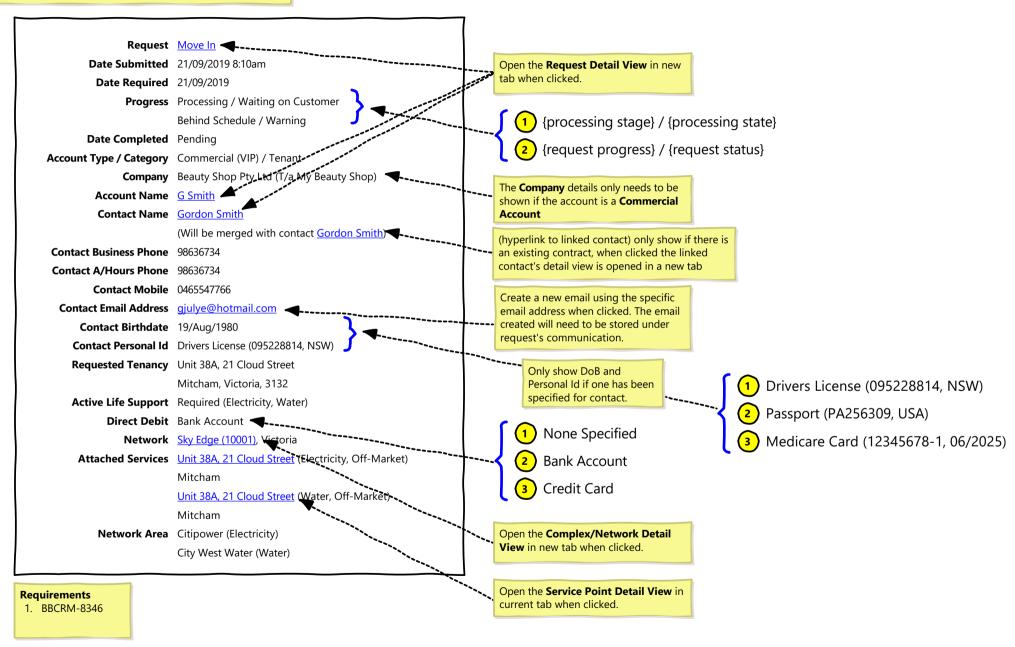
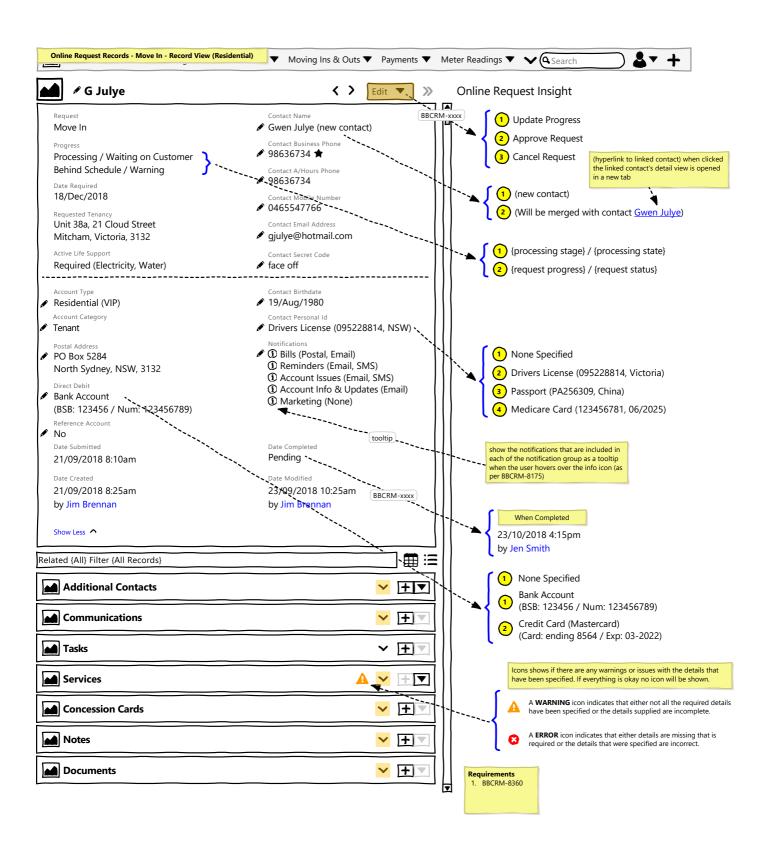
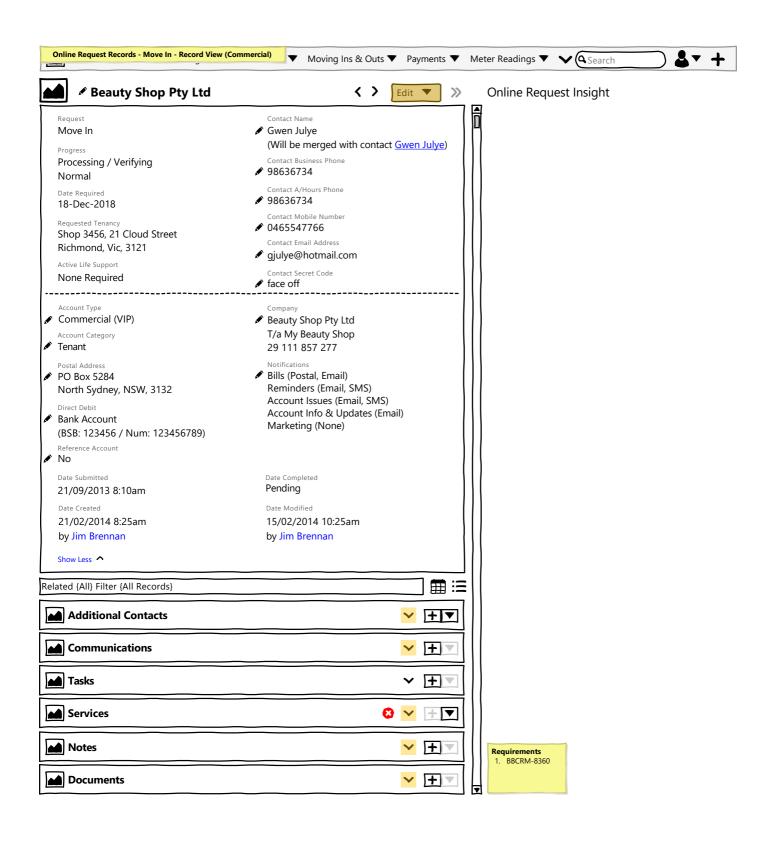
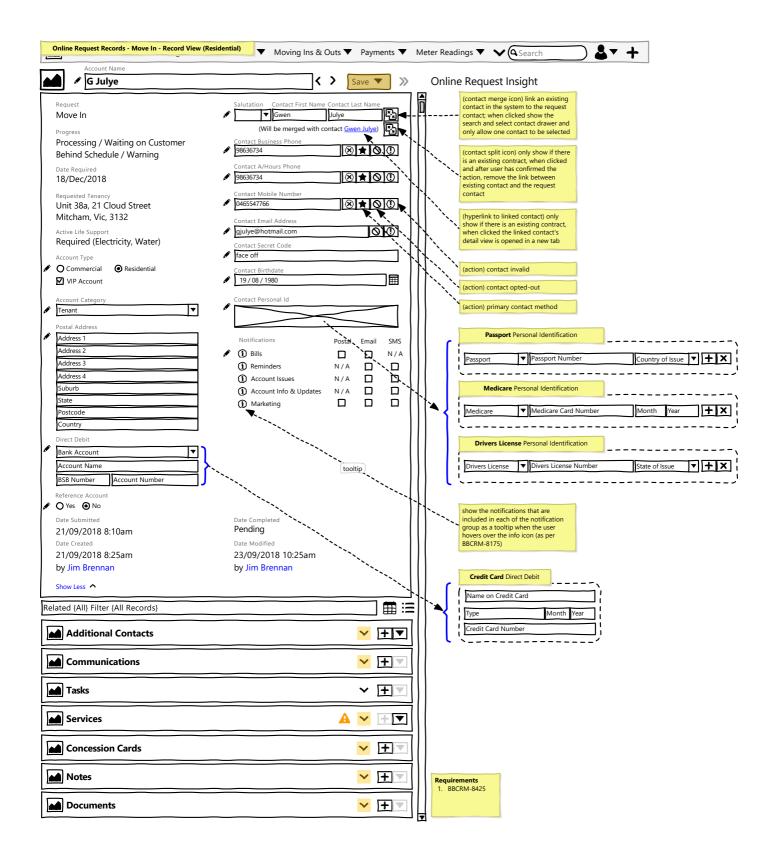


