



# Mobile Service Platform Customer Care User Manual

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## **Disclaimer**

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## 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.



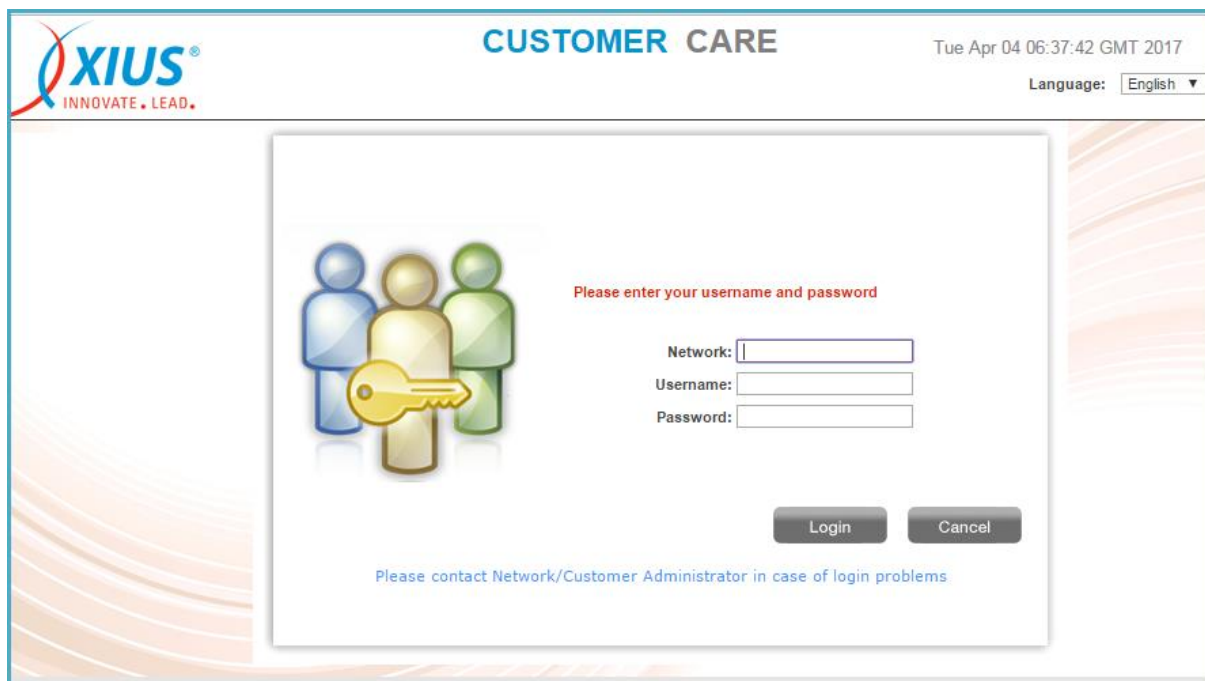
## 2 Logging In

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:

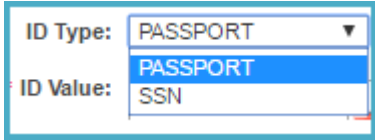
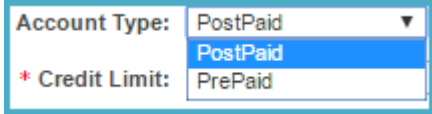
1. In the **Home** page, on left side, click the **Add New Customer** tab. The **Add New Customer** page opens.

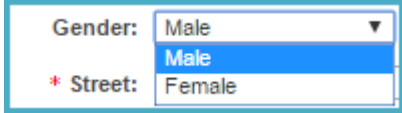
Figure 3: Add New Customer

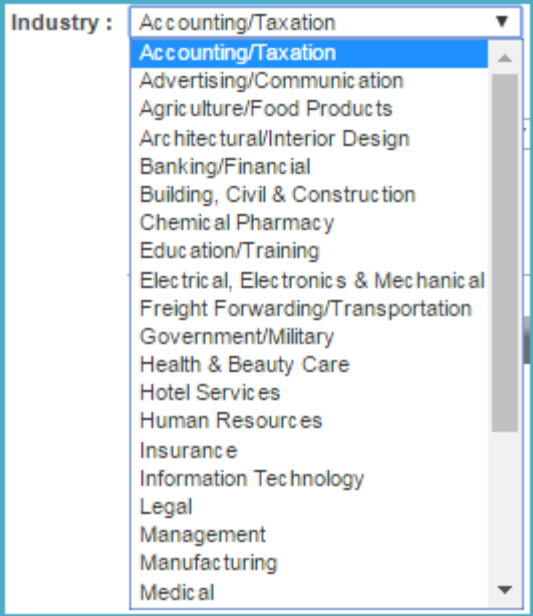
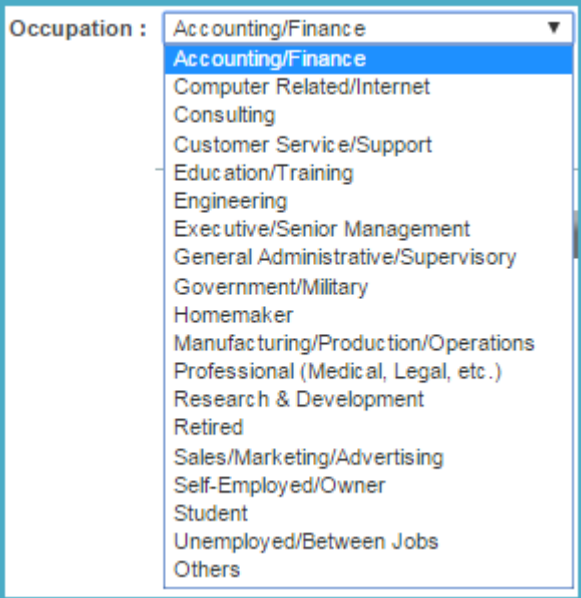
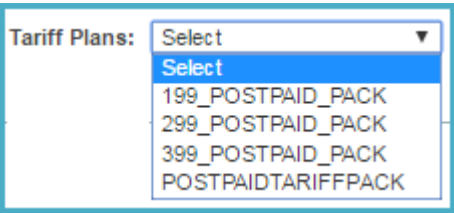
2. In the Add New Customer page, specify the information needed to create an account in CCUI.

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	<p>Select the personal identification Type from the drop down list (National ID /Passport).</p> 
ID Value	Specify the identification value of the subscriber.
Date of Birth	<p>Select Date of Birth of the subscriber from the drop down list.</p> <p><b>Note:</b> <i>The minimum age of a subscriber is restricted to 18.</i></p>
SIM	Specify the SIM Number of the subscriber. Click <b>Validate</b> verify the SIM number
Account Type	<p>Select the account type such as <b>Prepaid</b> or <b>Postpaid</b> from the list.</p>  <p><b>Note:</b> <i>If you select <b>Postpaid</b>, the <b>Credit Limit</b> and <b>Bill Cycle</b> fields appear.</i></p>
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	<p>Select the gender of the subscriber (Male or Female).</p> 
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.

	
Monthly Income	Select the monthly income of the subscriber from drop down list.
Occupation	<p>Select the occupation name of the subscriber from drop down list.</p> 
Tariff Plans	<p>Select the service plan of the subscriber.</p> 

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**

Welcome chief,

**Customer Care**

Please search for a customer by entering the customer Last Name, MSISDN, Account ID or ID Type and ID Value. To create a new customer, click on Add New Customer button.

Last Name:

MSISDN:

Account ID:

SIM:

ID Type:

ID Value:

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

Figure 6: Search screen results

Enter Search Criteria

Last Name:

MSISDN:

Account ID:

ID Type:

ID Value:

Page : 1 Rows: 10

Please click on the MSISDN to continue :

First Name	Last Name	ID Type	ID Value	MSISDN	Account Type	Status
LAKSHMI	KARANKI	PASSPORT	MVNOGHANA	<a href="#">5220000400</a>	PrePaid	Transit
LAKSHMI	KARANKI	PASSPORT	MVNOGHANA	<a href="#">5220000401</a>	PrePaid	Transit
ANUSHA	ANU	PASSPORT	ANU123	<a href="#">5252200404</a>	PrePaid	Transit
ANUSHA	ANU	PASSPORT	ANU123	<a href="#">5252200405</a>	PrePaid	Transit
LAKSHMI	KARANKI	PASSPORT	LAKS123	<a href="#">5252200321</a>	PrePaid	Transit
SHASHI	SHASHI	PASSPORT	SHASHI123	<a href="#">5252200322</a>	PrePaid	Transit

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

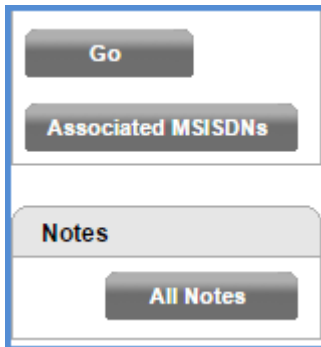
The associated MSISDNs functionality allows the user to check if subscriber's account is associated with any other MSISDNs.

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**

The image shows the 'View Customer Care' screen. At the top, there is a header with the XIUS logo, the text 'CUSTOMER CARE', and links for 'Logout', 'User Preferences', 'Add Note', and 'Print'. Below the header is a navigation bar with tabs: 'Account Summary' (selected), 'Account Details', 'Device Info', 'Services', 'Usage', and 'Fund Source Management'. Below the navigation bar is a 'De-Activate Account' button. The main content area is divided into several sections. On the left, there is a 'Search' section with fields for 'Last Name', 'MSISDN', 'Account ID', 'ID Type' (a dropdown menu), and 'ID Value', along with 'Go' and 'Associated MSISDNs' buttons. Below the search section is a 'Notes' section with an 'All Notes' button. The main content area is divided into three main sections: 'Account Summary', 'Tariff Package Details', and 'Balance Details'. The 'Account Summary' section displays 'Customer Name: SHASHI KUMAR', 'Account Type: PREPAID', 'Account ID: 13876964', and 'Mobile Number: 9900000002'. The 'Tariff Package Details' section displays 'Tariff Package Name: PREPAID\_MAXCOM' and a list of 'Tariff Plan Names' including 'voice\_tp'. The 'Balance Details' section displays 'Prepaid Account Balance: 0.00', 'Bucket Account Balance: 4.00', 'Airtime Seconds: 1', 'SMS Messages: 1', 'MMS Messages: 0', 'Data: 100.0 MB', and 'Number Of Calls: 1'. Below these sections is a 'Device Info' section with a table showing MSISDN, Status, Activation Date, Expiration Date, and Tariff Package Name.

MSISDN	Status	Activation Date	Expiration Date	Tariff Package Name
9900000002	Active	--	01/31/2017	PREPAID_MAXCOM

### 3 Menu Bar

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

Field	Description
<b>Account Summary</b>	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.
<b>Account Detail</b>	CSR can view and modify account, billing, and payment details. CSR can modify Account Status, Replenish, Credit, Debit, and view Service Order history.
<b>Devices Info</b>	CSR can view device information of the current account and modify Prepaid Account Details and Change Mobile Number.
<b>Services</b>	CSR can view, modify, and add services and charges to a prepaid account.
<b>Usage</b>	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
<b>Fund Source Management</b>	CSR can view and save customer credit card details for future 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

The screenshot displays the 'CUSTOMER CARE' application interface. In the top right corner, there are three links: 'Logout', 'User Preferences', and 'Print'. The 'Logout' link is highlighted with a red rectangular box. Below these links, the date and time 'Fri Feb 17 09:20:38 GMT 2017' and the language 'English' with a dropdown arrow are shown. The main content area features a 'Welcome chief,' message and a 'Customer Care' section with a search form. The search form includes fields for 'Last Name', 'MSISDN', 'Account ID', 'ID Type' (a dropdown menu), and 'ID Value', along with 'Search' and 'Cancel' buttons. A sidebar on the left contains buttons for 'Add Customer', 'Audit trail', 'MNP Services', 'Disassociate Order Id', and 'Configurations'.

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

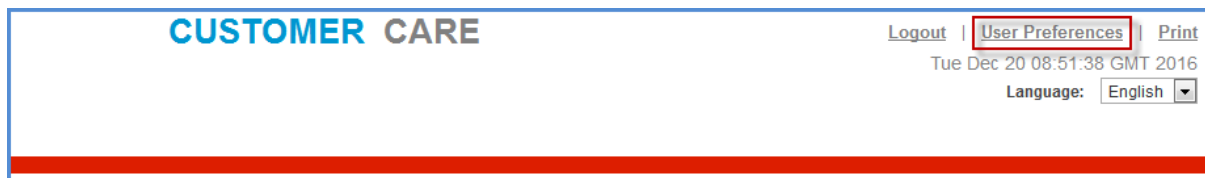
### 4.2 User Preferences – Change Password

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

'\*' indicates mandatory fields.

