

Case Study : Customer Connection Management Portal for Dispur Wireless

Customer Background

* Dispur Wireless, Assam's largest wireless provider provides wireless voice and data communications services across Assam to more than 9 million customers

* Dispur Cable, cable business of Dispur is a leading cable services provider, offering cable television, high-speed Internet access, and telephony products for residential and business customers

* Dispur Media is Assam's premier group of category-leading broadcast, specialty, print and on-line media assets with businesses in radio and television broadcasting, televised shopping, magazine and trade journal publication, and sports entertainment

Business Requirement

The purpose of the project is to develop a CCMP (Customer Connection Management Portal) application for expanding the reach of the provider to the people of the state with a promising service in the sector.

The portal is expected to ease the use of the services of the customers.

The portal should provide the following functionalities :

Customer Management Portal

a. The customer can register himself/herself to get a new voice/data connection by providing the following details:

--Name

--Address

-- Email ID

--Contact Number (if any)

Once the customer is registered successfully, a registration id will be generated and provided to the customer for further reference. The customer also needs to set a password to have secured access to the portal.

b. The Relationship Manager of Dispur Wireless can view customer's details available in the system using the registration number as and when needed.

c. The customer can update any of the details as and when required except the registration number.

d. If a customer no longer has any connections, the company operators can remove the customer's details from the system.

CCMP

Tariff Plan Management Portal

a. The Company Admin Team can add the details of tariffs of a new plan launched in the market. The details needed to be added are

- Plan Name
- Type of Plan (Data / Voice)
- Tariff (Rate /min)
- Validity (in days)
- Rental (if any)

For each new plan added, an unique plan id is generated by the system for future reference.

- b. The portal users can view the details of the plans offered by Dispur Wireless.
- c. If a plan is no longer offered to the customers, the admin team can remove the details of the plan from the system.
- d. The admin team can update the tariff of a plan as and when required.

Connection Management Portal

- a. The registered customers should be able to use the portal to subscribe a new connection by selecting a plan currently offered by the company. When a plan is selected for subscription, total amount payable needs to displayed before confirming the connection.
- b. The subscriber can view all the plans subscribed by him/her. The Relationship Manager can also view all the subscription details of the customers.
- c. The subscriber can cancel his/her subscription. As per company policy, a cancellation of subscription is possible only after 3 months of taking the connection.
- d. The customers can change the plan selected whenever he/she wants to opt for a new plan.

Usage Management Portal

This module is aimed to capture the usage details of a subscription. Since, the current scope of the project does not facilitate live usage data capture, data needs to inserted in the tables manually for billing purpose.

- a. The company operators can use this portal to enter the usage details of a subscription. The details to be captured are :
 - Call duration (in secs)/Data used (in KB)
 - Date of call/data transaction
- b. The subscriber can view all the transactions (call/data) made by him/her. The Relationship Manager can also view all the transaction details of the customers.
- c. The company operator can calculate the monthly usage of a subscription and generate the bill for the month.
- d. The subscriber can view his/her monthly bill using the portal.

Access Management Portal

Technology Involved

- * Java and JDBC
- * HTML 5 / CSS / Javascript
- * Oracle Database

Customer Benefits

CCMP

- * An automated CCMP application to increase the usability of its customers
- * Real time visibility of data
- * Role based access to the system for data security purposes.