

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

Ø

Step 2: Login with the login/password provided.

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	User Id ambarish		
	Password		
	User Identification		

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

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Select Language English V ambarish Help Logout
Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs
Register New Subscriber Account Summary Setup Statement Of Account
Date Printed 17-Mar-11 Page No 1



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.

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Home Subscriber Info Orders Logistics Billing Receivables Accounts Customer Care Provisioning Jobs	
Subscriber Enquiry Quick_Links	
Account No. 153143 User Name Mobile Search	

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

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Subscriber Info			11. 		21	Other In	nfo		
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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.

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Register New Subscriber						
Modify Subscriber						
Account Summary						
Setup						
Statement Of Account						

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.

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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.

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	Internal Commitment Date	11/	03/2011		
	Type of last mile Cable	Ca	to		
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Once all the above details have been filled out press click Save button.

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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.

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	Starting IP Address			
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	Default Gateway			
	Date Committed to customer			
	Internal Commitment Date			
	Type of last mile Cable			
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	Sava Class Pilling	Media		

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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.

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Login Id * Network Endpoint Parent ID	ⁱ madhu.m@acttv.in	Add	ogin Details	Q Details	Confirm Passw	ord *

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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.

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

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Step 6: Subscriber Info-Setup – Change Password Options

Click Setup to proceed to Change Password screen.

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Step 7: Subscriber Info-Statement of Account Options

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	Statement of Account
Account No. 153143	Name MADHU M GOWDA
From Date 01/03/2011	To Date 11/03/2011 Submit
	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.

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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.

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

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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.

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Pay Term Standing Instruction Agreement Type * Addendum No. Remarks	BCS ISP	ISP	Salesman Code Outlets	Z9-AIN-JAGADEES V 1	Z9-AIN-JAGADEESH K 1 View Product Details
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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.

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

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

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Subscription Period*	* Pay Term * 1 MONTH Standing * N	ONE
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Outlets	Connection Date * 11/03/2011 Promotion	ONE
Branch	0	
Remarks		
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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.

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

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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.

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Remarks		Ir	voice Proform	a Invoice C	lear		

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

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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.

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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.

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Bank Name	Axis Bank 💌	Branch Name Malleswaram
🗹 Range	Serial No	From 12 To 12 Generate
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		Add Remove
		Existing PDPI Details

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.

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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.

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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.

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

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

Customer payment page will appear.

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lome Subscriber Info Orders	Logistics Billing Receive	bles Accounts Customer Care	Provisioning Jobs
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Entity Type Subscriber Mobile	Account No.	153145 User	Name Go Search
r. LOKESH BABU			Balance Rs 850 Cr
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Open Item BIN		Description	Amount
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Once all the above details have been filled out, click *Cancell 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.

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ome Subscriber Info Orde	rs Logistics Billing Receivables Accoun	its Customer Care Provisioning Jobs
	Payment Stag	ing
Account No. 153145	Collecting Entity	Status New
From Date	To Date	User Id Retrieve
	Collection Staging I	Details

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

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Bank Name ALL + From 15/09/2010	Paymode ALL + To 15/03/2011	Receipt No. 15768
Action Account No. Date Bank	Name Branch Name Pay Mode	Amount Paid Receipt No.
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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.

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Prepaid Subscriber						
Account No.	153145	Due	Amount Betw	een	500 And 850	
Subscriber Type	In-Company Den Leased Line Normal	Bra	Inch		Banaswadi	
FollowUp Stage	ACTHOLD SUSPEND HOLD T	Day	s Since Last S	tage	To	
					Retrieve	
Remarks	FollowUp Date 15/	/03/2011	Mark Selec	ted Accounts	s As ACTIVE	*
		Account Del	ails			
Select Account No.	Name FollowUp	Stage Balance	Account Summary	History	Mark As	Reason
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		Process Ca	ancel			

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

Date Printed 17-Mar-11



DisHonoured Cl	neques - Windows Int	ternet Explorer	
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		Instrument Details	
Instrument Type	Cheque 👻	Instrument No. Payment No	-
ValueDate	15/03/2011	Submit	_

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.

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

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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.

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		,				
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Payinslip No. Currency Paymode Bank Name	Please Select • Rupees • please select • Please Select	Ŧ		Entity Balance Reference No. Value Date Remarks	2056 Dr 15/03/2011	

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.

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Instr	rument M	io DrInstr Type	ument	DrInstrur Date	nent	Debit Instrum DrInstrument Amt	nents Amou Paid	int Ba	lance nount	Transa Amou	action nt	Open BIN

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.

