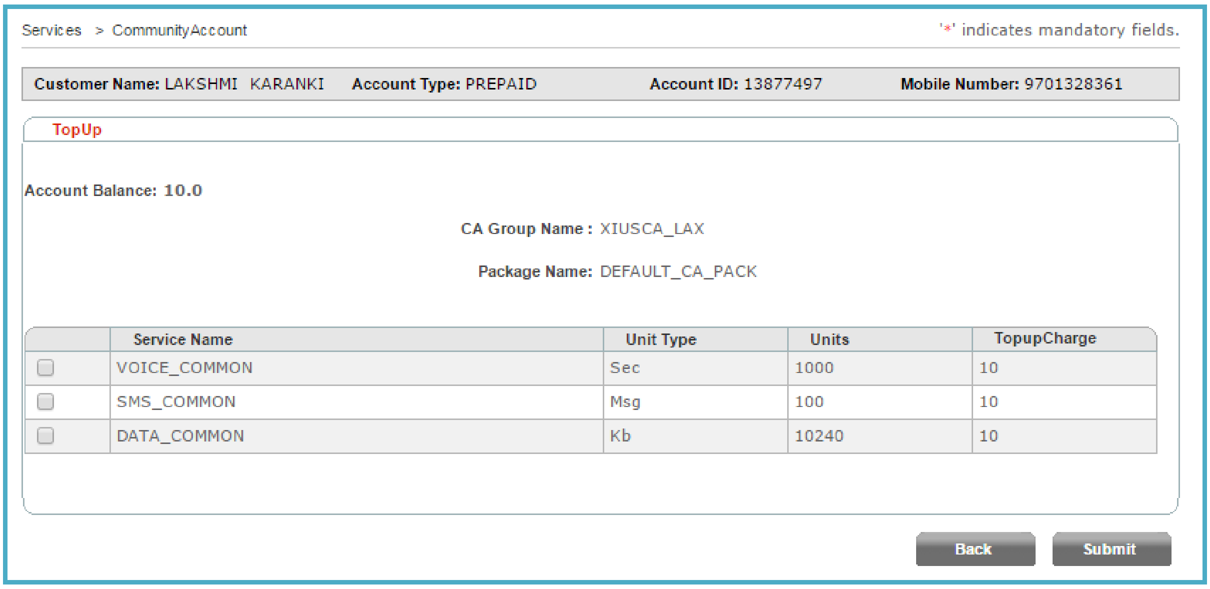
Figure 79: Transfer



9.7.2 Top Up

Top up Allows the CSR recharge the child account directly.

Figure 80: Top Up



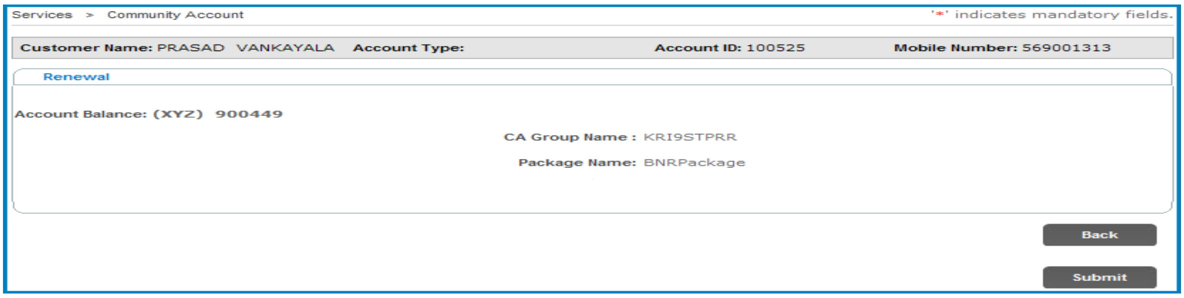
1. Select the service name from the list
2. Click **Submit** to recharge sucessfully

9.7.3 Community Account Renewal/Deactivate

The Renewal function enables a user to renewal the account.

1. Click the **Services** tab. The services screen appears.
2. Click **Community Account**. The screen appears as follow.
3. In **CA Group Name,** system displays the CA group name of the subscriber.
4. In **Package Name**, system displays the package name of the subscriber.

Figure 81: Renewal



5. Click **Submit**, to request for account renewal/deactivate. The success message of Auto renewal/deactivate appears as follows

Figure 82: Renewal Requested Successful Message

Figure 83: Deactivate Successful Message

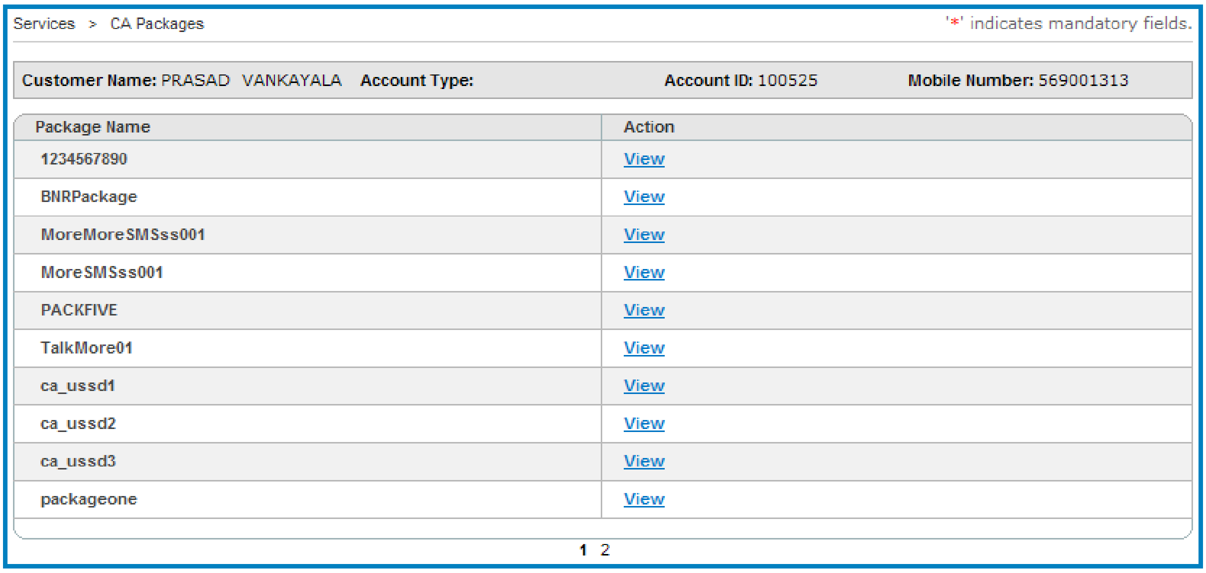
9.7.4 CA Packages

This section describes how to view the community account packages in the existing system. This section displays all available community account packages that can be associated to the community groups and their details.

To view CA Packages:

1. Click the **Services** tab. The services screen appears.
2. Click **CA Packages**. The screen appears as follow.
3. Click the **View** link to view the packages, the community account packages screen appears with all the package details of the account.
4. Click **Back** to go back to the CA Packages screen.

Figure 84: CA Packages



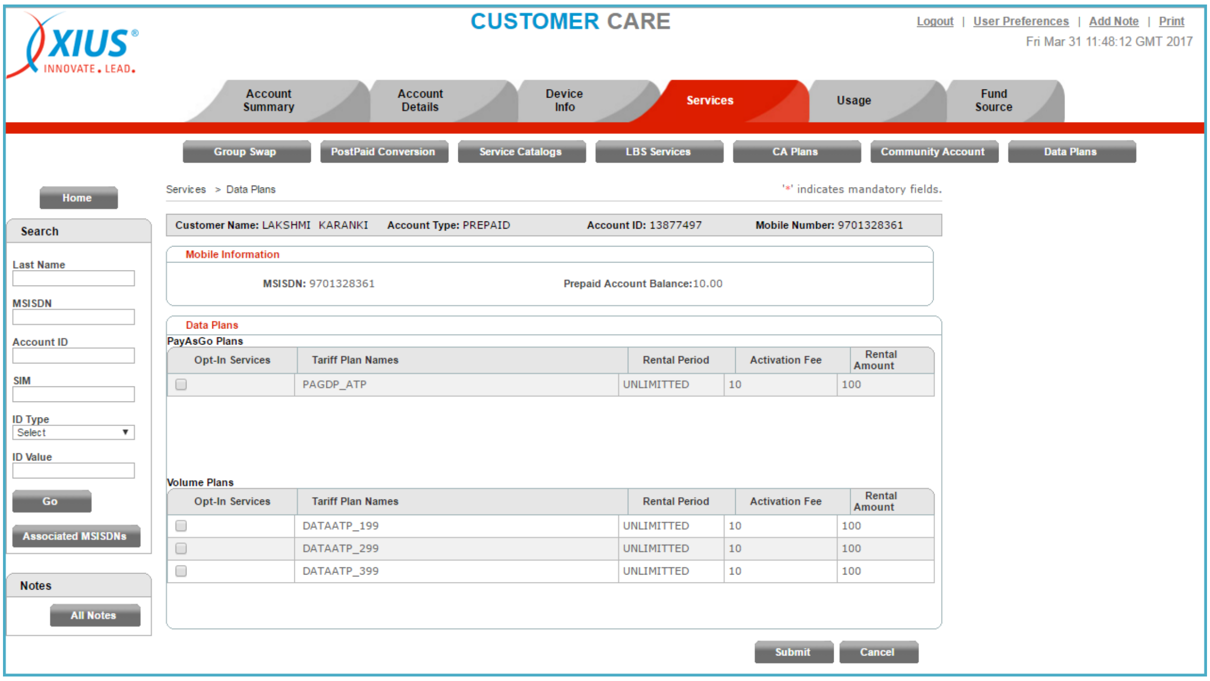
9.8 Data Plans

Data plan's service tab is used to view the available plan's for the existing subscriber and also to get associated with the respective plan.

To view Data Plans:

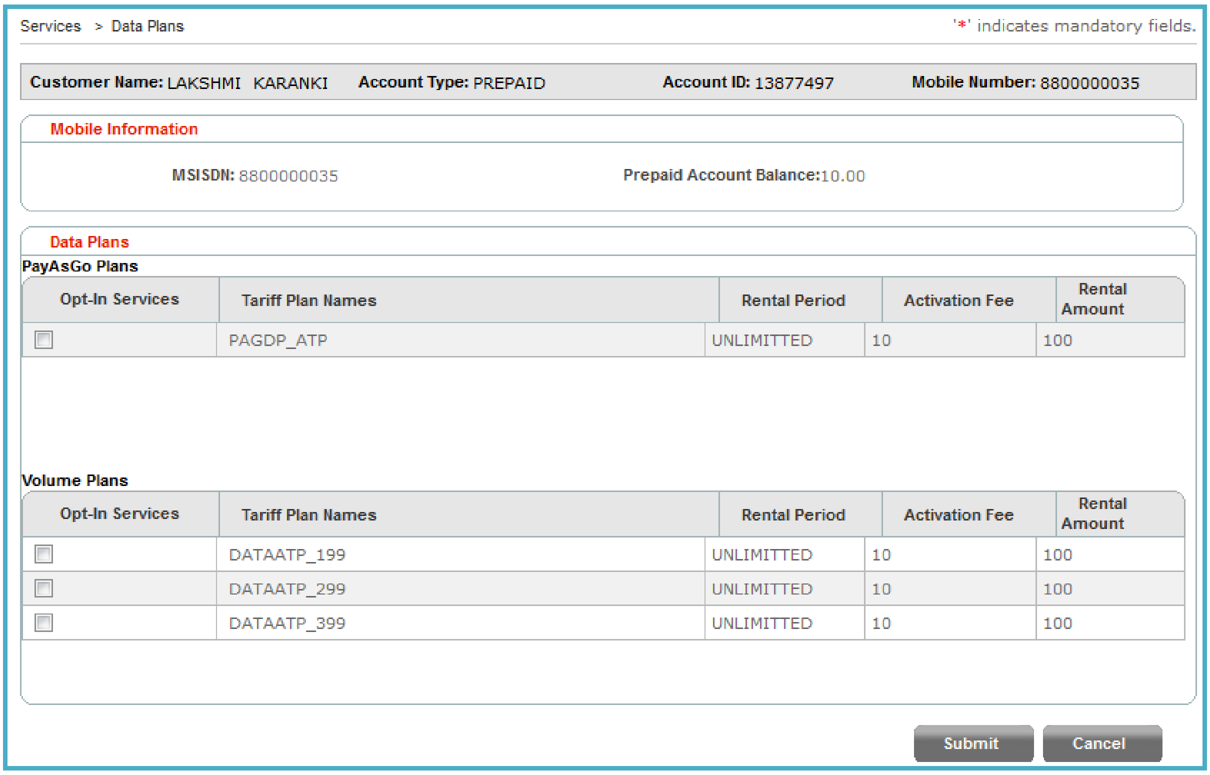
1. Click the **Services** tab. The services screen appears.

Figure 85: Services Tab



2. Click **Data Plans**. The screen appears as shown below

Figure 86: Data Plans



3. The Data Plans screen displays information with the following fields.

Field	Description
MSISDN	Displays the 10-digit mobile number of the subscriber.
Prepaid Account Balance	Displays subscriber prepaid account balance.
Tariff Plan Names	Displays list of tariff plans which available for the subscriber.
Rental Period	Displays rental period of the respective tariff plan.
Activation Fee	Displays activation fee which is to be paid for the respective tariff plan.
Rental Amount	Displays rental amount which is to be paid for the respective tariff plan.
Tariff Plan Names	Displays list of tariff plans which available for the subscriber.
Rental Period	Displays rental period of the respective tariff plan.
Activation Fee	Displays activation fee which is to be paid for the respective tariff plan.
Rental Amount	Displays rental amount which is to be paid for the respective tariff plan.

4. Check the **Opt- In service** check box for the precise plans
5. Click **Submit** button to get associated with the plan. A confirmation message is displayed
   Data Plans activated sucessfully
6. Click **Cancel** for the services screen.

9.9 SMS Buddy

The SMS Buddy function allows a user to add, modify, change, view history and delete SMS buddy number.

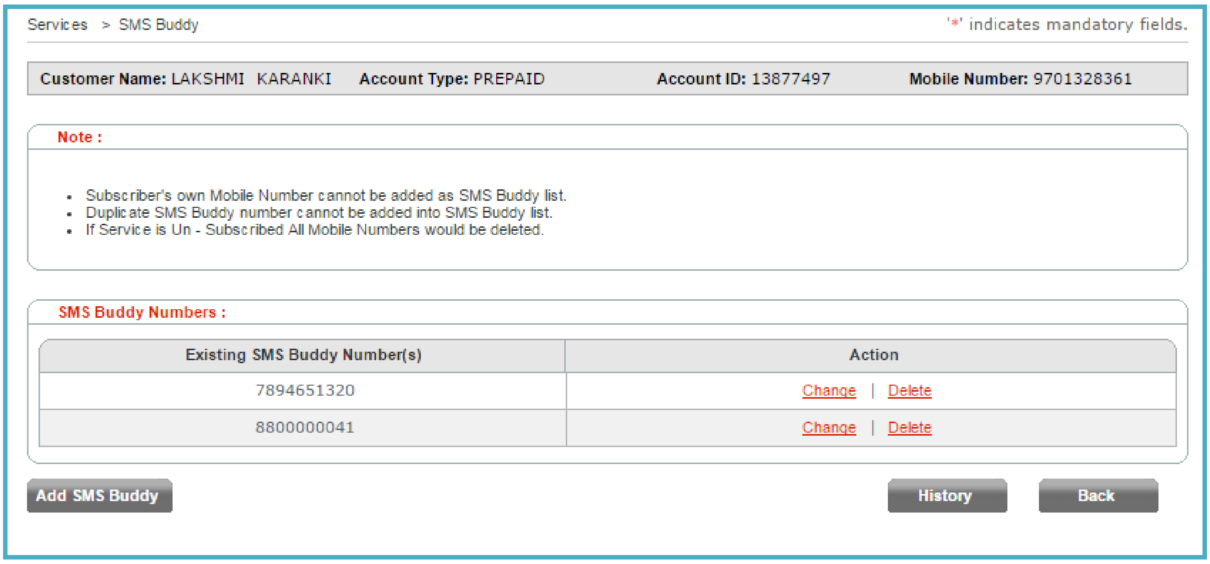
9.9.1 Add SMS Buddy

Add SMS Buddy Number function allows a user to add a new SMS buddy number for subscriber.

To add an SMS buddy number to the subscriber’s account:

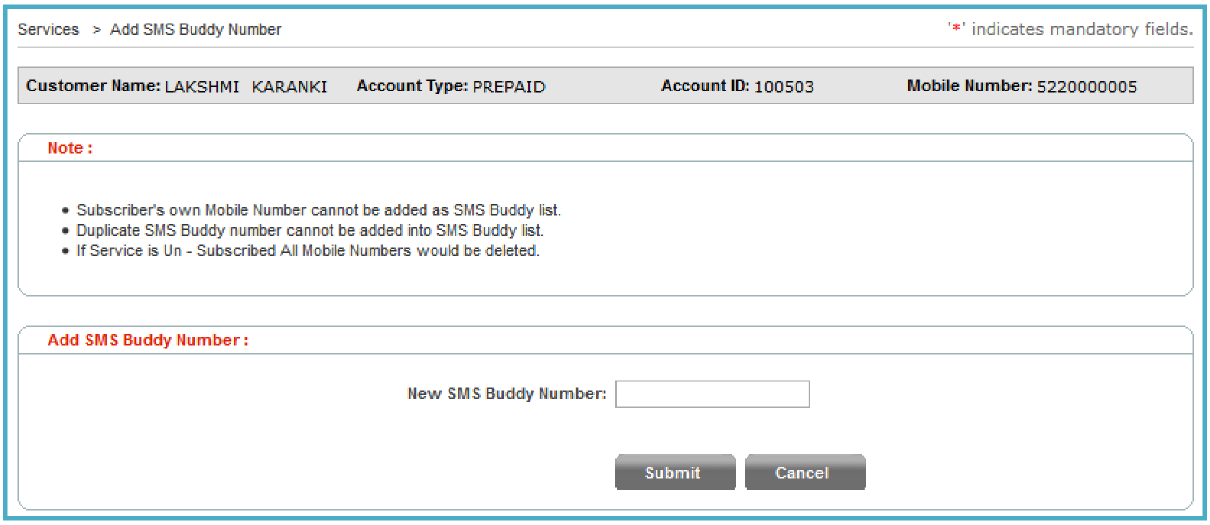
1. Click the **Services** tab.
2. Click **SMS Buddy** button, this will open the **Add SMS Buddy Number** screen as shown in the Add SMS Buddy Number Screen.

Figure 87: SMS Buddy



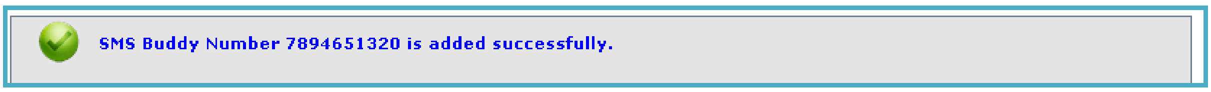
3. Click **Add SMS Buddy** to view the below screen

Figure 88: Add SMS Buddy



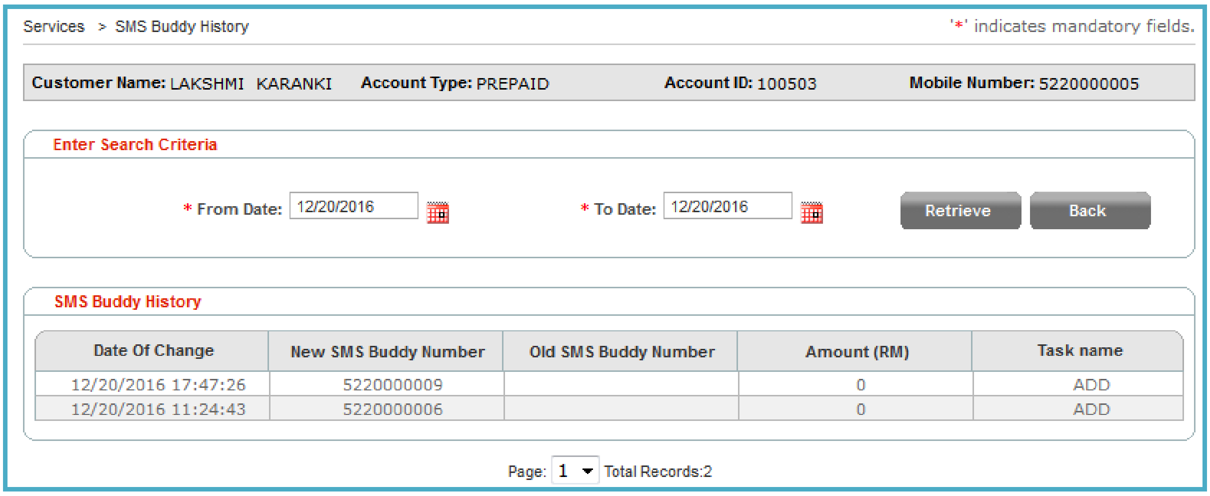
4. **New SMS buddy number:** Enter the MSISDN in the provided field.
5. Click **Submit** to add a new SMS buddy number, and then a SMS buddy number added conformation message is displayed as shown below.

Figure 89: Confirmation message



6. If needed you can change/delete the existing SMS buddy numbers
7. Click **History**, to view the SMS Buddy history of an account for a selected date range.

Figure 90: SMS Buddy History



8. Click **Back**, for the Services screen.

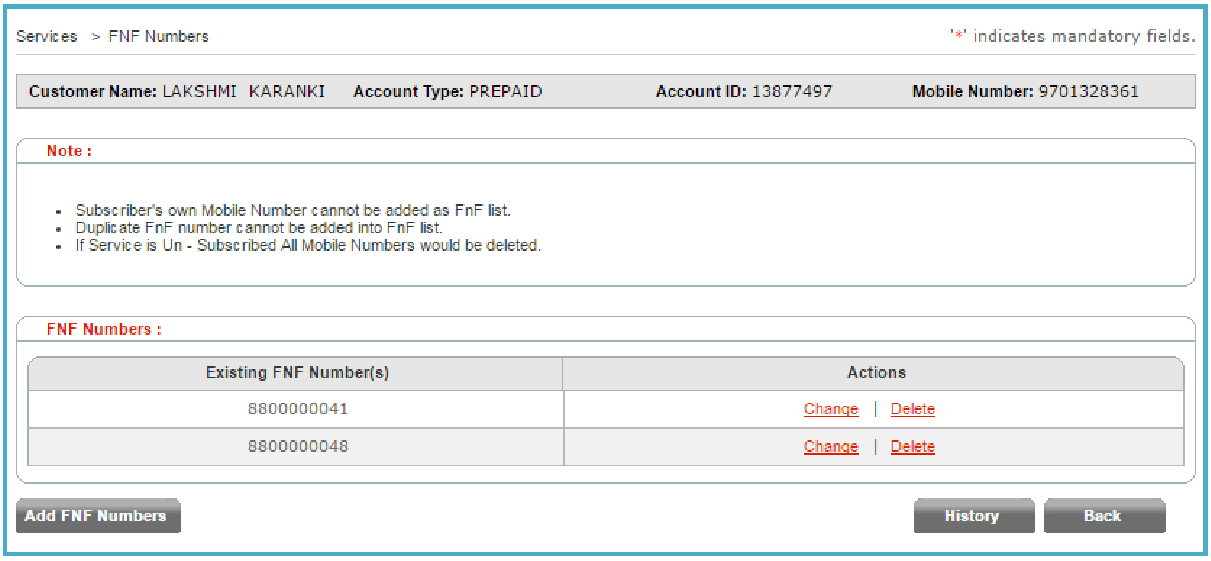
9.10 FNF Numbers

The FNF Buddy function allows a User to add, modify, change, view buddy history and delete buddy FNF number.

