



Central Equipment Identity Register System

Customer Care User Manual v 1.0



Document Change History

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Contents

<i>Document Change History</i>	<i>i</i>
<i>Contents</i>	<i>ii</i>
<i>Figures</i>	<i>iii</i>
1 Overview.....	1
1.1 Scope	1
1.2 Acronyms & Abbreviations	1
1.3 Conventions.....	1
2 Customer Care Agent Operations	3
2.1 Application Overview	3
2.2 Logging into the Application	3
2.3 Application User Interface	4
2.4 Grievance.....	6
2.5 Filter Grievance.....	9
2.6 Search	10



Figures

Figure 1: Login	3
Figure 3: Search Page.....	5
(Change Password): Click on to change the login password.....	5
Figure 4: Change Password.....	5
Figure 5: Grievance – View All.....	6
Figure 6: Grievance – Create Grievance User ID Enter Option.....	8
Figure 7: Grievance – Create Grievance	8
Figure 8: Grievance – Filter Option	9
Figure 9: Search – IMEI	10
Figure 10: Search – Device Information	11



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
ESN	Electronic Serial Number
IMEI	International Mobile Equipment Identity
MEID	Mobile Equipment Identifier
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>



Information	Convention
*	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.

Language : English

Login

Username
FLHF0071K

Password
••••••••

ebbf4 |

Enter your captcha*

ebbf4|

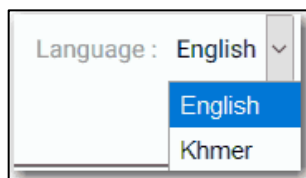
LOGIN

[New User?](#) | [Forgot Password](#)

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.

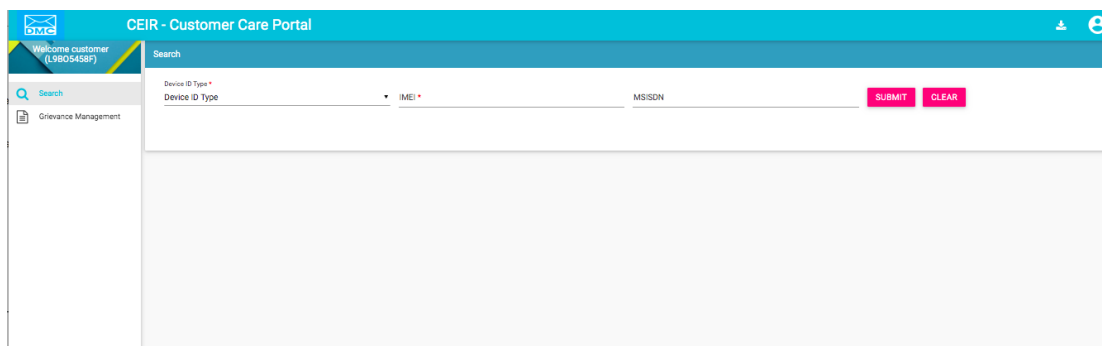
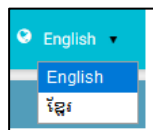


Figure 3: Search Page

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

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

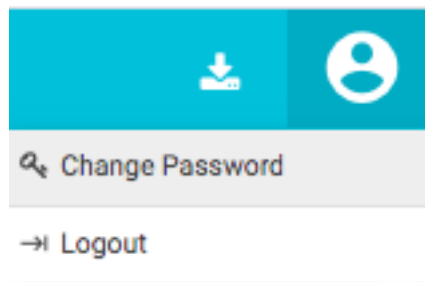
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



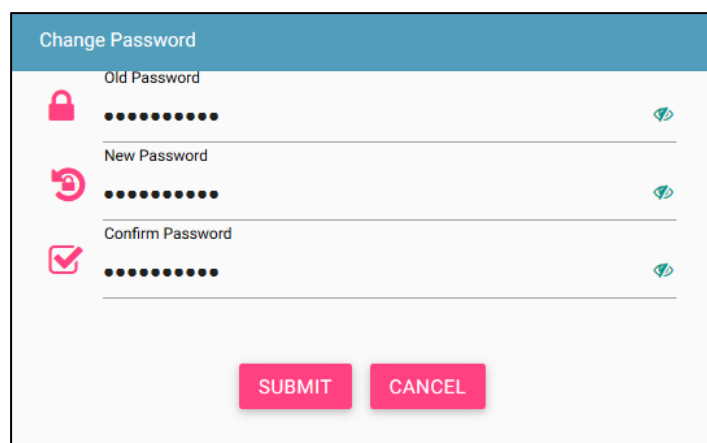
- **Home:** Click on it to go to the **DMC Home Portal** page.