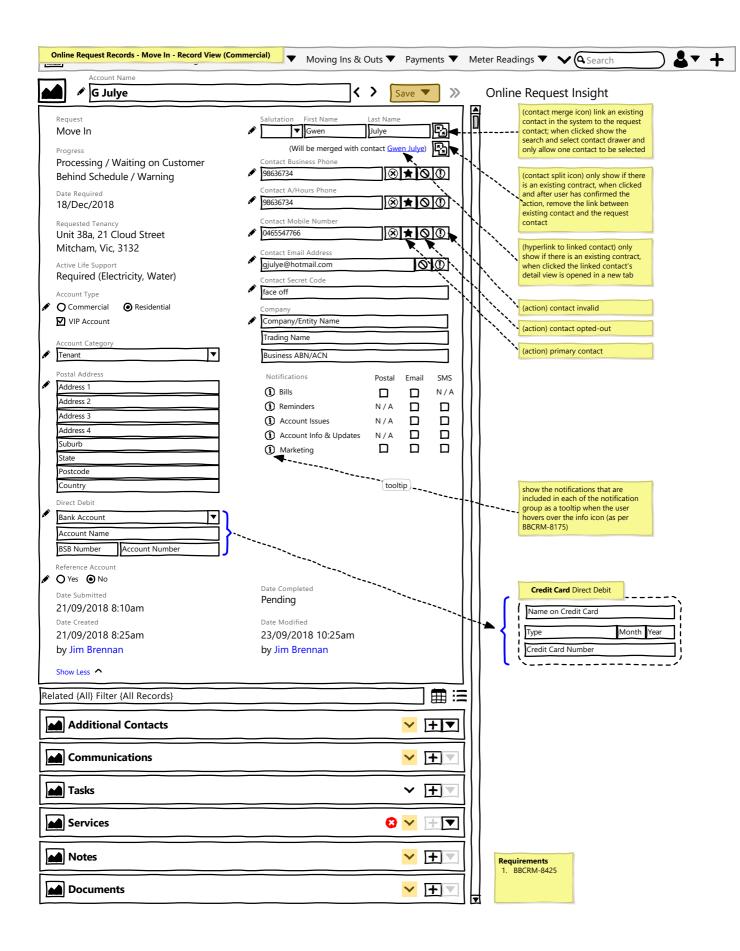
#### **Online Request Record View - Preview Request**