To Add FNF Number:

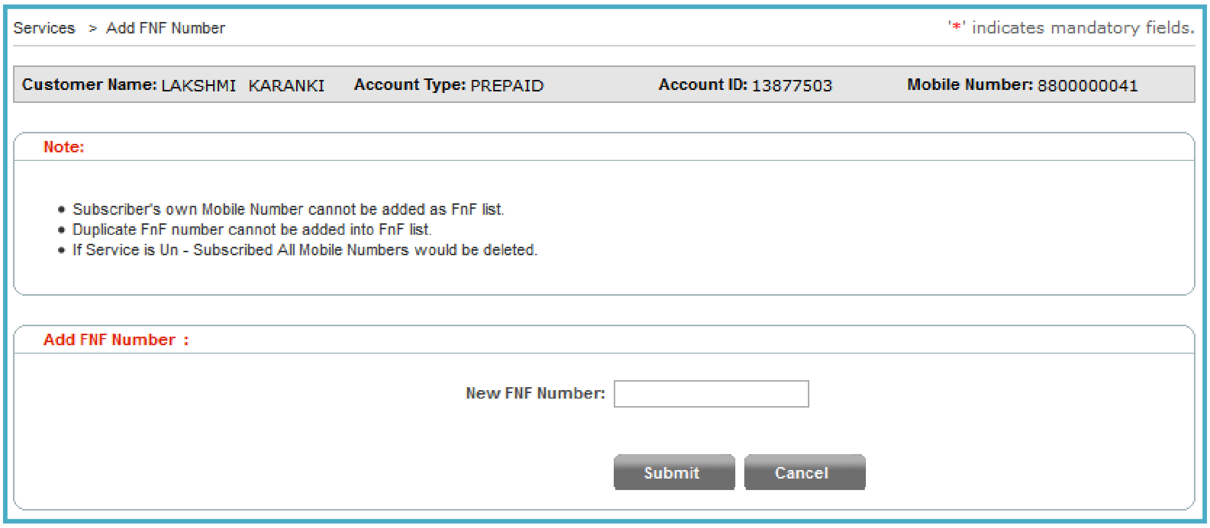
1. Click the **Services** tab.
2. Click **FNF Numbers** button, this will open the **Add FNF Numbers Screen** as shown in Add FNF Number Screen below.

Figure 91: FNF Screen



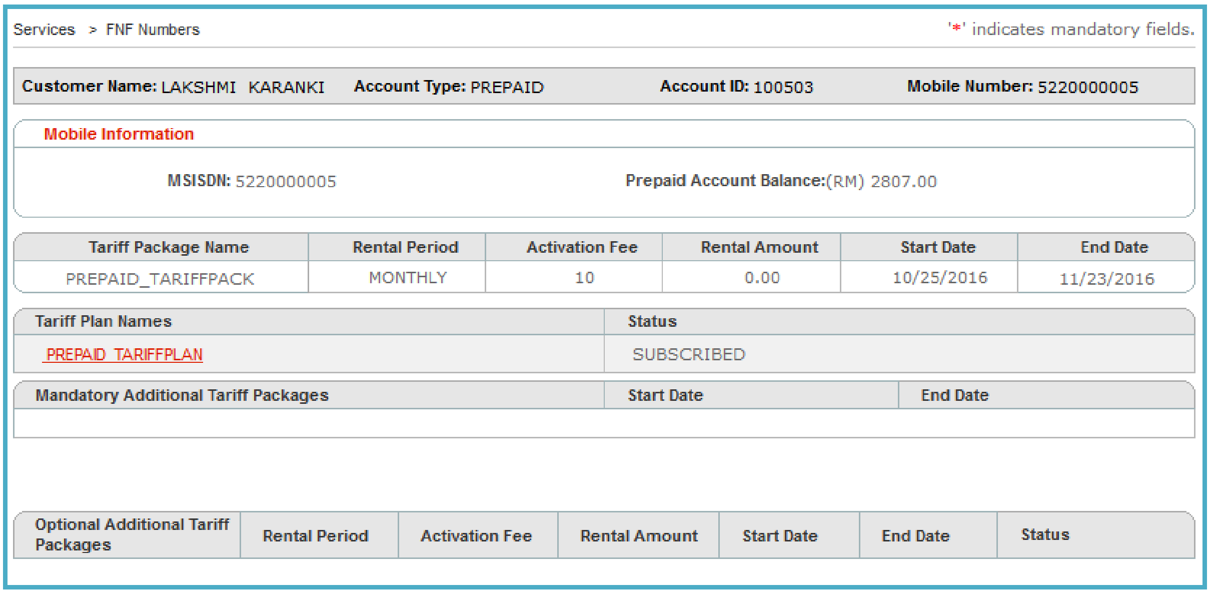
3. Enter New FNF Number in the provided field.

Figure 92: Add FNF Numbers



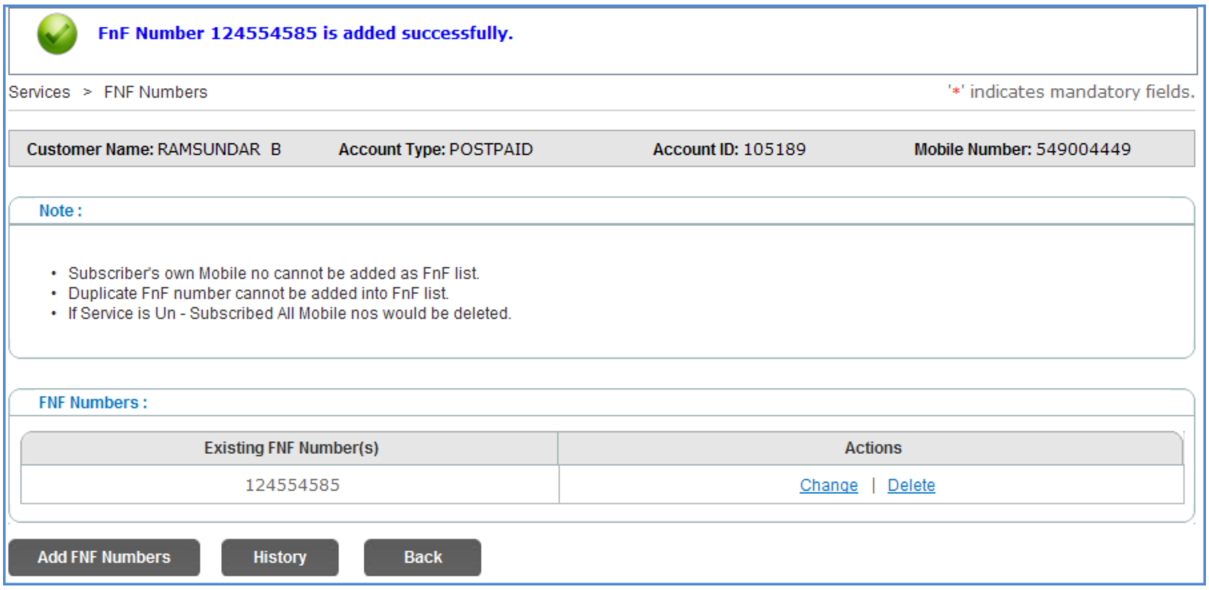
4. Upon providing the below FNF Number ,click **Submit** the following screen gets displayed

Figure 93: FNF Numbers



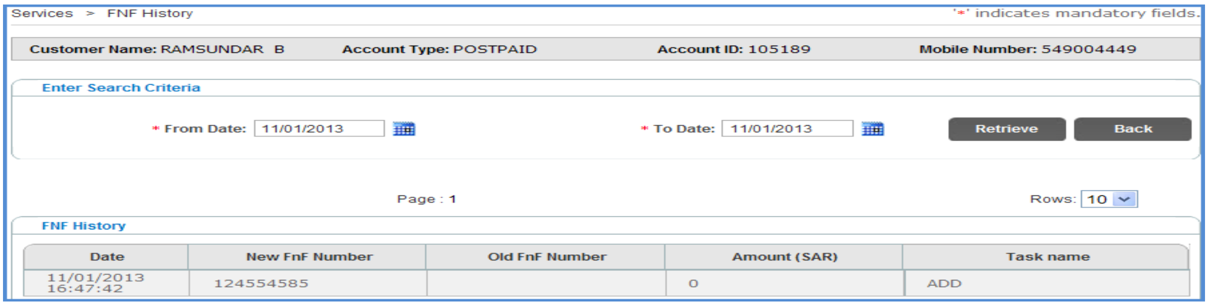
5. Click **Submit** to add a new FNF Number, and then an FNF number added message is displayed as shown below.

Figure 94: Success message



6. If needed CSR can change/delete the existing FNF Numbers.
7. Click **History**, to view the FNF numbers history.

Figure 95: FNF History



8. Click **Back** for the previous screen.

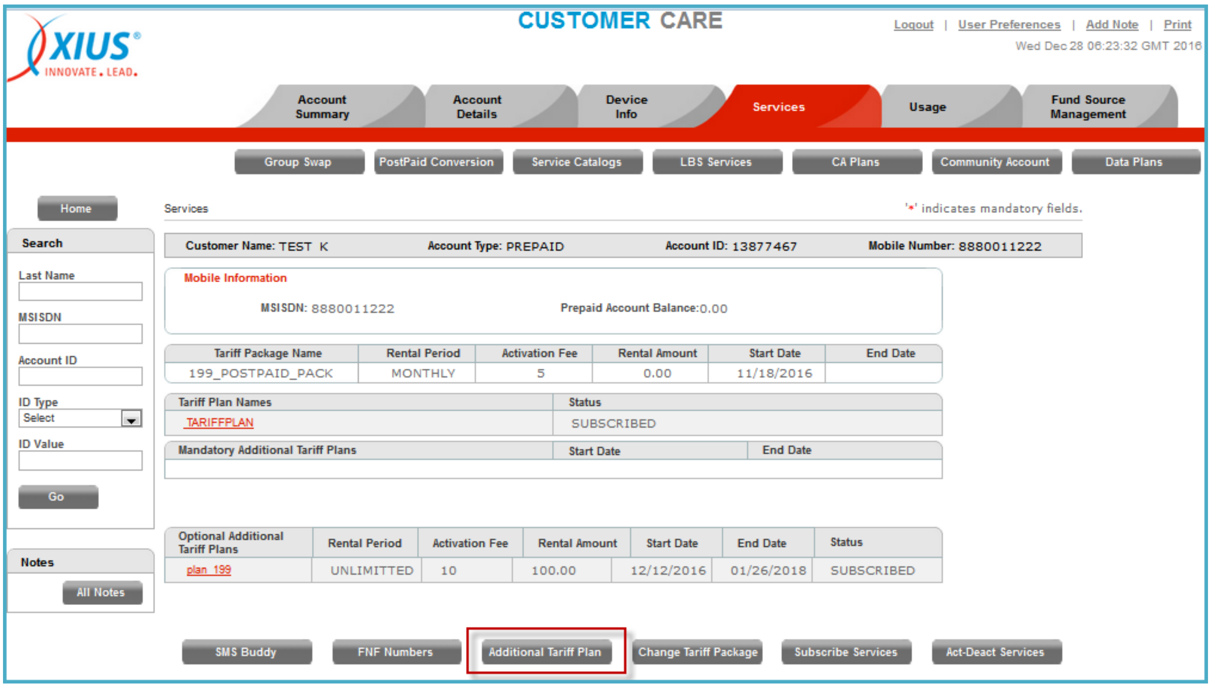
9.11 Additional Tariff Plan(ATP)

Additional Tariff plans function allows the user to view and add the additional tariff plans, which available for an existing subscriber of a specific tariff package.

To view and add additional tariff plan:

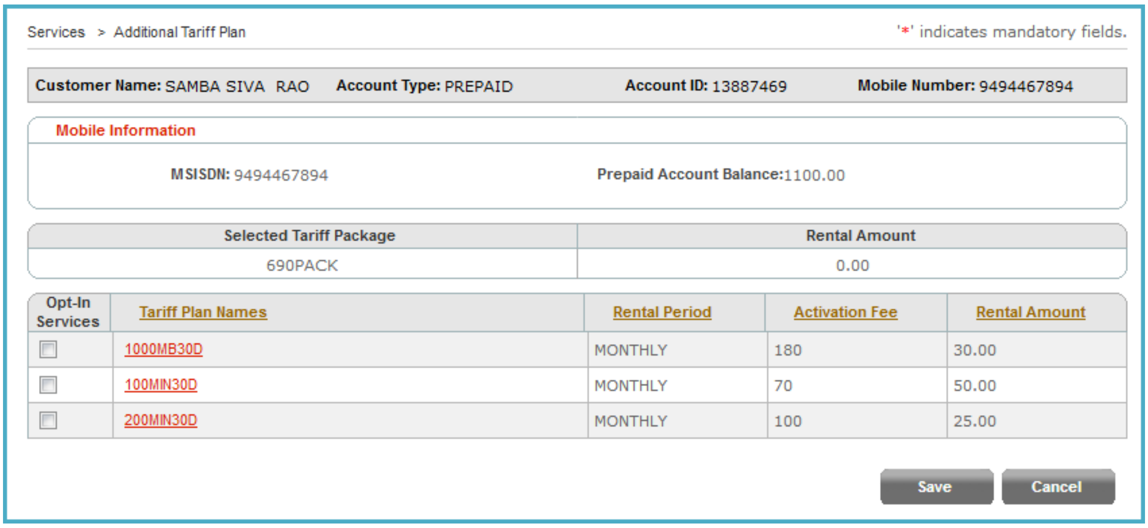
1. Click **Services** tab. The services screen appears as shown below.

Figure 96: Services



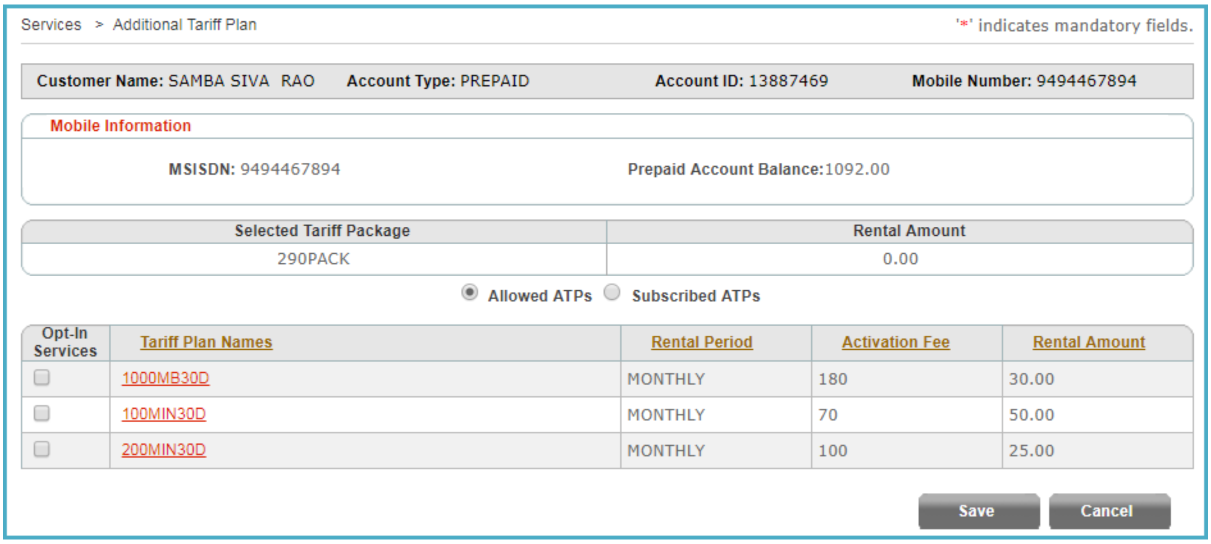
2. Click **Additional Tariff Plan**. The Additional Tariff plans screen appears as shown below

Figure 97: Additional Tariff Plan without Priviledge



Note: *User can be subscribed to multiple ATPs. A CSR has the authority to subscribe the user to multiple ATPs as per user requirement.*

Figure 98: Additional Tariff Plan with Priviledge



Note: *ATPs shall be assigned to a CSR user, with respect to the configurations set at Billing System.*

3. The **Additional Tariff Plan** screen displays information with the following fields.

Field	Description
Mobile Information	
MSISDN	Displays mobile number (10-digit) of the subscriber.
Prepaid Account Balance	Displays subscriber’s prepaid account balance
Selected Tarrif Package	Displays name of the tarrif package linked to the subscriber’s account.
Rental Amount	Displays rental amount paid to the selected tarrif package.

4. Additional Tariff Plan displays the following options

Field	Description
Allowed ATP	Select **Allowed ATPs** to view the ATPs (additional tariff Plan) relevant to the subscriber**.**
Subscribed ATP	Select **Subscribed ATPs** to view the list of subscribed Additional Tariff Plans of the subscriber ***Note****: This feature shall allow the user to unsubscribe the ATP, with the permissions set at Billing system.*

5. The following table describes the list of fields, displayed as a result of selection of Allowed/ Subscribed ATP

Field	Description
Tariff Plan Names	Displays the list of tariff plans which associated for the subscriber. Click on the Tariff Plan Names link, in order to sort the tariff plan names in the required (Ascending/Descending) order.
Rental Period	Displays rental period of the respective tariff plan. This field is facilitated with sort by option, Upon clicking the Rental Period link, rental period in the required (Ascending/ Descending) order
Activation Fee	Displays activation fee which is to be paid for the respective tariff plan**.** This field is facilitated with sort by option, which allows the user to sort out the column accordingly.
Rental Amount	Displays rental amount which is to be paid for the respective tariff plan**.** This field is facilitated with sort by option, which allows the user to sort out the column accordingly.

6. Check **Opt-In service** check box in order to subscribe/unsubscriber the required tariff plans.
7. Click **Save** to associate/unsubscribe the **Selected Tariff Plans** to the subscriber's account.A confirmation message gets displayed as shown below

Figure 99: Successful Message

8. Click **Cancel** to go back to the services screen.

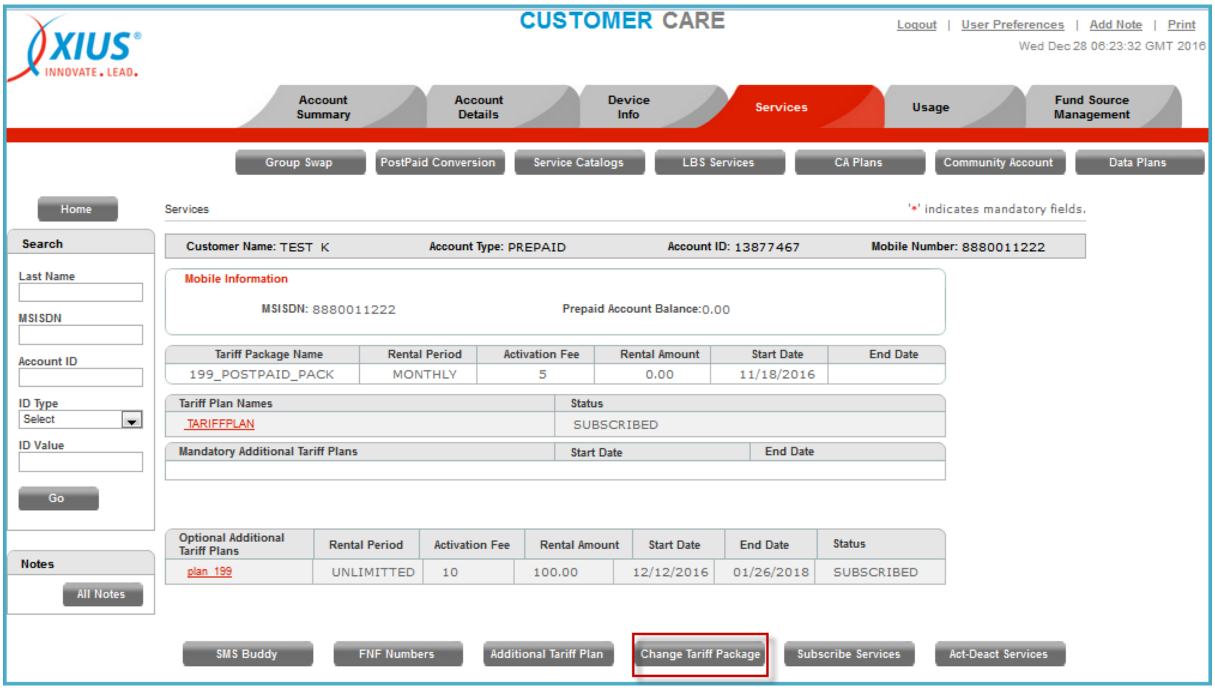
9.12 Change Tariff Package

Change Tarif Package allows the user to modify/ alter the existing tariff package of the subscriber.

To alter the tariff package:

1. Click the **Services** tab. The services screen appears as show below

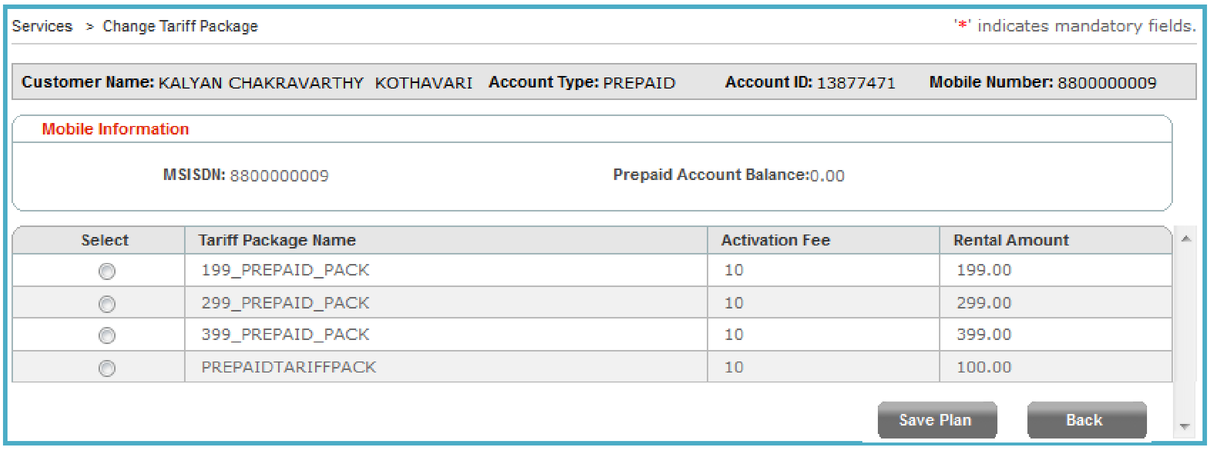
Figure 100:Services



Note: *The* ***Change Tariff Package*** *tab will be disabled, as per the configurations set to the expiry date (Ex: 2days before the account expiry date) of subscribers account.*

2. Click **Change Tariff Package**. The screen appears as shown below

Figure 101:Change Tariff Package



3. The **Change Tariff Package** screen displays information with the following fields.

Field	Description
MSISDN	Displays the 10-digit mobile number of the subscriber.
Prepaid Account Balance	Displays subscriber prepaid account balance.

Tariff Package Name	Displays list of tariff plans which available for the subscriber.
Activation Fee	Displays activation fee which is to be paid for the respective tariff plan.
Rental Amount	Displays rental amount which is to be paid for the respective tariff plan.

4. Select the radio button next to the **Tariff Package Name** to choose the essential tariff package.
5. Click **Save Plan** to alter the opted tariff package of the subscriber. A confirmation message gets displayed as shown below

Figure 102:Successful Message

6. Click **Back** to go back to the services screen.

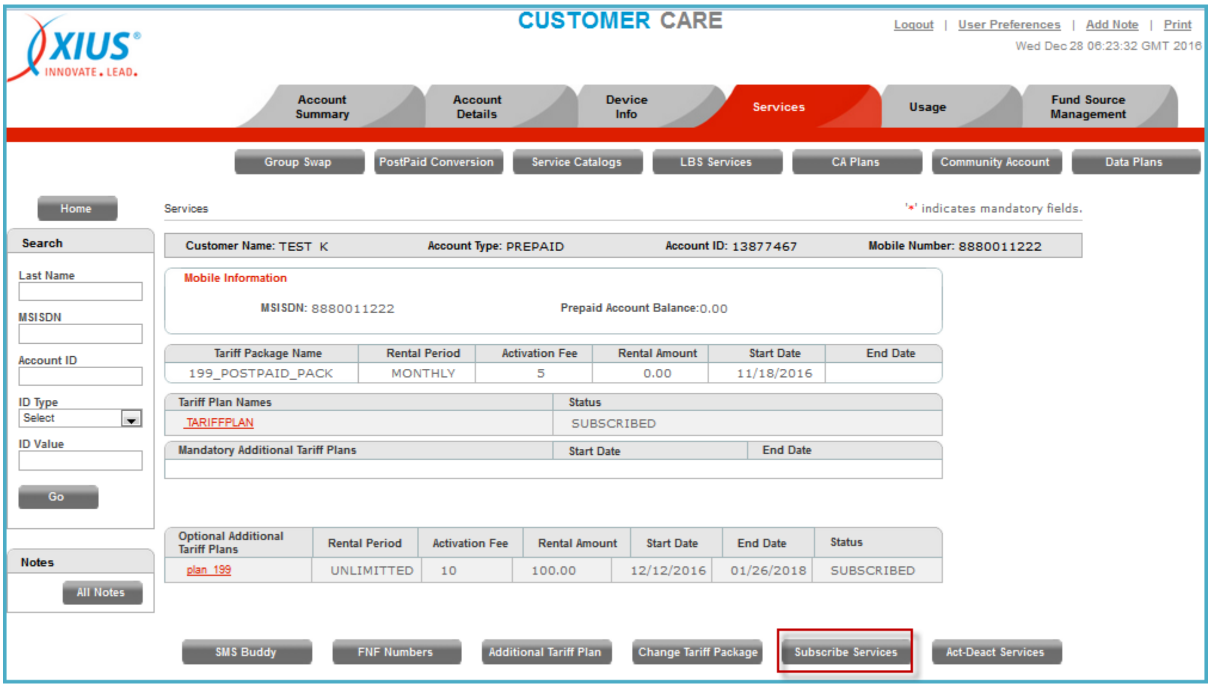
9.13 Subscriber Services

Subscriber Services function allows the user to opt and subscribe for the additonal services such as Voice, Data, SMS, MMS etc for a subscriber.

