

Compilation of all FAQs of CRM

FAQ 1 : While creating new FTTH Order, option selected is Customer Owned but Unit price is not zero.

Reply : It is just displaying the price and while going forward in tariff information page, it will not deduct any amount as it is customer owned.

FAQ 2 : Number showing Active in CRM and LDAP but showing disconnected in Teevra.

Reply : Teevra APP data is not a real time data. Always check status in CRM and LDAP for latest status.

FAQ 3 : Customer wants to convert his old landline to Bharat Fiber. Please free the number.

Reply : Just click on "Reconnection to Bharat Fiber" tab and it will convert to FTTH.

FAQ 4 : While doing LL to FTTH conversion, getting error that "The subscriber does not support this Operation due to related free subscriber xxx. Please disconnect the free subscriber first.

Reply : First disconnect the Free Phone and then do LL to FTTH conversion.

FAQ 5 : Not able to create shifting order and getting error that outstanding amount is pending though Due date is not arrived.

Reply : To perform shifting, outstanding amount needs to be cleared. It is not dependent on due date.

FAQ 6 : Unable to select Account Item type (Charge Type) field from drop down menu while approving Billing Complain in AO Login.

Reply : Remove the telephone number and then you will get the drop-down option

FAQ 7 : How to view IPDR details.

Reply : In CRM, go to BA view, Search with account number or Telephone No. Click on IPDR to get details.

FAQ 8 : While creating FTTH VPN Conversion Order for DoP, getting error that Subscriber has not ordered the LAN pool.

Reply : Go to Customize, Add LAN Pool Facility, Give the Value and click Next

FAQ 9 : Safe Custody Option not highlighted for removal of safe custody.

Reply : To remove safe custody, click on "Reactivation Under Request" Tab.

FAQ 10 : Not able to reconnect or No option is enabled or highlighted.

Reply : Kindly move the cursor over the tab to see the reason for the tab being disabled like pending Outstanding or pending order etc

FAQ 11 : Customer wants to deactivate ADD-ON OTT.

Reply : For ADD-ON deactivation customer is supposed to do it from selfcare portal. In case it is required to create order from CRM : Click on Modify Service and navigate to FIBER BROADBAND and delete the ADD-ON-OTTs and submit the order.

FAQ 12 : Add-On OTT not working.

Reply : Kindly ask customer to give consent on OTT link received on his Registered Mobile Number (RMN). OTT activation link is sent to customers for 14 days daily. If customer still facing difficulty to give consent or not able to activate OTT then follow below steps :

1. Uninstall the Old BSNL APP.
2. Click on the link received on RMN and download new APP.
3. Choose the OTT which customer have to activate
4. Click on send OTP button
5. Insert the OTP and click on submit button.

FAQ 13 : Process to create Unbar request by SSAs.

Reply : Go to Service Request Tab -> Select Service Type as Billing Related -> Change type as Unbar Request as shown in pic above. After doing this request would be routed to AO for approval. Once AO approves, system would generate activation via OSS.

FAQ 14 : Getting Warning Code [S-DAT-00020] when inactive LL number is reconnected to Bharat Fiber.

Reply : Update Mobile number on CA and then check

FAQ 15 : No results found while searching customer.

Reply : If you are searching for incomplete order by Phone number then search using Order Search tab.

FAQ 16 : Issue in creating ISDN to SIP in CDOT Core.

Reply : SIP service is not supported by CDOT core, so before raising any ISDN to SIP conversion order where ISDN is working in CDOT, raise docket to SMAX OSS bucket with number level and ISDN number. Team will update core details in OSS and then in CRM from backend for ISDN number and then you can create order.

FAQ 17 : How to update Bulk Email Id and Mobile numbers.

Reply : Kindly book docket in SMAX with following details like Phone no, CA, BA, Email Id and Mobile Number. ITPC will get it updated from backend. Development is also being done to make it available from front end.

FAQ 18 : Process of Change from Monthly to Annual and vice versa in same Plan.

Reply : If for customer you want to change from monthly to annual of same plan, then create modify service order not Modify Plan. Click on Customize above Plan Name and select Annual Product.

FAQ 19 : About SIP Numbers.

Reply : For SIP three types of numbers are there :

1. SIP Number/Phone Number (In P2 this number was starting with 3..., in P3 this is just like real number (020-27xxxxxx) but not created in switch. Select this number other than the number required by customer neither main nor DID. This number is not to be counted in DID. Whenever SSA shares range / numbers for creation for SIP, share one non vanity number extra and select this while creating the order.

2. Main Number - This is the main number which is required by customer.

3. DID / Extensions - These are DID numbers / extensions required by Customer.

FAQ 20 : Scenarios of ISDN to SIP Conversion.

Reply :

ISDN PRI CDOT conversion to Huawei SIP --> Currently developing, Ready to be deployed post testing

ISDN PRI CDOT conversion to UT SIP --> Currently developing, CRM to not allow conversion to UT SIP (temporarily)

ISDN PRI CDOT conversion to CDOT SIP --> CDOT does not support SIP

ISDN PRI UT conversion to Huawei SIP--> Currently not supported, Under discussion

ISDN PRI UT conversion to UT SIP --> Already support, CRM to not allow conversion to UT SIP (temporarily)

ISDN PRI UT conversion to CDOT SIP --> CDOT does not support SIP

ISDN PRI Huawei conversion to UT SIP --> Not supported, lowest priority but to be supported in future

ISDN PRI Huawei conversion to Huawei SIP --> Already supported

ISDN PRI Huawei conversion to CDOT SIP --> CDOT does not support SIP

SIP to SIP inter core shift ---> Lowest priority but to be supported in future

FAQ 21 : How to add ES member in single or Bulk

Reply :

Step 1: Navigate to CRM order entry and search with ES parent account.

Step 2: Click on the E-Stapling account

Step 3: Select the ES parent BA,

Step 4: Navigate to E-Stapling Members section

Step 5: Click on Add new to add single ES child, Search with child BA and follow the process

or

Step 5: To upload in batch, Click on the "Import by file" and Download the template, fill the data and upload click on batch Deal.

Dont's :

1. Dont click on the + symbol, new BA will create,
2. Dont perform any action via Edit button, it may impact on old data due to changes

FAQ 22 : Customer has LL + BB Standalone, how to disconnect BB.

Reply : Double click on broadband ibase and select disconnection and proceed with order.

FAQ 23 : Getting Error "This Subscriber exists un-complete order" while creating service request/ Order.

Reply : Click on order tab check for any order pending or service request pending in Service Request Inquiry tab.

FAQ 24 : How to get the list of Pending Orders (NTC, Disconnection, Modify, Shift)

Reply : Following reports are available on EDRS portal and can be downloaded from EDRS by selecting SSA/ BA, Service type and period. Report name are as follows and can be searched from portal.

1. Pending Modify Order Report : It contains details of Modify, Disconnection, Shift orders.

In Order number MOD stands for Modify, SFT stands for Shift and DIS stands for Disconnection order.

2. LL/ BHARAT Fiber/ BB Booked status : It will give details of NTC and Conversion orders.

FAQ 25 : Order Status is Update To Billing.

Reply : This is not final status, this is status when event is updated in billing. Check order in OSS and complete the order.