

Atria Convergence Technologies

MagnaQuest User Manual

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1) Logging into MagnaQuest Subscribe

Summary

The process of logging into the MQ Subscribe is described below.

Pre-requisites

Internet Explorer

Login id and password for the user.

Services Concerned

ALL

Procedure (Description, steps)

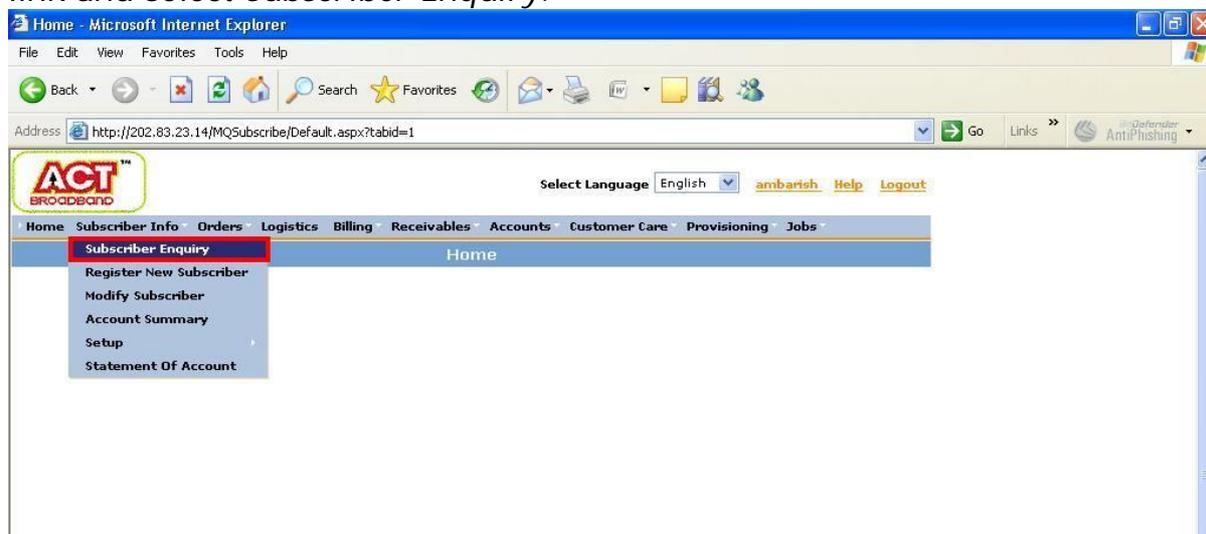
Step 1: Open IE and type <http://202.83.23.14/mqsubscribe>, click on the *MQS Login*



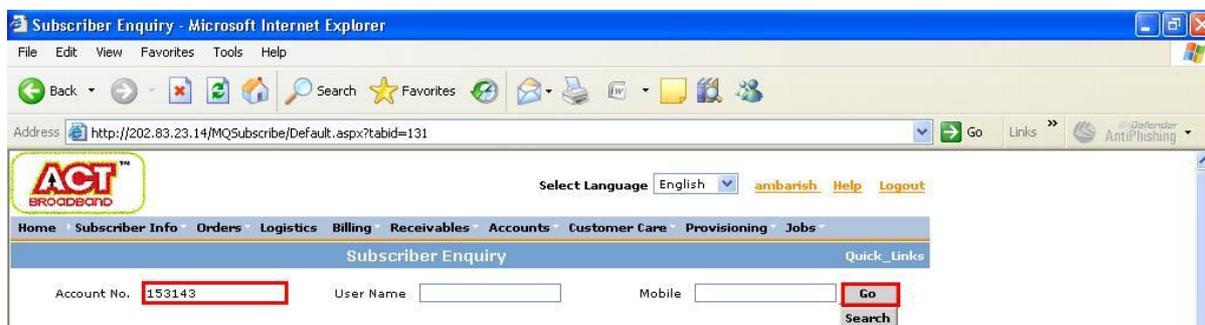
Step 2: Login with the login/password provided.



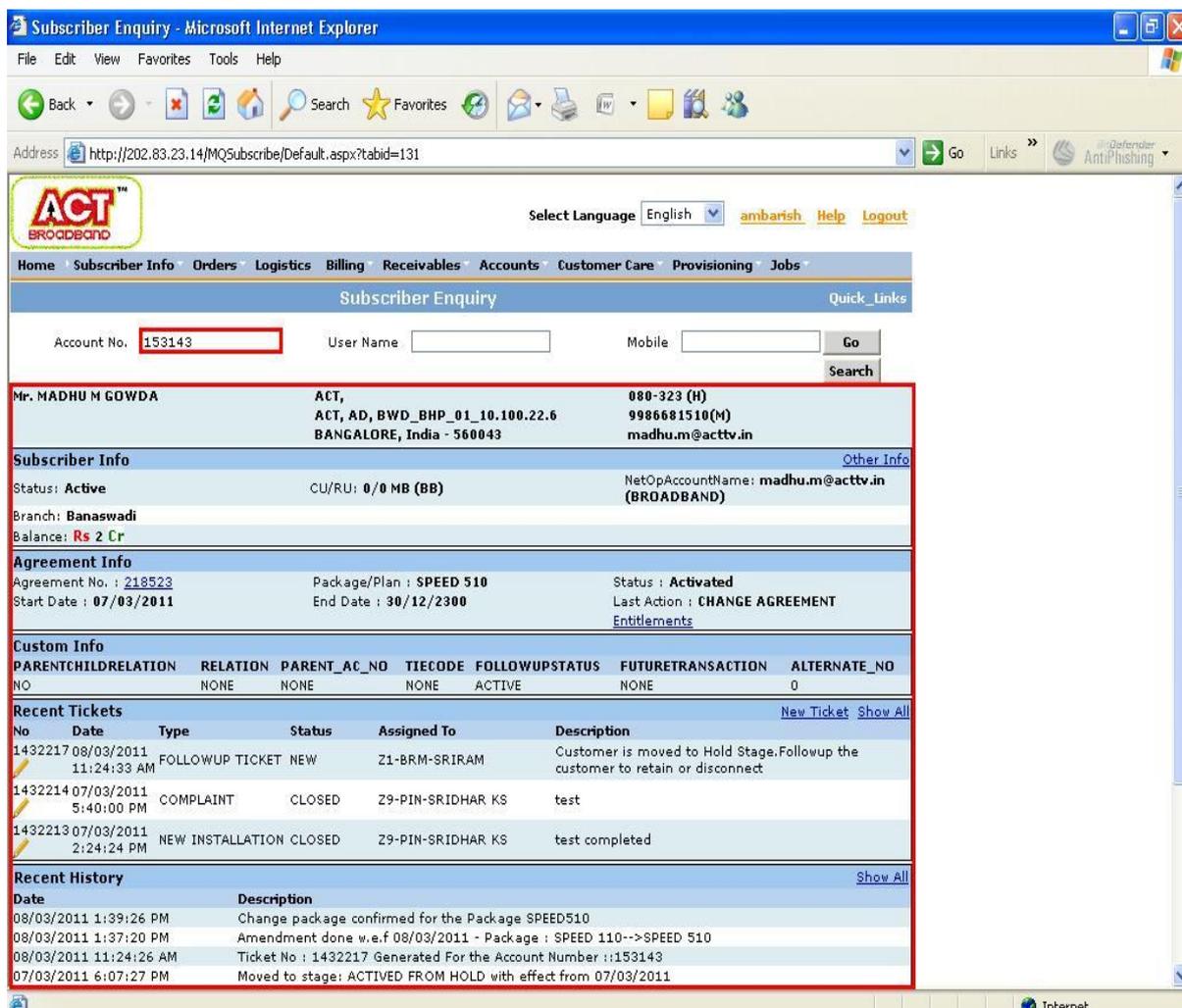
Step 3: On the Main screen of the MQ Subscribe, click on the *Subscriber Info* link and select *Subscriber Enquiry*.



Step 4: Enter the User Name, or any of the other search criteria listed in the Subscriber Enquiry page.
If there are more than one listings, click on the correct one and then click on Go.



Step 5: The user will now be logged in and the screen will look as below.



How to know it worked? (Confirmatory test)

The user can confirm that he/she is logged in, by checking the highlighted sections above.

Exceptions/Errors/Troubleshooting

If the proper name or listing does not appear, then the user can change for spelling mistakes or search with other search criteria like – User name, Account No, Mobile Number etc.

See Also

N/A

2) New Subscriber Creation

Summary

The process of creation of customer for Broadband and IPTV services is described below.

Pre-requisites

1. Completely filled out customer information on a Customer Application Form (CAF).
2. Open IE and type <http://202.83.23.14/mqsubscribe>, click on the [MQS Login](#)
3. Login with the login/password provided.

Services Concerned

Broadband, IPTV.

Procedure (Description, steps)

Step 1: Subscriber Info – Open the Customer Creation dialog box.

On the main screen on of the MQ Subscriber, click on the *Subscriber Info* link. Then click on *Register new subscriber link*.

Customer creation dialog box will appear.

The fields which show "*" are mandatory.



Step 2: Contact Details - Fill out the *Contact* details in the dialog box.

Fill out the *Subscriber Details* section with *First Name*, *Middle Name*, *Last Name*, *Subscriber Type* and *Email Id*'s.

Fill out the *Contact Details* section.

In the *Login Details* section. Enter the Login ID, Password, Confirm Password.

Fill out the remaining details like Network Endpoint, Parent ID and Tie Code.

After filling the Subscriber Details, scroll down to fill out the remainder of items.

Fill out the *Owned Hardware Details* section, by selecting CPE Type and update by entering appropriate values in *Serial number* and *Provisioning Attribute*.

Fill out the *User Defined Attributes* section, by updating BONTU & CPE and payment modes details and also other details to be updated by selecting the appropriate drop-down boxes.

Owned Hardware Details

Item	Serial Number	Provisioning Attribute	Service Type	Add
WIFI Router	9538886615	9538886615	All	

User Defined Attributes

Attribute Name	Value
Date of Birth	01/03/2011
BONT	Bontu8
Type of Subscriber	Normal
Wedding Anniversary	06/03/2011
Pay Mode	Others
Seller Name	Natraju
USER SYSTEM INFO	PERSONAL COMP
PREMISE STATUS	Owned
VERIFICATION STATUS	POSITIVE
BONU INSTALLED	Yes
ALTERNATE CONTACT NUMBER	9538886626
CPE REQUIRED	Yes
Starting IP Address	
Ending IP Address	
Default Gateway	
Date Committed to customer	12/03/2011
Internal Commitment Date	11/03/2011
Type of last mile Cable	Cat5
Length of last mile Cable	40

Save **Clear** **Billing Media**

Once all the above details have been filled out press click *Save* button.