**User Preferences**

Username: chief

\* Old Password:

\* New Password:

\* Confirm New Password:

**Submit** **Cancel**

**NEW PASSWORD MUST BE SATISFY THE FOLLOWING RULES**

1. Password should contain Minimum length : 4
2. Password should contain Maximum length: 10
3. Password should contain Minimum uppercase characters: 0
4. Password should contain Minimum lowercase characters: 0
5. Password should contain Minimum special characters: 0
6. Password should contain Minimum digits: 0
7. You can reuse previous Password after 1 days

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
- Password should contain Maximum length of 10
- Password should contain Minimum uppercase characters of 0
- Password should contain Minimum lowercase characters of 0
- Password should contain 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.

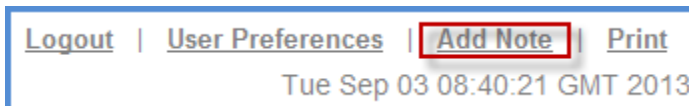
### 4.3 Add Notes

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.

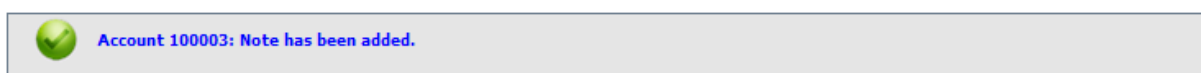
1. Click **Add Note**, to add comments about the customer account.

**Figure 13: Add Note**

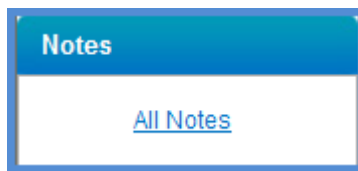


2. Select a note type such as **CTC** (Critical Note) or **PTP** (Promise to Pay).
3. The **Note Date** and **Written by** are displayed.
4. In the **Note** box, enter a note without exceeding 250 characters.
5. Click **Save**, to save the entered comment on customer's name.

**Figure 14: Add New Note**

 A screenshot of the "Add New Note" form. At the top left, it says "Add New Note". Below this, there are three fields: "\* Note Type:" with a dropdown menu showing "Select", "Note Date: 10/31/2013", and "Written by: chief". To the right of these is a large text area labeled "\* Note (Max 250 chars.)". At the bottom right of the form, there are two buttons: "Save" and "Cancel".


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

Figure 17 shows the 'Add New Customer' page in the Customer Care system. The page includes a left navigation bar with buttons for 'Add Customer', 'Audit trail', 'MNP Services', 'Disassociate Order Id', and 'Configurations'. The main content area displays a 'Customer Care' modal window with a search form. The form includes fields for 'Last Name', 'MSISDN', 'Account ID', 'SIM', 'ID Type' (a dropdown menu), and 'ID Value'. A red message at the top of the modal reads: 'Please search for a customer by entering the customer Last Name, MSISDN, Account ID or ID Type and ID Value. To create a new customer, click on Add New Customer button.' At the bottom of the modal are 'Search' and 'Cancel' buttons. The page header includes the XIUS logo, the title 'CUSTOMER CARE', and links for 'Logout', 'User Preferences', and 'Print'. The date and time 'Thu Mar 30 11:19:04 GMT 2017' and a language dropdown set to 'English' are also visible.

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

Figure 18: Add New Customer

Add New Customer > AddNewCustomer \* indicates mandatory fields.

**Add New Customer**

\* First Name:  Gender:

\* Last Name:  \* Country:

Surname:  \* Postal Code (zip):

ID Type:  \* State:

\* ID Value:  \* City:

\* Date of Birth:  Municipality:

\* SIM:   Colony:

Account Type:  \* Street:

\* Credit Limit:  Street Limits:

Bill Cycle Day:  \* Email:

Online Order ID:  Alternate Contact No:

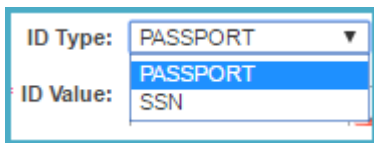
Promotion code:  Industry:

External Number:  Monthly Income:

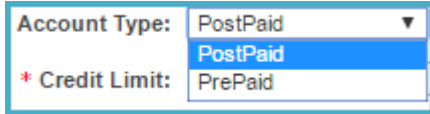
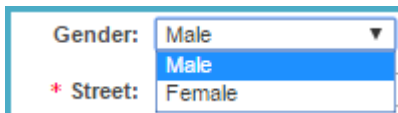
Internal Number:  Occupation:

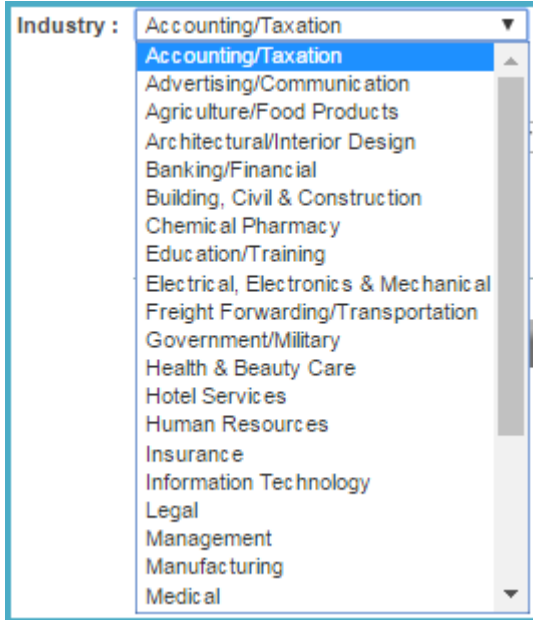
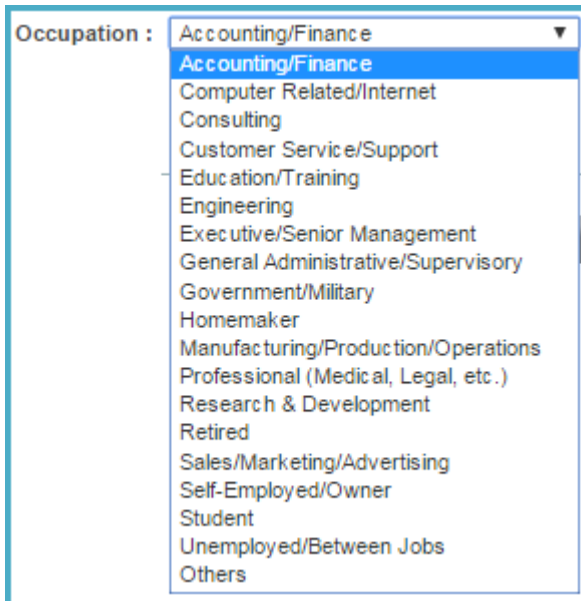
Tariff Plans:

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. <b>Note:</b> The minimum age of a subscriber is limited to 18



SIM	Specify the SIM Number of the subscriber. Click <b>Validate</b> verify the SIM number
Account Type	<p>Select the account type such as <b>Prepaid</b> or <b>Postpaid</b> from the list.</p>  <p><b>Note:</b> If you select <b>Postpaid</b>, the <b>Credit Limit</b> and <b>Bill Cycle</b> fields appear</p>
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	<p>Specify the promotion code of the subscriber.</p> <p><b>Note:</b> The <b>Promotion code</b> length should be more than 16.</p>
External Number	Enter External mobile number of the subscriber
Internal Number	Enter Internal mobile number of the subscriber
Gender	<p>Select the gender of the subscriber (Male or Female).</p> 
Country	Select the country name from drop down list
Postal Code (zip)	<p>Specify the billing address of the ZIP /postal code of the subscriber.</p> <p><b>Note:</b> <b>State, City, Municipality and Colony</b> are populated upon the selection of <b>Postal Code</b></p>
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.

Alternate Contact No	Specify the alternate contact number of the subscriber.
Industry	<p>Select the domain name of the subscriber in which he worked from drop down list.</p> 
Monthly Income	Select the monthly income of the subscriber from drop down list.
Occupation	<p>Select the occupation name of the subscriber from drop down list.</p> 
Tariff Plans	Select the service plan of the subscriber.

	Tariff Plans: <div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #e0e0e0; padding: 2px;">Select</div> <div style="background-color: #e0e0e0; padding: 2px;">Select</div> <div style="padding: 2px;">199_POSTPAID_PACK</div> <div style="padding: 2px;">299_POSTPAID_PACK</div> <div style="padding: 2px;">399_POSTPAID_PACK</div> <div style="padding: 2px;">POSTPAIDTARIFFPACK</div> </div>	
--	--	--

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 TrailScreen

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 retrieve 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** credentials the user interface will get user logged in successfully 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 successfully.
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

The screenshot displays the 'MNP Services' interface. At the top, there's a red header with 'MNP Services' in white. Below this, there are two tabs: 'Port-In Status' (active) and 'Port-In Cancellation'. The main form area is titled 'Port-In Mobile Number'. It contains several input fields: 'Your Current Service Provider' (dropdown menu showing 'CIERTO'), 'ID Type' (dropdown menu showing 'MYKAD'), '\* Name (as per ID):' (text box), 'Email:' (text box), '\* Address1:' (text box), '\* Alternate Contact Number:' (text box with a hyphen), 'Address2:' (text box), 'Country:' (dropdown menu showing 'HOLY SEE (VATICAN)'), 'State:' (dropdown menu showing 'NONE'), 'Postal Code:' (text box), 'Mobile Number(s):' (text box), '\* SIM:' (text box), and '\* Mobile Number:' (text box with a hyphen). At the bottom right of the form, there are two buttons: 'Save | Cancel' (in red text) and a 'Cancel' button (in a grey box).

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

Figure 26: Port-in-Status

The figure consists of two screenshots of a web application interface for port-in status.

The top screenshot is titled "MNP Services > Port-In Status". It features a red header bar with the text "Port-In Status". Below the header, there is a form with a label "\* Mobile Number :" followed by a text input field. At the bottom right of the form are two buttons: "Submit" and "Cancel".

The bottom screenshot is titled "MNP Servicio > Ver Port-In Estado". It features a red header bar with the text "Ver Port-In Estado". Below the header, there is a form with a label "\* Número Móvil:" followed by a text input field. At the bottom right of the form are two buttons: "Enviar" and "Cancelar".

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

The figure shows a screenshot of the "MNP Services" screen. It has a red header bar with the text "MNP Services". Below the header, there are two tabs: "Port-In Status" and "Port-In Cancellation". The "Port-In Cancellation" tab is selected.

The main form area is titled "MNP Services" and "Port-In Mobile Number". It contains the following fields and controls:

- Your Current Service Provider:
- ID Type:
- \* Name (as per ID):
- \* Address1:
- Address2:
- Country:
- Postal Code:
- Email:
- \* Alternate Contact Number:  -
- State:
- Mobile Number(s):
- \* SIM:
- \* Mobile Number:  -

At the bottom of the form, there are two buttons: "Save | Cancel" and "Cancel".



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

**Figure 28: Port-in-Cancellation**

MNP Services > Port-In Cancellation

**Port-In Cancellation**

\* Mobile Number:

(Max 100 chars.)

\* Reason:

Save Cancel

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.

### Type II :

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**

**XIUS**  
INNOVATE. LEAD.

**CUSTOMER CARE**

Logout | User Preferences | Print  
Fri Mar 31 07:47:47 GMT 2017

**MNP Services**

Home

**Port-In Status**

MNP Services > Port-In Mobile Number

**Port-In Mobile Number**

Your Current Service Provider: CIERTO

\* Address1:

Address2:

Country: HOLY SEE (VATICAN)

Postal Code:

\* Mobile Number:

\* Number To Be Ported-In:

Retrieve

\* Name:

Email:

Alternate Contact Number:

State: NONE

\* Portability ID:

SIM:

Port In Cancel

Search

Last Name:

MSISDN:

Account ID:

SIM:

ID Type: Select

ID Value:

Go

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	Specify 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 successfully.
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. **Reference 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)**

MNP Services > Port-In Status

**Port-In Status**

Mobile Number :8974563215  
Reference ID :144170705160400207  
NIP :66666  
Status :Registered

Back Schedule Port-In Cancellation

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

**Figure 33: Port-In Schedule**

MNP Services > Port-In Schedule


**Port-In Schedule**

Mobile Number :8974563215  
Reference ID :144170705160400207  
NIP :66666  
\* Portability ID: 123456

Submit Cancel

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

**Figure 34: Confirmation Message**

 Schedule has done successfully

- Click **Port-in Cancellation** to cancel the existing port-in request at anytime before the request completion.
- 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:

- 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** screen.