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Dealer Online Payment - Microsoft Internet Explorer	
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Account No. 153112	Name BANASWADI
	Balance Rs 2056 Dr
Det	<u>ails</u>
Payment Date	16/03/2011
Open Item BIN	Business Entity Account 💙
Currency	Rs
Payment Amount	500
Remarks	Collection Amount
	k l

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.

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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 Inte	rnet Explorer				
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Entity Account No. Credit Note No.	Subscriber 153145 Select	>			Name LOKES Subscriber Balance Subscriber Currency	SH BABU 850 Cr Rs
CreditTowards	Accounts	Tr	an Date 16/03/20	11	. Retrieve	2
Select	Balance	Crea	lit Amount	e botano	Open Item BIN	
	-850	0			NONE	
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Adjustm	ent From Date	16/03/2011				Retrieve History
Adjust	ment To Date	16/03/2011	•••			
Adju	ustment Value	100				
Adj	ustment Type	DISCONNECTION				
	Reason Annotation	Late Payment Fe	es	× ×		Update
		Adiu	stments History	For Select	ed Account	
Open Item BIN		Reason	Cr./Dr.	Adjustmer	t Adjustment Dat	te
		Save.	Save To Staging	Clear	View Credit Note	

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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.

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Entity Account No.	Subscriber 💌 153145	Name	LOKESH BAB	U	Subscriber Balance Subscriber Currency	850 Cr <mark>Rs</mark>
Debit Note No. Debit Towards	Select V Accounts V	Tran Date	16/03/2011		Retrieve	
2	11 N2		Account	Details		
Select	Balance	Debit Ame	ount		Open Item BIN	
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	Reason	Power Discount		*		Update
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		Adjustme	nts History F	or Selecte	d Account	
Open Item BIN	Rea	ason Cr.	/Dr.	Adjustment	: Adjustment	Date
		Save	To Staging	Clear	View Debit Note	

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.

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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.

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			Source Account Details
JV Type	Account to Account	*	
Entity	Subscriber	~	
Account No.	153145		
Name	LOKESH BABU		Subscriber Balance Rs 850 C r
pen Item BIN	HW	~	Account Group Balance Rs 0 Dr
	Amount To Transfer	500	Value Date 16/03/2011
	Reason		
		<u>.</u>	Target Account Details
	Subscriber	~	
Entity	and and an end of the local data the second s		
Entity Account No.	153143		
Entity Account No. Name	153143 MADHU M GOWDA		Subscriber Balance Rs 873 Dr

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

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

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

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View Cr/Dr Note
⊙ Credit Note ◯ Debit Note
Entity Subscriber Account No. 153145 O Account Charge
Retrieve

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

🚈 Business Entity Account Summary - Microsoft Internet Explorer	
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Home Subscriber Info Orders Logistics Billing Receivables Acc	ounts Customer Care Provisioning Jobs
Business Entity Accou	nt Summary
Business Entity Please Select 🕑 Currency Rupees	Balance
From Date 14/02/2011 To Date 16/03/20	11 Search Clear Print

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.

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Account No. 153	User Name Mobile	Go Search
1r. LOKESH BABU	9538886614(M) lokesh_nanda@rediffmail.com Balance <mark>Rs 850 Cr</mark>	
Ticket Priority Ticket Date & Time Preferred Date & Time	Higher Employee 29-BRM-MADHU () Ticket Type COMP 16/03/2011 17:07 Status New 16/03/2011 17:07 Image: New image:	
Ticket Description	Customer called to complaint internet not working troubleshooted and found Browser	
Notes		
Attachments	Browse Download	
Resolution	BROWSER PROBLEM	
	Duchlam Datails	
	Problem Details	

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.

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		TicketTracki	ng & History		
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Subscriber Name					
Ticket Priority		Status	×	Ticket Type	
Preferred Date & Time		Date		Last Update	
Escalation Status		Escalation Type		Escalation Level	
Ticket Description					-
Notes				< N	Call_Type In Bound Out Bound
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		Statu	is Created Date User I	d Employee Ticket T	ype Priority Call_Typ

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

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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

