



Central Equipment Identity Register

Customer Care User Manual v 2.1



Document Change History

Version	Change Type	Description	Date
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1 Overview

1.1 Scope

The objective of this manual is to help Customer Care Agent to search IMEI and raise grievance using the CEIR (Central Equipment Identity Register) application.

1.2 Acronyms & Abbreviations

Acronym	Full Form
CEIR	Central Equipment Identity Register
IMEI	International Mobile Equipment Identity
PDA	Personal Digital Assistant
TAC	Type Allocation Code
TRC	Telecommunication Regulator of Cambodia
CCA	Customer Care Agent

1.3 Conventions

Information	Convention
UI elements (such as names of windows, buttons, and fields)	Bold
References (such as names of files, sections, paths, and parameters)	<i>Italics</i>
*	Indicates a mandatory field or column



2 Customer Care Agent Operations

2.1 Application Overview

The CEIR (Central Equipment Identity Register) Customer Care Agent Portal is used in various work-flow in the CEIR application.

Customer Care Agent perform the following tasks:

- Grievance Management
- Search IMEI

2.2 Logging into the Application

Before login, the Customer Care Agent must register in the application.

To register:

As part of configuration, the System Admin would provide the login details to the Customer Care Agent. It is advised to change the password once System Admin creates the account.

To login:

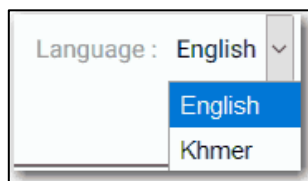
1. Open the browser and enter the CEIR Customer Care Agent Portal URL in the address bar. The login screen appears.

Figure 1: Login

On the top right corner of the login screen is the **Language** option. The application supports two languages: **English** and **Khmer**. On selecting a given language, all the field



and column labels in the application appear in the selected language. All user inputs are, however, in English.



2. Next, enter the assigned login username and password.

Username is the registration ID that is sent on mail to the System Admin after successful registration in the system.

3. Enter the captcha.

4. Click **LOGIN**.

If the login and password are incorrect or the captcha is not correct, an error message appears, and you are prompted to re-enter the login details.

On entering correct information, the application Search page appears.

If the Customer Care Agent forgets the assigned password, then the same need to request from the System admin. The **Forgot Password** link work for external user who register themselves from the DMC portal

2.3 Application User Interface

On logging into the application successfully, the CEIR Customer Care Agent Portal Search page appears.

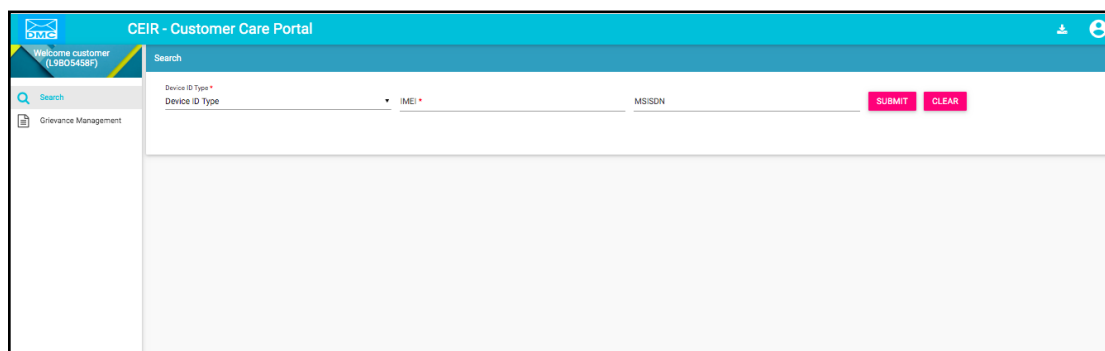



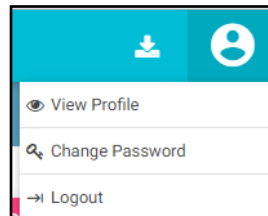
Figure 2: Search Page

The Home page has all the feature menus on the left panel.



The top right corner of the screen displays the following menu options:


- **Download:** Click to download this user manual.
-  **(User profile):** Click on it to see the following menu:



-  **(View profile):** Click on it to view user profile.

