

HOW TO DOCUMENT
Hispeed Aftersales PSB



TRANSVISION
November 2020

Contents

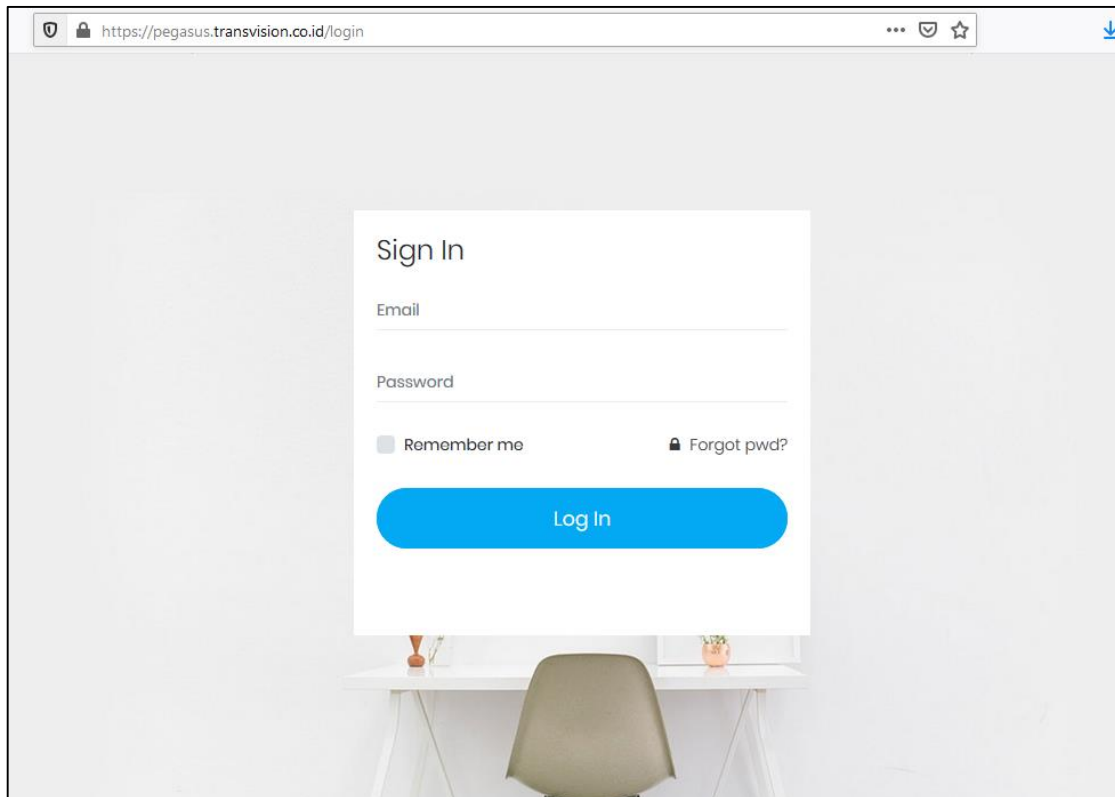
1	PEGASUS – OPEN (CREATE TICKET REQUEST CHANGE SERVICE)	3
1.1	Login	3
1.2	Tampilan Utama	4
1.3	Create Ticket Add Internet	5
2	AMDOCS – ADD SERVICE POINT	10
2.1	Login	10
2.2	Tampilan Utama	10
2.3	Add Service Point	11
3	PEGASUS – STAGE 3 (INPROGRESS PASSION)	21
3.1	Update Status Ticket	21
4	PASSION BACKEND – WORK ORDER INTERNET	24
4.1	Login	24
4.2	Tampilan Utama	24
4.3	Work Order Process	26
4.4	Work Order DIJ	26
4.5	Work Order Generate FAB	28
4.6	Work Oder Internet Result	29
4.7	Work Order Cancel	31
4.8	Report	32
4.8.1	Report Serial Number	32
4.8.2	Report Stock Card Warehouse	32
4.8.3	Report Stock Customer	33
5	PEGASUS – STAGE 3 (STATUS TICKET DONE PASSION)	34
5.1	Detail Ticket	35
5.1.1	Staging Status	35
6	AMDOCS – UPDATE STATUS TO ACTIVE SERVICE POINT	37

1 PEGASUS – OPEN (CREATE TICKET REQUEST CHANGE SERVICE)

1.1 Login

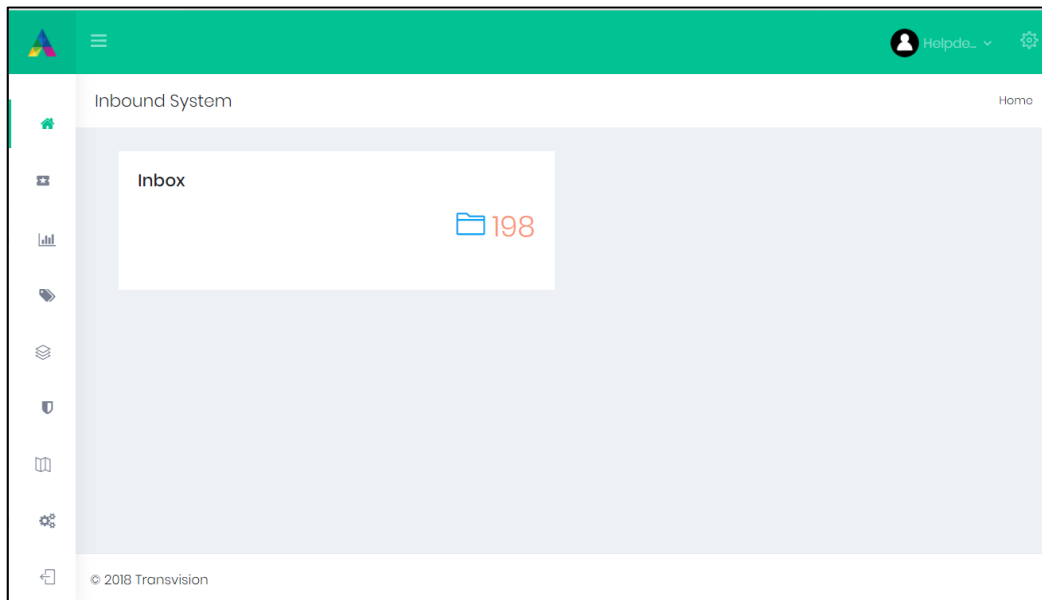
Pegasus dapat diakses dengan link <https://pegasus.transvision.co.id/login>

Masukkan Username dan Password.



1.2 Tampilan Utama

Setelah melakukan login akan muncul tampilan utama dan menu apa saja yang dapat di akses oleh user.