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ROADBAND			se	iece congoo	-		
ROADBAND me Subscriber Info	Orders Logistic	s Billing Receivab	se les Accounts	• Customer	Care Provisionin	g * Jobs *	
ROADBAND me Subscriber Info	Orders Logistic	s Billing* Receivab Ticket	se les * Accounts * : Scheduling	Customer	Care Provisionin	g Jobs	
ROGDBand me Subscriber Info From Date	Orders Logistic	s Billing Receivab Ticket To D	se les * Accounts * : Scheduling ate 16/03/2011	Customer	Care Provisionin State	g Jobs Karnataka	~
Roadband me Subscriber Info From Date Team	Orders Logistic	s Billing Receivabl Ticket To D. Workorder	se les * Accounts * : Scheduling ate <u>16/03/2011</u> No.	Customer	Care Provisionin State Ticket No.	g Jobs Karnataka	~
ROODBOND The Subscriber Info From Date Team Status	Orders Logistic 01/03/2011 · 29-CUSTOMER C.	s Billing * Receivabl Ticket To D. Workorder I Shift D.	se Scheduling ate <u>16/03/2011</u> No ate <u>18/03/2011</u>	Customer	Care Provisionin State Ticket No. Account No.	g Jobs KARNATAKA	~
ROGDBGND From Date Team Status Reporting Employees	Orders Logistic 01/03/2011 29-CUSTOMER C. Pending ALL	s Billing Receivabl Ticket To D. Workorder I Shift D.	se les * Accounts * Scheduling ate 16/03/2011 No. ate 18/03/2011 ets V	Customer	Care Provisionin State Ticket No. Account No.	g Jobs KARNATAKA	×

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

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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.

			Selec	t Language	e English 💌 🏭	<u>nbarish</u> <u>Help</u>	Log
ne Subscriber Into	Orders Logistics Bi	Prospec	t Details	tomer car	e Provisioning J	obs	
Prospect Number		Business Entity	Banaswadi	•	Tran Date [16/03/2011	
		Prospec	Details				
Title	Mr.	First Name	Madhu	1	Middle Name	M	
Last Name	Murthy	Туре	Not Applicable		Company Name	LSI	
Category	Retail 💌			23 24			
		Address	Details				
Address	20	Address1	Banaswadi	1	Address3	R M Nagar	
Country	India 🖉	State	KARNATAKA	-	City	BANGALORE	
Area Name	Babusapalya	BONU	BWD BHP 01	10 -	House No.	Dinorteorte	_
P. O. Box		Flat No.			Block No.		
Туре	Building	Building		-	ZIP Code		
		Contact	Details	0.000			
Mobile	08022117655	Office Rhope		17655	Home Phone	080 080221	176
Pager	0002211/035	Office Fax	080 0802211	17655	Home Fax	000 000221	170
Alternate Email	kittamurthy@gmail.co	Preferred Call Date		F	Preferred Call Time	Not Applicable	
		Addition	Details				
	Attribute Name	Audition	Value				
	Enquiry Type		Domestic		-		
	Mode Of Enquiry		ColdCall		•		
	How did you get to kno	ow about BEAM	No Parking Boa	ard	•		
	Repeated Enquiry		No				
Remarks	Enquiry for BB connect	ion					
		Package	Details				
Package Nam	e	Subscription Period		Agreemer	nt Type		
						Add	E.

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.

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→ C (S) 202.83.23.14/MQS	ubscribe/Default.aspx?tabid=1	93		
		Select Language E	nglish 💌 <mark>ambarish</mark>	Help Logo
me Subscriber Info Orders Logisti	cs Billing Receivables Accounts	Customer Care I	Provisioning Jobs	
	Followup Detail	5		
Lead Type Prospect Followuj 💌	Business Entity All		State KARNATAKA	
Status Unassigned 🛛 🗨	Next Call Time Any	- Follow	vUp Status All	*
From Date 16/02/2011	To Date 16/03/2011	Next	: Call Date 16/03/2011	
Contact Details	Email		Team ALL	-

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	×	MQSubscribe	×	(<u>+</u>)			distant of the local distance of the local d
← → C (()	202.83.23.14/1	MQSubscribe/De	efault.aspx?t	tabid=194			
BROADBAND				Sele	ec <mark>t L</mark> anguage	English 💌 🇃	mbarish <u>Help Loqout</u>
Home Subscriber I	info Orders Lo	ogistics Billing R	eceivables * / Ticket	Accounts - Cu Status	stomer Care	Provisioning 3	Jobs
			Ticket	Details			
Smartcard No.			Account No.	153145		Ticket No.	
Ticket Type	COMPLAINT	-	Ticket Status	ALL	-	Employee	ALL 🗶
Escalation Status	ALL	Esc	alation Type	ALL	w.	Escalation Level	
From Date	16/02/2011		To Date	16/03/2011			
		List Of	Tickets	Search C	ear		Total No.of records=1
Search Ticket No. A A 1432216 15	ccount No. Name	H BABU	Ticket Ty COMPLA	vpe Notes INT test		Ticket Date 07/03/2011	status Employee Z9-PIN- 19:06 Closed 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.