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**

**CUSTOMER CARE** Logout | User Preferences | Add Note | Print  
Fri Mar 31 05:02:34 GMT 2017

**Account Summary** | Account Details | Device Info | Services | Usage | Fund Source

[De-Activate Account](#)

Home Account Summary \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: POSTPAID Account ID: 13877495 Mobile Number: 8985746368

**Tariff Package Details**

Tariff Package Name : 299\_POSTPAID\_PACK

**Balance Details**

PostPaid Account Balance: 845.00

**Promotions and Bundles**

Bucket Account Balance: 4.00

Airtime Seconds: 1

SMS Messages: 1

MMS Messages: 0

Data: 100.0 MB

Number Of Calls: 1

**Device Info**

MSISDN	Status	Activation Date	Expiration Date	Tariff Package Name
8985746368	Active	11/21/2016	12/31/2099	299_POSTPAID_PACK

**Search**

Last Name

MSISDN

Account ID

SIM

ID Type

ID Value

Go

**Associated MSISDNs**

**Notes**

test

dsnkfdhk

All Notes

**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 Details

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/prepaid 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**

De-Activate Account

Account Summary > De-Activate Account \* indicates mandatory fields.

Customer Name: SAMBA SIVA RAO    Account Type: PREPAID    Account ID: 13887469    Mobile Number: 9494467894

Account Status: Active

Effective Date: 07/06/2017

Reason: ACTIVATE ▼

De-Activate Account    Cancel

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

Reason:	<div> <div>ACTIVATE USER</div> <div>ACTIVATE USER</div> <div>ACTIVATE</div> <div>ACTIVATE</div> <div>ACTIVATE USER</div> <div>ACTIVATE USER Reason1</div> </div>
---------	--

- 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


**Account De-Activation has been done successfully**

Account Summary \* indicates mandatory fields.

Customer Name: SAMBA SIVA RAO	Account Type: PREPAID	Account ID: 13887469	Mobile Number: 9494467894
-------------------------------	-----------------------	----------------------	---------------------------

**Tariff Package Details**

Tariff Package Name : 290PACK

Tariff Plan Names
BASIC290
TARIFFPLAN

**Balance Details**

Prepaid Account Balance: 1092.00

Promotions and Bundles

Bucket Account Balance: 0.00

Airtime Seconds: 36000

SMS Messages: Unlimited

MMS Messages: 0

Data: 1000.0 MB

Number Of Calls: 0

**Device Info**

MSISDN	Status	Activation Date	Expiration Date	Tariff Package Name
9494467894	Deactive	04/05/2017	10/21/2017	290PACK

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

### 6.3 Re-Activate Account

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

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

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

Figure 41: Re-activate Account

**Re-Activate Account**

Account Summary > Re-Activate Account \*\* indicates mandatory fields.

Customer Name: SAMBA SIVA RAO    Account Type: PREPAID    Account ID: 13887469    Mobile Number: 9494467894

---

Account Status: Deactive

Effective Date: 07/06/2017

Reason:

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

Reason:

- ACTIVATE USER
- ACTIVATE
- ACTIVATE
- ACTIVATE USER
- ACTIVATE USER Reason1

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

 **Account Re-Activation has been done successfully**

Account Summary \*\* indicates mandatory fields.

Customer Name: SAMBA SIVA RAO    Account Type: PREPAID    Account ID: 13887469    Mobile Number: 9494467894

---

**Tariff Package Details**

Tariff Package Name : 290PACK

Tariff Plan Names

- BASIC290
- TARIFFPLAN

**Balance Details**

Prepaid Account Balance: 1092.00

**Promotions and Bundles**

Bucket Account Balance: 0.00

Airtime Seconds: 36000

SMS Messages: UnLimited

MMS Messages: 0

Data: 1000.0 MB

Number Of Calls: 0

---

**Device Info**

MSISDN	Status	Activation Date	Expiration Date	Tariff Package Name
9494467894	Active	04/05/2017	10/21/2017	290PACK

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

The screenshot displays the 'Account Details' screen with the following components:

- Navigation Tabs:** Account Summary, Account Details (active), Device Info, Services, Usage.
- Action Buttons:** Replenish, Credit, Debit, Balance Transfer.
- Account Details Header:**
  - Customer Name: SAMBA SIVA RAO
  - Account Type: PREPAID
  - Account ID: 13887469
  - Mobile Number: 9494467894
- Account Information:**
  - Activation Date: 04/05/2017
  - Account Status: Active
- Billing Information:**
  - \* First Name: SAMBA SIVA
  - \* Last Name: RAO
  - Surname: Aakula
  - Gender: Male
  - \* Country: MEXICO
  - \* Postal Code (zip): 20293
  - \* State: Aguascalientes
  - \* City: Aguascalientes
  - Municipality: Aguascalientes
  - Colony: Versailles 2a Sección
  - \* Street: Liverpool
  - Street Limits: Hyderabad
  - Subscriber Status: ACTIVE
  - \* Date of Birth: 05/10/1992
  - \* Email: samba@xius.xom
  - Alternate Contact No: 9494467801
  - Id Type: PASSPORT
  - Id No: 88888000000118
  - Industry: Accounting/Taxation
  - Monthly Income: 1 - 500
  - Occupation: Homemaker
  - External Number:
  - Internal Number:
- Balance Details:**
  - Prepaid Account Balance: 1092.00
  - [Promotions and Bundles](#)
  - Bucket Account Balance: 0.00
  - Airtime Seconds: 36000
  - SMS Messages: UnLimited
  - MMS Messages: 0
  - Data: 1000.0 MB
  - Number Of Calls: 0
- Buttons:** Save, Cancel

This feature allows a CSR to perform below actions :

- Credit
- Debit
- Balance Transfer
- Gift Bundles

**Figure 45: Account Details**

Account Details \*' Indicates mandatory fields.

---

**Customer Name:** SAMBA SIVA RAO **Account Type:** PREPAID **Account ID:** 13887469 **Mobile Number:** 9494467894

---

**Account Information**

Activation Date: 04/05/2017 Account Status: Active

---

**Billing Information**

\* First Name:

\* Last Name:

Surname:

Gender:

\* Country:

\* Postal Code (zip):

\* State:

\* City:

Municipality:

Colony:

\* Street:

Street Limits:

Subscriber Status: ACTIVE

\* Date of Birth:

\* Email:

Alternate Contact No:

Id Type:

Id No:

Industry:

Monthly Income:

Occupation:

External Number:

Internal Number:

**Balance Details**

Prepaid Account Balance: 1092.00

[Promotions and Bundles](#)

Bucket Account Balance: 0.00

Airtime Seconds: 36000

SMS Messages: Unlimited

MMS Messages: 0

Data: 1000.0 MB

Number Of Calls: 0

### 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 Account 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. <b>Note:</b> <i>State, City, municipality and Colony are populated upon the selection of</i>
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

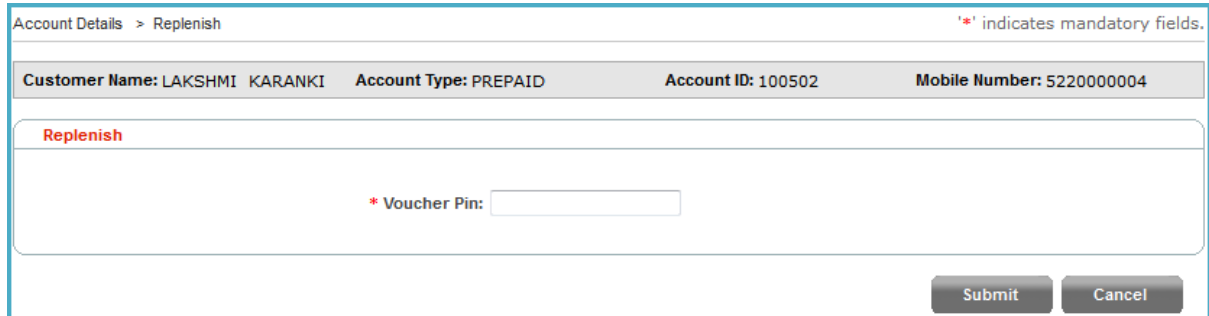
The Recharge screen allows a CSR to process replenishments for a subscriber through the Customer Care UI.

**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

Account Details > Credit '\*' indicates mandatory fields.

---

Customer Name: LAKSHMI KARANKI    Account Type: POSTPAID    Account ID: 13877495    Mobile Number: 8985746368

---

**Credit**

PostPaid Account Balance: 845.00

Account Status: Active

Current Validity Date: 12/29/2099

Current Grace Period End Date: 12/30/2099

Current Expiry Date: 12/31/2099

\* Amount To Credit :

\* Comment: (Max 250 chars.)

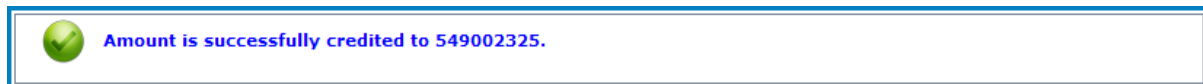
3. The Credit Amount table consists of following fields as shown below

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



- 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:

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

Figure 50: Debit Amount

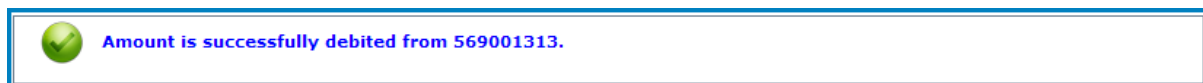
- The Debit Amount in Account Details screen includes the fields described in the table below.

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

- 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**



- 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:

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

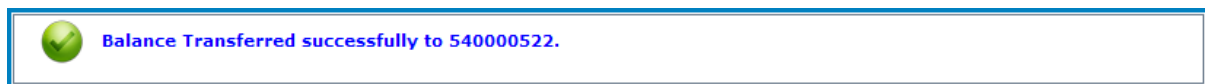
**Figure 52: Balance Transfer Screen**

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

Account Details > Gift Bundles \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: POSTPAID    Account ID: 13877495    Mobile Number: 8985746368

---

**Gift Bundles**

\* Destination MSISDN:

\* Bundle Name:

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 successfully. 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

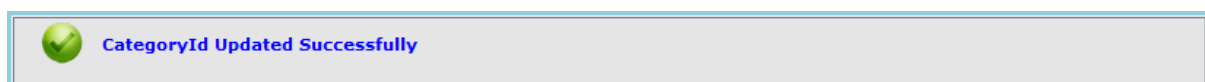
**Figure 56: Category ID**

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	Displays activation date of the SIM

Status	<p>Current status of the mobile phone; one of the following:</p> <ul style="list-style-type: none"> <li>• Associated – Device is currently associated to the subscriber's account and active in the billing system</li> <li>• Suspended – Device is currently de-provisioned from the network at the request of the subscriber</li> <li>• Expired – Device is de-provisioned from the network and set to be canceled unless the account is replenished during the specified grace period</li> <li>• Pending – Phone cannot be activated until all of the information required for network provisioning has been provided</li> <li>• Canceled – Device is de-provisioned from the network.</li> </ul>
--------	--

### 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 available in two types.

#### Type I :

This feature allows the user to retrieve preferred mobile number and select a relevant mobile number while submitting 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.

