



# Vi IoT Smart Central

## User Guide Case Management

Version: V1.0

#TogetherforTomorrow

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# Contents

<b>INTRODUCTION</b>	<b>5</b>
<b>LOGIN</b>	<b>6</b>
FORGOT PASSWORD	8
<b>LOGOUT FROM THE APPLICATION</b>	<b>9</b>
<b>DASHBOARD</b>	<b>10</b>
<b>COMMONLY USED OPTIONS IN THE GUI</b>	<b>15</b>
<b>MANAGE CASE</b>	<b>18</b>
CREATE CASE	20
MODIFY CASES	28
<i>Overview</i>	28
<i>Details</i>	30
<i>Remarks</i>	31
<i>Case History</i>	32
<i>Documents</i>	33
<i>Child Cases</i>	35
<i>Customer Notes</i>	36
<i>Internal Notes</i>	37
<b>TEAM MAPPING</b>	<b>38</b>
CREATE TEAM MAPPING	39
<b>CONFIGURATIONS</b>	<b>44</b>
TICKET TYPE	45
<i>Create Ticket Type</i>	46
DOMAIN	49
<i>Create Domain</i>	50
CATEGORY	54
<i>Create Category</i>	55
SUB-CATEGORY	59
<i>Add Sub-Category</i>	60
SLA MASTER	64
<i>Create SLA Master</i>	65
RESOLUTION	69
<i>Create Resolution</i>	70
PRIORITY MAPPING	74
<i>Create Priority Mapping</i>	75
SLA MAPPING	79
<i>Create SLA Mapping</i>	79
SOURCE	83
<i>Create Source</i>	83
CAUSED CODE	87
<i>Create Caused Code</i>	88
META DATA	92
<i>Create Meta Data</i>	93
MESSAGE TEMPLATE	97
<i>Create Message Template</i>	98
FAQ	102

<i>Create FAQ</i>	102
HOLIDAYS	106
<i>Add Holidays</i>	107
KNOWLEDGE BASE	110
<i>Create Knowledge Base</i>	111

# Introduction

Cases are the issues/ complaints that are raised by the customers. This module allows you to view and register the cases/complaints that are related to the service and so on.

CSR can assign the cases to the respective teams. The teams will then work on fixing the customer's issue/complains. At any time, CSR can view the status of the cases.

When a case is not closed within a given time, the case can be escalated to the Team Member for immediate attention.

The following type of case can be created:

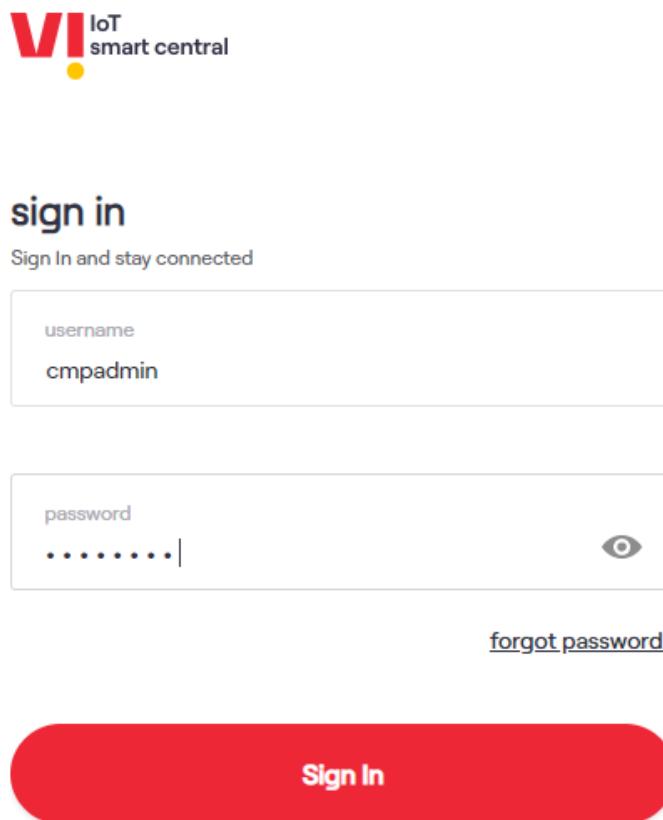
**Normal Case** – When the CSR receives a call from customers regarding some billing issue.

- CSR assigns the case to the Back Office (BO) Team and the BO team assigns the ticket to the Finance team.
- The Finance team will work on fixing the issue and assign it back to BO Team.
- The BO Team will assign the BO Call Back Team, who, in turn, will tell the customer the issue has been resolved.

# Login

## To login to the Case Management Application:

1. Enter the URL (found in the release notes) in the web browser. The login page is displayed.



2. Enter the **Username** and **Password** in the corresponding fields. Refer to the previous screen.
  - Click the **View** button  to view the hidden password.
3. After entering all the required details, click the **Sign In** button.

### Note

The Sign In button is enabled after entering the username and password only.

After a successful login, the **Overview** page is displayed on the screen.

The screenshot shows the 'overview' page of the IoT smart central application. At the top left is the Vodafone Idea logo and the text 'IoT smart central'. To the right is a navigation bar with three horizontal dots, a question mark icon, a bell icon with a '2' notification, and a user profile icon for 'Jerin Rajan'. Below the header is a sidebar on the left containing a 'Search' bar, a 'Apps' section with a 'Overview' link highlighted in red, and other links for 'Dashboard', 'Manage Case', 'Team Mapping', and 'Configurations'. The main content area on the right displays a welcome message 'Hi Jerin Rajan, Welcome' and three quick links: 'Create Case' (with a camera icon), 'View Case' (with a video camera icon), and 'Dashboard' (with a circular arrow icon).

The following options can be navigated directly as quick links from the **Overview** page.

- **Create Case**
- **View Case**
- **Dashboard**

## Forgot Password

This option allows users to reset the password in case they forget the current password. The random password is sent to the registered mail ID. Users can log in to the application with that and later change it to the required password.



### forgot your password?

We'll help you reset it and get back on track

username

**Submit**

< [back to login](#)

1. Enter the username in the corresponding field and click the **Submit** button.

The user will get an email with the instructions to reset the password.

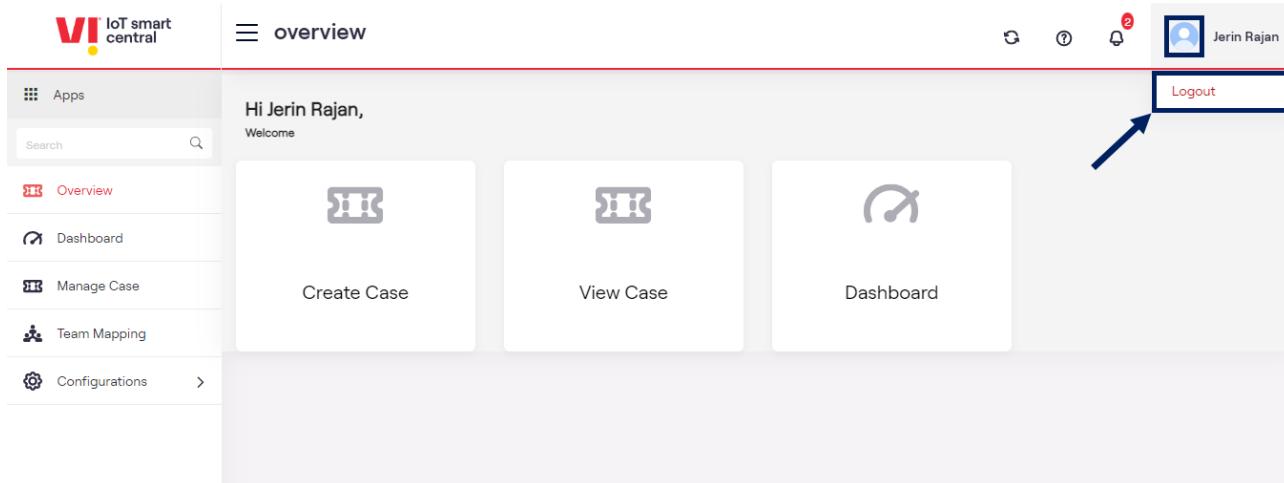
Click the **back to login** button to back to the login page.

# Logout from the Application

Using this option, Vi can logout from the application at any time.

## To logout from the application:

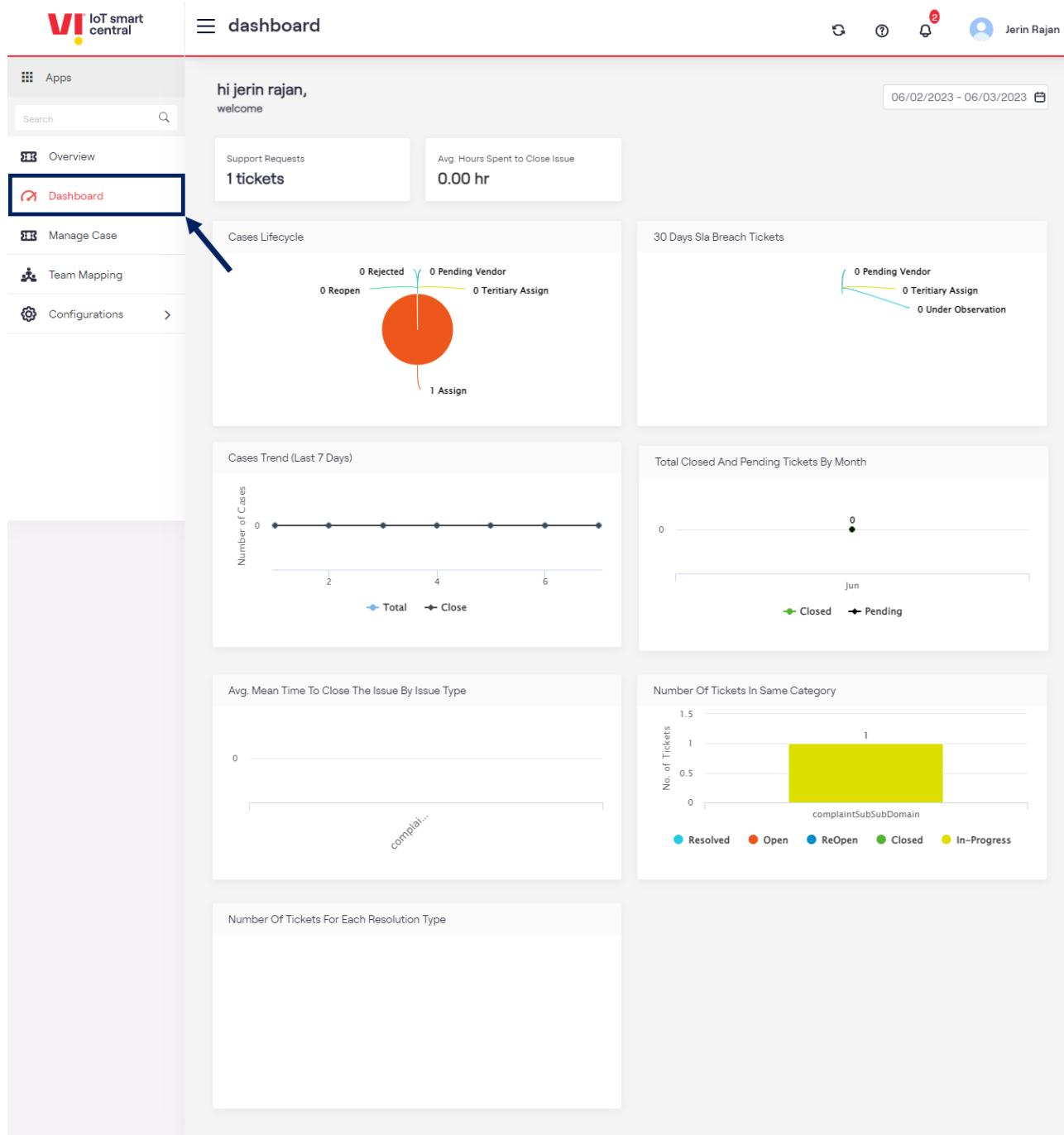
1. On the top right corner of the screen, click the **Profile >> Logout** button to logout from the application. Refer to the following screen.



You will be logged out from the application.

# Dashboard

The following details are displayed on the **Case Management** dashboard screen.



## • Support Request

Support Requests

**3 tickets**

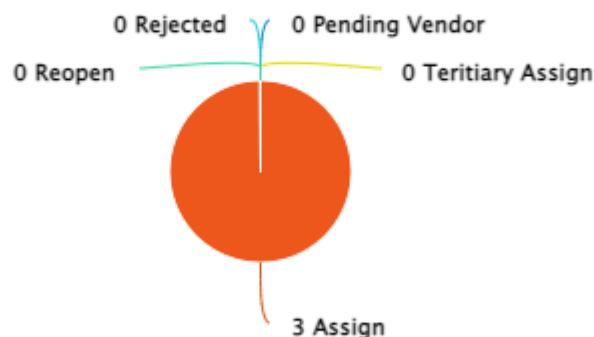
- **Average Hours Spent to Close Issue**

Avg. Hours Spent to Close Issue

**0.00 hr**

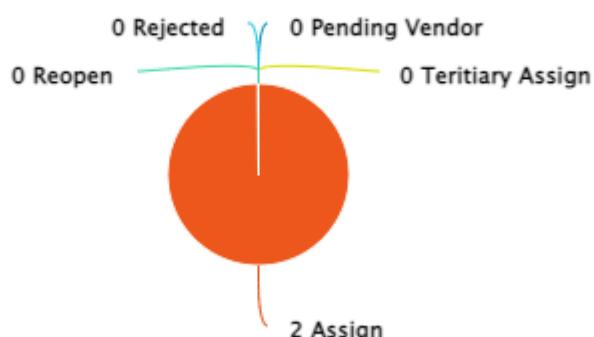
- **Cases Life Cycle**

Cases Lifecycle



- **30 Days SLA Breach Tickets**

30 Days Sla Breach Tickets



- Case Trend (Last 7 Days)

Cases Trend (Last 7 Days)



- Total Closed and Pending Tickets by Month

Total Closed And Pending Tickets By Month

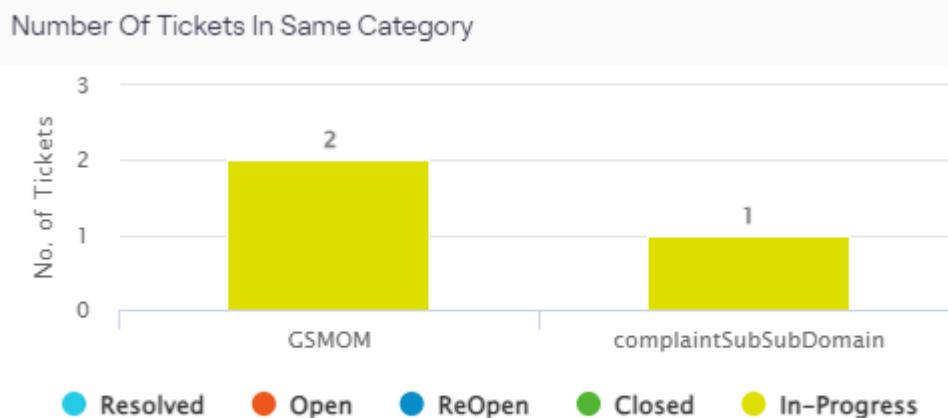
● Closed      ● Pending

- Avg. Mean Time To Close The Issue By Issue Type

Avg. Mean Time To Close The Issue By Issue Type



- **Number Of Tickets In Same Category**



- **Number Of Tickets For Each Resolution Type**

- On the **Dashboard** screen, click the **Date Picker** to select the desired date to view the tickets details on the selected date. Refer to the following screen.

- After clicking the **Date Picker** button, the following screen will be displayed.

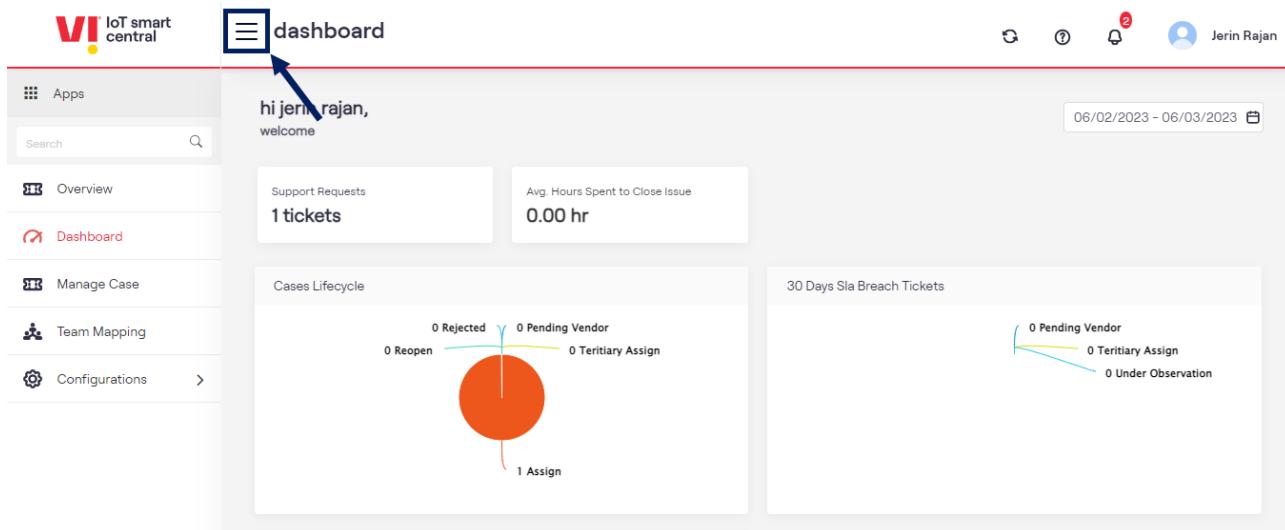
The screenshot shows the IoT smart central dashboard interface. On the left, there's a sidebar with navigation links: Apps, Overview, Dashboard (which is selected), Manage Case, Team Mapping, and Configurations. The main area has a welcome message "hi jerin rajan, welcome". Below it, there are two cards: "Support Requests" (1 tickets, Avg. Hours Spent to Close Issue: 0.00 hr) and "Cases Lifecycle" (a circular chart showing 0 Reopen, 0 Pending Vendor, 0 Tertiary Assign, and 1 Assign). At the top right, there's a user profile for "Jerin Rajan" and a date range selector showing "06/02/2023 - 06/03/2023". A large blue-bordered modal window is open over the dashboard, representing a date picker. The modal has two date inputs: "06/02/2023" and "06/03/2023". It also includes a "Yesterday" link and a "Last 7 Days" link. Below these are buttons for "Last 30 Days", "This Month", "Last Month", and "Custom Range". At the bottom right of the modal are "apply" and "cancel" buttons.

- Select the desired date that you want to view the tickets details on that specific date and click the **Apply** button.

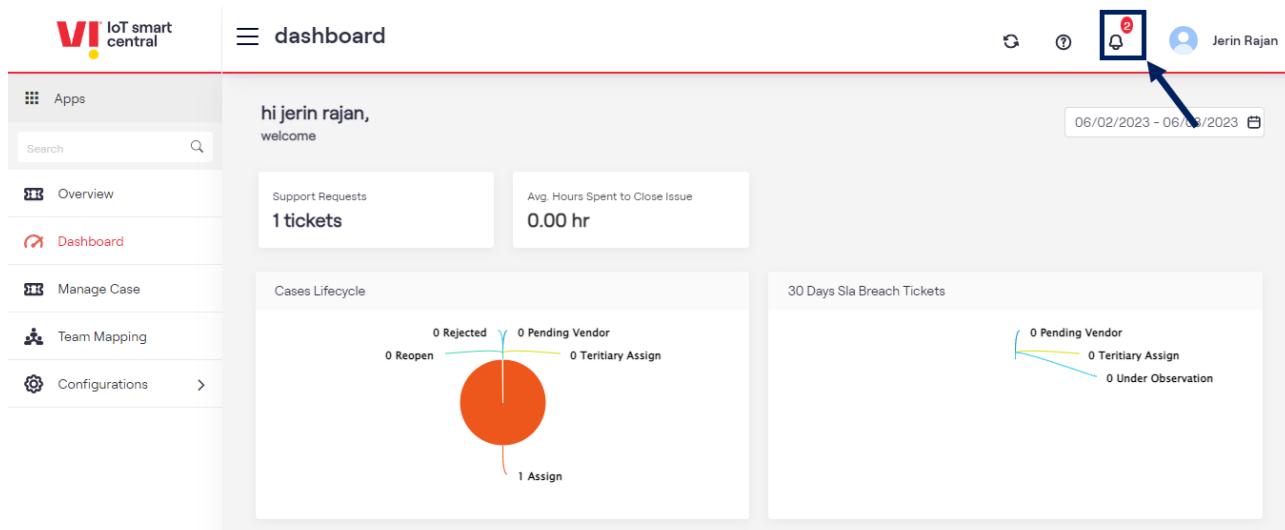
The **Dashboard** details are displayed based on the selected date.

# Commonly used Options in the GUI

- Click  to view/hide the side menus. Refer to the following screen.



- On the right corner of the screen, click the **Notifications** button  to view the received notifications in the application. Refer to the following screen.



- After clicking the **Notifications** button, the following screen will be displayed.

Notifications [mark all as read](#)

Ticket Status Change	09/12/2022	<a href="#">read</a>
Hi jerin.rajan , Ticket Id : 2072 Status updated .		
Ticket Assignment	09/12/2022	<a href="#">read</a>
Hi jerin.rajan , Ticket Id : 2072 is Assigned to v...		
Ticket Assignment	09/12/2022	<a href="#">unread</a>
Hi jerin.rajan , Ticket Id - 2066 is Assigned to v...		

- Click the **Read** button to read the notification.
- Click the **Mark All as Read** button to mark all the notifications as read.

You can search for specific parameters using the **Search** Option.

- Enter the name of the parameters in the search fields that you want to view and click the **Search** button. Refer to the following screen.

View Team Mapping   6 <a href="#">create team mapping</a>					
Team Name	Description	Team Owner Email ID	Edit	Delete	
KKR		abrina.sunny@6dtech.co.in	<a href="#">Edit</a>	<a href="#">Delete</a>	
RCB	test	abrina.sunny@6dtech.co.in	<a href="#">Edit</a>	<a href="#">Delete</a>	
Dev Team	test	sub@6dtech.co.in	<a href="#">Edit</a>	<a href="#">Delete</a>	
Admin	admin	charles.alex@6dtech.co.in	<a href="#">Edit</a>	<a href="#">Delete</a>	
Network Team	test	adminuser@6dtech.co.in	<a href="#">Edit</a>	<a href="#">Delete</a>	
Admin Team	mahendrateam	r.rohith@6dtech.co.in	<a href="#">Edit</a>	<a href="#">Delete</a>	

The results are displayed based on your search criteria.

### Note

The search process will be the same for all the menus.

- Click the **Reset** button to reset the displayed content on the screen. Refer to the following screen.

The screenshot shows the 'team mapping' section of the application. At the top, there's a search bar with a placeholder 'Enter Team Name (Optional)' and a 'search' button. To the right of the search bar is a 'reset' button, which is highlighted with a blue box and an arrow pointing to it. Below the search bar is a table titled 'View Team Mapping | 6'. The table has columns for 'Team Name', 'Description', 'Team Owner Email ID', 'Edit', and 'Delete'. The data in the table includes:

Team Name	Description	Team Owner Email ID	Edit	Delete
KKR		abhina.sunny@6dtech.co.in		
RCB	test	abhina.sunny@6dtech.co.in		
Dev Team	test	sub@6dtech.co.in		
Admin	admin	charles.alex@6dtech.co.in		
Network Team	test	adminuser@6dtech.co.in		
Admin Team	mahendrateam	r.rohith@6dtech.co.in		

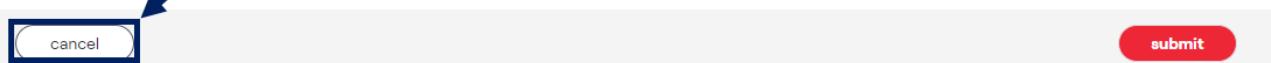
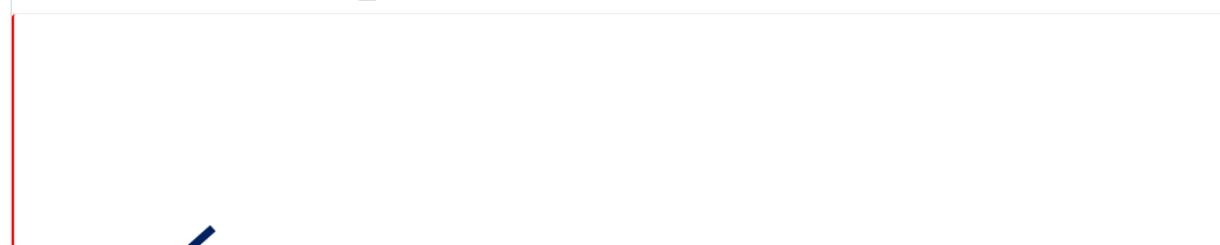
- On the right corner of the screen, click the **Refresh** button to refresh the cache in the application. Refer to the following screen.

The screenshot shows the 'dashboard' section of the application. At the top right, there's a refresh button, a help button, a notification bell, and a user profile for 'Jerin Rajan'. The main area displays a welcome message 'hi jerin rajan, welcome'. Below the message are two cards: 'Support Requests' (1 tickets) and 'Avg. Hours Spent to Close Issue' (0.00 hr). Further down are two circular charts: 'Cases Lifecycle' and '30 Days Sla Breach Tickets'. The 'Cases Lifecycle' chart shows 1 Assign, 0 Reopen, 0 Rejected, 0 Pending Vendor, and 0 Tertiary Assign. The '30 Days Sla Breach Tickets' chart shows 0 Pending Vendor, 0 Tertiary Assign, and 0 Under Observation.

- Click the **Cancel** button to cancel the operation. Refer to the following screen.

Description

H B I U S A A = = “ ” </> [ ] - [ ] [ ]



A horizontal button bar with two buttons. On the left is a blue-outlined button labeled "cancel". On the right is a red-outlined button labeled "submit". A black arrow points from the text "cancel" towards the "cancel" button.

# Manage Case

Using this manage case option, Vi can manage and create all the cases. Based on the entered details that ticket will be raised on the specific query and assigned with the respective team. Vi can also view the case details such as Overview, Details, Remarks, History, Documents, Child Case, External Notes, and Internal Notes. These details will be filled while creating the new case.

## To manage the case:

1. On the side menu, click the **Manage Case** to view the manage case details. Refer to the following screen.

The screenshot shows the VI IoT smart central application interface. The top navigation bar includes the VI logo, a search bar, and user information for 'Jerin Rajan'. Below the navigation is a sidebar with various options: Apps, Overview, Dashboard, **Manage Case** (which is highlighted with a blue box and has a blue arrow pointing to it from the sidebar), Team Mapping, and Configurations. The main content area is titled 'manage case' and contains a 'Search Case' form with fields for Case Number, Date Range, Team, Type, CreatedBy/Assignee, Escalated Case, and Search Filter. Below the search form is a table titled 'View Case | 520' with columns: Overview, Case Number, Case Status, Created Date, Processed Time Elapsed, Subject, and Customer. The table lists several cases, each with a status of 'ASSIGN' and a progress bar indicating 100% completion.

Overview	Case Number	Case Status	Created Date	Processed Time Elapsed	Subject	Customer
①	2226	ASSIGN	02/03/2023 02:03:51 PM	100.0%	complaintSubSubDomain	RELIANCE
①	2225	ASSIGN	23/11/2022 09:00:00 AM	100.0%	GSMOM 008938	Shiva
①	2224	ASSIGN	21/11/2022 03:30:52 PM	100.0%	complaintSubSubDomain	SUNDAYTe
①	2223	ASSIGN	21/11/2022 03:12:20 PM	100.0%	GSMOM	SixDee tec
-	2222	ASSIGN	20/11/2022 01:00:27 PM	100.0%	complaintSubSubDomain	RELIANCE

## Search Case:

You can search for specific case details using this **Search** option.

- Enter/select the required details in the corresponding fields and click the **Search** button. Refer to the following screen.

The screenshot shows the 'manage case' interface. On the left sidebar, 'Manage Case' is highlighted. The main area is titled 'Search Case' with fields for Case Number, Date Range, Team, Type, CreatedBy/Assignee, Escalated Case, and Search Filter. Below this is a table titled 'View Case | 520' with columns: Overview, Case Number, Case Status, Created Date, Processed Time Elapsed, Subject, and Customer. The table contains four rows of case data. At the bottom right of the table is an 'export' button.

Overview	Case Number	Case Status	Created Date	Processed Time Elapsed	Subject	Customer
①	2226	ASSIGN	02/03/2023 02:03:51 PM	<div style="width: 100.0%;">100.0%</div>	complaintSubSubDomain	RELIANCE
①	2225	ASSIGN	23/11/2022 09:00:00 AM	<div style="width: 100.0%;">100.0%</div>	GSMOM 008938	Shiva
①	2224	ASSIGN	21/11/2022 03:30:52 PM	<div style="width: 100.0%;">100.0%</div>	complaintSubSubDomain	SUNDAYTe
①	2223	ASSIGN	21/11/2022 03:12:20 PM	<div style="width: 100.0%;">100.0%</div>	GSMOM	SixDee tec

Results are displayed based on the search criteria.

- On the **Manage Case** screen, click the **Export** button to export the case details. Refer to the following screen.

This screenshot is identical to the one above, showing the 'manage case' screen with search results. However, a blue arrow points from the text above to the red 'export' button located at the bottom right of the 'View Case' table.

The report will be exported and downloaded.

## Create Case

Using this create case option, Vi can create a new case.