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Transaction History	×	MQSubscr	ibe × 🔶
← → C 🔘 202.8	33.23.14/	MQSubscrib	e/Default.aspx?tabid=254
			Select Language English 💌 ambarish Help Loqou
Home Subscriber Info	Orders L	ogistics Billin	g · Receivables · Accounts · › Customer Care · Provisioning · Jobs · Transaction History
	-	Account No.	1521/45
Smart Card No.		Account No.	
Account No.		History Type	ALL 💌 Sub Type ALL 💌
		From Date	16/02/2011 To Date 16/03/2011
		Neere	
		Name	LOKESH BABO
			Retrieve Clear Print
Date	User Id	Sub Type	Description
1/03/2011 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
12			

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.

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ACI				Select	Language	English 💌 am	barish <u>Help</u>	Logo
ne Subscriber Info	Orders Logisti	cs Billir	ig Receivables A	ccounts Custo	mer Care	Provisioning Ja	bs	
			Move Wo	rk Order				
Account No. 153	145	U	ser Name		м	obile	Go	
							Sear	ch
LOKESH BABU		953	8886614(M)					
		lok	esh_nanda@rediffm	ail.com				
		Bai		D. (. 1)				
Company Name	-		Subscribe	r Detalls		Addross1	NO 10	
Address?	BABUSADALVA	_	Address 3			Location	10 10	
Type	Building		Flat No.			House No.		
Block No.			Туре	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	18	Office Phone	080	2	Home Phone	080	
Pager		_	Office Fax			Home Fax		
Alternate Email	lokesh_nanda@re	diff					0.00	
			Additional	Details				
	16/03/2011 22:35	5	Additional	Detuns	Conne	ction Date 16/03/	2011 22:35	
Sconnection Date	10,00,2011 22,00							
sconnection Date								

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.

← →	C (3 202.83.23.14	/MQSubsc	ribe/Default.as	px?tabid=396				
	Seans "			Sele	ct Language English	amba	rish <u>He</u>	<u>lp Logou</u>
ome S	ubscriber Info Orders	Logistics Bi	illing Receivable	es Accounts Cus	stomer Care Provis	ioning Jobs	r.	
			Folic	wup Details				
	Lead Type Prosp Next Call Date 16/03,	ect Followuj	•	N	Status All ext Call Time Any Retr	ieve	•	
arch	Prospect Number	Name	Status	Next Call Date	Next Call Time	Notes	Team	State
	057700	Popine D	COMPLETED	16/02/2011	10 AM - 11 AM	Testing	961	K'NI

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

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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		× MQSub	scribe	<u>.</u>		-	-	in clarge
← → C ©	202.83.23.	14/MQSubscr	ibe/Default.aspx?	tabid=194				
)			Sele	ect Langua	ge English 💌	<u>ambarish He</u>	<u>elp Logout</u>
lome Subscriber l	Info Orders	• Logistics Bil	ling Receivables	Accounts Cu	ustomer Ca	re Provisioning	Jobs	
			Ticket	t Status				
			Ticket	Details				
Smartcard No.			Account No.	153145		Ticket No	•	
Ticket Type	ALL	-	Ticket Status	ALL	-	Employee	ALL	
Escalation Status	ALL		Escalation Type	ALL	~	Escalation Leve	4	
From Date	16/02/2011		To Date	16/03/2011				
				Search C	lear			
			List Of Tickets				Total No.	of records=2
earch Ticket No. A	ccount No. Na	ame	Ticket Type	Notes		Ticket Date	Status	Employee
432216 15	53145 LC	DKESH BABU	COMPLAINT	test		07/03/2011 1	9:06 Closed	Z9-PIN- SRIDHAR KS
A 1432215 15	53145 LC	DKESH BABU	NEW INSTALL	ATION		07/03/2011 1	8:44 Complete	Z9-PIN- ed 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 🛛 🗙	MQSubsci	ibe	×	_		-	ie dege
← → C	202.83.23.14	/MQSubscrib	e/Default.asp)	<pre> c?tabid=416</pre>	5			
BROADBAND	714			s	Select Language	English 💌	<u>ambarish H</u>	<u>elp Loqout</u>
Home Subscrib	er Info Orders	Logistics Billin	g Receivables	Accounts	Customer Care	Provisioning	Jobs	
			Team Wise	Workorder	' List			
	Shift Date	17/03/2011 		Team Z9-CU	STOMER C 💌	Retrieve		

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

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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.