View Profile		
First Name	Middle Name	Last Name
customer	NA	care
Contact Number	Email ID	
2647726476	testuser@testmial.com	
UserID		User Type
L9BO5458F		Customer Care
Remarks		
for customer care 2		
<div>CANCEL</div>		

Figure 3: Change Password

-  **(Change Password):** Click on it to change the login password.

Change Password

Old Password

••••••••

New Password

••••••••

Confirm Password


••••••••

SUBMIT

CANCEL

Figure 4: Change Password



1. **Old Password:** Enter the existing password. Click  to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.
2. **New Password:** Enter a new password.
3. **Confirm Password:** Re-enter the new password to confirm the password.
4. Click **SUBMIT**.

2.4 Grievance

Customer Care Agents can raise grievance request on behalf of the user.

To raise the request:

1. Select **Grievance** in the left panel

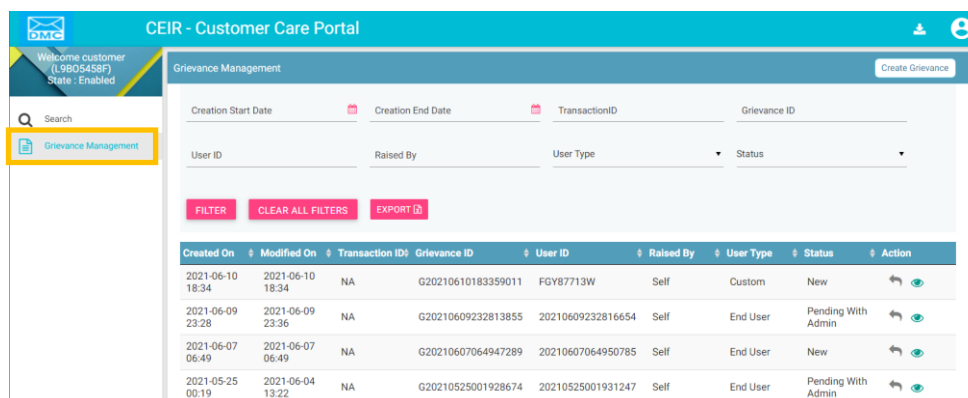




Figure 5: Grievance – View All

The following columns are seen in the Grievance Page

Column	Description
Created On	This is the date when request is created
Modified On	This is the date when request is last modified.
Transaction ID	Transaction ID of the request for which the grievance is raised.
User ID	User ID of the user for whom CCA has raised the grievance.



Column	Description
User Type	User Type of the user for whom CCA has raised the request.
Grievance ID	Grievance ID of the grievance
Raised By	This parameter denotes who has raised the grievance. The Value of this parameter would be Customer Care
Status	The grievance goes through different status modes. <ul style="list-style-type: none">• New: When a grievance is raised.• Pending with CEIR Authority: When a response is awaited from the CEIR Admin.• Pending with User: When a response is awaited from the importer. Closed: When the CEIR Admin closes the grievance.
Action	This displays different actions that can be performed on a grievance. <ul style="list-style-type: none">• Reply : This is disabled for customer care agent.• View : This is used to view the grievance response history. The CEIR admin can see all the responses exchanged for any grievance

Click on “Create Grievance” to create a grievance for a user.

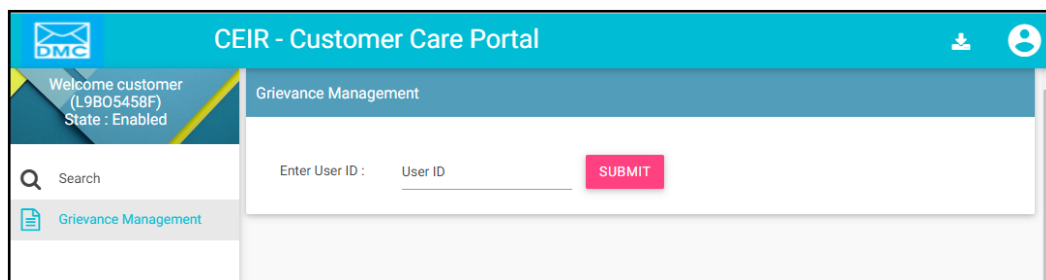


Figure 6: Grievance – Create Grievance User ID Enter Option



This feature works for both internal users and external users. For internal users, enter User ID of the user for whom the grievance has to be raised. For external users, enter name of the user.

