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**CR 1794 – Virtual Landline New service Sub type  
Modify fault and ISR scenario's**

**TCS Internal, India**

**Tata Consultancy Services**

## Change Description:

- For the new service sub type Virtual Landline Modify, Faults and Service Requests changes have to be done.

## Validations added for the Virtual Landline:

- In Demand Note, Assign To AOTR button has been disabled for Virtual Landline service.

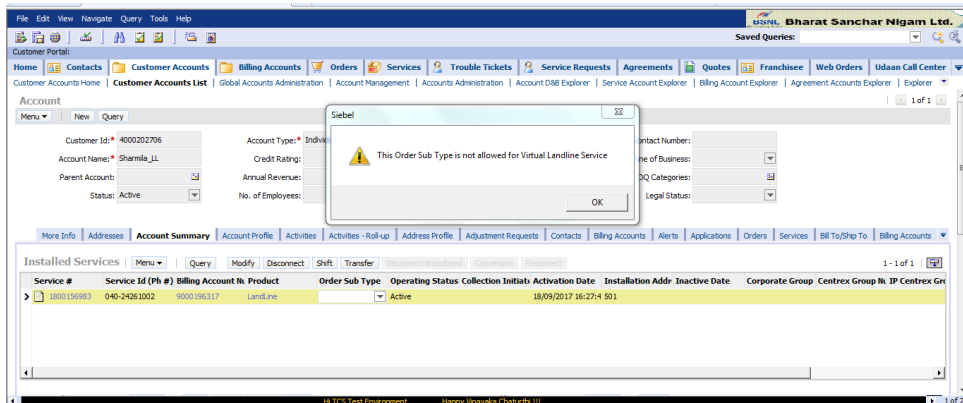
The screenshot displays the 'Demand Note' form in the Dharat Sanchar Nigam Ltd. CRM. The form is divided into several sections:

- Order Information:** Order Number (1800205012), Order ID (1DBF50), Order Type (New), Order Sub Type (Provision), Account Name (Sharmila\_L1), Billing Account (9000196317), Installation Address (S01), Contact Name (sharmila), Documents To Be Collected (None), Franchise Code, Corporate ID, and HWS Number.
- Service Information:** Office Order (N), Service Line (Basic Phone S), Service (Wireline), Service Sub Type (Virtual Landline), Service Category (NONOFT-GEN), Usage Code (Residential), Connection Type (Permanent), No of Days, Sales Channel (Walk-In), Immediate Bill, Billing Method Type, and SS Only (N).
- Technical Details:** Inter Completion Date, Service ID (040-29921073), Preferred Number, Nearest ESIL Landline Number, Billing Exchange Type (Urban), Installation Exchange Type (Urban), Status (Open), Sub Status, Validation Suc, Order/ESIL Group ID, IP Center Group ID, PNET Decommission Date, Billing Method Account, Order Credited On (09/19/17 11:44:58), Order Date (09/19/2017 11:48), Customer Requested Date (09/26/2017 11:48), Order Created Date, Provision Date, Total Amount (Rs. 117.00), Amount Paid, Request Number, Accessory Request Number, Prepaid Voucher ID, Transfer Access Zone (T), T/F Flag (F), and Broadband Required (N).

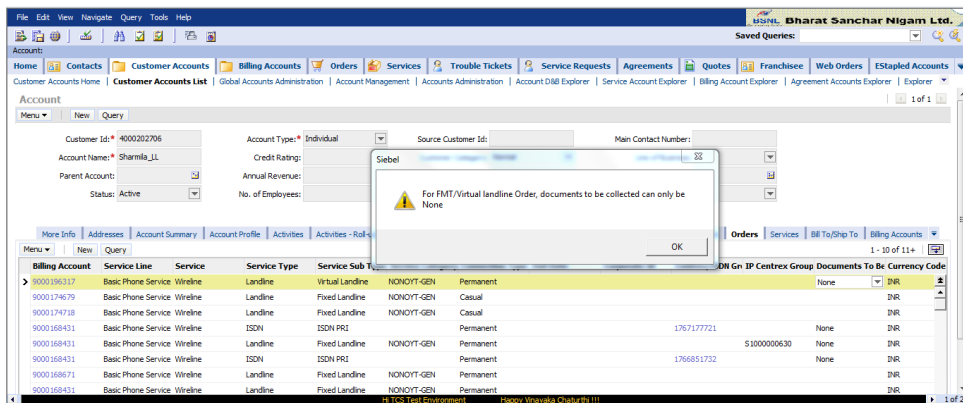
At the bottom, there is a table with columns: Demand Note No, Receipt Number, Comments, Total Deposit Am, Total Amount Pai, Payment Status, Payment Mode, Pay By Date, Payment Date, Created On, WFI Flag, and GST Acknowledge Number. A single row is visible with values: 1800205152, [blank], [blank], Rs. 117.00, Open, [blank], 09/26/17 2:40:38 PM, 09/19/17 2:40:38 PM, N, [blank].