1. On the **Manage Case** screen, click the **Create Case** button to create a new case. Refer to the following screen.

The screenshot shows the 'manage case' screen with a search bar at the top. The search bar includes fields for 'Case Number', 'Date Range', 'Team', 'Type', 'CreatedBy/Assignee', and 'Escalated Case'. Below the search bar is a table titled 'View Case | 520'. In the top left corner of the table, there is a red button labeled 'create case' with a blue arrow pointing to it. The table has columns: Overview, Case Number, Case Status, Created Date, Processed Time Elapsed, Subject, and Customer Name. The data in the table is as follows:

Overview	Case Number	Case Status	Created Date	Processed Time Elapsed	Subject	Customer Name
①	2226	ASSIGN	02/03/2023 02:03:51 PM	100.0%	complaintSubSubDomain	RELIANCE INFRASTRUCTURE LTD M2
①	2225	ASSIGN	23/11/2022 09:00:00 AM	100.0%	GSMOM 008938	Shiva
①	2224	ASSIGN	21/11/2022 03:30:52 PM	100.0%	complaintSubSubDomain	SUNDAYTech
①	2223	ASSIGN	21/11/2022 03:12:20 PM	100.0%	GSMOM	SixDee tech
-	2220	ASSIGN	20/11/2022 03:00:00 PM	100.0%	complaintSubSubDomain	VI

2. After clicking the **Create Case** button, the following screen will be displayed.

The screenshot shows the 'manage case' interface with the 'Create Ticket' tab selected. The form is divided into several sections:

- Search Customer:** A dropdown menu labeled 'Select' (Optional) and a search bar labeled 'Enter Search Customer' (Optional) with a magnifying glass icon.
- Master Case Number:** A section with a 'Master Case' toggle switch between 'YES' and 'NO'. If 'YES' is selected, there is a field 'Enter Master Case Id' (Optional) with a red plus sign icon.
- Case Details:** A large section containing various input fields grouped into rows:
  - Row 1: Account Number (Select Optional), MSISDN (Select Optional), Ticket Type (Select Optional).
  - Row 2: Customer Category (Select), Customer Circle (Select), Domain (Select).
  - Row 3: Category (Select), Sub-Category (Select), Buttons: related cases, knowledge base.
  - Row 4: Priority (Select), SLA Mapping (Select Optional), Team (Select Optional).
  - Row 5: Subject (Enter Subject), Channel (Select Optional), Close Immediately (YES NO Optional).
  - Row 6: Name (Enter Name), Customer Email Address (Enter Email Address Optional), Customer Contact Number (Enter Contact Number Optional).
  - Row 7: Notification Preferences (Default), APN (Select Optional), No Of Impacted Service (Select Optional).
  - Row 8: Customer Class (Select Optional), Sample Working Number (Select Optional), Enterprise Code (Select Optional).
  - Row 9: Location B (Select Optional), External ID (Select Optional), External System (Select Optional).
  - Row 10: Outage (Select Optional).
- Description:** A rich text editor with a toolbar at the top and a red border around the text area.
- Address Details:** A section with four input fields:
  - Mail Box (Enter Mail Box Optional)
  - Postal Code (Enter Postal Code Optional)
  - Commune (Enter Commune Optional)
  - IsLand (Enter Island Optional)
- Name of residence/building:** An input field 'Enter Name of residence/building' (Optional).
- Geolocation:** An input field 'Enter Geolocation' (Optional).
- File Upload:** A section with 'File Description' (Enter File Name Optional), 'File Name' (pdf,doc,docx,xls,xlsx,csv,txt # Maximum Size : 1MB) (Optional), a 'browse' button, a 'change' button, and a red 'upload other document' button.
- Buttons:** At the bottom right are three buttons: 'cancel', 'reset', and 'save'.

## **Search Customer:**

3. Select the **Category** for which the case needs to be created. For example, Account ID or Customer ID.

Search Customer

(Optional)

(Optional)

4. Enter the details of the selected category. For example, If the CSR selects the Account Name and enter the account name.
5. You can search the customer details with the customer ID. Once you searched with customer ID that customer details such as Customer Name, Email Address, Contact Number, and Customer ID will be auto populated under case details.
6. After entering the Customer ID, click the **Search** button  to view the customer details for which you want to view the case details. Refer to the following screen.

Search Customer

(Optional)

(Optional)

7. After clicking the **Search** button, the customer details are auto populated under case details. Refer to the following screen.

Close Immediately

YES  NO

Name

Customer Email Address

(Optional)

Customer Contact Number

Notification Preferences

(Optional)

Customer Id

(Optional)

## **Master Case Details:**

Master Case Number

Master Case

YES    NO

Master Case Number

Enter Master Case Id  

(Optional)

- **Master Case-** If CSR wants to make the case as Master case, then CSR enables the Master Case button “**YES**”.
- **Master Case Number-** If CSR enables Master Case button “**YES**”, then select the master case ID.
- Click the **Add** button  to add the master case number. The following screen is displayed.

### master case X

Case Number  Enter Case Number  
(Optional)

Date Range  Enter Date Range   
(Optional)

Team  Select  
(Optional)

User Name(s)  Select  
(Optional)

**search** **reset**

Case NUMBER	CASE STATUS	CREATED DATE	SUBJECT	ASSIGNED TO	SELECT
1996	Promise-to-callback	14/09/2022 22:41:12	testsubjecttest	jerin rajan78	

- Click the **Select** button  to select the required case number.

## Case Details:

**Case Details**

Account Number <input type="text" value="Select"/> (Optional)	MSISDN <input type="text" value="Select"/> (Optional)	Ticket Type <input type="text" value="Select"/>
Customer Category <input type="text" value="Select"/>	Customer Circle <input type="text" value="Select"/>	Domain <input type="text" value="Select"/>
Category <input type="text" value="Select"/>	Sub-Category <input type="text" value="Select"/>	<a href="#">related cases</a> <a href="#">knowledge base</a>
Priority <input type="text" value="Select"/>	SLA Mapping <input type="text" value=""/>	Team <input type="text" value="Select"/> (Optional)
Subject <input type="text" value="Enter Subject"/>	Channel <input type="text" value="Select"/> (Optional)	<input checked="" type="radio"/> YES <input type="radio"/> NO
Name <input type="text" value="Enter Name"/>	Customer Email Address <input type="text" value="Enter Email Address"/> (Optional)	Customer Contact Number <input type="text" value="Enter Contact Number"/>
Notification Preferences <input type="text" value="Default"/> (Optional)	APN <input type="text" value=""/>	No Of Impacted Service <input type="text" value=""/>
Customer Class <input type="text" value="Select"/> (Optional)	Sample Working Number <input type="text" value=""/>	Enterprise Code <input type="text" value=""/>
Location B <input type="text" value=""/> (Optional)	External ID <input type="text" value=""/>	External System <input type="text" value="Select"/> (Optional)
Outage <input type="text" value=""/> (Optional)		
Description	<p>H B I U S A A                                         &lt;img alt="list icon" data-bbox="8520 </p>	

8. Enter/select the following details in the corresponding fields.

- **Account Number**- Select the account number of the customer for which we need to create a case.
  - **MSISDN** - Select the customer MSISDN number in the drop-down list.
  - **Service Identifier**- Select the service for which the service the customer has issue.
  - **Ticket Type** – Select the ticket type in the drop-down list. It refers to the type for which the customer has an issue. For example, if the customer has Internet issues, select the case type as **Internet**.
  - **Customer Category** – Select the customer category in the drop-down list. For example, the customer type can be **Employee, General, and Regular**.
  - **Customer Circle** – Select the customer circle in the drop-down list.

- **Domain** – Select under which domain the customer is facing the issue.
- **Category** – Select the category in the drop-down list. Based on the selected domain the subdomain details are available.
- **Sub-Category** – Select the sub-category in the drop-down list. Based on the selected category the sub-category details are available.

9. Click the **Related Cases** to view the previously solved cases on the same issue cases will be displayed.

10. Click the **Knowledge Base** to view the solutions to solve the issue for case. Refer to the following screen.

The screenshot shows a 'Case Details' form with the following fields:

- Account Number:** Select (Optional)
- MSISDN:** Select (Optional)
- Ticket Type:** Internet
- Customer Category:** Bronze
- Customer Circle:** JP nagar
- Domain:** VoIP
- Category:** Complaint
- Sub-Category:** Select
- Priority:** Select
- SLA Mapping:** (Optional)
- Team:** Select (Optional)

At the bottom right of the form, there are two buttons: **related cases** and **knowledge base**, which are highlighted with a blue rectangle.

- **Priority** - CSR can assign the priority for the Case based on the severity of the issue raised by the Customer. The priorities configured are Low, Medium, and High.
- **SLA Mapping** - The SLA Mapping option will be enabled based on the selection of Ticket Type and Priority.
- **Team** - CSR can assign the Case to a team. CSR can also assign the Case to a specific user. For example, CSR can assign the case to the IT team.
- **Assignee** - Based on the team selected the assignees will be listed to select. For example, Case admin or admin.
- **Subject** – The subject of the case is auto-populated based on the ticket type. CSR can also edit the same.
- **Channel** - Select the channel from where the case details will be sent. For example, SMS or social media.
- **Close Immediately** - If the CSR can close the case immediately while creating the ticket itself, then Toggle “**YES**”.

- If the close immediately button is turned “**YES**”, the following confirmation pop-up window screen is displayed.

**Yes**

Do You Want To Close The Ticket Immediately?

no

yes

- If you receive this confirmation message, “**Do you want to close the Ticket Immediately?**”, click “**Yes**” to confirm the action.

Or

Click “**No**” to discard the action.

- **Name** – Based on the entered customer ID, the customer name is displayed.
- **Customer Email Address** - Based on the entered customer ID, the customer email address is displayed.
- **Customer Contact Number** - Based on the entered customer ID, the customer contact address is displayed.
- **Notification Preferences** - Select the notification preference as **Default** or **Custom** in the drop-down list.
- **Notification Channel** – If the Custom is selected, select the notification channel as **SMS** or **Portal** in the drop-down list.
- **Customer ID** – By default, the customer ID is auto-populated.
- **APN** – Enter the APN address of the SIM.
- **Number of Impacted SIMs** – Enter how many sims are impacted with the issue.
- **Customer Class** – Enter the customer class.
- **Sample Working Number** – Enter the sample working number for the customer.
- **Enterprise Code** - By default, the enterprise code is auto-populated.
- **Location B** – Enter the location B details in this field.
- **External ID** – Enter the external ID in this field.
- **External System** – Select the external system in the drop-down list.
- **Outage** – Select the outage date in the calendar.
- **Description** – Enter the short descriptions/comments for the created ticket.

## **Address Details:**

Address Details

Mail Box <input type="text" value="400060"/> (Optional)	Postal Code <input type="text" value="Enter Postal Code"/> (Optional)	Commune <input type="text" value="Enter Commune"/> (Optional)
IsLand <input type="text" value="SF 315/1F,JEYAPRAKASH NAGAR,GANAPATH'"/> (Optional)	Name <input type="text" value="Enter Name"/> (Optional)	Apt/lane no. <input type="text" value="Enter Apt/lane no."/> (Optional)
Name of residence/building <input type="text" value="Enter Name of residence/building"/> (Optional)	Address <input type="text" value="Enter Address"/> (Optional)	Additional address <input type="text" value="Enter Additional address"/> (Optional)
Geolocation <input type="text" value="Enter Geolocation"/> (Optional)		

- **Mail Box** – Enter the customer mail box number.
- **Postal Code** - Enter the postal code of the customer city.
- **Commune** – Enter the commune in this field.
- **IsLand** – Enter the Island in this field.
- **Name** - Enter the name of the apartment.
- **Apt/lane Number**- Enter the apt number/lane number of the customer.
- **Name of Residence/Building** - Enter the residence/building name of the customer.
- **Address** - Enter the customer address in this field.
- **Additional Address** - Enter the customer additional address.
- **Geolocation** – Enter the geolocation of the customer residing area.

## **File Upload**

File Upload

File Description <input type="text" value="Enter File Name"/> (Optional)	File Name (pdf,doc,docx,xls,xlsx,csv,txt # Maximum Size : 1MB) <input type="text" value=""/> (Optional)	<input type="button" value="browse"/>	<input type="button" value="change"/>
<input type="button" value="upload other document"/>			

- **File Description**- Enter the description of the file.
  - Click the **Browse** to upload the file.
- Click **Change** to reset the entered details.
- Click **Upload Other Document** to upload more file.

11. After entering all the required details, click **Save**.

Or

Click **Reset** to go back to the previous screen.

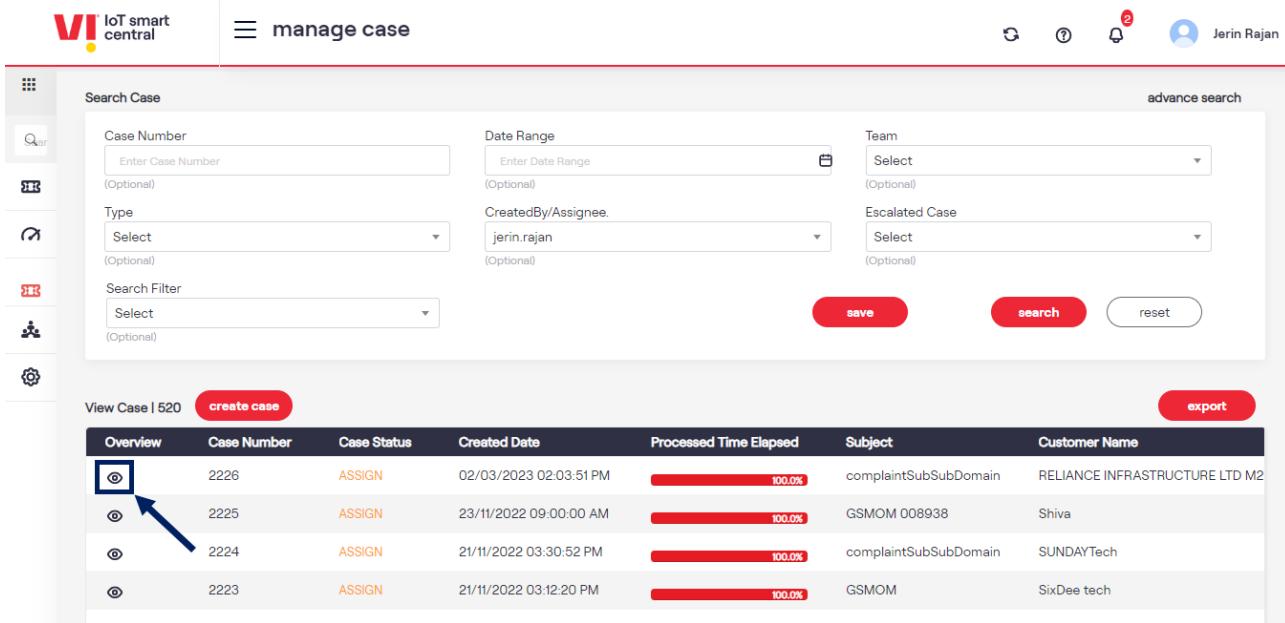
A success message is displayed, indicating the case is created successfully.

## Modify Cases

This modify option allows Vi to modify the existing case details.

### Overview

1. On the **Manage Case** screen, click the **Overview** button  to modify/view the existing case details. Refer to the following screen.



The screenshot shows the 'manage case' interface. At the top, there's a search bar with fields for 'Case Number', 'Date Range', 'Team', and 'Escalated Case'. Below the search bar is a 'Search Filter' dropdown. On the right, there are 'save', 'search', and 'reset' buttons, along with an 'advance search' link. The main area is titled 'View Case | 520' and contains a table with columns: Overview, Case Number, Case Status, Created Date, Processed Time Elapsed, Subject, and Customer Name. The 'Overview' column has a blue box around its header and a blue arrow pointing to the first row's header. The table data includes:

Overview	Case Number	Case Status	Created Date	Processed Time Elapsed	Subject	Customer Name
	2226	ASSIGN	02/03/2023 02:03:51 PM	100.0%	complaintSubSubDomain	RELIANCE INFRASTRUCTURE LTD M2
	2225	ASSIGN	23/11/2022 09:00:00 AM	100.0%	GSMOM 008938	Shiva
	2224	ASSIGN	21/11/2022 03:30:52 PM	100.0%	complaintSubSubDomain	SUNDAYTech
	2223	ASSIGN	21/11/2022 03:12:20 PM	100.0%	GSMOM	SixDee tech
-	2222	ASSIGN	20/11/2022 01:00:27 PM	100.0%	GSMOM	Shiva

2. After clicking the **Overview** button, the following screen will be displayed.

The screenshot shows the 'View Case' interface for Case ID 2213. The top navigation bar includes the Vi IoT smart central logo, a search icon, a help icon, and a user profile for 'Jerin Rajan'. Below the header, the page title is 'View Case / View Details for Case ID -2213'. On the left, there's a sidebar with icons for Home, View Case, Manage Case, Create Case, and Logout. The main content area has tabs for Overview, Details, History, Documents, Child Case, Customer Notes, and Internal Notes. The 'Overview' tab is selected and highlighted with a red border. The 'Case Details' section contains fields for Account Number (MSISDN), Case Number (2213), Customer Name (Seby), Customer Id (787901), Customer Mood (NA), Customer Contact Number (7111000358), and Customer Email Address (NA). To the right, the 'History Details' section is expanded, showing 'Status Change History' with an entry for 'Open' on 26/09/2023 at 10:03:07 PM, and 'Assignee Change History' which displays a message: 'No Data To Show'. Below this, the 'Documents' section lists two attachments: 'Business Document' and 'Solution Document', each with download and delete buttons. The 'Business Document' is dated 26/09/2022 and the 'Solution Document' is dated 26/09/2022.

- On the Overview screen, Vi can view the **Case Details**, **Remarks History**, **Status Change History**, and **Assignee Change History**.
- Click **Download** button to download the attached **Business** and **Solution** documents.
- Click **Delete** to delete the attached file.

## Details

1. On the **Manage Case** screen, click **Details** button to view the case details. Refer to the following screen.

[View Case](#) View Details for Case ID -2213

Account Number MSISDN Case Number  
2213

Overview Details History Documents Child Case Customer Notes Internal Notes

**Master Case Number**

Master Case  YES  NO Master Case Number  + (Optional)

**Case Details**

Current Status: <input type="text"/> Open (Optional)	Status <input type="text"/> Select Status (Optional)	Ticket Type <input type="text"/> Select
Customer Category <input type="text"/> Select	Customer Circle <input type="text"/> Select	Domain <input type="text"/> BroadbandNew
Category <input type="text"/> Complaint	Sub-Category <input type="text"/> undefined	<a href="#">related cases</a> <a href="#">knowledge base</a>
Priority <input type="text"/> Medium	SLA Mapping <input type="text"/> Billing Issue	Team <input type="text"/> (Optional)
Subject <input type="text"/> Mobile network 7 (Optional)	Channel <input type="text"/> Select (Optional)	Resolution <input type="text"/> Select (Optional)
OLA <input type="text"/> 3859.33 hr (Optional)	No Of Impacted Service <input type="text"/> (Optional)	Customer Class <input type="text"/> Select (Optional)
Sample Working Number <input type="text"/> (Optional)	Enterprise Code <input type="text"/> (Optional)	Location B <input type="text"/> (Optional)
External ID <input type="text"/> (Optional)	External System <input type="text"/> Select (Optional)	Customer Email Address <input type="text"/> Enter Email Address (Optional)
Outage <input type="text"/> (Optional)	<b>Description</b>	
<p>There is opportunity to be accepted. Please check the CMP UI to accept the request <a href="http://cmp-ui-ip/port/opportunity?d=OPP-S-0934124-19092022">http://cmp-ui-ip/port/opportunity?d=OPP-S-0934124-19092022</a></p> <hr/>		
Issue Start Date <input type="text"/> 26/09/2022 22:01:48 (Optional)	Issue End Date <input type="text"/> (Optional)	

**Address Information**

Mail Box <input type="text"/> BHOPAL	Postal Code <input type="text"/> Madhya Pradesh	Commune <input type="text"/> Meenachil
IsLand <input type="text"/> Enter IsLand (Optional)	Name <input type="text"/> Enter Name (Optional)	Apt/lane no. <input type="text"/> Enter Apt/lane no. (Optional)
Name of residence/building <input type="text"/> Enter Name of residence/building (Optional)	Address <input type="text"/> Block 3	Additional address <input type="text"/> Enter Additional address (Optional)
Geolocation <input type="text"/> Enter Geolocation (Optional)		

[cancel](#) [save](#)

The **Current Status** of the Case can be changed under these details.  
You can modify the following fields:

- **Status** - VI can change the status of the tickets in the drop-down list.

The following are the status of the case:

- **Assign**
- **Tertiary Assign**
- **Resolved**
- **Pending Customer**
- **Pending Vendor**
- **Rejected**

- Vi can also edit the **Team**, **Channel**, and address details.

2. After entering all the information, click **Save**.

Or

Click **Cancel** to go back to the previous screen.

A success message is displayed, indicating the case details are updated successfully.

## Remarks

This option allows Vi to add any remarks related to the case. For example, When CSR assigns the case to the BO team. CSR can add a remark mentioning that the case has been assigned to the BO team. Vi can also enable or disable the NOC comment.

### To add the remarks:

1. On the **Manage Case** screen, click **Remarks** tab, the following screen is displayed.

The screenshot shows the 'Manage Case' interface. At the top, there are fields for 'Account Number', 'MSISDN', and 'Case Number' (1897). Below these are tabs: 'Overview', 'Details', 'Remarks' (which is highlighted with a red box and has a blue arrow pointing to it), 'History', 'Documents', 'Child Case', 'Customer Notes', and 'Internal Notes'. The 'Remarks' tab is active. On the left, under 'Description', there is a text area labeled 'Enter Description' with a red border. Below it is a 'NOC Comment' section with 'YES' and 'NO' buttons. At the bottom are 'cancel' and 'save' buttons. On the right, there is a 'Remarks History' section showing a single entry: 'hi viladmin@6dtech.co.in' timestamped '21/07/2022 03:19:01 PM'.

2. Click "Yes" to enable the NOC comment.

3. Enter the remarks and click **Save**.

Or

Click **Cancel** to go to the previous screen.

The remarks are added to the remarks history.

## Case History

This option allows Vi to view all the details related to a specific case.

### To view the case history:

1. On the **Manage Case** screen, click **History**. The following screen will be displayed.

The screenshot shows the 'Manage Case' interface. At the top, there are tabs: Overview, Details, Remarks, **History** (which is highlighted with a red box and has a blue arrow pointing to it), Documents, Child Case, Customer Notes, and Internal Notes. Below the tabs is a section titled 'Create Details' with fields for Case Number (1996), Created By User (seby), Date of creation (14/09/2022 10:41:12 PM), Create Status (Pending Customer), First Assigned To (seby), First Assigned Team (Default), and Status Change History and Assignee Change History sections. The 'Status Change History' section lists changes like Pending Customer, Assign, Reopen, Resolved, and Assign. The 'Assignee Change History' section lists assignments to jerin.rajan, IOTL1, and seby.

The following information is displayed under case history:

- **Case Number** - The serial number of the case is displayed.
- **Created By User** - The name of the user who created the case is displayed.
- **Date of Creation** - The date when the case was created is displayed.
- **Create Status** – Indicates the current status of the case.
- **First Assigned To** – Indicates the user's name of the individual to whom the case is assigned.
- **First Assigned Team** – Indicates the team to which the case is assigned.
- **Status History Change** - Any change in the status of the case is displayed.

- **Assignee Change History** - Any change in the assignee of the case is displayed.

## Documents

This option allows Vi to view all the uploaded documents related to the case.

### To view the uploaded documents:

1. On the **Manage Case** screen, click **Documents** tab. The following screen is displayed.

The screenshot shows the 'manage case' interface for a specific case ID (2216). The 'Documents' tab is active. A search bar allows users to enter a file name and search for documents. Below the search bar, two documents are listed under 'Available Documents'. Each document entry includes a download button and a delete button.

File Name	Date	Description	Action
undefined	26/09/2022	Des : Business Document	<a href="#">download</a> <a href="#">delete</a>
undefined	26/09/2022	Des : Solution Document	<a href="#">download</a> <a href="#">delete</a>

Vi can search for a specific document using the File Name.

- Enter the **File Name** and click the **Search** button.
- Click **Download** button to download the attached **Business** and **Solution** documents.
- Click **Delete** to delete the attached file.

## **To upload a new file:**

1. On the **Documents** screen, click **Create Document**. Refer to the following screen.

The screenshot shows the 'manage case' interface with the 'Documents' tab selected. The 'create document' button is highlighted with a red box and a blue arrow pointing to it. The interface includes fields for Account Number, MSISDN, and Case Number, and tabs for Overview, Details, History, Documents, Child Case, Customer Notes, and Internal Notes. There is also a search bar for documents.

2. After clicking the **Create Document** button, the following screen is displayed.

The screenshot shows the 'create document' form. It includes fields for 'File Description' (with placeholder 'Enter File Name') and a file upload section labeled '(Optional)'. There are 'browse', 'change', and 'submit' buttons. A 'cancel' button is also present at the bottom left.

- **File Description-** Enter the description of the file.
- Click the **Browse** to upload the file.

- Click **Change** to reset the entered details.

□ Click **Upload Other Document** to upload more file.

3. After entering the details, click **Save**.

Or

Click **Reset** to go back to the previous screen.

A success message is displayed, indicating the document is uploaded successfully.

## Child Cases

This option allows Vi to view all the child cases under the master case.

1. On the **Manage Case** screen, click **Child Cases**. Refer to the following screen.

The screenshot shows the 'manage case' interface. At the top, there's a navigation bar with icons for View Case, manage case, search, and user profile (Jerin Rajan). Below the navigation is a header with 'View Case / View Details for Case ID -2216'. The main content area displays case details: Account Number, MSISDN, and Case Number (2216). Below these details is a navigation bar with tabs: Overview, Details, History, Documents, Child Case (which is highlighted with a red box), Customer Notes, and Internal Notes. Underneath this is a search section titled 'Search Child Case' with fields for Case Number, Date Range, Team, and CreatedBy/Assignee, along with a search and reset button.

- You can search for a specific child case using the case number, date range, Team, and created by/assignee and click **Search**.

The results are displayed based the selection.

## Customer Notes

This option allows Vi to add the customer notes and view all the customer notes of the case.

### To view the Customer Notes:

1. On the **Manage Case** screen, click the **Customer Notes**. The following screen is displayed.

The screenshot shows the 'manage case' interface for a specific case ID (2216). The 'Customer Notes' tab is highlighted with a red box. On the left, there's a sidebar with various icons. The main area displays account number, MSISDN, and case number details. Below these, tabs for Overview, Details, History, Documents, Child Case, Customer Notes (which is active), and Internal Notes are shown. A large input field for 'State your Customer Notes' is present, with a placeholder 'Enter Customer Notes'. A 'cancel' button and a red 'save' button are at the bottom of this field. To the right, a 'Customer Note History' section shows a single entry: 'Ticket Details are updated' on 06/03/2023 05:27:24 PM.

2. Enter the **Customer Notes** in the corresponding field and click the **Save** button.

The stated notes are displayed under the **Customer Note History**.

## Internal Notes

This option allows Vi to add the internal notes and view all the internal notes of the case.

### To view the Internal Notes:

1. On the **Manage Case** screen, click the **Internal Notes**. The following screen is displayed.

The screenshot shows the 'manage case' interface for a specific case ID (2216). The 'Internal Notes' tab is highlighted with a blue border. On the left, there's a sidebar with icons for Overview, Details, History, Documents, Child Case, Customer Notes, and Internal Notes. Below the sidebar, there's a text input field labeled 'State your Internal Notes' with placeholder text 'Enter Description'. At the bottom of this section are 'cancel' and 'save' buttons. To the right, under 'Internal Note History', there is a log entry: 'Ticket Details are updated' at '06/03/2023 05:27:40 PM' by 'jerin.rajan'. The top navigation bar includes the VI IoT smart central logo, a search bar, and user profile information for 'Jerin Rajan'.

2. Enter the **Internal Notes** in the corresponding field and click the **Save** button.

The stated notes are displayed under the **Internal Note History**.

# Team Mapping

Using this team mapping option, Vi can manage and create various teams. For example, Vi can create teams such as Accountant, Bill Collector, Billing, and so on. The configured team is assigned to the product type and assign type. They will work on solve the issues when the ticket is raised by the user/customer.

## To manage the Team Mapping:

1. On the side menu, click the **Team Mapping** to view the team mapping details. Refer to the following screen.

The screenshot shows the Vi IoT smart central dashboard. The left sidebar has a 'Team Mapping' option highlighted with a blue box and an arrow pointing to it from the text above. The main content area is titled 'team mapping' and contains a search bar for 'Search Team Mapping'. Below the search bar is a table titled 'View Team Mapping | 6' with a 'create team mapping' button. The table has columns: Team Name, Description, Team Owner Email ID, Edit, and Delete. The data in the table is as follows:

Team Name	Description	Team Owner Email ID	Edit	Delete
KKR		abhina.sunny@6dtech.co.in		
RCB	test	abhina.sunny@6dtech.co.in		
Dev Team	test	sub@6dtech.co.in		
Admin	admin	charles.alex@6dtech.co.in		
Network Team	test	adminuser@6dtech.co.in		
Admin Team	mahendrateam	r.rohith@6dtech.co.in		

Vi can search for specific **Team Name** using the **Search** option.

- Enter the **Team Name** in the corresponding field and click the **Search** button.

The results are displayed based on the search criteria.

- Click the **Reset** button to clear the entered data in the Search field.

## Create Team Mapping

Using this create team mapping, Vi can create a new team.

1. On the **Team Mapping** screen, click the **Create Team Mapping** button to create a team mapping. Refer to the following screen.

The screenshot shows the 'team mapping' section of the application. At the top, there is a search bar with 'Team Name' and 'search' and 'reset' buttons. Below the search bar is a table listing existing teams with columns for 'Team Name', 'Description', 'Team Owner Email ID', 'Edit', and 'Delete'. The table contains entries for KKR, RCB, Dev Team, Admin, Network Team, and Admin Team. A red box highlights the 'create team mapping' button at the bottom left of the table area. An arrow points from the text in step 1 to this button.

2. After clicking the **Create Team Mapping** button, the following screen will be displayed.

The screenshot shows the 'create team mapping' form. It has two main sections: 'Basic Details' and 'Case Details'. In the 'Basic Details' section, there are fields for 'Team' (a dropdown menu with 'Select' option) and 'Description' (a text area with placeholder 'Enter Description'). In the 'Case Details' section, there are fields for 'Domain' (a dropdown menu with 'select' option) and 'Sub-Category' (a dropdown menu with 'Select' option). There is also an 'add' button. Below these fields are two tables: one for 'Position Name' (Manager, Senior Manager) and one for 'Category' (Domain, Category). At the bottom are 'cancel' and 'submit' buttons.