Figure 7a: Grievance – Create Grievance for internal users

1. Enter the following information for Internal user's grievance form:
 - a. **Transaction ID:** Enter the transaction ID of the type approval request if the grievance is related to a type approval request
 - b. ***Category:** Select the category of the grievance. The options are:
 - Type Approval Related: Problem in reporting type approval request etc.
 - Other: Problem with any other aspect of the application
 - Registration Related: Problem with registering information in the application.
 - Consignment Related: Problem related to consignment request
 - Stock Management Related: Problem related to stock management request
 - c. ***Remarks:** Enter information about the grievance raised. This helps the administrator to understand the problem in detail.
 - d. **Document Type:** Select the type of identification or another document that is to be uploaded. The options are:
 - Passport



- Visa
 - NID (National ID)
 - Photo
 - Other
- e. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- f. To upload more documents, click **+Add More Files**.

This adds two more fields: **Document Type** and **Upload Supporting Document**.

2. Click **SUBMIT**.
3. A grievance ID is generated and assigned to the registered grievance. A mail is sent to the use on whom behalf grievance has been raised.

OR

The screenshot shows a web form titled "Create Grievance". It contains the following fields and controls:

- First Name * (required), Middle Name, Last Name
- Contact Number* (required), Email ID *
- Category * (required) with a dropdown arrow, Transaction ID
- Remarks* (required) with a text area and a vertical scrollbar
- Document Type (required) with a dropdown arrow, Upload Supporting Document (if any) with a "SELECT FILE" button and a "Select File" link
- A footer note: "Required Field are marked with *"
- Buttons: "SUBMIT", "CANCEL", and "+ADD MORE FILES"

Figure 7b: Grievance – Create Grievance for external users

1. Enter the following information for External Users Grievance form:
 - a. ***First Name:** First name of end user
 - b. **Middle Name:** Middle Name
 - c. **Last Name:** Last Name
 - d. ***Contact Number:** Mobile Number



- e. ***Email ID:** Email ID
- f. **Transaction ID:** Enter the transaction ID of the consignment if the grievance is related to a consignment or the transaction ID of the stock if the grievance is related to stock.
- g. ***Category:** Select the category of the grievance. The options are:
 - Consignment Related: Problem with registering consignment etc.
 - Register Device Related: Problem with register device feature
 - Stock Related: Problem with uploading stock etc.
 - Other: Problem with any other aspect of the application
 - Registration Related: Problem with registering information in the application.
- h. ***Remarks:** Enter information about the grievance raised. This helps the administrator to understand the problem in detail.
- i. **Document Type:** Select the type of identification or another document that is to be uploaded. The options are:
 - Passport
 - Visa
 - NID (National ID)
 - Photo
 - Other
- j. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- k. To upload more documents, click **+Add More Files**.

This adds two more fields: **Document Type** and **Select File**.

2. Click **SUBMIT**.

A grievance ID is generated and assigned to the registered grievance. A mail is sent to the user on whom behalf grievance has been raised.



2.5 Filter Grievance

Customer Care Agents can view selective information by defining specific values in the listed fields. For example, Customer Care Agents can view the specific request during specified date by selecting start/end date.

To view specific request:

Created On	Modified On	Transaction ID	Grievance ID	User ID	Raised By	User Type	Status	Action
2021-06-10 18:34	2021-06-10 18:34	NA	G20210610183359011	FGY87713W	Self	Custom	New	
2021-06-09 23:28	2021-06-09 23:36	NA	G20210609232813855	20210609232816654	Self	End User	Pending With Admin	
2021-06-07 06:49	2021-06-07 06:49	NA	G20210607064947289	20210607064950785	Self	End User	New	
2021-05-25 00:19	2021-06-04 13:22	NA	G20210525001928674	20210525001931247	Self	End User	Pending With Admin	

Figure 8: Grievance – Filter Option

1. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Transaction ID:** Enter the Transaction ID
- **Grievance ID:** Enter the Grievance ID
- **User ID:** Enter the user ID
- **Raised by:** Enter raised by which user
- **User Type:** Select the type of user
- **Grievance Status:** Select the status of grievance.

2. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

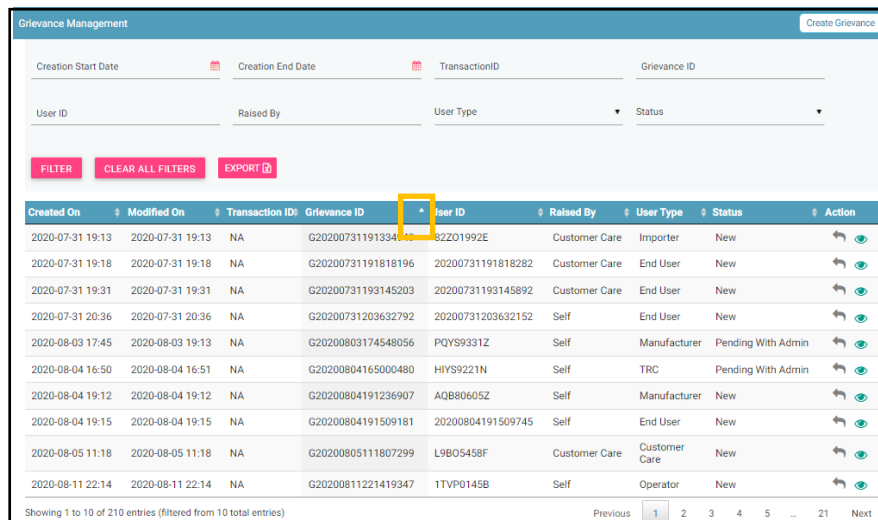
The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table will be refreshed.



2.1 Sorting Grievances

By default, all records displayed are sorted based on modified date. User can sort the records by clicking the arrow button on header in the table displayed.

On first click, the records are sorted in ascending order. When user clicks the arrow buttons again, records are sorted in descending order.



Created On	Modified On	Transaction ID	Grievance ID	User ID	Raised By	User Type	Status	Action
2020-07-31 19:13	2020-07-31 19:13	NA	G20200731191334	82Z01992E	Customer Care	Importer	New	
2020-07-31 19:18	2020-07-31 19:18	NA	G20200731191818196	20200731191818282	Customer Care	End User	New	
2020-07-31 19:31	2020-07-31 19:31	NA	G20200731193145203	20200731193145892	Customer Care	End User	New	
2020-07-31 20:36	2020-07-31 20:36	NA	G20200731203632792	20200731203632152	Self	End User	New	
2020-08-03 17:45	2020-08-03 19:13	NA	G20200803174548056	PQYS9331Z	Self	Manufacturer	Pending With Admin	
2020-08-04 16:50	2020-08-04 16:51	NA	G20200804165000480	HIYS9221N	Self	TRC	Pending With Admin	
2020-08-04 19:12	2020-08-04 19:12	NA	G20200804191236907	AQB80605Z	Self	Manufacturer	New	
2020-08-04 19:15	2020-08-04 19:15	NA	G20200804191509181	20200804191509745	Self	End User	New	
2020-08-05 11:18	2020-08-05 11:18	NA	G20200805111807299	L9B05458F	Customer Care	Customer Care	New	
2020-08-11 22:14	2020-08-11 22:14	NA	G20200811221419347	1TVPO145B	Self	Operator	New	

Showing 1 to 10 of 210 entries (filtered from 10 total entries)