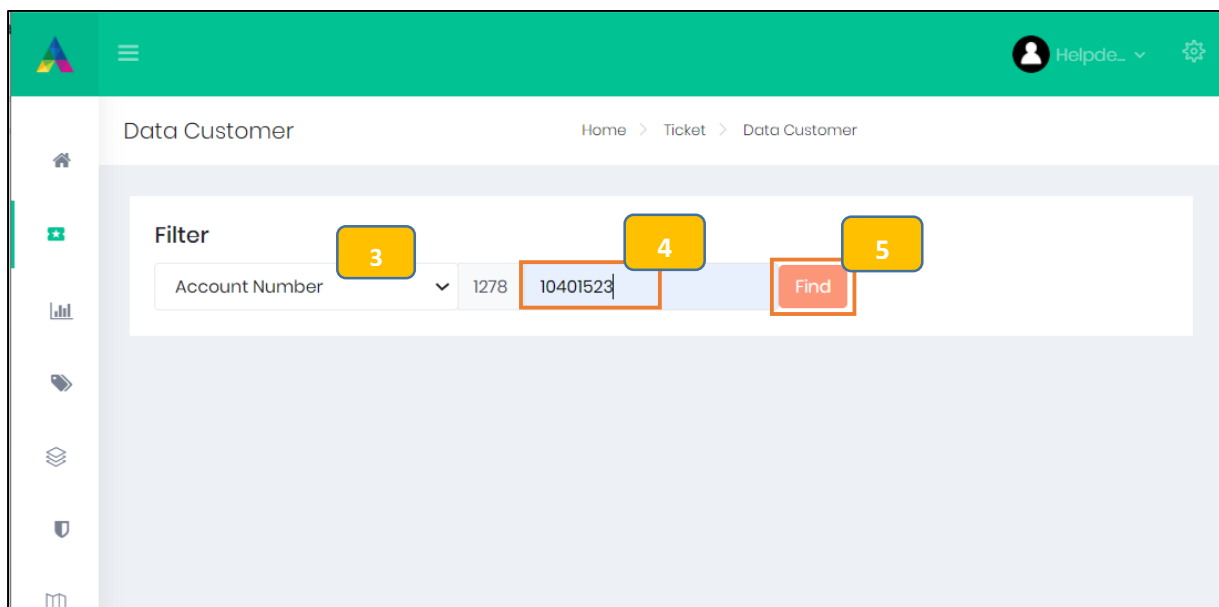
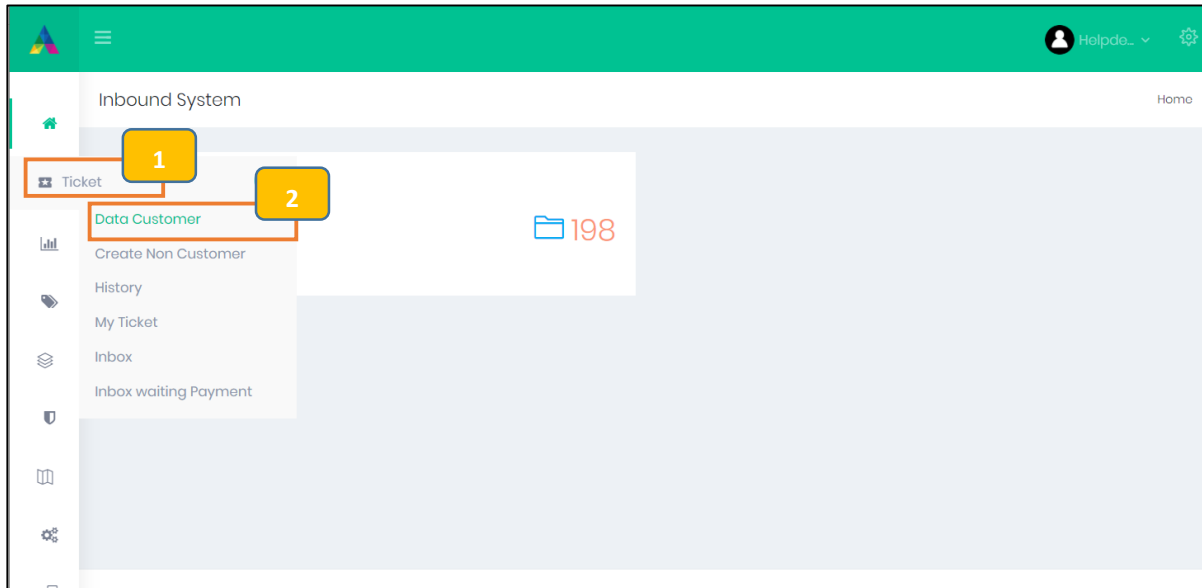


Penjelasan:

1. Inbox : berisi tiket tiket mana saja yang masih ada di staging user yang melakukan login
2.  Home : untuk kembali ke tampilan menu awal
3.  Ticket : daftar pelanggan yang ada disistem beserta tiket – tiket yang sudah pernah terbentuk
4.  Report : berisi data – data report yang ada disistem
5.  Category : daftar kategori dari tiket
6.  Staging : daftar staging yang ada disistem
7.  Authorization : berisi siapa – siapa saja yang boleh mengakses menu mana aja
8.  Location : daftar lokasi yang sudah ditentukan
9.  Others : menu – menu lain
10.  Logout : keluar dari sistem
11.  test1... : Account setting – setting akun dan ganti password. Logout – keluar dari sistem

1.3 Create Ticket Add Internet

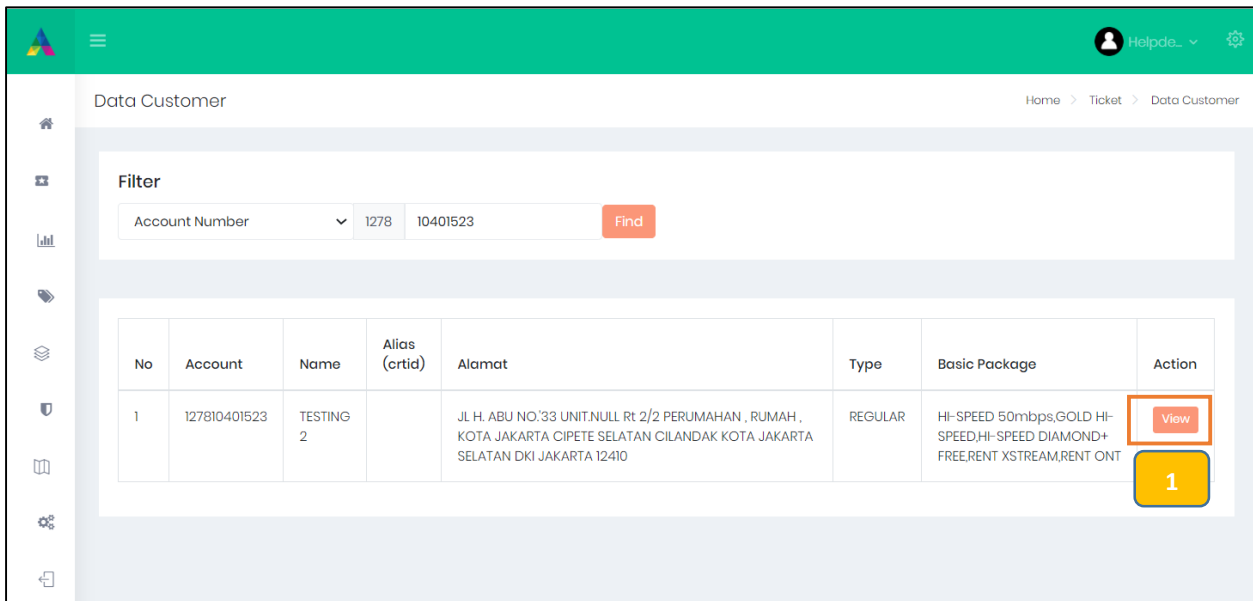
Berikut ini adalah langkah-langkah untuk melakukan request add internet :