To view Data Plans:

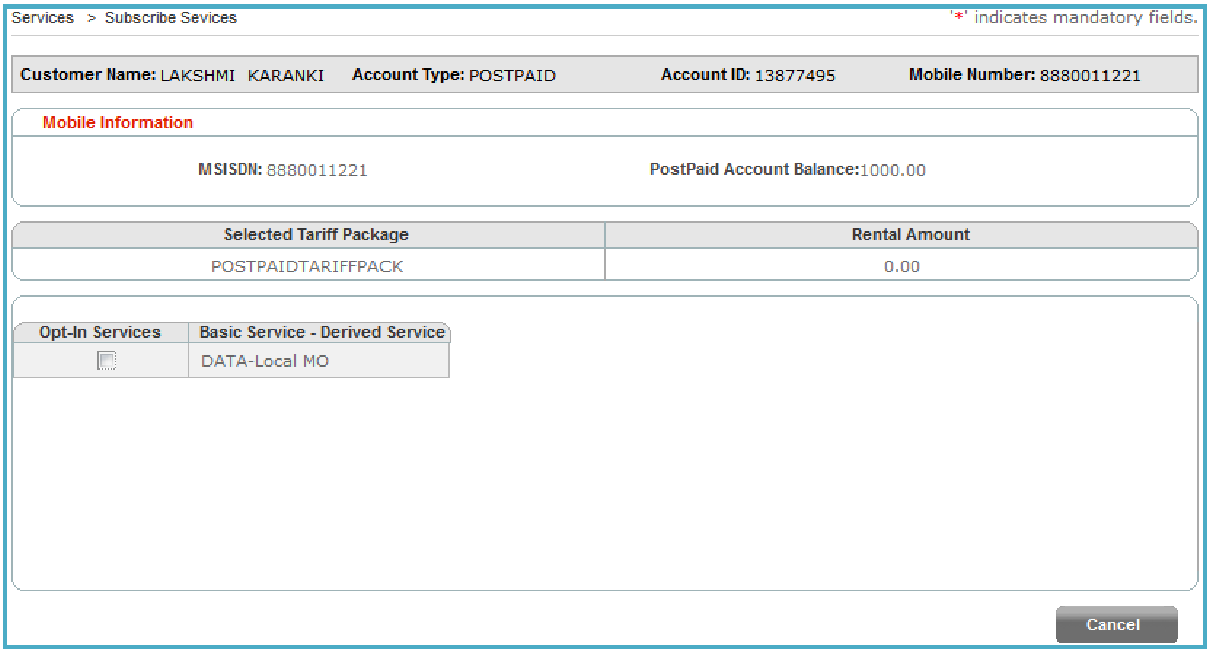
1. Click the **Services** tab. The services screen appears.

Figure 103:Services



2. Click on **Subscribe Services**. The screen appears as shown below

Figure 104:Subscribe Services

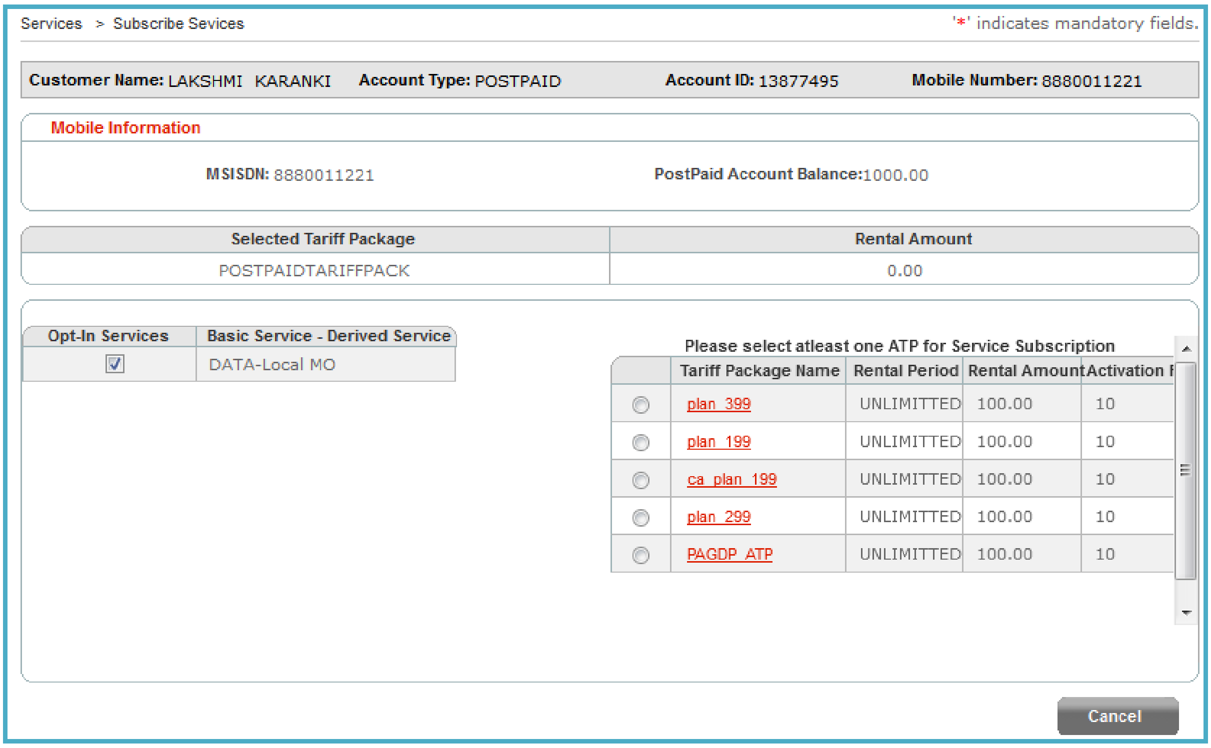


3. The Subscribe Services screen displays information with the following fields.

Field	Description
MSISDN	Displays the 10-digit mobile number of the subscriber.
Prepaid Account Balance	Displays subscriber prepaid account balance.
Selected Tariff Package	Displays select tariff package of the subscriber.
Rental Amount	Displays rental amount of the selected tariff package.
Basic Service-Derived Service	Displays list of Basic and Derived services for the subscriber.
Tariff Package Name	Displays list of tariff plans which available for the subscriber.
Rental Period	Displays rental period of the respective tariff package
Rental Amount	Displays rental amount which is to be paid for the respective tariff package
Activation Fee	Displays activation fee which is to be paid for the respective tariff package.

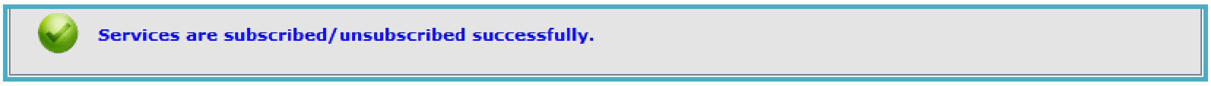
4. Check relevant **Opt-In service** check box
5. Upon selection of **Opt-In-services**, **ATP** for service subscription details is displayed as shown below

Figure 105:Subscribe Services and Dara Local MO



6. Select the radio button next to the **Tarrif Package Name** in order to choose the required tariff package.
7. Click on **Save** button to associate the selected tariff plans to the subscriber's account. A confirmation message gets displayed as shown below

Figure 106:Confirmation Message



8. Click **Cancel** to go back to the services screen.

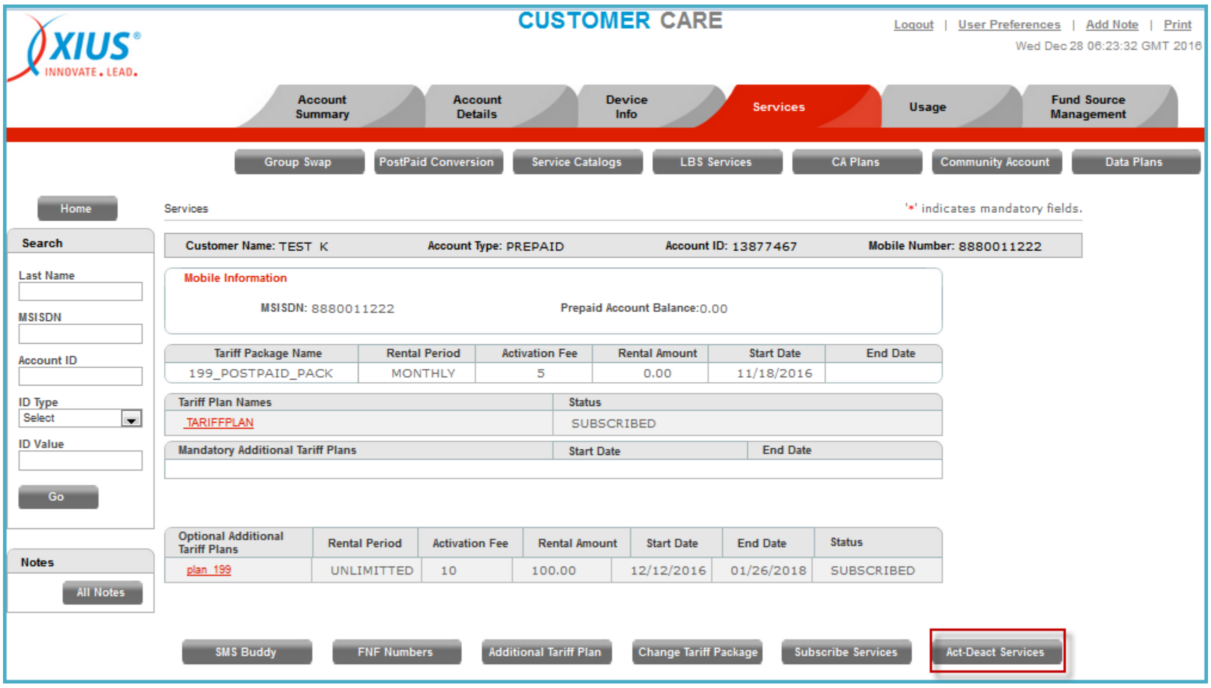
9.14 Act-Deact Services

Act-Deact Services feature allows the user to activate and deactivate subscriber services

To activate and deactivate services:

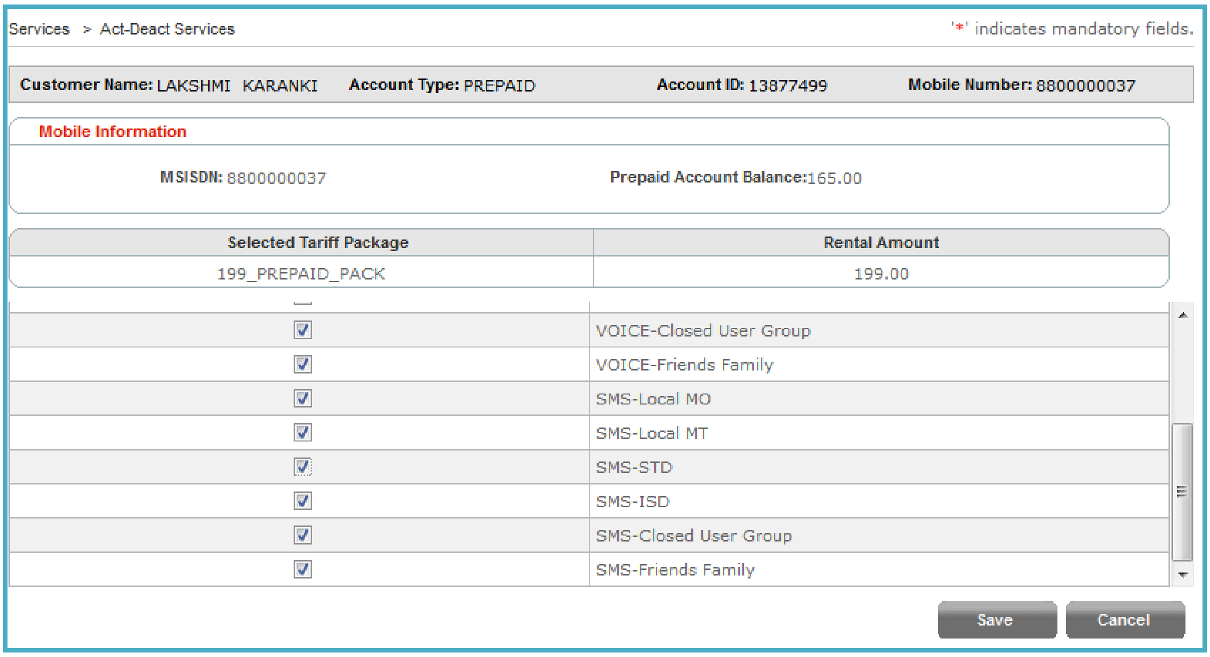
1. Click the **Services** tab. The services screen appears.

Figure 107:Services Tab



2. Click **Act-Deact Services,** the screen appears as shown below

Figure 108:Act Deact Services



3. The Subscriber Services screen displays information with the following fields

Field	Description
MSISDN	Displays the 10-digit mobile number of the subscriber.
Prepaid Account Balance	Displays subscriber prepaid account balance.
Selected Tariff Package	Displays list of tariff packages associated to the subscriber,indicated with a check mark next to the service name.
Rental Amount	Displays rental amount of the selected tariff package.

4. Select the check box next to the services listed.
   Check - selecting the check box will activate the services
   Uncheck - unchecking the check box will deactivate the services
5. **Enable Roaming :** Click **Enable Roaming** to enable the roaming services to the subscriber account.

Note: This tab gets enabled, if any roaming services are assigned to the subscriber account.

6. Click **Save** button to save the changes performed. A confirmation message is displayed Services activated/deactivated sucessfully
7. Click **Cancel** button to go back to the services screen.

10 Usage

Included in this chapter:

- Usage
- Usage Information
- Bundle Summary
- Recharge History
- Create Trouble Ticket
- View Trouble Ticket
- CA Reports
- Account Reports
- Audit Trial
- Tariff Plan History
- Credit Card Reports

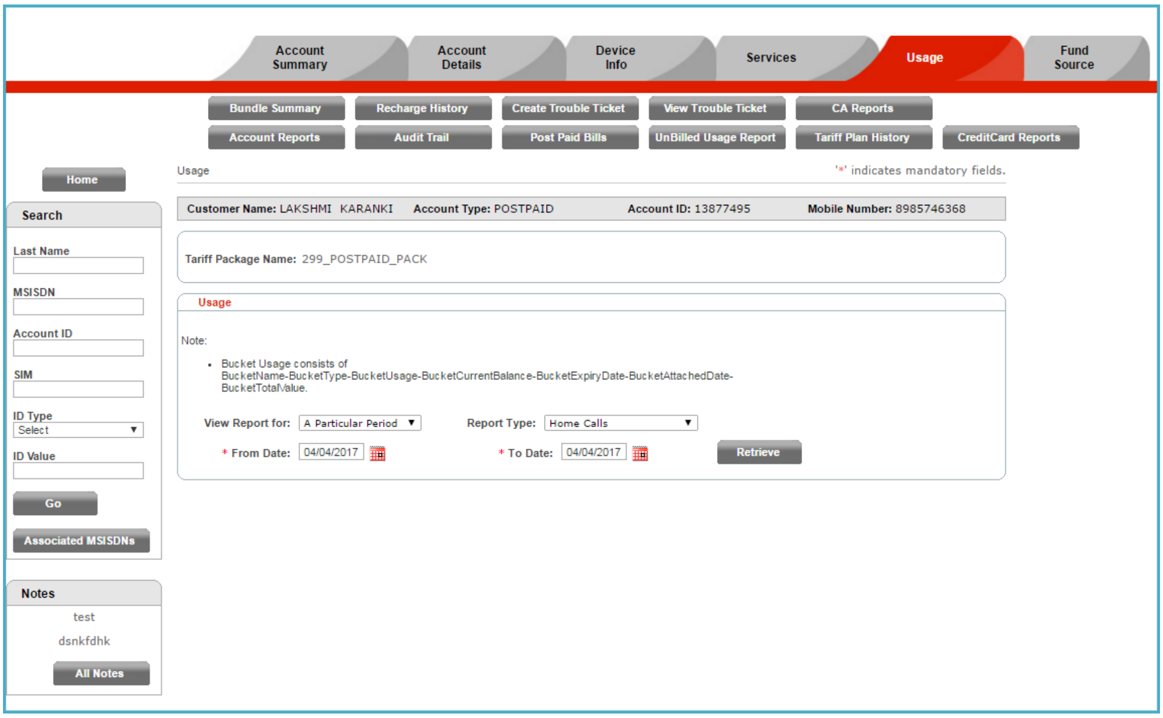
10.1 Usage

Usage feature allows the CSR to retrieve various kind of reports for the transactions performed by the subscriber

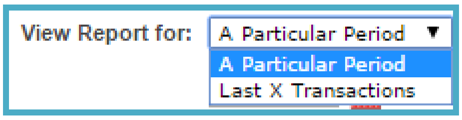
The Usage function tab allows a CSR to view reports for the listed reports such as :

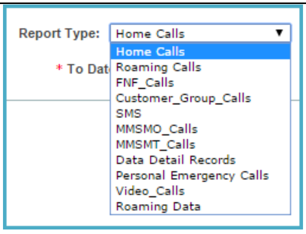
- Bucket Summary
- Recharge History
- Create Trouble Ticket
- View Trouble Ticket
- CA Reports
- Account Reports
- Audit Trail
- Tariff Plan History
- Credit Card Reports

Figure 109:Usage Screen



The following table depicts parameters and description of Bucket Usage Report:

Field	Description
Customer Name	Displays name of the subscriber
Account Type	Displays the subscriber account type of the user For Ex Prepaid or Postpaid
Account ID	Displays account ID of the subscriber
Mobile Number	Displays mobile number of the subscriber
Tariff Package Name	Displays name of the tariff package which is associated to the subscriber's account
View Report for	Select a **View Report for** from the drop down list.  • A Particluar Period • Last X Transaction
A Particular Period	
Report Type	Select a **Report Type** form the drop down list, in order to view the respective report details.

	
From Date	Select a start date, to view the report details
To Date	Select a end date to view the report details
Last X Transactions	
No. of Transactions	Specify number of transactions to retrieve. **Note:** This field gets enabled upon the selection of the **View Report for** as Last X Transactions.

10.1.1 Bucket Usage Report

The 'Bucket Usage Report' helps to view the buckets details such as bucket name, bucket type, bucket usage, bucket current balance, bucket expiry date, bucket attach date and bucket total value.

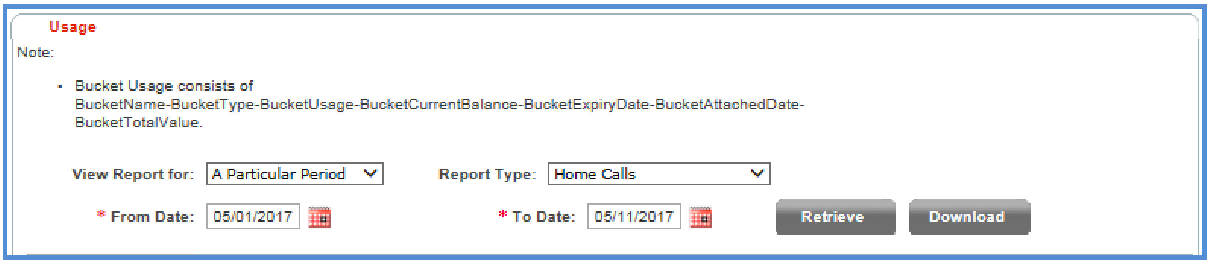
This report can be viewed in the following ways :

- A Particular Period
- Last X Transaction

A Particular Period:

1. In the **Usage** screen, select **A Particular Period** from **View Report for** drop down list. This allows the user to view the report details for a selected time period as shown below.

Figure 110:A Particular Period



2. **Report Type:** Select a report type from the drop down list. For more information on individual report, refer
3. Select a date range, at **From Date** and **To Date** fields.
4. Click **Retrieve** to retrieve the report details for the selected time period

Figure 111:Generated Report- Home Call

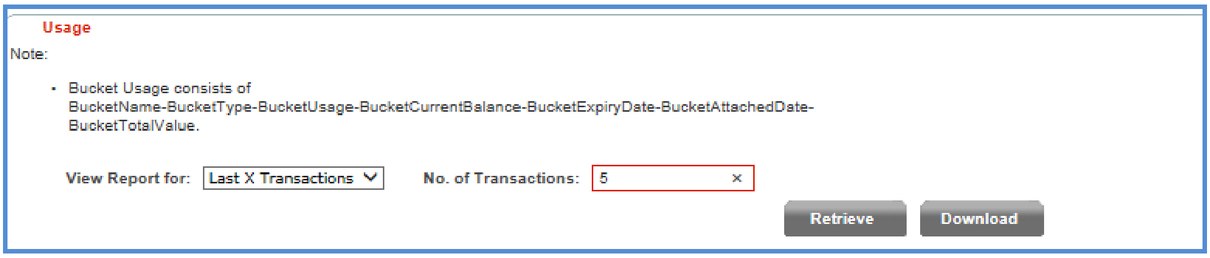
Date	CDR ID	Usage Type	Call Type	Location Name	Phone Number	Duration / Consumption	Total Charges	IVA Tax	IEPS Tax	Bucket Usage	Debit / Credit	Kind Of Bucket	Balance After	Bucket End Of Validity Date	Bucket Activation Date	Balance Before
02/02/2018 17:24:09	95551	VOICE	MO-LOCAL_ON-NET_MO_M2M	MEXICO	5575690006	00:02:00	2.0	.33	.06	VOICE_AMNT	NA	TRAFFIC	0MNX	24/FEB/2018	25/JAN/2018	2MNX
02/02/2018 17:24:09	95551	VOICE	MO-LOCAL_ON-NET_MO_M2M	MEXICO	5575690006	00:01:20	2.0	.33	.06	WA9_CORE_AMT	NA	PROMO	686.342MNX	26/DEC/2026	23/JUL/2017	688.3MNX

5. Click **Download** to download and save the report details in the selected file format.

Last X Transactions:

1. Select **Last X Transactions** from **View Report for** drop down list. This allows the user to view a consolidated report for all the Report Types, w.r.t the specified number of transactions.

Figure 112:Last X Transactions



2. **No.of Transactions**: Specify number of transactions.

Note: 'X' represents the number of transaction to retrieve.

3. Click **Retrieve** to generate a consolidate report.

Figure 113:Consolidated Report

Date	CDR ID	Usage Type	Call Type	Location Name	Phone Number	Duration / Consumption	Total Charges	IVA Tax	IEPS Tax	Bucket Usage	Debit / Credit	Kind Of Bucket	Balance After	Bucket End Of Validity Date	Bucket Activation Date	Balance Before
02/02/2018 17:24:09	95551	VOICE	MO-LOCAL_ON-NET_MO_M2M	MEXICO	5575690006	00:02:00	2.0	.33	.06	VOICE_AMNT	NA	TRAFFIC	0MNX	24/FEB/2018	25/JAN/2018	2MNX
02/02/2018 17:24:09	95551	VOICE	MO-LOCAL_ON-NET_MO_M2M	MEXICO	5575690006	00:01:20	2.0	.33	.06	WA9_CORE_AMT	NA	PROMO	686.342MNX	26/DEC/2026	23/JUL/2017	688.3MNX

4. Click **Download** to download and save the report details in the selected file format.
5. The below table represents the parameters relevant to Bucket Usage reports.