3. Enter>Select the following details in the corresponding fields.

Field	Description
Team	Select the team name in the drop-down list. For example, Accountant, Bill Collector, and so on.
Team Owner	Select the team owner in the drop-down list. <b>Note</b> The team owner details will be displayed based on the selected team.
Description	Enter the brief description about the team.
Domain	Select under which domain the customer is facing the issue.
Sub-Category	Select the sub-category in the drop-down list. Based on the selected domain the sub category details are available.

4. After selecting the **Domain** and **Sub-Category**, click the **Add** button to add the domain and sub-category details.  
 5. After clicking the **Add** button, the following screen will be displayed.

#### create team mapping

**Basic Details**

Team	<input type="text" value="Select"/>
	<div style="border: 1px solid #ccc; padding: 5px; width: 100%;"> <b>Description</b>  <small>Enter Description</small> </div>
Team Owner	<input type="text" value="Select"/>

**Case Details**

Domain	Sub-Category	<b>add</b>
<input type="text" value="select"/>	<input type="text" value="select"/>	

<b>Select</b> <input type="checkbox"/> <input type="checkbox"/>	<b>Position Name</b> Manager Senior Manager	<b>Level</b> <input type="text"/>
		<b>Domain</b> <b>Category</b> VoIP      complaintSubSubDomain

**cancel**
**submit**

- Click the **Delete** button  to delete the existing domain and sub-subdomain. Refer to the above screen.

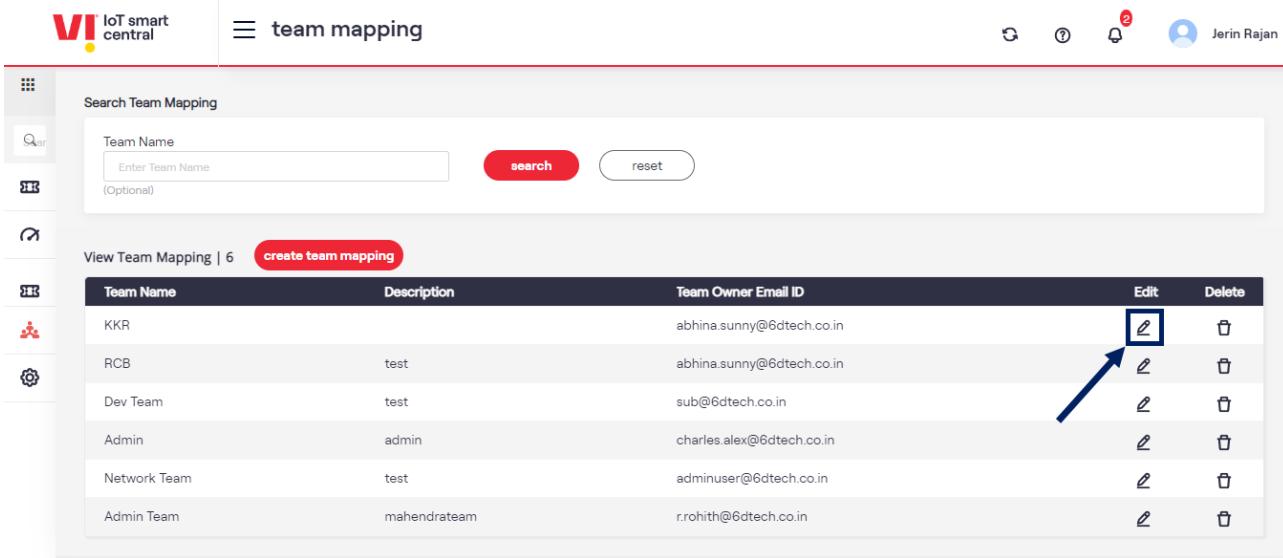
6. Select the **Position** checkbox and enter that **Position Level** in the corresponding field.
7. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Team Mapping** is created successfully.

### **To Edit the Team Mapping:**

Using this edit team mapping option, Vi can edit the existing team mapping details.

1. On the **Team mapping** screen, click the **Edit** button  to edit the existing team mapping details. Refer to the following screen.



The screenshot shows the 'team mapping' screen with the following interface elements:

- Header:** VI IoT smart central, team mapping, search bar, refresh, help, notifications, user profile (Jerin Rajan).
- Search Bar:** Search Team Mapping, Team Name input field (Enter Team Name, Optional), search, reset buttons.
- Table Header:** View Team Mapping | 6, create team mapping button.
- Table Data:**

Team Name	Description	Team Owner Email ID	Edit	Delete
KKR		abhina.sunny@6dtech.co.in		
RCB	test	abhina.sunny@6dtech.co.in		
Dev Team	test	sub@6dtech.co.in		
Admin	admin	charles.alex@6dtech.co.in		
Network Team	test	adminuser@6dtech.co.in		
Admin Team	mahendrateam	r.rohith@6dtech.co.in		

A blue arrow points to the first 'Edit' icon in the table, which is highlighted with a blue box.

2. After clicking the **Edit** button, the following screen is displayed.

**modify team mapping** X

---

**Basic Details**

Team	Description
KKR	Enter Description
Team Owner	

**Case Details**

Domain	Sub-Category										
select	Select	<b>add</b>									
<table border="1"><thead><tr><th>Select</th><th>Position Name</th><th>Level</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>Manager</td><td><input type="text"/></td></tr><tr><td><input type="checkbox"/></td><td>Senior Manager</td><td><input type="text"/></td></tr></tbody></table>			Select	Position Name	Level	<input type="checkbox"/>	Manager	<input type="text"/>	<input type="checkbox"/>	Senior Manager	<input type="text"/>
Select	Position Name	Level									
<input type="checkbox"/>	Manager	<input type="text"/>									
<input type="checkbox"/>	Senior Manager	<input type="text"/>									
<b>cancel</b>		<b>submit</b>									

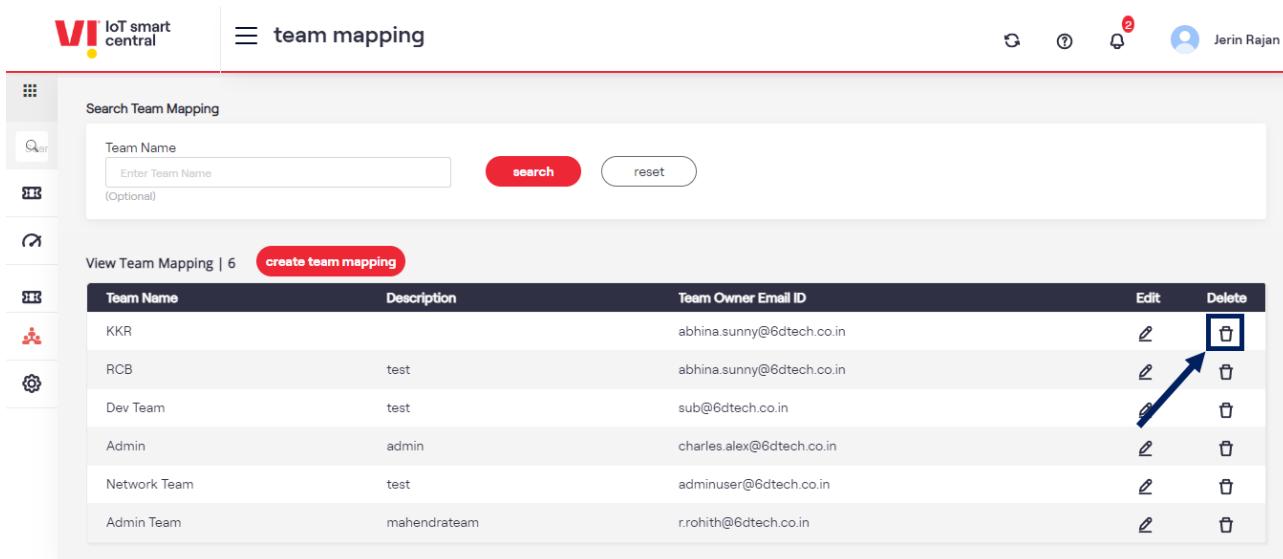
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Team Mapping** is modified successfully.

## **To delete the Team Mapping:**

Using this delete team mapping, Vi can delete the existing team mapping.

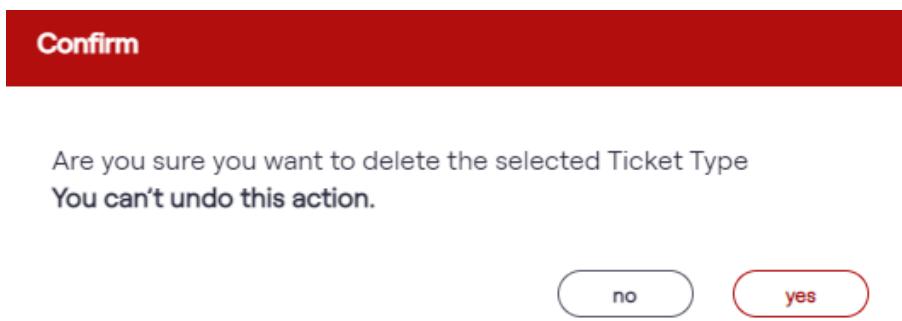
1. On the **Team mapping** screen, click the **Delete** button  to delete the existing team mapping. Refer to the following screen.



The screenshot shows the 'team mapping' page. At the top, there's a search bar labeled 'Search Team Mapping' with a placeholder 'Enter Team Name'. Below it is a table with columns: 'Team Name', 'Description', 'Team Owner Email ID', 'Edit', and 'Delete'. The table contains six rows of data. An arrow points to the 'Delete' icon for the last row, which is labeled 'Admin Team'.

Team Name	Description	Team Owner Email ID	Edit	Delete
KKR		abhina.sunny@6dtech.co.in		
RCB	test	abhina.sunny@6dtech.co.in		
Dev Team	test	sub@6dtech.co.in		
Admin	admin	charles.alex@6dtech.co.in		
Network Team	test	adminuser@6dtech.co.in		
Admin Team	mahendrasteam	r.rohith@6dtech.co.in		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Ticket Type. You can't undo this action**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected Team Mapping is deleted successfully.

Or

Click "**No**" to discard the action.

# Configurations

This option allows Vi to configure the following operations.

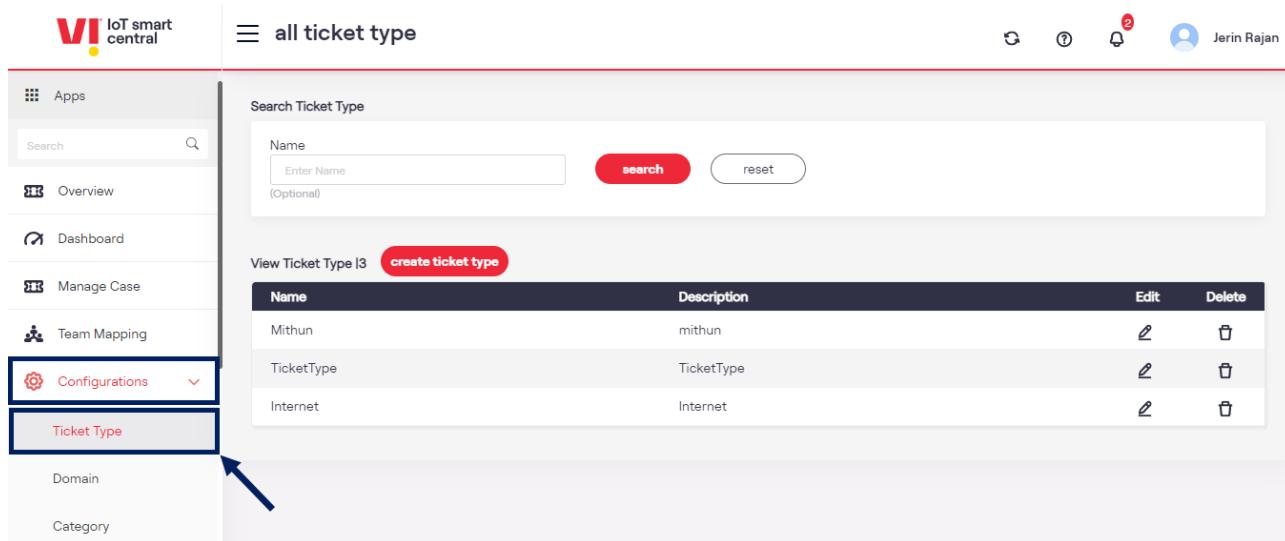
- Ticket Type
- Domain
- Category
- Sub-Category
- SLA Master
- Resolution
- Priority Mapping
- SLA Mapping
- Source
- Caused Code
- Meta Data
- Message Template
- FAQ
- Holidays
- Knowledge Base

## Ticket Type

This option allows Vi to create a ticket type. Tickets are created based on the issues. While creating a new ticket, you need to select the ticket type for which issue the customer is facing. For example, if a customer faces any issue with the internet, then the ticket name will be created as the Internet.

### To manage the Ticket Type:

1. On the side menu, select **Configurations >> Ticket Type** to view the ticket type. Refer to the following screen.



The screenshot shows the IoT smart central application interface. The top navigation bar includes the VI logo, a search bar, and user information for 'Jerin Rajan'. The left sidebar has a 'Configurations' dropdown with 'Ticket Type' selected, indicated by a blue box and an arrow pointing to it. The main content area is titled 'all ticket type' and shows a search bar for 'Search Ticket Type' with a 'Name' field containing 'Enter Name' and a '(Optional)' note. A red 'search' button and a white 'reset' button are also present. Below the search bar, there is a 'View Ticket Type | 3' section with a 'create ticket type' button. A table lists three ticket types: Mithun (Description: mithun), TicketType (Description: TicketType), and Internet (Description: Internet). Each row has 'Edit' and 'Delete' icons. The table has columns for 'Name' and 'Description'.

Name	Description	Edit	Delete
Mithun	mithun		
TicketType	TicketType		
Internet	Internet		

## Create Ticket Type

Using this create product type option, Vi can create a new ticket type.

1. On the **Ticket Type** screen, click the **Create Ticket Type** button to create a new ticket type.  
Refer to the following screen.

The screenshot shows the 'all ticket type' screen. At the top, there is a search bar labeled 'Search Ticket Type' with a placeholder 'Enter Name (Optional)'. Below the search bar are two buttons: 'search' (red) and 'reset' (white). A blue arrow points from the text 'Refer to the following screen.' to the 'create ticket type' button, which is highlighted with a red border. The main area displays a table of existing ticket types:

Name	Description	Edit	Delete
Mithun	mithun		
TicketType	TicketType		
Internet	Internet		

2. After clicking the **Create Ticket Type** button, the following screen is displayed.

The screenshot shows the 'create ticket type' form. It has two input fields: 'Name' and 'Description'. Both fields have placeholder text: 'Enter Name' and 'Enter Description' respectively. At the bottom, there are two buttons: 'cancel' (in a white rounded rectangle) and 'submit' (in a red rounded rectangle).

3. Enter>Select the following details in the corresponding fields

Field	Description
Name	Enter the name of the ticket type in this field.
Description	Enter a brief description of the ticket type

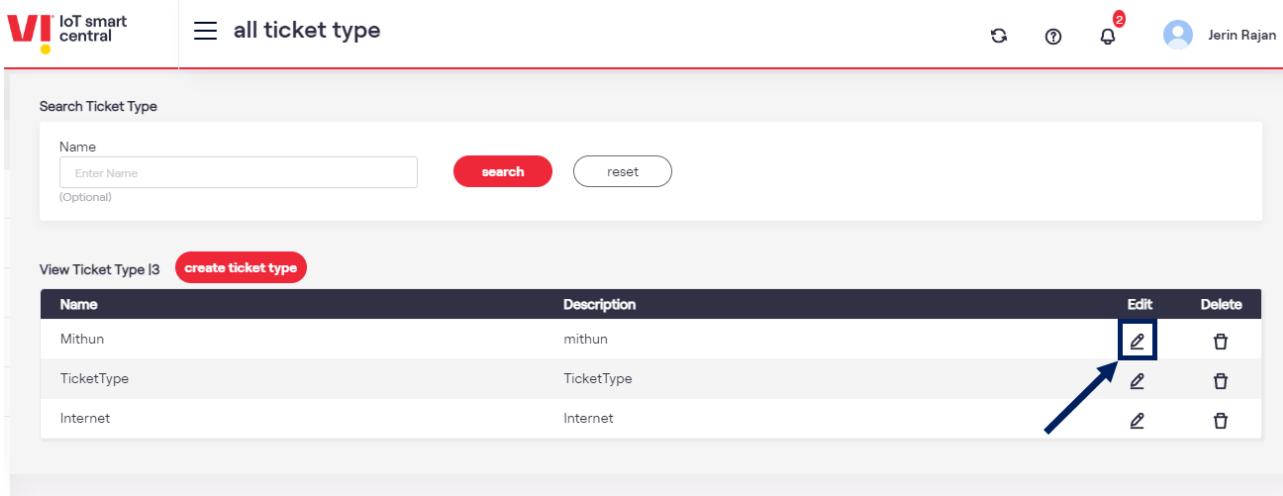
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Ticket Type** is created successfully.

#### **To Edit the Ticket Type:**

Using this edit product type option, Vi can edit the existing ticket type.

1. On the **Ticket Type** screen, click the **Edit** button  to edit the existing ticket type details. Refer to the following screen.



The screenshot shows a web interface for managing ticket types. At the top, there's a header with the VI IoT smart central logo, a search bar labeled "Search Ticket Type", and a user profile for "Jerin Rajan". Below the header is a search form with a "Name" input field containing "Enter Name (Optional)", a "search" button, and a "reset" button. A red "create ticket type" button is visible. The main content area displays a table of ticket types with columns for "Name" and "Description". The first row shows "Mithun" with "mithun" in the description. The second row shows "TicketType" with "TicketType" in the description. The third row shows "Internet" with "Internet" in the description. To the right of each row are "Edit" and "Delete" buttons. A blue arrow points to the "Edit" button for the first row ("Mithun").

Name	Description	Edit	Delete
Mithun	mithun		
TicketType	TicketType		
Internet	Internet		

2. After clicking the **Edit** button, the following screen is displayed.

## modify ticket type

X

Name

Billing

Description

Tickets for customer billing issues

cancel

submit

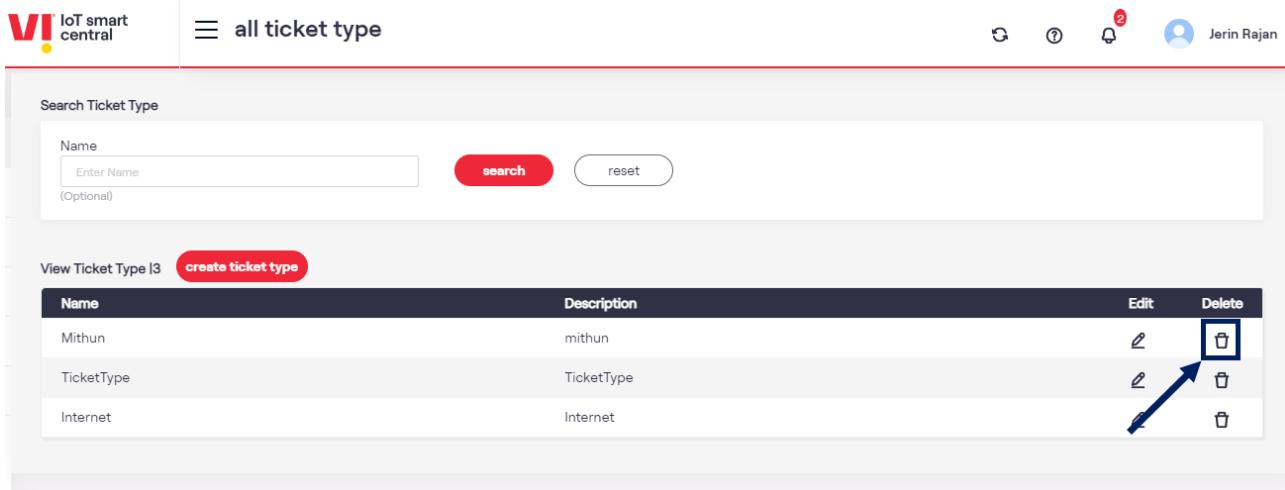
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Ticket Type** is modified successfully.

### To Delete Ticket Type:

Using this delete ticket type option, Vi can delete the existing ticket type.

1. On the **Ticket Type** screen, click the **Delete** button  to delete the existing ticket type. Refer to the following screen.



The screenshot shows the 'all ticket type' screen. At the top, there's a search bar labeled 'Search Ticket Type' with a placeholder 'Enter Name' and a note '(Optional)'. Below it is a button 'create ticket type'. The main area displays a table of ticket types:

Name	Description	Edit	Delete
Mithun	mithun		
TicketType	TicketType		
Internet	Internet		

An arrow points from the text 'Refer to the following screen.' to the 'Delete' column of the table. A blue box highlights the 'Delete' icon in the row for 'TicketType'. A confirmation dialog box is overlaid on the screen, asking 'Are you sure you want to delete this record?' with 'Yes' and 'No' buttons.

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.

## Confirm

Are you sure you want to delete the selected Ticket Type  
You can't undo this action.

no

yes

3. If you receive the confirmation message, “**Are you sure you want to delete the selected Ticket Type. You can't undo this action**”. Click “**Yes**” to confirm the action.

If click “**Yes**”, a success message is displayed, indicating that the selected ticket type is deleted successfully.

Or

Click “**No**” to discard the action.

## Domain

This option allows Vi to create a domain. These domains help to identify under which category the ticket issue is facing. For example, the domain can be “**Internet Issue**”. Based on the domain, the subdomain and sub-subdomain can be configured. Vi can also modify and delete the existing domains.

### To manage the Domain:

1. On the side menu, select **Configurations >> Domain** to view the domain details. Refer to the following screen.

VI IoT smart central

all domain

Team Mapping

Configurations

Ticket Type

Domain

Category

Sub-Category

SLA Master

Resolution

Priority Mapping

SLA Mapping

Search Domain

Domain Name

(Optional)

search

reset

View Domain I17

create domain

Domain Name	Domain Description	Edit	Delete
Drone	Drone esim registration		
ROM	ROM For return and repair		
Test Domain	Test Domain		
domainMod	domain		
SmartWatch	SmartWatch		
TestingProduct	TestingProduct		

## Create Domain

Using this create domain option, Vi can create a new domain.

1. On the **Domain** screen, click the **Create Domain** button to create a new domain. Refer to the following screen.

The screenshot shows the 'all domain' screen of the IoT smart central application. At the top, there is a search bar labeled 'Search Domain' with a placeholder 'Enter Domain Name' and an optional field '(Optional)'. Below the search bar are two buttons: 'search' (red) and 'reset' (white). A red arrow points from the text above to the 'create domain' button, which is highlighted with a red border. The main area displays a table of existing domains:

Domain Name	Domain Description	Edit	Delete
Drone	Drone esim registration		
ROM	ROM For return and repair		
Test Domain	Test Domain		
domainMod	domain		
SmartWatch	SmartWatch		
TestingProduct	TestingProduct		

2. After clicking the **Create Domain** button, the following screen is displayed.

## create domain



### Domain Name

Enter Domain Name

### Domain Description

Enter Domain Description

### Comment

Enter Comment

cancel

submit

3. Enter>Select the following details in the corresponding fields.

Field	Description
Domain Name	Enter the name of the domain this field.
Domain Description	Enter a brief description of the domain.
Comment	Enter the comments of the domain, if any.

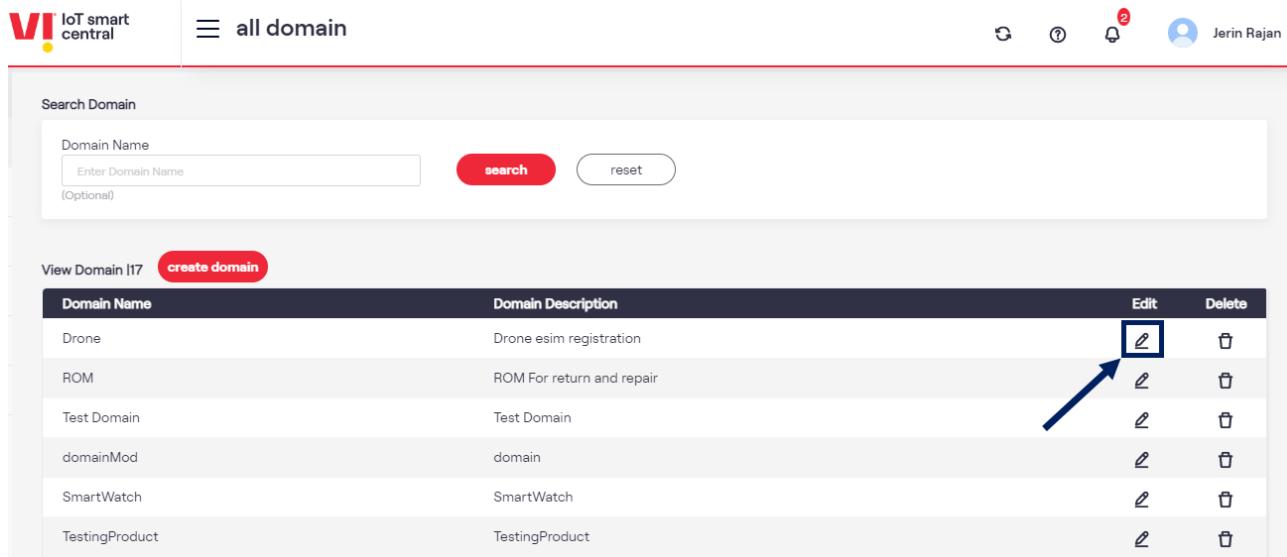
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Domain** is created successfully.

#### **To Edit the Domain:**

Using this edit domain option, Vi can edit the existing domain details.

1. On the **Domain** screen, click the **Edit** button  to edit the existing domain details. Refer to the following screen.



The screenshot shows the 'all domain' view in the VI IoT smart central interface. At the top, there's a search bar labeled 'Search Domain' with a placeholder 'Enter Domain Name' and two buttons: 'search' and 'reset'. Below the search bar is a table titled 'View Domain [17]'. The table has columns for 'Domain Name' and 'Domain Description'. Each row contains an 'Edit' button (represented by a pencil icon) and a 'Delete' button (represented by a trash bin icon). A blue arrow points to the 'Edit' button in the first row, which corresponds to the domain 'Drone'. The table also includes a 'create domain' button at the top left of the data area.

Domain Name	Domain Description	Edit	Delete
Drone	Drone esim registration		
ROM	ROM For return and repair		
Test Domain	Test Domain		
domainMod	domain		
SmartWatch	SmartWatch		
TestingProduct	TestingProduct		

2. After clicking the **Edit** button, the following screen is displayed.

## modify domain

X

Domain Name

SNOC Events Related

Domain Description

SNOC Events Related

Comment

SNOC Events Related

cancel

submit

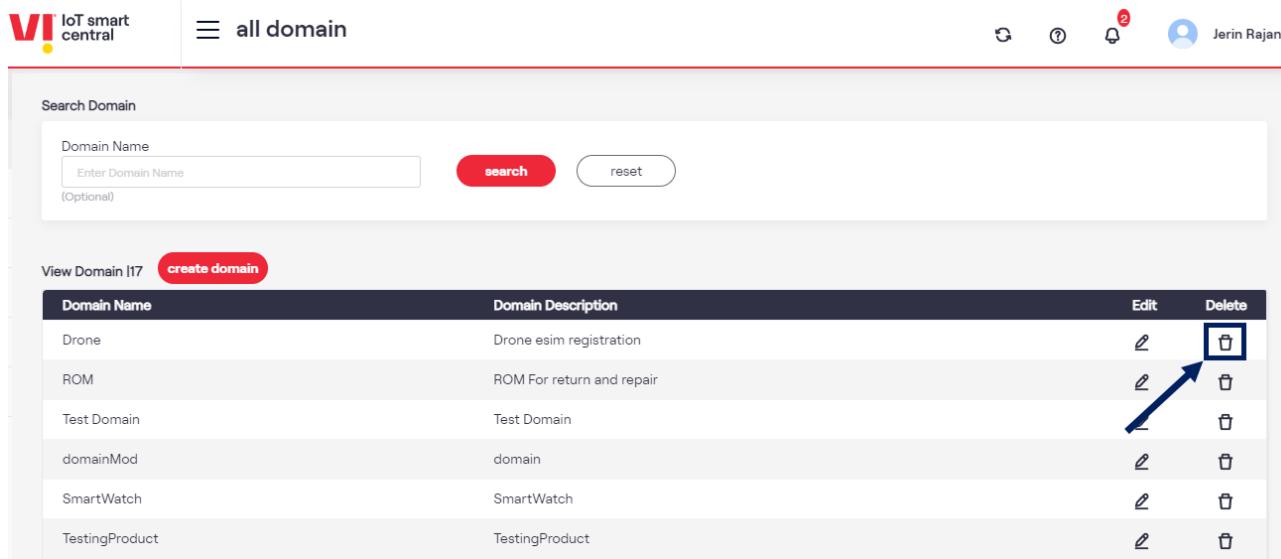
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Domain** is modified successfully.

### **To Delete the Domain:**

Using this delete option, Vi can delete the existing domain.

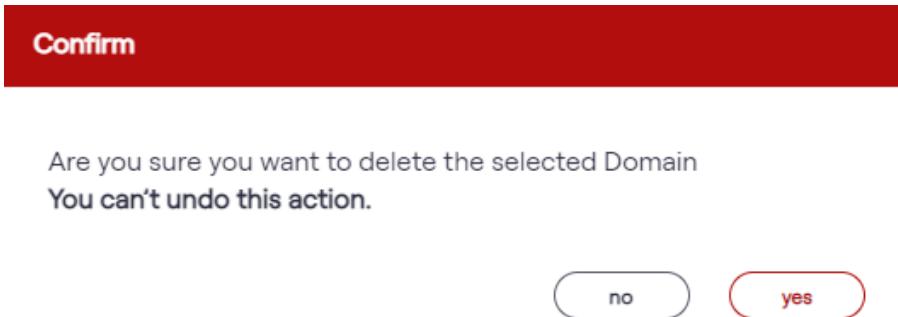
1. On the **Domain** screen, click the **Delete** button  to delete the existing domain. Refer to the following screen.