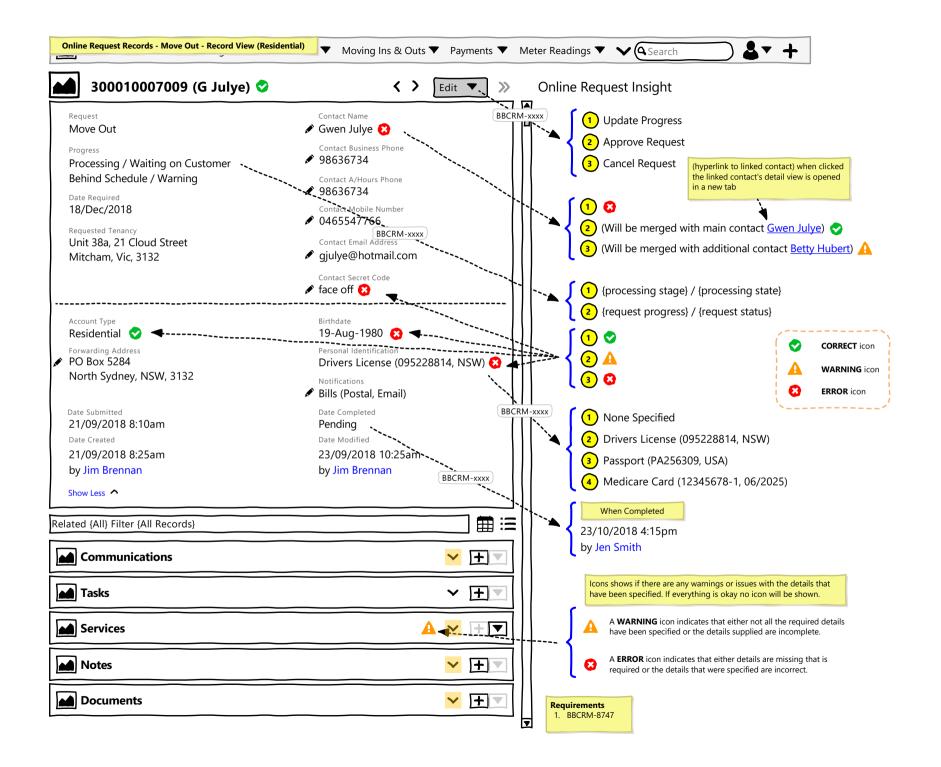


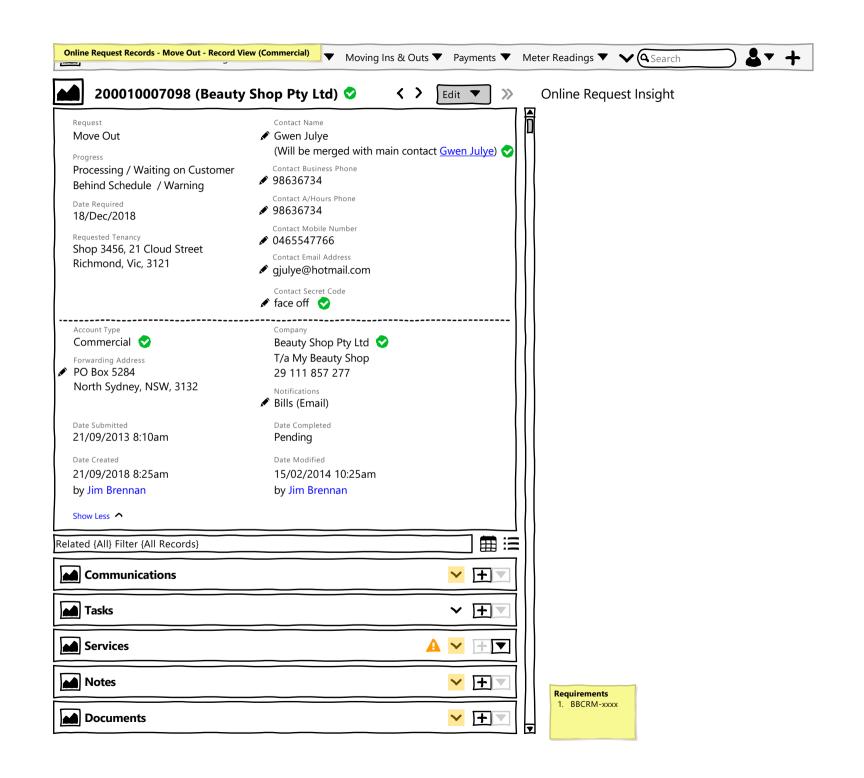


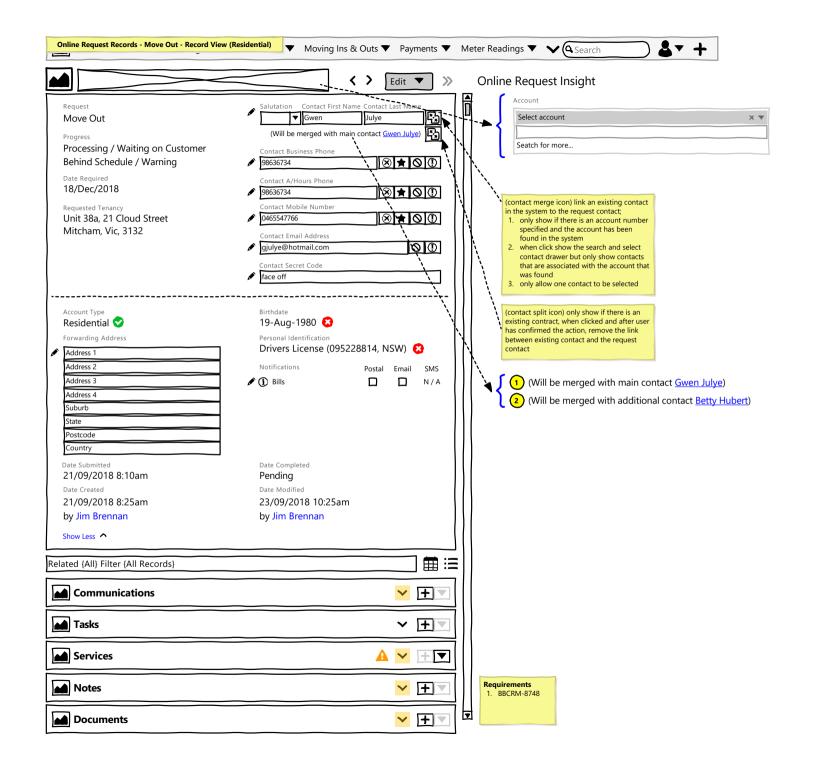


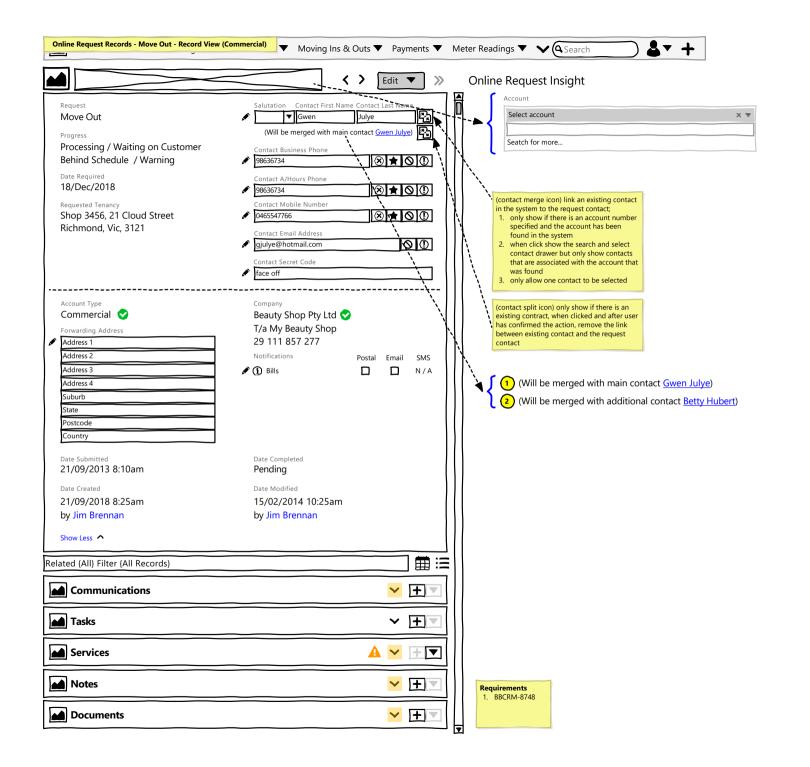


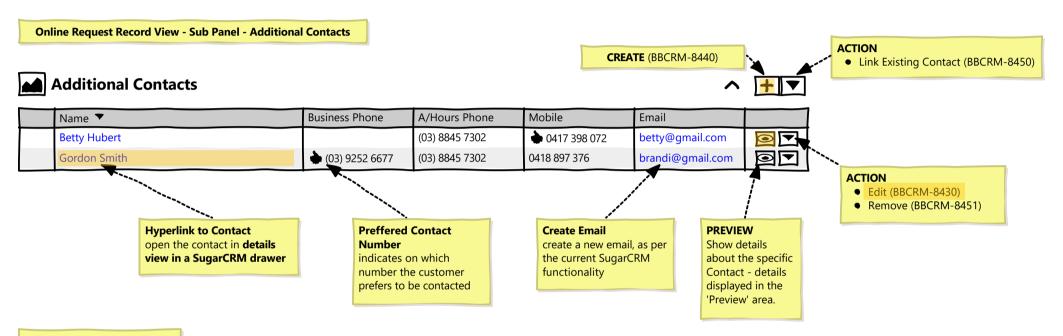












- 1. BBCRM-8426
- 2. BBCRM-8440
- 3. BBCRM-8430
- 4. BBCRM-8441
- 5. BBCRM-8450
- 6. BBCRM-8451

#### **Online Request Record View - Preview Additional Contact**

Name Betty Hubert

(Will be merged with contact Netty Huberty)

**Business Phone** (03) 8748 9028 **A/Hours Phone** (03) 8478 9820

**Mobile** 0417 398 072

Email <u>betty.hubert@gmail.com</u> •

Birthdate 25-Aug-1975