Step 3: Subscriber Info – Register New Subscriber- Billing Media – Select out the Billing Media check box

To select multiple *Billing Media types*, select appropriate check boxes and then click the *Save* button.

The screenshot shows a web browser window titled "Register New Subscriber - Windows Internet Explorer". The address bar shows the URL: <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=132>. The browser toolbar includes a search bar, "WEB SEARCH" button, and various icons. The main content area displays the "Register New Subscriber" form. At the top, there are input fields for "Parent ID" and "Tie Code". Below these are sections for "Owned Hardware Details" and "User Defined Attributes". The "User Defined Attributes" section is a table with columns "Attribute Name" and "Value".

Attribute Name	Value
Date of Birth	<input type="text"/>
BONT	<input type="text"/>
Type of Subscriber	<input type="text"/>
Wedding Anniversary	<input type="text"/>
Pay Mode	<input type="text"/>
Seller Name	<input type="text"/>
USER SYSTEM INFO	<input type="text"/>
PREMISE STATUS	<input type="text"/>
VERIFICATION STATUS	<input type="text"/>
BONU INSTALLED	<input type="text"/>
ALTERNATE CONTACT NUMBER	<input type="text"/>
CPE REQUIRED	<input type="text"/>
Starting IP Address	<input type="text"/>
Ending IP Address	<input type="text"/>
Default Gateway	<input type="text"/>
Date Committed to customer	<input type="text"/>
Internal Commitment Date	<input type="text"/>
Type of last mile Cable	<input type="text"/>
Length of last mile Cable	<input type="text"/>

At the bottom of the form, there are three buttons: "Save", "Clear", and "Billing Media". The "Billing Media" button is highlighted with a red box. A modal dialog box titled "Billing Media" is open over the form, containing a list of billing media options with checkboxes:

- Paper
- E-Mail
- OSD
- SMS
- STBMAIL

At the bottom of the dialog box are buttons for "Save", "Clear", and "Close". The "Save" button is highlighted with a red box. At the bottom of the browser window, there is a copyright notice: "MQSubscribe is copyright © 1998-2011 by MagnaQuest. All Rights Reserved".

Step 4: Subscriber Info - Modify Subscriber- Modify Subscriber details.

It is the choice of Modify data if any wrong details updated.

Modify appropriate details. Once you completed the modification of data, click Save button.

Modify Subscriber - Windows Internet Explorer
 http://202.83.23.14/MQSubscribe/Default.aspx?tabid=133

Account No. User Name Mobile

Mr. MADHU M GOWDA 080-323 (H) 9986681510(M) madhu.m@acttv.in Balance **Rs 2 Cr**

Subscriber Details

Title: Mr. First Name: MADHU Middle Name: M
 Last Name: GOWDA Subscriber Type: Normal Company Name:
 Currency: Rupees Branch: Banaswadi Category:
 Created Date: 07/03/2011 Remarks: test
 Alternate Email: madhu.m@acttv.in Secondary E-Mail:

Contact Details

Address Type: Primary address Type: Building House No.: 625465 Flat No.: gfdhgf
 Block No.: 4 Address1: act Address2: act
 Address3: ad ZIP Code: 560043 Country: India
 State: KARNATAKA City: BANGALORE Area Name: Babusapalya
 BONU: BWD_BHP_01_10 Home Phone: 080 323 Mobile: 9986681510

Login Details

Login Id: madhu.m@acttv.in Password: Password Confirm Password

Additional Details

Network Endpoint: Parent ID: Tie Code:

Existing Owned Hardware Details

Item	Serial Number	Provisioning Attribute	Service Type
Home Gateway	9986681510	9986681510	All

Step 5: Subscriber Info –Account Summary.

It is the choice where customer account summary is displayed in the webpage.

Select the appropriate from date & to date.

Account Summary - Windows Internet Explorer
 http://202.83.23.14/MQSubscribe/Default.aspx?tabid=134

Account Summary

ACT BROADBAND

Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Account Summary

Account No 153143 Name MADHU M GOWDA Balance 2.00 Cr
 From Date 01/02/2011 To Date 10/03/2011 Search Clear Print
 Currency Rs Distribution Group Details

Tran No.	Tran Date	Value Date	Document No	Document Type	Particulars	Debit	Credit	Balance
					Opening Balance as on 01/02/2011			0.00 Dr
2338978	07/03/2011	07/03/2011	744679	COLLECTION	test		2.00	2.00 Cr
					Closing Balance as on 10/03/2011			2.00 Cr
1								First/Last

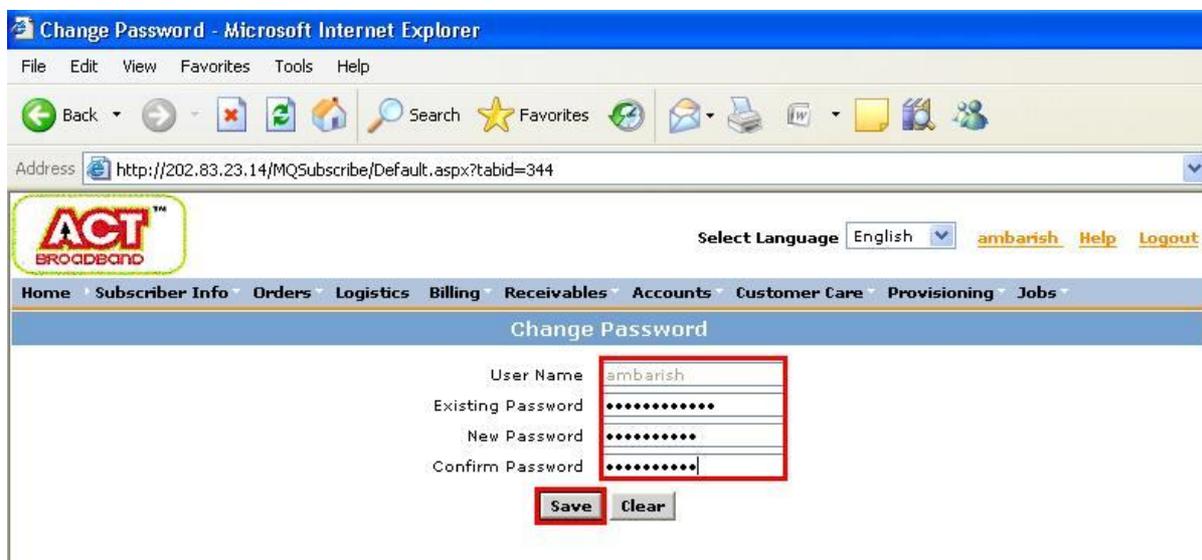
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Error on page.

Once all the above details have been filled out, press click *Search* button.

Step 6: Subscriber Info-Setup – Change Password Options

Click *Setup* to proceed to *Change Password* screen.



Change Password - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=344>

ACT BROADBAND Select Language English [ambarish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Change Password

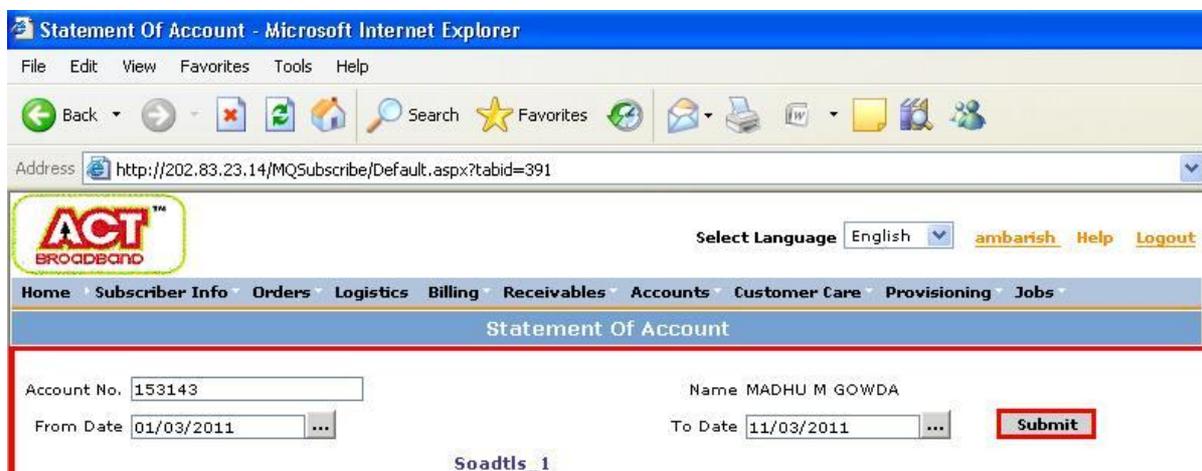
User Name

Existing Password

New Password

Confirm Password

Step 7: Subscriber Info-Statement of Account Options



Statement Of Account - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=391>

ACT BROADBAND Select Language English [ambarish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Statement Of Account

Account No. Name MADHU M GOWDA

From Date To Date

Soadtls_1

Enter appropriate Account No of the customer, along with from and to date and then click on *Submit* button. If the action is successful, details will automatically appear.

3) Orders Creation – New Agreement

It is the choice where customer agreement summary is displayed in the webpage.

Enter *Account No* and then click *Go* button.

Select appropriate Package for the customer, along with Pay term and Standard Instruction and other details and Click on Add button. Then select appropriate details and enter Serial Number of the CPE.