The screenshot shows the 'Domain' screen in the IoT smart central application. At the top, there is a search bar labeled 'Search Domain' with a placeholder 'Enter Domain Name' and a '(Optional)' note. Below the search bar are two buttons: 'search' (red) and 'reset'. The main area displays a table titled 'View Domain [17]'. The table has columns: 'Domain Name', 'Domain Description', 'Edit', and 'Delete'. The 'Delete' column contains a trash can icon. A blue arrow points from the text 'click the Delete button' in the instructions to the trash can icon in the table. The table data is as follows:

Domain Name	Domain Description	Edit	Delete
Drone	Drone esim registration		
ROM	ROM For return and repair		
Test Domain	Test Domain		
domainMod	domain		
SmartWatch	SmartWatch		
TestingProduct	TestingProduct		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Domain. You can't undo this action.**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected domain is deleted successfully.

Or

Click "**No**" to discard the action.

## Category

This option allows Vi to create a category. These categories are created under domain. Based on the domain, the category can be configured. For example, the domain can be “**Internet Issue**” and the category can be “**Slow Data Speed**”. Vi can also modify and delete the existing categories.

### To manage the Category:

1. On the side menu, select **Configurations >> Category** to view the category details. Refer to the following screen.

The screenshot shows the VI IoT smart central application interface. The top navigation bar includes the VI logo, a search bar, and user information for 'Jerin Rajan'. The left sidebar has a 'Configurations' dropdown selected, with options like Ticket Type, Domain, and Category. The 'Category' option is highlighted with a blue box and a red arrow points to the 'create category' button in the header of the main table. The main content area is titled 'all category' and contains a search bar for 'Search Category' with fields for 'Domain' and 'Category Name'. Below the search is a table titled 'View Category 50' with columns: Domain, Category Name, Category Description, Edit, and Delete. The table lists several categories such as VolP, Testing, Drone, Logistics Drone, etc.

Domain	Category Name	Category Description	Edit	Delete
VolP	Testing	Testing		
Drone	Logistics Drone	Logistics Esim Drone		
Drone	Naval Drones	Naval esim Drones		
ROM	Service	Service		
Internet	internetIssue	internetIssue		
VolP	test for CM	testing CM		
domainMod	subDomainMod	subDomain		

## Create Category

Using this create option, Vi can create a new category.

1. On the **Category** screen, click the **Create Category** button to create a new category. Refer to the following screen.

The screenshot shows the 'all category' screen in the IoT smart central application. At the top, there is a search bar labeled 'Search Category' with fields for 'Domain' (Select, Optional) and 'Category Name' (Enter Category Name, Optional), along with 'search' and 'reset' buttons. Below the search bar is a table titled 'View Category' with 50 entries. The table has columns: Domain, Category Name, Category Description, Edit, and Delete. The 'create category' button is located at the bottom left of the table area, highlighted with a red box and a blue arrow pointing to it.

Domain	Category Name	Category Description	Edit	Delete
VoIP	Testing	Testing		
Drone	Logistics Drone	Logistics Esim Drone		
Drone	Naval Drones	Naval esim Drones		
ROM	Service	Service		
Internet	internetissue	internetissue		
VoIP	test for CM	testing CM		

2. After clicking the **Create Category** button, the following screen is displayed.

## create category

X

Domain

Select

Category Name

Enter Category Name

Subdomain Description

Enter SubDomain Description

cancel

submit

3. Enter/Select the following details in the corresponding fields.

Field	Description
Domain	Select under which domain the subdomain is creating in the drop-down list.
Category Name	Enter the name of the category.
Category Description	Enter a brief description of the category.

4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Category** is created successfully.

### To Edit the Category:

Using this edit option, Vi can edit the existing category details.

1. On the **Category** screen, click the **Edit** button  to edit the existing category details.  
Refer to the following screen.

Search Category

Domain	Category Name	Category Description	Edit	Delete
Select (Optional)	Enter Category Name (Optional)		search	reset
View Category 50 <a href="#">create category</a>				
Domain	Category Name	Category Description	Edit	Delete
VoIP	Testing	Testing		
Drone	Logistics Drone	Logistics Esim Drone		
Drone	Naval Drones	Naval esim Drones		
ROM	Service	Service		
Internet	internetissue	internetissue		
VoIP	test for CM	testing CM		

2. After clicking the **Edit** button, the following screen is displayed.

## modify subdomain

X

Domain

Drone

Category Name

Logistics Drone

Subdomain Description

Logistics Esim Drone

cancel

submit

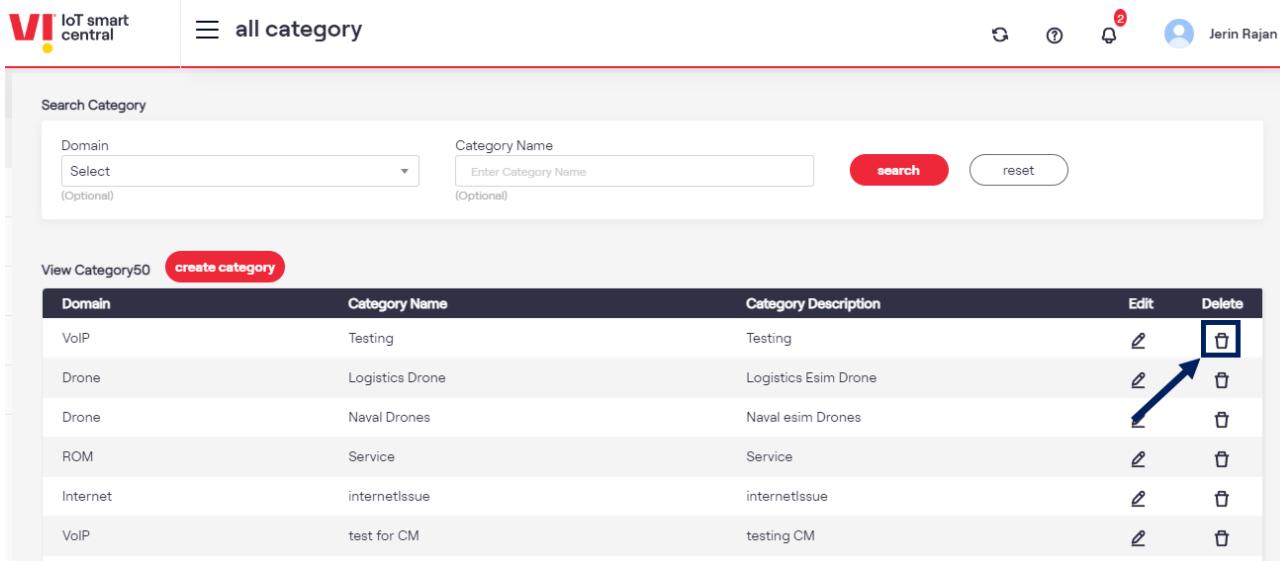
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Category** is modified successfully.

### To Delete the Category:

Using this delete option, Vi can delete the existing category.

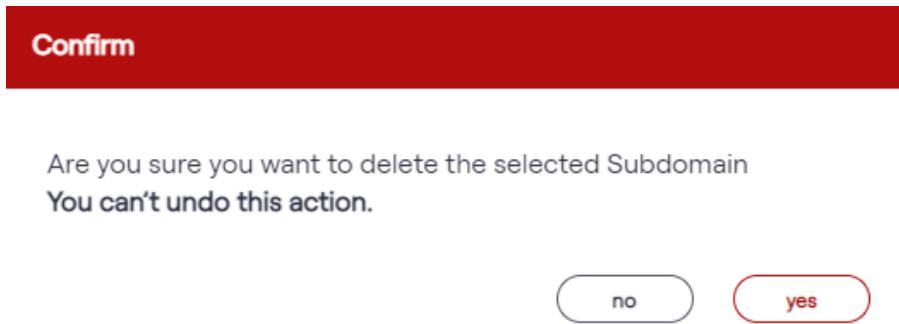
1. On the **Category** screen, click the **Delete** button  to delete the existing category. Refer to the following screen.



The screenshot shows the 'Category' screen in the IoT smart central application. At the top, there is a search bar labeled 'Search Category' with fields for 'Domain' (set to 'Select (Optional)') and 'Category Name' (with placeholder 'Enter Category Name (Optional)'). Below the search bar is a red button labeled 'create category'. The main area displays a table titled 'View Category' with 6 rows of data. The columns are 'Domain', 'Category Name', 'Category Description', 'Edit', and 'Delete'. The 'Delete' column contains icons of a trash can. An arrow points from the text in step 1 to the first 'Delete' icon in the table. The table data is as follows:

Domain	Category Name	Category Description	Edit	Delete
VoIP	Testing	Testing		
Drone	Logistics Drone	Logistics Esim Drone		
Drone	Naval Drones	Naval esim Drones		
ROM	Service	Service		
Internet	internetissue	internetissue		
VoIP	test for CM	testing CM		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Category. You can't undo this action**". Click "Yes" to confirm the action.

If click "Yes", a success message is displayed, indicating that the selected category is deleted successfully.

Or

Click "No" to discard the action.

## Sub-Category

This option allows Vi to create a sub-category. These subcategories are created under domain and category. Based on the domain and category, the sub-category can be configured. For example, the domain can be “**Internet Issue**” and the sub-category can be “**Slow Data Speed**”. Vi can also modify and delete the existing sub-categories.

### To manage the Sub- category:

1. On the side menu, select **Configurations >> Sub- Category** to view the sub- category details. Refer to the following screen.

The screenshot shows the VI IoT smart central interface. The left sidebar has a dropdown menu with 'Configurations' selected. Under 'Configurations', there are several options: Ticket Type, Domain, Category, and Sub-Category, which is highlighted with a blue box and has a blue arrow pointing to it. The main panel title is 'all sub-category'. It features a search bar with fields for 'Domain' (Select), 'Category' (Select), and 'Sub-Category' (Enter SubSubDomain Name). Below the search bar are 'search' and 'reset' buttons. The main content area displays a table titled 'View Category l49' with an 'add category' button. The table columns are Domain, Category Name, Category, and Category. The data rows are:

Domain	Category Name	Category	Category
Drone	Logistics Drone	Heavy Drones	Heavy Drones
Drone	Logistics Drone	Light Cargo	Light Cargo
ROM	Service	Repair	Repair
ROM	Service	Return	Return
Internet	internetIssue	internet caseType	internet caseType
VoIP	Complaint	testForCM	Test for CM

## Add Sub-Category

Using this create option, Vi can create a add sub- category.

1. On the **Sub- Category** screen, click the **Add Sub- Category** button to add a new sub-category. Refer to the following screen.

The screenshot shows the 'all sub-category' screen. At the top, there are search filters for 'Domain' (Select), 'Category' (Select), and 'Sub-Category' (Enter SubSubDomain Name, Optional). Below the filters are two buttons: 'search' (red) and 'reset'. A blue arrow points from the text 'click the Add Sub- Category button' to the 'add category' button, which is highlighted with a red box. The main area displays a table of categories:

Domain	Category Name	Category	Category	Edit	Delete
Drone	Logistics Drone	Heavy Drones	Heavy Drones		
Drone	Logistics Drone	Light Cargo	Light Cargo		
ROM	Service	Repair	Repair		
ROM	Service	Return	Return		
Internet	internetIssue	internet caseType	internet caseType		

2. After clicking the **Add Sub-Category** button, the following screen is displayed.

The screenshot shows the 'add category' form. It includes fields for 'Domain' (Select), 'Category' (Select), 'Sub-Category' (Enter SubSubDomain Name), 'Category Description' (Enter SubSubDomain Description), and 'Comment' (Enter Comment). At the bottom are 'cancel' and 'submit' buttons.

3. Enter>Select the following details in the corresponding fields

Field	Description
Domain	Select under which domain the category is creating in the drop-down list.
Category	Select under which category the sub- category is creating in the drop-down list.
Sub-category Name	Enter the name of the sub- category.
Sub-category Description	Enter a brief description of the sub- category.
Comments	Enter the comments of sub- category, if any.

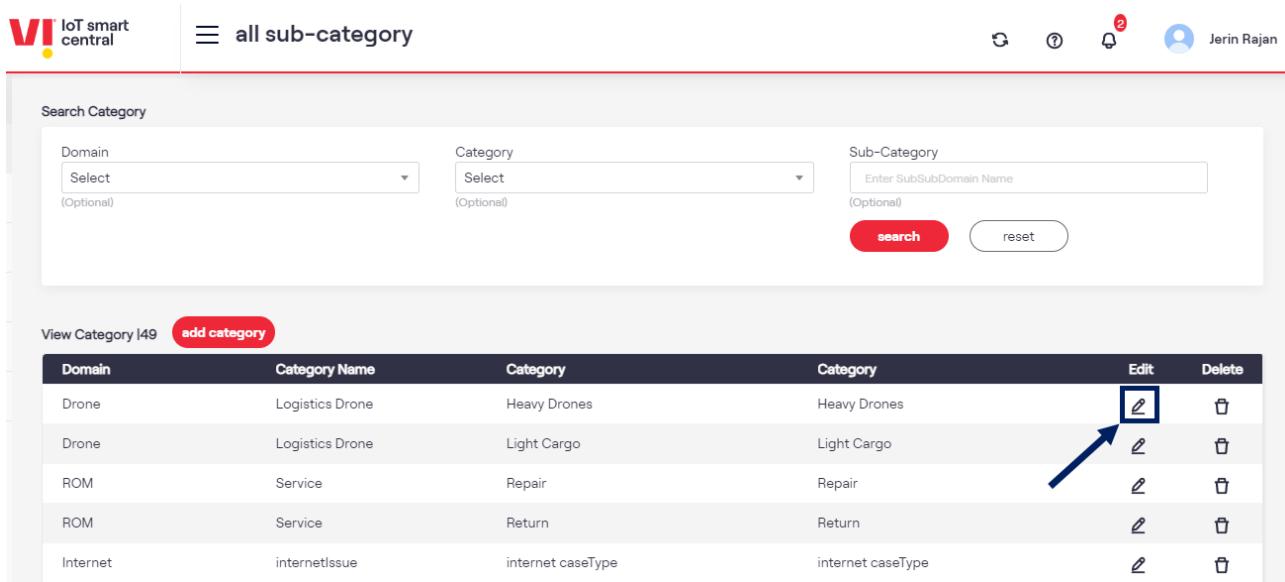
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Sub- category** is added successfully.

#### To Edit the Sub- category:

Using this edit option, Vi can edit the existing sub- category details.

1. On the **Sub-Category** screen, click the **Edit** button  to edit the existing sub-category details. Refer to the following screen.



The screenshot shows the 'all sub-category' screen. At the top, there is a search bar labeled 'Search Category' and three dropdown filters: 'Domain' (Select), 'Category' (Select), and 'Sub-Category' (Enter SubSubDomain Name). Below these are two buttons: 'search' and 'reset'. The main area displays a table of sub-categories with columns: Domain, Category Name, Category, and Category. The last column contains 'Edit' and 'Delete' buttons. An arrow points to the 'Edit' button for the first row, which has a 'Domain' of 'Drone', 'Category Name' of 'Logistics Drone', and 'Category' of 'Heavy Drones'.

Domain	Category Name	Category	Category	Edit	Delete
Drone	Logistics Drone	Heavy Drones	Heavy Drones		
Drone	Logistics Drone	Light Cargo	Light Cargo		
ROM	Service	Repair	Repair		
ROM	Service	Return	Return		
Internet	internetIssue	internet caseType	internet caseType		

2. After clicking the **Edit** button, the following screen is displayed.

**modify category** ×

---

Domain  
Drone

Category  
Logistics Drone

Sub-Category  
Heavy Drones

Category Description  
Heavy Drones

Comment  
NA

cancel submit

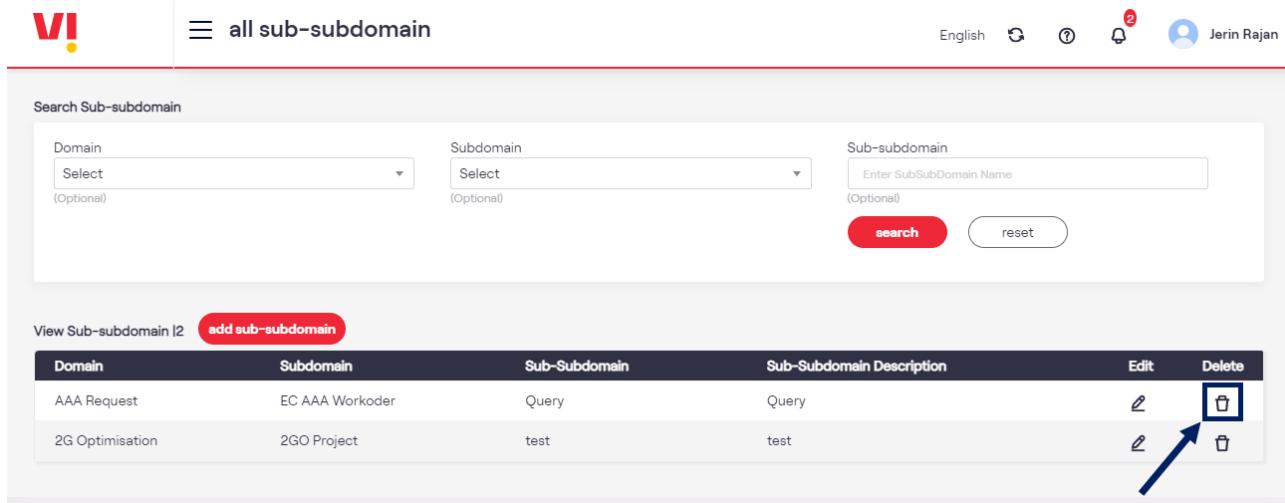
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Sub-category** is modified successfully.

**To Delete the Sub-category:**

Using this delete option, Vi can delete the existing sub-category.

1. On the **Sub-category** screen, click the **Delete** button  to delete the existing sub-category. Refer to the following screen.

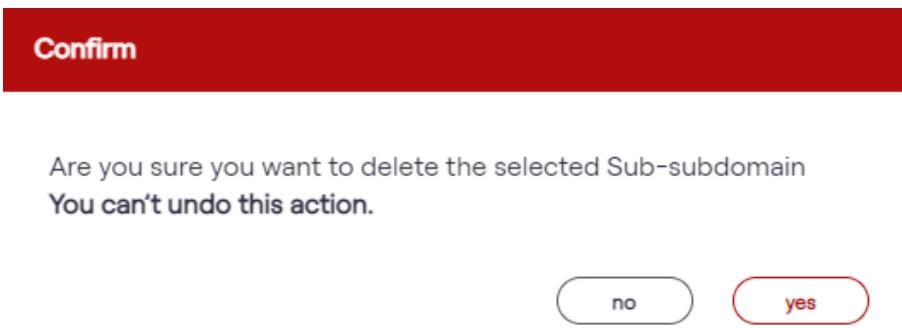


The screenshot shows a search interface for sub-subdomains. At the top, there are dropdowns for 'Domain' (Select) and 'Subdomain' (Select), and a text input for 'Sub-subdomain' with placeholder 'Enter SubSubDomain Name'. Below the search bar are 'search' and 'reset' buttons. The main area displays a table titled 'View Sub-subdomain' with two rows of data:

Domain	Subdomain	Sub-Subdomain	Sub-Subdomain Description	Edit	Delete
AAA Request	EC AAA Workoder	Query	Query		
2G Optimisation	2GO Project	test	test		

A blue arrow points to the 'Delete' button for the second row.

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected sub-category. You can't undo this action**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected sub-category is deleted successfully.

Or

Click "**No**" to discard the action.

## SLA Master

Service Level Agreement is defined as an agreement for all customers using the services being delivered by the service provider. It is created based on MPT hours and MPT escalation limit. While creating a new case, you need to select the SLA and the corresponding mail ID and phone number with which the customer is facing issues.

### To manage the SLA master:

1. On the side menu, select the **Configurations >> SLA Master** to view the SLA master details. Refer to the following screen.

The screenshot shows the 'all sla master' page in the IoT smart central interface. The left sidebar has a 'Configurations' dropdown selected. A red box highlights the 'SLA Master' option in the list below. An arrow points from this highlighted option to the table on the right. The table lists eight SLA entries with the following data:

SLA Description	MPT(Hours)	MPT Escalation Limit (Hours)	Default Escalation Mail ID	Edit	Delete
Drone SLA	2	3	jerin.rajan@6dtech.co.in,charles.alex@6dtech.co.in		
ROM SLA	10	10	mahendra.aduru@6dtech.co.in		
ModifySLA	2	3	testcase@gmail.com		
ModifySLA	1	2	testcase@gmail.com		
ModifySLA	1	2	testcase@gmail.com		
slaDescTestNew	3	4	testsла@gmail.com		
ertete	0.5	6.9	rtfyguh@gmail.com		

## Create SLA Master

Using this create SLA master option, Vi can create a new SLA master.

1. On the **SLA Master** screen, click the **Create SLA Master** button to a new SLA master.  
Refer to the following screen.

The screenshot shows the 'all sla master' list page. At the top left is the VI IoT smart central logo. To its right is a search bar with placeholder 'Enter SLA Description (Optional)' and buttons for 'search' and 'reset'. Below the search bar is a table with columns: SLA Description, MPT(Hours), MPT Escalation Limit (Hours), Default Escalation Mail ID, Edit, and Delete. The table contains six rows of data. A red arrow points from the 'create sla master' button at the bottom left of the table area towards the search bar.

SLA Description	MPT(Hours)	MPT Escalation Limit (Hours)	Default Escalation Mail ID	Edit	Delete
Drone SLA	2	3	jerin.rajan@6dtech.co.in, charles.alex@6dtech.co.in		
ROM SLA	10	10	mahendra.aduru@6dtech.co.in		
ModifySLA	2	3	testcase@gmail.com		
ModifySLA	1	2	testcase@gmail.com		
ModifySLA	1	2	testcase@gmail.com		
slaDescTestNew	3	4	testsla@gmail.com		

2. After clicking the **Create SLA Master** button, the following screen will be displayed.

The screenshot shows the 'create sla master' form. It consists of several input fields and dropdowns:

- SLA Description: Text input field with placeholder 'Enter SLA Description'.
- MPT(Hours): Text input field with placeholder 'Enter MPT(Hours)'.
- MPT Escalation Limit(Hours): Text input field with placeholder 'Enter MPT Escalation limit(Hours)'.
- Working Start Hour: Time input field with placeholder '---:--'.
- Working End Hour: Time input field with placeholder '---:--'.
- Lunch Start Hour: Time input field with placeholder '---:--' and '(Optional)' note.
- Lunch End Hour: Time input field with placeholder '---:--' and '(Optional)' note.
- Weekly Off Days: Text input field.
- Default Escalation Mail Id: Text input field with placeholder 'Enter Default Escalation Mail Id'.
- Escalation Phone Number: Text input field with placeholder 'Enter Escalation Phone Number'.
- Comment: Text input field with placeholder 'Enter Comment'.

At the bottom are 'cancel' and 'submit' buttons.

3. Enter>Select the following details in the corresponding fields.

Field	Description
SLA Description	Enter a description of the SLA
Max Processing Time (Hours)	Enter the value in hours. For example, "3".
Max Processing Time Escalation Limit (Hours)	Enter the value in percentage. For example, "50" hrs.
Working Start Hour	Click  to select the working start hours.
Working Start Hour	Click  to select the working end hours.
Lunch Start Hour	Click  to select the lunch start hours.
Lunch End Hour	Click  to select the lunch end hours.
Weekly Off Days	Select the weekly off days in the drop-down list. For example, Monday, Tuesday, and so on.
Default Escalation Mail ID	Enter the Default Escalation mail ID in this field. It is an email to which escalation mail to be sent if SLA breaches.
Escalation Phone Number	Enter the phone number to contact for escalation.
Comment	If you have any extra information that you won't mention for the description, you can enter that information in this field
Escalation Required	<p>Turn "Yes" to enable the escalate required. Or Turn "No".</p>

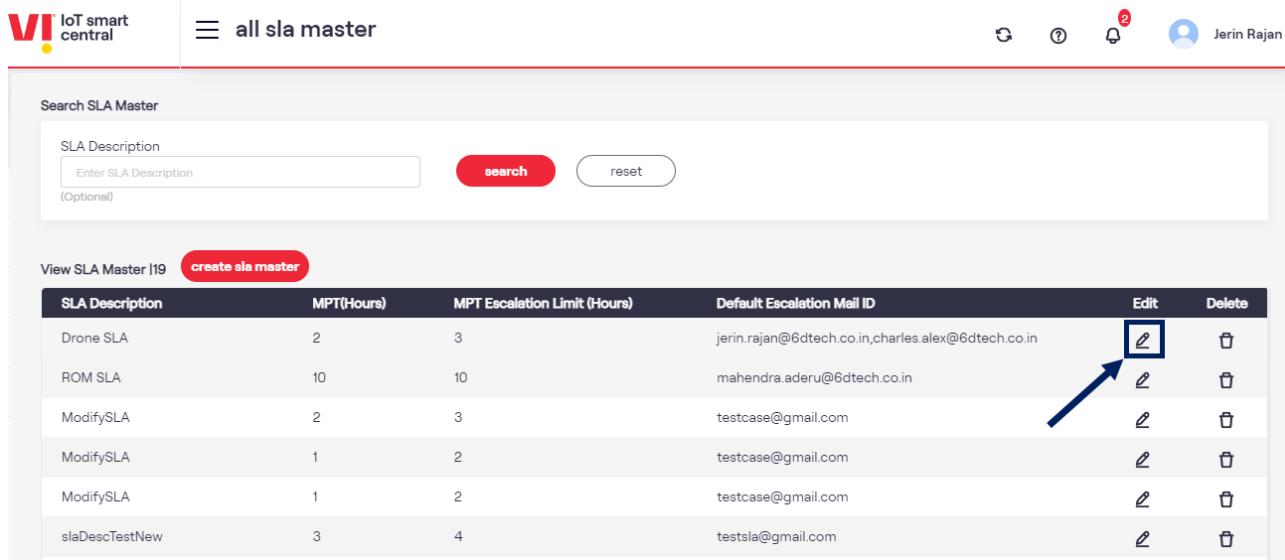
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **SLA Master** is created successfully.

### **To Edit the SLA Master:**

Using this edit option, Vi can edit the existing SLA master details.

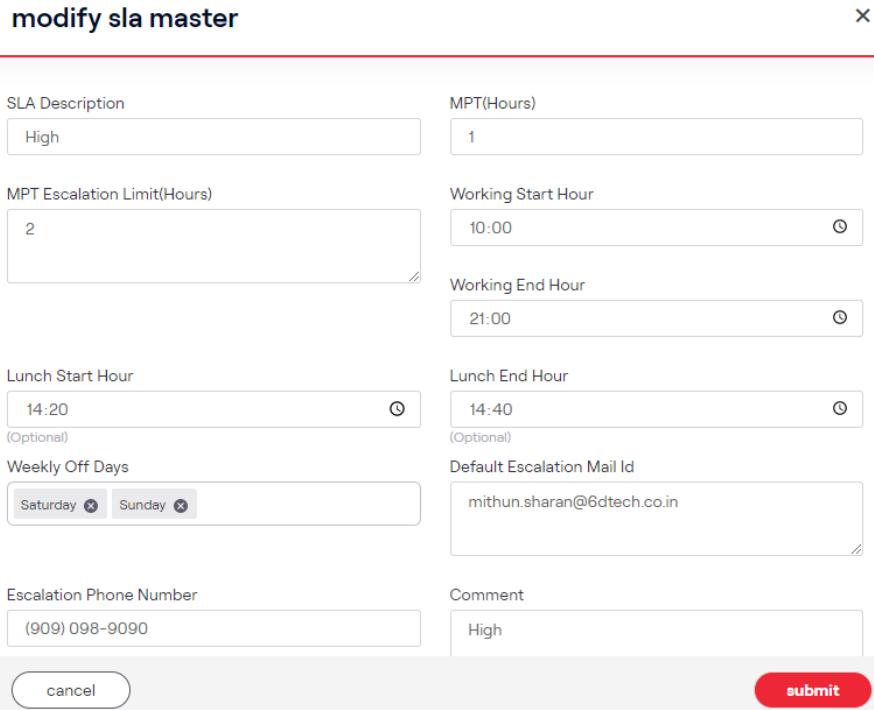
- On the **SLA Master** screen, click the **Edit** button  to edit the existing SLA Master details. Refer to the following screen.



The screenshot shows the 'all sla master' page. At the top, there's a search bar with 'Search SLA Master' placeholder text and 'SLA Description' dropdown. Below it is a table with columns: SLA Description, MPT(Hours), MPT Escalation Limit (Hours), Default Escalation Mail ID, Edit, and Delete. The table contains six rows with sample data. An arrow points to the 'Edit' icon for the second row, which has 'ModifySLA' as its description.

SLA Description	MPT(Hours)	MPT Escalation Limit (Hours)	Default Escalation Mail ID	Edit	Delete
Drone SLA	2	3	jerin.rajan@6dtech.co.in, charles.alex@6dtech.co.in		
ROM SLA	10	10	mahendra.aduru@6dtech.co.in		
ModifySLA	2	3	testcase@gmail.com		
ModifySLA	1	2	testcase@gmail.com		
ModifySLA	1	2	testcase@gmail.com		
slaDescTestNew	3	4	testsia@gmail.com		

- After clicking the **Edit** button, the following screen is displayed.



The screenshot shows the 'modify sla master' dialog box. It contains various input fields: SLA Description (High), MPT(Hours) (1), MPT Escalation Limit(Hours) (2), Working Start Hour (10:00), Working End Hour (21:00), Lunch Start Hour (14:20), Lunch End Hour (14:40), Weekly Off Days (Saturday, Sunday), Default Escalation Mail Id (mithun.sharan@6dtech.co.in), Escalation Phone Number ((909) 098-9090), and Comment (High). The 'Working Start Hour' field is highlighted with a red border.