**Divers License** VG9520862 (Victoria)

Passport 89765346 (China)

**Medicare** 12345678 (06/2025)

(i) Bill Delivery Postal, Email

(i) Reminders Email, SMS

(i) Account Issues Email, SMS

(i) Account Changes Email

**1** Marketing None

(hyperlink to linked contact) only show if there is an existing contract, when clicked the linked contact's detail view is opened in a new tab

Create a new email using the specific email address when clicked.

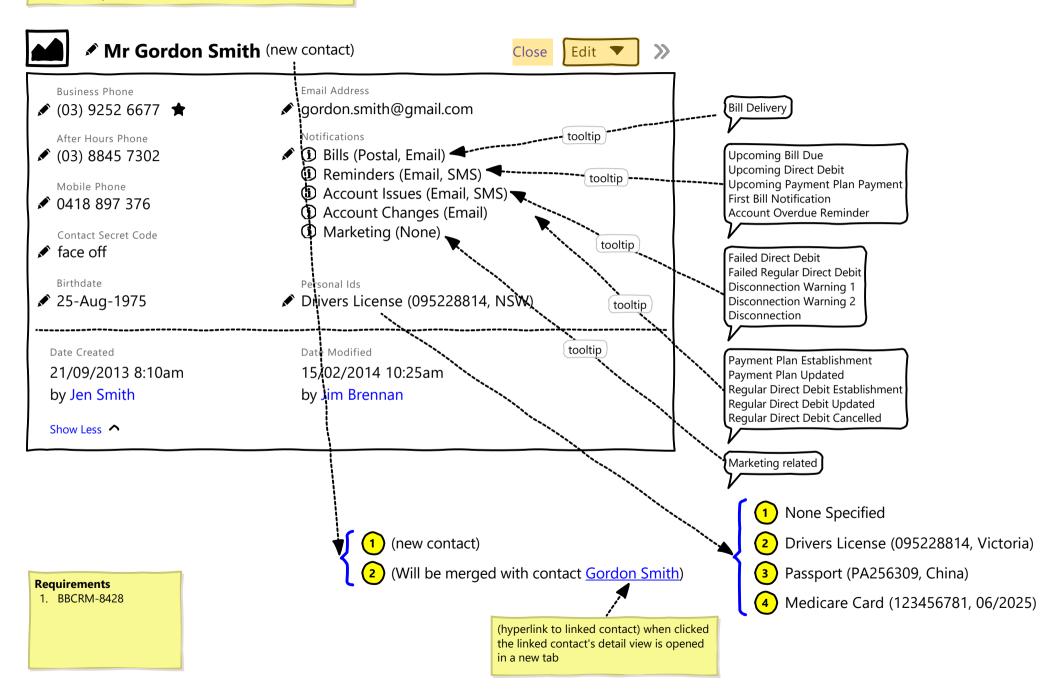
Only show the primary email address

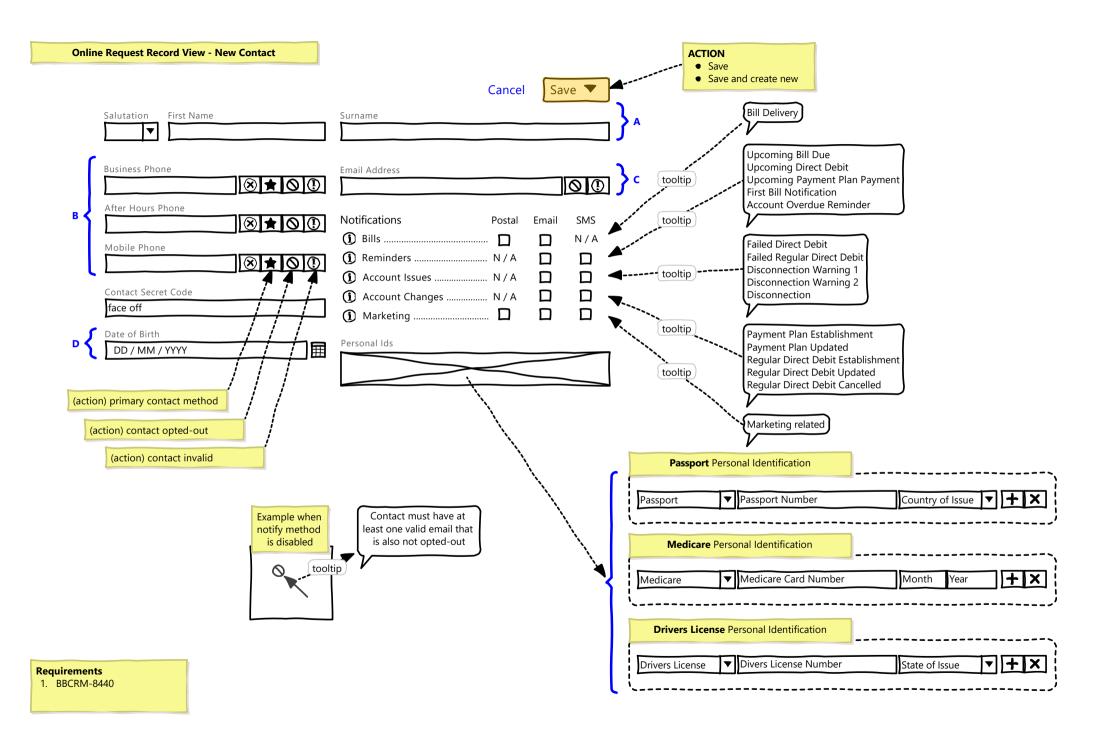
Only show any of these details if they have been specified for the contact.