Cara penggunaan:

1. Klik **Ticket**
2. Klik **Data Customer**
3. Pilih filter **Account Number**
4. Ketik ID pelanggan
5. Klik **Find**

Tampilan Menu Data Customer



Data Customer

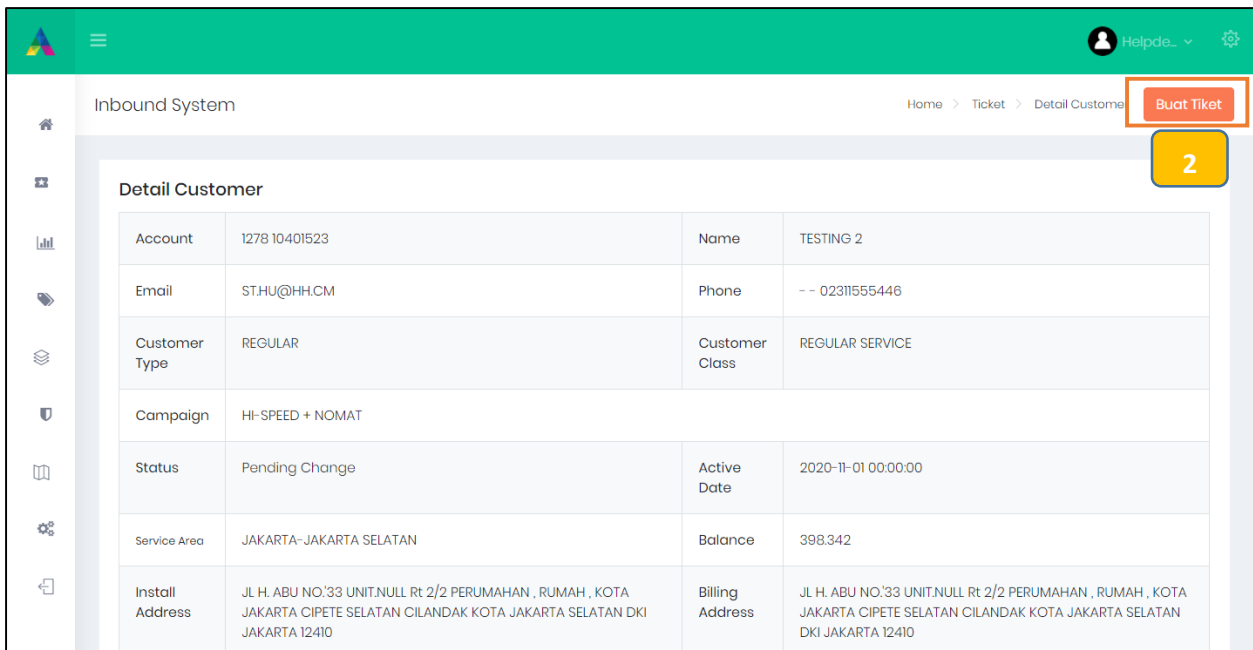
Home > Ticket > Data Customer

Filter

Account Number ▼ 1278 10401523 Find

No	Account	Name	Alias (ortid)	Alamat	Type	Basic Package	Action
1	127810401523	TESTING 2		JL H. ABU NO.'33 UNIT.NULL Rt 2/2 PERUMAHAN , RUMAH , KOTA JAKARTA CIPETE SELATAN CILANDAK KOTA JAKARTA SELATAN DKI JAKARTA 12410	REGULAR	HI-SPEED 50mbps,GOLD HI-SPEED,HI-SPEED DIAMOND+ FREE,RENT XSTREAM,RENT ONT	View

1



Inbound System

Home > Ticket > Detail Customer [Buat Tiket](#)

Detail Customer

Account	1278 10401523	Name	TESTING 2
Email	ST.HU@HH.CM	Phone	-- 02311555446
Customer Type	REGULAR	Customer Class	REGULAR SERVICE
Campaign	HI-SPEED + NOMAT		
Status	Pending Change	Active Date	2020-11-01 00:00:00
Service Area	JAKARTA-JAKARTA SELATAN	Balance	398.342
Install Address	JL H. ABU NO.'33 UNIT.NULL Rt 2/2 PERUMAHAN , RUMAH , KOTA JAKARTA CIPETE SELATAN CILANDAK KOTA JAKARTA SELATAN DKI JAKARTA 12410		
Billing Address	JL H. ABU NO.'33 UNIT.NULL Rt 2/2 PERUMAHAN , RUMAH , KOTA JAKARTA CIPETE SELATAN CILANDAK KOTA JAKARTA SELATAN DKI JAKARTA 12410		

2

Penjelasan :

1. Klik **View**
2. Klik **Buat Tiket**

3. Isi Data Contact :

Data Contact	
Contact Person	Phone / Email
Testing Aftersales PSB	001234567899
Contact Method	Relation With Customer
Telepon	Pelanggan

4. Isi Data Ticket :

Data Ticket	
Category	Sub Category
REQUEST	CHANGE SERVICE
Detail	Action
ADD INTERNET & XSTREAM FREE INSTALASI	N-OCR
Paket Internet Xstream	
HISPEED NOMAT + 30 Mbps	
HomepassID	
12140H0001.00005	
Attachment Choose File No file chosen	
Remarks	
add Internet <u>Xstream</u> 30 Mbps	
Save	

- Pilih Category : Request
- Pilih Sub Category : Change Service
- Pilih Detail :
 - Add Internet
 - Add Internet & Xstream
 - Add Internet & Xstream Free Instalasi
 - Add Internet Free Instalasi

Ketika memilih detail Free Instalasi, maka tidak ada pembayaran diawal

- Pilih Action : N-OCR
- Pilih paket Internet :
Paket Internet / Internet Free Instalasi :
 - Kecepatan 30 Mbps
 - Kecepatan 50 Mbps
 - Kecepatan 100 Mbps

Paket Internet Xstream/ Internet Xstream Free Instalasi :

- Hispeed Nomat + 30Mbps
- Hispeed Nomat + 50Mbps
- Hispeed Nomat + 100Mbps
- Hispeed Gold + 30Mbps
- Hispeed Gold + 50Mbps
- Hispeed Gold + 100Mbps
- Hispeed Diamond + 30Mbps
- Hispeed Diamond + 50Mbps
- Hispeed Diamond + 100Mbps
- Hispeed Platinum + 30Mbps
- Hispeed Platinum + 50Mbps
- Hispeed Platinum + 100Mbps

- Isi data HomepassID : isi semua informasi sesuai dengan alamat pelanggan lalu copy

