

TATA CONSULTANCY SERVICES



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**Inbound SMS for Bill Media change to 'Email' in
CRM and WSC**

TCS Internal, India

Tata Consultancy Services

Inbound SMS for Bill Media change to 'Email' in CRM

Requirement:

To update the Bill Media of customer to 'Email' option and update his/her email id in CDR for receiving bills, through SMS.

Steps to be followed:

1. Customer has to send SMS to SMS server with following format.
EMS <Billing_Account_Number> <Email_Id>
e.g. EMS 9000876534 abc@test.com
2. The SMS being sent from customer will be verified for at the SMS server for correctness of code, billing account number and the mobile number from which SMS is being sent and acknowledgement will be sent to customer .
3. Then CRM web service will be called by EAI in order to do necessary updates.
4. After getting the inputs from EAI, CRM will do other validations (e.g. if active phone number is there or not for the b/a number, provided email id format checking etc), a Bill Media change ISR will be created in CRM and the same will be submitted to Billing.
5. Then as per the response received from Billing, CRM will send the success/failure message to EAI and EAI will SMS customer the same.
6. Confirmation email will be sent to the updated email id of the customer.

Probable SMS's from CRM those will be sent to Customers for different scenarios:

1. For success cases: *Dear Customer, your Bill Media type change to 'Email' request has been processed and the email id is updated as <Email_Id>. Please call BSNL Customer Care at 1500 for more details.*
2. For active phone number does not exist cases: *Dear Customer, no active telephone number exists for the billing account. Thank you.*
3. For already same request is in progress cases: *Dear Customer, same request type is already in progress with SR number: <OpenISRNum>. Thank you.*
4. For invalid email id cases: *Dear Customer, this is an invalid Email Id. Thank you.*
5. For failure response from Billing cases: *Dear Customer, your request could not be processed at the moment. Please try again later.*

Bill Media change to 'Email' in WSC

Go to Service screen and Click on "Submit Request for changes to your profile"

Siebel eCustomer - Microsoft Internet Explorer provided by TATA CONSULTANCY SERVICES

http://10.196.215.44/ecustomer_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1380609991689

File Edit View Favorites Tools Help

Welcome to BSNL Customer Care Portal

FAQs | My Account | Help | Contact Us | Log Out

Home Service Offers and Info

eService Home:

Enquiry

- National Directory
- Service Directory
- Download Forms
- Pay CellOne Bills
- Quick Pay - Landline Bills
- Loyalty Reward Point Schemes
- Loyalty Reward Point FAQ

My Services

- Submit a Complaint**
Are you unable to make calls or hear clearly...for solutions to all your service problems, just submit a complaint.
- Check My Complaint Status**
Wondering what happened to your complaint...Check the status, find out how much has been done.
- Submit a Service Request**
Would like to add new service or changes to existing ones...just submit a request. (Change Tariff Plan ,Provision for STD ,Disconnection of STD ,Provision for ISD ,Disconnection of ISD etc...)
- Check status of a service requests**
Waiting for your request status? Why wait and worry? Just Click to know the status.
- Submit Request for changes to your profile**
A New Home! Just Married! Submit requests to make personal changes
- Check Status for changes to your profile**
Has your name or new address etc been updated? Find out the status.
- Check My Order Status**
Track status of order
- Check My Bills**
No Tension! No Suspense! ...Keep track of your phone Bills.
- Check My Payments**

javascript:SWESubmitForm(document.SWEForm2_0,s_18,"s_2_1_26_0","")

Local intranet 100%

Changing the Billing Preference to 'Email'

Select service Id, Request type, Change Type and Change Sub-Type, enter email address, description and Click on submit button to submit the request. After submission the request will be assigned to AOTR.

AOTR will approve the request and the status will be "Closed" in WSC.

The screenshot shows a web browser window titled "Siebel eCustomer - Microsoft Internet Explorer provided by TATA CONSULTANCY SERVICES". The address bar shows the URL: http://10.196.215.44/ecustomer_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1380609991689. The browser window displays the "Welcome to BSNL Customer Care Portal" with navigation links for "FAQs", "My Account", "Help", "Contact Us", and "Log Out".