## Modify order creation:

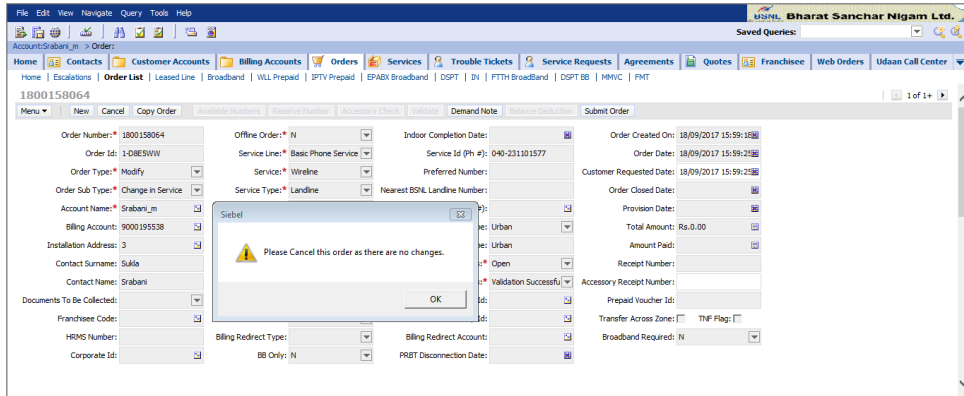
- Order Sub Type "Change in service" and "Indicator change" are applicable for Virtual Landline service. For all the other Order Subtypes error will be thrown as shown below.



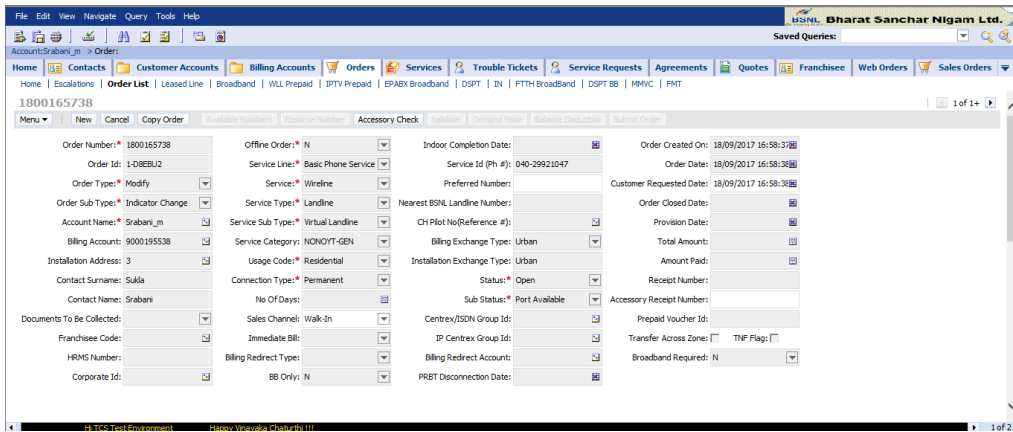
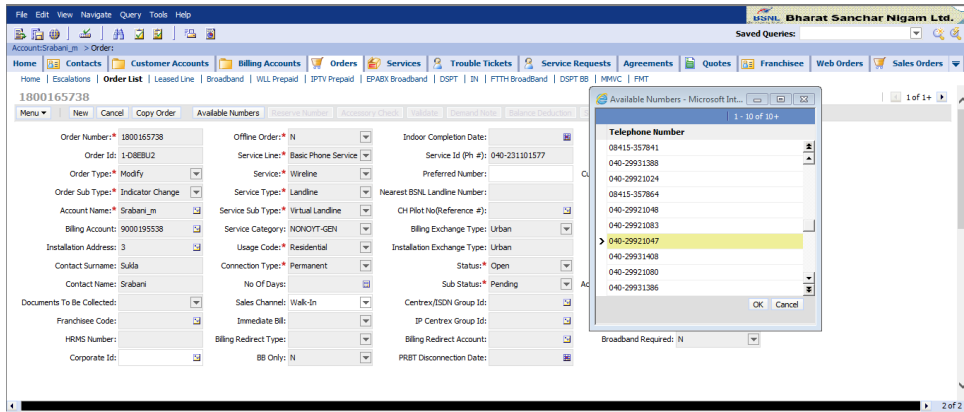
- In the Change in service order Billing change, Plan change and Destination number change for the call transfer facility are allowed.
- In the field, Documents to be collected only 'None' value is allowed for Virtual Landline.