HOMEPASSID

Provinsi: Dki Jakarta

Kota Kabupaten: Kota Jakarta Selatan

Kecamatan: Kebayoran Baru

kelurahan: Gandaria Utara

kodepos: 12140

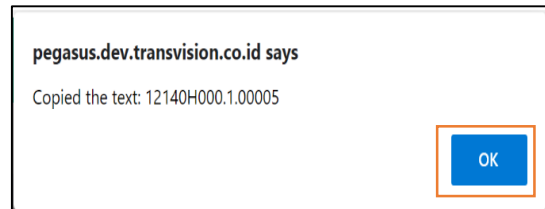
residancetype: Perumahan

Filter alamat Jalan

alamatJalan: AHS Widi Bejo agen aqua, Gas Jalan: Jl. Dwijaya 4 Nomor: -12

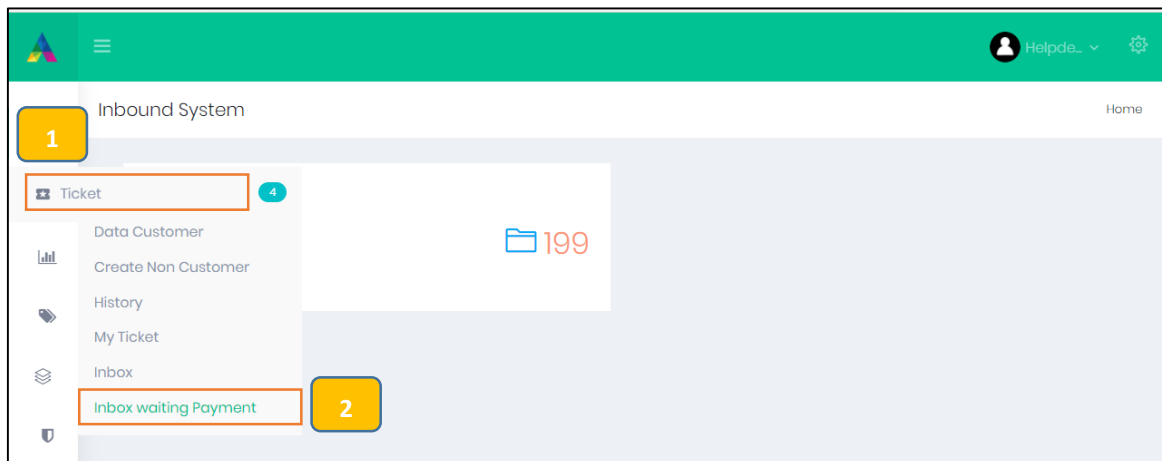
Homepass ID: 12140H000.1.00005

Copy HompassID



- Paste HomepassID di kolom yang tersedia
- Isi **Remarks**, Lalu Klik **Save**

5. Pelanggan meakukan pembayaran transaksi, jika detail yang dipilih bukan free Instalasi



Ticket	Kode Pembayaran	Nominal	Account	Name	Detail	Staging	Status	Group	Updated At
2008100001	127670009912	2000	127610056833	CHANDRA WIRAATMAJA	ADD INTERNET	STAGE 2	Waiting Payment	API	2020-08-10 08:37:36
2008100002	127670009913	2000	127610056833	CHANDRA WIRAATMAJA	ADD INTERNET	STAGE 2	Waiting Payment	API	2020-08-10 08:38:43
2010070031	127670009918	200000	127610383046	TESTING INTERNET XSTREAM	ADD INTERNET & XSTREAM	STAGE 2	Waiting Payment	API	2020-10-07 12:40:22
2010140006	127670009927	200000	127610385510	TESTING PSB	ADD INTERNET & XSTREAM FREE INSTALASI	STAGE 1	Waiting Payment	API	2020-10-14 09:38:43
2011020008	127670009950	2000	127610385077	TESTING INTERNET XSTREAM	ADD INTERNET & XSTREAM FREE INSTALASI	STAGE 1	Waiting Payment	API	2020-11-02 14:4112
2011030004	127670009955	2000	127610401523	TESTING 2	ADD INTERNET & XSTREAM	STAGE 2	Waiting Payment	API	2020-11-03 20:50:49

Penjelasan :

1. Klik **Ticket**
2. Klik **Inbox waiting payment**
3. Pelanggan melakukan pembayaran sesuai dengan kode pembayaran yang ada di inbox waiting pembayaran
6. **Status** transaksi akan berubah dari **WAITING PAYMENT** menjadi **PAYMENT DONE**

Ticket	Account	Name	Detail	Staging	Status	Group	Location	Duration All	Duration Staging	Created At	Action
2011030004	127610401523	TESTING 2	ADD INTERNET & XSTREAM	STAGE 3	PAYMENT DONE	CS HELPDESK		1hour	1hour	2020-11-03 20:50:49	Process

Setelah proses create ticket dan pelanggan melakukan pembayaran, maka proses selanjutnya adalah melakukan penambahan service point pada aplikasi **AMDOCS**.

Ticket	Account	Name	Detail	Staging	Status	Group	Location	Duration All	Duration Staging	Created At	Action
2011090003	127610401523	TESTING 2	ADD INTERNET & XSTREAM FREE INSTALASI	STAGE 2	Open	CS HELPDESK		1hour	1hour	2020-11-09	Process

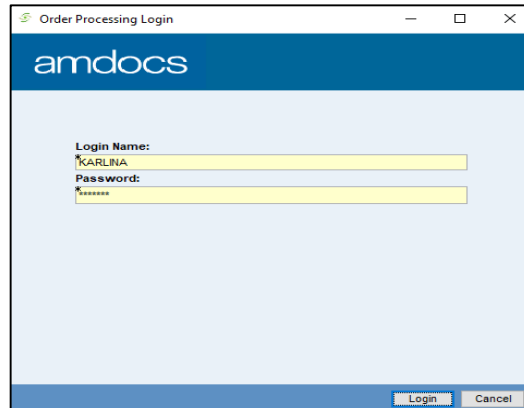
Jika tidak memilih **free Instalasi** dan tidak perlu melakukan pembayaran diawal, maka status ticket menjadi **OPEN**