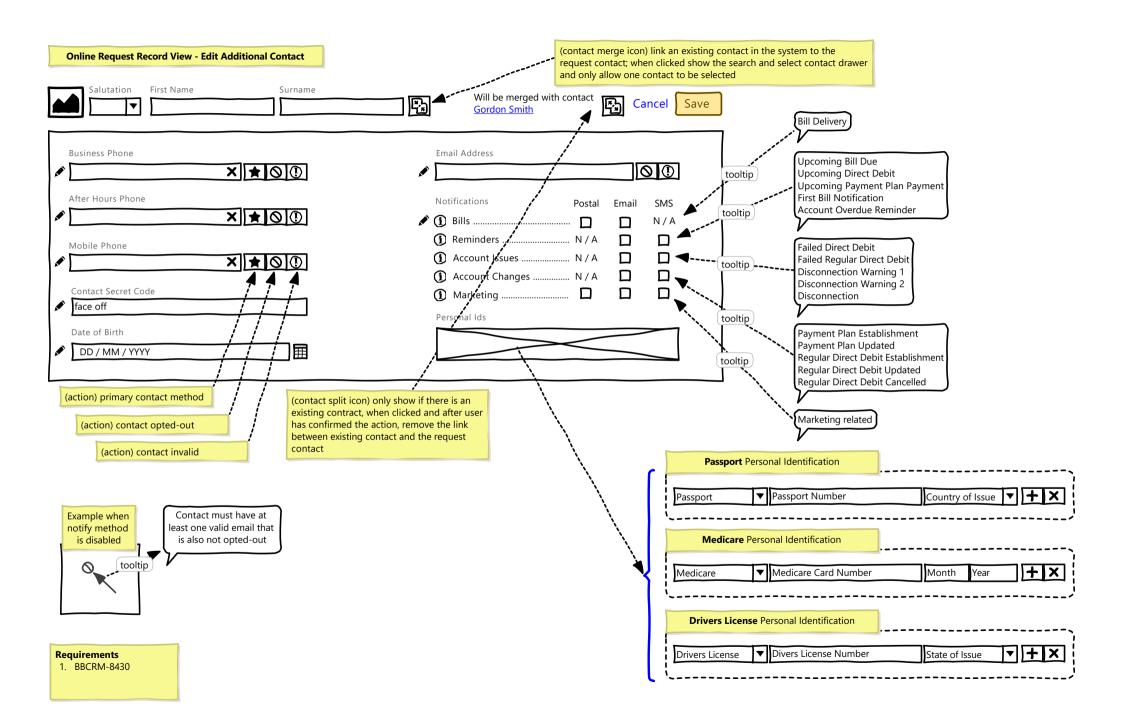
tooltip

Same tooltips as used in the contact detail view or contact edit view

#### Requirements







#### Online Request Record View - Sub Panel - Communication



**CREATE**■ Log Call (BBCRM-8516)



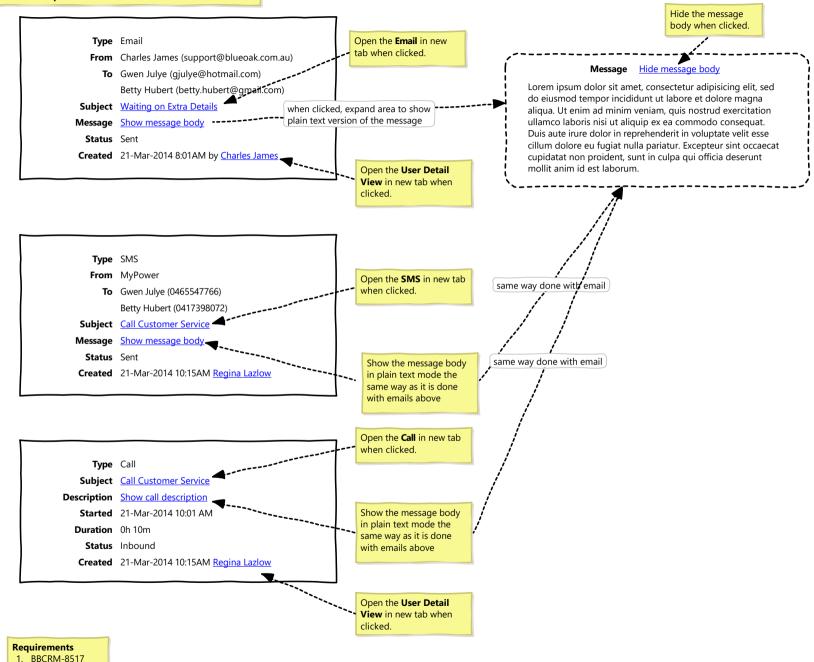
#### CREATE

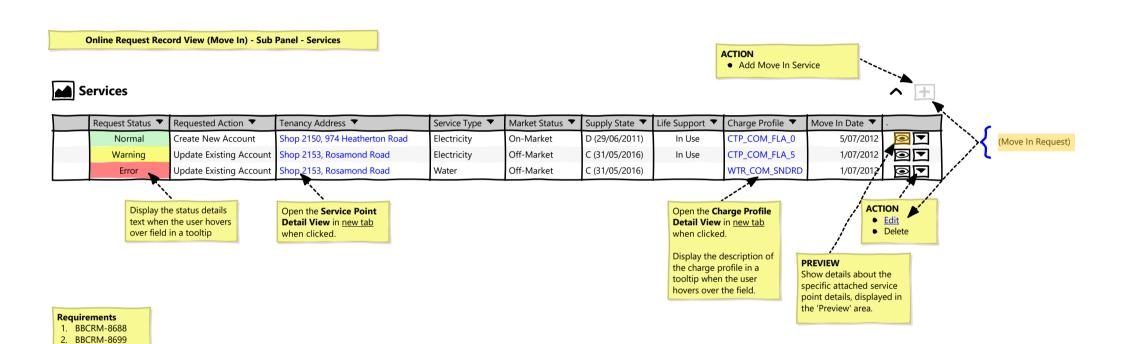
- Compose SMS (BBCRM-8515)
- Compose Email (BBCRM-8514)

Type ▼	Subject ▼	Status ▼	Date Created ▼	Created by ▼	
Email	Your requested was been received	Sent	1-Feb-2014 8:10am		0
Call	Update contact details	Planned	3-Mar-2014 4.25pm	Charles James	
Email	Waiting on Extra Details	Sent	21-Mar-2014 8:01AM	Charles James	
SMS	Call Customer Service	Sent	21-Mar-2014 10:15AM	Regina Lazlow	