- **(User profile):** Click on it to see the following menu:




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



Change Password	
Old Password	<input type="password"/>
New Password	<input type="password"/>
Confirm Password	<input type="password"/>
<div>SUBMIT CANCEL</div>	

Figure 4: Change Password



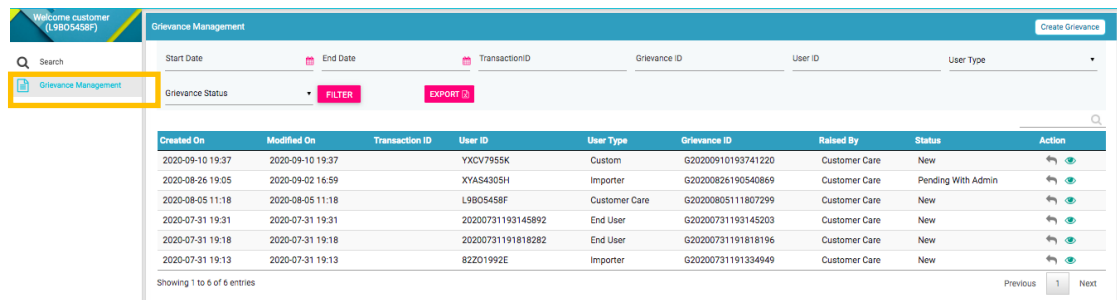
1. **Old Password:** Enter the existing password. Click  to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.
2. **New Password:** Enter a new password.
3. **Confirm Password:** Re-enter the new password to confirm the password.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



The screenshot shows the 'Grievance Management' interface. On the left, there is a sidebar with a 'Grievance Management' link highlighted. The main area displays a table of grievances with columns: Created On, Modified On, Transaction ID, User ID, User Type, Grievance ID, Raised By, Status, and Action. The table contains 6 rows of data. At the bottom, it says 'Showing 1 to 6 of 6 entries'.















Created On	Modified On	Transaction ID	User ID	User Type	Grievance ID	Raised By	Status	Action
2020-09-10 19:37	2020-09-10 19:37	YXCV7955K		Custom	G20200910193741220	Customer Care	New	 
2020-08-26 19:05	2020-09-02 16:59	XYAS4305H		Importer	G20200826190540869	Customer Care	Pending With Admin	 
2020-08-05 11:18	2020-08-05 11:18	L9B05458F		Customer Care	G20200805111807299	Customer Care	New	 
2020-07-31 19:31	2020-07-31 19:31	20200731193145892		End User	G20200731193145203	Customer Care	New	 
2020-07-31 19:18	2020-07-31 19:18	20200731191818282		End User	G20200731191818196	Customer Care	New	 
2020-07-31 19:13	2020-07-31 19:13	82201992E		Importer	G20200731191334949	Customer Care	New	 

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.
User Type	User Type of the user for whom CCA has raised the



Column	Description
	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	<p>The grievance goes through different status modes.</p> <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. <p>Closed: When the CEIR Admin closes the grievance.</p>
Action	<p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: none">• Reply : This is used to respond to the grievance. The response is given by the CEIR administrator. The exchange of responses is done until the grievance is closed.• 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

Enter User ID of the user for whom the grievance has to be raised. This feature works only for external users.

Figure 7: Grievance – Create Grievance

1. Enter the following information:
 - 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**.

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.

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:

The screenshot shows the 'Grievance Management' interface. At the top, there's a search bar and a 'Grievance Management' tab. Below the search bar, there are several filter fields: 'Start Date', 'End Date', 'TransactionID', 'Grievance ID', 'User ID', and 'User Type'. A 'FILTER' button is highlighted with a red box. Below the filter fields, there's a table with columns: 'Created On', 'Modified On', 'Transaction ID', 'User ID', 'User Type', 'Grievance ID', 'Raised By', 'Status', and 'Action'. The table contains 6 rows of data. At the bottom, there's a pagination bar showing 'Showing 1 to 6 of 6 entries' and 'Previous 1 Next'.