New Agreement - Microsoft Internet Explorer

Address: <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=140>

ACT BROADBAND Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | **Orders** | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

New Agreement Quick Links

Account No. User Name Mobile **Go**

Mr. MADHU M GOWDA
 080-323 (H)
 9986681510(M)
 madhu.m@acttv.in
 Balance **Rs 873 Dr**

Package Details

Subscription Period: Perpetual | Package: SPEED 110 | Pay Term: 1 MONTH
 Standing Instruction: NONE | Branch: Banaswadi | Agreement Type: BCS ISP
 Agreement start date: 11/03/2011 | Salesman Code: | Outlets: 1

Remarks:

Total No.Of Products Selected: 1 | **Product Details** | "Show Selected" | Hide Product Details

Select	Product	Type	Group
<input checked="" type="checkbox"/>	SPEED 110	BROADBAND	

Hardware Details

Transaction Type	Item	Serial Number	Loan Scheme	Add
<input checked="" type="checkbox"/> SALE	WIFI Router	9538886504	Select One	<input type="button" value="Add"/>

User Defined Agreement Attributes

Attribute Name	Value
SALE DATE	<input type="text"/>

Save **Clear** **View Price** **Print** **Bill & Collect**

Once all the above details have been filled out, press click save button and then *Bill & Collect* button.

Payment - Microsoft Internet Explorer

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=140&ctl=CollectionsNew&InvType=Bill

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Payment

Entity Type: Subscriber | Account No.: 153143 | User Name: | Go

Mobile: | Decoder: | Search

Mr. MADHU M GOWDA | Balance: Rs 873 Dr

New Payment

Collecting Entity: Banaswadi | Payment Amount: 0

Payment Date: 11/03/2011 | Subscriber Currency: Rupees

Employee: Z9-AIN-JAGADEES | Paymode: CASH

Receipt No: | Receipt Date: 11/03/2011

Book No: |

Remarks: |

Payment Allocation Details

Distribute towards Debit Instruments:

Debit Instrument Details | Account Details

Account No.	Number	Type	Date	Amount	Amount Paid	Balance Amount	Payment Amount	TDS Amount	Remarks
153143	1311961	INVOICE	11/03/2011	875.23	0.23	875	0	0	Invoice

Save | Clear | View Payment

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Once all the above details have been filled out, press click save button.

Step 1: Orders – Change Agreement - Fill out the Change Agreement Page.

As required, please select the parameters for the drop-down boxes, and fill out the text boxes as indicated.

Change Agreement - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=141

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Change Agreement

Account No. User Name Mobile

Mr. MADHU M GOWDA 080-323 (H)
9986681510(M)
madhu.m@acttv.in
Balance Rs 873 Dr

Existing Packages

Package	Agreement No.	Start Date	Expiry Date	Last Action	Status	Amendments	Current Active Package
SPEED 510	218523	07/03/2011		Change Agreement	Activated	View	SPEED 510

Amendments : Package : SPEED 110-->SPEED 510

Package Details

New Details		Old Details		New Details		Old Details	
Subscription Period*	Perpetual	Perpetual		Package*	SPEED 510	SPEED 510	
Pay Term*	1 MONTH	1		Effective start date*	11/03/2011	08/03/2011	
Standing Instruction	NONE	NONE		Branch	Banaswadi	Banaswadi	
Agreement Type*	BCS ISP	ISP		Salesman Code	Z9-AIN-JAGADEES	Z9-AIN-JAGADEESH K	
Addendum No.	<input type="text"/>			Outlets	1	1	
Remarks	<input type="text"/>						

"Show Selected"

Total No.Of Products Selected

Product Details

Select	Product	Type	Group
<input checked="" type="checkbox"/>	SPEED 510	BROADBAND	

User Defined Agreement Attributes

Attribute Name	Value
SALE DATE	<input type="text"/>

Example Data:

Package: Speed 510
 Start date: 11/03/2011
 Collection Agent: Suresh K.
 Branch : Banaswadi
 Salesman Code: Jagadeesh

Subscription Period : Perpetual
 Pay Term : 1 Month
 Standard Instruction : NONE
 Agreement Type: BCS ISP
 Remarks: (If Any)

Fill out the required details and click Save button.

Step 2: Orders – Reconnection - Fill out the Reconnection Page.

Also, select the appropriate one, from the category drop-down box.

Example Data:

Connection Date: 11-3-11

Agreement No: CAF No

4) Billing

It is the choice where customer monthly invoice is displayed in the webpage.

Step 1: Billing – View Invoice - Fill out the Account no in the Invoice Page and click *Go* button. If the customer’s detail is available.

View Invoice - Microsoft Internet Explorer

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=397

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

View Invoice

Entity Type: Subscriber | Account No.: 153143 | Document No.: **Go**

Biz. Entity: Banaswadi | From Date: ... | To Date: ... **Search**

Invoice Type: Normal | Paid Status: UNPAID | Due Date: ...

Name: MADHU M GOWDA | Balance: Rs 873 Dr

Action	Document No.	Account No.	Type	Date	Amount	Amount Paid	Remarks
Print	1311961	153143	INVOICE	11/03/2011	875	0	Invoice

Next, click on the *Document No.* link. Invoice screen will look as below

View Invoice - Microsoft Internet Explorer

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=397

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

View Invoice

Entity Type: Subscriber | Account No.: 153143 | Document No.: **Go**

Biz. Entity: Please Select | From Date: ... | To Date: ... **Search**

http://202.83.23.14 - Invoice - Microsoft Internet Explorer

ACT BROADBAND

Invoice

MADHU M GOWDA
ACT,ACT,AD
ACT
BWD_BHP_01_10.100.22.6
BANGALORE
India

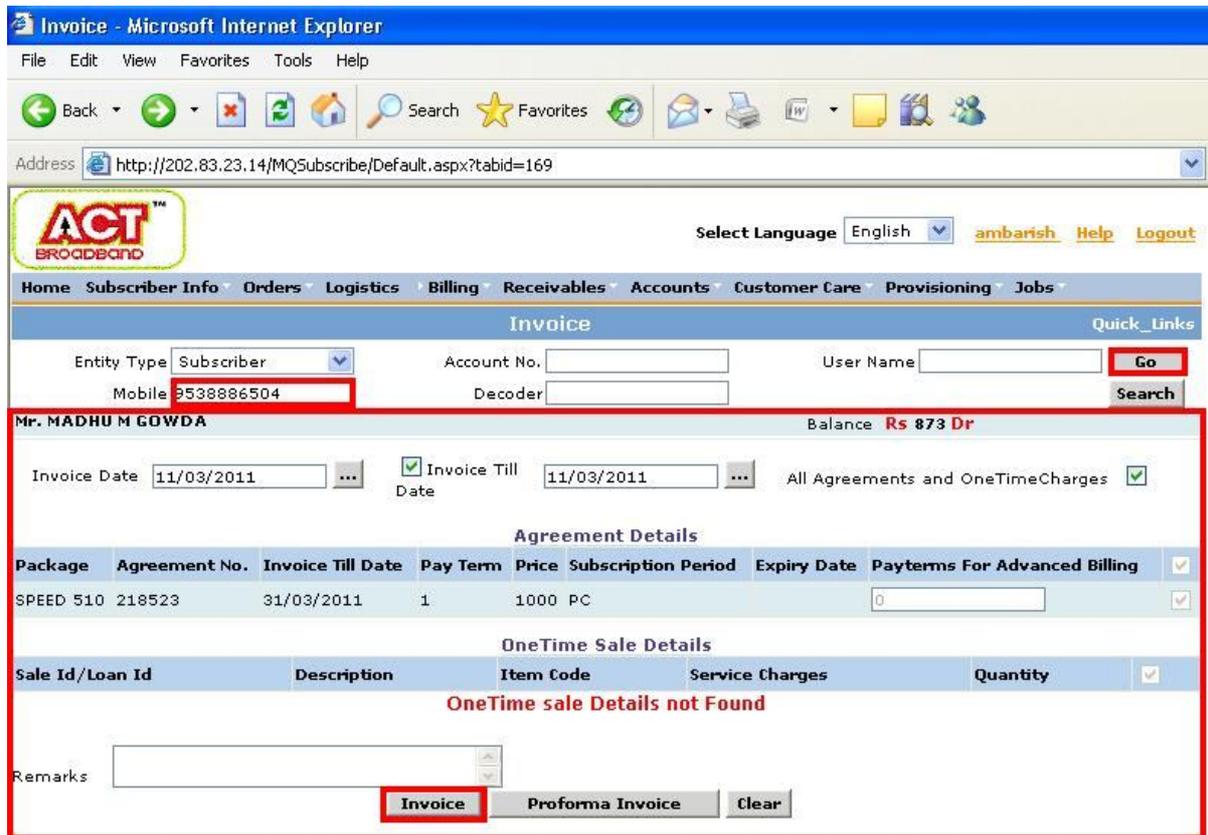
Account No. 153143
Business Entity BANSWD
Invoice No. 1311961
Invoice Date 11/03/2011
Invoice Amount 875
Amount Paid 0

Service Consumer Id	Agreement No.	Description	Package	Service	Amount
Charges					
153143	218523	SUBSCRIPTION CHARGES(07/03/2011-07/03/2011)	SPEED110	NONE	19.35
153143	218523	SUBSCRIPTION CHARGES(08/03/2011-31/03/2011)	SPEED510	NONE	774.19
Adjustments					
153143		Round off type Adjustments			0.23
Taxes					
153143	218523	CESS of 2 % On SERVICE TAX	SPEED110	NONE	0.03
153143	218523	SECONDARY CESS of 1 % On SERVICE TAX	SPEED110	NONE	0.01
153143	218523	SERVICE TAX of 10 % On SUBSCRIPTION CHARGES	SPEED110	NONE	1.93
153143	218523	CESS of 2 % On SERVICE TAX	SPEED510	NONE	1.54
153143	218523	SECONDARY CESS of 1 % On SERVICE TAX	SPEED510	NONE	0.77
153143	218523	SERVICE TAX of 10 % On SUBSCRIPTION CHARGES	SPEED510	NONE	77.41
Charges 793.54		Discounts 0	Adjustments 0.23		Taxes 81.69

Step 2: Billing – Invoice

It is the choice where customer monthly invoice is generated.

Fill out the Account no, Mobile no in the Invoice Page and click Go button.



Invoice - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=169>

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Invoice Quick Links

Entity Type Subscriber Account No. User Name **Go**

Mobile 9538886504 Decoder Search

Mr. MADHU M GOWDA Balance Rs 873 Dr

Invoice Date 11/03/2011 Invoice Till Date 11/03/2011 All Agreements and OneTimeCharges

Agreement Details

Package	Agreement No.	Invoice Till Date	Pay Term	Price	Subscription Period	Expiry Date	Payterms For Advanced Billing
SPEED 510	218523	31/03/2011	1	1000	PC		0

OneTime Sale Details

Sale Id/Loan Id	Description	Item Code	Service Charges	Quantity
OneTime sale Details not Found				

Remarks

Invoice Proforma Invoice Clear

Once all the above details have been filled out, press clicks *Invoice* button and then *Proforma Invoice* button.