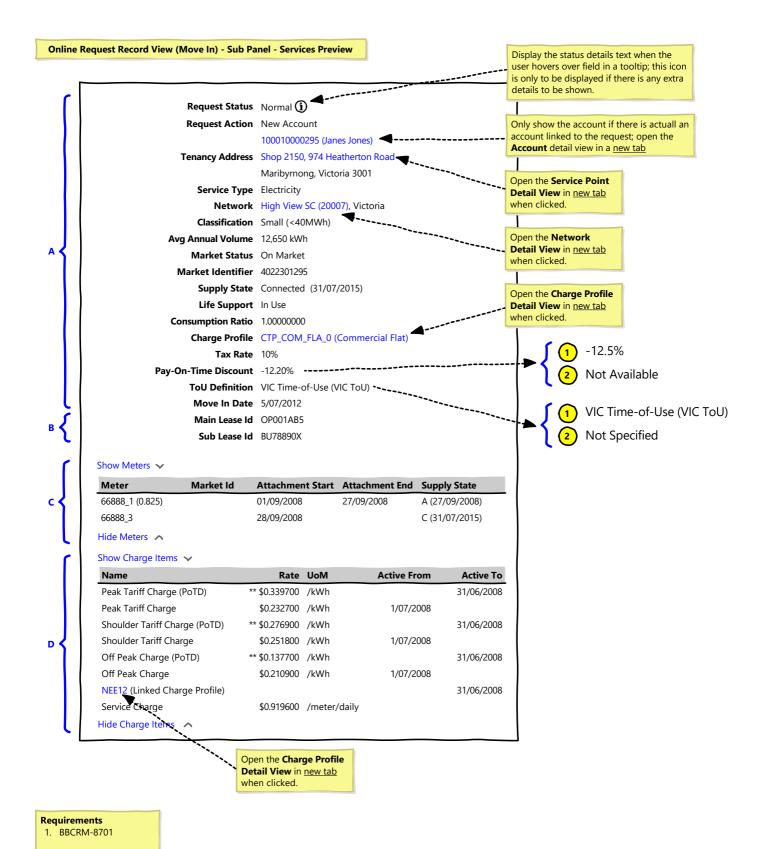
- 1. BBCRM-8486
- 2. BBCRM-8514
- 3. BBCRM-8515
- 4. BBCRM-8516
- 5. BBCRM-8517

#### **Online Request Record View - Preview Communication**

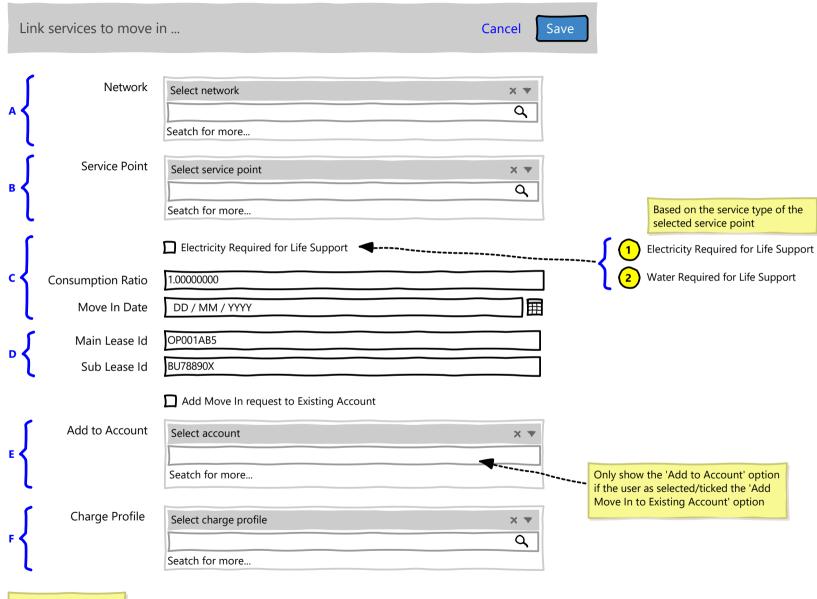




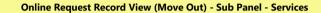
BBCRM-8701
 BBCRM-8802
 BBCRM-8818



#### Online Request Record - Move In - Link Services



- 1. BBCRM-8802
- 2. BBCRM-8818



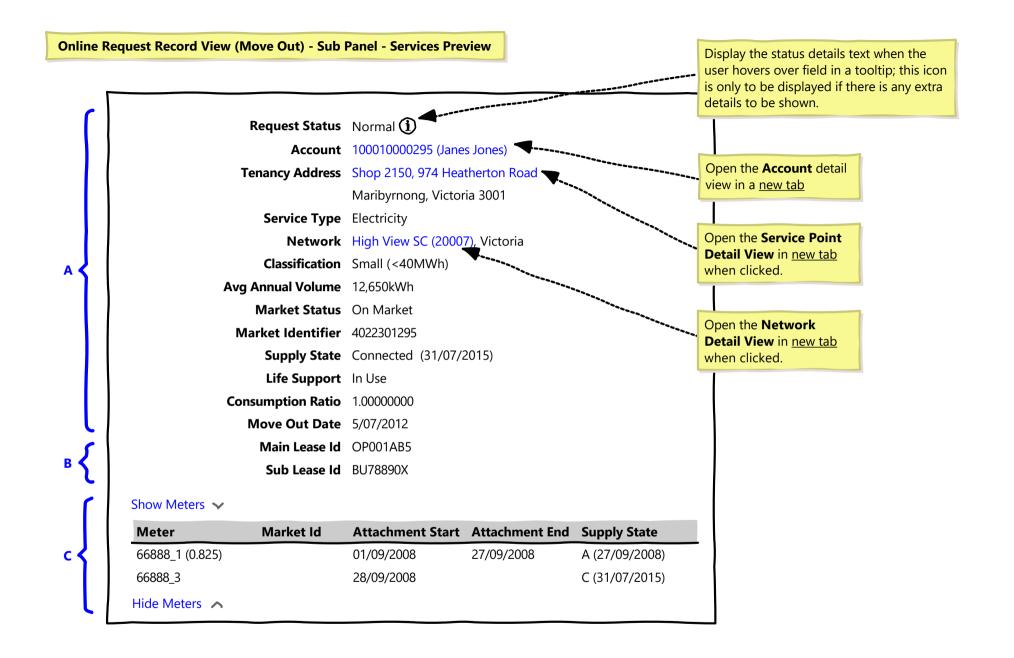


Request Status Account ~ Tenancy Address ▼ Market Status ▼ Supply State ▼ Life Support ▼ Move Out Date ▼ Service Type ▼ Shop 2150, 974 Heatherton Road D (29/06/2011) 100010000295 (Janes Jones) Electricity On-Market In Use 5/07/2012 Normal (Move Out Request) 1/07/2012 Off-Market Warning 200020004491 (Janes Jones) Shop 2153, Rosamond Road Electricity C (31/05/2016) In Use 1/07/2012 Error 200020004491 (Janes Jones) Shop 2153, Rosamond Road Water Off-Market C (31/05/2016) ACTION Open the **Account** detail Open the **Service Point** • Edit **Detail View** in new tab view in a <u>new tab</u> Delete when clicked. **PREVIEW** Show details about the specific attached service point details, displayed in the 'Preview' area.