The main content area is titled "My Profile Requests" and contains a form with the following fields and options:

- Service Id ***: 040-23552307 (dropdown menu)
- Customer Id**: 4000114849
- First Name**: Swetha
- Last Name**: M
- Requestor Type ***: Billing Related (dropdown menu)
- Change Type ***: Bill Media Type (dropdown menu)
- Change Sub Type**: Email (dropdown menu)
- Email Address**: (text input field)
- Summary**: (text input field)
- Description ***: (text input field)

At the top of the form, there are "Submit" and "Cancel" buttons. On the right side, there is an "iHelp" section with two links: "Check Status of Profile Requests" and "Raise a New Profile Request".

The browser's taskbar at the bottom shows "Local intranet" and a zoom level of "100%".

Bill Media change to 'Email' in CRM

Go to Service Requests view and click on New button.

The screenshot shows a web browser window displaying the CRM interface. The browser title is "CDR Testing Environment - Microsoft Internet Explorer provided by TATA CONSULTANCY SERVICES". The address bar shows the URL: "http://10.196.215.44/ecommunications_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=aLXOoDlbfHSxQTEQbg...". The browser's Favorites bar shows "CDR Testing Environment".

The CRM interface has a navigation menu with the following items: Home, Contacts, Customer Accounts, Billing Accounts, Orders, Services, Trouble Tickets, Service Requests, and Agreements. The "Service Requests" menu item is selected.

Below the navigation menu, there is a "Request #" field and a "New" button. The "New" button is highlighted, indicating it has been clicked.

The main content area displays a table of service requests. The table has the following columns: Request #, Account, Service Id, Billing Account No, Request Type, Change Type, Change Sub Type, Description, Status, and Sub-Stat. The table contains three rows of data:

Request #	Account	Service Id	Billing Account No	Request Type	Change Type	Change Sub Type	Description	Status	Sub-Stat
1384708122	Swetha	040-23552307	9000069948	Billing Related	Bill Media Type	Email	approved	Closed	Approved
1385015781	Swetha	040-23552307	9000069948	Billing Related	Bill Media Type	Email	need to change	Open	Assigned T
1356944602	Swetha	040-23552307	9000069948	Billing Related	Bill Media Type	Email	change email	Closed	Approved

Below the table, there are two sections: "Existing Details" and "Updated Details". Each section has a "Menu" and "Query" button. The "Existing Details" section has the following fields:

- Billing Frequency/Bill Statement Type Details: Frequency: Monthly, Bill Type: Summary, Bill Period: M01.
- Tax Exemption Details: Tax Exempt Flag: , Tax Exempt Expiry Date:
- Bill Media Type Details/Bill Print Details: Bill Media: Email, Billing Email Address: l.haritha@tcs.com

The "Updated Details" section has the following fields:

- 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:
- Bill Media Type Details/Bill Print Details: Bill Media: Email, Billing Email Address: l.haritha@tcs.com

The browser's status bar shows "Done" and "Local intranet".

Enter Service Id, Request Type, Change Type, Change Sub Type and Description

CDR Testing Environment - Microsoft Internet Explorer provided by TATA CONSULTANCY SERVICES

http://10.196.215.44/ecommunications_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=OrvC-gIvcGKrPYMmJ7H

File Edit View Favorites Tools Help

CDR Testing Environment

File Edit View Navigate Query Tools Help

BSNL Bharat Sanchar Nigam Ltd.

Saved Queries: *No Requests

Request #:

Home Contacts Customer Accounts Billing Accounts Orders Services Trouble Tickets Service Requests Agreements

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

My Requests Menu New Query Submit Reject Approve 1 - 1 of 1

Request #	Account	Service Id	Billing Account No.	Request Type	Change Type	Change Sub Type	Description	Status	Sub-Status	Customer Name
> 1385292821	pari	040-23552689	9000068925	Billing Related	Bill Media Type	Email	test	Open	Unassigned	pari m

Existing Details 1 of 1 Updated Details 1 of 1

Menu Query Menu Query

Billing Frequency/Bill Statement Type Details

Frequency: Monthly Bill Type: All Calls
 Bill Period: M01

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:
 Tax Exempt Flag: Tax Exempt Expiry Date:

Bill Media Type Details/ Bill Print Details

Bill Media: Print Bill on Paper Billing Email Address:
 Bill Media: Email Billing Email Address:

TCS Test Er 1 of 2

Done Local intranet 100%

In Updated Details view **Billing Email Address** is mandatory.