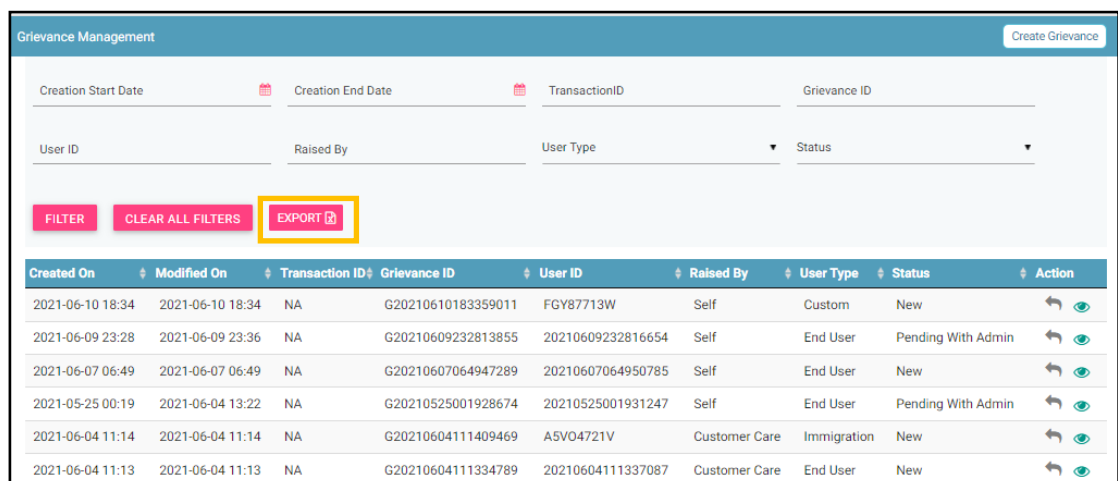
Figure 9: Sort Grievances

2.2 Exporting Grievances

All the uploaded grievances can be downloaded in a .csv file. This is done using an export utility.

To export the grievances:

1. Click **Export** (seen on the top right corner of the **Grievance Management** page).



Created On	Modified On	Transaction ID	Grievance ID	User ID	Raised By	User Type	Status	Action
2021-06-10 18:34	2021-06-10 18:34	NA	G20210610183359011	FGY87713W	Self	Custom	New	
2021-06-09 23:28	2021-06-09 23:36	NA	G20210609232813855	20210609232816654	Self	End User	Pending With Admin	
2021-06-07 06:49	2021-06-07 06:49	NA	G20210607064947289	20210607064950785	Self	End User	New	
2021-05-25 00:19	2021-06-04 13:22	NA	G20210525001928674	20210525001931247	Self	End User	Pending With Admin	
2021-06-04 11:14	2021-06-04 11:14	NA	G20210604111409469	A5V04721V	Customer Care	Immigration	New	
2021-06-04 11:13	2021-06-04 11:13	NA	G20210604111334789	20210604111337087	Customer Care	End User	New	

Figure 10: Grievance Management

The following page appears.

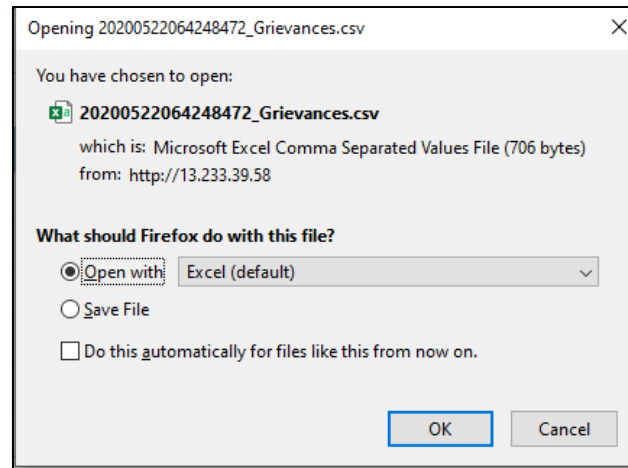


Figure 11: Open or Save Exported Grievance File

1. Click **Open with** to view the file.

	A	B	C	D	E	F	G
1	Created On	Modified On	Transaction ID	Grievance ID	Status	Remarks	File
2	26-02-2021 00:19	26-02-2021 00:19	C20191031131125111	G20210226001939830	New	sadsd	
3	26-02-2021 00:19	26-02-2021 00:19	NA	G20210226001910688	New	sda adw	
4	17-12-2020 21:01	17-12-2020 21:01	NA	G20201217210153545	New	csadasddd	stockModal.PNG

Figure 12: Exported Grievances

Instead of exporting all the grievances, personnel can export filtered grievances. First, filter the grievance data based on specific filters (refer to *Filter Grievances*) and then export the filtered grievances using the export utility.