**ACTION** 

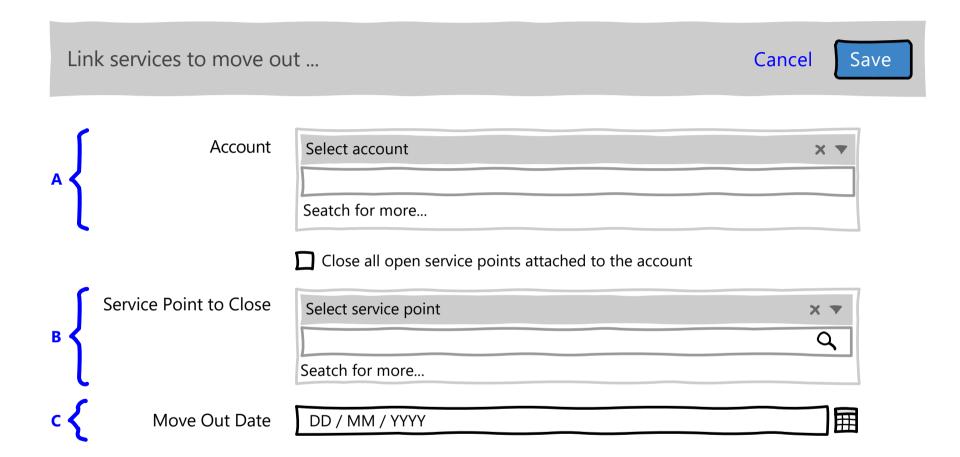
Add Move Out Service

- 1. BBCRM-8688
- 2. BBCRM-8700



#### Requirements

#### **Online Request Record - Move Out - Link Services**

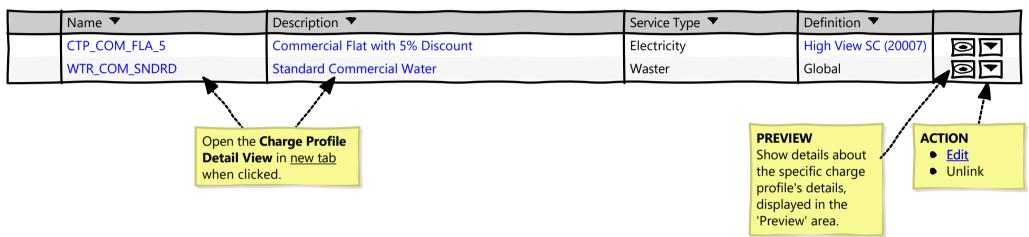


#### Requirements

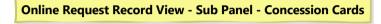
#### **Online Request Record View - Sub Panel - Charge Profiles**

# ACTION ● Attach Charge Profile

## **Charge Profiles**



#### Requirements





# **Concession Cards**

Card Type ▼	Card Holder ▼	Card Number ▼	
Queensland Seniors Card	G Smith	NB1234567890	
DVA Gold Card	A Smith	BH3456789	

#### Requirements

- 1. BBCRM-8617
- 2. BBCRM-8656

#### ACTION

Add Concession Card

#### **ACTION**

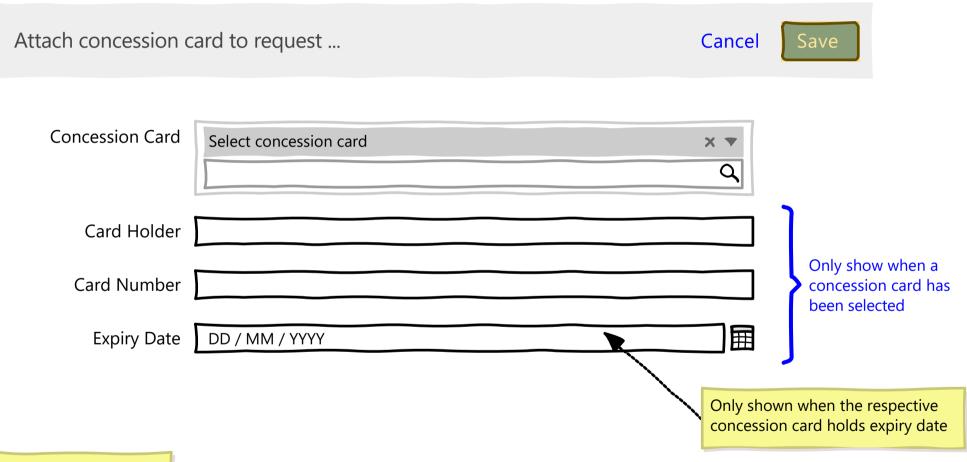
• Edit

Delete

#### **PREVIEW**

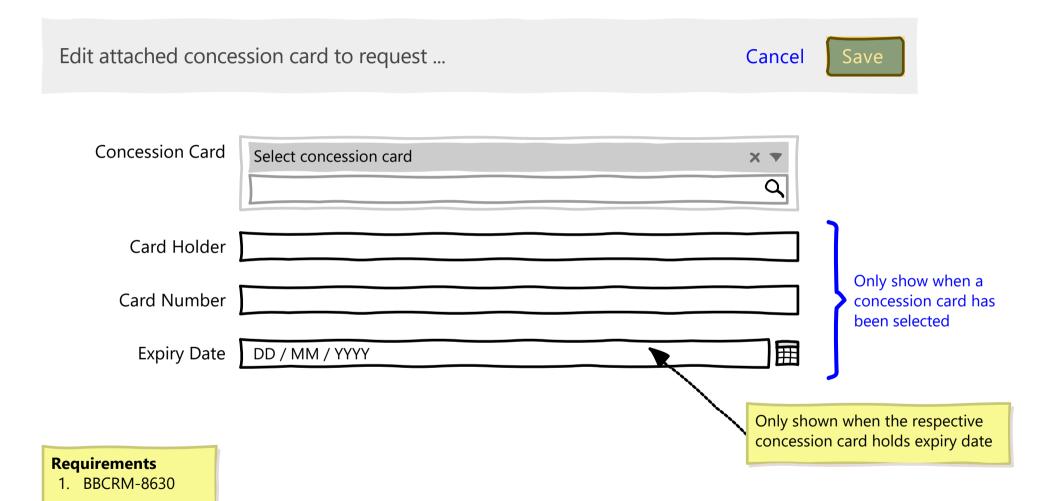
Show details about the specific concession rebate details, displayed in the 'Preview' area.