🗋 Create Followup It	em × 🌚 MQSubscribe × 🕀
← → C ③ 20	2.83.23.14/MQSubscribe/Default.aspx?tabid=449
BROGDBGDD	Select Language English 💌 ambarish Help Loqout
Home Subscriber Info	Orders* Logistics Billing* Receivables* Accounts* * Customer Care* Provisioning* Jobs* Create Followup Item
Followup Type Business Entity Remarks	Document Follow Ref.Doc No. 2564 Banaswadi Address prof - Passport
Kemarks	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

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o • Orders • Logistics St 3145	Billing - Receivables - ubscriber Package	Accounts · Customer Hardware Associ	Care * • Provisioning ation	Jobs
3145				
	User Name		Mobile	Go
	9538886614(M) lokesh_nanda@redif Balance Rs 850 Cr	fmail.com		
	Agreement No		Agreement T	ype
	Product Wise	Hardware Details		
S	erial Number	Product		Add
	Facilities 11-	rduaro Dotaile		
	Existing Ha	ruware becaus		
Agreement No.	Item Code	Serial Number	Item Type	Product Code
	Se	9538886614(M) lokesh_nanda@redif Balance Rs 850 Cr Agreement No Product Wise Serial Number	9538886614(M) lokesh_nanda@rediffmail.com Balance Rs 850 Cr Agreement No. Product Wise Hardware Details Serial Number Product	9538886614(M) lokesh_nanda@rediffmail.com Balance Rs 850 Cr Agreement No. Agreement Tr Product Wise Hardware Details Serial Number Product

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.

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⇒ C	© 202.83.23.14/M	QSubscribe/Default.aspx?tabi	id=455	
	74		Select Language English 💌 am	barish <u>Help</u> Logo
me Subscrib	er Info Orders Log	istics Billing Receivables Acco	ounts Customer Care Provisioning Jo	bs -
		Provisioning	Setup	
Account N	o. 153145	User Name	Mobile	Go Search
LOKESH BAI	BU	9538886614(M) lokesh_nanda@rediffmail.c Balance <mark>Rs</mark> 850 Cr	com	
		Service Account	t Details	
ckage S rvice S atus Ac	71749 PEED 210 PEED 210			
		Network Accoun	it Details	
Action	Network Id 207730	Network Accoun	i t Details Usage Identifier Sh_nanda@rediffmail.com	Status Active
Action (a) F P	Network Id 207730 Parameter PASSWORD	Network Accoun	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action © F P NetO	Network Id 207730 Parameter ASSWORD pAccountName	Network Accoun lokes Value lokesh_nanda@rediffmail.com	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action © F P NetO NetO	Network Id 207730 Parameter PASSWORD pAccountName pLocation_Lock	Network Accoun lokes Value lokesh_nanda@rediffmail.com	it Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P NetO NetOp	Network Id 207730 Parameter ASSWORD pAccountName pLocation_Lock MAC_ID	Network Accoun lokes Value lokesh_nanda@rediffmail.com	it Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action © P NetO NetO CF	Network Id 207730 Parameter ASSWORD pAccountName pLocation_Lock MAC_ID PE PORT NO	Network Account lokes Value lokesh_nanda@rediffmail.com	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetO CF	Network Id 207730 Parameter ASSWORD pAccountName pAccountName pLocation_Lock MAC_ID PE PORT NO VLAN ID	Network Accoun lokes Value lokesh_nanda@rediffmail.com	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetO CF Con	Network Id 207730 Parameter ASSWORD pAccountName oLocation_Lock MAC_ID DEP PORT NO VLAN ID inection Type	Network Account lokes Value lokesh_nanda@rediffmail.com 0 0	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetOr CF Con S	Network Id 207730 Parameter ASSWORD pAccountName pLocation_Lock MAC_ID DEP PORT NO VLAN ID nection Type SID Name	Network Account lokes Value lokesh_nanda@rediffmail.com lokesh_nanda@rediffmail.com loc loc loc loc loc loc loc loc lokes loke	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetOp CP Con S SSII	Network Id 207730 Parameter ASSWORD pAccountName oLocation_Lock MAC_ID DE PORT NO VLAN ID inection Type SID Name D Key Phrase	Network Account lokes Value lokesh_nanda@rediffmail.com lokesh_nanda@rediffmail.com loc loc loc loc loc loc loc loc lokesh_nanda@rediffmail.com loc loc lokes loke	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetOp CP Con S SSII Act	Network Id 207730 Parameter ASSWORD pAccountName blocation_Lock MAC_ID DE PORT NO VLAN ID mection Type SID Name D Key Phrase tivating Wifi	Network Account lokes Value lokesh_nanda@rediffmail.com loc 0 1P_Bridged BEAM153145 79227194 1	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetO CCP Con S SSII Act Bro	Network Id 207730 Parameter ASSWORD pAccountName blocation_Lock MAC_ID PE PORT NO VLAN ID inection Type SID Name D Key Phrase tivating Wifi adcast SSID	Network Account lokes	It Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetO CCP Con S SSII Act Bro PP	Network Id 207730 Parameter ASSWORD pAccountName Docation_Lock MAC_ID PE PORT NO VLAN ID Intection Type SID Name D Key Phrase tivating Wifi adcast SSID PDE Enable	Network Account lokes Value lokesh_nanda@rediffmail.com lo	tt Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetO CCP Con S SSII Act Bro PP PPPP	Network Id 207730 Parameter ASSWORD pAccountName Docation_Lock MAC_ID PE PORT NO VLAN ID Intection Type SID Name D Key Phrase tivating Wifi adcast SSID PDE Enable DE Username	Network Account Iokes Value Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Ipgrave Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Iokesh_nanda@rediffmail.com Iokesh_nanda@	tt Details Usage Identifier sh_nanda@rediffmail.com	Status Active
Action P P NetO NetO Con S SSII Act Bro PPP PPPP PPPC	Network Id 207730 Parameter ASSWORD pAccountName Docation_Lock MAC_ID PE PORT NO VLAN ID Intection Type SID Name D Key Phrase tivating Wifi adcast SSID POE Enable DE Username OE Password	Network Account lokesh_nanda@rediffmail.com lokesh_nanda@rediffmail.com <td>tt Details Usage Identifier sh_nanda@rediffmail.com</td> <td>Status Active</td>	tt Details Usage Identifier sh_nanda@rediffmail.com	Status Active