Step 3: Billing – Deposit

It is the choice where customer's deposit is updated.

Fill out the Account no, Mobile no in the Deposit Page and click Go button. If the customer's detail is available, then click *Add* button. Also, select the appropriate one, from the category drop-down box

Deposits - Microsoft Internet Explorer

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=170

ACT BROADBAND

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Deposits

Account No. User Name Mobile

Mr. LOKESH BABU 9538886614(M)
 lokesh_nanda@rediffmail.com
 Balance Rs 850 Cr

Package: ALL Payment Status: All Subscriber Currency: Rs
 Subscriber Balance: 850 Cr

New Deposit Details

<input type="checkbox"/>	Package	Service	Deposit	Deposit Amount	Start Date	Remarks	LockInPeriod (months)	Paid Status
<input type="checkbox"/>	SPEED210	NONE	SECDEP	1500	11/03/2011		0	UNPAID

Once all the above details have been filled out, press clicks Save button.

Step 4: Billing – Adhoc Discount

It is the choice where customer’s discount is updated.

Fill out the Account no, Mobile no in the Adhoc discount Page and click Go button. If the customer’s detail is available, then click Add link. Also, select the appropriate one, from the category drop-down box.

Adhoc Discounts - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=412>

ACT BROADBAND Select Language English [amharish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Adhoc Discounts

Entity Type Subscriber Account No. 153145 User Name
 Mobile Decoder

Mr. LOKESH BABU Balance **Rs 850 Cr**

Charge Details

Action	Charge Code	Service Code
LIST 1 Add	Usage Charges	SPEED 210
LIST 1 Add	SUBSCRIPTION CHARGES	NONE

Charge Discount Details

Action	Charge Code	Package	Service Code	Discount	Type	Value	From Date	To Date	
New Discount									
	SUBSCRIPTION CHARGES				POWER I	Amount	50	07/03/2011	30/12/2300

Once all the above details have been filled out, press clicks Save button.

Step 5: Billing – Post Dated Payment Instrument

It is the choice where customer's PDPI is updated.

Fill out the Account no, Mobile no in the PDPI instrument Page and click Go button. If the customer's detail is available, then click *New PDPI* button. Also, select the appropriate one, from the category drop-down box and fill out the text boxes as indicated.

Post Dated Payment Instrument - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=263

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Post Dated Payment Instrument

Account No. User Name Mobile

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance **Rs 850 Cr**

Package Details

Package	SPEED210	Agreement No.	218526	Subscription Period	PC
Pay Term	1	Connection Date	07/03/2011	Expiry Date	30/12/2300

PDPI Details

PDPI Type	Post Dated Cheques	Due Date	11/03/2011	Due Amount	2500
Collector Code	Z3-PIN-SYED AMER	Payment Agent	Banaswadi		
Bank Name	Axis Bank	Branch Name	Malleswaram		

Range Serial No From To

Existing PDPI Details

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Once all the above details have been filled out, press clicks Save button.

Step 6: Billing – Modify Billing Status

It is the choice where customer's billing status is updated.

Fill out the Account no, Mobile no in the Modify billing Page and click Go button. If the customer's detail is available, then tick check box. Also select appropriate check box for Billing Suppress option to avoid generation of charges for particular service and also select the appropriate one check box for Stop SOA option to send message for particular group of persons and and fill out the text boxes as indicated.

Modify Billing Status - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=324

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Modify Billing Status

Account No. User Name Mobile

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance Rs 850 Cr

Bill Suppress/Stop SOA

Bill Suppress On Off
 Stop SOA On Off
 Reason: BILLISSUE
 Remarks:

Suspend/Reactivate Agreements

Package	Status	Subscription Period	Invoice Till Date	Reason	Action
SPEED 210	ACTIVE	PC	06/03/2011	None	Suspend

Once all the above details have been filled out, press clicks Save button.

5) Receivables

The process of updating customer payment for Broadband and IPTV services is described below.

Step 1: *Receivables - Payment* – Open the Customer Payment page.

On the main screen of the MQ subscriber, click on the *Receivables* link. Then click on *Payment* link. After filling the Account no, click Go button.

Payment

202.83.23.14/MQSubscribe/Default.aspx?tabid=322

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Payment

Entity Type Subscriber Account No. 153145 User Name Go
 Mobile Decoder Search

Mr. LOKESH BABU Balance Rs 850 Cr

New Payment

Collecting Entity Banaswadi Payment Amount 500
 Payment Date 11/03/2011 Subscriber Currency Rupees
 Employee Z9-AIN-JAGADEE Paymode CASH
 Receipt No 12345 Receipt Date 11/03/2011
 Book No. 56789
 Remarks

Payment Allocation Details

Distribute towards Debit Instruments

Debit Instrument Details Account Details Deposit Details

Account No.	Number	Type	Date	Amount	Amount Paid	Balance Amount	Payment Amount	TDS Amount	Remarks

Save Clear View Payment

Once all the above details have been filled out, press clicks Save button. If customer is in

Step 2: Receivables – View Payment – Open the Customer View payment page.

On the main screen of the MQ subscriber, click on the *Receivables* link. Then click on *View Payment* link. After filling the Account no, click Go button.

Customer payment page will appear.

View Payment

202.83.23.14/MQSubscribe/Default.aspx?tabid=322&ctl=ViewCollection&isEntity=0

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

View Payment

Entity Type Subscriber Account No. 153145 Document No Go
 Biz. Entity Banaswadi From Date To Date Search
 Cheque Number

Name LOKESH BABU Balance Rs 850 Cr

New Payment

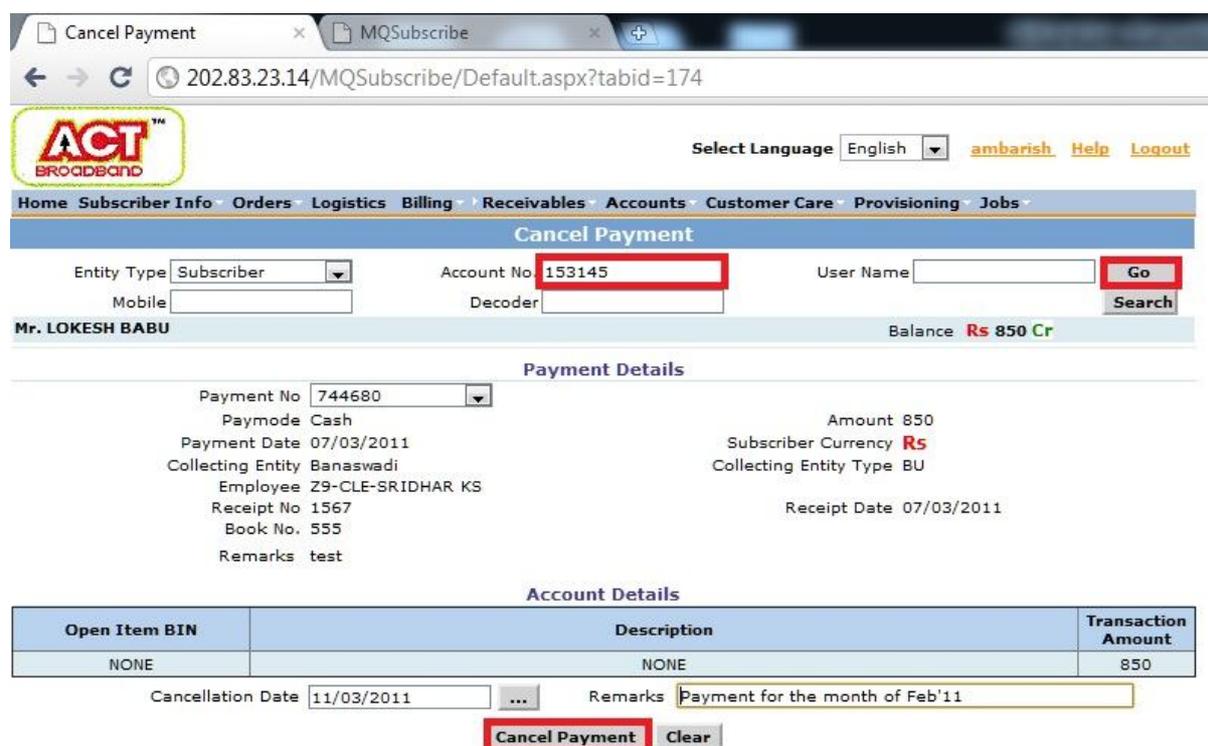
Action	Document No	Account No.	Collected By	Date	Pay Mode	Amount
Edit Print Cancel	744680	153145	Banaswadi	07/03/2011	Cash	Rs 850

Once all the above details have been filled out, press clicks *New Payment* button.

Step 3: *Receivables – Cancel Payment* – Open the Customer *Cancel payment* page.

On the main screen of the MQ subscriber, click on the *Receivables* link. Then click on *Cancel Payment* link. After filling the Account no, click *Go* button.

Customer payment page will appear.



Cancel Payment

Entity Type: Subscriber | Account No: 153145 | User Name: | Go

Mobile: | Decoder: | Search

Mr. LOKESH BABU | Balance: Rs 850 Cr

Payment Details

Payment No: 744680 | Paymode: Cash | Amount: 850

Payment Date: 07/03/2011 | Subscriber Currency: Rs

Collecting Entity: Banaswadi | Collecting Entity Type: BU

Employee: Z9-CLE-SRIDHAR KS | Receipt Date: 07/03/2011

Receipt No: 1567

Book No: 555

Remarks: test

Open Item BIN	Description	Transaction Amount
NONE	NONE	850

Cancellation Date: 11/03/2011 | Remarks: Payment for the month of Feb'11

Cancel Payment | Clear

Once all the above details have been filled out, click *Cancel Payment* button.

Step 4: *Receivables – View Payment Staging* – Open the Customer Payment staging page to authorize the concerned person to issue hardware items and packages.

Payment Staging

202.83.23.14/MQSubscribe/Default.aspx?tabid=326

ACT BROADBAND

Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Payment Staging

Account No. 153145 Collecting Entity Please Select Status New

From Date To Date User Id Retrieve

Collection Staging Details

Select	AccountNo	StagingNo	PaymentDate	AmountPaid	StagingDate	CollectorType	CollectorCode	Status	PaymentMode

Make Payments View Staging Details Save

Once all the above details have been filled out press click *Save* button.