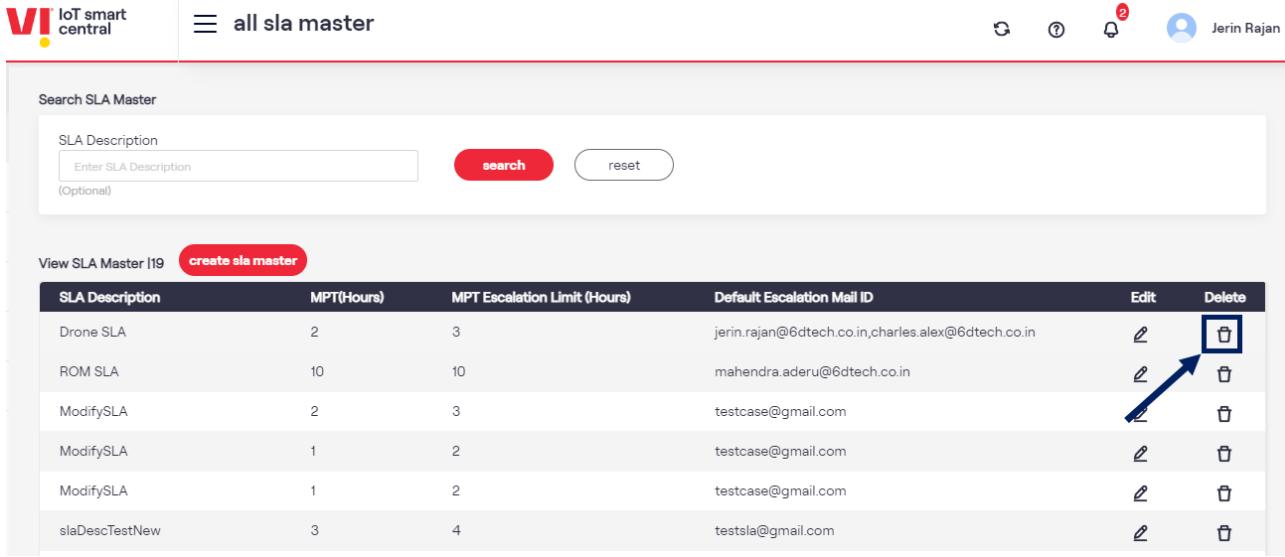
- Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **SLA Master** is modified successfully.

### **To Delete the SLA Master:**

Using this delete option, Vi can delete the existing SLA master.

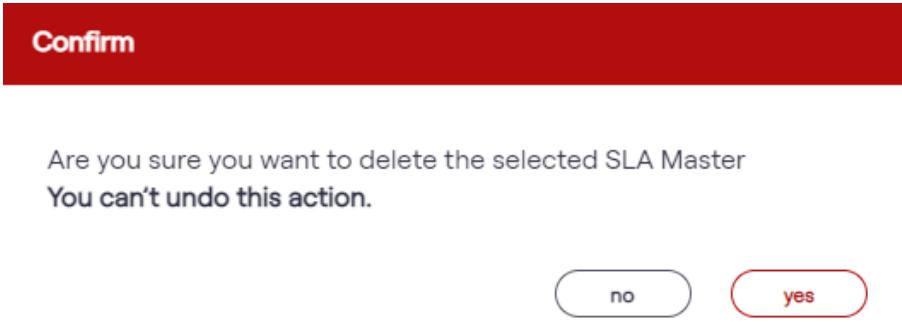
- On the **SLA Master** screen, click the **Delete** button  to delete the existing SLA master. Refer to the following screen.



The screenshot shows the 'all sla master' page. At the top, there's a search bar labeled 'Search SLA Master' with a placeholder 'Enter SLA Description' and '(Optional)' dropdown. Below it is a table with columns: SLA Description, MPT(Hours), MPT Escalation Limit (Hours), Default Escalation Mail ID, Edit, and Delete. The 'Delete' column contains a trash can icon. An arrow points to the trash can icon in the 'Delete' column of the second row. The table data is as follows:

SLA Description	MPT(Hours)	MPT Escalation Limit (Hours)	Default Escalation Mail ID	Edit	Delete
Drone SLA	2	3	jerin.rajan@6dtech.co.in, charles.alex@6dtech.co.in		
ROM SLA	10	10	mahendra.aduru@6dtech.co.in		
ModifySLA	2	3	testcase@gmail.com		
ModifySLA	1	2	testcase@gmail.com		
ModifySLA	1	2	testcase@gmail.com		
slaDescTestNew	3	4	testsla@gmail.com		

- After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



- If you receive the confirmation message, "**Are you sure you want to delete the selected SLA Master. You can't undo this action**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected SLA master is deleted successfully.

Or

Click "**No**" to discard the action.

## Resolution

The time taken by the agents to resolve cases to the customer's satisfaction is the resolution time. The case resolution time depends on the priority of the case configured in the system. Vi can set up an SLA that defines the time within which cases need to be resolved.

### To manage the Resolution:

1. On the side menu, select the **Configurations > Resolution** to view the resolution details. Refer to the following screen.

The screenshot shows the IoT smart central application interface. The left sidebar has a navigation menu with options like Manage Case, Team Mapping, Configurations, Ticket Type, Domain, Category, Sub-Category, SLA Master, Resolution (which is highlighted with a blue box and has an arrow pointing to it from the text above), Priority Mapping, and SLA Mapping. The main content area is titled "all resolution" and contains a search bar for "Search Resolution" with fields for Domain, Sub-Category, and Resolution Name, along with "search" and "reset" buttons. Below the search bar is a table titled "View Resolution [7]" with a "create resolution" button. The table columns are Domain, Category, Resolution Name, Resolution Description, Edit, and Delete. The data in the table includes:

Domain	Category	Resolution Name	Resolution Description	Edit	Delete
Drone	Light Cargo	Test resolution for Light Cargo	s		
domainMod	subSubDomainMod	Resolution	Resolution		
Internet	Billing Issue	Network Resolutions	Network Resolutions		
Internet	broadBand	internetTestNew	internetTest		
GSM POSTPAID	Network Issue	new_one_delete	new_one_delete_desc		
VoIP	Network Issue	Billing	billing Desc		

## Create Resolution

Using this create option, Vi can create a new resolution.

1. On the **Resolution** screen, click the **Create Resolution** button to a new resolution. Refer to the following screen.

The screenshot shows the 'all resolution' page. At the top, there are search filters for 'Domain' (Select, Optional), 'Sub-Category' (Select, Optional), and 'Resolution Name' (Enter Resolution Name, Optional). Below the filters are two buttons: 'search' (red) and 'reset'. A blue arrow points from the text 'click the Create Resolution button' to the 'create resolution' button, which is highlighted with a red box. The main area displays a table of existing resolutions:

Domain	Category	Resolution Name	Resolution Description	Edit	Delete
Drone	Light Cargo	Test resolution for Light Cargo	s		
domainMod	subSubDomainMod	Resolution	Resolution		
Internet	Billing Issue	Network Resolutions	Network Resolutions		
Internet	broadBand	internetTestNew	internetTest		
GSM POSTPAID	Network Issue	new_one_delete	new_one_delete_desc		

2. After clicking the **Create Resolution** button, the following screen is displayed.

The screenshot shows the 'create resolution' form. It consists of four input fields: 'Domain' (Select), 'Sub-Category' (Select), 'Resolution Name' (Enter Resolution Name), and 'Resolution Description' (Enter Resolution Description). At the bottom, there are 'cancel' and 'submit' buttons.

3. Enter>Select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list.
Sub-category	Select the sub-category in the drop-down list. <b>Note</b> <b>Sub-category</b> will be displayed based on the <b>Domain</b> selection.
Resolution Name	Enter the name for the resolution.
Resolution Description	Enter the brief description of the resolution.

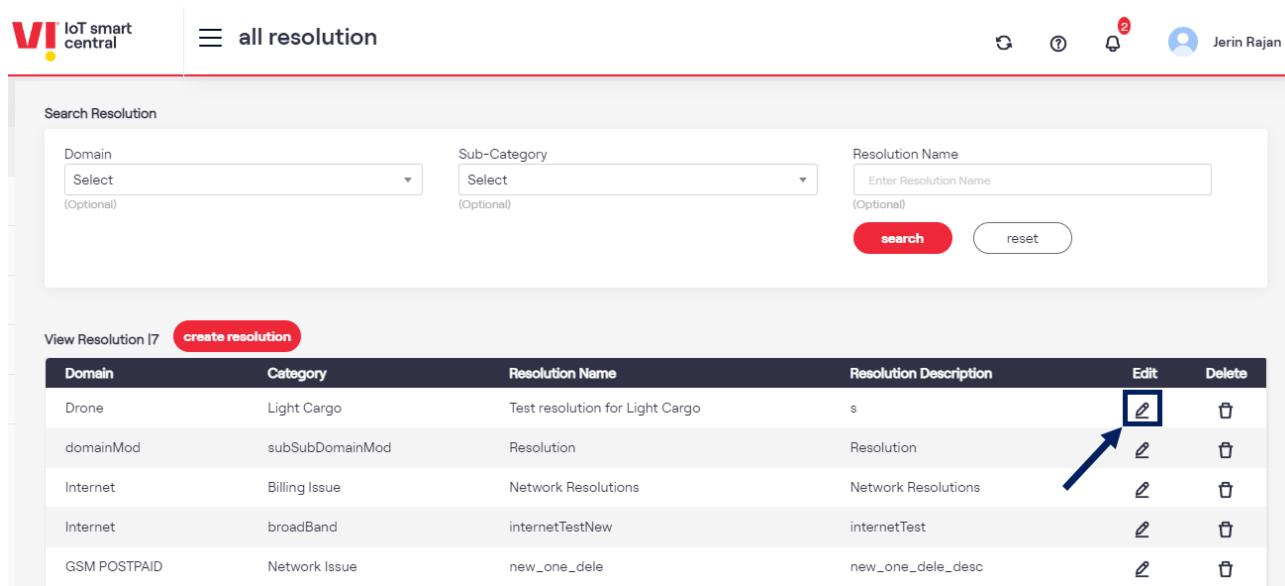
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Resolution** is created successfully.

#### To Edit the Resolution:

Using this edit option, Vi can edit the existing resolution details.

1. On the **Resolution** screen, click the **Edit** button  to edit the existing resolution details. Refer to the following screen.



The screenshot shows the 'all resolution' page of the VI IoT smart central interface. At the top, there is a search bar labeled 'Search Resolution' with fields for 'Domain' (Select, Optional) and 'Sub-Category' (Select, Optional), and a 'Resolution Name' input field with placeholder 'Enter Resolution Name' (Optional). Below the search bar are two buttons: 'search' (red) and 'reset'. The main area displays a table titled 'View Resolution' with a 'create resolution' button. The table has columns: Domain, Category, Resolution Name, Resolution Description, Edit, and Delete. The 'Edit' column contains icons, one of which is highlighted with a blue box and an arrow pointing to it from the bottom right.

Domain	Category	Resolution Name	Resolution Description	Edit	Delete
Drone	Light Cargo	Test resolution for Light Cargo	s		
domainMod	subSubDomainMod	Resolution	Resolution		
Internet	Billing Issue	Network Resolutions	Network Resolutions		
Internet	broadBand	internetTestNew	internetTest		
GSM POSTPAID	Network Issue	new_one_delete	new_one_delete_desc		

2. After clicking the **Edit** button, the following screen is displayed.

## modify resolution

X

Domain

Internet

Sub-Category

Billing Issue

Resolution Name

Network Resolutions

Resolution Description

Network Resolutions

cancel

submit

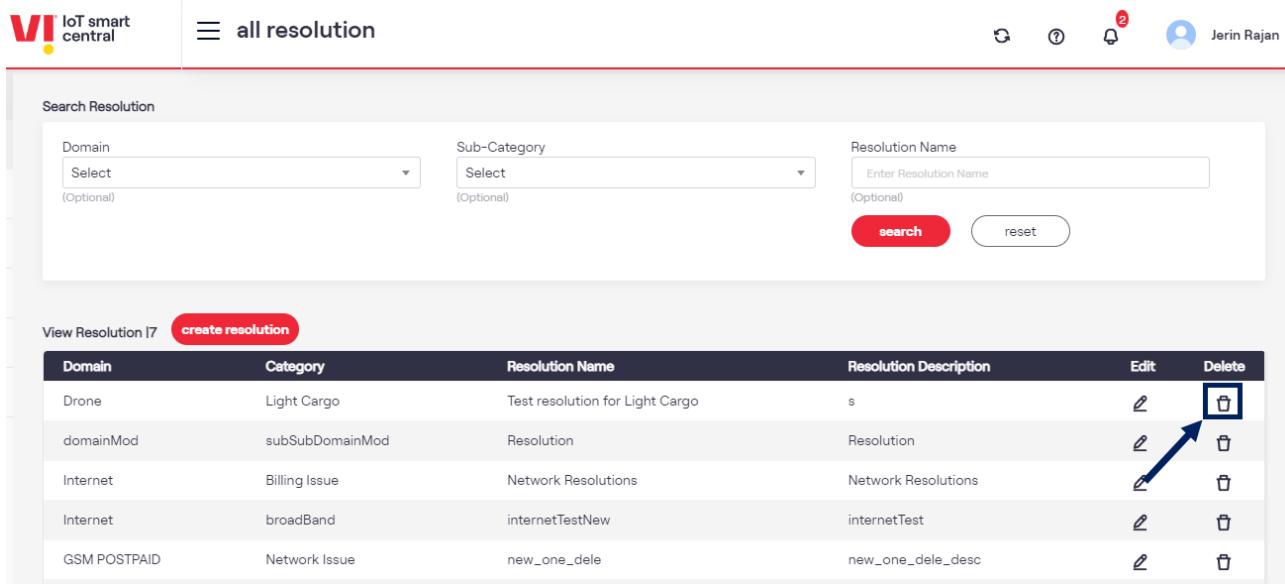
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Resolution** is modified successfully.

### To Delete the Resolution:

Using this delete option, Vi can delete the existing resolution.

1. On the **Resolution** screen, click the **Delete** button  to delete the existing resolution. Refer to the following screen.

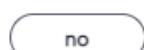
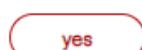


The screenshot shows the 'all resolution' page in the IoT smart central application. At the top, there are search filters for 'Domain' (Select, Optional), 'Sub-Category' (Select, Optional), and 'Resolution Name' (Enter Resolution Name, Optional). Below the filters are 'search' and 'reset' buttons. The main area displays a table of resolutions with columns: Domain, Category, Resolution Name, Resolution Description, Edit, and Delete. An arrow points to the 'Delete' icon for the second row. The table data is as follows:

Domain	Category	Resolution Name	Resolution Description	Edit	Delete
Drone	Light Cargo	Test resolution for Light Cargo	s		
domainMod	subSubDomainMod	Resolution	Resolution		
Internet	Billing Issue	Network Resolutions	Network Resolutions		
Internet	broadBand	internetTestNew	internetTest		
GSM POSTPAID	Network Issue	new_one_delete	new_one_delete_desc		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



  yes

3. If you receive the confirmation message, "**Are you sure you want to delete the selected Resolution. You can't undo this action.**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected resolution is deleted successfully.

Or

Click "**No**" to discard the action.

## Priority Mapping

Using this priority mapping option, Vi can configure the priority mapping, and this is created based on the **Domain**, **Customer Category**, and **Ticket Type**. The priority can be Low, Medium, and High, and based on the given the priority, the ticket issue is resolved.

### To manage the Priority Mapping:

1. On the side menu, select **Configurations >> Priority Mapping** to view the priority mapping details. Refer to the following screen.

The screenshot shows the 'all priority mapping' screen in the IoT smart central application. The left sidebar has a dropdown menu with 'Configurations' selected. Below it is a list of configuration categories: Ticket Type, Domain, Category, Sub-Category, SLA Master, Resolution, Priority Mapping (which is highlighted with a red box and has an arrow pointing to the main table), SLA Mapping, and Source. The main area has a search bar at the top with a dropdown for 'Priority' set to 'Select' and an optional search term. Below the search bar is a table titled 'View Priority Mapping | 6'. The table has columns: Domain, Subdomain, Category, Customer Category, Ticket Type, Priority, and Priority Description. The data in the table is as follows:

Domain	Subdomain	Category	Customer Category	Ticket Type	Priority	Priority Description
Internet	internetIssue	internet caseType	Bronze	Internet	High	test
Drone	Logistics Drone	Heavy Drones	Individual	Internet	High	Drone - Gold Customer - vi
GSM POSTPAID	Issue	complaintSubSubDomain	Bronze	Internet	High	-
VoIP	Complaint	complaintSubSubDomain	Bronze	Internet	Low	-
VoIP	Complaint	testForCM	Bronze	Internet	Low	low priority modify
GSM POSTPAID	Issue	GSMOM	Platinum	Internet	Medium	medium priority

## Create Priority Mapping

Using this create option, Vi can create a new priority mapping.

1. On the **Priority Mapping** screen, click the **Create Priority Mapping** button to create a new priority mapping. Refer to the following screen.

The screenshot shows the 'Priority Mapping' screen with a search bar at the top. Below the search bar is a table titled 'View Priority Mapping' containing six rows of data. A red arrow points from the 'create priority mapping' button in the table header to the button itself, which is highlighted with a red box.

Domain	Subdomain	Category	Customer Category	Ticket Type	Priority	Priority Description	Edit
Internet	internetissue	internet caseType	Bronze	Internet	High	test	
Drone	Logistics Drone	Heavy Drones	Individual	Internet	High	Drone - Gold Customer - very high priority	
GSM POSTPAID	Issue	complaintSubSubDomain	Bronze	Internet	High	-	
VoIP	Complaint	complaintSubSubDomain	Bronze	Internet	Low	-	
VoIP	Complaint	testForCM	Bronze	Internet	Low	low priority modify	
GSM POSTPAID	Issue	GSMOM	Platinum	Internet	Medium	medium priority	

2. After clicking the **Create Priority Mapping** button, the following screen is displayed.

The screenshot shows the 'create priority mapping' form. It consists of several input fields: 'Domain' (dropdown), 'Category' (dropdown), 'Sub-Category' (dropdown), 'Customer Category' (dropdown), 'Ticket Type' (dropdown), 'Priority' (dropdown), and a 'Priority mapping Description' text area. At the bottom are 'cancel' and 'submit' buttons.

Domain	Category
Select	Select
Sub-Category	Customer Category
Select	Select
Ticket Type	Priority
Select	Select
Priority mapping Description	
Enter Priority Mapping Description	

cancel submit

3. Enter>Select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list. For example, “ <b>AAA Request</b> ”.
Category	Select the category in the drop-down list. Based on the domain the category details are displayed in the drop-down list.
Sub-category	Select the sub- category in the drop-down list. Based on the category the sub- category details are displayed in the drop-down list.
Customer Category	Select the customer category in the drop-down list. For example, <b>Employee, General</b> , and so on.
Ticket Type	Select the customer category in the drop-down list. For example, <b>Employee, General</b> , and so on.
Priority	CSR can assign the priority for the case based on the severity of the issue raised by the Customer. The priorities configured are Low, Medium, and High.
Priority Mapping Description	Enter the description of the priority mapping.

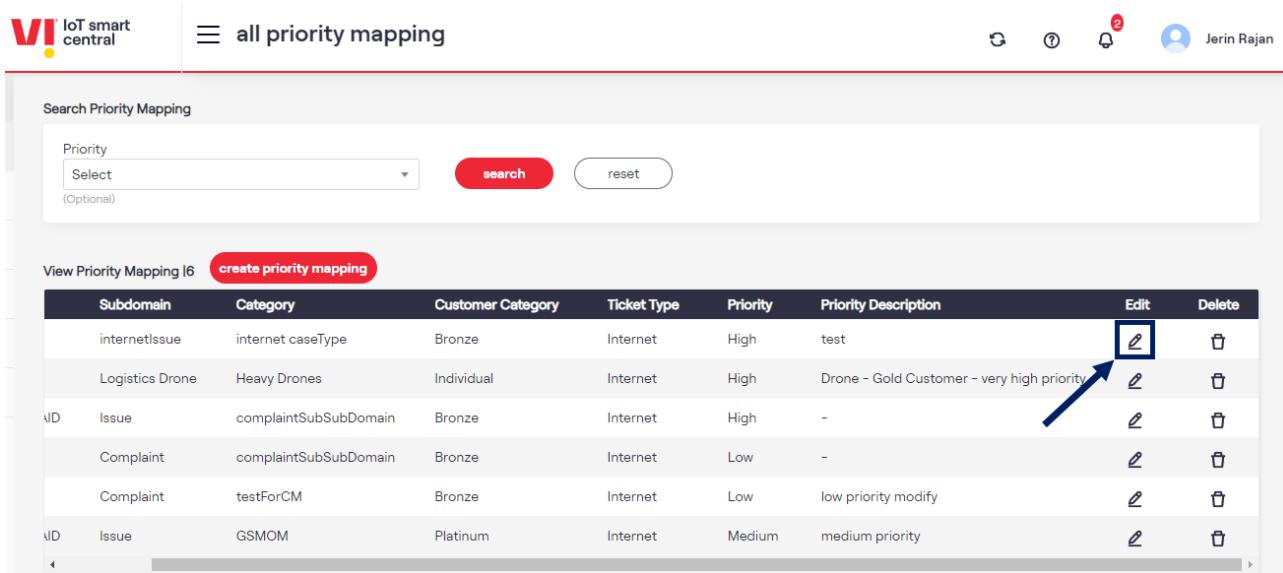
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Priority Mapping** is created successfully.

#### **To Edit the Priority Mapping:**

Using this edit option, Vi can edit the existing priority mapping.

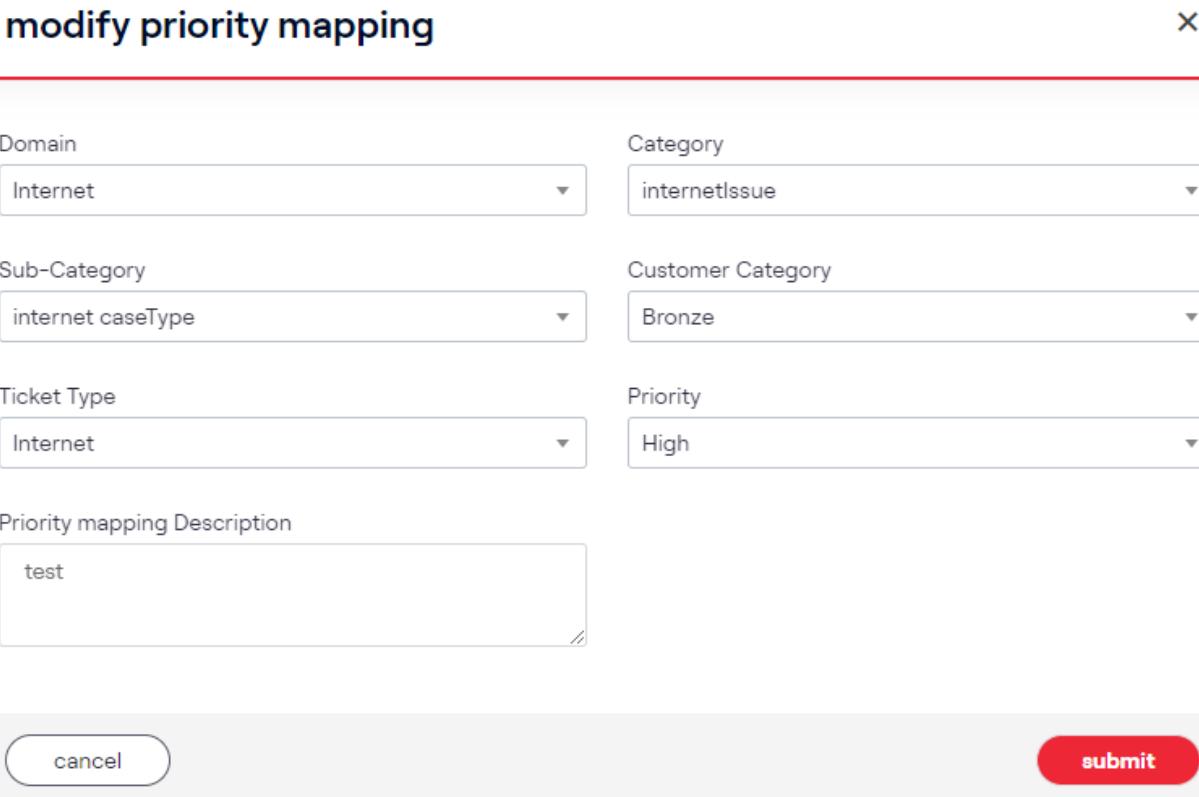
- On the **Priority Mapping** screen, click the **Edit** button  to edit the existing priority mapping details. Refer to the following screen.



The screenshot shows the 'Priority Mapping' screen with a search bar at the top. Below the search bar is a table titled 'View Priority Mapping'. The table has columns: Subdomain, Category, Customer Category, Ticket Type, Priority, Priority Description, Edit, and Delete. There are seven rows of data. The second row from the top has an 'Edit' button highlighted with a blue box and an arrow pointing to it.

Subdomain	Category	Customer Category	Ticket Type	Priority	Priority Description	Edit	Delete
internetsissue	internet caseType	Bronze	Internet	High	test		
Logistics Drone	Heavy Drones	Individual	Internet	High	Drone - Gold Customer - very high priority		
Issue	complaintSubSubDomain	Bronze	Internet	High	-		
Complaint	complaintSubSubDomain	Bronze	Internet	Low	-		
Complaint	testForCM	Bronze	Internet	Low	low priority modify		
Issue	GSMOM	Platinum	Internet	Medium	medium priority		

- After clicking the **Edit** button, the following screen is displayed.



The screenshot shows the 'modify priority mapping' dialog box. It contains the following fields:

- Domain: Internet
- Category: internetsissue
- Sub-Category: internet caseType
- Customer Category: Bronze
- Ticket Type: Internet
- Priority: High
- Priority mapping Description: test

At the bottom are two buttons: 'cancel' and 'submit'.

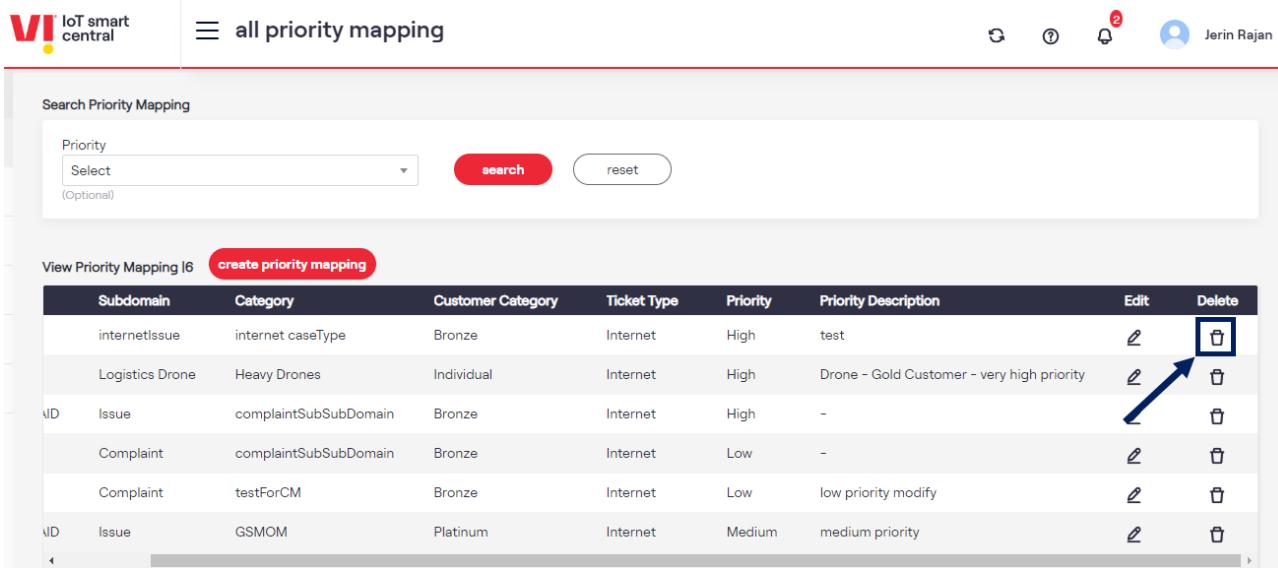
- Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Priority Mapping** is modified successfully.

### **To Delete the Priority Mapping:**

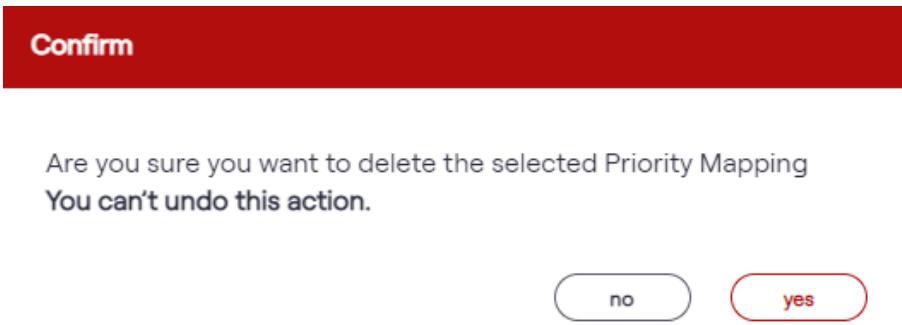
Using this delete option, Vi can delete the existing priority mapping.

- On the **Priority Mapping** screen, click the **Delete** button  to delete the existing priority Mapping. Refer to the following screen.



Subdomain	Category	Customer Category	Ticket Type	Priority	Priority Description	Edit	Delete
internetissue	internet caseType	Bronze	Internet	High	test		
Logistics Drone	Heavy Drones	Individual	Internet	High	Drone – Gold Customer – very high priority		
Issue	complaintSubSubDomain	Bronze	Internet	High	-		
Complaint	complaintSubSubDomain	Bronze	Internet	Low	-		
Complaint	testForCM	Bronze	Internet	Low	low priority modify		
Issue	GSMOM	Platinum	Internet	Medium	medium priority		

- After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



- If you receive the confirmation message, "**Are you sure you want to delete the selected Priority Mapping. You can't undo this action**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected priority mapping is deleted successfully.