#### **Online Request Record View - New Concession Card**



Requirements

#### **Online Request Record View - Edit Concession Card**



#### **Concession Rebate - Preview Details**

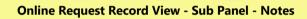
**Card Type** Queensland Seniors Card

**Card Holder** G Smith

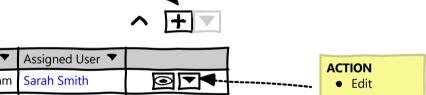
**Card Number** NB1234567890

**Expiry Date** 31/12/2015

## Requirements

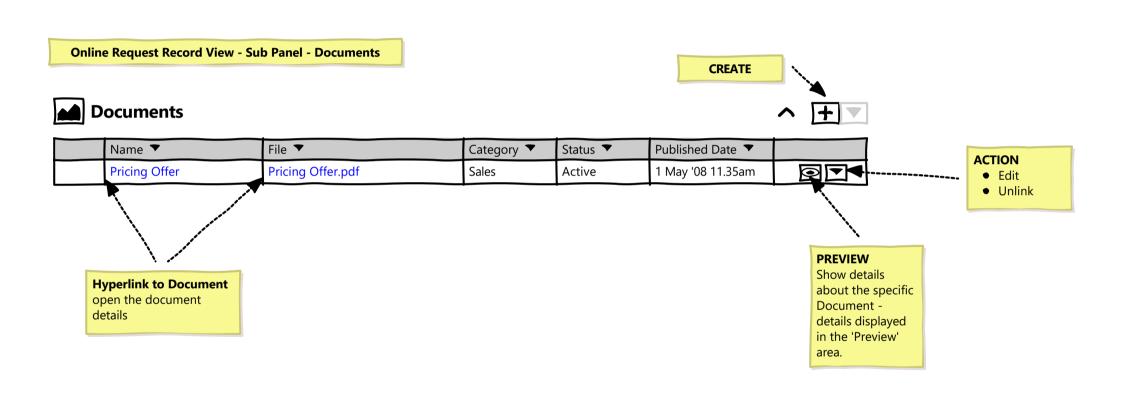






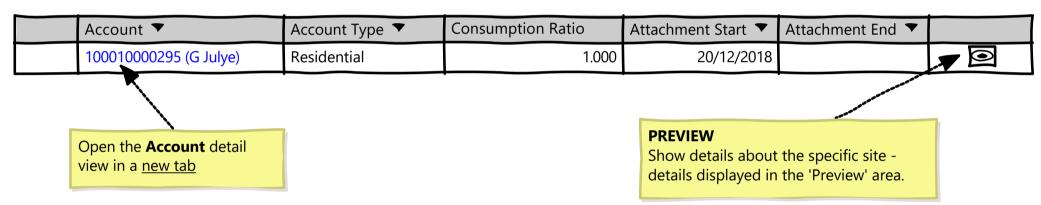
CREATE

Subject ▼	Date Created ▼	Last Modified ▼	Assigned User ▼		ACTION
Account VIP Status Details	1 May '08 9.56am	1 May '08 9.56am	Sarah Smith		
				•	

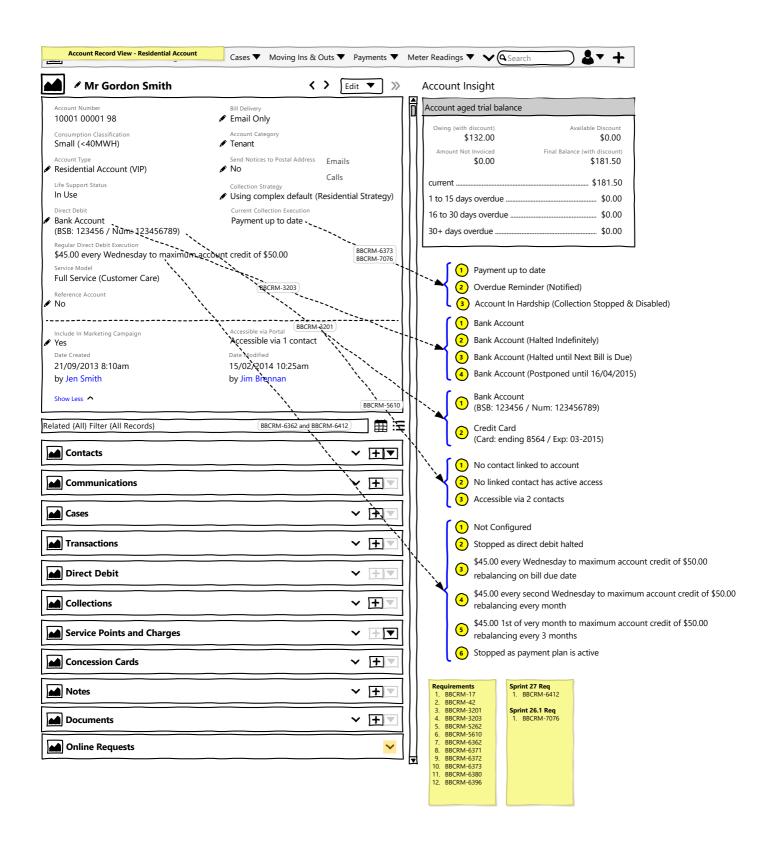


#### **Online Request Records - Sub Panel - Accounts**



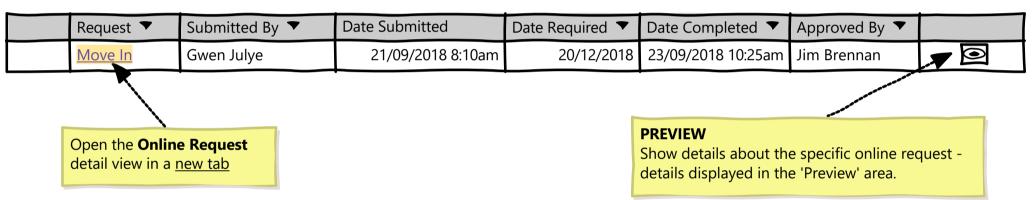


### Requirements



#### **Account Record View - Sub Panel - Online Requests**

# Online Requests



#### Requirements