Step 5: Receivables – View Payment Staging – Opens Suspense Payment page to know the payment collection received against incorrect account numbers.

View Suspense Payments - Windows Internet Explorer

http://202.83.23.14/MQSubscribe/Default.aspx?tabid=424

ACT BROADBAND

Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

View Suspense Payments

Bank Name ALL Paymode ALL Receipt No. 15768

From 15/09/2010 To 15/03/2011 Search

Action	Account No.	Date	Bank Name	Branch Name	Pay Mode	Amount Paid	Receipt No.
No data found.							

Once all the above details have been filled out press click *Search* button.

Step 6: Receivables – Payment Followup – Opens *Payment Followup* page to update payment collection follow-up.

Fill the appropriate Account no for the customer and also appropriate values in the text boxes as indicated.

Payments Followup - Windows Internet Explorer
 http://202.83.23.14/MQSubscribe/Default.aspx?tabid=178

ACT BROADBAND
 Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Payments Followup

Prepaid Subscriber

Account No. Due Amount Between And

Subscriber Type Branch

FollowUp Stage Days Since Last Stage To

Remarks FollowUp Date Mark Selected Accounts As

Account Details

Select	Account No.	Name	FollowUp Stage	Balance	Account Summary	History	Mark As	Reason
<input checked="" type="checkbox"/>	153145	LOKESH BABU	ACTIVE	-850	View	View	ACTIVE	OTHER ISP

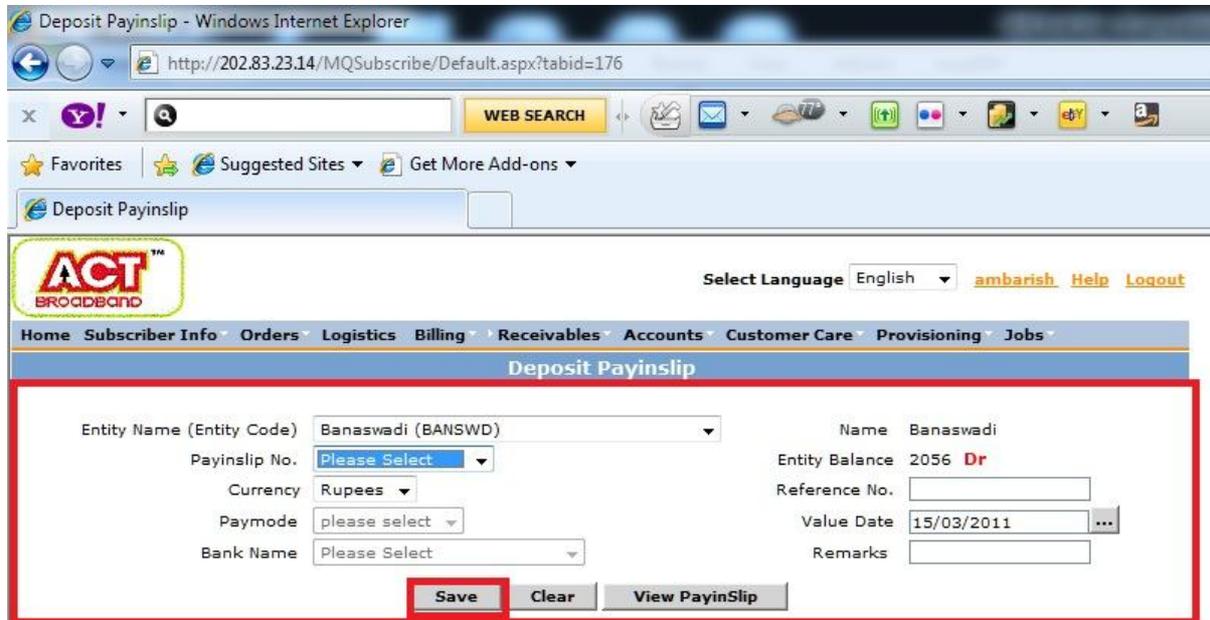
Step 7: Receivables – DisHonoured Cheques – Opens *Dishonored Cheques* page to update the details of the cheques/pay orders that are bounced in the system.

Once all the above details have been filled out press click *Submit* button.

Step 8: Receivables – Generate Payinslip - Opens *Generate Payinslip* page to update LCO's collected payment, Fill out appropriate text boxes as indicated and also select the parameters for the drop-down boxes as indicated.

Once all the above details have been filled out press click *Save* button.

Step 9: Receivables – Deposit Payinslip - Opens *Deposit Payinslip* page Fill out appropriate text boxes as indicated and also select the parameters for the drop-down boxes as indicated.



Entity Name (Entity Code) Banaswadi (BANSWD) Name Banaswadi
 Payinslip No. Please Select Entity Balance 2056 Dr
 Currency Rupees Reference No.
 Paymode please select Value Date 15/03/2011
 Bank Name Please Select Remarks
 Save Clear View PayinSlip

Once all the above details have been filled out press click *Save* button.

Step 10: Receivables – Mark Credit - Opens *Mark Credit* page to update Credit Note's, Fill out appropriate text boxes as indicated and also select the parameters for the drop-down boxes as indicated.

Mark Credits - Windows Internet Explorer
 http://202.83.23.14/MQSubscribe/Default.aspx?tabid=276

ACT BROADBAND

Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Mark Credits

Entity Type Subscriber Account No. 153145 Smartcard No.

Name LOKESH BABU Balance Rs 850 Cr **Submit**

Credit Instruments

Select	CrInstrument No	CrInstrument Type	Total Cr Amt	Undistributed Amt	Open Item BIN	Account No.	CrInstrumentDate
<input checked="" type="checkbox"/>	744680	COLLECTION	850	850	NONE	153145	07/03/2011

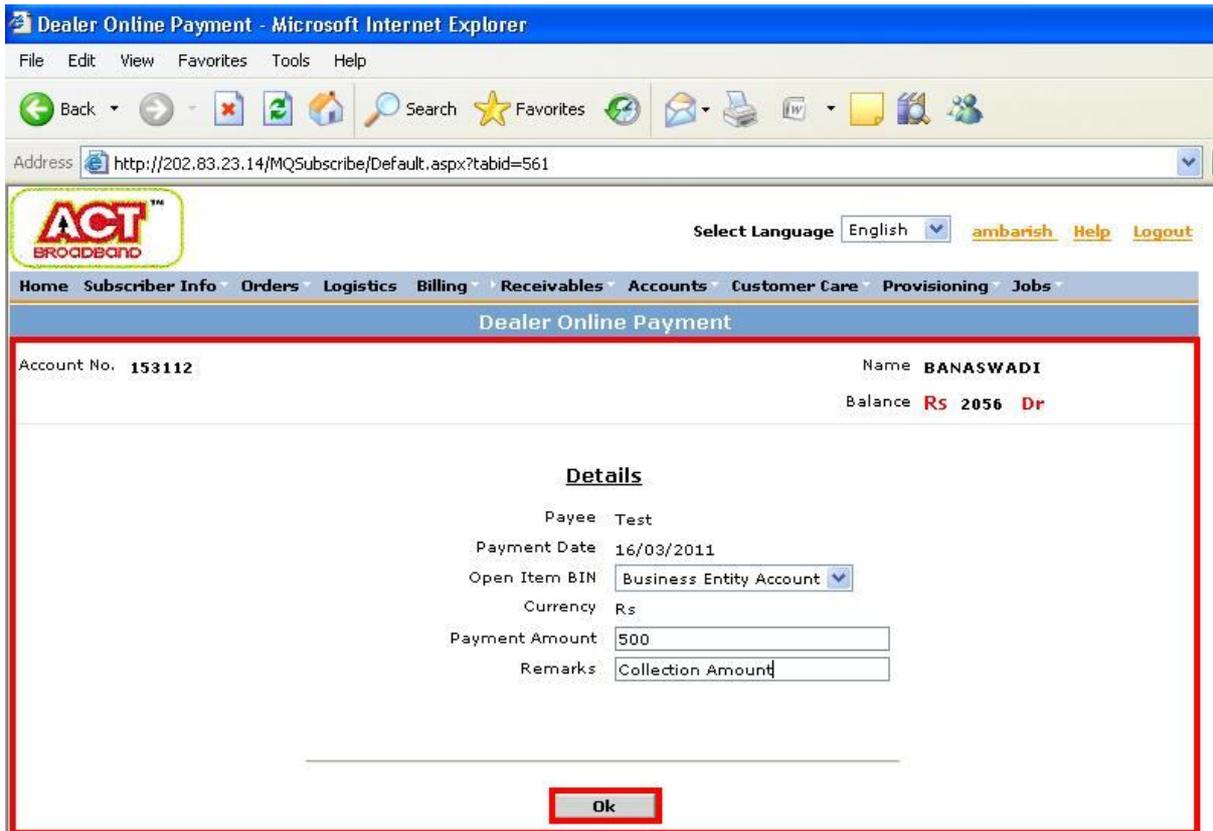
Debit Instruments

DrInstrument No	DrInstrument Type	DrInstrument Date	DrInstrument Amt	Amount Paid	Balance Amount	Transaction Amount	Open It BIN
-----------------	-------------------	-------------------	------------------	-------------	----------------	--------------------	-------------

Save Clear View Distribution Show Details Remove Credits Select All

Also, you will see the customer details in the main screen of the customer center. This means that the customer is successfully created.

Step 12: *Receivables – Dealer Online Payment - Opens Dealer Online Payment page to update Dealer Online payment, Fill out appropriate text boxes as indicated and also select the parameters for the drop-down boxes as indicated.*



Once all the above details have been filled out click *Ok* button.

6) Accounts

Summary

The process of entering transactions of company through debit and credit accounts

Step 1: *Accounts – GL Account Summary* - Open the General Ledger of company transactions through Financial Year.

On the main screen of the MQ Subscriber, click on the *Account* link. Then click on *GL Account Summary* link.

GL Account Summary - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=181

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

GL Account Summary

From Date: 14/02/2011 To Date: 16/03/2011 Print View **Search** Clear

Account Name: INSTL SA Currency: Rupees

Once all the above drop-down boxes are selected, then click *Search* button.