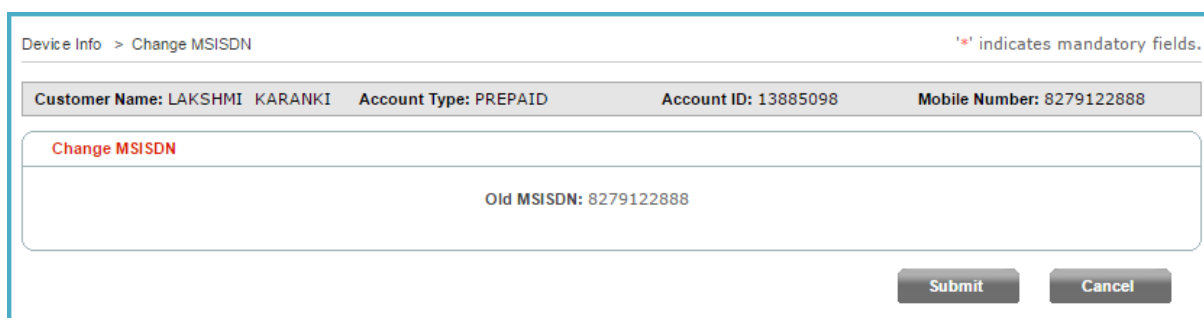
### **Type II :**

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

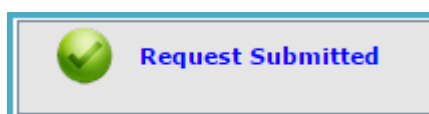
To change MSISDN:

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 successfully. 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

Device Info > SIM Swap \*\* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 100502    Mobile Number: 5220000004

**SIM Swap**

Old SIM: 334035220000004    \* New SIM: 334035220000005

Save    Cancel

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

Device Info > PUK Details \*\* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 100502    Mobile Number: 5220000004

**Personal Unblocking Key(PUK Details)**

Note:-If PUK not available, then PUK1 or PUK2 displayed as N/A.

IMSI: 334035220000004  
PUK1: N/A  
PUK2: N/A

Cancel

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 <b>Retrieve</b> , 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

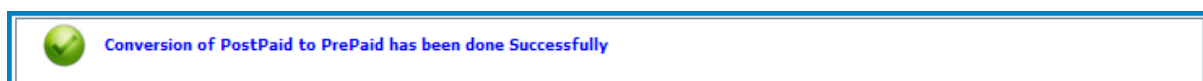
below

**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**

Services > Service Catalogs \* indicates mandatory fields.

Customer Name: PRASAD VANKAYALA    Account Type:    Account ID: 100525    Mobile Number: 569001313

**Catalog Information**

<b>Images Service</b> Subscription Amount:3.00 Subscription Type:Pay per Use <a href="#">Get Content</a>	<b>Audio</b> Subscription Amount:4.00 Subscription Type:Pay per Use <a href="#">Get Content</a>	<b>Video</b> Subscription Amount:3.00 Subscription Type:Pay per Use <a href="#">Get Content</a>	<b>Crbt</b> Subscription Amount:3.00 Subscription Type:Monthly <a href="#">Get Content</a>
<b>Audiotest</b> Subscription Amount:2.00 Subscription Type:Monthly <a href="#">Get Content</a>	<b>Test</b> Subscription Amount:2.00 Subscription Type: <a href="#">Get Content</a>		

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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

Services > Service Catalogs \*\* indicates mandatory fields.

Customer Name: PRASAD VANKAYALA Account Type: POSTPAID Account ID: 107476 Mobile Number: 111004976

**Catalog Information**

Audio  
Subscription Amount: 4.00  
Subscription Type: Pay per Use  
[Get Content](#)

mp3 songs  
[Get Content](#)

## 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

Services > LBS Services \*\* indicates mandatory fields.

Customer Name: PRASAD VANKAYALA Account Type: Account ID: 100525 Mobile Number: 569001313

**LBS Service Provisioning**

**Subscribed Services**

>>

<<

**Unsubscribed Services**

**Services to be Subscribed (Service Name#Charge)**

FNF service 1#1000  
 pikjojo#100  
 siva#21  
 sname2#5.2

>>

<<

**Subscribed Services**

FNF service 1#1000#TRUE

Recurring Flag : TRUE

GMLC Profile: ABC

SUPL Profile: SUP

\* Default GMLC Address: Test1

\* Default SUPL Address: Test2

Submit Cancel

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**

Services > CA Plans '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877497    Mobile Number: 9701328361

CA Plans	Rental Period	Activation Fee	Rental Amount
<a href="#">ca plan 199</a>	UNLIMITED	0	0.00

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

**Figure 71: CA Plans View**

Services > CA Plans '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877497    Mobile Number: 9701328361

Service Plan Name

- Missed\_call\_alerts
- Voice\_sp
- CALL\_ALERT
- CRBT
- sms\_sp
- CALL\_ALERT
- voicesrvcpn
- FNF\_SP
- CUG\_SP
- data\_en

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- 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 create Community Account CA Plan is mandatory

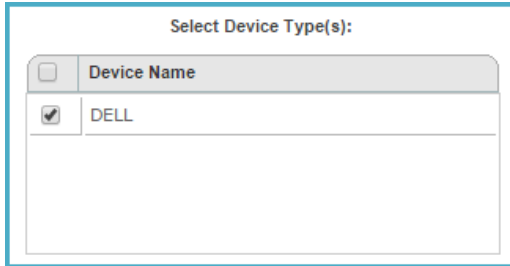
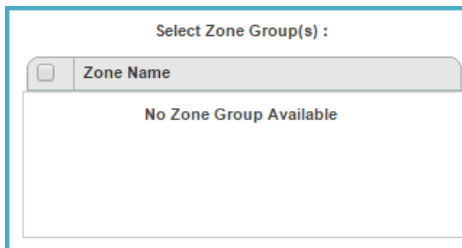
To create a community account, do the following:

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

**Figure 72: Community account screen**

- 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 <b>Yes</b> 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. <ul style="list-style-type: none"> <li>• CA Balance</li> <li>• Account Balance</li> <li>• Both</li> </ul>
Iterative	Select Iterative type as <b>Yes</b> , to carry forward the remaining account balance to the next month. <b>Note:</b> 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 successfully.



CA Group Created Successfully

### 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 successfully the below screen is displayed

**Figure 73: Community Account**

Services > CommunityAccount '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: PREPAID Account ID: 13877557 Mobile Number: 98657412310

**Community Account**

Manage Child Delete CA Group TopUp

Prepaid Account Balance: 0.00

\* CA Group Name: SRISHTI

CA Plan Name: ca\_plan\_199

Group Validity Date: 11/16/2026

Use Parent Service: ☐ Yes ☒ No

Select Device Type(s):

Device Name
<input checked="" type="checkbox"/> DELL

Allow Balance: ☐ CA Balance ☐ Account Balance ☒ Both

Iterative: ☐ Yes ☒ No

Child Default Limit: ☐ Yes ☒ No

Select Zone Group(s):

Zone Name
No Zone Group Available

Parent CA Balance

Service Name	Unit Type	Units
VOICE_COMMON	Sec	1000
SMS_COMMON	Msg	100
DATA_COMMON	Kb	10240

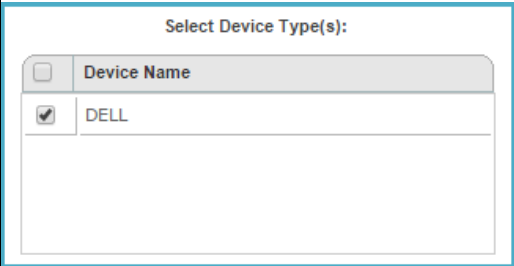
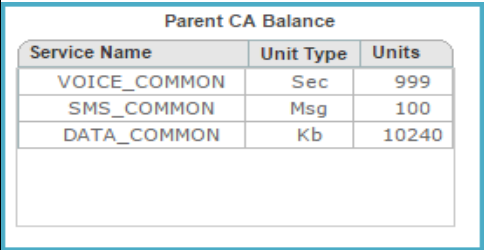
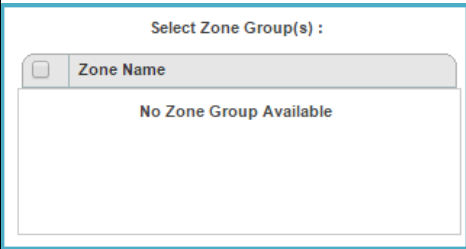
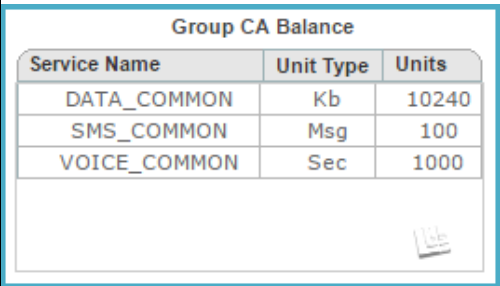
Group CA Balance

Service Name	Unit Type	Units
SMS_COMMON	Msg	100
VOICE_COMMON	Sec	1000
DATA_COMMON	Kb	10240

Submit

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 Community Account group name of the subscriber's account
CA Plan Name	Specify the Community Account Plan name
Group Validity Date	Specify group validity date

Select Device Type	<p>Select device type</p> 
Parent CA Balance	<p>Select Parent CA balance service name</p> 
Use Parent Service	Select use parent service as Yes/No
Use Parent Service	Select the Use Parent Service option
Iterative	Select the option as either
Allow Balance	Select the Allow Balance option
Iterative	Select Iterative type from the drop down list
Child Default Limit	Select the Child Default Limit from the drop down
Zone Name	<p>Select Zone name</p> 
Group CA Balance	<p>Select group CA balance from the given list</p> 

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

Figure 74: Manage Child

Services > CommunityAccount \*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**Community Account**

No Childs mapped to this account

**Add Child**

- 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

Services > CommunityAccount \*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**CA Plans**

\* Mobile Number: 8279122888

Allow Balance: ☐ Account Balance ☐ CA Balance ☒ Both

Use Parent Core Balance: ☐ Yes ☒ No

Use Parent CA Balance: ☐ Yes ☒ No

Use Parent BucketBalance: ☐ Yes ☒ No

Use Own Bucket Balance: ☒ Yes ☐ No

Select Device Type(s):

☒ Device Name

☒ DELL

Select Zone Group(s):

☐ Zone Name

No Zone Group Available

Child Units Mapping:

Service Name	Unit Type	Units	Max.Transfer Units	Parent Remaining Units	Unit Value
VOICE_COMMON	Sec	1000	10	1000	2
SMS_COMMON	Msg	100	1	100	0
DATA_COMMON	Kb	10240	102	10240	10

Child Limits Mapping:

Service Name	Unit Type	Units	Max.Transfer Units	Max Transferrable Units	Limits
VOICE_COMMON	Sec	1000	10	10	1
SMS_COMMON	Msg	100	1	1	0
DATA_COMMON	Kb	10240	102	102.4	0

**Submit**    **Cancel**

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 Child Limits mapping

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

**Figure 76: Child Added Successfully**

Services > CommunityAccount '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877497    Mobile Number: 9701328361

**Community Account**

Child List:

- ☐ 8279122888
- ☐ 3210071839

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



Figure 77: Add Child

Services > Community Account '\*' indicates mandatory fields.

---

**Customer Name:** LAKSHMI KARANKI **Account Type:** PREPAID **Account ID:** 13877497 **Mobile Number:** 9701328361

---

**CA Plans**

\* Mobile Number:

Allow Balance: ☐ Account Balance ☐ CA Balance ☒ Both

Use Parent Core Balance: ☐ Yes ☒ No

Use Parent CA Balance: ☐ Yes ☒ No

Use Parent BucketBalance: ☐ Yes ☒ No

Use Own Bucket Balance: ☒ Yes ☐ No

Select Device Type(s):

☐ Device Name ☐ Zone Name

☐ DELL

No Zone Group Available

Child Units Mapping:

Service Name	Unit Type	Units	Max.Transfer Units	Parent Remaining Units	Unit Value
VOICE_COMMON	Sec	1000	10	998	<input type="text" value="0"/>
SMS_COMMON	Msg	100	1	100	<input type="text" value="0"/>
DATA_COMMON	Kb	10240	102	10240	<input type="text" value="0"/>

Child Limits Mapping:

Service Name	Unit Type	Units	Max.Transfer Units	Max Transferrable Units	Limits
VOICE_COMMON	Sec	1000	10	8	<input type="text" value="0"/>
SMS_COMMON	Msg	100	1	1	<input type="text" value="0"/>
DATA_COMMON	Kb	10240	102	102.4	<input type="text" value="0"/>

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

Figure 78: Modify Child Screen

Services > CommunityAccount \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: PREPAID Account ID: 13877497 Mobile Number: 9701328361

**Community Account**

Prepaid Account Balance: 10.00

\* CA Group Name :

CA Plan Name :

Group Validity Date :

Use Parent Service: ☐ Yes ☒ No

Select Device Type(s):

<input type="checkbox"/>	Device Name
<input checked="" type="checkbox"/>	DELL

Select Zone Group(s):

No Zone Group Available

Allow Balance: ☐ CA Balance ☐ Account Balance ☒ Both

Iterative: ☐ Yes ☒ No

Child Default Limit: ☐ Yes ☒ No

**Parent CA Balance**

Service Name	Unit Type	Units
VOICE_COMMON	Sec	998
SMS_COMMON	Msg	100
DATA_COMMON	Kb	10240

**Group CA Balance**

Service Name	Unit Type	Units
DATA_COMMON	Kb	10240
SMS_COMMON	Msg	100
VOICE_COMMON	Sec	1000

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

Figure 79: Transfer

Services > CommunityAccount \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: PREPAID Account ID: 13877497 Mobile Number: 9701328361

**Transfer**

	Service Name	Unit Type	Units	Max.Transfer Units	Parent Remaining Units	Unit Value
<input type="checkbox"/>	VOICE_COMMON	Sec	1000	10	998	<input type="text" value="0"/>
<input type="checkbox"/>	SMS_COMMON	Msg	100	1	100	<input type="text" value="0"/>
<input type="checkbox"/>	DATA_COMMON	Kb	10240	102	10240	<input type="text" value="0"/>

### 9.7.2 Top Up

Top up Allows the CSR recharge the child account directly.