2 AMDOCS – ADD SERVICE POINT

2.1 Login

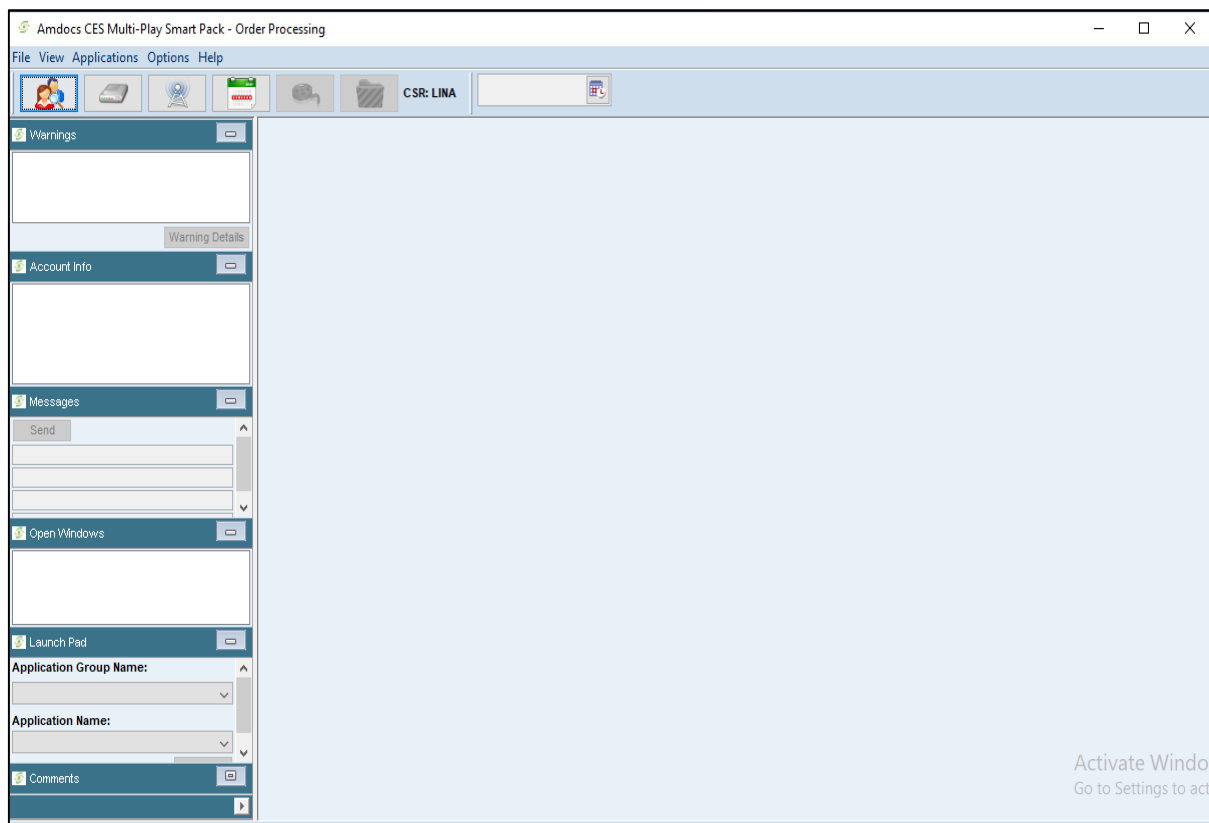
Saat ini aplikasi dapat didownload di <http://trv-cl:9006/amspopclient> dan <http://trv-cl:9006/amspppmclient/>. Install aplikasi dengan mengikuti langkah-langkahnya.

Masukan Username dan Password



2.2 Tampilan Utama

Setelah melakukan login akan muncul tampilan utama dan menu apa saja yang dapat di akses oleh User



2.3 Add Service Point

1

2

3

Penjelasan :

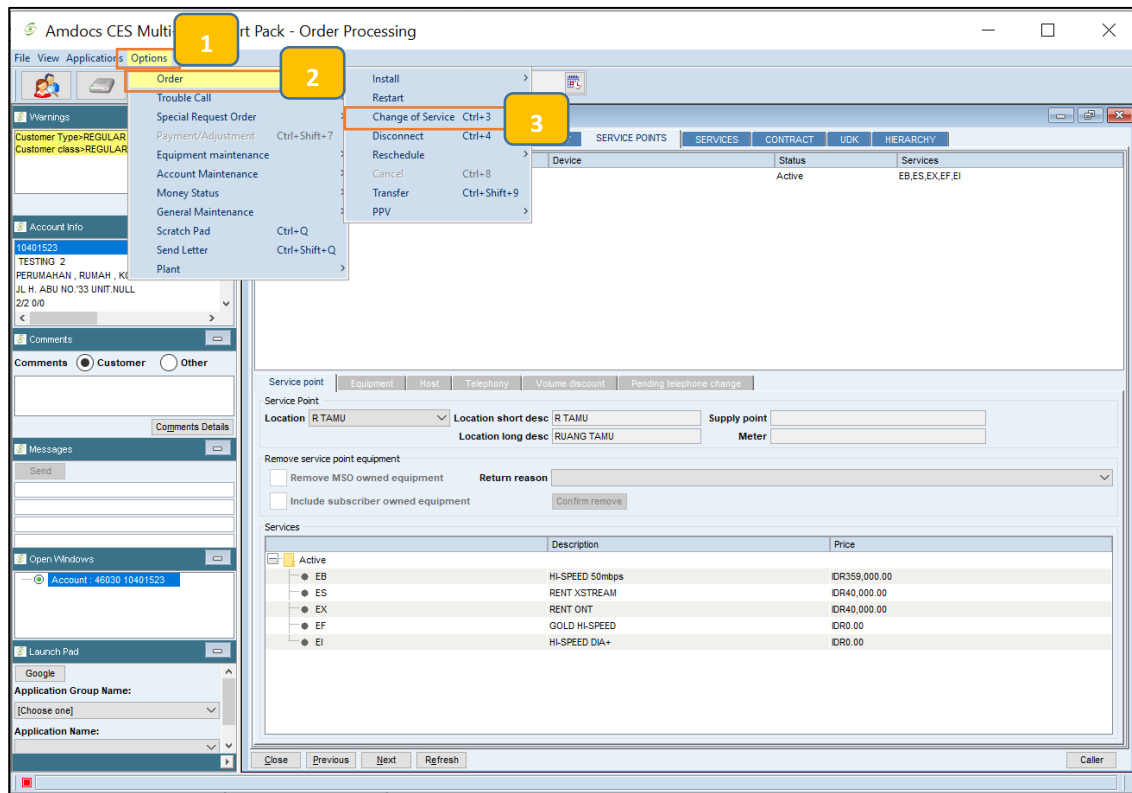
1. Klik button **Account Browse**
2. Isi **ID Pelanggan** pada kolom Account number
3. Klik button **Search**

1

2

3

Service point sebelum ada penambahan hanya ada 1 service point



Penjelasan :

1. Klik **Options**
2. Klik **Order**
3. Klik **Change of Service**. Akan muncul tampilan seperti dibawah ini

Change of service 46030 10401523

CUSTOMER ORDER SERVICES 1

Package

Contract

Campaign HI-SPEED ON... 2

Package HSP 30+FINST 3

Effective date 11/9/2020 4

Reset View

Services

Service points	Phone n...	Status	Con...	Customer Price	Non-discounted ...	Promo id	Promo desc...	Campaign	Contract	Bil fr...	Com...
1 RUANG TAMU											
● HI-SPEED 50mbps				IDR359,000.00	IDR359,000.00					MONT...	
● HI-SPEED DIAMOND+ FREE				IDR0.00	IDR0.00	E3	HI-SPEED DL...			MONT...	
● RENT ONT				IDR40,000.00	IDR40,000.00					MONT...	
● RENT XSTREAM				IDR40,000.00	IDR40,000.00					MONT...	
● GOLD HI-SPEED				IDR0.00	IDR87,000.00	E2B	HI-SPEED DL...			MONT...	