Fields	Description
Date	Displays the date and time stamp of the tranasaction ocurred
CDR ID	Displays account ID of the subscriber
Usage Type	Displays type of the bucket applicable for the service
Call Type	Displays the call type Ex: MO or MT
Location Name	Displays the name of the location at which the call was initiated
Phone Number	Displays mobile number of the user
Duration/Consumption	Displays the duration of the call /data consumption

Total Charges	Dispalys the total charges applicables as per the bucket usage
IVA Tax	Displays the amount of IVA tax applied for the transaction
IEPS Tax	Displays the amount of IEPS tax applied for the transaction
Bucket Usage	Displays the name of the bucket
Debit/Credit	Displays the Debit/Credit amount w.r.t the transaction
Kind of Bucket	Displays the type of bucket used, based on the Tariff
Balance After	Displays the remaing account balance after the transaction
Bucket End of Validity Date	Displays the expiry date of the applied bucket
Bucket Activation Date	Displays the activation date of the applied bucket
Balance Before	Displays the account balance before the transaction

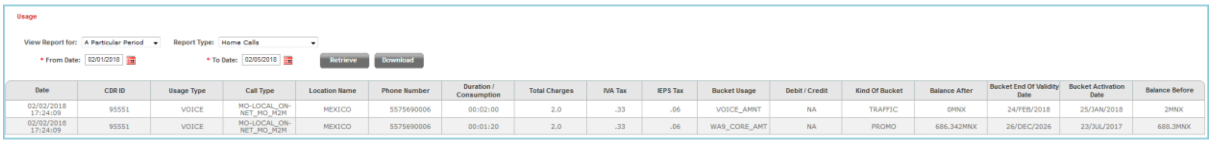
The Bucket Details for the following list of Report Types:

- Home Calls
- SMS
- Customer Group Calls
- MMSMO Calls
- MMSMT Calls
- Data Details Records
- Roaming Data

10.1.1.1 Home Calls

Using 'Home Calls' the user can view the details relevant to the (Voice) home calls.

Figure 114:Home Calls



1. The Home Calls report displays information with the following parameters.

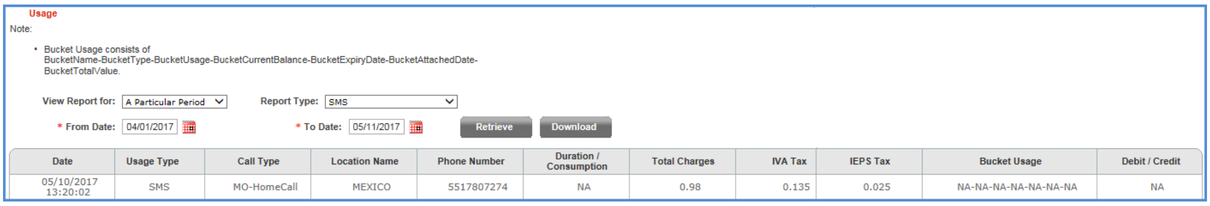
Field	Description
Date	Displays the date on which the call was initiated
Usage Type	Displays service usage type
Call Type	Displays the call type such as MO (mobile originating call) or MT (mobile terminating call)
Location Name	Displays name of the location at which the call was initiated
Phone Number	Displays phone number of the user
Duration / Consumption	Displays the home (voice) call duartion
Total Charges	Displays the total call charges

IVA Tax	Displays the amount of IVA tax applied for the voice calls
IEPS Tax	Displays the amount of IEPS tax applied for the voice calls
Bucket Usage	Displays the name of the bucket used for the voice calls
Debit /Credit	Displays the amount debited for the home (voice) calls
Kind of Bucket	Displays the type of bucket used, based on the Tariff
Balance After	Displays the remaing account balance after the transaction
Bucket End of Validity Date	Displays the expiry date of the applied bucket
Bucket Activation Date	Displays the activation date of the applied bucket
Balance Before	Displays the account balance before the transaction

10.1.1.2 SMS

Using 'SMS' report type, the user can view the details relevant to SMS usage.

Figure 115:SMS



1. The SMS report displays information with the following parameters.

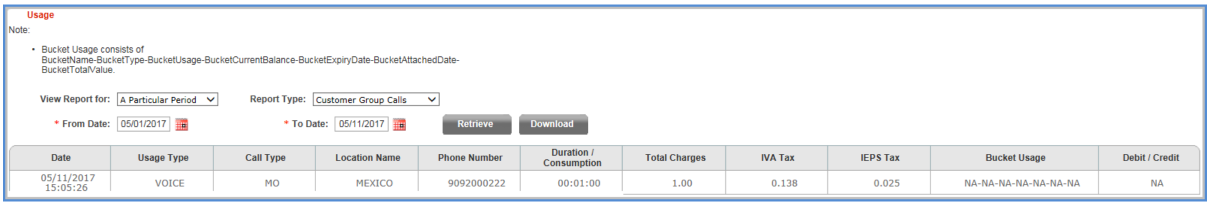
Field	Description
Date	Displays date on which the SMS was delivered.
Usage Type	Displays the usage type such as SMS
Call Type	Displays the call type
Location Name	Displays name of the location at which the SMS was delivered
Phone Number	Displays phone number of the user
Duration / Consumption	Displays duration or consumption of the service usage
Total Charges	Displays the total charges applied on the SMS delivered
IVA Tax	Displays the amount of IVA tax applied on the delivered SMS
IEPS Tax	Displays the amount of IEPS tax applied on the on the delivered SMS
Bucket Usage	Displays the name of the bucket used for the SMS
Debit /Credit	Displays the amount debited for the SMS
Kind of Bucket	Displays the type of bucket used, based on the Tariff
Balance After	Displays the remaing account balance after the transaction
Bucket End of Validity Date	Displays the expiry date of the applied bucket

Bucket Activation Date	Displays the activation date of the applied bucket
Balance Before	Displays the account balance before the transaction

10.1.1.3 Customer Group Calls

Using 'Customer Group Calls' a user can view the details relevant to group calls usage.

Figure 116:Customer Group Calls



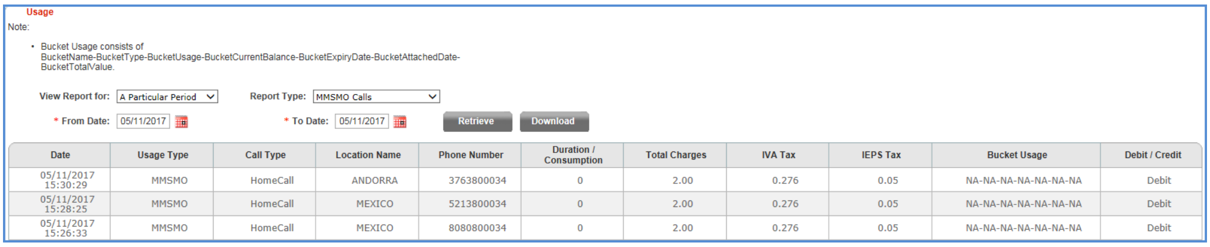
2. The Customer Group Calls report displays information with the following parameters.

Field	Description
Date	Displays date on which the group call was initiated
Usage Type	Displays service usage type
Call Type	Displays the call type such as MO (mobile originating call)
Location Name	Displays name of the location at which the group call was initiated
Phone Number	Displays phone number of the user
Duration / Consumption	Displays time duartion of the customer group call
Total Charges	Displays total call charges
IVA Tax	Displays the amount of IVA tax applied for the group calls
IEPS Tax	Displays the amount of IEPS tax applied for the group calls
Bucket Usage	Displays the name of the bucket used for the group calls
Debit /Credit	Displays the amount debited for the group calls
Kind of Bucket	Displays the type of bucket used, based on the Tariff
Balance After	Displays the remaing account balance after the transaction
Bucket End of Validity Date	Displays the expiry date of the applied bucket
Bucket Activation Date	Displays the activation date of the applied bucket
Balance Before	Displays the account balance before the transaction

10.1.1.4 MMSMO Calls

Using 'MMSMO Calls' a user can view the details such as MMS charges relevant to MMS originating calls.

Figure 117:MMSMO Calls



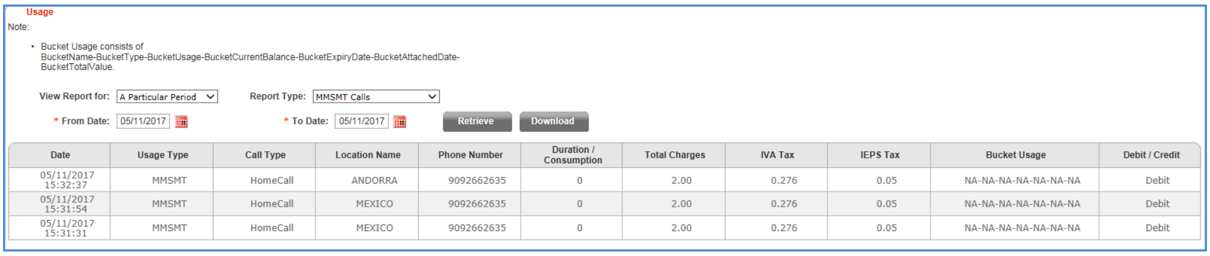
1. The MMSMO calls report displays information with the following parameters.

Field	Description
Date	Displays the date on which the MMS is originated/delivered
Usage Type	Displays service usage type
Call Type	Displays the call type such as MMSMO (mobile originating)
Location Name	Displays name of the location at which the MMS was originated
Phone Number	Displays phone number of the user
Duration / Consumption	Displays the duration or consumption of the data usage in order to deliver the MMS
Total Charges	Displays the total charges
IVA Tax	Displays the amount of IVA tax applied for the MMSMO
IEPS Tax	Displays the amount of IEPS tax applied for the MMSMO
Bucket Usage	Displays the name of the bucket used for the MMS delivery
Debit /Credit	Displays the amount debited for the MMS delivery
Kind of Bucket	Displays the type of bucket used, based on the Tariff
Balance After	Displays the remaing account balance after the transaction
Bucket End of Validity Date	Displays the expiry date of the applied bucket
Bucket Activation Date	Displays the activation date of the applied bucket
Balance Before	Displays the account balance before the transaction

10.1.1.5 MMSMT Calls

Using 'MMSMT Calls' a user can view the details such as MMS charges applied to receive the MMS terminated calls.

Figure 118:MMSMT Calls



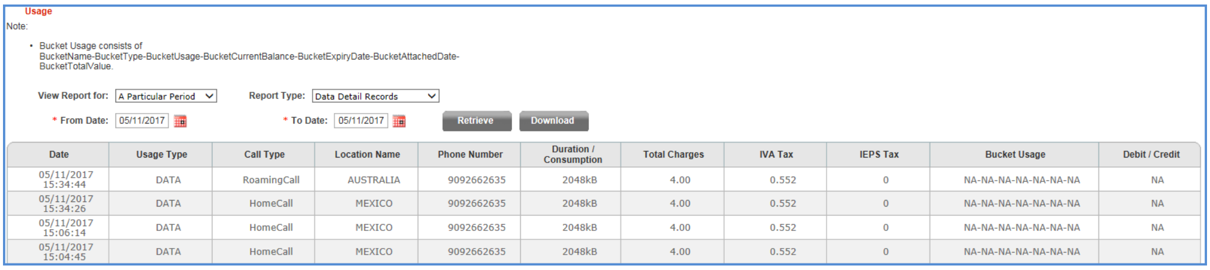
1. The MMSMT calls report displays information with the following parameters.

Field	Description
Date	Displays the date on which the MMS was terminated
Usage Type	Displays service usage type
Call Type	Displays the call type such as MMSMT (mobile terminating)
Location Name	Displays name of the location at which the MMS was terminated
Phone Number	Displays phone number of the user
Duration / Consumption	Displays the duration or consumption of the service usage
Total Charges	Displays the total charges
IVA Tax	Displays the amount of IVA tax applied for the MMSMT
IEPS Tax	Displays the amount of IEPS tax applied for the MMSMT
Bucket Usage	Displays the name of the bucket used for the MMSMT
Debit /Credit	Displays the amount debited for the MMSMT
Kind of Bucket	Displays the type of bucket used, based on the Tariff
Balance After	Displays the remaing account balance after the transaction
Bucket End of Validity Date	Displays the expiry date of the applied bucket
Bucket Activation Date	Displays the activation date of the applied bucket
Balance Before	Displays the account balance before the transaction

10.1.1.6 Data Details Records

Using 'Data Details Records' a user can view the details relevant to the data usage.

Figure 119:Data Details Records



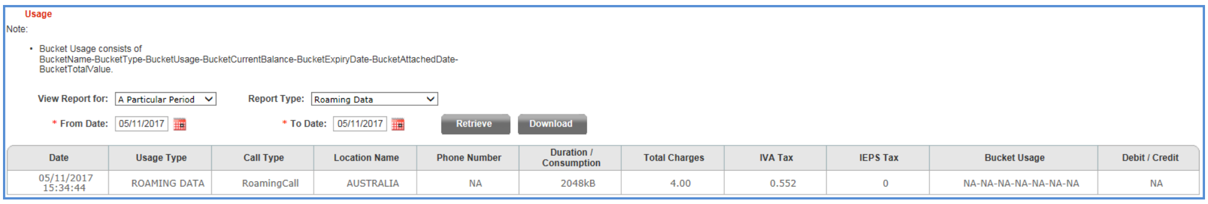
1. The Data Details Records displays information with the following parameters.

Field	Description
Date	Displays the date on which the DATA request was raised
Usage Type	Displays service usage type
Call Type	Displays the call type such as Roaming Call/Home Calls
Location Name	Displays name of the location at which the data request was sent
Phone Number	Displays the phone number of the user
Duration / Consumption	Displays the consumption of the data usage
Total Charges	Displays the total charges applied on the data usage
IVA Tax	Displays the amount of IVA tax applied on the data usage
IEPS Tax	Displays the amount of IEPS tax applied on the data usage
Bucket Usage	Displays the name of the bucket used for data usage
Debit /Credit	Displays the amount debited for data usage
Kind of Bucket	Displays the type of bucket used, based on the Tariff
Balance After	Displays the remaing account balance after the transaction
Bucket End of Validity Date	Displays the expiry date of the applied bucket
Bucket Activation Date	Displays the activation date of the applied bucket
Balance Before	Displays the account balance before the transaction

10.1.1.7 Roaming Data

Using 'Roaming Data' a user can view the details relevant to roaming data usage.

Figure 120:Roaming Data



1. The Roaming Data Details Records displays information with the following parameters.

Field	Description
Date	Displays the date on which the roaming data request was raised
Usage Type	Displays service usage type
Call Type	Displays the call type such as Roaming Call
Location Name	Displays name of the location at which the roaming data request was sent
Phone Number	Displays the phone number of the user
Duration / Consumption	Displays the consumption of the data usage in roaming
Total Charges	Displays the total charges of the data usage
IVA Tax	Displays the amount of IVA tax applied on the roaming data usage
IEPS Tax	Displays the amount of IEPS tax applied on the roaming data usage
Bucket Usage	Displays the name of the bucket used for roaming data usage
Debit /Credit	Displays the amount debited for roaming data usage
Kind of Bucket	Displays the type of bucket used, based on the Tariff
Balance After	Displays the remaing account balance after the transaction
Bucket End of Validity Date	Displays the expiry date of the applied bucket
Bucket Activation Date	Displays the activation date of the applied bucket
Balance Before	Displays the account balance before the transaction

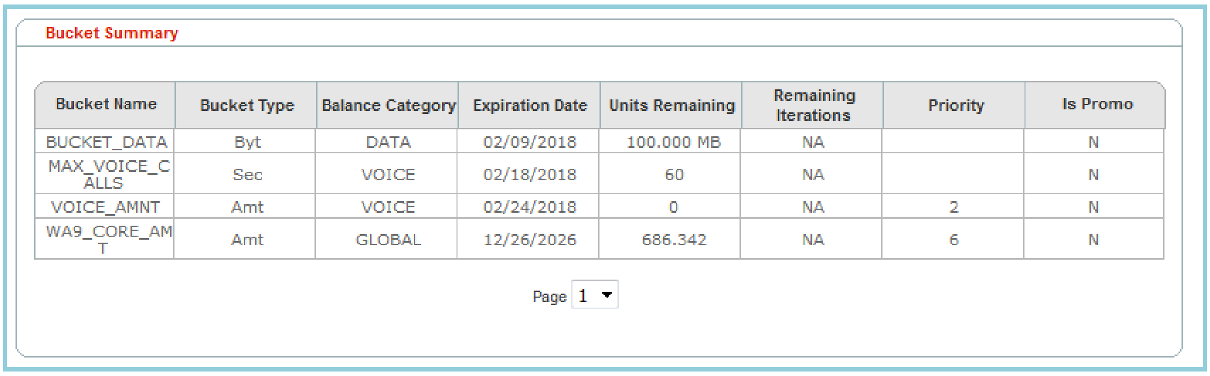
10.2 Bundle Summary

User can view the Bundle information along with the associated Buckets in Bundle Summary tab.

To view the Bundle summary, do the following

1. Click **Usage** tab.
2. Click **Bundle Summary**, this will open the Bundle Summary screen as shown below

Figure 121:Bundle Summary Report


Bucket Summary

Bucket Name	Bucket Type	Balance Category	Expiration Date	Units Remaining	Remaining Iterations	Priority	Is Promo
BUCKET_DATA	Byt	DATA	02/09/2018	100.000 MB	NA		N
MAX_VOICE_CALLS	Sec	VOICE	02/18/2018	60	NA		N
VOICE_AMNT	Amt	VOICE	02/24/2018	0	NA	2	N
WA9_CORE_AMT	Amt	GLOBAL	12/26/2026	686.342	NA	6	N

Page 1

3. Refer to the following table for more information:

Field	Description
Bucket Name	Displays the name of the Bucket associated to the Bundle
Bucket Type	Displays the assosciated Bucket type to the Bundle
Balance Category	Displays the category of the Bucket (VOICE/SMS/DATA)
Expiration Date	Displays the Expiry date of the Bucket/Bundle
Units Remaining	Displays the remaining units for each Bucket
Remaining Iterations	Displays the remaining iterations, based on the renewal count configured in Periodic charges.
Units Type	Displays the Unit Type for the Bucket
Usage Category	Displays the Usage Category (Ex: ON-NET, OFF-NET, OUTGOING, INCOMMING ..etc.)
Priority	Displays the priority of the bucket
Is Promo	Displays the staus of the promo recharge Yes / No

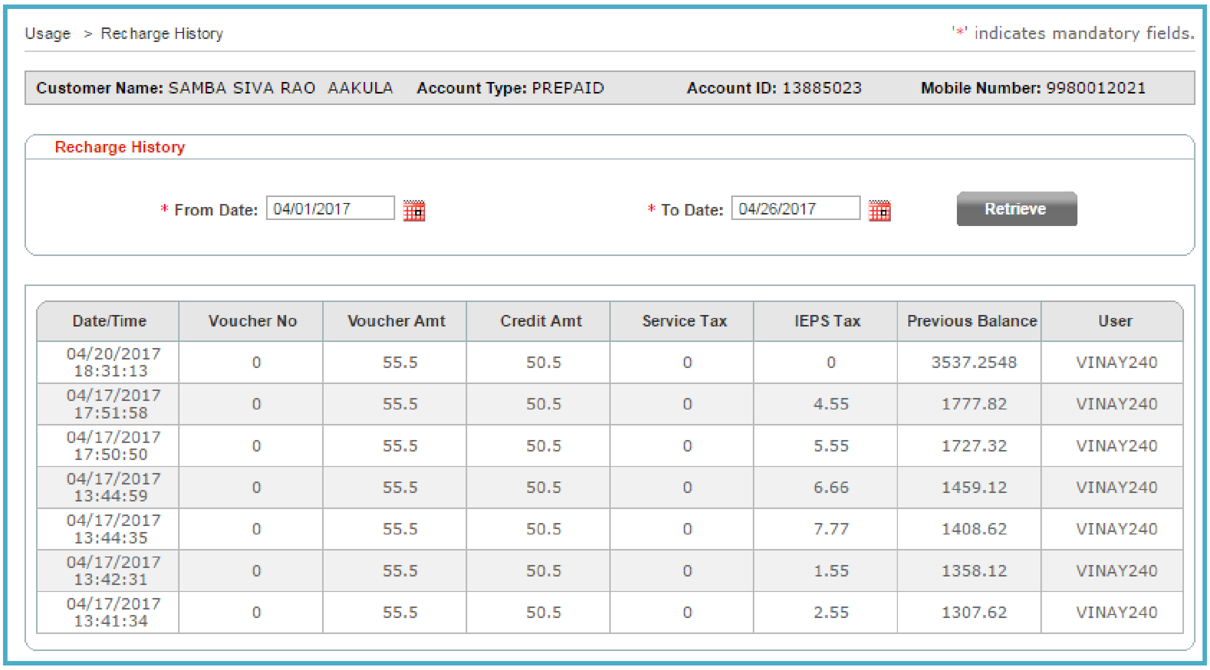
10.3 Recharge History

The Recharge History function allows a user to view recharge transactions details for a specified date range.

To view recharge history, do the following

1. Click **Usage** tab.
2. Click **Recharge History**, this will open the **Recharge History** screen as shown below.

Figure 122:Recharge History Screen



Date/Time	Voucher No	Voucher Amt	Credit Amt	Service Tax	IEPS Tax	Previous Balance	User
04/20/2017 18:31:13	0	55.5	50.5	0	0	3537.2548	VINAY240
04/17/2017 17:51:58	0	55.5	50.5	0	4.55	1777.82	VINAY240
04/17/2017 17:50:50	0	55.5	50.5	0	5.55	1727.32	VINAY240
04/17/2017 13:44:59	0	55.5	50.5	0	6.66	1459.12	VINAY240
04/17/2017 13:44:35	0	55.5	50.5	0	7.77	1408.62	VINAY240
04/17/2017 13:42:31	0	55.5	50.5	0	1.55	1358.12	VINAY240
04/17/2017 13:41:34	0	55.5	50.5	0	2.55	1307.62	VINAY240

3. Refer to the following table for more information about fields:

Field	Description
Start Date	Specifies the report start date for which CRS want to view the report
End Date	Specifies the report end date for which CSR want to view the report
Date/Time	Displays the date on which the replenishment is done
Voucher No	Displays the voucher number for which the replenishment is done
Voucher Amt	Displays the voucher amount of the replenishment
Service Tax	Displays the service tax to the replenishment
Credit Amt	Displays the credited amount of the subscriber.
Previous Amt	Displays the amount before the actual credit.
Promo Amount	Displays the promo amount.
Previous Promo Amount	Displays the previous promo amount
Previous Promo Date	Displays the previous promo date.

10.4 Create Trouble Ticket

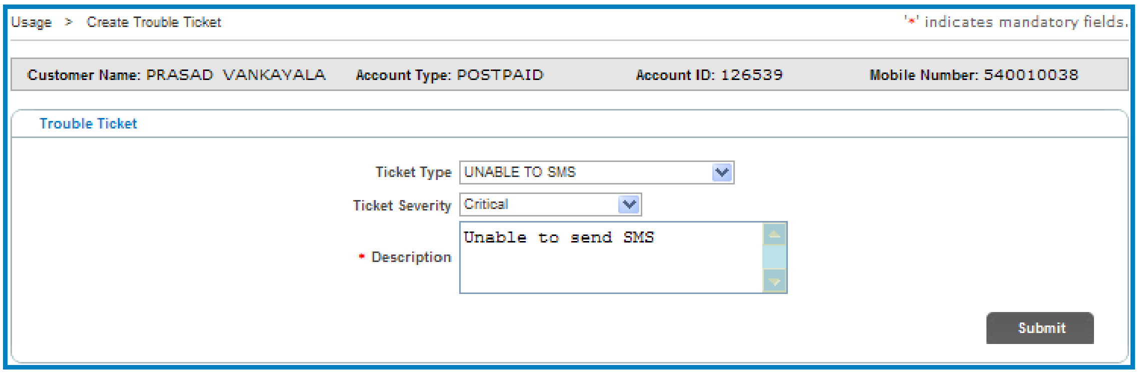
The Create Trouble Ticket function enables a CSR to create trouble tickets based on ticket type and ticket severity.

To create a trouble ticket:

1. Click the **Usage** tab.

2. Click **Create Trouble Ticket** button, this will open the **Create Trouble Ticket** screen as shown in the create Trouble Ticket screen shown below.