**Figure 80: Top Up**

Services > CommunityAccount \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877497    Mobile Number: 9701328361

**TopUp**

Account Balance: 10.0

CA Group Name : XIUSCA\_LAX

Package Name: DEFAULT\_CA\_PACK

	Service Name	Unit Type	Units	TopupCharge
<input type="checkbox"/>	VOICE_COMMON	Sec	1000	10
<input type="checkbox"/>	SMS_COMMON	Msg	100	10
<input type="checkbox"/>	DATA_COMMON	Kb	10240	10

Back    Submit

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

### 9.7.3 Community Account Renewal/Deactivate

The Renewal function enables a user to renew 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**

Services > Community Account \* indicates mandatory fields.

Customer Name: PRASAD VANKAYALA    Account Type:    Account ID: 100525    Mobile Number: 569001313

**Renewal**

Account Balance: (XYZ) 900449

CA Group Name : KRI9STPRR

Package Name: BNRPackage

Back    Submit

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

Services > CA Packages

\* indicates mandatory fields.

Customer Name: PRASAD VANKAYALA	Account Type:	Account ID: 100525	Mobile Number: 569001313
---------------------------------	---------------	--------------------	--------------------------

Package Name	Action
1234567890	<a href="#">View</a>
BNRPackage	<a href="#">View</a>
MoreMoreSMs001	<a href="#">View</a>
MoreSMs001	<a href="#">View</a>
PACKFIVE	<a href="#">View</a>
TalkMore01	<a href="#">View</a>
ca_ussd1	<a href="#">View</a>
ca_ussd2	<a href="#">View</a>
ca_ussd3	<a href="#">View</a>
packageone	<a href="#">View</a>

1 2

## 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**

**CUSTOMER CARE** Logout | User Preferences | Add Note | Print  
Fri Mar 31 11:48:12 GMT 2017

Account Summary Account Details Device Info **Services** Usage Fund Source

Group Swap PostPaid Conversion Service Catalogs LBS Services CA Plans Community Account Data Plans

Home Services > Data Plans \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: PREPAID Account ID: 13877497 Mobile Number: 9701328361

**Mobile Information**

MSISDN: 9701328361 Prepaid Account Balance: 10.00

**Data Plans**

**PayAsGo Plans**

Opt-In Services	Tariff Plan Names	Rental Period	Activation Fee	Rental Amount
<input type="checkbox"/>	PAGDP_ATP	UNLIMITED	10	100

**Volume Plans**

Opt-In Services	Tariff Plan Names	Rental Period	Activation Fee	Rental Amount
<input type="checkbox"/>	DATAATP_199	UNLIMITED	10	100
<input type="checkbox"/>	DATAATP_299	UNLIMITED	10	100
<input type="checkbox"/>	DATAATP_399	UNLIMITED	10	100

Submit Cancel

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

**Figure 86: Data Plans**

**CUSTOMER CARE** Logout | User Preferences | Add Note | Print  
Fri Mar 31 11:48:12 GMT 2017

Account Summary Account Details Device Info **Services** Usage Fund Source

Group Swap PostPaid Conversion Service Catalogs LBS Services CA Plans Community Account Data Plans

Home Services > Data Plans \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: PREPAID Account ID: 13877497 Mobile Number: 8800000035

**Mobile Information**

MSISDN: 8800000035 Prepaid Account Balance: 10.00

**Data Plans**

**PayAsGo Plans**

Opt-In Services	Tariff Plan Names	Rental Period	Activation Fee	Rental Amount
<input type="checkbox"/>	PAGDP_ATP	UNLIMITED	10	100

**Volume Plans**

Opt-In Services	Tariff Plan Names	Rental Period	Activation Fee	Rental Amount
<input type="checkbox"/>	DATAATP_199	UNLIMITED	10	100
<input type="checkbox"/>	DATAATP_299	UNLIMITED	10	100
<input type="checkbox"/>	DATAATP_399	UNLIMITED	10	100

Submit Cancel

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

Services > SMS Buddy '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877497    Mobile Number: 9701328361

**Note :**

- Subscriber's own Mobile Number cannot be added as SMS Buddy list.
- Duplicate SMS Buddy number cannot be added into SMS Buddy list.
- If Service is Un - Subscribed All Mobile Numbers would be deleted.

**SMS Buddy Numbers :**

Existing SMS Buddy Number(s)	Action
7894651320	<a href="#">Change</a>   <a href="#">Delete</a>
8800000041	<a href="#">Change</a>   <a href="#">Delete</a>

[Add SMS Buddy](#)    [History](#)    [Back](#)

- Click **Add SMS Buddy** to view the below screen

Figure 88: Add SMS Buddy

Services > Add SMS Buddy Number '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 100503    Mobile Number: 5220000005

**Note :**

- Subscriber's own Mobile Number cannot be added as SMS Buddy list.
- Duplicate SMS Buddy number cannot be added into SMS Buddy list.
- If Service is Un - Subscribed All Mobile Numbers would be deleted.


**Add SMS Buddy Number :**

New SMS Buddy Number:

[Submit](#)    [Cancel](#)

- New SMS buddy number:** Enter the MSISDN in the provided field.
- 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

 **SMS Buddy Number 7894651320 is added successfully.**



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

Figure 90: SMS Buddy History

Services > SMS Buddy History '\*' indicates mandatory fields.

**Customer Name:** LAKSHMI KARANKI **Account Type:** PREPAID **Account ID:** 100503 **Mobile Number:** 5220000005

**Enter Search Criteria**

\* From Date: 12/20/2016  \* To Date: 12/20/2016  Retrieve Back

**SMS Buddy History**

Date Of Change	New SMS Buddy Number	Old SMS Buddy Number	Amount (RM)	Task name
12/20/2016 17:47:26	5220000009		0	ADD
12/20/2016 11:24:43	5220000006		0	ADD

Page: 1 Total Records: 2

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

Services > FNF Numbers '\*' indicates mandatory fields.

**Customer Name:** LAKSHMI KARANKI **Account Type:** PREPAID **Account ID:** 13877497 **Mobile Number:** 9701328361

**Note :**

- Subscriber's own Mobile Number cannot be added as FnF list.
- Duplicate FnF number cannot be added into FnF list.
- If Service is Un - Subscribed All Mobile Numbers would be deleted.

**FNF Numbers :**

Existing FNF Number(s)	Actions
8800000041	<a href="#">Change</a>   <a href="#">Delete</a>
8800000048	<a href="#">Change</a>   <a href="#">Delete</a>

Add FNF Numbers History Back

3. Enter New FNF Number in the provided field.



Figure 92: Add FNF Numbers

Services > Add FNF Number '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI	Account Type: PREPAID	Account ID: 13877503	Mobile Number: 8800000041
--------------------------------	-----------------------	----------------------	---------------------------

**Note:**

- Subscriber's own Mobile Number cannot be added as FnF list.
- Duplicate FnF number cannot be added into FnF list.
- If Service is Un - Subscribed All Mobile Numbers would be deleted.

**Add FNF Number :**

New FNF Number:

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

Figure 93: FNF Numbers

Services > FNF Numbers '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI	Account Type: PREPAID	Account ID: 100503	Mobile Number: 5220000005
--------------------------------	-----------------------	--------------------	---------------------------

**Mobile Information**

MSISDN: 5220000005      Prepaid Account Balance:(RM) 2807.00

Tariff Package Name	Rental Period	Activation Fee	Rental Amount	Start Date	End Date
PREPAID_TARIFFPACK	MONTHLY	10	0.00	10/25/2016	11/23/2016


Tariff Plan Names	Status
<u>PREPAID_TARIFFPLAN</u>	SUBSCRIBED

Mandatory Additional Tariff Packages	Start Date	End Date

Optional Additional Tariff Packages	Rental Period	Activation Fee	Rental Amount	Start Date	End Date	Status

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

 **FnF Number 124554585 is added successfully.**

Services > FNF Numbers '\*' indicates mandatory fields.

**Customer Name:** RAMSUNDAR B    **Account Type:** POSTPAID    **Account ID:** 105189    **Mobile Number:** 549004449

**Note :**

- Subscriber's own Mobile no cannot be added as FnF list.
- Duplicate FnF number cannot be added into FnF list.
- If Service is Un - Subscribed All Mobile nos would be deleted.

**FnF Numbers :**

Existing FnF Number(s)	Actions
124554585	<a href="#">Change</a>   <a href="#">Delete</a>

[Add FNF Numbers](#)    [History](#)    [Back](#)



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

Figure 95: FNF History

Services > FNF History '\*' indicates mandatory fields.

**Customer Name:** RAMSUNDAR B    **Account Type:** POSTPAID    **Account ID:** 105189    **Mobile Number:** 549004449

**Enter Search Criteria**

\* From Date:      \* To Date:      [Retrieve](#)    [Back](#)

Page : 1    Rows:

**FNF History**

Date	New FnF Number	Old FnF Number	Amount (SAR)	Task name
11/01/2013 16:47:42	124554585		0	ADD

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

**CUSTOMER CARE** Logout | User Preferences | Add Note | Print  
Wed Dec 28 06:23:32 GMT 2016

Account Summary | Account Details | Device Info | **Services** | Usage | Fund Source Management

Group Swap | PostPaid Conversion | Service Catalogs | LBS Services | CA Plans | Community Account | Data Plans

Home | Services '\*' indicates mandatory fields.

Customer Name: TEST K | Account Type: PREPAID | Account ID: 13877467 | Mobile Number: 8880011222

**Mobile Information**  
MSISDN: 8880011222 | Prepaid Account Balance: 0.00

Tariff Package Name	Rental Period	Activation Fee	Rental Amount	Start Date	End Date
199_POSTPAID_PACK	MONTHLY	5	0.00	11/18/2016	

**Tariff Plan Names** | Status  
TARIFFPLAN | SUBSCRIBED

Mandatory Additional Tariff Plans	Start Date	End Date

**Optional Additional Tariff Plans**

Optional Additional Tariff Plans	Rental Period	Activation Fee	Rental Amount	Start Date	End Date	Status
plan_199	UNLIMITED	10	100.00	12/12/2016	01/26/2018	SUBSCRIBED

SMS Buddy | FNF Numbers | **Additional Tariff Plan** | Change Tariff Package | Subscribe Services | Act-Deact Services

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

Figure 97: Additional Tariff Plan without Privilege

Services > Additional Tariff Plan '\*' indicates mandatory fields.

Customer Name: SAMBA SIVA RAO | Account Type: PREPAID | Account ID: 13887469 | Mobile Number: 9494467894

**Mobile Information**  
MSISDN: 9494467894 | Prepaid Account Balance: 1100.00

Selected Tariff Package	Rental Amount
690PACK	0.00

Opt-In Services	Tariff Plan Names	Rental Period	Activation Fee	Rental Amount
<input type="checkbox"/>	1000MB30D	MONTHLY	180	30.00
<input type="checkbox"/>	100MIN30D	MONTHLY	70	50.00
<input type="checkbox"/>	200MIN30D	MONTHLY	100	25.00

Save | Cancel

**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

Services > Additional Tariff Plan \*' indicates mandatory fields.