Quick order

Add service Remove service point Non-standard / Telco

Remove service

Add code Add

Modify order

View/Edit promo Edit Campaign

Non-Standard View contract

Telephone / Features Edit billing frequency

Validate

Confirm services

Pending orders Forecasted totals Termination fee

Cancel Previous Next Finish Offer Caller it

Penjelasan :

1. Klik tab **Order Services**
2. Pilih **Campaign** sesuai dengan request pelanggan
3. Pilih **Package** sesuai dengan request pelanggan
4. Klik **View**. Akan tampil menu Package seperti dibawah ini

Package

Contract

Campaign HI-SPEED ONLY

Package HSP 30+FINST

Reset

Available services

Service	Price
FREE INSTALL	
● HI-SPEED FREE INSTALL	IDR0.00
● HI-SPEED 30mbps	IDR259,000.00
● NOMAT HI-SPEED	IDR39,000.00
● GOLD HI-SPEED	IDR87,000.00
● PLATINUM HI-SPEED	IDR123,000.00
● DIAMOND HI-SPEED	IDR259,000.00
● HI-SPEED DIAMOND+ FREE	IDR0.00
● RENT XSTREAM	IDR40,000.00
● RENT ONT	IDR40,000.00

Add Remove

Price structure Def Price Structure

Cancel OK

Current services

Locations / services	Phone number	Status	Result	Fee
1 RUANG TAMU				
● HI-SPEED 50mbps				
● HI-SPEED DIAMOND+ FRE...				
● RENT ONT				
● RENT XSTREAM				
● GOLD HI-SPEED				

Add service point Remove service point Add service

Package

Contract:
 Campaign: HI-SPEED ONLY
 Package: HSP 30+FINST
 Reset

Available services

Service	Price
FREE INSTALL	
HI-SPEED FREE INSTALL	IDR0.00
HI-SPEED 30mbps	IDR259,000.00
NOMAT HI-SPEED	IDR39,000.00
GOLD HI-SPEED	IDR87,000.00
PLATINUM HI-SPEED	IDR123,000.00
DIAMOND HI-SPEED	IDR259,000.00
HI-SPEED DIAMOND+ FREE	IDR0.00
RENT XSTREAM	IDR40,000.00
RENT ONT	IDR40,000.00

Current services

Locations / services	Phone number	Status	Result	Fee
1 RUANG TAMU				
HI-SPEED 50mbps				
HI-SPEED DIAMOND+ FREE				
RENT ONT				
RENT XSTREAM				
GOLD HI-SPEED				

Add Service Points*

Service Point count: **Add** **2**

Location: ☐ RUANG TAMU ☒ **[Choose one]** **3**

[Choose one]
 XSTREAM BOX 1
 XSTREAM BOX 2
 XSTREAM BOX 3
 XSTREAM BOX 4
 RUANG TAMU
 RUANG KELUARGA
 KAMAR UTAMA

Free form long description:
 Free form short description:
 Supply point:
 Meter:

Cancel OK

1 **Add service point** Remove service point Add service

Price structure: Def Price Structure
 Cancel OK

Penjelasan :

1. Klik button **Add Service Point**,
2. Klik **Add**
3. Pilih salah satu **Location**. Misal **RUANG KELUARGA**

Add Service Points*

Service Point count: **Add**

Location: ☐ RUANG TAMU ☒ **RUANG KELUARGA**

Free form long description: RUANG KELUARGA
 Free form short description: R KEL
 Supply point:
 Meter:

Cancel **OK**

Penjelasan :

1. Klik **OK**

Akan muncul tampilan menu Package dengan tambahan 1 service point

The screenshot shows the 'Package' configuration window. On the left, under 'Available services', there is a list of services with checkboxes. A yellow box labeled '1' highlights the entire list. On the right, under 'Current services', there is a table with columns: 'Locations / services', 'Phone num...', 'Status', 'Res...', and 'Fee'. A yellow box labeled '2' highlights the 'Add' button located between the two panels.

Service	Price
FREE INSTALL	
HI-SPEED FREE INSTALL	IDR0.00
HI-SPEED 30mbps	IDR259,000.00
NOMAT HI-SPEED	IDR39,000.00
GOLD HI-SPEED	IDR87,000.00
PLATINUM HI-SPEED	IDR123,000.00
DIAMOND HI-SPEED	IDR259,000.00
HI-SPEED DIAMOND+ FREE	IDR0.00
RENT XSTREAM	IDR40,000.00
RENT ONT	IDR40,000.00

Locations / services	Phone num...	Status	Res...	Fee
1 RUANG TAMU				
HI-SPEED 50mbps				
HI-SPEED DIAMOND+ FREE				
RENT ONT				
RENT XSTREAM				
GOLD HI-SPEED				
2 RUANG KELUARGA				

Penjelasan :

1. Ceklis semua service
2. Klik **Add**. Semua service akan pindah ke bagian kanan (Current service)

The screenshot shows the 'Package' configuration window after the 'Add' button was clicked. The services from the 'Available services' list have been moved to the 'Current services' table. A yellow box labeled '1' highlights the 'Add' button, and a yellow box labeled '2' highlights the 'Remove' button. The 'Current services' table now includes the services from the previous list, with the 'Status' column showing 'Add'.

Service	Price
FREE INSTALL	
HI-SPEED FREE INSTALL	IDR0.00
HI-SPEED 30mbps	IDR259,000.00
NOMAT HI-SPEED	IDR39,000.00
GOLD HI-SPEED	IDR87,000.00
PLATINUM HI-SPEED	IDR123,000.00
DIAMOND HI-SPEED	IDR259,000.00
HI-SPEED DIAMOND+ FREE	IDR0.00
RENT XSTREAM	IDR40,000.00
RENT ONT	IDR40,000.00

Locations / services	Phone num...	Status	Res...	Fee
1 RUANG TAMU				
HI-SPEED 50mbps				
HI-SPEED DIAMOND+ FREE				
RENT ONT				
RENT XSTREAM				
GOLD HI-SPEED				
2 RUANG KELUARGA		Add		
HI-SPEED FREE INSTALL		Add		
HI-SPEED 30mbps		Add		
NOMAT HI-SPEED		Add		
GOLD HI-SPEED		Add		
PLATINUM HI-SPEED		Add		
DIAMOND HI-SPEED		Add		
HI-SPEED DIAMOND+ FREE		Add		
RENT XSTREAM		Add		
RENT ONT		Add		

Penjelasan :

1. Ceklis service yang tidak sesuai dengan paket internet
2. Klik **Remove**

The screenshot shows the 'Package*' window. On the left, under 'Available services', there is a list of services with checkboxes. A red box highlights the 'Remove' button at the bottom right of this list. On the right, under 'Current services', there is a table with columns: Locations / services, Phone num..., Status, Res..., Fee. A yellow box highlights the 'Remove' button at the bottom right of this table.

Penjelasan :

1. Service paket yang di ceklis akan pindah ke kiri
2. Klik **OK**

Service point akan bertambah seperti dibawah ini

The screenshot shows the 'Amdocs CES Multi-Play Smart Pack - Order Processing' window. On the left, there is a sidebar with various tabs like 'Warnings', 'Account info', 'Comments', 'Messages', 'Open Windows', and 'Launch Pad'. The main area shows a table of 'Service points' with columns: Service points, Phone n..., Status, Con..., Customer Price, Non-discounted..., Promo id, Promo desc..., Campaign, Contract, Bill fr..., Com... A red box highlights the 'Confirm services' button at the bottom right. A yellow box highlights the 'OK' button at the bottom left.