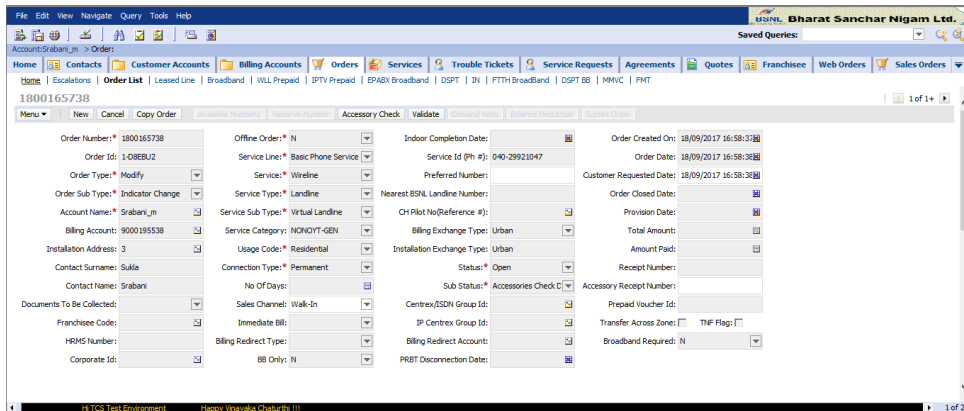


- In case for Change in service order if there is no change at all then on the submit order button an error is thrown as "As there are no changes in this order please cancel it".

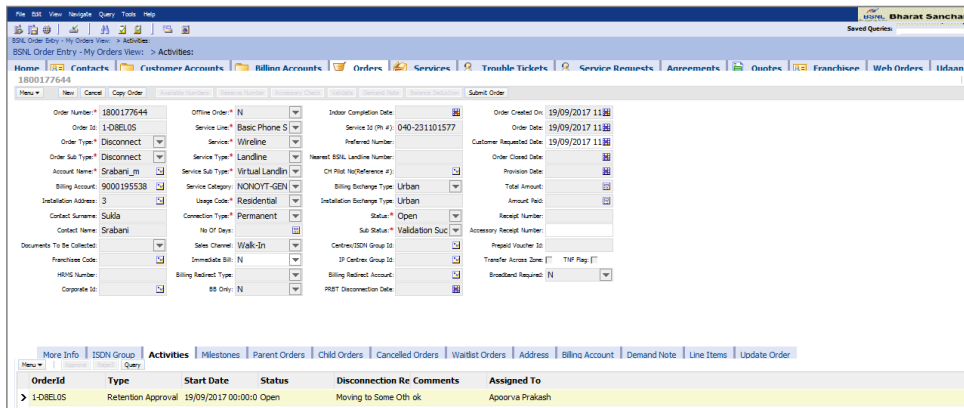


- In the indicator change customer can change the main phone number.





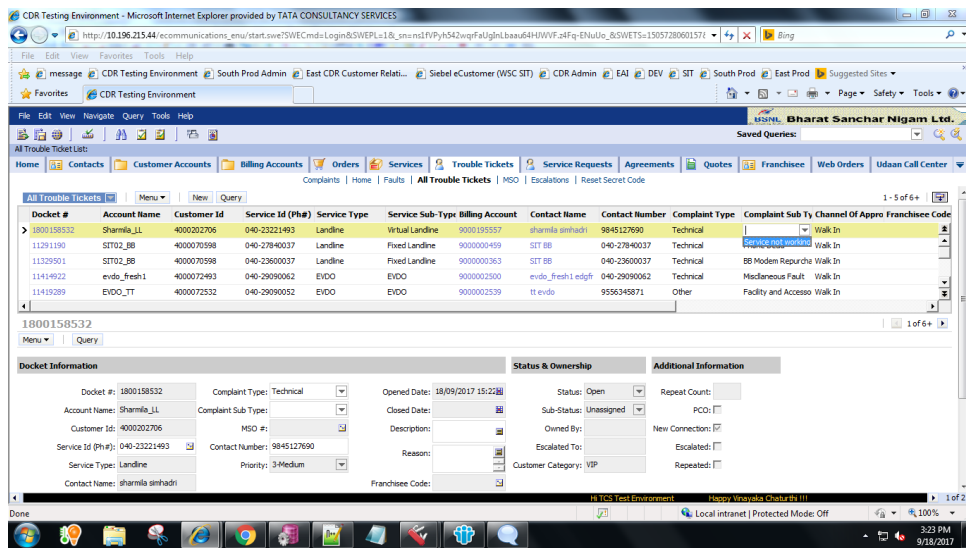
- Shift and transfer are not applicable for Virtual Landline.
- Disconnect order is similar to Landline order.