2.3 Search

Customer Care Agents can search the IMEI from the CEIR system using this feature

To search the IMEI:

2. Select **Search** in the left panel

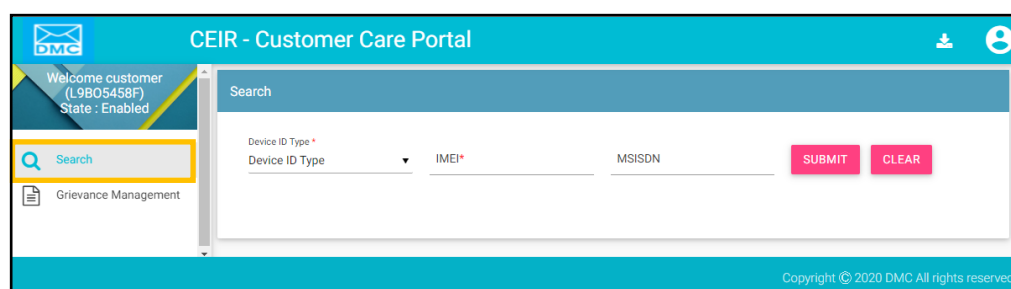


Figure 13: Search – IMEI



The following columns are seen in the Search Page

Column	Description
Device ID Type	Select IMEI
IMEI	IMEI that the Customer Care Agent want to search
MSISDN	MSISDN that Customer Care Agent want to search

Once the Customer Care Agent press the submit button, the Device Information page appears

DEVICE INFORMATION

MSISDN

855183927821

IMEI

35398910367402

IMSI

456110211020791

TAC INFORMATION

Handset Type

Smartphone

OS Type

iOS

Brand Name

Apple

Model Number

iPhone 11 (A2221)

DEVICE STATE

Status	Date	Status	View
Blacklist			
Greylist			
Duplicate	2021-03-15		
Global Black List			
VIP			

Showing 1 to 5 of 5 entries

Previous1Next

Device Found In	Date	Status	View
Importer			
Distributor			
Retailer			
Custom			
Manufacturer			
Regularize device			
End User			

Showing 1 to 7 of 7 entries

Previous1Next

NOTIFICATION INFORMATION

Date	Transaction ID	Feature	Message	Action
No records found in the system				

Showing 0 to 0 of 0 entries

PreviousNext

Figure 14: Search – Search IMEI

The page has the following information categorized into 4 heads

1) Device Information based on the IMEI usage in the network

Column	Description
MSISDN	MSISDN would be displayed if any IMEI is in use with this MSISDN.



Column	Description
IMEI	IMEI that the Customer Care Agent searched
IMSI	IMSI would be displayed if any IMEI is in use with this IMSI

2) TAC information based on the information as available if IMEI has a valid TAC

Column	Description
Handset Type	If the IMEI has a valid TAC, then the Handset Type would be displayed
OS Type	If the IMEI has a valid TAC, then the OS Type would be displayed
Brand Name	If the IMEI has a valid TAC, then the Brand Name would be displayed
Model Number	If the IMEI has a valid TAC, then the Model Number would be displayed

3) Device State

a. Device Status in various conditions

Column	Description
Status	If the device is present in Blacklist, Grey List, Duplicate List, Global Black List, or VIP List, an entry for the same will be displayed here.
Date	Date on which the entry is created in this list. It will be only be present if the IMEI exist in that list
Status	Indicate if the IMEI exist in list.
View	If the entry exists in list, the further details about this IMEI can be found for that list



- b. Device found in various lists as part of requests raised by users.

Column	Description
Status	This contain if the IMEI is uploaded as part of request raised by Importer, Distributor, Retailer, Custom, Manufacturer, Regularize device, or an End user. End user denote the anonymous stock list uploaded by user.
Date	Date on which the entry is created in this list. It will be only be present if the IMEI exist in that list
Status	Indicate if the IMEI exist in list.
View	If the entry exists in list, the further details about this IMEI can be found for that list

- 4) Notifications – In case the user IMEI is not found to be ok, then SMS notification is sent to the user

Column	Description
Date	Date on which the notification is sent
Transaction ID	This field is not in use
Feature	Feature due to which this notification is sent.
Message	If the entry exists in list, the further details about this IMEI can be found for that list
Action	This is disabled.