Figure 123:Create Trouble ticket



3. Select a **Ticket Type** from the drop down list. For example, critical, medium and high.
4. Select a **Ticket Severity** from drop down list.
5. Enter required comments in the **Description** field.
6. Click **Submit** to create a trouble ticket, and then a Trouble Ticket created successfully message is displayed as shown below

Figure 124:Confirmation Message

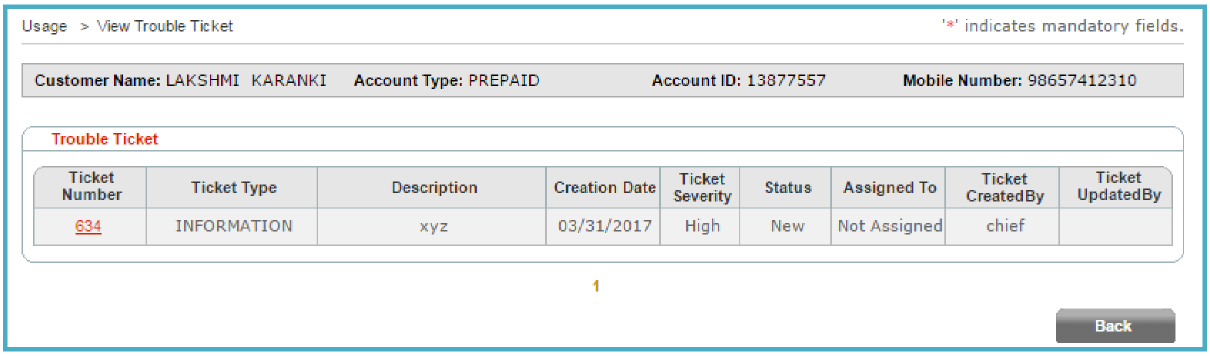
10.5 View Trouble Ticket

The View Trouble Ticket function allows a user to view the trouble tickets which are created with ticket number, ticket type, creation date and status.This feature allows a CSR to work on the trouble ticket to update the status or close the ticket as resolved.

To view trouble tickets:

1. Click **Usage** tab.
2. Click **View Trouble Ticket** button, this will open the **View Trouble Ticket** screen as shown below

Figure 125:View Trouble ticket

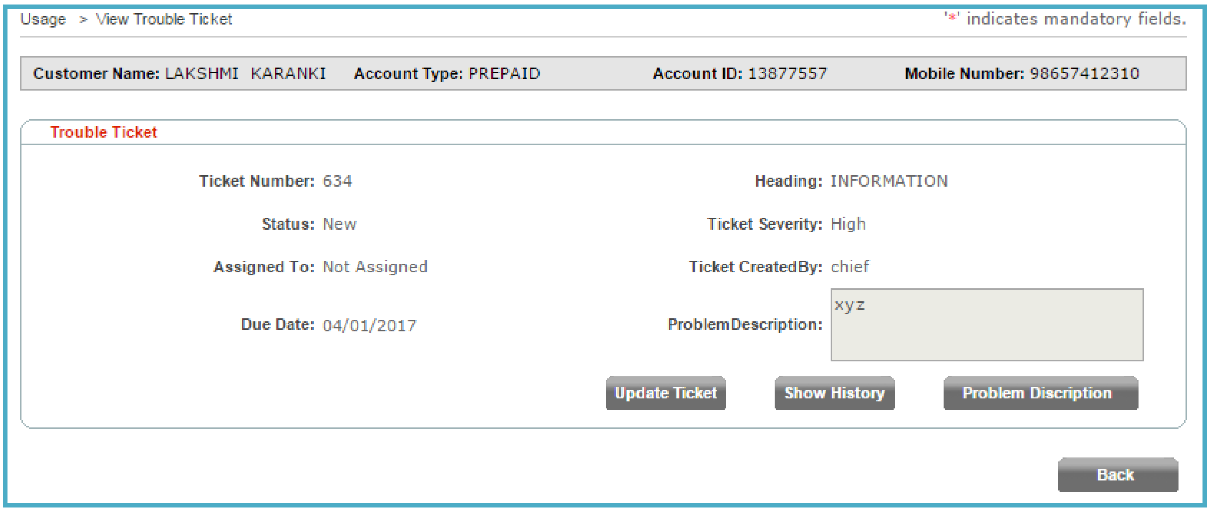


3. Refer to the following table for more information about fields:

Field	Description
Ticket Number	Displays the number of trouble tickets
Ticket Type	Displays the type of trouble ticket
Description	Displays the description of the trouble ticket
Creation Date	Displays the date on which the trouble ticket is created
Ticket Severity	Displays the severity of the trouble ticket
Status	Displays the status of the trouble ticket (new or old)
Assigned To	Displays the department name to which the trouble ticket is assigned
Created By	Displays the user name by whom the trouble ticket is created

4. Click on the **Ticket Number** Link this would open the view trouble ticket screen as shown below

Figure 126:View Trouble Ticket Details



5. Refer to the following table for more information about fields:

Field	Description
Ticket Number	Displays the number of trouble tickets
Status	Displays the status of the trouble ticket (new or old)
Assigned To	Displays the department name to which the trouble ticket is assigned
Due Date	Displays the ticket resolution due date
Heading	Displays the Ticket Heading
Ticket Severity	Displays the severity of the trouble ticket
Ticket Created By	Displays the name by whom the ticket is raised
Problem Description	Displays the problem description of the ticket

6. Click **Back** for the **Usage** screen.

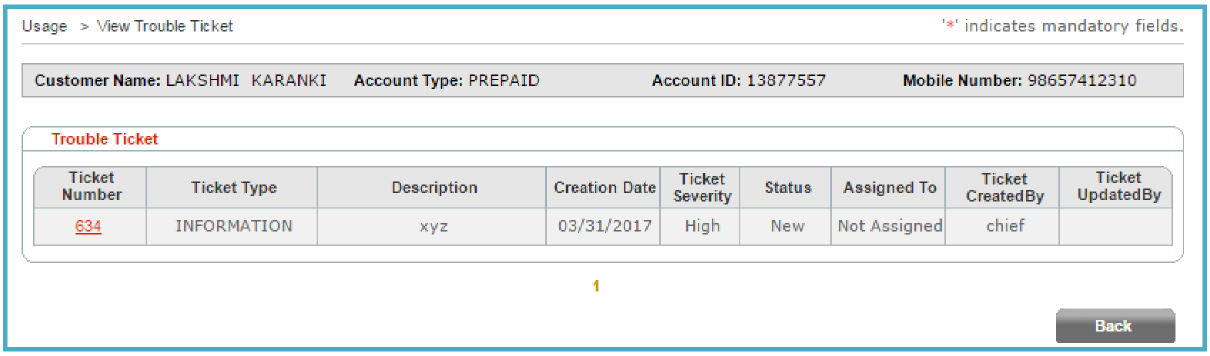
10.5.1 Update Ticket

Update Ticket allows the CSR to update the status of the ticket as per the solution provided.

To update ticket :

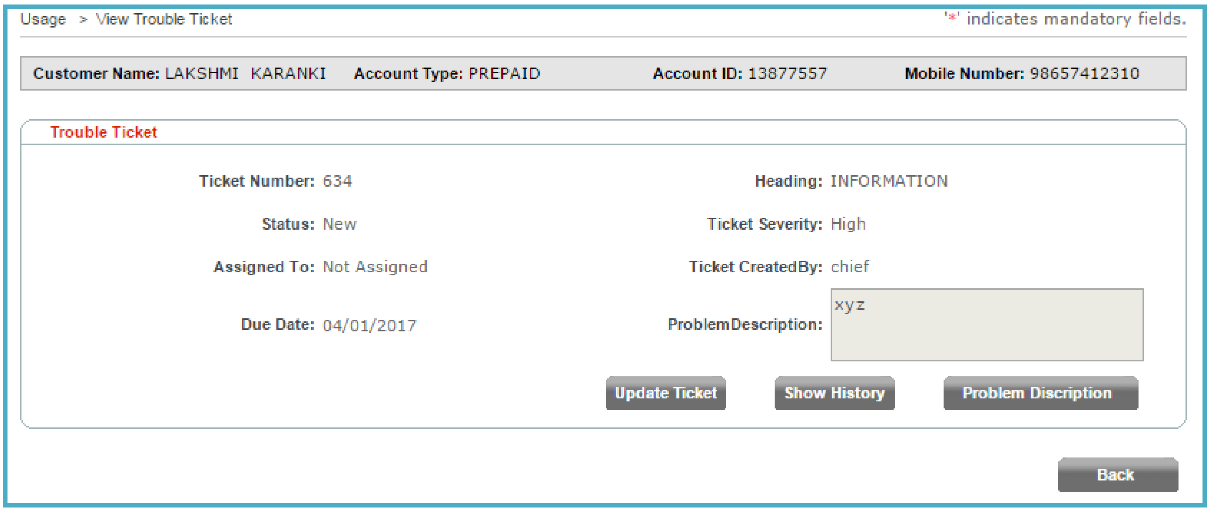
1. Click **Usage** tab.
2. Click **View Trouble Ticket** button, this will open the **View Trouble Ticket** screen as shown below

Figure 127:View Trouble Ticket



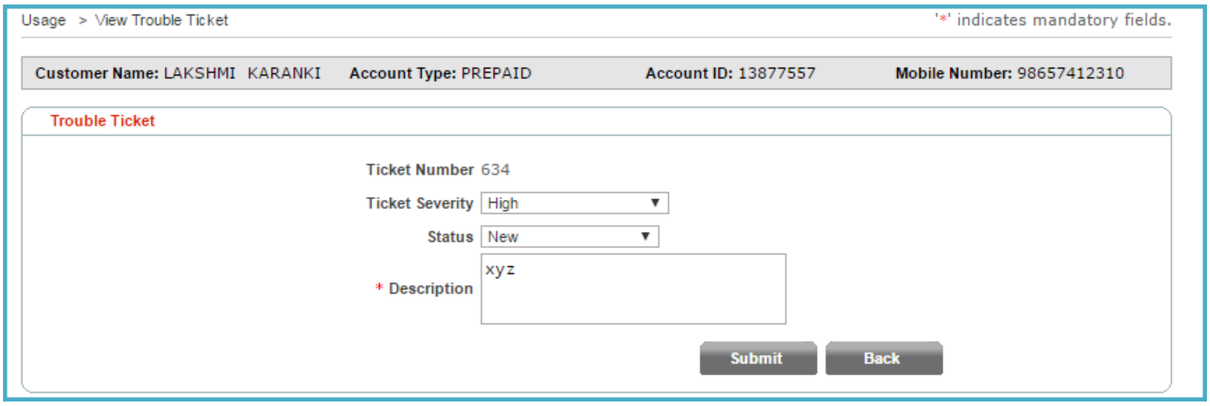
3. Click on the **Ticket Number** Link this would open the view trouble ticket screen as shown below

Figure 128:Trouble Ticket Information



4. Click **Update Ticket** to view the update ticket screen as shown below

Figure 129:Update Ticket



5. Refer to the following table for more information about fields:

Field	Description
Ticket Number	Displays the number of trouble tickets
Ticket Severity	Update the severity of the trouble ticket as High,Low,Medium,Critical.
Status	Update the status of the trouble ticket as New, Work in Progress,Closed, Reopen and Reject
Description	Update the description of the ticket.

6. Click **Submit** to to save the updated status by CSR

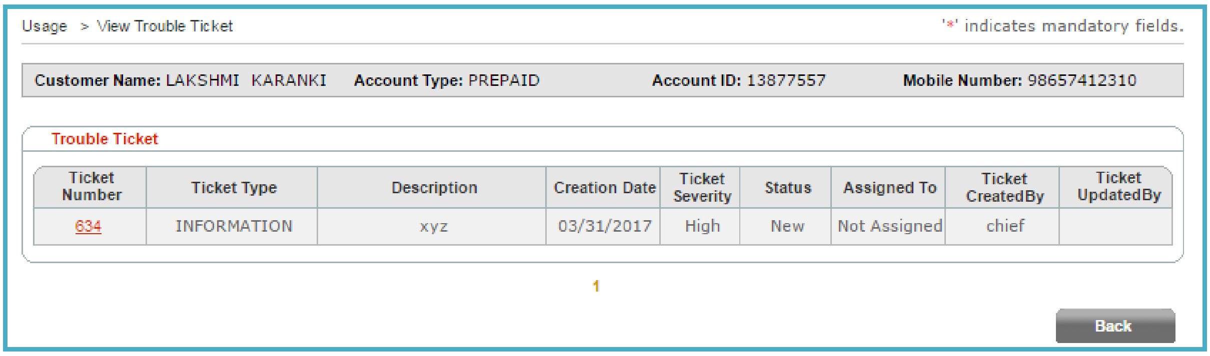
10.5.2 Show History

Show history allows the CSR to view the ticket history.

To Show History :

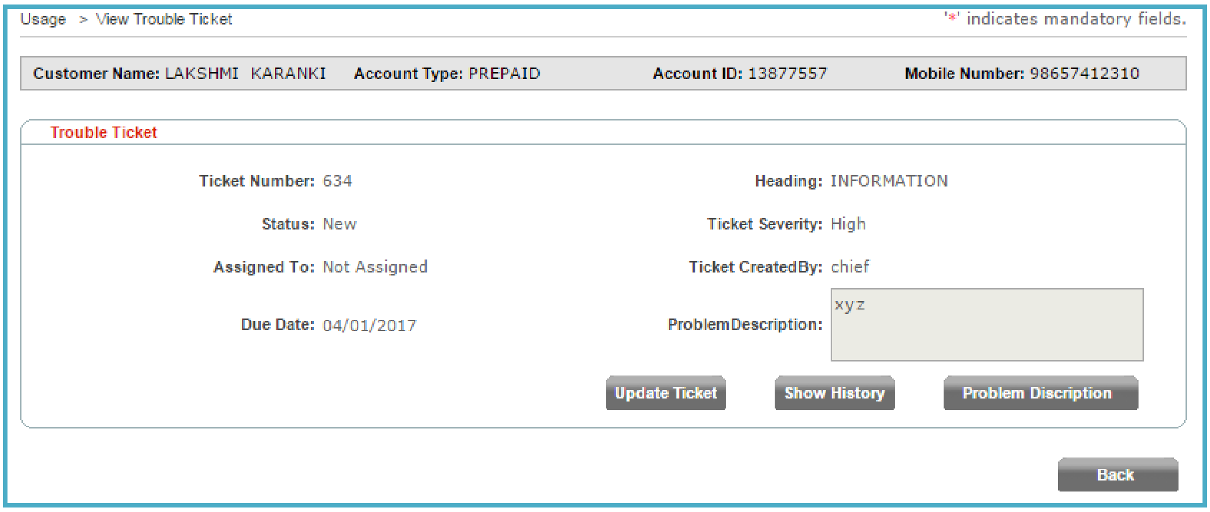
1. Click **Usage** tab.
2. Click **View Trouble Ticket** button, this will open the **View Trouble Ticket** screen as shown below

Figure 130:View Trouble Ticket



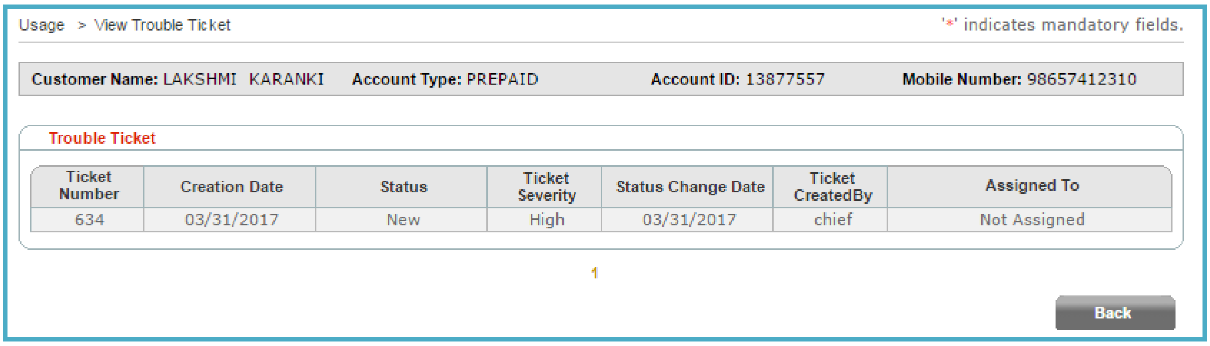
3. Click on the **Ticket Number** Link this would open the view trouble ticket screen as shown below

Figure 131:Trouble Ticket Information



4. Click **Show History** to view the history of the ticket as shown below

Figure 132:Show History

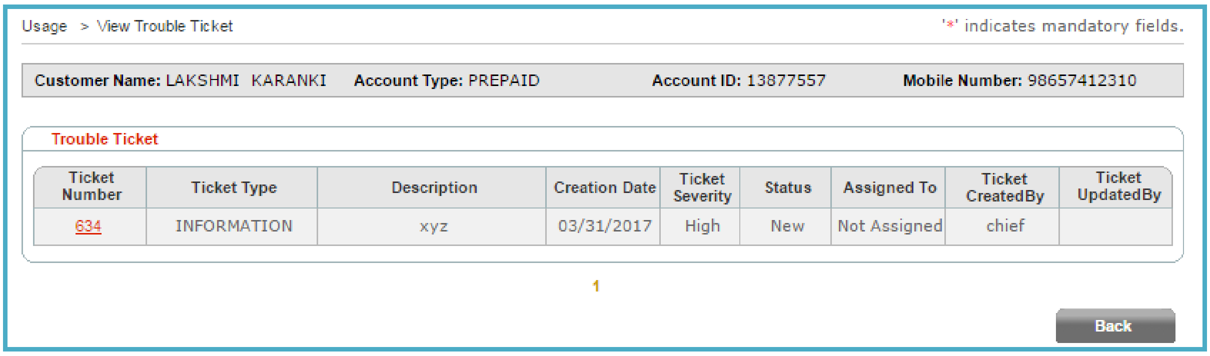


5. Click **Back** for the View Trouble Ticket Screen

10.5.3 Problem Description

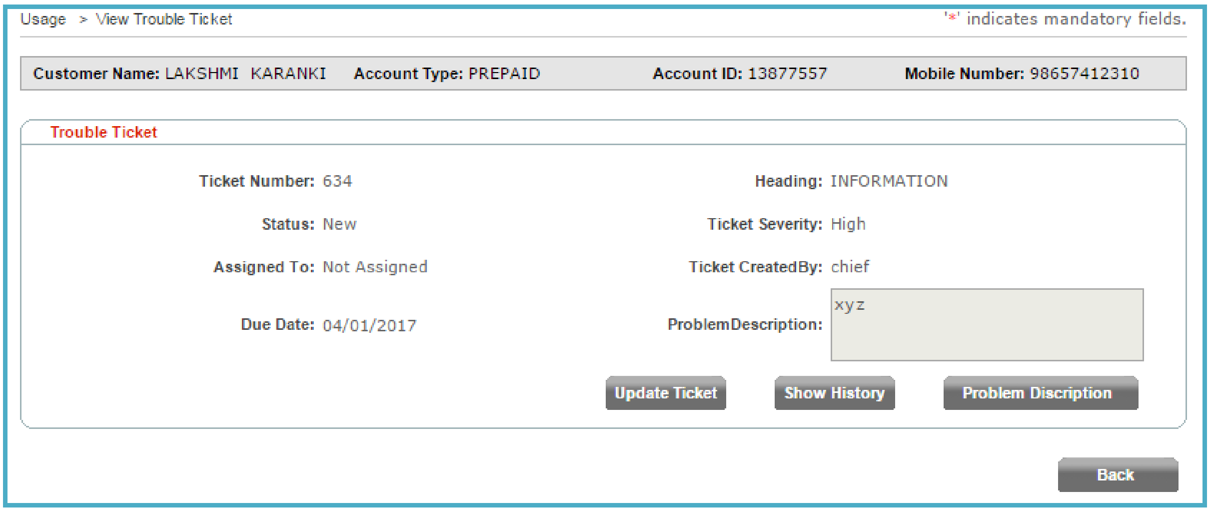
1. Click **Usage** tab.
2. Click **View Trouble Ticket** button, this will open the **View Trouble Ticket** screen as shown below

Figure 133:View Trouble Ticket



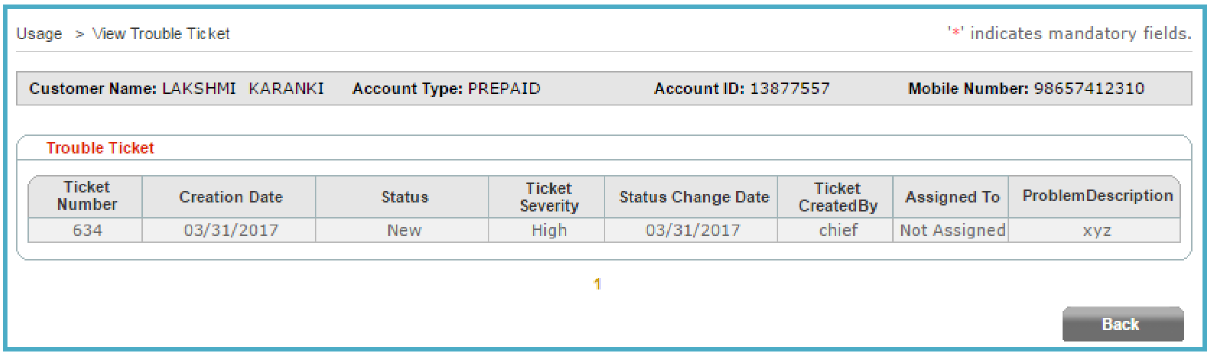
3. Click on the **Ticket Number** Link this would open the view trouble ticket screen as shown below

Figure 134:Trouble Ticket Information



4. Click **Problem Description** to view the problem description screen as shown below

Figure 135:Problem Description



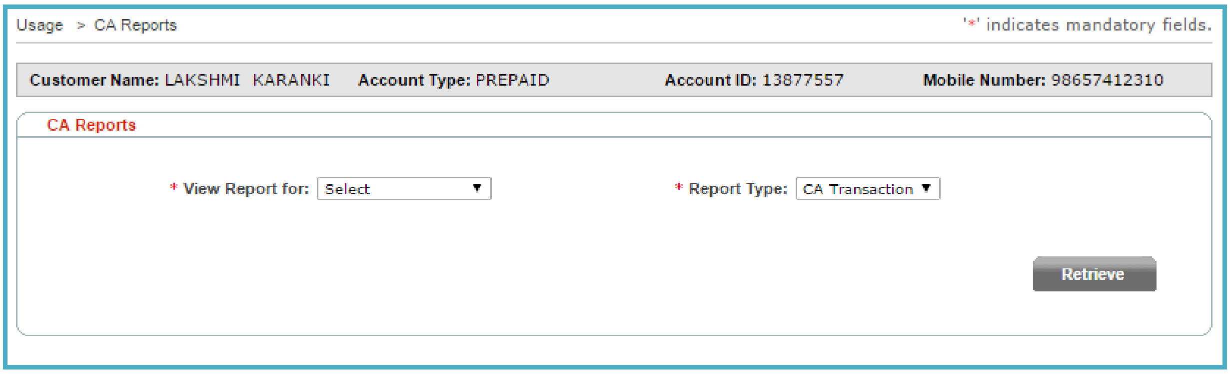
10.6 CA Reports

The Community Reports function enables a CSR to view community reports details for a specified report and report type.

To View CA Reports :

1. Click the **Usage** tab. The services screen appears.
2. Click **CA Reports**. The screen appears as follows.

Figure 136:CA Reports



3. Refer to the following table for more information about fields:

Field	Description
Customer Name	Displays the name of the subscriber
Account Type	Displays the account type of the subscriber
Account ID	Displays the account ID of the subscriber
Mobile Number	Displays the mobile number of the subscriber
View Report For	Select the report for type to retriev date for the type e to retrieve date for the type of date range a) A Particular Period b) Last X transactions
Report Type	Select report type as CA Transactions

4. Click **Retrieve**, to view reports of the specified range.
5. Click **Back** for the previous screen.

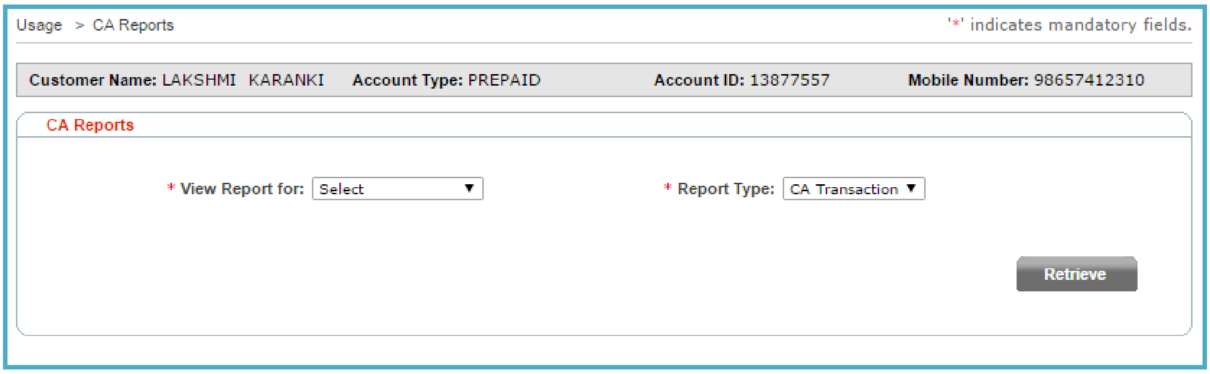
10.6.1 A Particular Period View Report Type

View report type function allows to retrieve the CA report for a certain date range

To view the report :

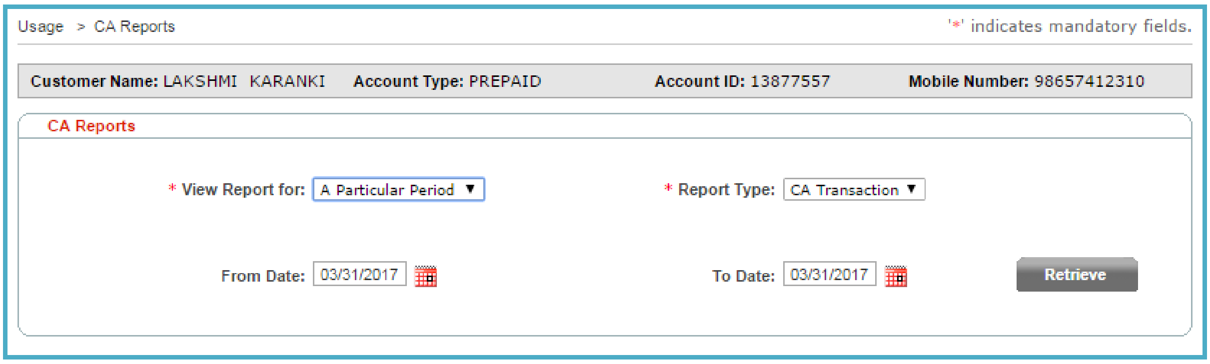
1. Click the **Usage** tab. The services screen appears.
2. Click **CA Reports**. The screen appears as follows.