Or

Click "**No**" to discard the action.

## SLA Mapping

Using this SLA mapping option, Vi can configure the team mapping where the teams are already created through UMS. While creating a new case, the SLA Mapping option is enabled based on the selection of Priority.

### To manage the SLA mapping:

1. On the side menu, select **Configurations >> SLA Mapping** to view the SLA mapping details. Refer to the following screen.

The screenshot shows the 'all sla mapping' page. On the left, a sidebar lists categories: Ticket Type, Domain, Category, Sub-Category, SLA Master, Resolution, Priority Mapping (which is highlighted with a blue box), and Source. The main area has a search bar for 'Search SLA Mapping' with a dropdown for 'Priority' set to 'Select' (Optional). Below it is a table titled 'View SLA Mapping' with a 'create sla mapping' button. The table columns are 'Priority', 'SLA Description', 'Edit', and 'Delete'. The data rows are: Low (Low speed), Medium (Billing Issue), and High (General Inquiry). Each row has edit and delete icons.

## Create SLA Mapping

Using this create option, Vi can create a new SLA mapping.

1. On the **SLA Mapping** screen, click the **Create SLA Mapping** button to create a new SLA mapping. Refer to the following screen.

The screenshot shows the 'all sla mapping' page. The sidebar and search bar are identical to the previous screen. The main area has a search bar for 'Search SLA Mapping' with a dropdown for 'Priority' set to 'Select' (Optional). Below it is a table titled 'View SLA Mapping' with a 'create sla mapping' button. The table columns are 'Priority' and 'SLA Description'. The data rows are: Low (Low speed), Medium (Billing Issue), and High (General Inquiry). Each row has edit and delete icons. A blue arrow points to the 'create sla mapping' button.

2. After clicking the **Create SLA Mapping** button, the following screen will be displayed.

**create sla mapping** x

---

Priority

SLA Description

Mapping Description

3. Enter>Select the following details in the corresponding fields.

Field	Description
Priority	CSR can assign the priority for the case based on the severity of the issue raised by the Customer. The priorities configured are Low, Medium, and High.
SLA Description	Select the description of the SLA in the drop-down list. For example, “ <b>Internet Issue</b> ”
Mapping Description	If you have any extra information that you won't mention for the case, you can enter that information in this field.

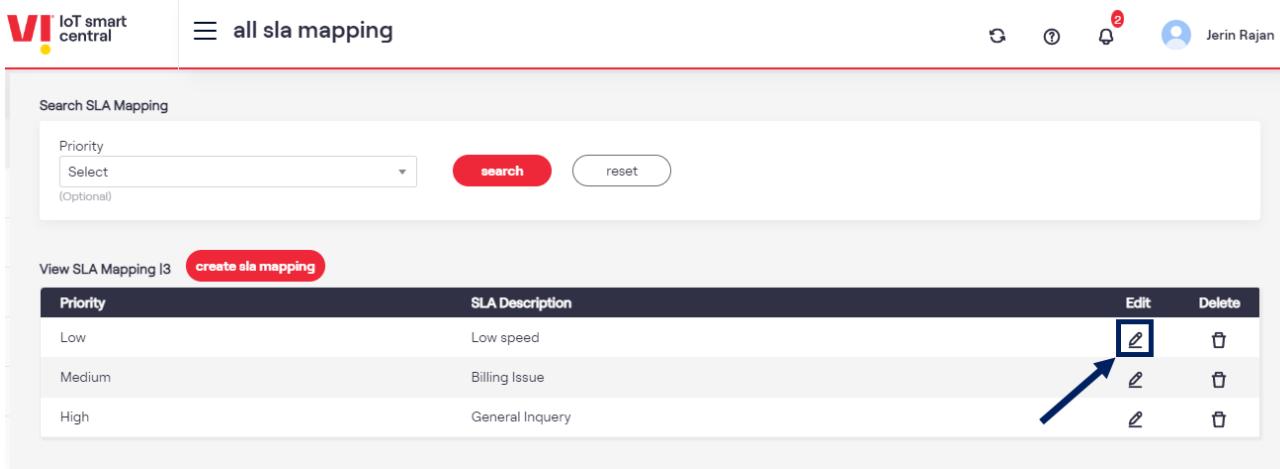
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **SLA Mapping** is created successfully.

**To Edit the SLA Mapping:**

Using this edit SLA mapping option, Vi can edit the existing SLA mapping.

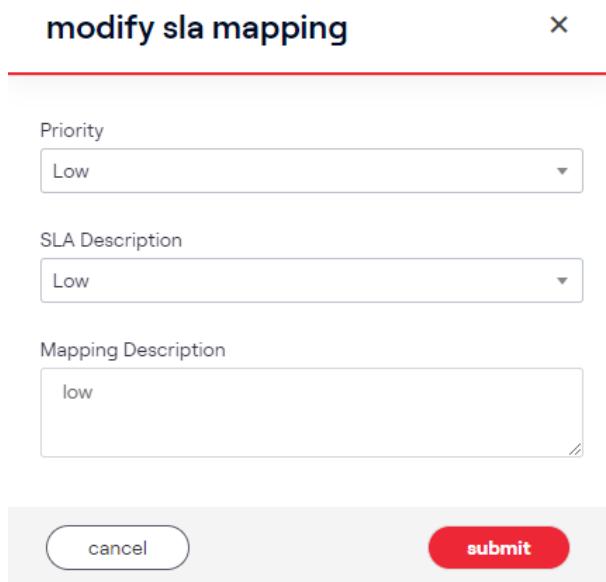
1. On the **SLA Mapping** screen, click the **Edit** button  to edit the existing SLA mapping details. Refer to the following screen.



The screenshot shows the 'all sla mapping' page. At the top, there's a search bar with a dropdown for 'Priority' set to 'Select' and a '(Optional)' note. Below it is a table with columns 'Priority' and 'SLA Description'. The data rows are: Low (Low speed), Medium (Billing Issue), and High (General Inquiry). To the right of the table is a vertical toolbar with 'Edit' (highlighted with a blue box and arrow), 'Delete', and another 'Edit' icon. A red 'create sla mapping' button is at the top left of the table area.

Priority	SLA Description
Low	Low speed
Medium	Billing Issue
High	General Inquiry

2. After clicking the **Edit** button, the following screen is displayed.



The screenshot shows the 'modify sla mapping' form. It has three input fields: 'Priority' (set to 'Low'), 'SLA Description' (set to 'Low'), and 'Mapping Description' (containing the text 'low'). At the bottom are 'cancel' and 'submit' buttons.

Priority	Low
SLA Description	Low
Mapping Description	low

cancel      submit

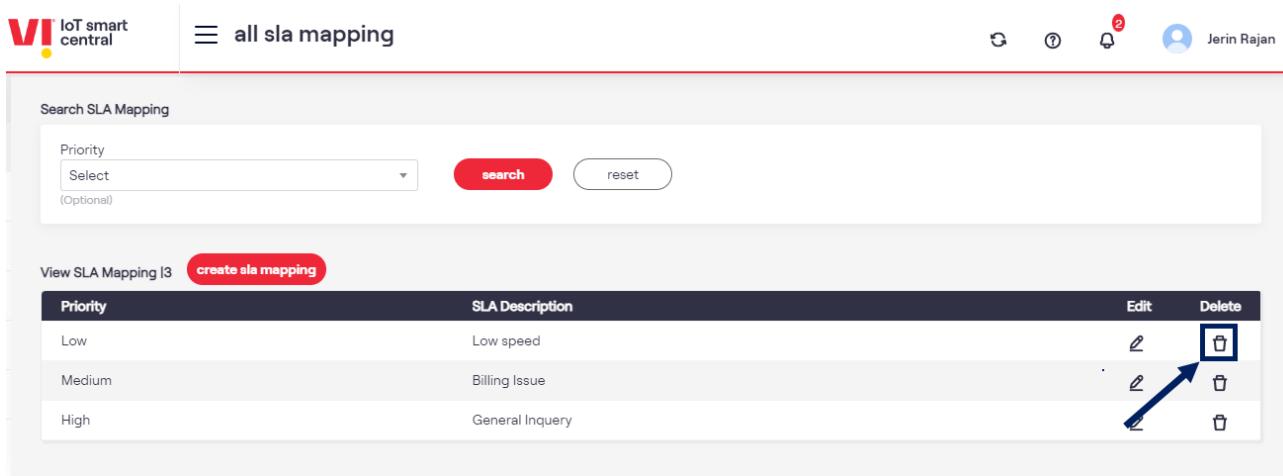
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **SLA Mapping** is modified successfully.

### To Delete the SLA Mapping:

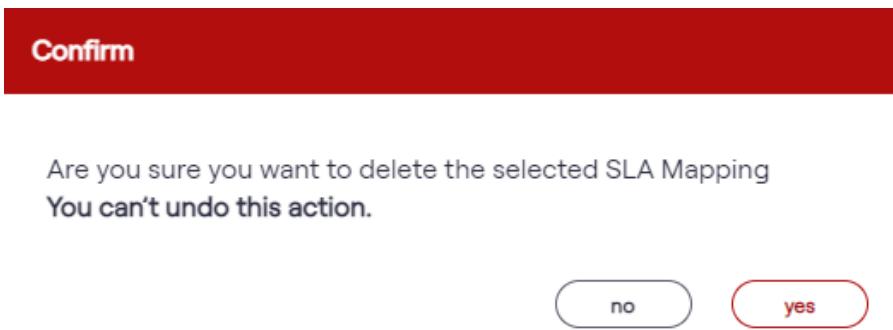
Using this delete option, Vi can delete the existing SLA mapping.

1. On the **SLA Mapping** screen, click the **Delete** button  to delete the existing SLA Mapping. Refer to the following screen.



The screenshot shows the 'all sla mapping' page. At the top, there's a search bar with a dropdown for 'Priority' set to 'Select' and a '(Optional)' note. Below it is a red 'search' button and a grey 'reset' button. A red arrow points to the 'Delete' icon in the 'Edit' column of the table. The table has columns for 'Priority', 'SLA Description', 'Edit', and 'Delete'. Data rows include 'Low: Low speed', 'Medium: Billing Issue', and 'High: General Inquiry'.

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected SLA Mapping. You can't undo this action**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected SLA mapping is deleted successfully.

Or

Click "**No**" to discard the action.

## Source

Using this source option, Vi can configure the source for the case issue. For example, if the source of the case regarding the message failure, then the source can be configured as “SMS”.

### To manage the source:

1. On the side menu, select the **Configurations >> Source** to view the source details. Refer to the following screen.

Source Name	Source Description	Edit	Delete
API Testing	API Testing		
API	API		
source	jhg		
jhgfd	mnhgf		
Email	Email		
Call	Call		
Selfcare	Selfcare Web/Mobile application		
Social Media	Facebook/Twitter/Insta etc		

## Create Source

Using this create source option, Vi can create a new source.

1. On the **Source** screen, click the **Create Source** button to create a new source. Refer to the following screen.

Source Name	Source Description	Edit	Delete
API Testing	API Testing		
API	API		
source	jhg		
jhgfd	mnhgf		
Email	Email		
Call	Call		

2. After clicking the **Create Source** button, the following screen will be displayed.

The screenshot shows a 'create source' form with the following fields:

- Source Name:** A text input field with placeholder text "Enter Source Name".
- Source Description:** A text input field with placeholder text "Enter Source Description".
- Buttons:** Two buttons at the bottom: a blue "cancel" button and a red "submit" button.

3. Enter>Select the following details in the corresponding fields.

Field	Description
Source Name	Enter the name of the case source in this field. For example, "SMS".
Source Description	If you have any extra information that you won't mention for the source, you can enter that information in this field.

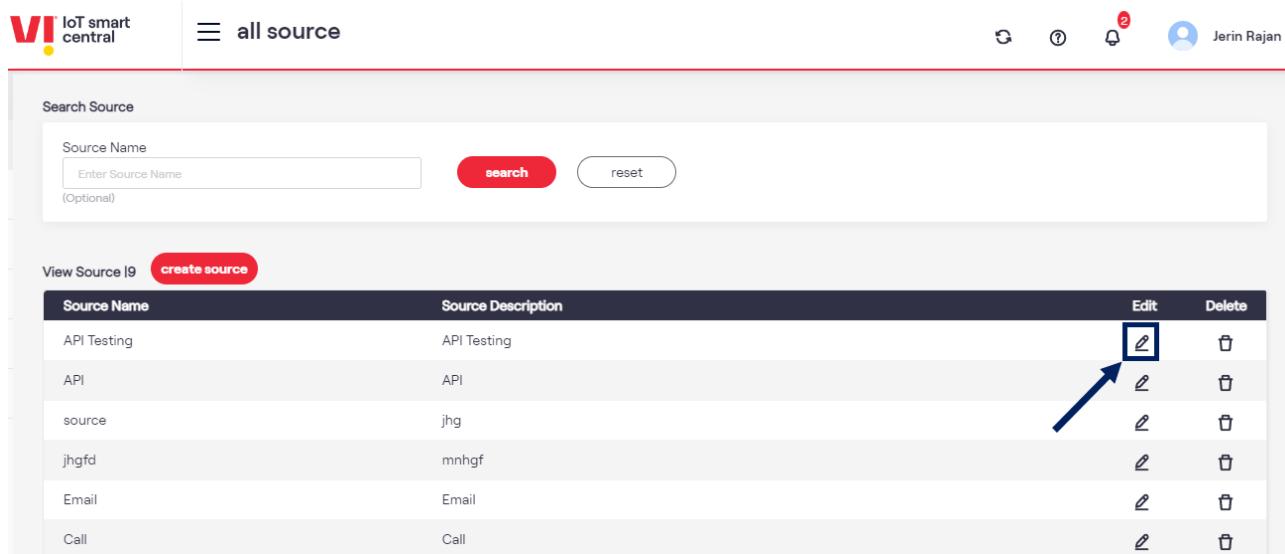
4. After entering all the required details, click the **Submit** button to create the source.

A success message is displayed, indicating that the **Source** is created successfully.

## To Edit the Source:

Using this edit source option, Vi can edit the existing source details.

1. On the **Source** screen, click the **Edit** button  to edit the existing source. Refer to the following screen



The screenshot shows the 'all source' screen in the VI IoT smart central interface. At the top, there is a search bar labeled 'Search Source' with a placeholder 'Enter Source Name' and '(Optional)' buttons for 'search' and 'reset'. Below the search bar is a table titled 'View Source | 9' with a 'create source' button. The table has columns for 'Source Name' and 'Source Description'. Each row contains an 'Edit' button (represented by a pencil icon) and a 'Delete' button (represented by a trash bin icon). An arrow points to the 'Edit' button for the first row, which has 'API Testing' in the Source Name column and 'API Testing' in the Source Description column.

Source Name	Source Description	Edit	Delete
API Testing	API Testing		
API	API		
source	jhg		
jhgfd	mnhgf		
Email	Email		
Call	Call		

2. After clicking the **Edit** button, the following screen is displayed.

## modify source

Source Name

Email

Source Description

Email

 cancel

 submit

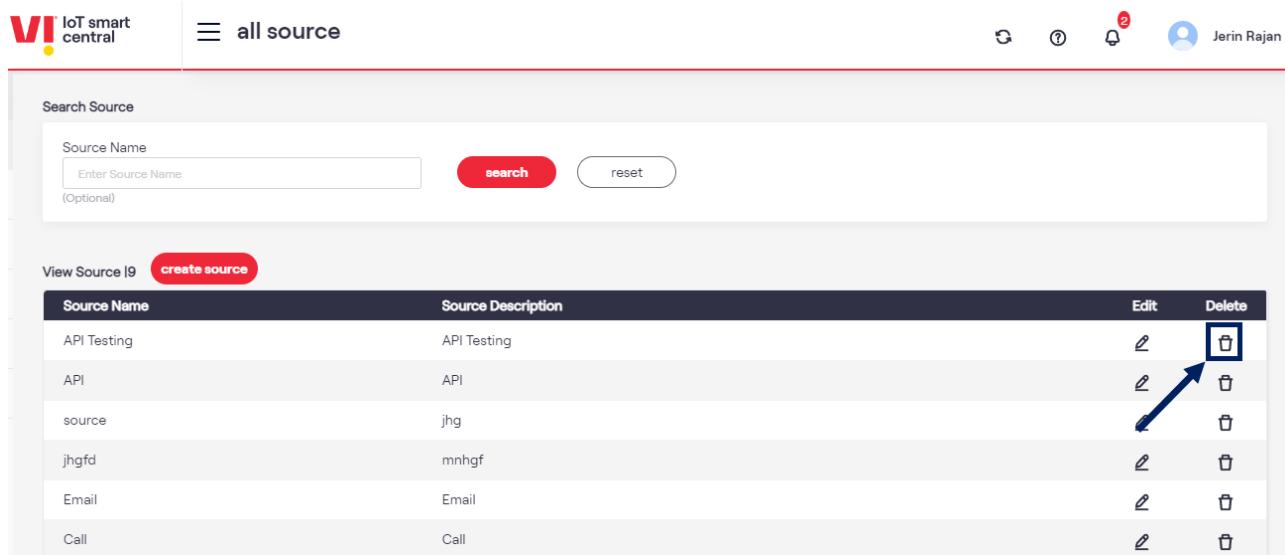
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Source** is modified successfully.

## **To Delete the Source:**

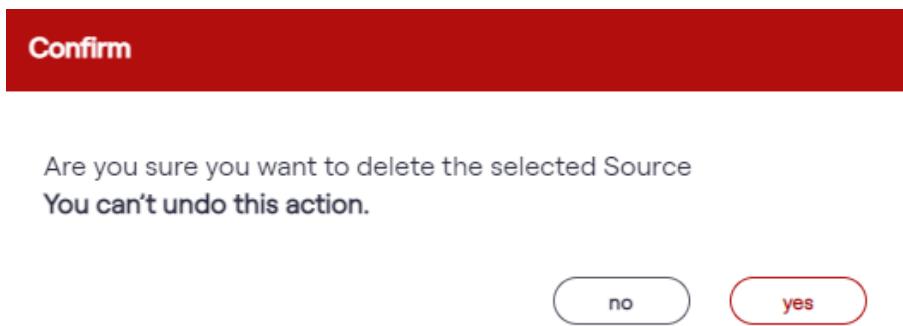
Using this delete source option, Vi can delete the existing source.

1. On the **Source** screen, click the **Delete** button  to delete the existing source. Refer to the following screen.



The screenshot shows the 'Source' screen in the IoT smart central application. At the top, there is a search bar labeled 'Search Source' with a placeholder 'Enter Source Name' and a '(Optional)' note. Below the search bar are two buttons: 'search' (red) and 'reset'. The main area displays a table of sources with columns: 'Source Name', 'Source Description', 'Edit' (pencil icon), and 'Delete' (trash icon). A blue arrow points to the 'Delete' icon for the third source listed, which has the name 'source' and the description 'jhg'. The table rows include: API Testing, API, source, jhgfd, Email, and Call.

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Source. You can't undo this action**". Click "Yes" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected source is deleted successfully.

Or

Click "**No**" to discard the action.

## Caused Code

Using this caused option, Vi can configure the code for the cases. For example, Vi can configure the cause code as “**Slow Internet**” for the Product Type “**Mobile**” and Case “**Internet Issue**”. The created caused code will be listed in the drop-down list when creating a new case.

### To manage the caused code:

1. On the side menu, select **Configurations >> Caused Code** to view the caused code details. Refer to the following screen.

The screenshot shows the VI IoT smart central interface with the following details:

- Header:** VI IoT smart central, Jerin Rajan, profile icon.
- Left Sidebar:** Configurations (selected), Ticket Type, Domain, Category, Sub-Category, SLA Master, Resolution, Priority Mapping, SLA Mapping, Source, Caused Code (highlighted with a blue box).
- Top Bar:** all caused code, search bar with fields for Domain (Select, optional), Sub-Category (Select, optional), Caused Code Name (Enter Cause Code Name, optional), and buttons for search and reset.
- Table:** View Caused Code | 3 entries (highlighted with a blue box).

Domain	Category	Caused Code Name	Caused Code Description	Edit	Delete
SmartWatch	smartTouch	causeMod	cause		
FIXED	SIMSWAP_GSM_Postpaid	networkIssue	networkIssue		
FIXED	VAS_GSM_Postpaid	casuse &%# 876Kavya	casuse &%# 876.&^%85		

## Create Caused Code

Using this create caused code option, Vi can create a new caused code.

1. On the **Caused Code** screen, click the **Create Caused Code** button to create a new caused code. Refer to the following screen.

The screenshot shows the 'all caused code' screen. At the top, there are search filters for 'Domain' (Select, Optional), 'Sub-Category' (Select, Optional), and 'Caused Code Name' (Enter Cause Code Name, Optional). Below the filters are two buttons: 'search' (red) and 'reset'. A blue arrow points to the 'create caused code' button, which is highlighted with a red box. The main area displays a table of existing caused codes with columns: Domain, Category, Caused Code Name, Caused Code Description, Edit, and Delete. The data in the table is as follows:

Domain	Category	Caused Code Name	Caused Code Description	Edit	Delete
SmartWatch	smartTouch	causeMod	cause		
FIXED	SIMSWAP_GSM_Postpaid	networkIssue	networkIssue		
FIXED	VAS_GSM_Postpaid	casuse &%# 876Kavya	casuse &%# 876 &^%85		

2. After clicking the **Create Caused Code** button, the following screen will be displayed.

### create caused code

Domain

Select

Sub-Category

Select

Caused Code Name

Enter Cause Code Name

Caused Code Description

Enter Cause Code Description

cancel

submit

3. Enter>Select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list. For example, “ <b>AAA Request</b> ”.
Sub-category	Select the sub-category in the drop-down list. Based on the domain the sub-category details are displayed in the drop-down list.
Caused Code Name	Enter the name of the case caused code in this field. For example, “ <b>Slow Internet</b> ”.
Caused Code Description	If you have any extra information that you won't mention for the caused code, you can enter that information in this field.

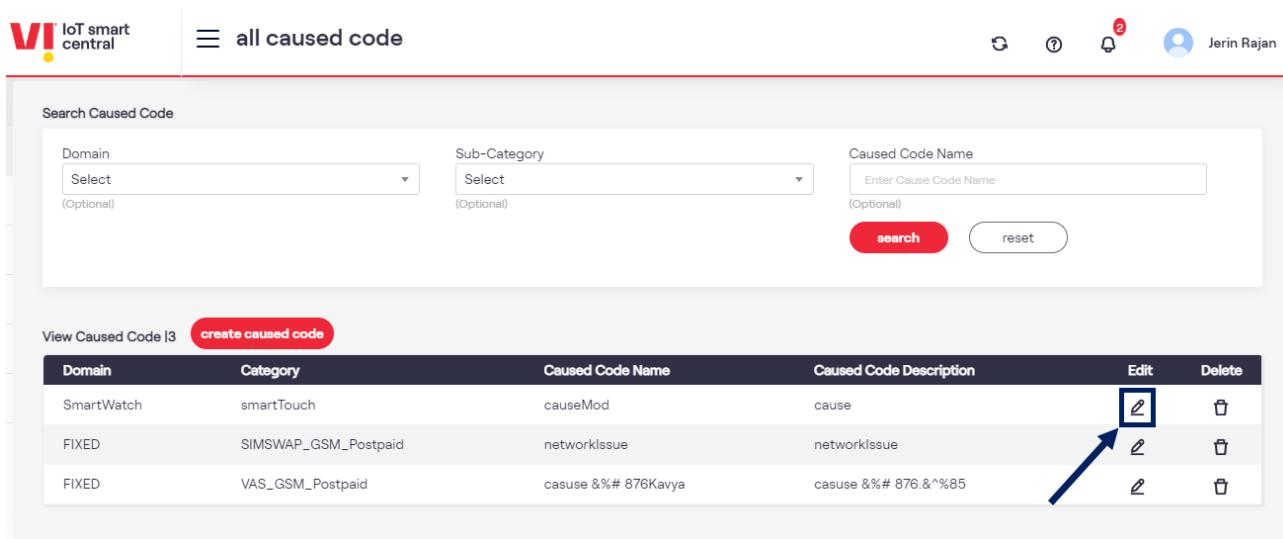
4. After entering all the required details, click the **Submit** button to create caused code.

A success message is displayed, indicating that the **Caused Code** is created successfully.

### **To Modify the Caused Code:**

Using this modify caused code option, Vi can modify the existing caused code.

1. On the **Caused Code** screen, click the **Modify** button  to modify the existing caused code. Refer to the following screen



The screenshot shows the 'all caused code' page of the VI IoT smart central interface. At the top, there's a search bar labeled 'Search Caused Code' with fields for 'Domain' (Select, Optional), 'Sub-Category' (Select, Optional), and 'Caused Code Name' (Enter Cause Code Name, Optional). Below the search bar is a red 'search' button and a grey 'reset' button. The main area displays a table titled 'View Caused Code | 3'. The table has columns: Domain, Category, Caused Code Name, Caused Code Description, Edit, and Delete. There are three rows of data:

Domain	Category	Caused Code Name	Caused Code Description	Edit	Delete
SmartWatch	smartTouch	causeMod	cause		
FIXED	SIMSWAP_GSM_Postpaid	networkIssue	networkIssue		
FIXED	VAS_GSM_Postpaid	casuse &%# 876Kavya	casuse &%# 876 &^%85		

2. After clicking the **Modify** button, the following screen is displayed.

## modify caused code

X

Domain

SmartWatch

Sub-Category

smartTouch

Caused Code Name

causeMod

Caused Code Description

cause

cancel

submit

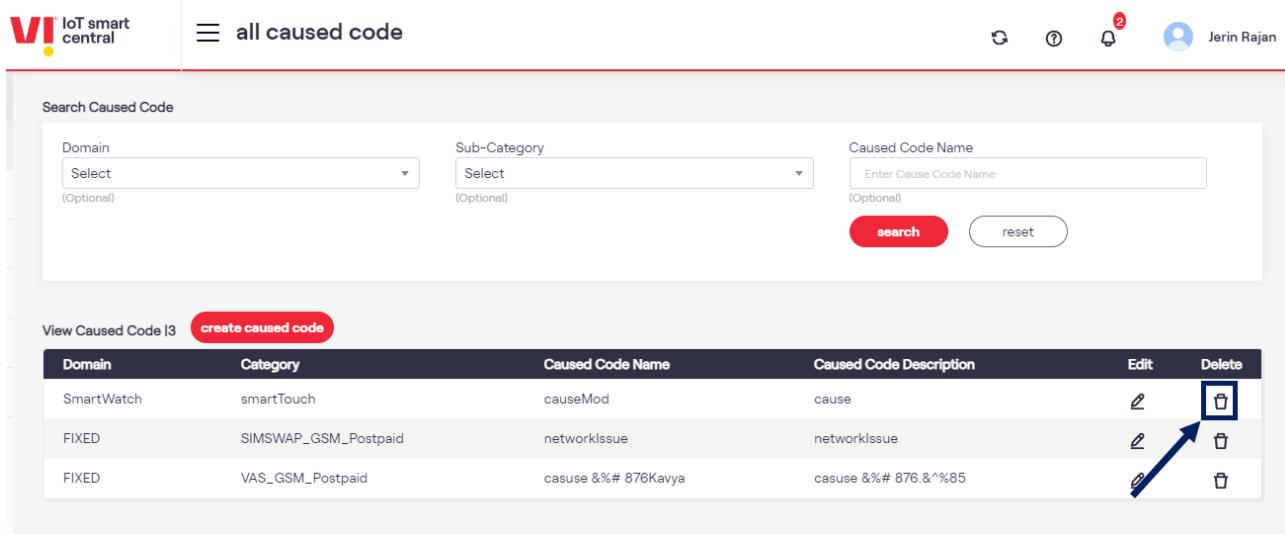
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Caused Code** is modified successfully.

### To Delete the Caused Code:

Using this delete caused code option, Vi can delete the existing caused code.

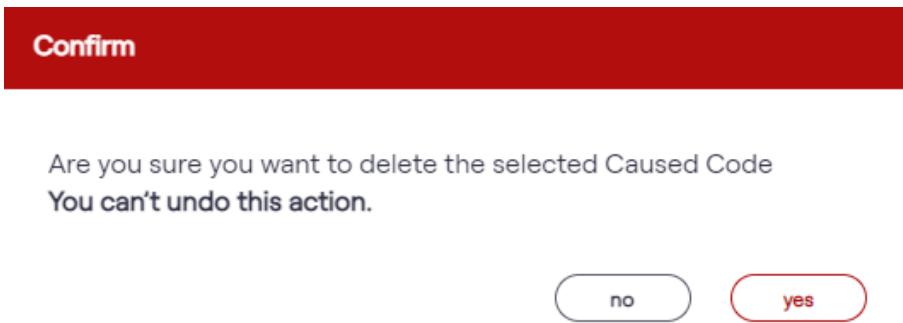
1. On the **Caused Code** screen, click the **Delete** button  to delete the existing caused code. Refer to the following screen.



The screenshot shows the 'Caused Code' screen in the IoT smart central application. At the top, there is a search bar with fields for 'Domain' (Select, Optional), 'Sub-Category' (Select, Optional), and 'Caused Code Name' (Enter Cause Code Name, Optional). Below the search bar is a red 'search' button and a grey 'reset' button. The main area is titled 'View Caused Code' and contains a table with three rows of data. The columns are 'Domain', 'Category', 'Caused Code Name', 'Caused Code Description', 'Edit', and 'Delete'. The 'Delete' column for the third row has a blue box around it, and a blue arrow points to it from the left. The table data is as follows:

Domain	Category	Caused Code Name	Caused Code Description	Edit	Delete
SmartWatch	smartTouch	causeMod	cause		
FIXED	SIMSWAP_GSM_Postpaid	networkIssue	networkIssue		
FIXED	VAS_GSM_Postpaid	casuse &%# 876Kavya	casuse &%# 876 &^%85		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Caused Code. You can't undo this action**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected caused code is deleted successfully.

Or

Click "**No**" to discard the action.

## Meta Data

Using this option, Vi can configure the meta data and it contains all the product information. It helps users to find the relevant information and discover the resources. Vi can also modify and delete the existing meta data details.

## **To manage the Meta Data:**

4. On the side menu, click the **Configurations >> Meta Data** to view the meta data screen. Refer to the following screen.