---

Customer Name: SAMBA SIVA RAO    Account Type: PREPAID    Account ID: 13887469    Mobile Number: 9494467894

---

**Mobile Information**

MSISDN: 9494467894    Prepaid Account Balance: 1092.00

---

Selected Tariff Package	Rental Amount
290PACK	0.00

☒ Allowed ATPs    ☐ Subscribed ATPs

Opt-In Services	Tariff Plan Names	Rental Period	Activation Fee	Rental Amount
<input type="checkbox"/>	1000MB30D	MONTHLY	180	30.00
<input type="checkbox"/>	100MIN30D	MONTHLY	70	50.00
<input type="checkbox"/>	200MIN30D	MONTHLY	100	25.00

**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
<b>Mobile Information</b>	
MSISDN	Displays mobile number (10-digit) of the subscriber.
Prepaid Account Balance	Displays subscriber's prepaid account balance
Selected Tariff Package	Displays name of the tariff package linked to the subscriber's account.
Rental Amount	Displays rental amount paid to the selected tariff package.

4. Additional Tariff Plan displays the following options

Field	Description
Allowed ATP	Select <b>Allowed ATPs</b> to view the ATPs (additional tariff Plan) relevant to the subscriber.
Subscribed ATP	Select <b>Subscribed ATPs</b> to view the list of subscribed Additional Tariff Plans of the subscriber  <b>Note:</b> 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 Tariff 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

**CUSTOMER CARE** Logout | User Preferences | Add Note | Print  
Wed Dec 28 06:23:32 GMT 2016

Account Summary | Account Details | Device Info | **Services** | Usage | Fund Source Management

Group Swap | PostPaid Conversion | Service Catalogs | LBS Services | CA Plans | Community Account | Data Plans

Home | Services \* indicates mandatory fields.

Customer Name: TEST K | Account Type: PREPAID | Account ID: 13877467 | Mobile Number: 8880011222

**Mobile Information**  
MSISDN: 8880011222 | Prepaid Account Balance: 0.00

Tariff Package Name	Rental Period	Activation Fee	Rental Amount	Start Date	End Date
199_POSTPAID_PACK	MONTHLY	5	0.00	11/18/2016	

**Tariff Plan Names** | Status  
TARIFFPLAN | SUBSCRIBED

**Mandatory Additional Tariff Plans** | Start Date | End Date

Optional Additional Tariff Plans	Rental Period	Activation Fee	Rental Amount	Start Date	End Date	Status
plan 199	UNLIMITED	10	100.00	12/12/2016	01/26/2018	SUBSCRIBED

SMS Buddy | FNF Numbers | Additional Tariff Plan | **Change Tariff Package** | Subscribe Services | Act-Deact 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.

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

Figure 101:Change Tariff Package

Services > Change Tariff Package \* indicates mandatory fields.

Customer Name: KALYAN CHAKRAVARTHY KOTHAVARI | Account Type: PREPAID | Account ID: 13877471 | Mobile Number: 8800000009

**Mobile Information**  
MSISDN: 8800000009 | Prepaid Account Balance: 0.00

Select	Tariff Package Name	Activation Fee	Rental Amount
<input type="radio"/>	199_PREPAID_PACK	10	199.00
<input type="radio"/>	299_PREPAID_PACK	10	299.00
<input type="radio"/>	399_PREPAID_PACK	10	399.00
<input type="radio"/>	PREPAIDTARIFFPACK	10	100.00

Save Plan | Back

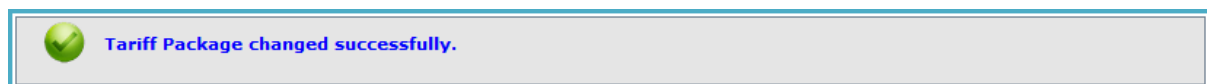
- The **Change Tariff Package** screen displays information with the following fields.

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 additional 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**

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

**Figure 104:Subscribe Services**

Services > Subscribe Services \*\* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI	Account Type: POSTPAID	Account ID: 13877495	Mobile Number: 8880011221
--------------------------------	------------------------	----------------------	---------------------------

**Mobile Information**

MSISDN: 8880011221	PostPaid Account Balance:1000.00
--------------------	----------------------------------

Selected Tariff Package	Rental Amount
POSTPAIDTARIFFPACK	0.00

<b>Opt-In Services</b>	<b>Basic Service - Derived Service</b>
<input type="checkbox"/>	DATA-Local MO

- 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.

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



Figure 105:Subscribe Services and Dara Local MO

Services > Subscribe Services \*\* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI	Account Type: POSTPAID	Account ID: 13877495	Mobile Number: 8880011221
--------------------------------	------------------------	----------------------	---------------------------

**Mobile Information**

MSISDN: 8880011221	PostPaid Account Balance:1000.00
--------------------	----------------------------------

Selected Tariff Package	Rental Amount
POSTPAIDTARIFFPACK	0.00

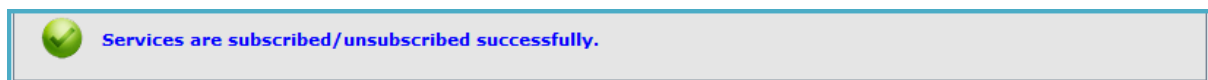
Opt-In Services	Basic Service - Derived Service
<input checked="" type="checkbox"/>	DATA-Local MO

**Please select atleast one ATP for Service Subscription**

	Tariff Package Name	Rental Period	Rental Amount	Activation F
<input type="radio"/>	plan_399	UNLIMITED	100.00	10
<input type="radio"/>	plan_199	UNLIMITED	100.00	10
<input type="radio"/>	ca_plan_199	UNLIMITED	100.00	10
<input type="radio"/>	plan_299	UNLIMITED	100.00	10
<input type="radio"/>	PAGDP_ATP	UNLIMITED	100.00	10

6. Select the radio button next to the **Tariff 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

**CUSTOMER CARE** Logout | User Preferences | Add Note | Print  
Wed Dec 28 06:23:32 GMT 2016

Account Summary | Account Details | Device Info | **Services** | Usage | Fund Source Management

Group Swap | PostPaid Conversion | Service Catalogs | LBS Services | CA Plans | Community Account | Data Plans

Home | Services \* indicates mandatory fields.

Customer Name: TEST K | Account Type: PREPAID | Account ID: 13877467 | Mobile Number: 8880011222

**Mobile Information**  
MSISDN: 8880011222 | Prepaid Account Balance: 0.00

Tariff Package Name	Rental Period	Activation Fee	Rental Amount	Start Date	End Date
199_POSTPAID_PACK	MONTHLY	5	0.00	11/18/2016	

**Tariff Plan Names** | Status  
TARIFFPLAN | SUBSCRIBED

Mandatory Additional Tariff Plans	Start Date	End Date

**Optional Additional Tariff Plans**

plan	Rental Period	Activation Fee	Rental Amount	Start Date	End Date	Status
plan 199	UNLIMITED	10	100.00	12/12/2016	01/26/2018	SUBSCRIBED

SMS Buddy | FNF Numbers | Additional Tariff Plan | Change Tariff Package | Subscribe Services | **Act-Deact Services**

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

Figure 108:Act Deact Services

Services > Act-Deact Services \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI | Account Type: PREPAID | Account ID: 13877499 | Mobile Number: 8800000037

**Mobile Information**  
MSISDN: 8800000037 | Prepaid Account Balance: 165.00

Selected Tariff Package	Rental Amount
199_PREPAID_PACK	199.00

<input checked="" type="checkbox"/>	VOICE-Closed User Group
<input checked="" type="checkbox"/>	VOICE-Friends Family
<input checked="" type="checkbox"/>	SMS-Local MO
<input checked="" type="checkbox"/>	SMS-Local MT
<input checked="" type="checkbox"/>	SMS-STD
<input checked="" type="checkbox"/>	SMS-ISD
<input checked="" type="checkbox"/>	SMS-Closed User Group
<input checked="" type="checkbox"/>	SMS-Friends Family

Save | Cancel

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 successfully
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 Trail
- Tariff Plan History
- Credit Card Reports

### 10.1 Usage

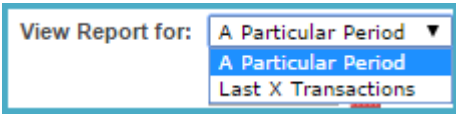
Usage feature allows the CSR to retrieve various kind of reports for the transactions performed by the subscriber

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 <b>View Report for</b> from the drop down list.  <ul style="list-style-type: none"> <li>A Particular Period</li> <li>Last X Transaction</li> </ul>
<b>A Particular Period</b>	
Report Type	Select a <b>Report Type</b> form the drop down list, in order to view the respective report details.

	<div> <div>Report Type: Home Calls</div> <div> <div>Home Calls</div> <div>Roaming Calls</div> <div>FNF_Calls</div> <div>Customer_Group_Calls</div> <div>SMS</div> <div>MMSMO_Calls</div> <div>MMSMT_Calls</div> <div>Data_Detail_Records</div> <div>Personal_Emergency_Calls</div> <div>Video_Calls</div> <div>Roaming_Data</div> </div> </div>
From Date	Select a start date, to view the report details
To Date	Select a end date to view the report details
<b>Last X Transactions</b>	
No. of Transactions	Specify number of transactions to retrieve. <b>Note:</b> This field gets enabled upon the selection of the <b>View Report for as Last X Transactions.</b>

### 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**

The screenshot shows the 'Usage' report interface. At the top, there is a 'Note' section stating: 'Bucket Usage consists of BucketName-BucketType-BucketUsage-BucketCurrentBalance-BucketExpiryDate-BucketAttachedDate-BucketTotalValue.' Below this, there are two dropdown menus: 'View Report for:' set to 'A Particular Period' and 'Report Type:' set to 'Home Calls'. At the bottom, there are two date pickers: '\* From Date:' set to '05/01/2017' and '\* To Date:' set to '05/11/2017'. To the right of these date pickers are two buttons: 'Retrieve' and 'Download'.

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	EPS 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_H2H	MEXICO	5575690006	00:02:00	2.0	.33	.06	VOICE_AMNT	NA	TRAFFIC	0MXX	24/FEB/2018	25/JAN/2018	2MXX
02/02/2018 17:24:09	95551	VOICE	MO-LOCAL_ON- NET_MO_H2H	MEXICO	5575690006	00:01:20	2.0	.33	.06	WAB_CORE_AMT	NA	PROMO	686.342MXX	26/DEC/2026	23/JUL/2017	686.3MXX

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

### Last X Transactions:

- 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

**Usage**

Note:

- Bucket Usage consists of  
BucketName-BucketType-BucketUsage-BucketCurrentBalance-BucketExpiryDate-BucketAttachedDate-BucketTotalValue.

View Report for: Last X Transactions No. of Transactions: 5 x

Retrieve Download

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

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

- 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	EPS 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_H2H	MEXICO	5575690006	00:02:00	2.0	.33	.06	VOICE_AMNT	NA	TRAFFIC	0MXX	24/FEB/2018	25/JAN/2018	2MXX
02/02/2018 17:24:09	95551	VOICE	MO-LOCAL_ON- NET_MO_H2H	MEXICO	5575690006	00:01:20	2.0	.33	.06	WAB_CORE_AMT	NA	PROMO	686.342MXX	26/DEC/2026	23/JUL/2017	686.3MXX

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

- The below table represents the parameters relevant to Bucket Usage reports.

Fields	Description
Date	Displays the date and time stamp of the transaction occurred
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	Displays 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**

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_OIR- NET_NO_IDIR	MEXICO	5578690006	00:02:00	2.0	.33	.06	VOICE_AIRMT	NA	TRAPFC	686.342MXX	24/FEB/2018	25/JAN/2018	2MXX
03/03/2018 17:24:09	95551	VOICE	MO-LOCAL_OIR- NET_NO_IDIR	MEXICO	5578690006	00:01:20	2.0	.33	.06	WAB_CORE_AMT	NA	PRGMD	686.342MXX	26/DEC/2016	23/JAN/2017	686.3MXX

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**

**Usage**

Note:

- Bucket Usage consists of BucketName-BucketType-BucketUsage-BucketCurrentBalance-BucketExpiryDate-BucketAttachedDate-BucketTotalValue.