Penjelasan :

1. Klik **Confirm service**
2. Klik **Next**

Amdocs CES Multi-Play Smart Pack - Order Processing

File View Applications Options Help

CSR: LINA

Warnings

Customer Type>REGULAR
Customer class>REGULAR SERVICE

Warning Details

Account info

10401523
TESTING 2
PERUMAHAN, RUMAH, KOTA JAKARTA PERUM
JL. H. ABU NO '33 UNIT NULL
22 0/0

Comments

Comments Customer Other

Comments Details

Messages

Send

Open Windows

Account : 46030 10401523
Change of service 46030 10401523

Launch Pad

Google

Application Group Name:
[Choose one]

Application Name:
[Choose one]

Change of service 46030 10401523*

CUSTOMER ORDER SERVICES SCHEDULE SERVICE POINTS BILLING SITE Payment/Adjustment UDK HIERARCHY

Task

Location/Task	Task points
1 RUANG TAMU	
2 RUANG KELUARGA	
● INSTALL SINGLE DEC	6
● ADD HI-SPEED 30MBPS	0
● ADD NOMAT	0
● ADD RENT XSTREAM	0

Change

Travel points 0 Job points 6 Total points 6 Hours 1.5

Scheduling

Order type

☐ Schedule ☐ No Truck ☒ No schedule

No schedule reason BELUM ADA WAKTU

Order data

Bill date 11/9/2020

Sales representative 000001 Browse

Sales reason IT

Change reason [Choose one]

Order reason [Choose one]

Special instructions 1 VISIT NO CALL

Special instructions 2 [Choose one]

Special instructions 3 [Choose one]

Dwelling Type PERUMAHAN

Campaign

Fix Comments

Comments

WP comment

Flash comment

Cancel Previous Next Finish Offer

Penjelasan :

1. Klik **No Schedule**
2. Pilih **No Schedule Reason**
3. Klik Browse pada **Sales representative**. Lalu pilih nama sales
4. Pilih **Special instruction 1**
5. Klik **Next**

Setelah itu akan tampil menu seperti dibawah ini. Lalu klik **Next** sampai tab terakhir.

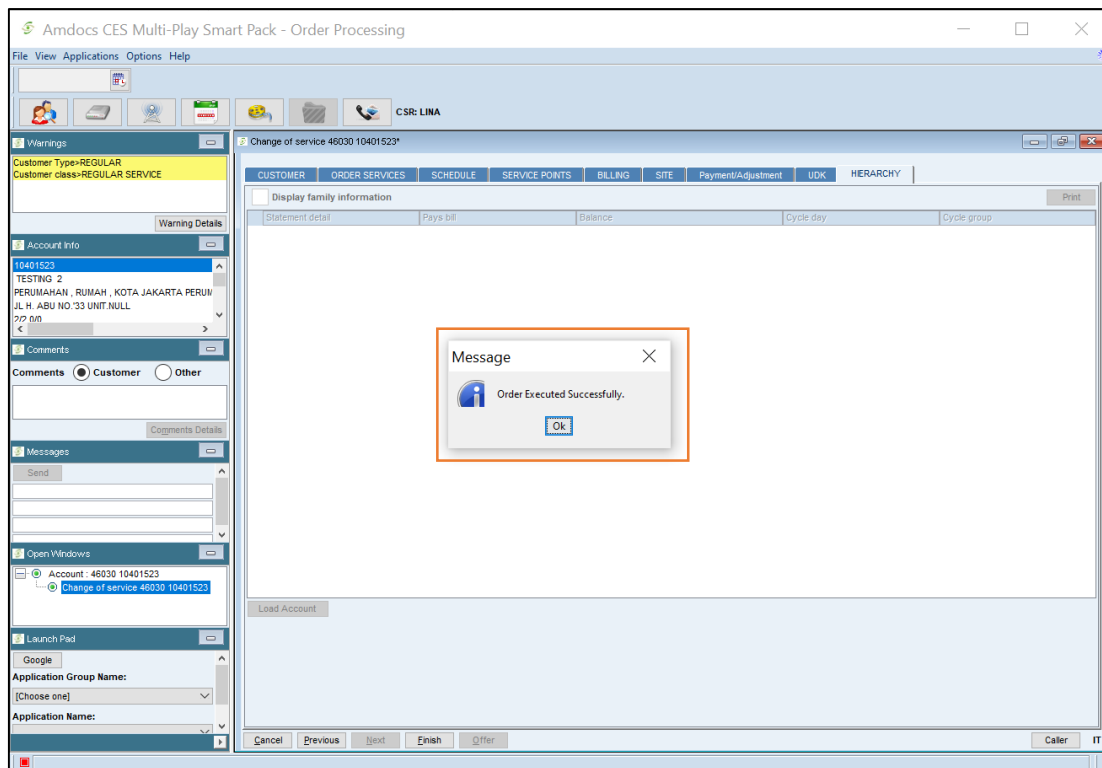
The screenshot shows the 'Change of service 46030 10401523' screen in the Amdocs CES Multi-Play Smart Pack - Order Processing application. The interface includes a left sidebar with navigation options like Warnings, Account Info, Comments, Messages, Open Windows, and Launch Pad. The main area displays service details for '10401523' and 'TESTING 2'. The 'Next' button is highlighted in the bottom navigation bar.

The screenshot shows the 'Change of service 46030 10401523' screen in the Amdocs CES Multi-Play Smart Pack - Order Processing application. The interface includes a left sidebar with navigation options like Warnings, Account Info, Comments, Messages, Open Windows, and Launch Pad. The main area displays service details for '10401523' and 'TESTING 2'. The 'Next' button is highlighted in the bottom navigation bar.

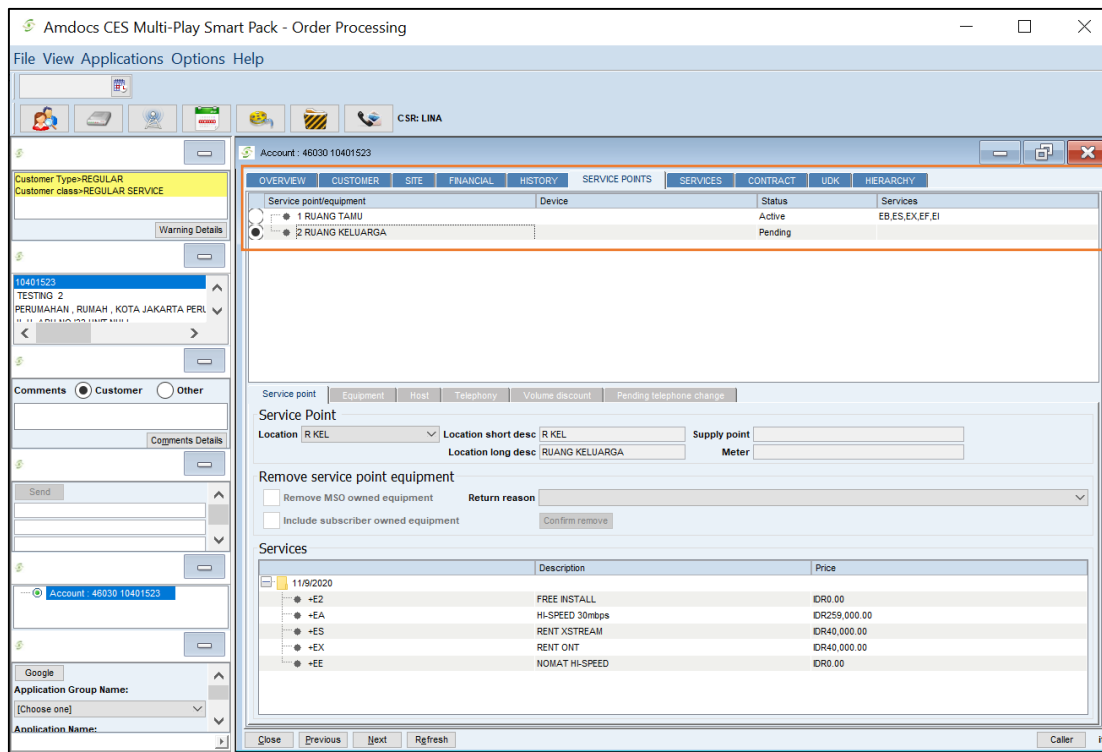
The screenshot shows the Amdocs CES Multi-Play Smart Pack - Order Processing application. The interface includes a top menu bar (File, View, Applications, Options, Help), a toolbar with various icons, and a sidebar on the left with sections like Warnings, Account Info, Comments, Messages, Open Windows, and Launch Pad. The main workspace displays the 'Change of service 46030 10401523*' window, which has tabs for CUSTOMER, ORDER SERVICES, SCHEDULE, SERVICE POINTS, BILLING, SITE, Payment/Adjustment, UDK, and HIERARCHY. The BILLING tab is selected, showing a table with columns: Statement detail, Pays bill, Balance, Cycle day, and Cycle group. The 'Finish' button at the bottom of the main workspace is highlighted with a red box.