Step 2: Accounts – CreditNote - Open the Credit Note Page wherein Credit note is posted for subscriber's account due to various reasons.

On the main screen of the MQ subscriber, click on the *Credit Note* link. Then filling the Account no, click on *Retrieve* button.

CreditNote - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=182

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

CreditNote

Entity: Subscriber Name: LOKESH BABU
 Account No.: 153145 Subscriber Balance: 850 Cr
 Credit Note No.: Select Subscriber Currency: Rs
 CreditTowards: Accounts Tran Date: 16/03/2011 **Retrieve**

Account Details

Select	Balance	Credit Amount	Open Item BIN
<input type="checkbox"/>	-850	0	NONE
<input type="checkbox"/>	0	0	HW

Retrieve History

Adjustment From Date: 16/03/2011
 Adjustment To Date: 16/03/2011
 Adjustment Value: 100
 Adjustment Type: OTHER CHARGES
 Reason: DISCONNECTION CREDIT ADJ
 Annotation: Late Payment Fees **Update**

Adjustments History For Selected Account

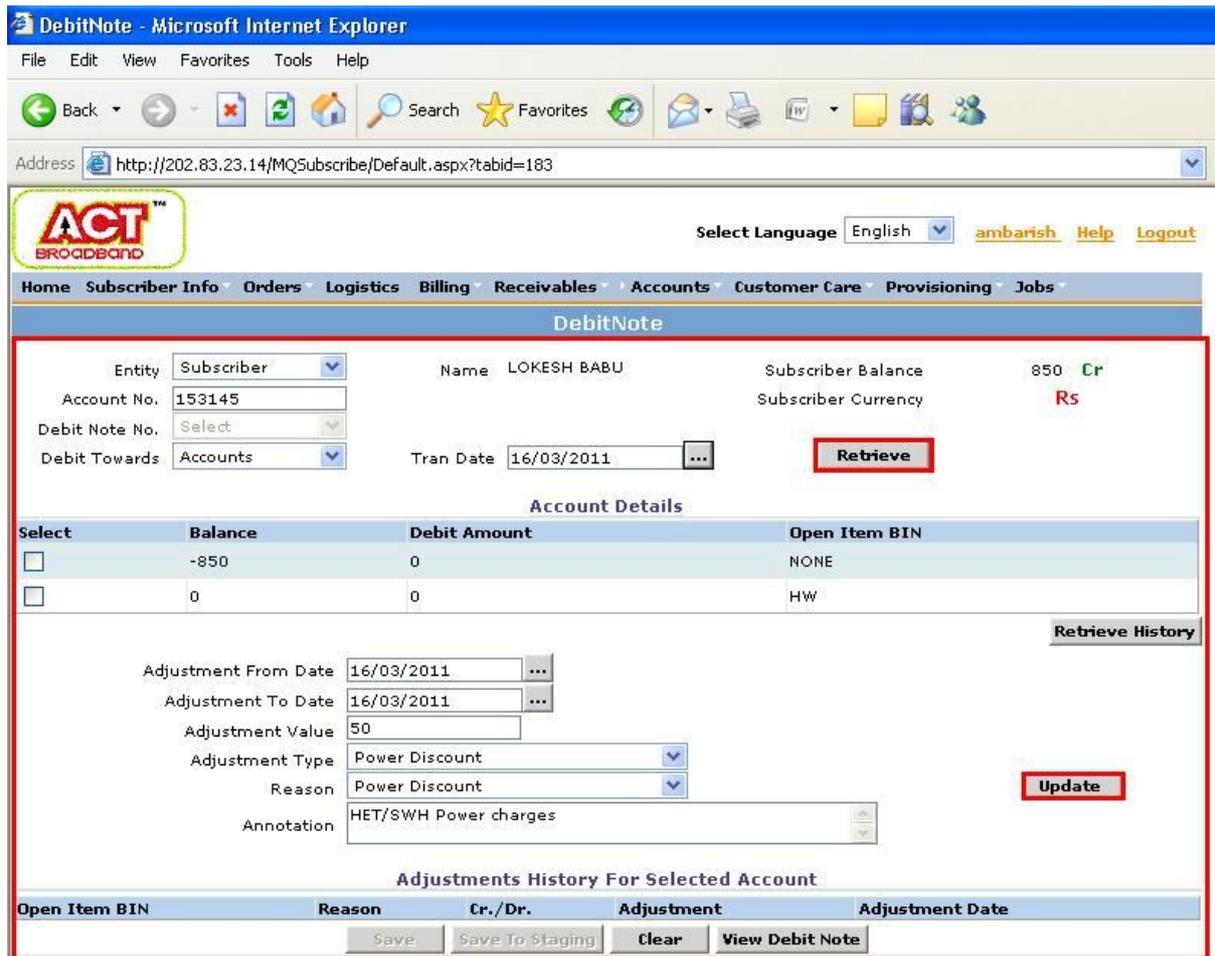
Open Item BIN	Reason	Cr./Dr.	Adjustment	Adjustment Date

Save Save To Staging Clear View Credit Note

Once all the above drop-down boxes are selected, then click *Update* button.

Step 3: Accounts – DebitNote - Open the Debit Note Page wherein Debit note is posted for subscriber's account due to various reasons.

On the main screen of the MQ subscriber, click on the *Debit Note* link. Then filling the Account no, click on *Retrieve* button.



Once all the above details have been filled out, click *Update* button.

Step 4: Accounts – Refunds - Open the Refund Page wherein subscriber amount is refunded either from excess balance or deposit.

On the main screen of the MQ subscriber, click on the *Refund* link. Then filling the Account no, click on *Go* button.

Refunds - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address http://202.83.23.14/MQSubscribe/Default.aspx?tabid=184

 Select Language English amharish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Refunds

Account No. 153145 User Name Mobile

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance **Rs 850 Cr**

Subscriber Currency **Rs** Subscriber Balance 850 **Cr**

Pay Mode CA Refund from Deposit Amount Refund from Subscriber Balance

Refund Date 16/03/2011 Amount to Refund 850

Refund reference No. 5689 Remarks Refund

Once all the above drop-down boxes are selected, then click *Save* button.

Step 5: *Accounts – Inter/Intra Party JV* - Open the *Inter/Intra Party JV* Page wherein subscriber amount is transferred from either Account to Account / Child to Parent.

Inter/Intra Party JV - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=185

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Inter/Intra Party JV

Source Account Details

JV Type: Account to Account
 Entity: Subscriber
 Account No.: 153145
 Name: LOKESH BABU
 Open Item BIN: HW
 Amount To Transfer: 500
 Value Date: 16/03/2011
 Reason:

Subscriber Balance: Rs 850 Cr
 Account Group Balance: Rs 0 Dr

Target Account Details

Entity: Subscriber
 Account No.: 153143
 Name: MADHU M GOWDA
 Open Item BIN: Select

Subscriber Balance: Rs 873 Dr
 Account Group Balance: Rs

Save **Clear**

Once all the above details have been filled out, click *Save* button.

Step 6: Accounts – View Cr/Dr Note Staging - Open the *View Cr/Dr Note Staging* Page where subscriber credit or debit notes are moved to staging area can be viewed

View Cr/Dr Note Staging - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=464

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

View Cr/Dr Note Staging

Credit Note Debit Note

Entity: Subscriber Account No.: 153145 Account Charge

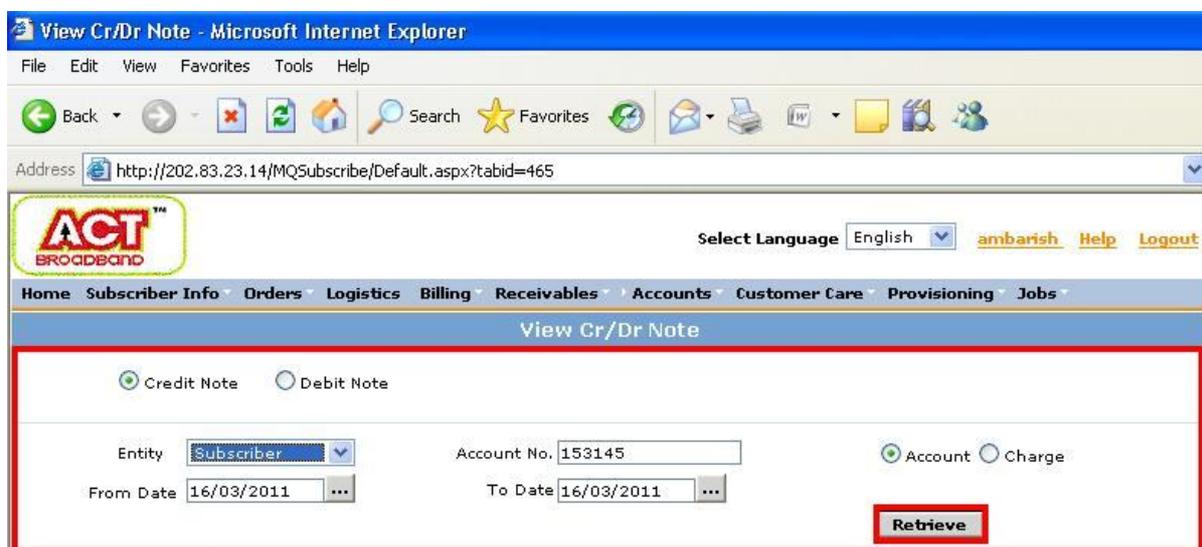
From Date: 01/03/2011 To Date: 16/03/2011

Status: New brcode_1: HW

Retrieve

Once all the above details have been filled out, click *Retrieve* button.

Step 6: Accounts – View Cr/Dr Note - Open the *View Cr/Dr Note* Page where subscriber credit or debit notes can be viewed



Once all the above details have been filled out, click *Retrieve* button.

Step 7: Accounts – Business Entity Account Summary - Open the *BE Account Summary* Page where Business Entity Transactions made can be viewed



Once all the above details have been filled out, click *Search* button.

Step 8: Customer Care – Ticket Registration - Open the *Ticket Registration* Page is used for booking tickets for a subscriber depending on the significance of the problem.