Figure 137:CA Reports



3. Upon selection of View report as **A Particular Period View Reports,** The **From Date and To Date** gets enabled as shown below

Figure 138:Particular Period



4. Refer to the following table for more information about fields:

Field	Description
Customer Name	Displays the name of the subscriber
Account Type	Displays the account type of the subscriber
Account ID	Displays the account ID of the subscriber
Mobile Number	Displays the mobile number of the subscriber
View Report For	Select the report for type to retriev date for the type e to retrieve date for the type of date range a) A Particular Period b) Last X transactions
Report Type	Select report type as CA Transactions
From Date	Select From date using the calendar
To Date	Select To date using the calendar

5. Click **Retrieve**, to view reports of the specified range.

6. Click **Back** for the previous screen.

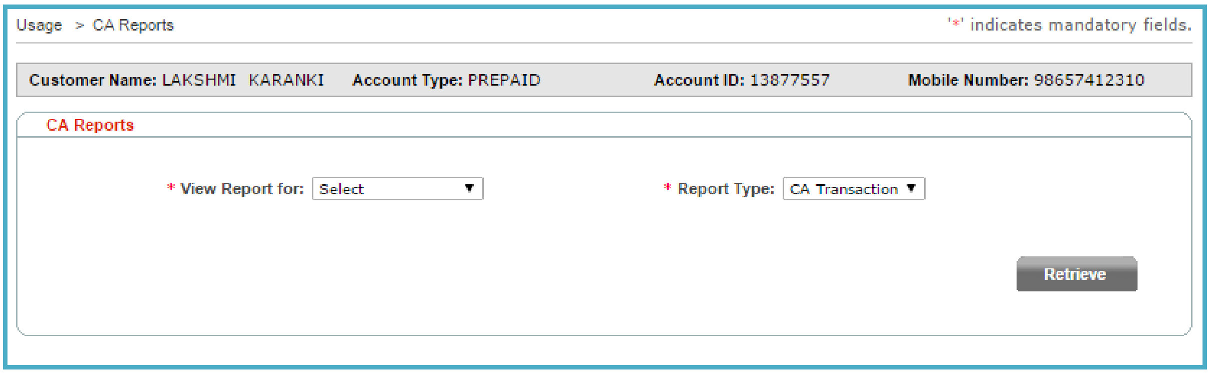
10.6.2 Last transaction View Report Type

View report type function allows to retrieve the CA report for last number of transaction's

To view the report :

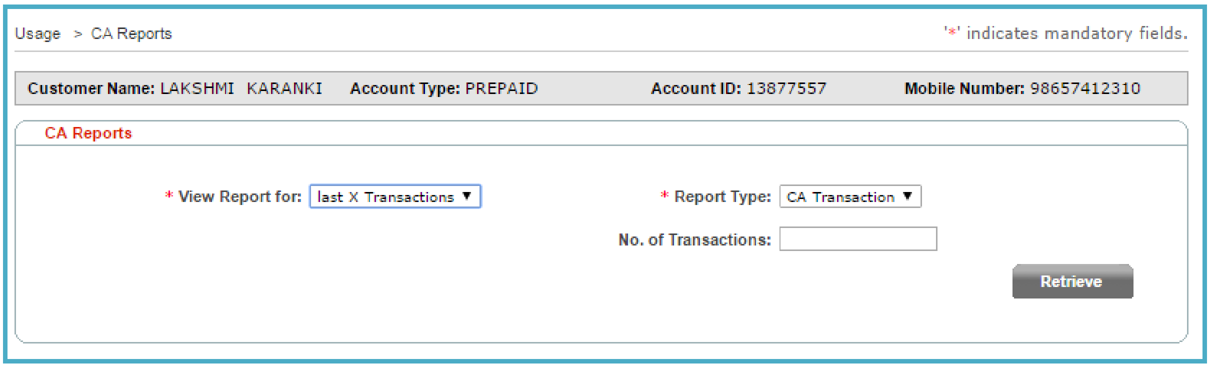
1. Click the **Usage** tab. The services screen appears.
2. Click **CA Reports**. The screen appears as follows.

Figure 139:CA Reports



7. Upon selection of View report as **Last X Transactions,** The **No. of Transactions** gets enabled as shown below

Figure 140:Last X Transactions



3. Refer to the following table for more information about fields:

Field	Description
Customer Name	Displays the name of the subscriber
Account Type	Displays the account type of the subscriber
Account ID	Displays the account ID of the subscriber

Mobile Number	Displays the mobile number of the subscriber
View Report For	Select the report for type to retriev date for the type e to retrieve date for the type of date range a) A Particular Period b) Last X transactions
Report Type	Select report type as CA Transactions
No. of Transactions	Specify the number of transactions based on which the report would be retrieved.

4. Click **Retrieve**, to view reports of the specified range.
5. Click **Back** for the previous screen.

10.7 Account Reports

Account reports facilitates the user to retrieve the transaction details of the inididvidual mobile number.

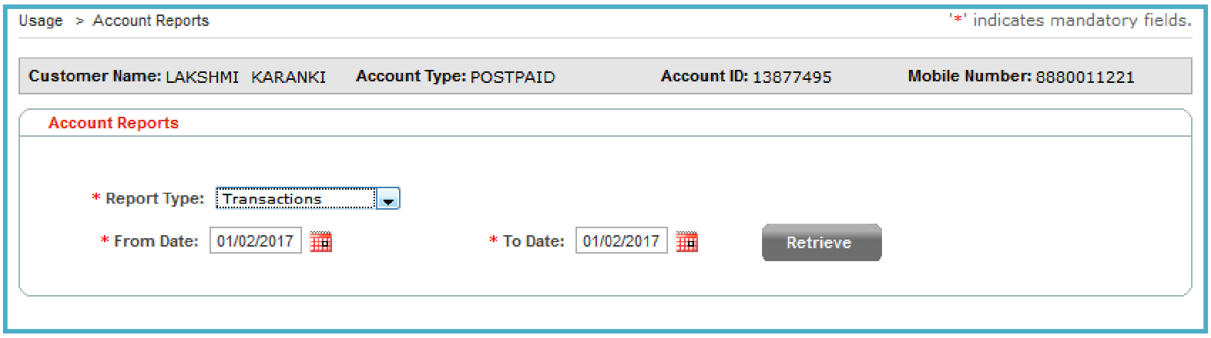
The report type would be as follows :

- Transactions
- Service Rentals
- Calls
- Tariff Plan Rentals
- Data Details

To retrieve account report, do the following:

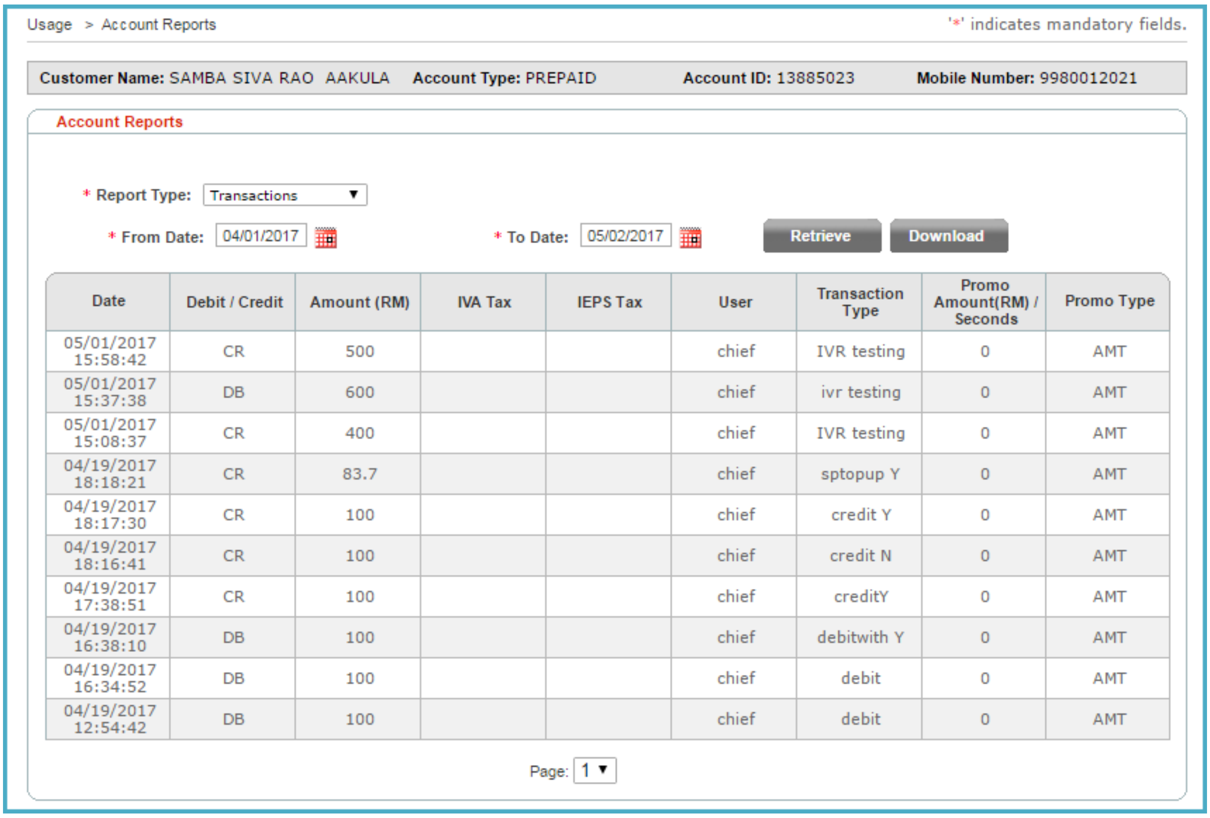
1. Click **Account Reports**. This will open **Account Reports** screen as shown below

Figure 141:Account Reports



2. Select the specific date range using **From Date** & **To Date** calendar.
3. Click on **Retrieve** button to retrieve date for the selected date range as shown below

Figure 142:Transaction Reports

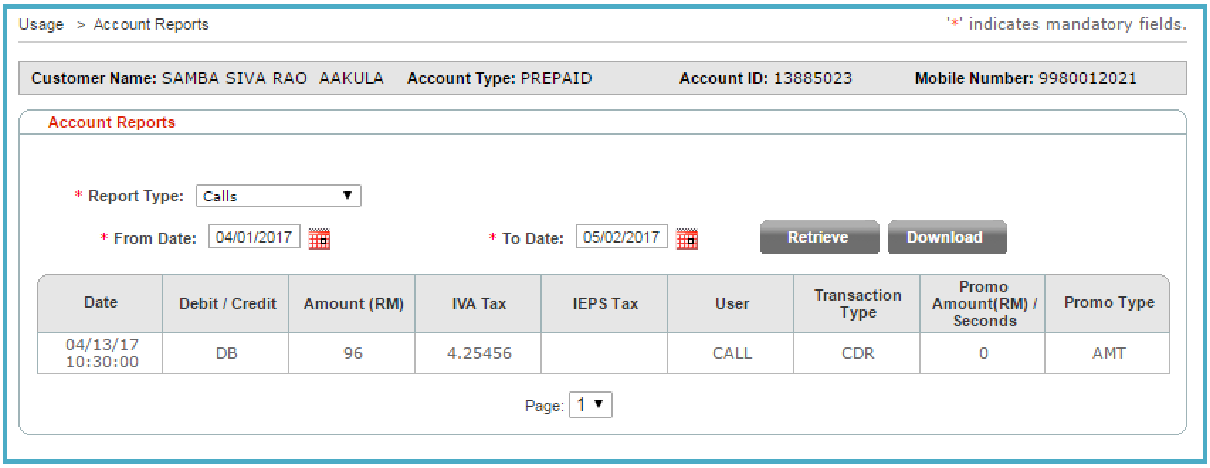


Date	Debit / Credit	Amount (RM)	IVA Tax	IEPS Tax	User	Transaction Type	Promo Amount(RM) / Seconds	Promo Type
05/01/2017 15:58:42	CR	500			chief	IVR testing	0	AMT
05/01/2017 15:37:38	DB	600			chief	ivr testing	0	AMT
05/01/2017 15:08:37	CR	400			chief	IVR testing	0	AMT
04/19/2017 18:18:21	CR	83.7			chief	sptopup Y	0	AMT
04/19/2017 18:17:30	CR	100			chief	credit Y	0	AMT
04/19/2017 18:16:41	CR	100			chief	credit N	0	AMT
04/19/2017 17:38:51	CR	100			chief	creditY	0	AMT
04/19/2017 16:38:10	DB	100			chief	debitwith Y	0	AMT
04/19/2017 16:34:52	DB	100			chief	debit	0	AMT
04/19/2017 12:54:42	DB	100			chief	debit	0	AMT

4. Refer to the **Transaction** report to the following table for more information

Field	Description
Date	Displays date when call was raised
Debit/Credit	Displays Debit/ credit type
Amount	Displays amount charged for a call
IVA Tax	Displays the percentage of IVA tax applied on the core balance amount as per the configurations
IEPS Tax	Displays the percentage of IEPS tax applied on the core balance amount as per the configurations
User	Displays the name of the logged in user
Transaction Type	Displays the type of transaction
Promo Amount (RM) / Seconds	Displays the promo amount
Promo Type	Displays the promo type

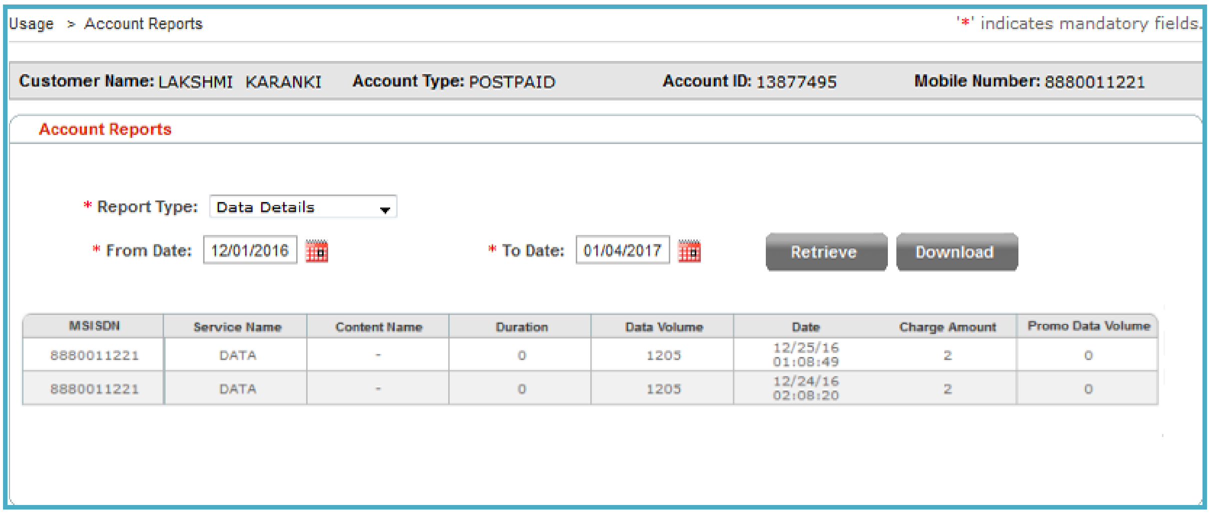
Figure 143:Calls Reports



5. Refer to the **Calls** report to the following table for more information

Field	Description
Report Type	Select report type from the drop down menu
From Date	Select from date using calendar
To Date	Select to date using calendar
Date	Displays date when call was raised
Debit/Credit	Displays Debit/ credit type
Amount	Displays amount charged for a call
IVA Tax	Displays the percentage of IVA tax applied on the core balance amount as per the configurations
IEPS Tax	Displays the percentage of IEPS tax applied on the core balance amount as per the configurations
User	Displays the name of the user
Transaction Type	Displays the type of transaction
Promo Amount (RM) / Seconds	Displays the promo amount
Promo Type	Displays the promo type

Figure 144:Data Details



6. Refer to the **Data Details** report to the following table for more information

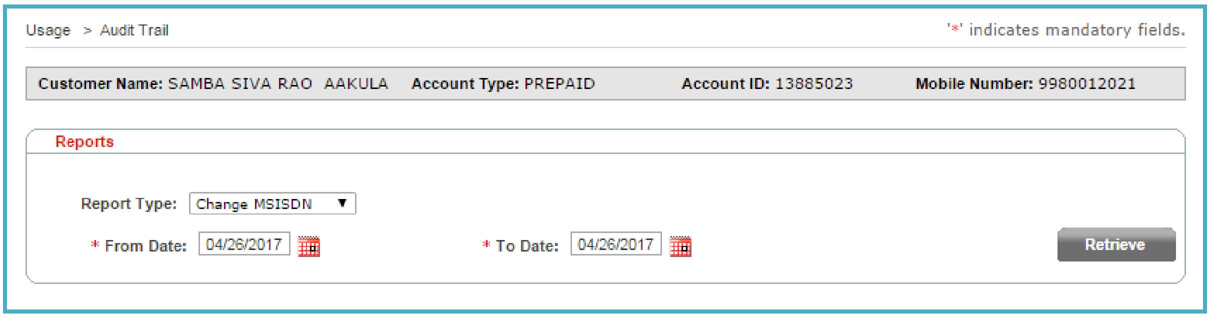
Field	Description
MSISDN	Displays MSISDN number
Service Name	Displays the name of the service
Content Name	Displays the content name
Duration	Displays duration of service usage
Data Volume	Displays volume of the data used
Date	Displays the date and time stamp on which the data is used
Charge Amount	Displays the amount that has been charged
Promo Data Volume	Displays volume of the promo data

10.8 Audit Trial

Audit Trail tracks the user access and modifications made to the business critical system configurations for individual MSISDN. The Customer Care UI helps the user to identify the changes and displays the logs with detailed information with specific time period, user, account ID, and account number.

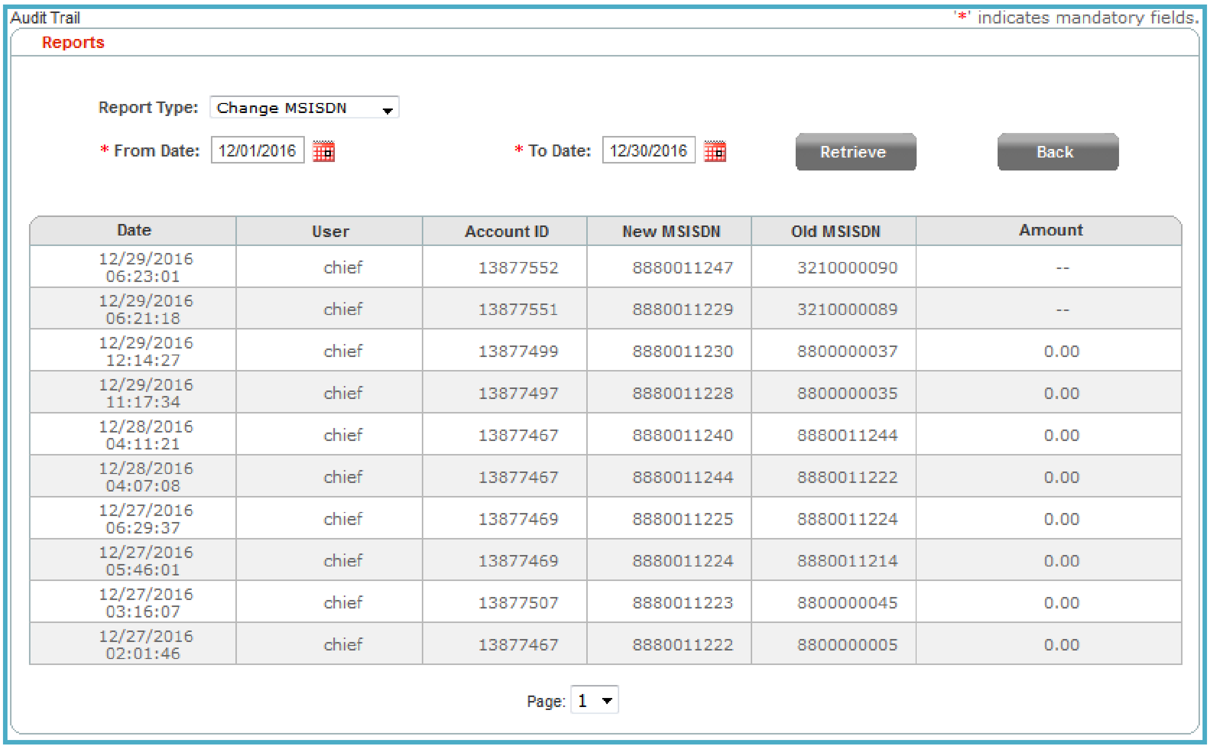
1. Click **Audit Trail**. This will open the **Audit Trail** screen.