View Report for:  Report Type:

\* From Date:  \* To Date:

Date	Usage Type	Call Type	Location Name	Phone Number	Duration / Consumption	Total Charges	IVA Tax	IEPS Tax	Bucket Usage	Debit / Credit
05/10/2017 13:20:02	SMS	MO-HomeCall	MEXICO	5517807274	NA	0.98	0.135	0.025	NA-NA-NA-NA-NA-NA	NA

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**

Usage

Note:

- Bucket Usage consists of BucketName-BucketType-BucketUsage-BucketCurrentBalance-BucketExpiryDate-BucketAttachedDate-BucketTotalValue

View Report for:  Report Type:

\* From Date: 05/01/2017 \* To Date: 05/11/2017

Date	Usage Type	Call Type	Location Name	Phone Number	Duration / Consumption	Total Charges	IVA Tax	IEPS Tax	Bucket Usage	Debit / Credit
05/11/2017 15:05:26	VOICE	MO	MEXICO	9092000222	00:01:00	1.00	0.138	0.025	NA-NA-NA-NA-NA-NA-NA	NA

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 duration 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 remaining 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**

**Usage**

Note:

- Bucket Usage consists of BucketName-BucketType-BucketUsage-BucketCurrentBalance-BucketExpiryDate-BucketAttachedDate-BucketTotalValue

View Report for:  Report Type:

\* From Date:  \* To Date:

Date	Usage Type	Call Type	Location Name	Phone Number	Duration / Consumption	Total Charges	IVA Tax	IEPS Tax	Bucket Usage	Debit / Credit
05/11/2017 15:30:29	MMSMO	HomeCall	ANDORRA	3763800034	0	2.00	0.276	0.05	NA-NA-NA-NA-NA-NA	Debit
05/11/2017 15:28:25	MMSMO	HomeCall	MEXICO	5213800034	0	2.00	0.276	0.05	NA-NA-NA-NA-NA-NA	Debit
05/11/2017 15:26:33	MMSMO	HomeCall	MEXICO	8080800034	0	2.00	0.276	0.05	NA-NA-NA-NA-NA-NA	Debit

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**

**Usage**

Note:

- Bucket Usage consists of BucketName-BucketType-BucketUsage-BucketCurrentBalance-BucketExpiryDate-BucketAttachedDate-BucketTotalValue

View Report for:  Report Type:

\* From Date:  \* To Date:

Date	Usage Type	Call Type	Location Name	Phone Number	Duration / Consumption	Total Charges	IVA Tax	IEPS Tax	Bucket Usage	Debit / Credit
05/11/2017 15:32:37	MMSMT	HomeCall	ANDORRA	9092662635	0	2.00	0.276	0.05	NA-NA-NA-NA-NA-NA	Debit
05/11/2017 15:31:54	MMSMT	HomeCall	MEXICO	9092662635	0	2.00	0.276	0.05	NA-NA-NA-NA-NA-NA	Debit
05/11/2017 15:31:31	MMSMT	HomeCall	MEXICO	9092662635	0	2.00	0.276	0.05	NA-NA-NA-NA-NA-NA	Debit

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

**Usage**

Note:

- Bucket Usage consists of BucketName-BucketType-BucketUsage-BucketCurrentBalance-BucketExpiryDate-BucketAttachedDate-BucketTotalValue

View Report for:  Report Type:

\* From Date:  \* To Date:

Date	Usage Type	Call Type	Location Name	Phone Number	Duration / Consumption	Total Charges	IVA Tax	IEPS Tax	Bucket Usage	Debit / Credit
05/11/2017 15:34:44	DATA	RoamingCall	AUSTRALIA	9092662635	2048kB	4.00	0.552	0	NA-NA-NA-NA-NA-NA	NA
05/11/2017 15:34:26	DATA	HomeCall	MEXICO	9092662635	2048kB	4.00	0.552	0	NA-NA-NA-NA-NA-NA	NA
05/11/2017 15:06:14	DATA	HomeCall	MEXICO	9092662635	2048kB	4.00	0.552	0	NA-NA-NA-NA-NA-NA	NA
05/11/2017 15:04:45	DATA	HomeCall	MEXICO	9092662635	2048kB	4.00	0.552	0	NA-NA-NA-NA-NA-NA	NA

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

**Usage**

Note:

- Bucket Usage consists of BucketName-BucketType-BucketUsage-BucketCurrentBalance-BucketExpiryDate-BucketAttachedDate-BucketTotalValue

View Report for:  Report Type:

\* From Date:  \* To Date:

Date	Usage Type	Call Type	Location Name	Phone Number	Duration / Consumption	Total Charges	IVA Tax	IEPS Tax	Bucket Usage	Debit / Credit
05/11/2017 15:34:44	ROAMING DATA	RoamingCall	AUSTRALIA	NA	2048kB	4.00	0.552	0	NA-NA-NA-NA-NA-NA	NA

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 associated 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, INCOMING ..etc.)
Priority	Displays the priority of the bucket
Is Promo	Displays the status 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

Usage > Recharge History '\*' indicates mandatory fields.

Customer Name: SAMBA SIVA RAO AAKULA    Account Type: PREPAID    Account ID: 13885023    Mobile Number: 9980012021

**Recharge History**

\* From Date: 04/01/2017     \* To Date: 04/26/2017     **Retrieve**

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**

Usage > Create Trouble Ticket \* indicates mandatory fields.

Customer Name: PRASAD VANKAYALA    Account Type: POSTPAID    Account ID: 126539    Mobile Number: 540010038

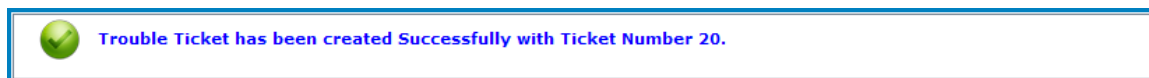
**Trouble Ticket**

Ticket Type: UNABLE TO SMS  
 Ticket Severity: Critical  
 \* Description: Unable to send SMS

**Submit**

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

Usage > View Trouble Ticket '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**Trouble Ticket**

Ticket Number	Ticket Type	Description	Creation Date	Ticket Severity	Status	Assigned To	Ticket CreatedBy	Ticket UpdatedBy
<a href="#">634</a>	INFORMATION	xyz	03/31/2017	High	New	Not Assigned	chief	

1

[Back](#)

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

Usage > View Trouble Ticket '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**Trouble Ticket**

Ticket Number: 634

Status: New

Assigned To: Not Assigned

Due Date: 04/01/2017

Heading: INFORMATION

Ticket Severity: High

Ticket CreatedBy: chief

ProblemDescription:

[Update Ticket](#)    [Show History](#)    [Problem Discription](#)

[Back](#)

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**

Usage > View Trouble Ticket '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**Trouble Ticket**

Ticket Number	Ticket Type	Description	Creation Date	Ticket Severity	Status	Assigned To	Ticket CreatedBy	Ticket UpdatedBy
634	INFORMATION	xyz	03/31/2017	High	New	Not Assigned	chief	

1

**Back**

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

Figure 128: Trouble Ticket Information

Usage > View Trouble Ticket '\*' indicates mandatory fields.

---

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

---

**Trouble Ticket**

Ticket Number: 634

Status: New

Assigned To: Not Assigned

Due Date: 04/01/2017

Heading: INFORMATION

Ticket Severity: High

Ticket CreatedBy: chief

ProblemDescription:

Update Ticket
Show History
Problem Discription

Back

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

Figure 129: Update Ticket

Usage > View Trouble Ticket '\*' indicates mandatory fields.

---

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

---

**Trouble Ticket**

Ticket Number 634

Ticket Severity

Status

\* Description

Submit
Back

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**

Usage > View Trouble Ticket \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

Ticket Number	Ticket Type	Description	Creation Date	Ticket Severity	Status	Assigned To	Ticket CreatedBy	Ticket UpdatedBy
634	INFORMATION	xyz	03/31/2017	High	New	Not Assigned	chief	

1

[Back](#)

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

**Figure 131:Trouble Ticket Information**

Usage > View Trouble Ticket \* indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**Trouble Ticket**

Ticket Number: 634    Heading: INFORMATION

Status: New    Ticket Severity: High

Assigned To: Not Assigned    Ticket CreatedBy: chief

Due Date: 04/01/2017    ProblemDescription: xyz

[Update Ticket](#)    [Show History](#)    [Problem Discription](#)

[Back](#)

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

Figure 132: Show History

Usage > View Trouble Ticket '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**Trouble Ticket**

Ticket Number	Creation Date	Status	Ticket Severity	Status Change Date	Ticket CreatedBy	Assigned To
634	03/31/2017	New	High	03/31/2017	chief	Not Assigned

1

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- Click **Back** for the View Trouble Ticket Screen

### 10.5.3 Problem Description

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

Figure 133: View Trouble Ticket

Usage > View Trouble Ticket '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**Trouble Ticket**

Ticket Number	Ticket Type	Description	Creation Date	Ticket Severity	Status	Assigned To	Ticket CreatedBy	Ticket UpdatedBy
<a href="#">634</a>	INFORMATION	xyz	03/31/2017	High	New	Not Assigned	chief	

1

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

Figure 134: Trouble Ticket Information

Usage > View Trouble Ticket '\*' indicates mandatory fields.

---

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

---

**Trouble Ticket**

Ticket Number: 634

Status: New

Assigned To: Not Assigned

Due Date: 04/01/2017

Heading: INFORMATION

Ticket Severity: High

Ticket CreatedBy: chief

ProblemDescription:

Update Ticket
Show History
Problem Discription

Back

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

Figure 135: Problem Description

Usage > View Trouble Ticket '\*' indicates mandatory fields.

---

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

---

**Trouble Ticket**

Ticket Number	Creation Date	Status	Ticket Severity	Status Change Date	Ticket CreatedBy	Assigned To	ProblemDescription
634	03/31/2017	New	High	03/31/2017	chief	Not Assigned	xyz

1

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## 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

Usage > CA Reports '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**CA Reports**

\* View Report for:     \* Report Type:

**Retrieve**

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 retrieve 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

Usage > CA Reports '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**CA Reports**

\* View Report for:     \* Report Type:

**Retrieve**

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

Usage > CA Reports '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**CA Reports**

\* View Report for:     \* Report Type:

From Date:      To Date:  

**Retrieve**

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 retrieve 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.

- 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 :

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

**Figure 139:CA Reports**

Usage > CA Reports '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**CA Reports**

\* View Report for: Select ▼      \* Report Type: CA Transaction ▼

Retrieve

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

**Figure 140:Last X Transactions**

Usage > CA Reports '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: PREPAID    Account ID: 13877557    Mobile Number: 98657412310

**CA Reports**

\* View Report for: last X Transactions ▼      \* Report Type: CA Transaction ▼

No. of Transactions:

Retrieve

- 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 retrieve 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 individual 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

Usage > Account Reports '\*' indicates mandatory fields.



---

Customer Name: SAMBA SIVA RAO AAKULA    Account Type: PREPAID    Account ID: 13885023    Mobile Number: 9980012021

---

**Account Reports**

\* Report Type: Transactions ▼

\* From Date: 04/01/2017     \* To Date: 05/02/2017     Retrieve Download

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

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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

Usage > Account Reports '\*' indicates mandatory fields.

Customer Name: SAMBA SIVA RAO AAKULA    Account Type: PREPAID    Account ID: 13885023    Mobile Number: 9980012021

**Account Reports**

\* Report Type:  ▼

\* From Date:      \* To Date:         

Date	Debit / Credit	Amount (RM)	IVA Tax	IEPS Tax	User	Transaction Type	Promo Amount(RM) / Seconds	Promo Type
04/13/17 10:30:00	DB	96	4,25456		CALL	CDR	0	AMT

Page:  ▼

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

Usage > Account Reports '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI    Account Type: POSTPAID    Account ID: 13877495    Mobile Number: 8880011221

**Account Reports**

\* Report Type: Data Details ▼

\* From Date: 12/01/2016     \* To Date: 01/04/2017     Retrieve Download

MSISDN	Service Name	Content Name	Duration	Data Volume	Date	Charge Amount	Promo Data Volume
8880011221	DATA	-	0	1205	12/25/16 01:08:49	2	0
8880011221	DATA	-	0	1205	12/24/16 02:08:20	2	0

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 Trail

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

Usage > Audit Trail '\*' indicates mandatory fields.

Customer Name: SAMBA SIVA RAO AAKULA    Account Type: PREPAID    Account ID: 13885023    Mobile Number: 9980012021

**Reports**

Report Type: Change MSISDN ▼

\* From Date: 04/26/2017     \* To Date: 04/26/2017  **Retrieve**



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

Audit Trail '\*' indicates mandatory fields.

**Reports**

Report Type: Change MSISDN ▼

\* From Date: 12/01/2016     \* To Date: 12/30/2016  **Retrieve**    **Back**

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

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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**

Audit Trail \*\* indicates mandatory fields.

**Reports**

Report Type:

\* From Date:   \* To Date:

Date	Old MSISDN	New MSISDN	Old MSISDN Bal	Old MSISDN final Bal	New MSISDN Bal	Old IMSI	New IMSI	Old Sim	
12/27/2016 02:30:49	8800000045	8800000046	0	0	0	888880000000045	888880000000046	888880000000045	88
12/27/2016 11:23:15	8800000033	8880011220	1000	1000	1500	888880000000033	888880000000034	888880000000033	88
12/29/2016 06:23:39	8880011247	8880011229	0	0	0	888880000000090	888880000000089	888880000000090	88

Page:

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

Usage > Audit Trail \*\* indicates mandatory fields.