VI IoT smart central

all meta data

Sub-Category

SLA Master

Resolution

Priority Mapping

SLA Mapping

Source

Caused Code

**Meta Data**

Message Template

FAQ

Holidays

Search Meta Data

Domain: Select (Optional)

Name: Enter Name (Optional)

search reset

View Meta Data [21] **create meta data**

Domain	Category	Name	Type	Mandatory	Edit	Delete
Drone	Heavy Drones	Weightvalue	Inputbox	YES		
ROM	Repair	Repair Request ID	Inputbox	YES		
Internet	internet caseType	internetMeta	Inputbox	YES		
domainMod	subSubDomainMod	metaDataNew	Dropdown	YES		
domainMod	subSubDomainMod	metaDataNew	Dropdown	YES		
Others	Feedback	kavya	Dropdown	YES		
Others	Feedback	feedback	Dropdown	YES		

## **Create Meta Data**

Using this create meta data option, Vi can create a new meta data.

1. On the **Meta Data** screen, click the **Create Meta Data** button to create a new meta data. Refer to the following screen.

Search Meta Data						
Domain	Category	Name	Type	Mandatory	Edit	Delete
Drone	Heavy Drones	Weightvalue	Inputbox	YES		
ROM	Repair	Repair Request ID	Inputbox	YES		
Internet	internet caseType	internetMeta	Inputbox	YES		
domainMod	subSubDomainMod	metaDataNew	Dropdown	YES		
domainMod	subSubDomainMod	metaDataNew	Dropdown	YES		
Others	Feedback	kavya	Dropdown	YES		
Others	Feedback	feedback	Dropdown	YES		

2. After clicking the **Create Meta Data** button, the following screen is displayed.

**create meta data** ×

---

Domain

Sub-Category

Name

Type

Default Value

Is Mandatory  
 YES  NO

cancel submit

3. Enter/select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list. For example, “AAA Request”.

Sub-category	Select the sub- category in the drop-down list. Based on the domain the sub- category details are displayed in the drop-down list.
Name	Enter the name of the meta data.
Type	Select the meta data type in the drop-down list. For example, Inputbox, Textarea, and Dropdown.
Default Value	Enter the default value of the meta data.
Is Mandatory	Click “Yes” if it is mandatory. Or Click “No”.

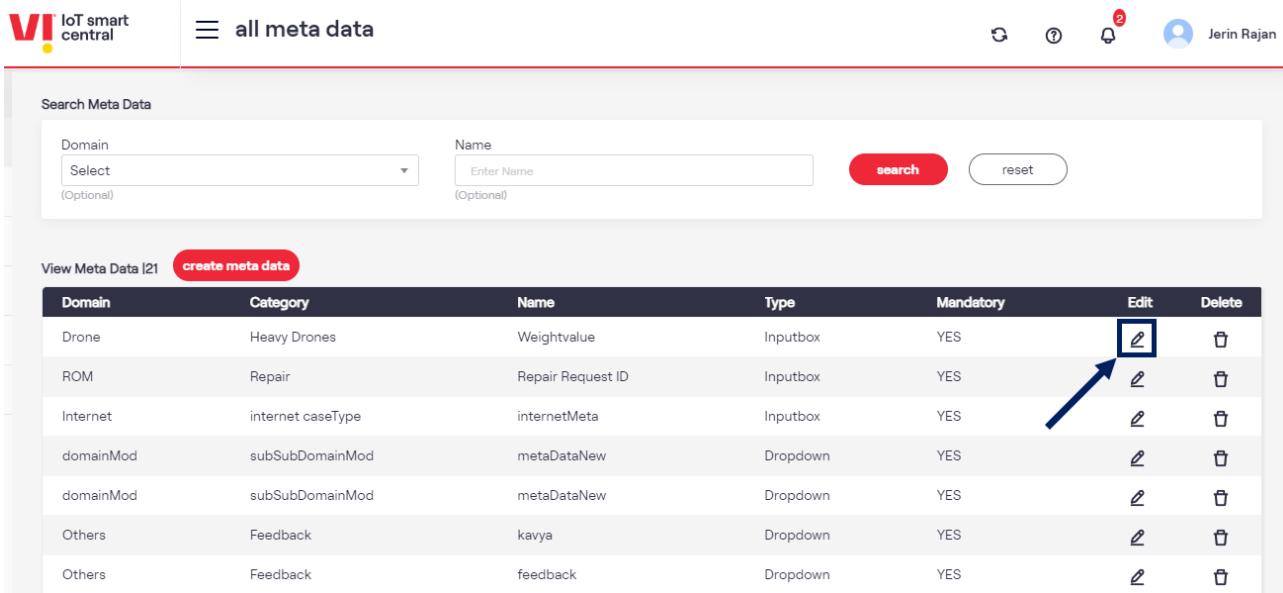
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Meta Data** is created successfully.

### **To Edit the Meta Data:**

Using this edit option, Vi can modify the existing meta data details.

1. On the **Meta Data** screen, click the **Edit** button  to modify the existing meta data details. Refer to the following screen.



The screenshot shows the 'all meta data' screen. At the top, there is a search bar with fields for 'Domain' (Select, Optional) and 'Name' (Enter Name, Optional), along with 'search' and 'reset' buttons. Below the search bar is a table titled 'View Meta Data | 21'. The table has columns: Domain, Category, Name, Type, Mandatory, Edit, and Delete. An arrow points to the 'Edit' icon in the first row of the table.

Domain	Category	Name	Type	Mandatory	Edit	Delete
Drone	Heavy Drones	Weightvalue	Inputbox	YES		
ROM	Repair	Repair Request ID	Inputbox	YES		
Internet	internet caseType	internetMeta	Inputbox	YES		
domainMod	subSubDomainMod	metaDataNew	Dropdown	YES		
domainMod	subSubDomainMod	metaDataNew	Dropdown	YES		
Others	Feedback	kavya	Dropdown	YES		
Others	Feedback	feedback	Dropdown	YES		

2. After clicking the **Edit** button, the following screen is displayed.

## modify meta data

X

Domain

Drone

Sub-Category

Heavy Drones

Name

Weightvalue

Type

Inputbox

Default Value

0

Is Mandatory

YES

NO

cancel

submit

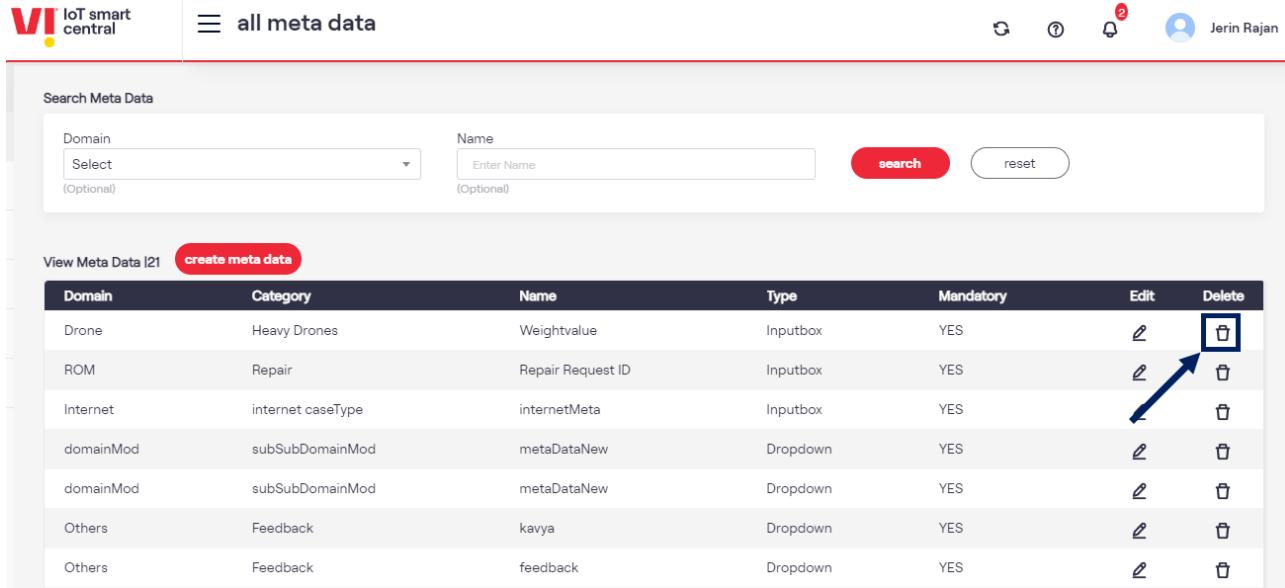
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the meta data is modified successfully.

### To Delete the Meta Data:

Using this delete meta data option, Vi can delete the existing meta data.

1. On the **Meta Data** screen, click the **Delete** button  to delete the existing meta data. Refer to the following screen.

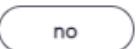
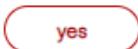


The screenshot shows the 'all meta data' screen in the IoT smart central application. At the top, there is a search bar with fields for 'Domain' (Select, Optional) and 'Name' (Enter Name, Optional), and buttons for 'search' and 'reset'. Below the search bar is a table titled 'View Meta Data | 21' with a 'create meta data' button. The table has columns: Domain, Category, Name, Type, Mandatory, Edit, and Delete. The 'Delete' column contains icons for each row. A blue arrow points to the delete icon in the second row from the top. The table data is as follows:

Domain	Category	Name	Type	Mandatory	Edit	Delete
Drone	Heavy Drones	Weightvalue	Inputbox	YES		
ROM	Repair	Repair Request ID	Inputbox	YES		
Internet	internet caseType	internetMeta	Inputbox	YES		
domainMod	subSubDomainMod	metaDataNew	Dropdown	YES		
domainMod	subSubDomainMod	metaDataNew	Dropdown	YES		
Others	Feedback	kavya	Dropdown	YES		
Others	Feedback	feedback	Dropdown	YES		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Meta Data. You can't undo this action**". Click "Yes" to confirm the action.

If click "Yes", a success message is displayed, indicating that the selected meta data is deleted successfully.

Or

Click "No" to discard the action.

## Message Template

Using this message template option, Vi can configure the message template to the various events such as Create Case, Assignee Change, and so on. Once the message template is created, it will send those messages to the audience through different channels such as, Email, SMS, and Portal. Vi can also modify and delete the existing message templates.

### To manage the message template:

1. On the side menu, click the **Configurations >> Message Template** to view the message template details. Refer to the following screen.

The screenshot shows the VI IoT smart central application interface. The top navigation bar includes the VI logo, a search bar, and user information for 'Jerin Rajan'. The left sidebar lists various configuration categories: Sub-Category, SLA Master, Resolution, Priority Mapping, SLA Mapping, Source, Caused Code, Meta Data, **Message Template** (which is highlighted with a red box and has a blue arrow pointing to the main content area), FAQ, and Holidays. The main content area displays a search interface for 'Search Message Template' with fields for 'Event Type' (dropdown with 'Select' and '(Optional)'), 'Template' (text input with '(Optional)'), and buttons for 'search' and 'reset'. Below this is a table titled 'View Message Template | 11' with a 'create message template' button. The table columns are: Event Type, Template, Status, Audience, Channel, and Edit. The data rows are:

Event Type	Template	Status	Audience	Channel	Edit
Change Team	Change team tested	In-Active	Owner	Email	
Escalate To NOC	Hi NOC Team ,   Ticket Id : %ticketId%   Issue : %ticketIs...	Active	Customer	Email,Sms	
SLA Escalation	Hi %userName% ,   Ticket Id : %ticketId% not completed o...	Active	Assignee	Email,Sms	
Create Case	Hi %userName% ,   Ticket Id : %ticketId% is Created.   Is...	Active	Assignee,Customer	Email,Sms	
Add External Notes	Hi %userName% ,  Comment : %ticketIssue%   Ticket Id...	Active	Assignee	Email,Sms	
Close Status	Hi %userName% , Your Ticket is closed   Ticket Id : %ti...	Active	Customer	Email,Sms	
Add Document	Hi %userName% , Status is changed for Ticket Id : %ticketId%. ...	Active	Assignee	Sms	

## Create Message Template

Using this create message template option, Vi can create a new message template.

1. On the **Message Template** screen, click the **Create Message Template** button to create a new message template. Refer to the following screen.

The screenshot shows the 'all message template' screen. At the top, there is a search bar labeled 'Search Message Template' with fields for 'Event Type' (dropdown menu with 'Select' and '(Optional)') and 'Template' (text input field with placeholder 'Enter Template (Optional)'). Below the search bar is a red button labeled 'create message template'. A blue arrow points from this button to the bottom of the page, where it is highlighted with a red box. The main area displays a table of existing message templates with columns: Event Type, Template, Status, Audience, Channel, Edit, and Delete. The table rows include:

Event Type	Template	Status	Audience	Channel	Edit	Delete
Change Team	Change team tested	In-Active	Owner	Email		
Escalate To NOC	Hi NOC Team ,   Ticket Id : %ticketId%   Issue : %ticketIs...	Active	Customer	Email,Sms		
SLA Escalation	Hi %userName% ,   Ticket Id : %ticketId% not completed o...	Active	Assignee	Email,Sms		
Create Case	Hi %userName% ,   Ticket Id : %ticketId% is Created.   Is...	Active	Assignee, Customer	Email,Sms		
Add External Notes	Hi %userName% ,  Comment : %ticketIssue%   Ticket Id : %ti...	Active	Assignee	Email,Sms		
Close Status	Hi %userName% ,  Your Ticket is closed   Ticket Id : %ti...	Active	Customer	Email,Sms		

2. After clicking the **Create Message** button, the following screen is displayed.

The screenshot shows the 'create message template' dialog box. It contains the following fields:

- Event Type: A dropdown menu with 'Select' and '(Optional)' options.
- Status: A dropdown menu with 'Select' and '(Optional)' options.
- Audience: A text input field.
- Channel: A text input field.
- Template: A text input field with placeholder 'Enter Template' and an info icon (i).
- Buttons: 'cancel' and 'submit' buttons at the bottom.

3. Enter/select the following details in the corresponding fields.

Field	Description
Event Type	Select the event type in the drop-down list. For example, Create Case, Close Case, and so on.
Status	Select the event status in the drop-down list. For example, Active and Inactive.
Audience	Select the audience in the drop-down list. For example, Owner, Customer, and so on.
Channel	Select the channel in the drop-down list. For example, Email, SMS, and Portal.
Template	Enter the message template in this field.

- Click the **Help** button to view the how message template should be written, and it will you to write the placeholder and description details.
- After clicking the **Help** button, the following screen is displayed.

The screenshot shows a help dialog box with a title bar containing 'help' on the left and a close button 'X' on the right. Below the title bar is a horizontal red line. The main content area has a dark header row with 'Placeholders' and 'Description'. Four rows of data follow, each containing a placeholder and its purpose:

Placeholders	Description
%ticketId%	To update ticket Id
%userName%	To update user Name
%ticketIssue%	To update ticket Issue
%deadLineDate%	To update dead Line Date

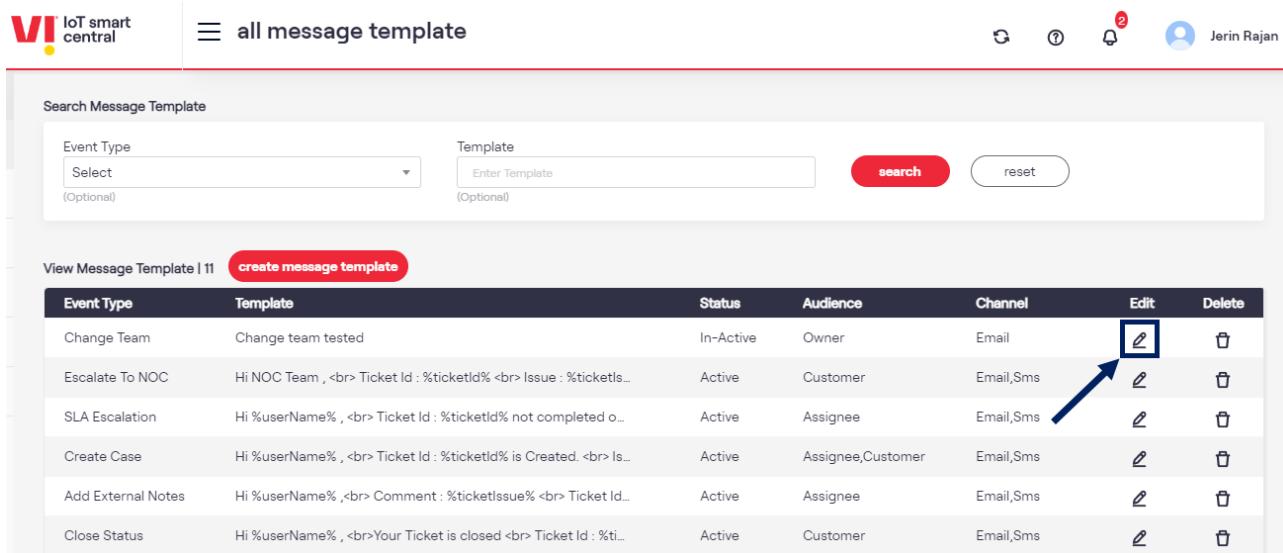
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Message Template** is created successfully.

#### To Edit the Message Template:

Using this edit option, Vi can edit the existing message template details.

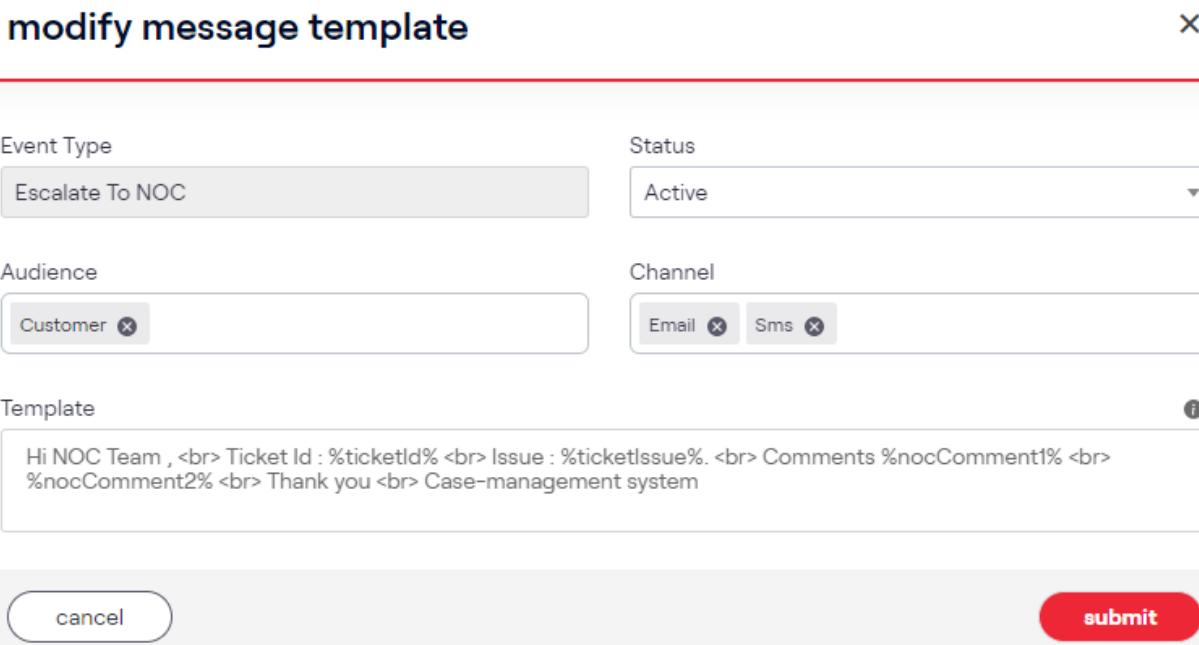
1. On the **Message Template** screen, click the **Edit** button  to modify the existing message template details. Refer to the following screen.



The screenshot shows a list of message templates. The 'Edit' column contains an edit icon () for each row. A blue arrow points to the edit icon in the second row, which corresponds to the 'Escalate To NOC' template.

Event Type	Template	Status	Audience	Channel	Edit	Delete
Change Team	Change team tested	In-Active	Owner	Email		
Escalate To NOC	Hi NOC Team ,   Ticket Id : %ticketId%   Issue : %ticketIssue%	Active	Customer	Email,Sms		
SLA Escalation	Hi %userName% ,  Ticket Id : %ticketId% not completed o...	Active	Assignee	Email,Sms		
Create Case	Hi %userName% ,  Ticket Id : %ticketId% is Created.   Is...	Active	Assignee, Customer	Email,Sms		
Add External Notes	Hi %userName% ,  Comment : %ticketIssue%   Ticket Id : %ti...	Active	Assignee	Email,Sms		
Close Status	Hi %userName% , Your Ticket is closed   Ticket Id : %ti...	Active	Customer	Email,Sms		

2. After clicking the **Edit** button, the following screen is displayed.



The screenshot shows the 'modify message template' form. It includes fields for Event Type (Escalate To NOC), Status (Active), Audience (Customer), Channel (Email, Sms), and Template (HTML content). A success message at the bottom indicates the template was modified successfully.

Event Type: Escalate To NOC

Status: Active

Audience: Customer

Channel: Email, Sms

Template:

```
Hi NOC Team ,<br> Ticket Id : %ticketId% <br> Issue : %ticketIssue%.<br> Comments %nocComment1% <br>%nocComment2% <br> Thank you <br> Case-management system
```

cancel submit

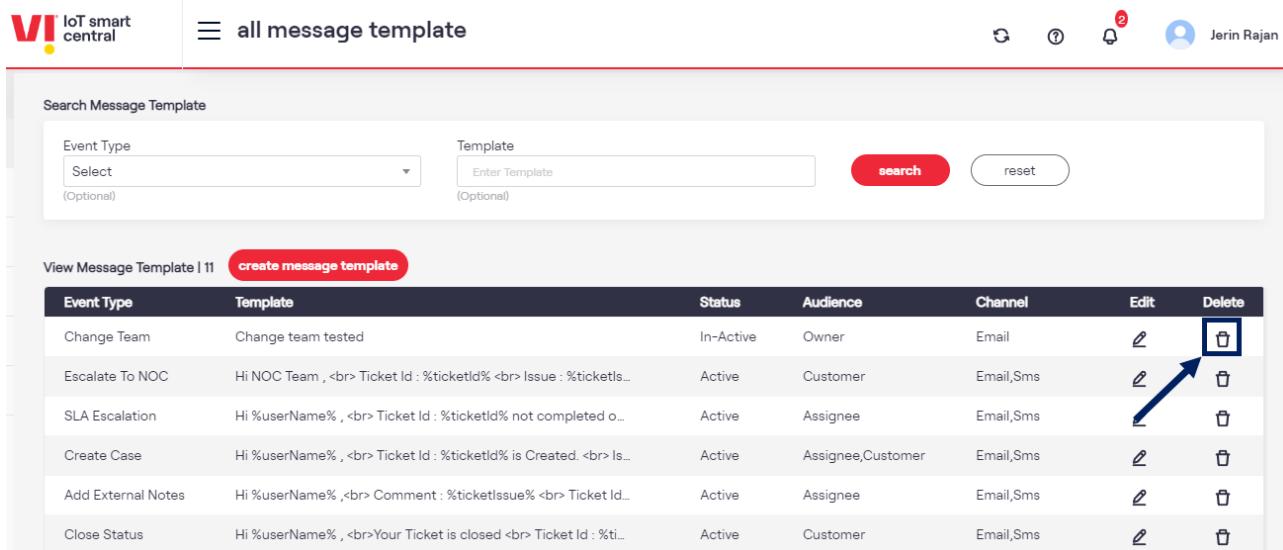
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the message template is modified successfully.

### To Delete the Message Template:

Using this delete message template option, Vi can delete the existing message template.

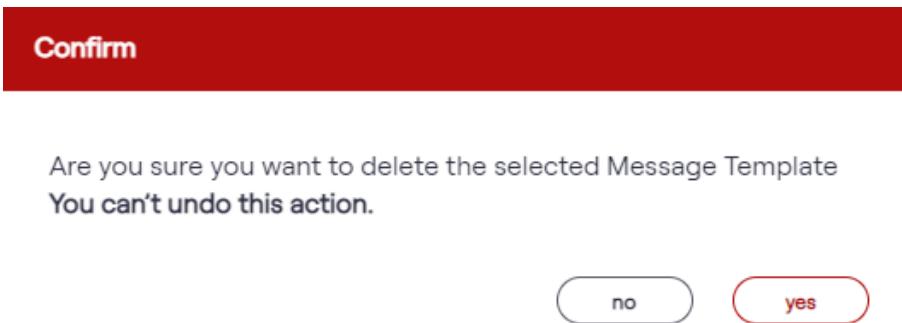
1. On the **Message Template** screen, click the **Delete** button  to delete the existing message template. Refer to the following screen.



The screenshot shows the 'all message template' screen. At the top, there are search filters for 'Event Type' (Select, Optional) and 'Template' (Enter Template, Optional), with 'search' and 'reset' buttons. Below the filters is a table titled 'View Message Template | 11'. The table has columns: Event Type, Template, Status, Audience, Channel, Edit, and Delete. A blue arrow points to the 'Delete' button for the first row, which corresponds to the 'Change Team' template. The table data is as follows:

Event Type	Template	Status	Audience	Channel	Edit	Delete
Change Team	Change team tested	In-Active	Owner	Email		
Escalate To NOC	Hi NOC Team ,   Ticket Id : %ticketId%   Issue : %ticketIs...	Active	Customer	Email,Sms		
SLA Escalation	Hi %userName% ,   Ticket Id : %ticketId% not completed o...	Active	Assignee	Email,Sms		
Create Case	Hi %userName% ,   Ticket Id : %ticketId% is Created.   Is...	Active	Assignee,Customer	Email,Sms		
Add External Notes	Hi %userName% ,  Comment : %ticketIssue%   Ticket Id : %ti...	Active	Assignee	Email,Sms		
Close Status	Hi %userName% ,  Your Ticket is closed   Ticket Id : %ti...	Active	Customer	Email,Sms		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Message Template. You can't undo this action**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected message template is deleted successfully.

Or

Click "**No**" to discard the action.

## FAQ

Using this frequently asked questions option, Vi can create what all the questions are raising from the customer frequently. So that customers can directly view the customized questions and select them based on their requirement.

## To manage the FAQ:

1. On the side menu, click the **Configurations >> FAQ** to view the FAQ details. Refer to the following screen.

The screenshot shows the 'all faq' screen. On the left, there is a sidebar with categories: Sub-Category (SLA Master, Resolution, Priority Mapping, SLA Mapping, Source, Caused Code, Meta Data, Message Template), a selected 'FAQ' category, and other items like Holidays. The main area has a search bar for 'Search FAQ' with a heading input field ('Enter FAQ Heading (Optional)'), a 'search' button, and a 'reset' button. Below the search bar is a table titled 'View FAQ I4' with a 'create faq' button. The table has columns for 'Heading' and 'Description'. It lists four FAQ entries: 'FAQ' (description: 'FAQ'), 'Wireless internet connection' (description: 'there is a possibility of the wireless Internet connection gettin...'), 'Billing Issue' (description: 'You returned an item to a seller or cancelled a transaction wit...'), and 'Network Issue' (description: 'Open Network website will allow you to check network, cover...'). Each entry has 'Edit' and 'Delete' icons.

Heading	Description	Edit	Delete
FAQ	FAQ		
Wireless internet connection	there is a possibility of the wireless Internet connection gettin...		
Billing Issue	You returned an item to a seller or cancelled a transaction wit...		
Network Issue	Open Network website will allow you to check network, cover...		

## Create FAQ

Using this create FAQ option, Vi can create a new FAQ.

1. On the **FAQ** screen, click the **Create FAQ** button to create a new FAQ. Refer to the following screen.

The screenshot shows the 'all faq' screen. The sidebar and table structure are identical to the previous screenshot. A red arrow points to the 'create faq' button located below the search bar. The table below contains the same four FAQ entries as the previous screenshot.

Heading	Description	Edit	Delete
FAQ	FAQ		
Wireless internet connection	there is a possibility of the wireless Internet connection gettin...		
Billing Issue	You returned an item to a seller or cancelled a transaction wit...		
Network Issue	Open Network website will allow you to check network, cover...		

2. After clicking the **Create FAQ** button, the following screen will be displayed.

## create faq

X

Heading

Enter FAQ Heading

Description

Enter Description

cancel

submit

3. Enter/select the following details in the corresponding fields.

Field	Description
Heading	Enter the heading for the FAQ.
Description	Enter the description of the FAQ that you want to tell in briefly.

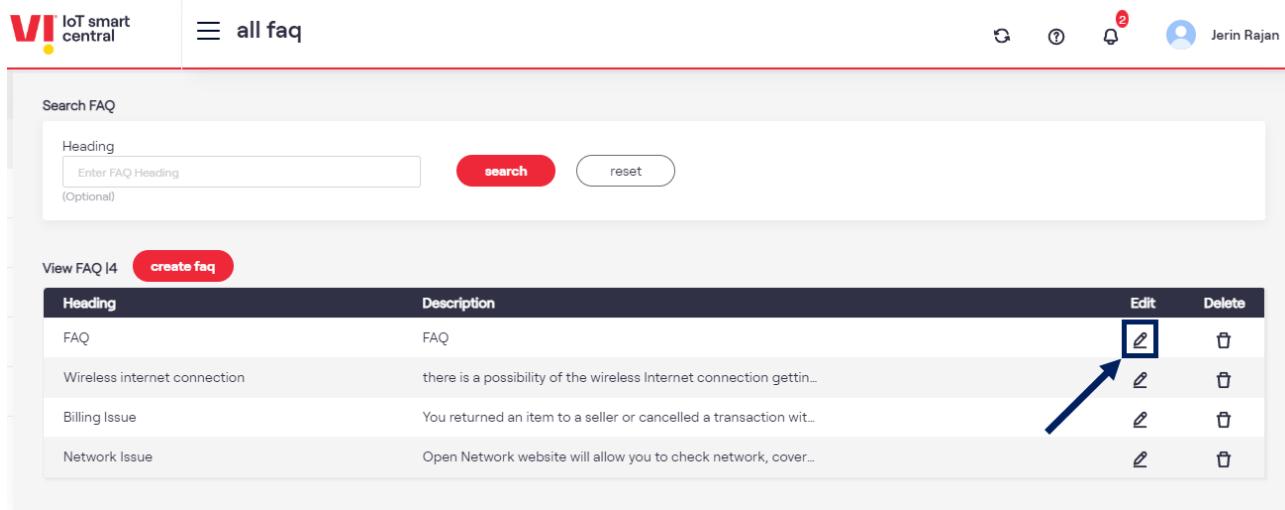
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **FAQ** is created successfully.