Figure 145:Audit Trail



2. A CSR can view reports for Change MSISDN, SIM Swap, Debit Amount, Special Debit Amount, Credit Amount, Top Up, Excess Data Usage, and Auto Top Up.
3. Below are the Audit Reports screens :
    - Change MSISDN
    - SIM Swap
    - Debit Amount
    - Special Debit Amount
    - Credit Amount
    - Top Up
    - Excess Data Usage
    - Auto Top Up

Figure 146:Change MSISDN Report screen

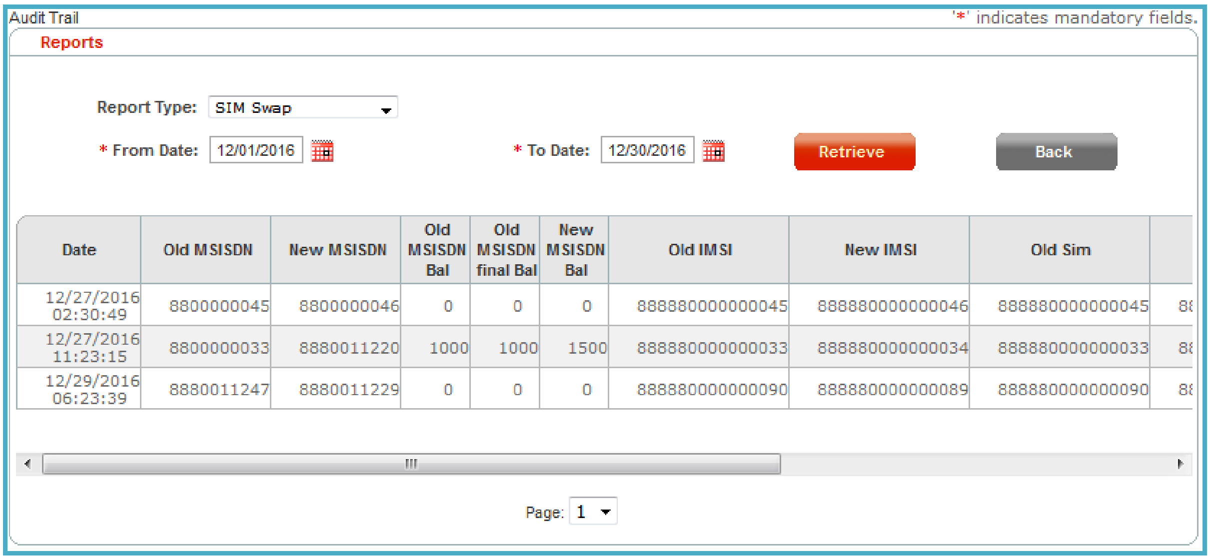


Date	User	Account ID	New MSISDN	Old MSISDN	Amount
12/29/2016 06:23:01	chief	13877552	8880011247	3210000090	--
12/29/2016 06:21:18	chief	13877551	8880011229	3210000089	--
12/29/2016 12:14:27	chief	13877499	8880011230	8800000037	0.00
12/29/2016 11:17:34	chief	13877497	8880011228	8800000035	0.00
12/28/2016 04:11:21	chief	13877467	8880011240	8880011244	0.00
12/28/2016 04:07:08	chief	13877467	8880011244	8880011222	0.00
12/27/2016 06:29:37	chief	13877469	8880011225	8880011224	0.00
12/27/2016 05:46:01	chief	13877469	8880011224	8880011214	0.00
12/27/2016 03:16:07	chief	13877507	8880011223	8800000045	0.00
12/27/2016 02:01:46	chief	13877467	8880011222	8800000005	0.00

4. Refer to the following table for more information:

Field	Description
Report Type	Select report type from the drop down
From Date	Select from date using calendar
To Date	Select to date using calendar
Date	Displays the date on which the MSISDN number is changed
User	Displays the user name whose MSISDN number is changed
Account ID	Displays the account ID by which the MSISDN number is changed
New MSISDN	Displays the new MSISDN number which is changed
Old MSISDN	Displays the old MSISDN number which is changed
Amount	Displays the amount which belongs to subscriber's account

Figure 147:SIM Swap Report Screen

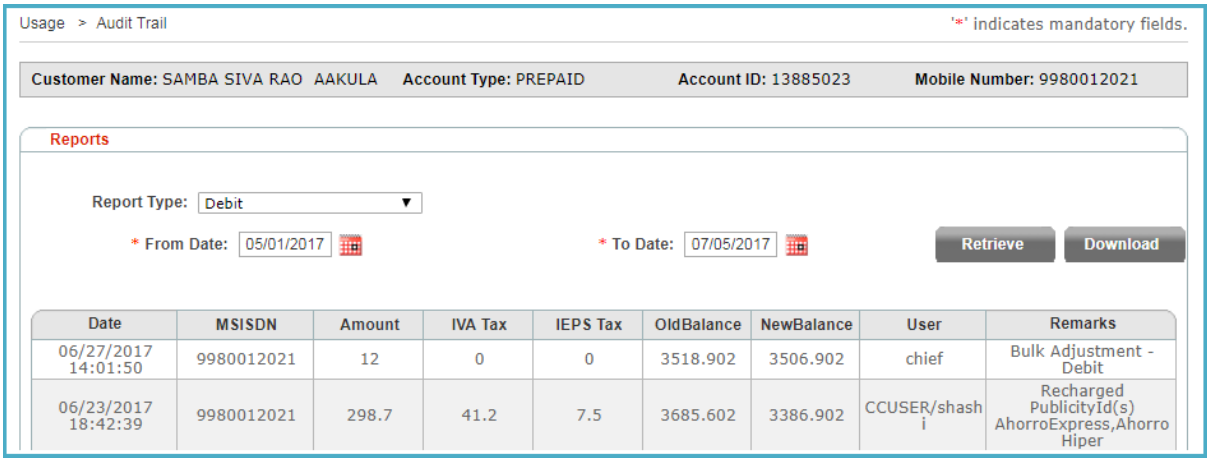


5. Refer to the following table for more information

Field	Description
Report Type	Select report type from the drop down
From Date	Select from date using calendar
To Date	Select to date using calendar
Date	Displays the date on which the SIM is swapped
Old MSISDN	Displays the old MSISDN number on which the SIM is swapped
New MSISDN	Displays the new MSISDN number on which the SIM is swapped

Old MSISDN Bal	Displays the old MSISDN number balance on which the SIM is swapped
Old MSISDN final Bal	Displays the old MSISDN number final balance on which the SIM is swapped
New MSISDN Bal	Displays the new MSISDN number balance on which the SIM is swapped
Old IMSI	Displays the old IMSI number on which the SIM is swapped
New IMSI	Displays the new IMSI number on which the SIM is swapped
Old SIM	Displays the old SIM number on which SIM is swapped

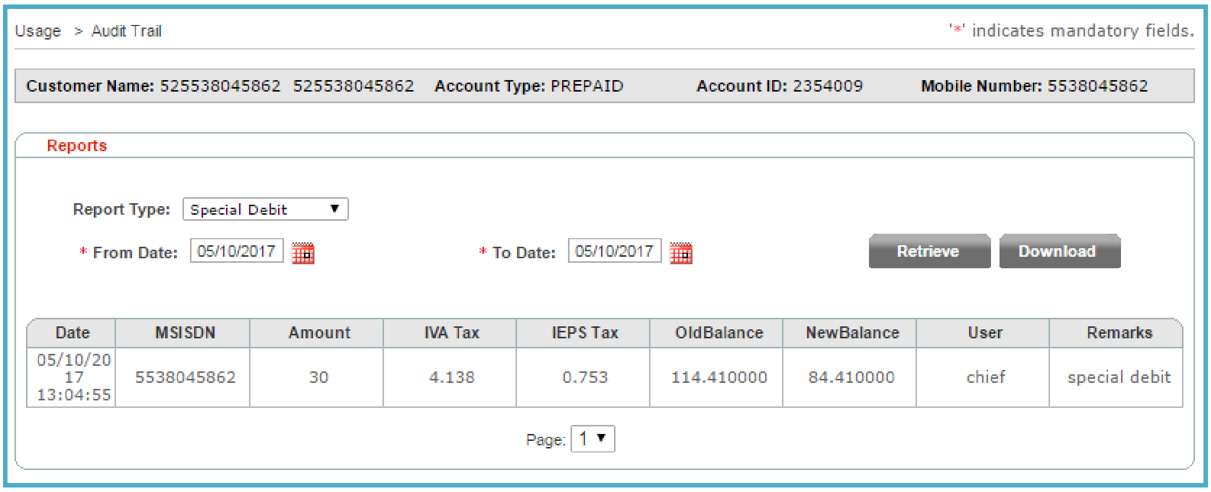
Figure 148:Debit Report Screen



6. The Debit Reports screen fields are described in the table below.

Field	Description
Report Type	Select report type from the drop down
From Date	Select from date using calendar
To Date	Select to date using calendar
Date	Displays the date on which the amount is debited
MSISDN	Displays the MSISDN number on which the amount is debited
Amount	Displays the MSISDN amount which is to be debited
IVA Tax	Displays the amount of IVA tax applied on the transaction
IEPS Tax	Displays the amount of IEPS tax applied on the transaction
Old Balance	Displays the old balance amount which is debited
New Balance	Displays the new balance amount which is debited
User	Displays the user name by which the amount is debited
Remarks	Displays the remarks relevant to transactions (which includes API information).

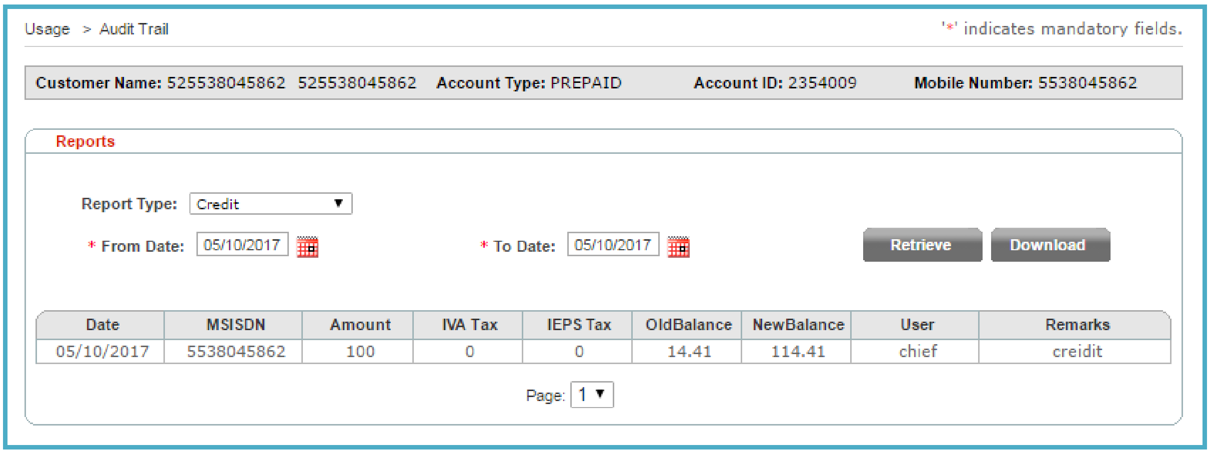
Figure 149:Special Debit Report Screen



7. The Special Debit Reports screen fields are described in the table below.

Field	Description
Report Type	Select report type from the drop down
From Date	Select from date using calendar
To Date	Select to date using calendar
Date	Displays the date on which the amount is debited
MSISDN	Displays the MSISDN number on which the amount is special debited
Amount	Displays the total special debited amount
IVA Tax	Displays the amount of IVA tax applied on the transaction
IEPS Tax	Displays the amount of IEPS tax applied on the transaction
Old Balance	Displays the old balance amount which is debited
New Balance	Displays the new balance amount which is debited
User	Displays the user name by which the amount is debited
Remarks	Displays the remarks entered by the user

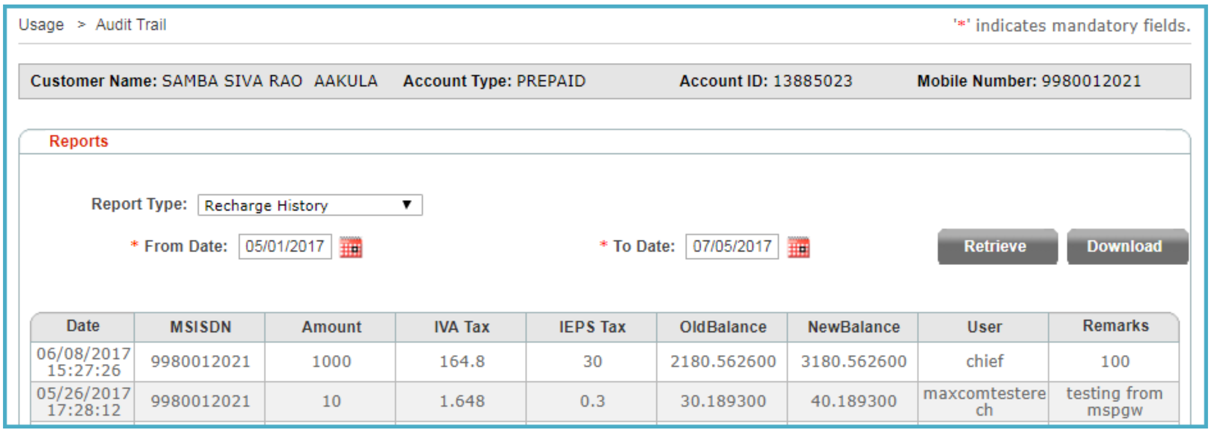
Figure 150:Credit Report Screen



8. The Credit Reports screen fields are described in the table below:

Field	Description
Report Type	Select report type from the drop down
From Date	Select from date using calendar
To Date	Select to date using calendar
Date	Displays the date on which the amount is created
MSISDN	Displays the MSISDN number on which the amount is credited
Amount	Displays the MSISDN amount
IVA Tax	Displays the amount of IVA tax applied on the transaction
IEPS Tax	Displays the amount of IEPS tax applied on the transaction
Old Balance	Displays the old balance which is credited
New Balance	Displays the new balance which is credited
Amount	Displays the total amount which is credited
User	Displays the user name by which the account is credited
Remarks	Displays by whom the remarks are entered

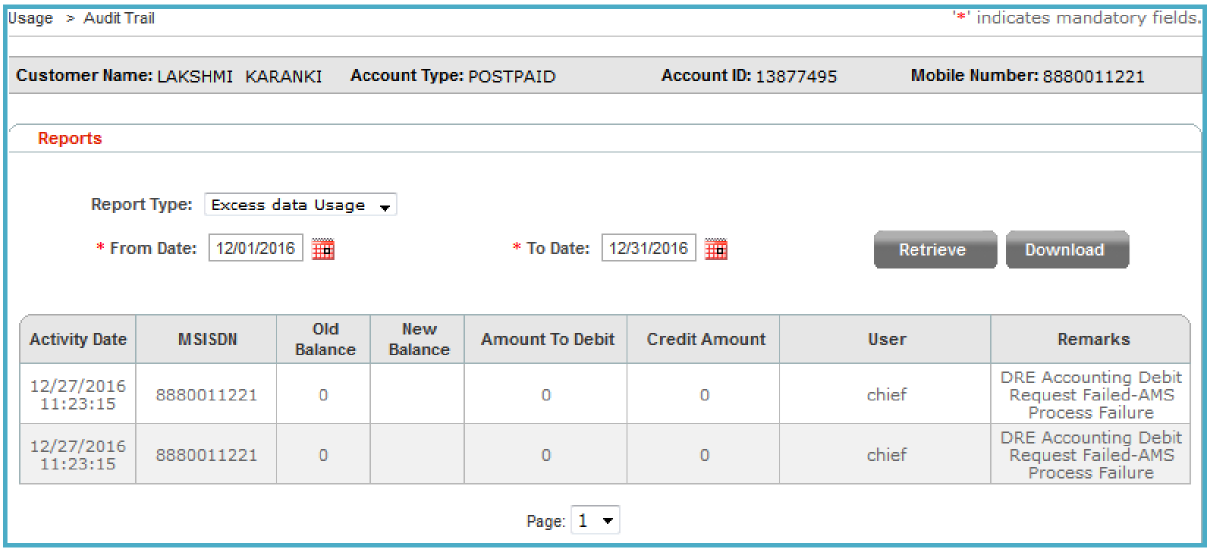
Figure 151:Recharge History Report Screen



9. The Recharge History Reports screen fields are described in the table below:

Field	Description
Report Type	Select report type from the drop down
From Date	Select from date using calendar
To Date	Select to date using calendar
Date	Displays the date on which the amount is created
MSISDN	Displays the MSISDN number on which the amount is credited
Amount	Displays the MSISDN amount
IVA Tax	Displays the amount of IVA tax applied on the transaction
IEPS Tax	Displays the amount of IEPS tax applied on the transaction
Old Balance	Displays the old balance which is credited
New Balance	Displays the new balance which is credited
User	Displays the user name by which the account is credited
Remarks	Displays by whom the remarks are entered

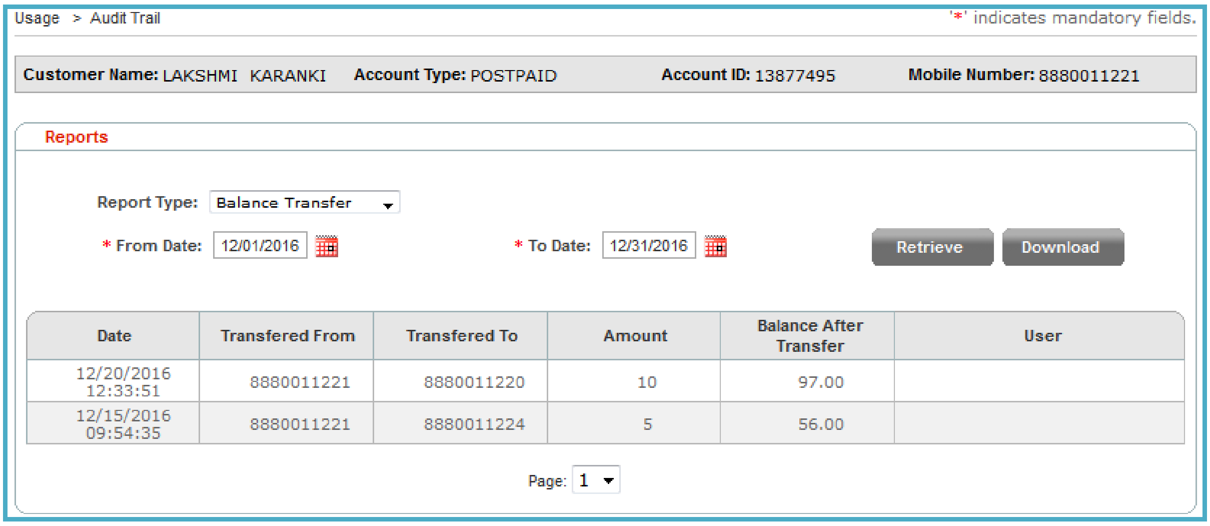
Figure 152:Excess Data Usage



10. The Excess Data Usage Reports screen fields are described in the table below:

Field	Description
Report Type	Select report type from the drop down
From Date	Select from date using calendar
To Date	Select to date using calendar
Activity Date	Displays the date on which the datais used
MSISDN	Displays the MSISDN number
Old Balance	Displays the old balance
New Balance	Displays the new balance which is credited
Amount to Debit	Displays the amount to be debited
Credit Amount	Displays the amount to be credited
User	Displays the name of the user
Remarks	Displays the user comments

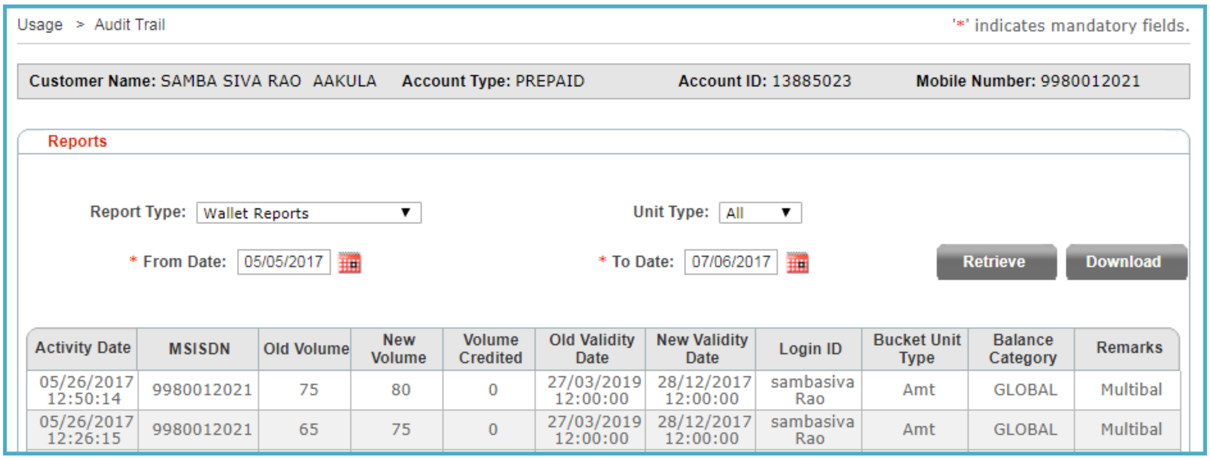
Figure 153:Balance Transfer



11. The Balance Transfer Reports screen fields are described in the table below:

Field	Description
Report Type	Select report type from the drop down
From Date	Select from date using calendar
To Date	Select to date using calendar
Date	Displays the date on which the amount is created
Transferred From	Displays the MSISDN number from which the balance gets debited
Transferred To	Displays the MSISDN amount to which the balance gets credited
Amount	Displays the amount to be transferred
Balance After Transfer	Displays the remaining balance post tranfer transaction
User	Displays the name of the user

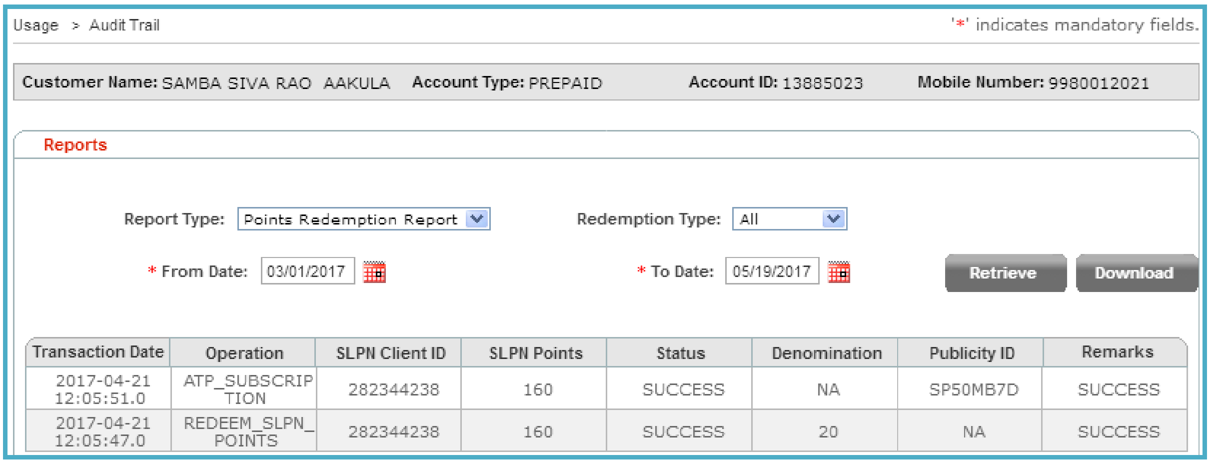
Figure 154:Wallet Reports



12. The Wallet Reports screen displays information with the following fields:

Field	Description
Activity Date	Displays date on which the recharge performed
MSISDN	Displays MSISDN of the subscriber to which recharge is performed.
Old Volume	Displays old volume (balance) of the subscriber
New Volume	Displays new volume (balance) of the subscriber
Volume Credited	Displays amount credited to the subscriber account
Old Validity Date	Displays validity date for the old balance
New Validity Date	Displays validity date for the new balance
Login ID	Displays login identification number of the CSR
Bucket Unit Type	Displays bucket unit type such as Voice, Data, Global and SMS ***Note: Volume** of the subscriber account is assessed w.r.t **Bucket Unit Type***
Balance Category	Displays bucket balance category such as Voice, Data, Global and SMS. **Note: Bucket Unit Type** information is relevant to the **Balance Category** type
Remarks	Displays remarks (such as name of the API) assigned to the transaction.