## Faults:

### Technical faults:

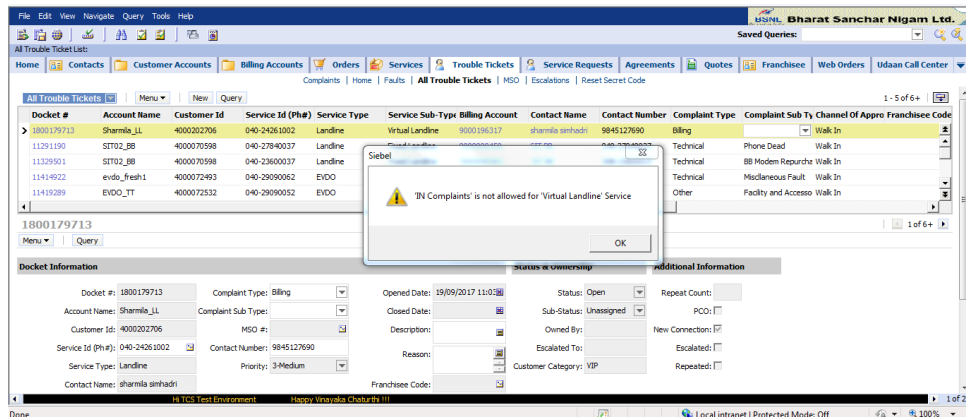
- There is only one type of technical fault for Virtual Landline “ Service not working”.

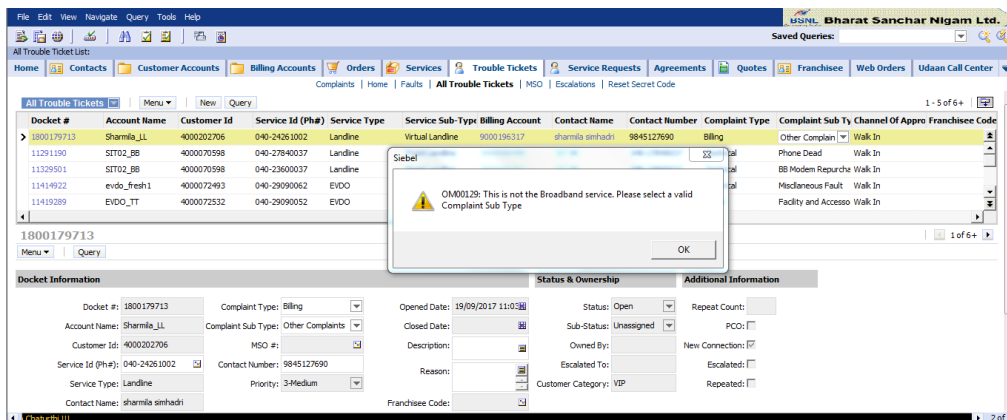


- This fault is only applicable for Virtual Landline service and for other services it is not shown in the drop down.

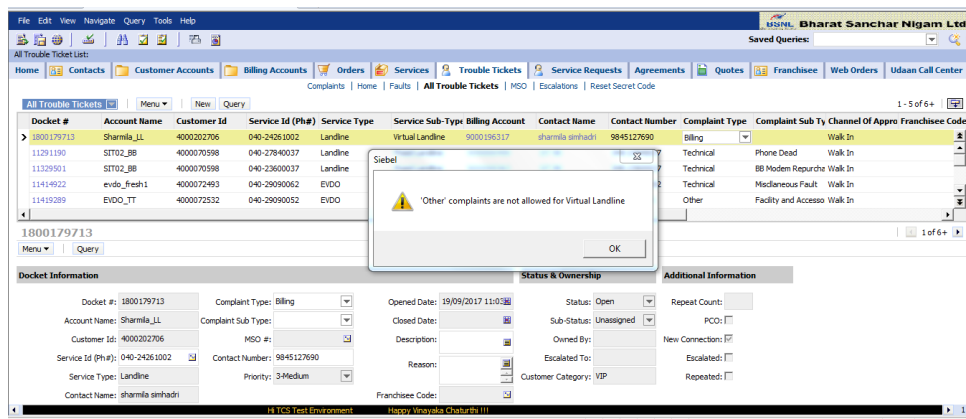
### Billing Faults:

