

Major issues for improvement of CDR system

1. Only additional telephone number is getting printed in the telephone bill if more than one telephone is working for the same billing account. Printing of Main telephone number in the telephone bill is a must since in the post offices they are accepting the bills on telephone number and not on phone account number. Rural customers are the most suffered one.
2. Online payment facility is available through <http://portal.bsnl.in>. But after migration to CDR, often complaints are being received from customers for not able to add the phone account in the above web site. Even after repeated Service Tickets and emails to Circle office, the cases are not getting settled. Customers are willing to avail the 1% discount as well as enjoy the online payment from their office/house.
3. PMS application (Bill collection) module is going down from 11 hrs 12 hrs Morning often/daily.
4. In the following situations **alert message may be issued in CRM**.
 - a) When a broad band facility is provided to customer, the billing frequency has to be changed from bi monthly to monthly. Without changing the billing account the facility provision order could not be submitted. But during closure of broad band connection, the billing frequency need not be changed. But customer wants the same to be changed to bi monthly once the broad band is closed.
 - b) When a outgoing barred customer (Sulabh) is changing to annual plan/combo plan (with broadband) the customer has to be provided with O/G facility. A separate order has to be released from CRM. In this situation also an alert may be given in CRM during **plan modify order** release to release the order for removal of O/G bar.
5. If a shift request is received from customer having main phone and free phone and if the billing account is to be changed from urban to rural or vice versa. It is not possible to release the shift order without closing the free phone. Only on closure of free phone the shift order for main phone is being released. It causes delay and complaints from customers.
6. Any new features or modification incorporated in CDR are not at all informed to field units. Only on input from CSCs/field about any problems or on enquiry with circle office/ITPC team by the L1 team at SSA, the modifications are getting noticed. In Dotsoft era, the modifications are known to us well in advance so that enough feedback will be provided to field to handle the situation. Hence before such happenings the changes shall be communicated to L1 core team in SSA and L2 at Circle.