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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

202.03.23.	14/MQSubscribe/Del	auit.aspx?tabid=	:470		
			Select Language E	nglish 💌 <mark>ambar</mark> i	ish <u>Help Loqou</u> t
me Subscriber Info Order	s Logistics Billing Re	ceivables Accoun	ts Customer Care Pr	ovisioning Jobs-	
	V	liew Scheduled	Jobs		
Schedule Jobs	▼ Job Type		Job ALL		×
Type					- Search
From Date 17/02/2011 🛩	To Date 17/03/2	011 🗙 st	atus SCHEDULED 💌		
From Date 17/02/2011 💌	To Date 17/03/2	011 <u>×</u> st	atus SCHEDULED 💌		Schedule Job

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

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			TELEVISION
C Scheduled Jobs Status	× 🕐 MQSubscribe 🛛 × 🕀	_	

		Schedule	ed Jobs Status		
Schedule Jo Type From Date 17	r/02/2011 ♥	Job Batch Jobs v Type To 17/03/2011 v Date	Job ALL Status All	User Id ALL	▼ ▼ Search
	Scl	heduled Jobs			
Action	Name	1 act Run Ti	me Status		

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

View Uploade	d Files - \] http://	Vindows Ir 202.83.23.14	ternet Expl 4/MQSubsc	orer ribe/D	efault.aspx?tabid=-	477						
× 😢! - [0				WEB SEARCH	+ 66	- 🖸	- @		• - 😥	- 🛃 -	3
🏠 Favorites 📗	🚖 🏉	Suggested	Sites 🔻 🙋	Get N	1ore Add-ons 🔻							
🏉 View Upload	led Files											
	")	Orders	Logistics	Billin	a Receivables	Accounts	Select	t Language comer Care	English Provisi	→ amb	<u>arish Help</u> obs	<u>Loqout</u>
			1000		View Uplo	aded File	5			-		1
UploadType	All			•	From Date	17/02/2011	~		To Date	17/03/20	11 🔽	
Status	All	•			Business Entity	Banaswadi	•		User Id	All		
File Name Like										Search		
												V
					Uploa	nd File						
0.072	V.2833 T							N	/iew Uplo	aded Files		
Uploa	adType	ACCOUNT	WISE PAYM	ENT UI	PLO/ -							
Sel	ect File				Br	owse						
					Uplo	ad						

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

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