- In Billing faults “Other complaints” and “Usage Charges are allowed.
- Remaining all other types are restricted for the Virtual Landline service.





- 'Other' Faults type are not allowed for Virtual Landline.



## Service Requests:

- All the Account related Service Requests are allowed for the Virtual Landline service.
- In the Billing related Service Requests except 'Billing frequency update' and 'Centralised group update' remaining all are allowed.

File Edit View Navigate Query Tools Help

MSB/NL Bharat Sanchar Nigam Ltd.

Request #: Saved Queries: [Search Icon]

Home [Home Icon] [Contacts Icon] [Customer Accounts Icon] [Billing Accounts Icon] [Orders Icon] [Services Icon] [Trouble Tickets Icon] [Service Requests Icon] [Agreements Icon] [Quotes Icon] [Franchisee Icon] [Web Orders Icon] [Sales Orders Icon]

SR Home | SR List | Escalations | Non Third Party Transfer | Billing Discount Products | Web SR List

Request #	Account	Service Id	Billing Account No.	Request Type	Change Type	Change Sub Type	Description	Status	Sub-Status	Customer Name	Owner	Comments
1800188723	Sharmila_LL	D40-23221493	9000195557	Billing Related	Billing Address LL	Billing Address	test	Open	Unassigned	sharmila shahadi	MEGR	
11055680	Krishna C -	D40-23600068	9000000567	Account Related	Customer Category	Customer Category	test	Closed	In Progress	Krishna C -	CO	
11097906	VIP	D40-23600085	9000000798	Account Related	Customer Category	Customer Category	test	Closed	In Progress	Krishna Chavali	B198303997	bvcbobvrb
11124233	orders_LL	D40-23600121	9000000559	Account Related	Customer Category	Customer Category	test	Closed	Approved	Orders LL	B198303997	
11124251	orders_LL	D40-23600121	9000000559	Account Related	Customer Category	Customer Category	test	Closed	In Progress	Orders LL	CO	

Existing Details

Menu [Menu Icon] | Query [Query Icon]

**Billing Address Details**

Address Type: Billing Address      State: AP

House No/Flat No: 501      District: HYDERABAD

Village Name/Colony Name: kukatpally      PIN: 500033

Additional Details: Main Loc: JUBILEE HILL      Country: India

City/Mandal: hyderabad      Beat Code:      SSA:

File Edit View Navigate Query Tools Help

MSB/NL Bharat Sanchar Nigam Ltd.

Request #: Saved Queries: [Search Icon]

Home [Home Icon] [Contacts Icon] [Customer Accounts Icon] [Billing Accounts Icon] [Orders Icon] [Services Icon] [Trouble Tickets Icon] [Service Requests Icon] [Agreements Icon] [Quotes Icon] [Franchisee Icon] [Web Orders Icon] [Sales Orders Icon]

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11097906	VIP	D40-23600085	9000000798	Account Related	Customer Category	Customer Category	test	Closed	In Progress	Krishna Chavali	B198303997	bvcbobvrb
11124233	orders_LL	D40-23600121	9000000559	Account Related	Customer Category	Customer Category	test	Closed	Approved	Orders LL	B198303997	
11124251	orders_LL	D40-23600121	9000000559	Account Related	Customer Category	Customer Category	test	Closed	In Progress	Orders LL	CO	

Existing Details

Menu [Menu Icon] | Query [Query Icon]

**Billing Frequency/Bill Statement Type Details**

Frequency: \* Annually      Bill Type: \* All Calls

Bill Period: AAB

**Tax Exemption Details**

Tax Exempt Flag:       Tax Exempt Expiry Date: [Date Picker]

**Billing Frequency/Bill Statement Type/Invoice Number Details**

Frequency:      Bill Type:     

Bill Period:      Invoice Number:     

**Tax Exemption Details**

Tax Exempt Flag:       Tax Exempt Expiry Date: [Date Picker]

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