Created On	Modified On	Transaction ID	User ID	User Type	Grievance ID	Raised By	Status	Action
2020-09-10 19:37	2020-09-10 19:37	YXCV7955K		Custom	G20200910193741220	Customer Care	New	
2020-08-26 19:05	2020-09-02 16:59	XV4S4305H		Importer	G20200826190540869	Customer Care	Pending With Admin	
2020-08-05 11:18	2020-08-05 11:18	L9B05458F		Customer Care	G20200805111807299	Customer Care	New	
2020-07-31 19:31	2020-07-31 19:31	20200731193145892		End User	G20200731193145203	Customer Care	New	
2020-07-31 19:18	2020-07-31 19:18	20200731191818282		End User	G20200731191818196	Customer Care	New	
2020-07-31 19:13	2020-07-31 19:13	82201992E		Importer	G20200731191334949	Customer Care	New	

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
 - **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.

To export, click on the export button.

2.6 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

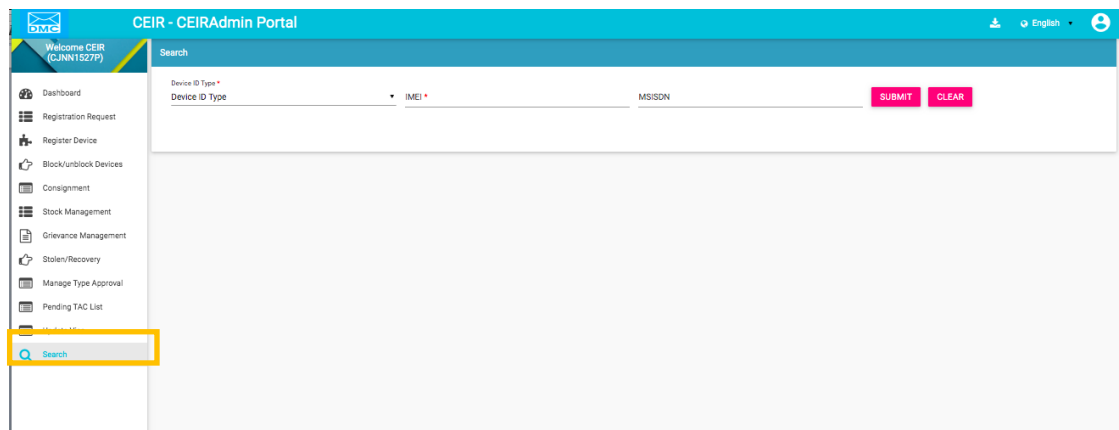


Figure 9: Search – IMEI

The following columns are seen in the Search Page

Column	Description
Device ID Type	Select Device ID Type.



Column	Description
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

The screenshot displays the CEIRAdmin Portal interface. The top navigation bar includes the DMC logo, the text 'CEIR - CEIRAdmin Portal', and a language selector set to 'English'. A left sidebar contains a menu with options: Dashboard, Registration Request, Register Device, Block/unblock Devices, Consignment, Stock Management, Grievance Management, Stolen/Recovery, Manage Type Approval, Pending TAC List, Update Visa, and a Search icon. The main content area is divided into three sections: 1. DEVICE INFORMATION: Fields for MSISDN (NA), IMEI (8000800800080), and IMSI (NA). 2. TAC INFORMATION: Fields for Handset Type (NA), OS Type (NA), and Model Number (NA). 3. DEVICE STATE: Two tables. The first table lists device statuses: Blacklist, Greylist, Duplicate, Global Black List, and VIP, each with a 'Date' column, a 'Status' column (all showing a red circle with a white 'X'), and a 'View' column (all showing a magnifying glass icon). Below this table is a pagination bar showing 'Showing 1 to 5 of 5 entries' and 'Previous 1 Next'. The second table, titled 'Device Found In', lists locations: Importer, Distributor, Retailer, Custom, Manufacturer, Regularize device, and End User, each with a 'Date' column, a 'Status' column (all showing a red circle with a white 'X'), and a 'View' column (all showing a magnifying glass icon). Below this table is a pagination bar showing 'Showing 1 to 7 of 7 entries' and 'Previous 1 Next'.

Figure 10: Search – Device Information

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.
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) IMEI Status in various conditions

Column	Description
Status	This contain if the IMEI is present in blacklist, greylist, duplicate, global black list, VIP, importer, distributor, retailer, custom, manufacturer, regularize device, 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 exist 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 exist in list, the further details about this IMEI can be found for that list
Action	This is disabled.