---

Customer Name: SAMBA SIVA RAO AAKULA    Account Type: PREPAID    Account ID: 13885023    Mobile Number: 9980012021

---

**Reports**

Report Type:

\* From Date:      \* To Date:  

Date	MSISDN	Amount	IVA Tax	IEPS Tax	OldBalance	NewBalance	User	Remarks
06/27/2017 14:01:50	9980012021	12	0	0	3518.902	3506.902	chief	Bulk Adjustment - Debit
06/23/2017 18:42:39	9980012021	298.7	41.2	7.5	3685.602	3386.902	CCUSER/shashi	Recharged PublicityId(s) AhorroExpress,Ahorro Hiper

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

Usage > Audit Trail '\*' indicates mandatory fields.



---

Customer Name: 525538045862 525538045862 Account Type: PREPAID Account ID: 2354009 Mobile Number: 5538045862

---

**Reports**

Report Type: Special Debit ▼

\* From Date: 05/10/2017  \* To Date: 05/10/2017  Retrieve Download

Date	MSISDN	Amount	IVA Tax	IEPS Tax	OldBalance	NewBalance	User	Remarks
05/10/2017 13:04:55	5538045862	30	4.138	0.753	114.410000	84.410000	chief	special debit

Page: 1 ▼

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

Usage > Audit Trail '\*' indicates mandatory fields.

Customer Name: 525538045862 525538045862 Account Type: PREPAID Account ID: 2354009 Mobile Number: 5538045862

**Reports**

Report Type: Credit ▼

\* From Date: 05/10/2017  \* To Date: 05/10/2017  Retrieve Download

Date	MSISDN	Amount	IVA Tax	IEPS Tax	OldBalance	NewBalance	User	Remarks
05/10/2017	5538045862	100	0	0	14.41	114.41	chief	credit

Page: 1 ▼

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

Usage > Audit Trail \*\* indicates mandatory fields.



---

Customer Name: SAMBA SIVA RAO AAKULA    Account Type: PREPAID    Account ID: 13885023    Mobile Number: 9980012021

---

**Reports**

Report Type: Recharge History ▼

\* From Date: 05/01/2017     \* To Date: 07/05/2017     Retrieve Download

Date	MSISDN	Amount	IVA Tax	IEPS Tax	OldBalance	NewBalance	User	Remarks
06/08/2017 15:27:26	9980012021	1000	164.8	30	2180.562600	3180.562600	chief	100
05/26/2017 17:28:12	9980012021	10	1.648	0.3	30.189300	40.189300	maxcomtestere ch	testing from mspgw

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

Usage > Audit Trail \* indicates mandatory fields.

---

**Customer Name:** LAKSHMI KARANKI **Account Type:** POSTPAID **Account ID:** 13877495 **Mobile Number:** 8880011221

---

**Reports**

Report Type: Excess data Usage

\* From Date: 12/01/2016 \* To Date: 12/31/2016 Retrieve Download

Activity Date	MSISDN	Old Balance	New Balance	Amount To Debit	Credit Amount	User	Remarks
12/27/2016 11:23:15	8880011221	0		0	0	chief	DRE Accounting Debit Request Failed-AMS Process Failure
12/27/2016 11:23:15	8880011221	0		0	0	chief	DRE Accounting Debit Request Failed-AMS Process Failure

Page: 1

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 data is 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

Usage > Audit Trail '\*' indicates mandatory fields.



---

Customer Name: LAKSHMI KARANKI    Account Type: POSTPAID    Account ID: 13877495    Mobile Number: 8880011221

---

**Reports**

Report Type: Balance Transfer

\* From Date: 12/01/2016     \* To Date: 12/31/2016     Retrieve Download

Date	Transferred From	Transferred To	Amount	Balance After Transfer	User
12/20/2016 12:33:51	8880011221	8880011220	10	97.00	
12/15/2016 09:54:35	8880011221	8880011224	5	56.00	

Page: 1

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

Usage > Audit Trail \*\* indicates mandatory fields.

---

Customer Name: SAMBA SIVA RAO AAKULA    Account Type: PREPAID    Account ID: 13885023    Mobile Number: 9980012021

---

**Reports**

Report Type: Wallet Reports    Unit Type: All

\* From Date: 05/05/2017    \* To Date: 07/06/2017    Retrieve    Download

Activity Date	MSISDN	Old Volume	New Volume	Volume Credited	Old Validity Date	New Validity Date	Login ID	Bucket Unit Type	Balance Category	Remarks
05/26/2017 12:50:14	9980012021	75	80	0	27/03/2019 12:00:00	28/12/2017 12:00:00	sambasiva Rao	Amt	GLOBAL	Multibal
05/26/2017 12:26:15	9980012021	65	75	0	27/03/2019 12:00:00	28/12/2017 12:00:00	sambasiva Rao	Amt	GLOBAL	Multibal

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 <b>Note: Volume of the subscriber account is assessed w.r.t Bucket Unit Type</b>
Balance Category	Displays bucket balance category such as Voice, Data, Global and SMS. <b>Note: Bucket Unit Type information is relevant to the Balance Category type</b>
Remarks	Displays remarks (such as name of the API) assigned to the transaction.

**Figure 155: Point Redemption Report**

Usage > Audit Trail \*\* indicates mandatory fields.

---

Customer Name: SAMBA SIVA RAO AAKULA    Account Type: PREPAID    Account ID: 13885023    Mobile Number: 9980012021

---

**Reports**

Report Type: Points Redemption Report    Redemption Type: All

\* From Date: 03/01/2017    \* To Date: 05/19/2017    Retrieve    Download

Transaction Date	Operation	SLPN Client ID	SLPN Points	Status	Denomination	Publicity ID	Remarks
2017-04-21 12:05:51.0	ATP_SUBSCRIPTION	282344238	160	SUCCESS	NA	SP50MB7D	SUCCESS
2017-04-21 12:05:47.0	REDEEM_SLPN_POINTS	282344238	160	SUCCESS	20	NA	SUCCESS

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**

Usage > Audit Trail \*\* indicates mandatory fields.

---

Customer Name: LUIS CURIEL PORTABILIDAD    Account Type: PREPAID    Account ID: 101754    Mobile Number: 3312741412

---

**Reports**

Report Type: Re-activate Reports

\* From Date: 07/01/2017    \* To Date: 07/06/2017    Retrieve    Download

Transaction Date	Channel ID	Operation	Reason	Login Id
2017-07-06 11:31:54.0	CCUI	REACTIVATE	Activate User	chief

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 <b>Note:</b> 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

Usage > Audit Trail \* indicates mandatory fields.



---

Customer Name: LUIS CURIEL PORTABILIDAD    Account Type: PREPAID    Account ID: 101754    Mobile Number: 3312741412

---

**Reports**

Report Type: De-activate Reports ▼

\* From Date: 07/01/2017     \* To Date: 07/06/2017     [Retrieve](#)    [Download](#)

Transaction Date	Channel ID	Operation	Reason	Login Id
2017-07-06 11:29:20.0	CCUI	DEACTIVATE	Deactivate User	chief

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

Usage > Audit Trail \* indicates mandatory fields.



---

Customer Name: LUIS CURIEL PORTABILIDAD    Account Type: PREPAID    Account ID: 101754    Mobile Number: 3312741412

---

**Reports**

Report Type: Cancellation Reports

\* From Date: 07/01/2017     \* To Date: 07/06/2017     Retrieve Download

Transaction Date	Channel ID	Operation	Reason	Login Id
2017-07-06 11:57:48.0	MSPGWAPI	CANCEL	test	chief
2017-07-06 11:57:05.0	MSPGWAPI	CANCEL	test	chief
2017-07-06 11:49:23.0	MSPGWAPI	CANCEL	test	test

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

Usage > Tariffplan History '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: POSTPAID Account ID: 13877495 Mobile Number: 8880011221

Enter Search Criteria

\* From Date: 01/02/2017 \* To Date: 01/02/2017 \* Report Flag: Tariff Package Retrieve

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:Tariff Package

Usage > Tariffplan History '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: PREPAID Account ID: 13876985 Mobile Number: 9900000023

Enter Search Criteria

\* From Date: 12/01/2016 \* To Date: 12/31/2016 \* Report Flag: Tariff Package Retrieve

Page 1

Service Plan Change History :

Date	Old Service Package	New Service Package	User
12/28/2016 18:36:33	PREPAID_MAXCOM	DEMOTARIFFPACK	CHIEF

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

Usage > Tariffplan History '\*' indicates mandatory fields.

**Customer Name:** LAKSHMI KARANKI **Account Type:** PREPAID **Account ID:** 13876985 **Mobile Number:** 9900000023

**Enter Search Criteria**

\* From Date: 12/01/2016  \* To Date: 12/31/2016  \* Report Flag: Additional TariffPlan ▼ Retrieve

Page 1 ▼

**Additional TariffPlan History :**

Date	Tariffplan Name	Status	User
12/28/2016 18:38:03	voice_atp	SUBSCRIPTION	CHIEF
12/28/2016 18:36:36	voice_atp	UNSUBSCRIPTION	CHIEF
12/28/2016 18:35:14	voice_atp	SUBSCRIPTION	CHIEF

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

Usage > Tariffplan History '\*' indicates mandatory fields.

**Customer Name:** LAKSHMI KARANKI **Account Type:** PREPAID **Account ID:** 13876985 **Mobile Number:** 9900000023

**Enter Search Criteria**

\* From Date: 12/01/2016  \* To Date: 12/31/2016  \* Report Flag: Services ▼ Retrieve

Page 1 ▼

**Services**

Date	Service Name	Status	User
12/28/2016 18:39:27	VOICE~ISD	ACTIVE	CHIEF
12/28/2016 18:39:15	VOICE~ISD	DEACTIVE	CHIEF
12/28/2016 18:39:15	VOICE~Local MT	ACTIVE	CHIEF
12/28/2016 18:38:57	VOICE~Local MT	DEACTIVE	CHIEF

Figure 163:Data Plans

Usage > Tariffplan History '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: POSTPAID Account ID: 13877495 Mobile Number: 8880011221

**Enter Search Criteria**

\* From Date: 12/01/2016 \* To Date: 01/04/2017 \* Report Flag: Data Plans Retrieve

Page 1

**Data Plans**

Date	DataPlan Name	Status	User
12/01/2016 18:45:20	DATAATP_199	SUBSCRIPTION	DEMO1234
12/01/2016 18:45:20	DATAATP_299	SUBSCRIPTION	DEMO1234

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

Usage > CreditCard Report '\*' indicates mandatory fields.

Customer Name: LAKSHMI KARANKI Account Type: POSTPAID Account ID: 13877495 Mobile Number: 8880011221

**CreditCard Reports**

\* From Date: 01/02/2017 \* To Date: 01/02/2017 Retrieve

NO DATA FOUND

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**



Usage > CreditCard Report \*' indicates mandatory fields.

---

**Customer Name:** LAKSHMI KARANKI **Account Type:** POSTPAID **Account ID:** 13877495 **Mobile Number:** 8880011221

---

**CreditCard Reports**

\* **From Date:** 12/01/2016  \* **To Date:** 12/31/2016  **Retrieve**

---

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 Purchase
10828121615544400185	2016-12-28 15:54:44.0	SUBMITTED	10		Request Sent for ATP Purchase
10828121615550900186	2016-12-28 15:55:09.0	SUBMITTED	10		Request Sent for ATP Purchase
10828121615554600187	2016-12-28 15:55:46.0	SUBMITTED	10		Request Sent for ATP Purchase
10828121615560400188	2016-12-28 15:56:04.0	SUBMITTED	10		Request Sent for ATP Purchase
10828121615565500189	2016-12-28 15:56:55.0	SUBMITTED	10		Request Sent for ATP Purchase
10828121615572800190	2016-12-28 15:57:28.0	SUBMITTED	10		Request Sent for ATP Purchase
10828121616581400191	2016-12-28 16:58:14.0	SUBMITTED	10		Request Sent for ATP Purchase
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 reference transaction performed
Transaction Date	Displays transaction date ,on which the transaction performed
Transaction Status	Displays status of the transaction performed <ul style="list-style-type: none"> <li>Submitted</li> <li>Failed</li> </ul>
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 Account 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