Ticket Registration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=187

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Ticket Registration

Account No. 153145 User Name Mobile **Go** Search

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance Rs 850 Cr

Ticket Priority Higher Employee * Z9-BRM-MADHU I Ticket Type COMP

Ticket Date & Time 16/03/2011 17:07 Status New

Preferred Date & Time 16/03/2011 17:07

Ticket Description Customer called to complaint internet not working troubleshoted and found Browser Issue

Notes

Attachments Browse... Download

Resolution BROWSER PROBLEM

Problem Details

Problem	Remarks

Save Clear Save&Close Modify Ticket

Example Data:

Account No: 153145
Ticket Priority: Higher
Employee: Madhu

Resolution : Browser Problem
Notes: (Remarks If Any)
Preferred Date & Time:
(16/03/2011 17:07 P.M)

Ticket Type: COMP
Ticket Description: (Remarks)

Fill out the required details and click *Save* button and *Modify Ticket* button to modify ticket details.

Step 9: Customer Care – Ticket Tracking & History - Open the *Ticket Tracking & History* Page is used for tracking the changes made to the ticket or to the work order.

Also, select the effective Ticket no / Account no.

TicketTracking & History - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <http://202.83.23.14/MQSubscribe/Default.aspx?tabid=188>

ACT BROADBAND Select Language: English | amharish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

TicketTracking & History

Ticket Details

Ticket No. Account No. **Retrieve**

Subscriber Name

Ticket Priority Status Ticket Type

Preferred Date & Time Date Last Update

Escalation Status Escalation Type Escalation Level

Ticket Description

Notes

Resolution **Save**

Call_Type

In Bound

Out Bound

Ticket History

Notes	Status	Created Date	User Id	Employee	Ticket Type	Priority	Call_Type

WorkOrder History

Select Action	Workorder No.	Date	Problem Description	Price	Status	Scheduled date	Scheduled Start Time	Scheduled End Time	Employee

Once all the above details have been filled out, click *Save* button.

Step 10: Customer Care – Call Report - Open the *Call Report* Page is used for updating status of a particular complaint tracking the changes made to the ticket or to the work order.

First, update Ticket No. / Work order No on the *Call Report* page, then click *Retrieve* button

Call Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=189

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Call Report

Workorder No. Ticket No. **Retrieve**

Subscriber Name

Technician Name * Z9-BRM-MADHU I Status Pending Created Date

Date 16/03/2011 Start Time End Time

W/O Charges Charges

Remarks

Problem Details

Problem	Resolution	Add

Actual Material **Save** Clear Print

Once all the above details have been filled out, click Save button.

Step 11: Customer Care – Ticket Scheduling - Open the Ticket Scheduling Page is used for scheduling work orders/tickets for particular subscriber.

First, update Ticket No/Account No on the Call Report page, then click Retrieve button

Ticket Scheduling - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://202.83.23.14/MQSubscribe/Default.aspx?tabid=190

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Ticket Scheduling

From Date 01/03/2011 To Date 16/03/2011 State KARNATAKA

Team Z9-CUSTOMER C Workorder No. Ticket No.

Status Pending Shift Date 18/03/2011 Account No. 153145

Reporting Employees ALL Only Tickets

Escalation Status No Escalation Type ALL Escalation Level

Retrieve Clear Preview

Once all the above details have been filled out, click Save button.

Step 12: Customer Care – Prospect Details - Open the *Prospect Details* Page is used when person calls to Customer Care department for enquiry about available products.

Prospect Details

202.83.23.14/MQSubscribe/Default.aspx?tabid=192

ACT BROADBAND

Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Prospect Details

Prospect Number Business Entity Banaswadi Tran Date 16/03/2011

Prospect Details

Title Mr. First Name Madhu Middle Name M
 Last Name Murthy Type Not Applicable Company Name LSI
 Category Retail

Address Details

Address 20 Address1 Banaswadi Address3 R.M.Nagar
 Country India State KARNATAKA City BANGALORE
 Area Name Babusapalya BONU BWD_BHP_01_10 House No.
 P. O. Box Flat No. Block No.
 Type Building Building ZIP Code

Contact Details

Mobile 08022117655 Office Phone 080 08022117655 Home Phone 080 08022117655
 Pager Alternate Email kittamurthy@gmail.co Office Fax Preferred Call Date Preferred Call Time Not Applicable

Additional Details

Attribute Name	Value
Enquiry Type	Domestic
Mode Of Enquiry	ColdCall
How did you get to know about BEAM Telecom?	No Parking Board
Repeated Enquiry	No

Remarks Enquiry for BB connection

Package Details

Package Name	Subscription Period	Agreement Type
Add		
Remove		

Save Clear Modify Prospect

Once all the above details have been filled out, click **Save** button.

Step 13: Customer Care – Followup Details - Open the *Followup Details* Page is used to followup of all prospects and documents that are assigned to a particularly employee. An Employee can retrieve and check details of the prospect or documents whenever required.

Followup Details

202.83.23.14/MQSubscribe/Default.aspx?tabid=193

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Followup Details

Lead Type: Prospect Followup
 Status: Unassigned
 From Date: 16/02/2011
 Contact Details:
 Employee: Z9-CLE-JAGADEE

Business Entity: All
 Next Call Time: Any
 To Date: 16/03/2011
 Email:

State: KARNATAKA
 FollowUp Status: All
 Next Call Date: 16/03/2011
 Team: ALL

Retrieve Set All Save Clear

Once all the above details have been filled out, click *Retrieve* button then click *Save* button.

Step 14: *Customer Care – Ticket Status* - Open the *Ticket Status* Page is used to search ticket based on filters such as Account number and Ticket no.

Ticket Status

202.83.23.14/MQSubscribe/Default.aspx?tabid=194

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Ticket Status

Ticket Details

Smartcard No.:
 Ticket Type: COMPLAINT
 Escalation Status: ALL
 From Date: 16/02/2011

Account No.: 153145
 Ticket Status: ALL
 Escalation Type: ALL
 To Date: 16/03/2011

Ticket No.:
 Employee: ALL
 Escalation Level:

Search Clear

List Of Tickets Total No.of records=1

Search Ticket No.	Account No.	Name	Ticket Type	Notes	Ticket Date	Status	Employee
1432216	153145	LOKESH BABU	COMPLAINT	test	07/03/2011 19:06	Closed	Z9-PIN-SRIDHAR KS

Once all the above details have been filled out, click *Search* button.

Step 15: *Customer Care – Transaction History* - Open the *Transaction History* Page display complete record of every transaction performed for a subscriber.

Transaction History x MQSubscribe x

202.83.23.14/MQSubscribe/Default.aspx?tabid=254

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Transaction History

Smart Card No. Account No.

Account No. History Type Sub Type

From Date To Date

Name LOKESH BABU

Retrieve Clear Print

Date	User Id	Sub Type	Description
11/03/2011 3:22:51 PM	ambarish	INVOICE	Invoice number 24 generated for amount 756
08/03/2011 11:24:36 AM	ADMIN	GENREQ	SMS sent to Mobile No : 919538886623 with the Message Id : 12065738
08/03/2011 11:24:28 AM	ADMIN	GENREQ	SMS sent to Mobile No : 919538886623 with the Message Id : 12065736
07/03/2011 7:12:14 PM	nareshkb	TICKET	Ticket No : 1432216 Details are modified For the Account Number ::153145
07/03/2011 7:08:42 PM	nareshkb	GENREQ	SMS sent to Mobile No : 919538886614 with the Message Id : 12065671
07/03/2011 7:08:41 PM	nareshkb	WORK ORDER	Work order: 1329337 Generated For the Account Number ::153145
07/03/2011 7:08:41 PM	nareshkb	TICKET	Ticket No : 1432216 Generated For the Account Number ::153145
07/03/2011 6:54:33 PM	nareshkb	GENREQ	SMS sent to Mobile No : 919538886614 with the Message Id : 12065668
07/03/2011 6:54:31 PM	nareshkb	CONREQ	Provisioning Request(s) Confirmed For Process Request Id 512414 and Business Process NEW AGREEMENT
07/03/2011 6:53:36 PM	nareshkb	GENREQ	Provisioning Request(s) Generated For Process Request Id 512414 and Business Process NEW AGREEMENT and Agreement Id 404268
07/03/2011 6:51:47 PM	nareshkb	TICKET	Ticket No : 1432215 Details are modified For the Account Number ::153145
07/03/2011 6:51:47 PM	nareshkb	WORK ORDER	Call Report No : 98592 Genetated For the Account Number ::153145
07/03/2011 6:49:57 PM	nareshkb	ASSOCIATION	Association done for Item : HGW, Serial No. : 9538886614 with Package : SPEED210
07/03/2011 6:49:05 PM	nareshkb	GENREQ	SMS sent to Mobile No : 919538886614 with the Message Id : 12065666
07/03/2011 6:49:05 PM	nareshkb	PAYMENT	Received payment for 850 with payment no. 744680 with paymode : CA
07/03/2011 6:44:02 PM	nareshkb	GENREQ	SMS sent to Mobile No : 919538886614 with the Message Id : 12065663
07/03/2011 6:44:01 PM	nareshkb	WORK ORDER	Work order: 1329336 Generated For the Account Number ::153145
07/03/2011 6:44:01 PM	nareshkb	TICKET	Ticket No : 1432215 Generated For the Account Number ::153145
07/03/2011 6:44:01 PM	nareshkb	SETUPREQ	Provisioning Request Setup With Process Request Id 512414 and Business Process NEW AGREEMENT and Agreement Id 404268
07/03/2011 6:44:01 PM	nareshkb	SUBSC	Added Package SPEED210 with standing instruction NONE , SubscriptionPeriod PC , Payterm 1 , Promotion NONE , Dealer BANSWD , Outlets 1

1 2

Once all the above details have been filled out, click *Retrieve* button.

Step 16: *Customer Care – Move Work Order* - Open the *Move Work Order* Page is used to when a subscriber shifts from one location to another, when subscriber shifts service to new location.

Move Work Order | MQSubscribe | 202.83.23.14/MQSubscribe/Default.aspx?tabid=288

ACT BROADBAND | Select Language English | ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Move Work Order

Account No. User Name Mobile **Go** Search

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance Rs 850 Cr

Subscriber Details

Company Name	Passport	Address1	NO 10
Address2 BABUSAPALYA	Address3	Location	
Type Building	Flat No.	House No.	
Block No.	Type Normal	P. O. Box	
ZIP Code 560027	Country India	State KARNATAKA	
City BANGALORE	Area Name Babusapalya	BONU BWD_BHP_01_10	
Building	HUB/Transponder	Employee	

Contact Details

Mobile 9538886614	Office Phone 080	Home Phone 080
Pager	Office Fax	Home Fax
Alternate Email lokesh_nanda@rediff		

Additional Details

Disconnection Date 16/03/2011 22:35 ... Connection Date 16/03/2011 22:35 ...