**To Edit the FAQ:**

Using this edit option, Vi can edit the existing FAQ details.

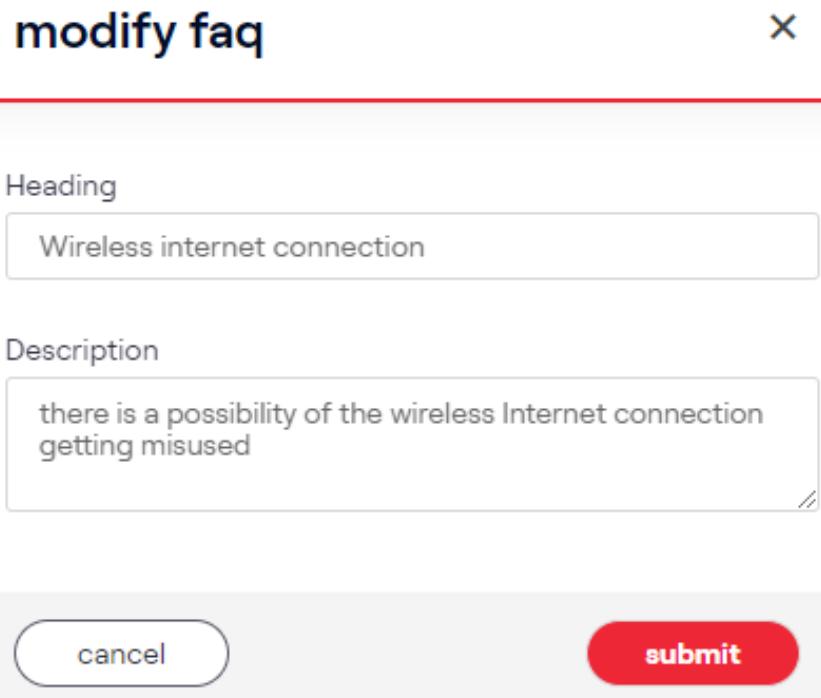
1. On the **FAQ** screen, click the **Edit** button  to edit the existing FAQ details. Refer to the following screen.



The screenshot shows a web-based application for managing Frequently Asked Questions (FAQs). At the top left is the logo 'VI IoT smart central'. To its right is a search bar labeled 'Search FAQ' with a placeholder 'Enter FAQ Heading (Optional)'. Below the search bar are two buttons: 'search' (red) and 'reset'. The main area displays a table titled 'View FAQ I4' with a 'create faq' button. The table has columns for 'Heading' and 'Description'. Each row in the table includes an 'Edit' button (with a pencil icon) and a 'Delete' button (with a trash bin icon). A blue arrow points to the 'Edit' button in the first row. The data in the table is as follows:

Heading	Description	Edit	Delete
FAQ	FAQ		
Wireless internet connection	there is a possibility of the wireless Internet connection gettin...		
Billing Issue	You returned an item to a seller or cancelled a transaction wit...		
Network Issue	Open Network website will allow you to check network, cover...		

2. After clicking the **Edit** button, the following screen is displayed.



The screenshot shows a modal window titled 'modify faq' with a close button 'X'. Inside the modal, there are two input fields: 'Heading' containing 'Wireless internet connection' and 'Description' containing 'there is a possibility of the wireless Internet connection getting misused'. At the bottom of the modal are two buttons: 'cancel' (in a grey rounded rectangle) and 'submit' (in a red rounded rectangle).

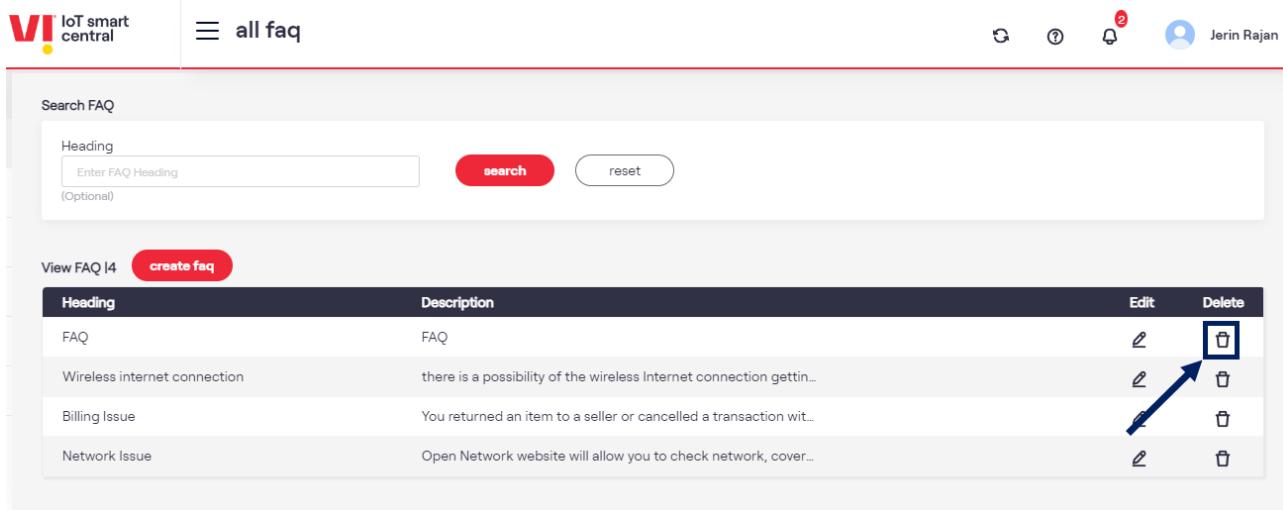
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **FAQ** is modified successfully.

#### To Delete the FAQ:

Using this delete FAQ option, Vi can delete the existing FAQ.

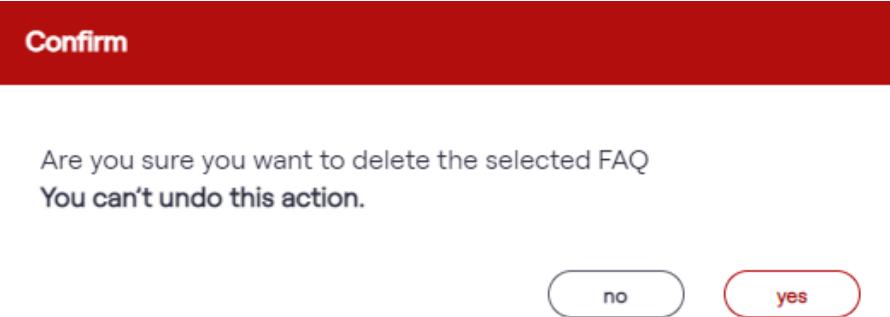
1. On the **FAQ** screen, click the **Delete** button  to delete the existing FAQ. Refer to the following screen.



The screenshot shows a web-based application for managing Frequently Asked Questions (FAQs). At the top, there's a header with the logo 'VI IoT smart central', a search bar labeled 'all faq', and user information for 'Jerin Rajan'. Below the header is a search form with a heading input field ('Enter FAQ Heading' with '(Optional)'), a 'search' button, and a 'reset' button. The main area is titled 'View FAQ | 4' and contains a table with four rows of FAQ entries. The columns are 'Heading', 'Description', 'Edit', and 'Delete'. The 'Delete' column for the first row ('FAQ') has a blue box around it, and a blue arrow points from the text above to this button. The table data is as follows:

Heading	Description	Edit	Delete
FAQ	FAQ		
Wireless internet connection	there is a possibility of the wireless Internet connection gettin...		
Billing Issue	You returned an item to a seller or cancelled a transaction wit...		
Network Issue	Open Network website will allow you to check network, cover...		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected FAQ. You can't undo this action**". Click "**Yes**" to confirm the action.

If click "**Yes**", a success message is displayed, indicating that the selected FAQ is deleted successfully.

Or

Click "**No**" to discard the action.

# Holidays

Using this holidays option, Vi can configure the holidays for events on specific dates.

## To manage the Holidays:

1. On the side menu, click the **Configurations >> Holidays** to view the holidays details. Refer to the following screen.

The screenshot shows the VI IoT smart central interface. On the left, there is a vertical sidebar with various sub-categories: SLA Master, Resolution, Priority Mapping, SLA Mapping, Source, Caused Code, Meta Data, Message Template, FAQ, and Holidays. The 'Holidays' link is highlighted with a blue rectangle and has a blue arrow pointing to it from the left. The main content area is titled 'all holidays' and contains a search bar for 'Search Holidays' with fields for 'Holiday Name' and 'Event Date'. Below the search bar is a table with columns 'Holiday Name' and 'Event Date'. One row in the table is 'New Year' on '05/03/2023'. There are 'Edit' and 'Delete' buttons for each row. At the top right of the main area, there are user profile and settings icons.

Holiday Name	Event Date	Edit	Delete
New Year	05/03/2023		

## Add Holidays

Using this add holidays option, Vi can add a new holiday.

1. On the **Holiday** screen, click the **Add Holiday** button to add a new Holiday. Refer to the following screen.

The screenshot shows the 'all holidays' screen of the IoT smart central application. At the top, there's a search bar with fields for 'Holiday Name' and 'Event Date', and buttons for 'search' and 'reset'. Below the search bar, a red arrow points to a blue 'add holiday' button. The main area displays a table with columns for 'Holiday Name' and 'Event Date'. One row in the table is for 'New Year' on '05/03/2023'. There are 'Edit' and 'Delete' buttons for each row.

2. After clicking the **Add Holiday** button, the following screen is displayed.

## holidays

X

Holiday Name

Enter Holiday Name

Event Date

16/09/2022



cancel

submit

3. Enter or select the following details in the corresponding fields.

Field	Description
Holiday Name	Enter the name of the holiday.
Event Date	Select the event date in the calendar.

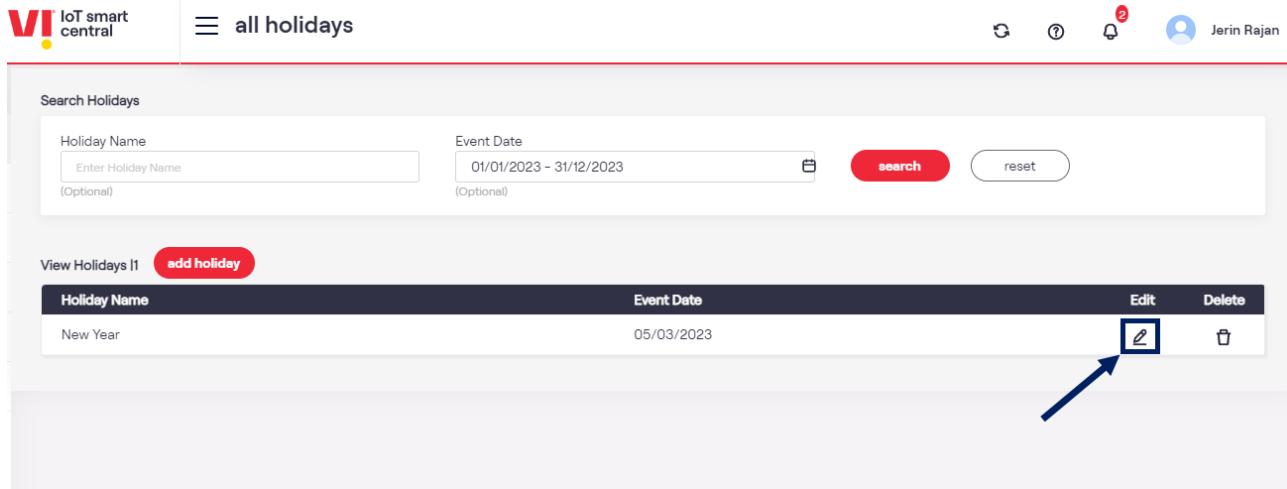
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Holiday** is created successfully.

## **To Edit the Holiday:**

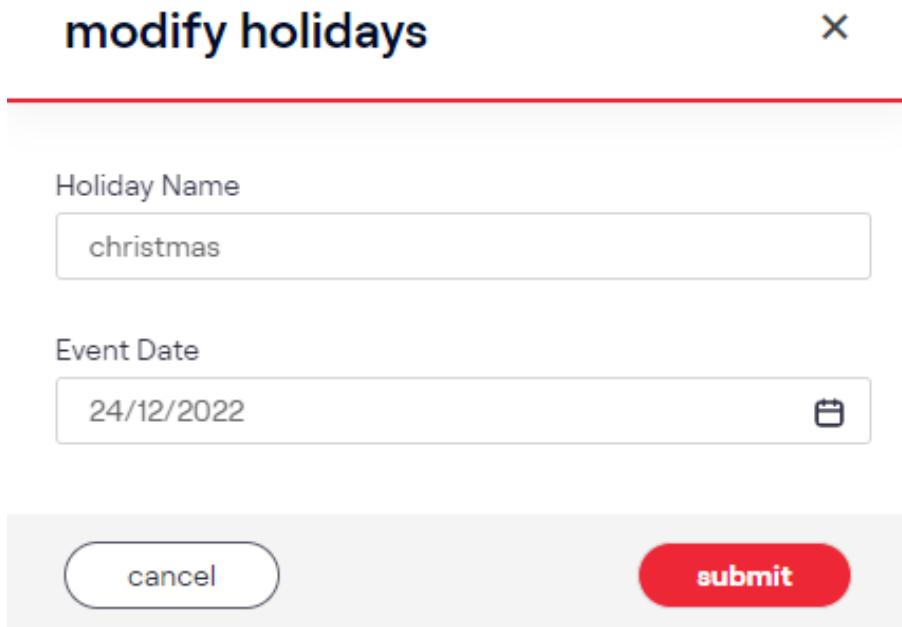
Using this edit option, Vi can edit the existing holiday details.

1. On the **Holiday** screen, click the **Edit** button  to edit the existing holiday details. Refer to the following screen.



The screenshot shows the 'all holidays' page. At the top, there's a search bar with fields for 'Holiday Name' and 'Event Date', and buttons for 'search' and 'reset'. Below the search bar is a table header with columns for 'Holiday Name' and 'Event Date'. Underneath is a single row for 'New Year' with the date '05/03/2023'. To the right of this row are 'Edit' and 'Delete' buttons. A blue arrow points to the 'Edit' button.

2. After clicking the **Edit** button, the following screen is displayed.



The screenshot shows the 'modify holidays' form. It has two main input fields: 'Holiday Name' containing 'christmas' and 'Event Date' containing '24/12/2022'. At the bottom are two buttons: 'cancel' on the left and 'submit' on the right, which is highlighted with a red background.

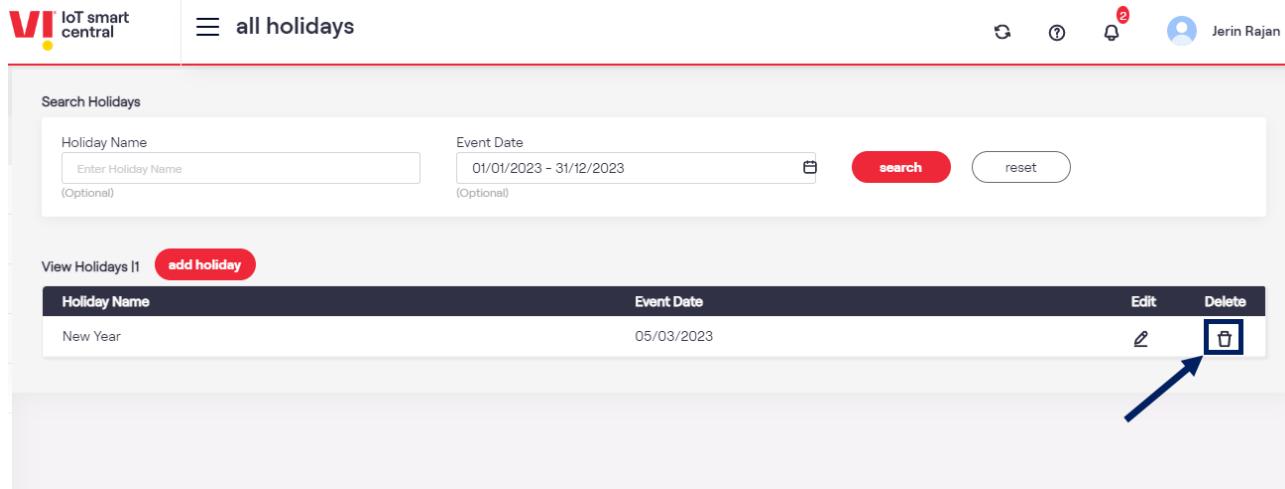
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Holiday** is modified successfully.

## **To Delete the Holiday:**

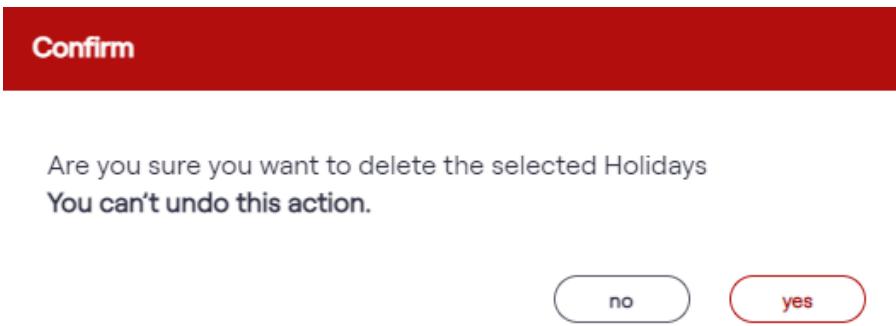
Using this delete holiday option, Vi can delete the existing holiday.

1. On the **Holiday** screen, click the **Delete** button  to delete the existing holiday. Refer to the following screen.



The screenshot shows the 'all holidays' page. At the top, there's a search bar for 'Holiday Name' and 'Event Date'. Below the search bar, a table lists a single holiday: 'New Year' with an event date of '05/03/2023'. To the right of each row are 'Edit' and 'Delete' buttons. The 'Delete' button for the 'New Year' row is highlighted with a blue arrow pointing towards it.

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.



3. If you receive the confirmation message, "**Are you sure you want to delete the selected Holiday. You can't undo this action**". Click "Yes" to confirm the action.

If click "Yes", a success message is displayed, indicating that the selected holiday is deleted successfully.

Or

Click "No" to discard the action.

# Knowledge Base

Using this Knowledge Base option, Vi can configure the knowledge base for domains. It helps to suggest a point when the issue is facing. Vi can also modify and delete the existing knowledge base.

## To manage the Knowledge Base:

1. On the side menu, click the **Configurations >> Knowledge Base** to view the knowledge base details. Refer to the following screen.

The screenshot shows the IoT smart central interface with the following details:

- Side Menu:** Sub-Category, SLA Master, Resolution, Priority Mapping, SLA Mapping, Source, Caused Code, Meta Data, Message Template, FAQ, Holidays, and Knowledge Base (highlighted with a blue arrow).
- Title Bar:** all knowledge base
- Search Bar:** Search Knowledge Base, Point (Enter point (Optional)), search, reset.
- Table:** View Knowledge Base | 14, create knowledge base. The table has columns: Domain, Sub Domain, Sub Domain, Category, Point, and Description. The data is as follows:

Domain	Sub Domain	Sub Domain	Category	Point	Description
GSM POSTPAID	Issue	Issue	GSMOM	testcase	<h2>Featured content</h2><p><img alt="Csc"></p>
Internet	internetIssue	internetIssue	internet caseType	testcase 03	<p>edit</p>
VoIP	-	-	complaintSubSubDomain	testing	
Drone	-	-	Heavy Drones	1	<p>okk</p>
Drone	-	-	Heavy Drones	checking with dev-3	<p>ok</p>
Drone	-	-	Heavy Drones	checking with dev-2	<p>ok</p>
Drone	-	-	Heavy Drones	checking with dev	<p>ok</p>
Drone	-	-	Heavy Drones	check kb	<p>test</p>

## Create Knowledge Base

Using this create option, Vi can create a new knowledge base.

1. On the **Knowledge Base** screen, click the **Create Knowledge Base** button to create a new Knowledge Base. Refer to the following screen.

The screenshot shows the 'all knowledge base' screen. At the top, there is a search bar with a placeholder 'Enter point' and a 'search' button. Below the search bar is a table titled 'View Knowledge Base'. The table has columns: Domain, Sub Domain, Sub Domain, Category, Point, Description, Edit, and Delete. There are six rows of data in the table. A red arrow points from the text above to the 'create knowledge base' button, which is highlighted with a red box.

Domain	Sub Domain	Sub Domain	Category	Point	Description	Edit	Delete
SM POSTPAID	Issue	Issue	GSMOM	testcase	<h2>Featured content</h2><p><img alt="Cscr-f..."></p>		
internet	internetissue	internetissue	internet caseType	testcase 03	<p>edit</p>		
IP	-	-	complaintSubSubDomain	testing			
one	-	-	Heavy Drones	1	<p>okk</p>		
one	-	-	Heavy Drones	checking with dev-3	<p>ok</p>		
one	-	-	Heavy Drones	checking with dev-2	<p>ok</p>		

2. After clicking the **Create Knowledge Base** button, the following screen is displayed.

The screenshot shows the 'Create Knowledge Base' form. At the top, there are dropdown menus for 'Domain' (Select), 'Subdomain' (Select), and 'Sub-subdomain' (Select). To the right of these is a 'Point' input field with the placeholder 'Enter point'. Below these fields is a 'Description' section containing a rich text editor with various formatting options like bold, italic, underline, etc. At the bottom of the form are two buttons: 'cancel' on the left and 'submit' on the right.

3. Enter or select the following details in the corresponding fields.

Field	Description
Domain	Select the domain in the drop-down list. For example, “AAA Request”.
Subdomain	Select the subdomain in the drop-down list. Based on the domain the subdomain details are displayed in the drop-down list.
Sub-subdomain	Select the sub-subdomain in the drop-down list. Based on the subdomain the sub-subdomain details are displayed in the drop-down list.
Point	Enter the knowledge base point in this field.
Description	Enter the description of the knowledge base point.

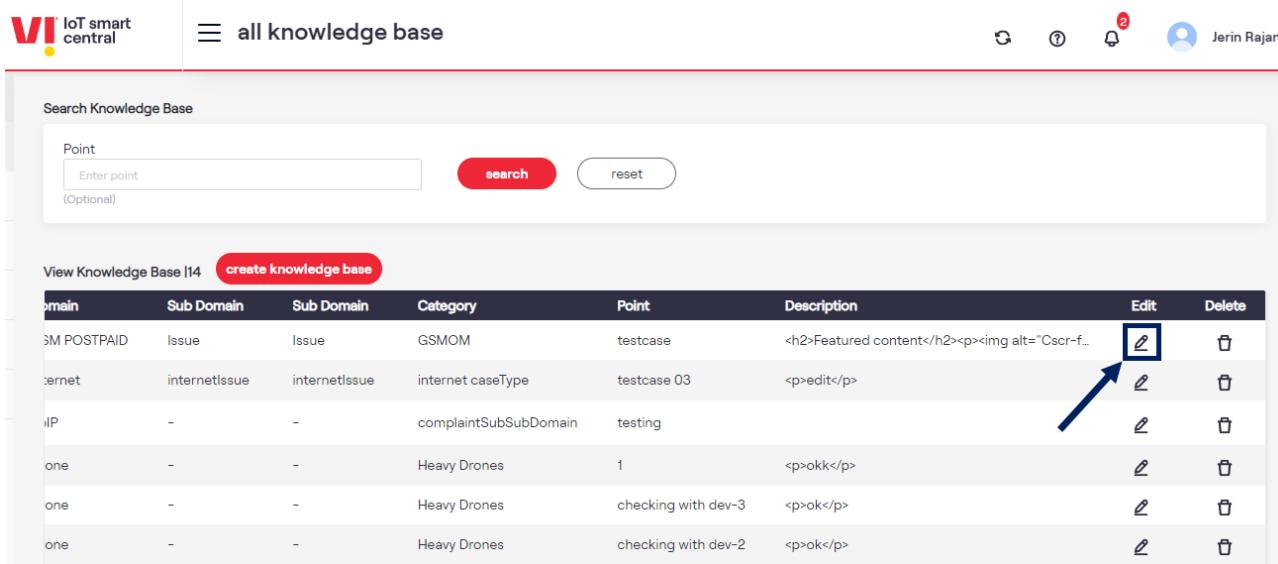
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the **Knowledge Base** is created successfully.

#### **To Edit the Knowledge Base:**

Using this edit option, Vi can edit the existing knowledge base details.

1. On the **Knowledge Base** screen, click the **Edit** button  to edit the existing knowledge base details. Refer to the following screen.



The screenshot shows the 'all knowledge base' page. At the top, there's a search bar with a placeholder 'Enter point' and buttons for 'search' and 'reset'. Below the search bar is a table titled 'View Knowledge Base [14]'. The table has columns: Domain, Sub Domain, Sub Domain, Category, Point, Description, Edit, and Delete. The 'Edit' column contains icons. A blue arrow points to the 'Edit' icon in the first row, which is enclosed in a red box. The table data is as follows:

Domain	Sub Domain	Sub Domain	Category	Point	Description	Edit	Delete
SM POSTPAID	Issue	Issue	GSMOM	testcase	<h2>Featured content</h2><p><img alt="Cscr-f..."></p>		
internet	internetissue	internetissue	internet caseType	testcase 03	<p>edit</p>		
IP	-	-	complaintSubDomain	testing			
one	-	-	Heavy Drones	1	<p>ok</p>		
one	-	-	Heavy Drones	checking with dev-3	<p>ok</p>		
one	-	-	Heavy Drones	checking with dev-2	<p>ok</p>		

2. After clicking the **Edit** button, the following screen is displayed.

## modify knowledge base

X

Domain Subdomain Sub-subdomain Point

Select Select Select Restart your device

Description

H B I U S A A

Open your Settings app and tap Network & internet or Connections. Depending on your device, these options may be different. Turn Wi-Fi off and mobile data on, and check if there's a difference.

cancel

submit

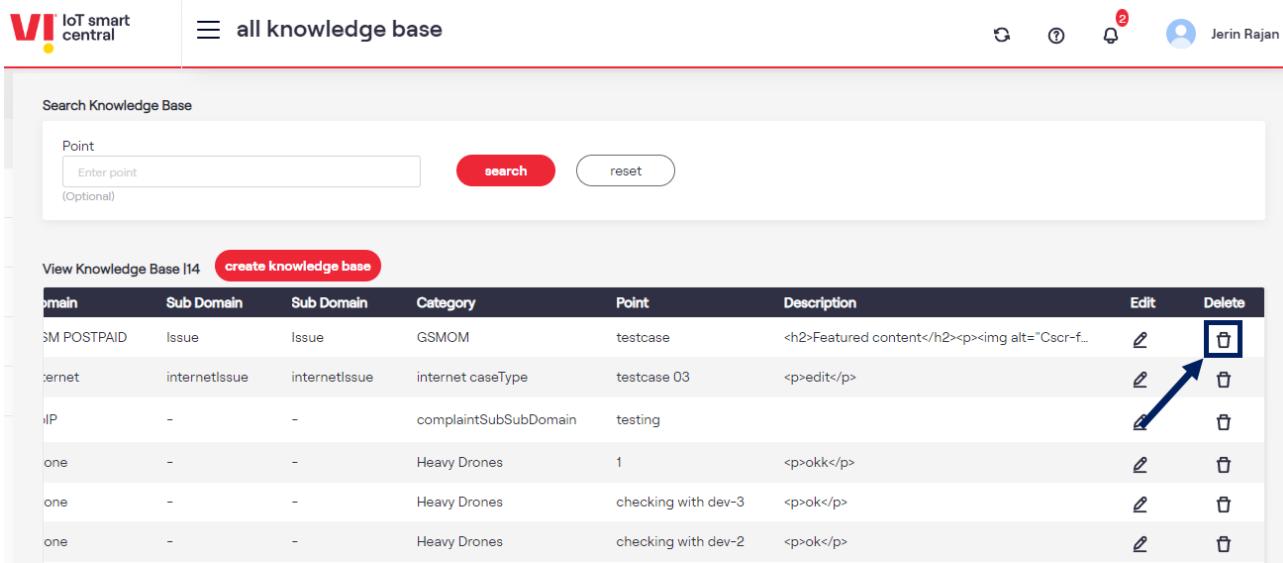
3. Modify the necessary fields and click the **Submit** button.

A success message is displayed, indicating that the **Knowledge Base** is modified successfully.

### To Delete the Knowledge Base:

Using this delete option, Vi can delete the existing knowledge base.

1. On the **Knowledge Base** screen, click the **Delete** button  to delete the existing knowledge base. Refer to the following screen.



Domain	Sub Domain	Sub Domain	Category	Point	Description	Edit	Delete
SM POSTPAID	Issue	Issue	GSMOM	testcase	<h2>Featured content</h2><p><img alt="Cscr-f..."></p>		
internet	internetissue	internetissue	internet caseType	testcase 03	<p>edit</p>		
ilP	-	-	complaintSubDomain	testing			
one	-	-	Heavy Drones	1	<p>okk</p>		
one	-	-	Heavy Drones	checking with dev-3	<p>ok</p>		
one	-	-	Heavy Drones	checking with dev-2	<p>ok</p>		

2. After clicking the **Delete** button, the following confirmation pop-up window will be displayed.

## Confirm

Are you sure you want to delete the selected Knowledge Base  
**You can't undo this action.**

no

yes

3. If you receive the confirmation message, "**Are you sure you want to delete the selected Knowledge Base. You can't undo this action**". Click "Yes" to confirm the action.

If click "Yes", a success message is displayed, indicating that the selected knowledge base is deleted successfully.

Or

Click "No" to discard the action.



Enterprise Mobility



Communication



Connectivity



Security



IoT



Cloud

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