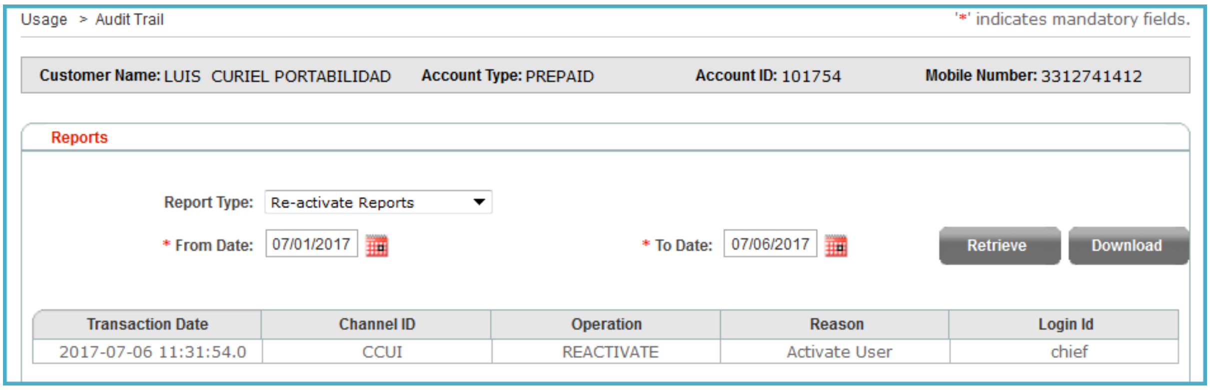
Figure 155:Point Redemption Report



13. The Point Redemption Reports screen displays information with the following fields:

Field	Description
Transaction Date	Displays date on which the transaction performed
Operation	Displays type of the subscription (operation) made by CSR
SLPN Client ID	Displays SLPN Client identification number of the subscriber
SLPN Points	Displays SLPN accumulated Points
Status	Displays status of the transaction
Denomination	Displays recharge amount
Publicity ID	Displays Publicity ID of the transaction
Remarks	Displays remarks relevant to the transaction

Figure 156: Reactivate Reports

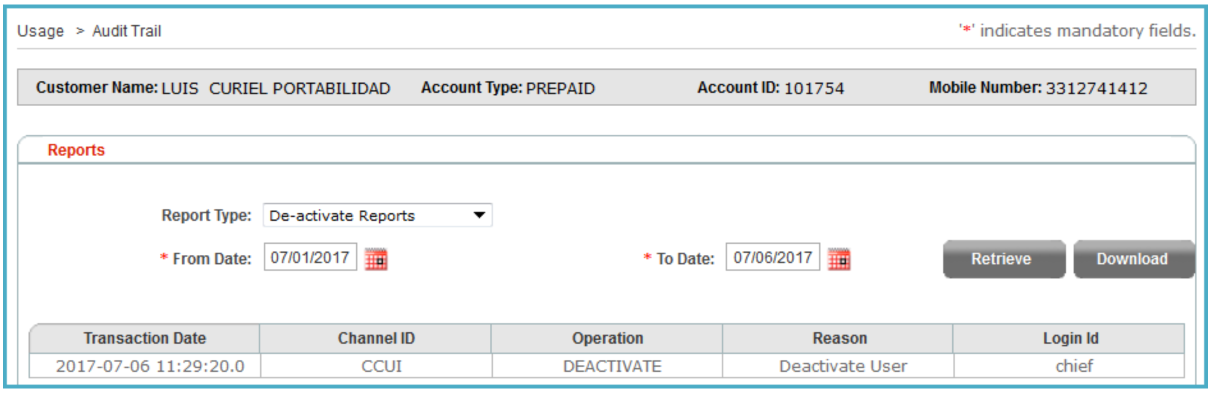


14. The Reactivate Reports screen displays information with the following fields:

Fields	Description
Transaction Date	Displays date on which the transaction performed
Channel ID	Displays Channel ID through which the transaction made

Operation	Displays operation type
Reason	Displays reasons assigned to the operation **Note:** The Reasons which displayed here is same as the reasons which specified/assigned during the account reactivation. For more information, refer Account Summary→Re-activate Account
Login ID	Displays login identification number of the CSR

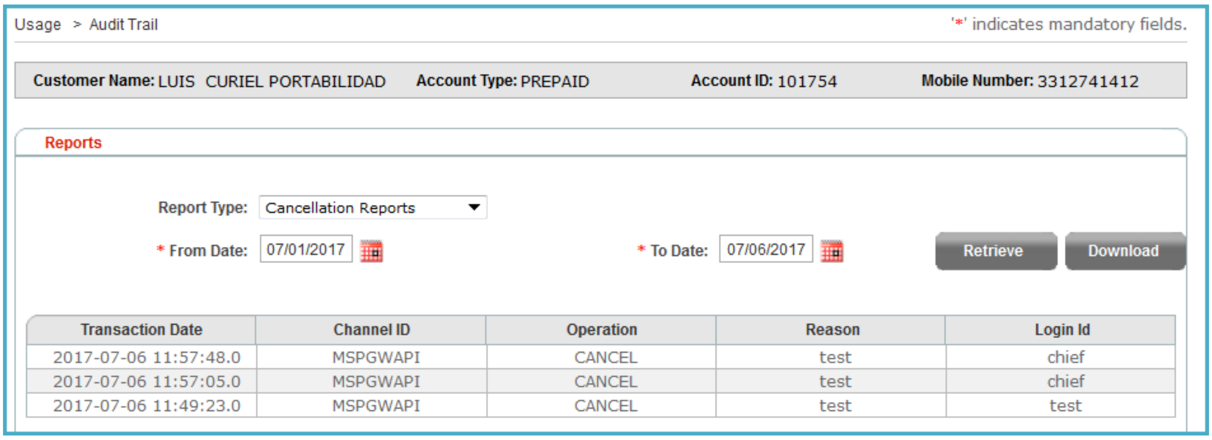
Figure 157: De-Activate Reports



15. The Deactivate Reports screen fields are described in the table below

Fields	Description
Transaction Date	Displays date on which the transaction is performed
Channel ID	Displays Channel ID through which the transaction is made
Operation	Displays operation type
Reason	Displays reasons assigned to the operation
Login ID	Displays login ID of the CSR

Figure 158:Cancellation Report



16. The Cancellation Report screen fields are described in the table below

Fields	Description
Transaction Date	Displays date on which the transaction is performed
Channel ID	Displays Channel ID through which the transaction made
Operation	Displays operation type
Reason	Displays reasons assigned to the operation
Login ID	Displays login ID of the CSR

10.9 Tariff Plan History

Tariff plan history would retrieve the transactions related to tariff plans history for specific MSISDN.

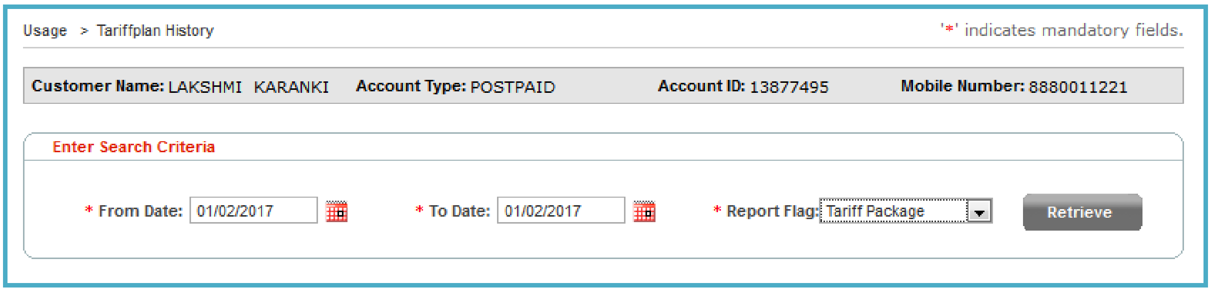
The list of report flag types are as follows :

- Tariff Package
- Additional Tariff Plan
- CA ATP
- Services
- Data Plans

To View Tariff Plan :

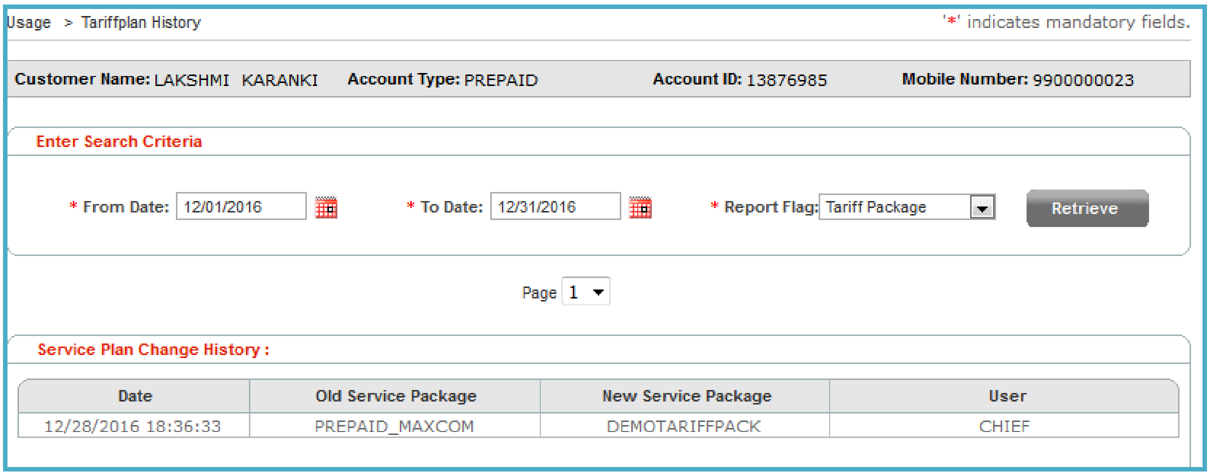
1. Click **Tariff Plan History**. This will open **Tariff Plan History** screen as shown below

Figure 159:Tariff Plan History



2. Select the specific date range using **From Date** & **To Date** calendar.
3. Click on **Retrieve** button.The report would get displayed as shown below

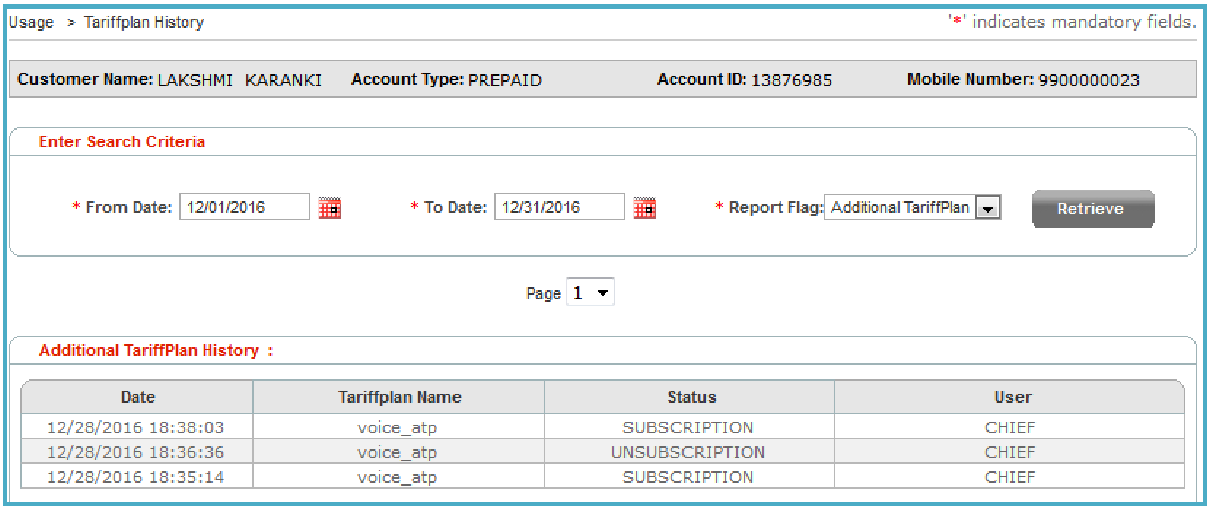
Figure 160:Tarrif Package



4. The Tarrif Package screen displays information with the following fields

Field	Description
From Date	Select from date using date picker
To Date	Select to date using date picker
Report Flag	Select Report Flag from drop down menu
Date	Displays the date and time stamp on which service plan is changed
Old Service Package	Displays the old service package name
New Service Package	Displays the new service package name
User	Displays the name of the user

Figure 161:Additional Tariff Plan



5. The Additional Tariff Plan screen displays information with the following fields

Field	Description
From Date	Select from date using date picker
To Date	Select to date using date picker
Report Flag	Select Report Flag from drop down menu
Date	Displays the date and time stamp on which service plan is created
Tariffplan Name	Displays the Tariffplan name
Status	Displays the subscription status
User	Displays the name of the user

Figure 162:Services

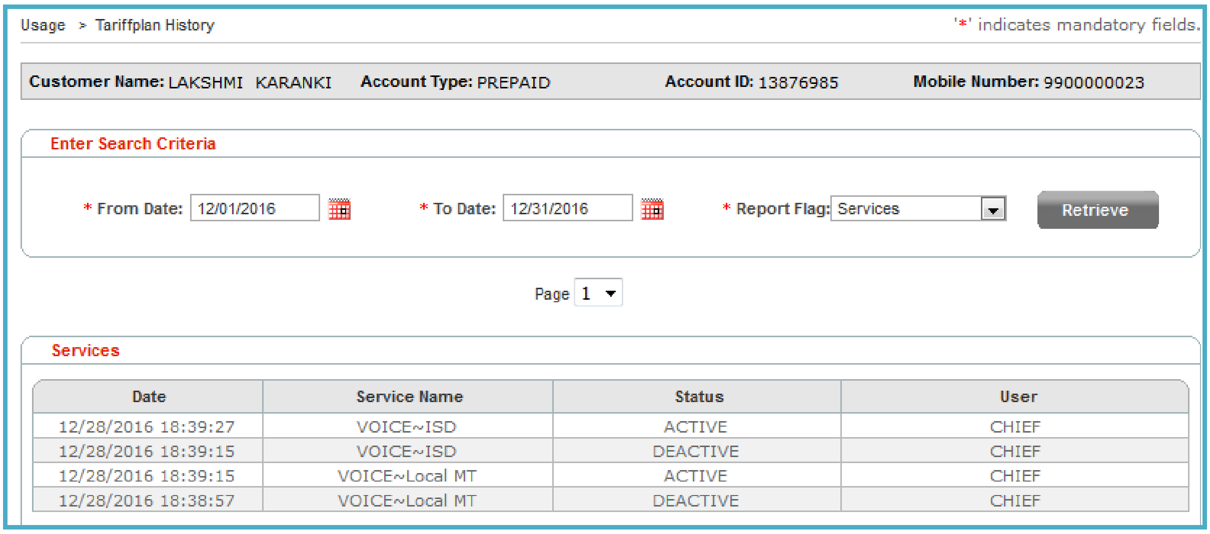
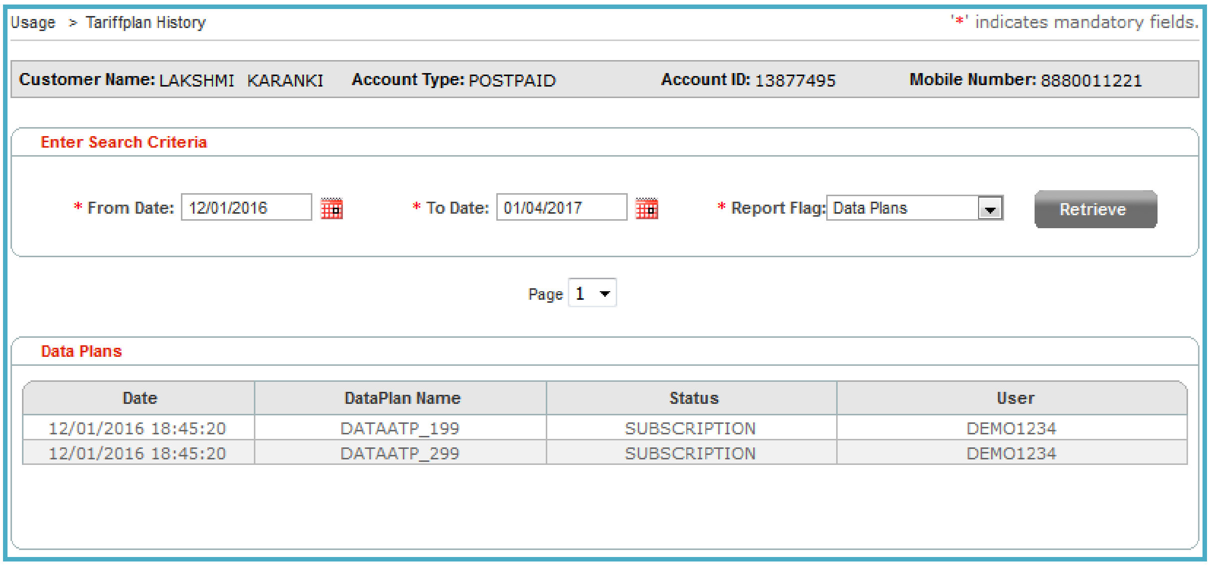


Figure 163:Data Plans



6. The Data Plan screen displays information with the following fields

Field	Description
From Date	Select from date using date picker
To Date	Select to date using date picker
Report Flag	Select Report Flag from drop down menu
Date	Displays the date and time stamp on which service plan is created
DataPlan Name	Displays the DataPlan name
Status	Displays the subscription status
User	Displays the user name

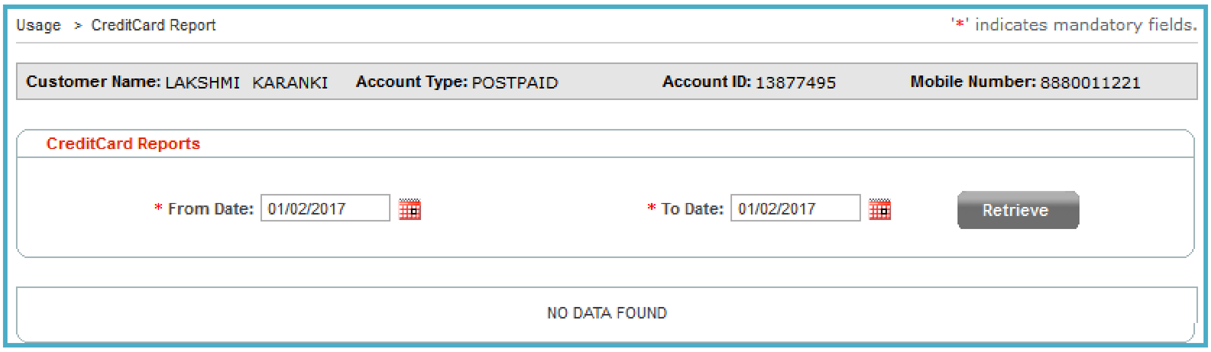
10.10 Credit Card Reports

Credit Card Reports feature allows the user to retrieve the transaction records of the registered credit card. These card details are registered in fund source management.

To register credit card details:

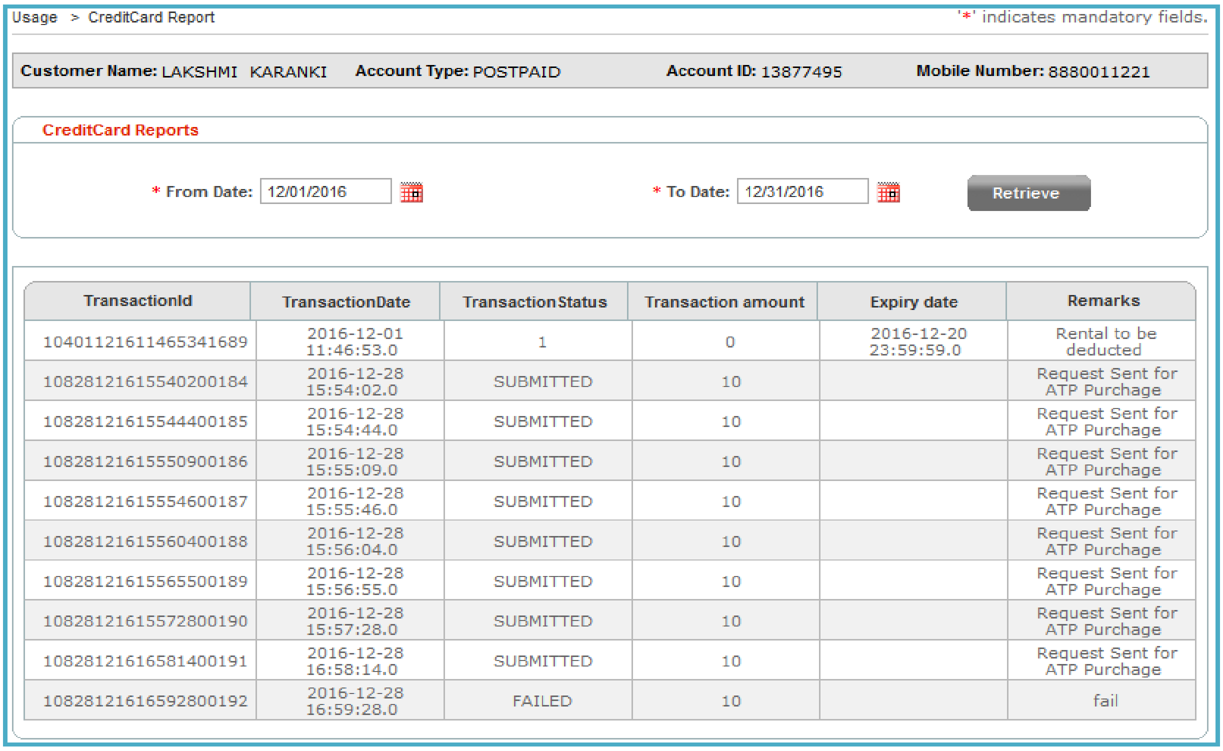
1. Click **Credit Card Reports**.This will open **Credit Card Reports** screen as shown below

Figure 164:Credit Card Reports



2. Select the specific date range using **From Date** & **To Date** calendar.
3. Click on **Retrieve** button.The report would get displayed as shown below

Figure 165:Credit Card Generated Report



TransactionId	TransactionDate	TransactionStatus	Transaction amount	Expiry date	Remarks
10401121611465341689	2016-12-01 11:46:53.0	1	0	2016-12-20 23:59:59.0	Rental to be deducted
10828121615540200184	2016-12-28 15:54:02.0	SUBMITTED	10		Request Sent for ATP Purchage
10828121615544400185	2016-12-28 15:54:44.0	SUBMITTED	10		Request Sent for ATP Purchage
10828121615550900186	2016-12-28 15:55:09.0	SUBMITTED	10		Request Sent for ATP Purchage
10828121615554600187	2016-12-28 15:55:46.0	SUBMITTED	10		Request Sent for ATP Purchage
10828121615560400188	2016-12-28 15:56:04.0	SUBMITTED	10		Request Sent for ATP Purchage
10828121615565500189	2016-12-28 15:56:55.0	SUBMITTED	10		Request Sent for ATP Purchage
10828121615572800190	2016-12-28 15:57:28.0	SUBMITTED	10		Request Sent for ATP Purchage
10828121616581400191	2016-12-28 16:58:14.0	SUBMITTED	10		Request Sent for ATP Purchage
10828121616592800192	2016-12-28 16:59:28.0	FAILED	10		fail

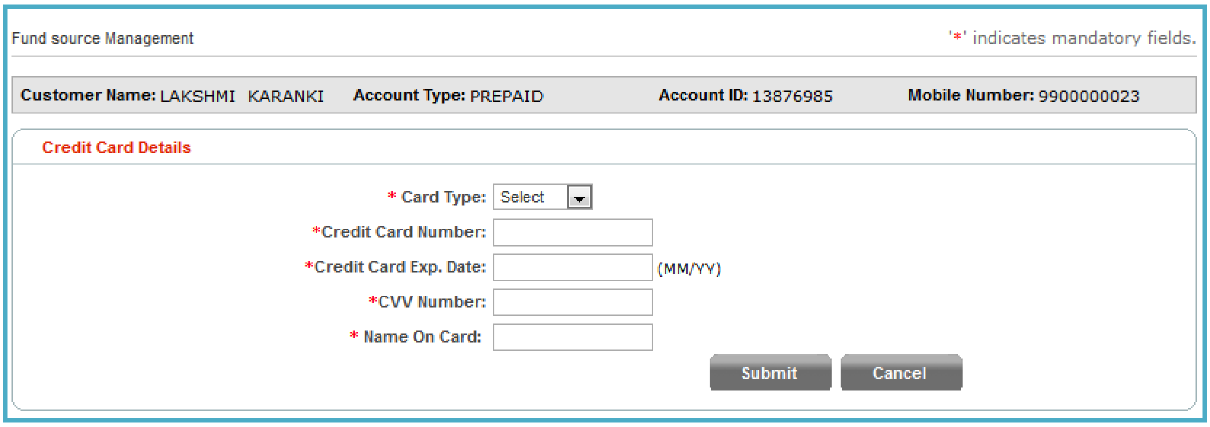
4. The **Credit Card Report** screen displays information with the following fields.

Field	Description
From Date	Select from date using calendar Select to date using calendar
To Date	Select to date using calendar
Transaction ID	Displays unique ID with refference transaction performed
Transaction Date	Displays transaction date ,on which the transaction performed
Transaction Status	Displays status of the transaction performed • Submitted • Failed
Transaction Amount	Displays amount to be paid for the transaction to be performed
Expiry Date	Displays expiry date of the transaction
Remarks	Displays remarks entered by the user

11 Funds Source Management

Funds Source Management feature allows to capture the subscribers credit card details for future usage.

Figure 166:Fund Source Management



1. Refer the following table for more information:

Field	Description
Customer	Displays subscriber name.
Account Type	Displays the account type. Currently, the services are provided only for prepaid subscriber account type.
Account ID	Displays Accounyt ID of the customer.
Mobile Number	Displays the mobile number of the subscriber.
Card Type	Select a card type from the drop down menu
Credit Card Number	Enter the 16 digit credit card number in the field
Credit Card Exp Date	Enter credit card expiry date
CVV Number	Enter 3 digit number
Name On Card	Enter name on the card

2. Click on **Submit** to save the credit card details.
3. Click on **Cancel** to go back to the services screen.

12 Appendix - Acronyms and Conventions

Sl.No.	Acronym	Definition
1.	MNP	Mobile Number Portability
2.	GMLC	Gateway Mobile Location Centre
3.	CSR	Customer Care Representatives
4.	GSM	Global System for Mobile Communications
5.	SMS	Short Message Service
6.	MMS	Multimedia Messaging Service
7.	MSISDN	Mobile Subscriber Integrated Services Digital Network Number
8.	SIM	Subscriber Identity Module
9.	IMSI	International Mobile Subscriber Identity
10.	USSD	Unstructured Supplementary Service Data
11.	PUK	Personal Unblocking Key
12.	LBS	Location Based Services
13.	GMLC	Gateway Mobile Location Centre
14.	SUPL	Secure User Plane Location
15.	CA	Community Account
16.	FNF	Friends and Family
17.	MNP	Mobile Number Portability
18.	NRIC	National Registration Identity Card
19.	CTC	Critical Note
20.	PTP	Promise to Pay
21.	ATP	Additional Tariff Plan