The screenshot displays a web browser window titled "CDR Testing Environment - Microsoft Internet Explorer provided by TATA CONSULTANCY SERVICES". The address bar shows a URL starting with "http://10.196.215.44/". The browser's Favorites bar contains "CDR Testing Environment". The application header includes the BSNL logo and "Bharat Sanchar Nigam Ltd." with a "Saved Queries" dropdown set to "*No Requests".

The main content area is divided into two tabs: "Existing Details" (1 of 1) and "Updated Details" (1 of 1). The "Updated Details" tab is active and contains several sections:

- Billing Frequency/Bill Statement Type Details:** Frequency: Monthly, Bill Type: All Calls, Bill Period: M01.
- Tax Exemption Details:** Tax Exempt Flag: , Tax Exempt Expiry Date: .
- Bill Media Type Details/ Bill Print Details:** Bill Media: Print Bill on Paper, Billing Email Address: (highlighted with a red border), Bill Printing Options: Continuous.
- Billing Account Type/Sub Type Details:** Billing Account Type: Individual, Billing Account Sub Type: Press.
- Centralized Group Details:** (Empty section)

The status bar at the bottom shows "Done", "Local intranet", and "100%" zoom level.

After we click on submit button request will be submitted, status will be open and sub status will Assigned to AOTR

The screenshot displays a web application interface for BSNL Bharat Sanchar Nigam Ltd. The browser title is "CDR Testing Environment - Microsoft Internet Explorer provided by TATA CONSULTANCY SERVICES". The address bar shows a URL starting with "http://10.196.215.44/ecommunications_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=OrvC-gNcGKnPYMmJ7W". The application has a navigation menu with options like Home, Contacts, Customer Accounts, Billing Accounts, Orders, Services, Trouble Tickets, Service Requests, and Agreements. A table titled "All Zonal Requests" shows a single request with the following details:

Request #	Account	Service Id	Billing Account N.	Request Type	Change Type	Change Sub Type	Description	Status	Sub-Status	Custom
1385292821	pari	040-23552689	9000068925	Billing Related	Bill Media Type	Email	test	Open	Assigned To AOTR	pari m

Below the table, there are sections for "Existing Details" and "Updated Details", each with a "Menu" and "Query" option. The "Existing Details" section includes:

- Billing Frequency/Bill Statement Type Details:** Frequency: Monthly, Bill Type: All Calls, Bill Period: M01.
- Tax Exemption Details:** Tax Exempt Flag: , Tax Exempt Expiry Date: [calendar icon].
- Bill Media Type Details/ Bill Print Details:** Bill Media: Print Bill on Paper, Billing Email Address: [input field].

The "Updated Details" section includes:

- Billing Frequency/Bill Statement Type/Invoice Number Details:** Frequency: [input field], Bill Type: [input field], Bill Period: [input field], Invoice Number: [input field].
- Tax Exemption Details:** Tax Exempt Flag: , Tax Exempt Expiry Date: [calendar icon].
- Bill Media Type Details/Bill Print Details:** Bill Media: Email, Billing Email Address: abc@gmail.com.

The bottom of the page shows a status bar with "TCS Test Env", "BSNL Best Hai Meray Live!!!", and "Local intranet".

After AOTR approves the request the Status will be Closed and Sub Status will be Approved .

The screenshot displays the BSNL Bharat Sanchar Nigam Ltd. web application interface. At the top, there is a navigation menu with options like Home, Contacts, Customer Accounts, Billing Accounts, Orders, Services, Trouble Tickets, Service Requests, and Agreements. Below the menu, a table lists service requests. The first row is highlighted in yellow and has a red box around its 'Status' and 'Sub-Status' columns, which are 'Closed' and 'Approved' respectively.

Request #	Account	Service Id	Billing Account No	Request Type	Change Type	Change Sub Type	Description	Status	Sub-Status
> 1385292821	pari	040-23552689	9000068925	Billing Related	Bill Media Type	Email	test	Closed	Approved

Below the table, there are two columns of configuration panels: 'Existing Details' and 'Updated Details'. Each panel contains various dropdown menus and text input fields for different categories such as Billing Frequency, Tax Exemption, Bill Media Type, Billing Account Type, and Centralized Group.

At the bottom of the page, there is a status bar showing 'TCS Test Env', 'BSNL Best Hai Meray Liye !!!', and 'Local intranet'.