Remarks

Save Clear

Once all the above details have been filled out, click *Go* button, then click *Save* button.

Step 17: Customer Care – Assigned Followup List - Open the *Assigned Followup List* Page is used for prospect follow up process to call the prospects and convert them as subscribers by specifying product/package advantages.

Followup Details | 202.83.23.14/MQSubscribe/Default.aspx?tabid=396

ACT BROADBAND | Select Language English | ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Followup Details

Lead Type Prospect Followup Status All

Next Call Date 16/03/2011 Next Call Time Any **Retrieve**

Search	Prospect Number	Name	Status	Next Call Date	Next Call Time	Notes	Team	State
🔍	257732	Renjan P	COMPLETED	16/03/2011	10 AM - 11 AM	Testing	9SL	KN

Once all the above details have been filled out, click *Retrieve* button.

Step 18: *Customer Care – Ticket Status* - Open the *Ticket Status* Page is used to search tickets based on filters such as Account No / Ticket No..

Ticket Status

Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Ticket Details

Smartcard No. Account No. 153145 Ticket No.
 Ticket Type ALL Ticket Status ALL Employee ALL
 Escalation Status ALL Escalation Type ALL Escalation Level
 From Date 16/02/2011 To Date 16/03/2011

List Of Tickets Total No.of records=2

Search Ticket No.	Account No.	Name	Ticket Type	Notes	Ticket Date	Status	Employee
1432216	153145	LOKESH BABU	COMPLAINT	test	07/03/2011 19:06	Closed	Z9-PIN-SRIDHAR KS
1432215	153145	LOKESH BABU	NEW INSTALLATION		07/03/2011 18:44	Completed	Z9-PIN-SRIDHAR KS

Once all the above details have been filled out, click *Search* button.

Step 19: *Customer Care – Team Wise Work Order List* - Open the *Team Wise Work Order List* Page is used to get team wise list of all the work orders that have been assigned to a particular team based on shift date.

Team Wise Workorder List

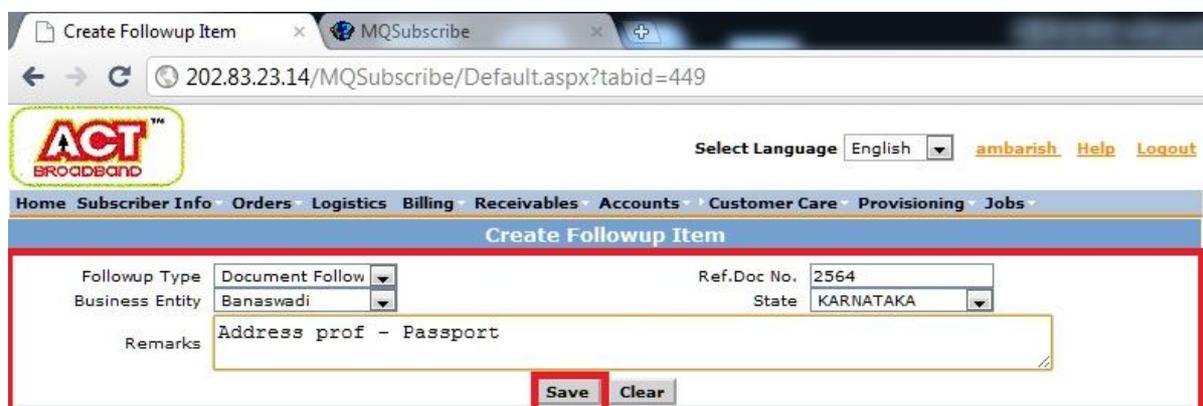
Select Language: English | ambarish | Help | Logout

Home | Subscriber Info | Orders | Logistics | Billing | Receivables | Accounts | Customer Care | Provisioning | Jobs

Shift Date 17/03/2011 Team Z9-CUSTOMER C

Once all the above drop-down boxes are selected and then click *Retrieve* button.

Step 20: *Customer Care – Create Followup Team* - Open the *Create Followup Team* Page is used for document follow up process. While booking a package, if a subscriber’s document is not attached, then the subscriber can be followed up through this screen by the CSR.



Followup Type	Document Follow	Ref.Doc No.	2564
Business Entity	Banaswadi	State	KARNATAKA
Remarks	Address prof - Passport		
		Save	Clear

Once all the above details have been filled out, click *Save* button.

7) Provisioning

Summary

The process of send and receive provisioning request for different process like activation, disconnection, reconnection, change and renewal of a package.

Pre-requisites

Login id and password for the user.

MQ Subscribe application should be available on the user’s PC.

Active customer is required.

Step 1: *Provisioning – Subscriber Package Hardware Association* - Open the *Subscriber Package Hardware Association* to map hardware with subscribed package

Subscriber Package Hard... x MQSubscribe x

202.83.23.14/MQSubscribe/Default.aspx?tabid=209

ACT BROADBAND Select Language English ambarish Help Logout

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Subscriber Package Hardware Association

Account No. User Name Mobile

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
Balance Rs 850 Cr

Package Agreement No. Agreement Type

Product Wise Hardware Details

Item Code	Serial Number	Product	Add

Existing Hardware Details

Package	Agreement No.	Item Code	Serial Number	Item Type	Product Code
SPEED 210	218526	HGW	9538886614	CPE	

Once all the above details have been filled out, click *Save* button.

Step 2: Provisioning – *Provisioning Setup* - Open the *Provisioning Setup* to provision services that requires creation of network accounts in provisioning systems which is integrated with these systems for different request like activation of network accounts, suspension of network accounts and modifying network parameters values and terminating the network accounts.

Provisioning Setup x MQSubscribe x

202.83.23.14/MQSubscribe/Default.aspx?tabid=455

ACT BROADBAND Select Language English [ambarish](#) [Help](#) [Logout](#)

Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs

Provisioning Setup

Account No. User Name Mobile

Mr. LOKESH BABU 9538886614(M)
lokesh_nanda@rediffmail.com
 Balance **Rs 850 Cr**

Service Account Details

Agreement No.
 Package
 Service
 Status **Active**

Network Account Details

Action	Network Id	Usage Identifier	Status
<input checked="" type="radio"/>	207730	lokesh_nanda@rediffmail.com	Active

Parameter	Value
PASSWORD	
NetOpAccountName	lokesh_nanda@rediffmail.com
NetOpLocation_Lock	
MAC_ID	
CPE PORT NO	0
VLAN ID	
Connection Type	IP_Bridged
SSID Name	BEAM153145
SSID Key Phrase	79227194
Activating Wifi	1
Broadcast SSID	1
PPPOE Enable	abc
PPPOE Username	dummy user
PPPOE Password	
PPPOE DNSOverrideAllowed	abc
PPPOE DNSServers	dummyip

Once all the above details have been filled out, click Save button.

8) Jobs

Summary

The process of uploading batch jobs, file uploads and reports can be scheduled and can be executed periodically using schedule jobs screen.

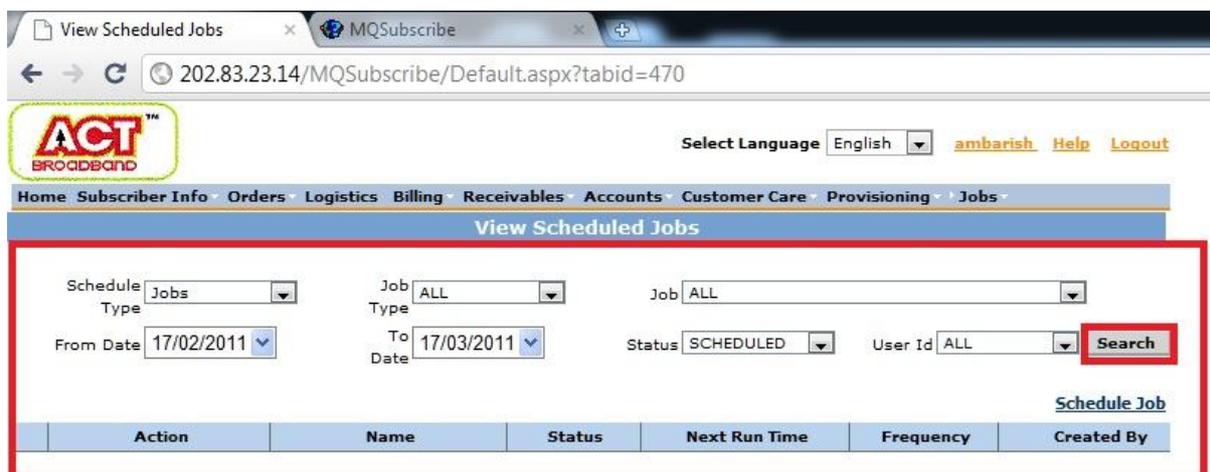
Pre-requisites

Login id and password for the user.

MQ Subscribe application should be available on the user's PC.

Active customer is required.

Step 1: Jobs – *View Scheduled Jobs* - Open the *View Scheduled Jobs* to view jobs scheduled



The screenshot shows a web browser window with the URL 202.83.23.14/MQSubscribe/Default.aspx?tabid=470. The page title is 'View Scheduled Jobs'. The ACT logo is visible in the top left. The navigation menu includes Home, Subscriber Info, Orders, Logistics, Billing, Receivables, Accounts, Customer Care, Provisioning, and Jobs. The main content area is titled 'View Scheduled Jobs' and contains a search form with the following fields:

- Schedule Type: Jobs
- Job Type: ALL
- Job: ALL
- From Date: 17/02/2011
- To Date: 17/03/2011
- Status: SCHEDULED
- User Id: ALL
- Search button (highlighted in red)

Below the search form is a table with the following columns:

Action	Name	Status	Next Run Time	Frequency	Created By
--------	------	--------	---------------	-----------	------------

Once all the above details have been filled out, click *Search* button.

Step 2: Jobs – *Scheduled Jobs Status* - Open the *Scheduled Jobs Status* to view jobs scheduled status

Once all the above details have been filled out, click *Search* button.

Step 3: Jobs –Bulk Upload - Open the *bulk upload* to upload files to respective departments

Once all the above details have been filled out, click *Upload* button.