19 | Page

Ketika berhasil melakukan penambahan service point, akan muncul Message seperti dibawah ini.



Akan ada 2 service points setelah dilakukan add service points

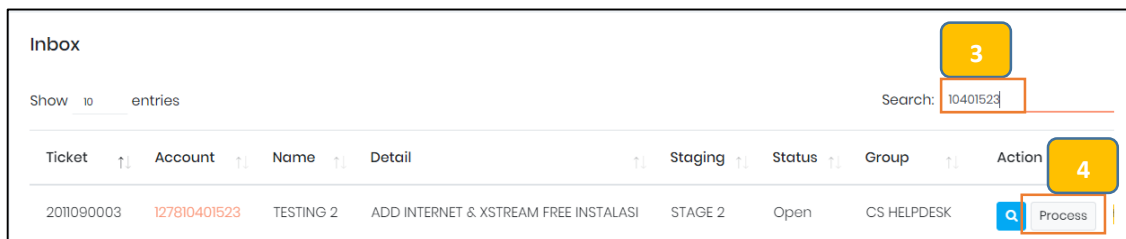
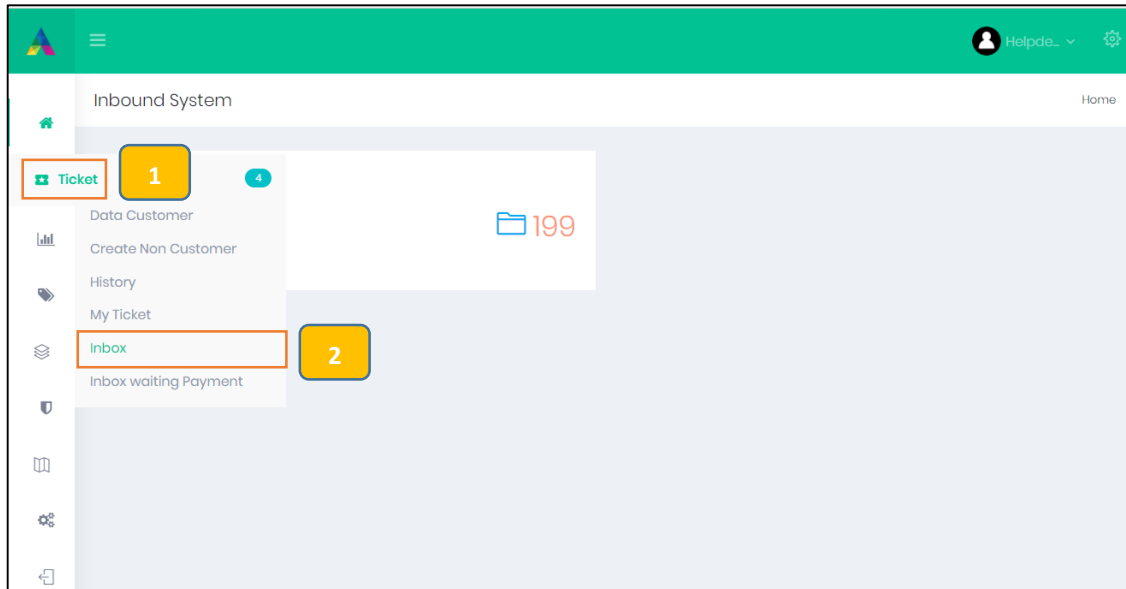


3 PEGASUS – STAGE 3 (INPROGRESS PASSION)

Setelah melewati proses create ticket dan add internet service. Langkah selanjutnya adalah update status ticket ke Inprogress passion.

3.1 Update Status Ticket

Langkah-langkah yang dilakukan untuk update status ticket adalah sebagai berikut :



Penjelasan :

1. Klik **Ticket**
2. Klik **Inbox**
3. Ketik **ID Pelanggan**
4. Klik **Process**

Akan muncul tampilan menu Ticket Detail

Ticket Detail

[Detail](#)
[Customer](#)
[Staging](#)
[Contact History](#)
[Feedback](#)
[Attachment](#)
[Passion WO](#)
[FS History](#)
[Update](#)

NO	2011090003	Detail	REQUEST - CHANGE SERVICE - ADD INTERNET & XSTREAM FREE INSTALASI
Type	N-OCR	Status	Open
Staging	STAGE 2	Tgl Tiket	2020-11-09 10:27:16
Remarks	add Internet Xstream 30 Mbps		

Ticket Detail

[Detail](#)
[Customer](#)
[Staging](#)
[Contact History](#)
[Feedback](#)
[Attachment](#)
[Passion WO](#)
[FS History](#)
[Update](#)

Data Contact

Contact Method
Outbound

Contact Person
Testing Aftersales PSB

Phone / Email
01234567899

Relation With Customer
Pelanggan

Penjelasan :

1. Klik **Update**
2. Isi **Data Contact**

Ticket Update

Status
Inprogress Passion

WO Type
Work Order Internet

WO Schedule
2020-11-10 13:43

Attachment
Choose File
No file chosen

Remarks
proses passion

Save

Penjelasan :

1. Pilih Status : Inprogress Passion
2. Pilih WO Type : WO Internet
3. Pilih WO Schedule (Date & Time)
4. Isi Remarks
5. Klik **Save**

Status Ticket menjadi Inprogress Passion.

Ticket Detail			
Detail	Customer	Staging	Contact History Feedback Attachment Passion WO FS History Update
NO	2011090003	Detail	REQUEST - CHANGE SERVICE - ADD INTERNET & XSTREAM FREE INSTALASI
Type	N-OCR	Status	Inprogress Passion
Staging	STAGE 2	Tgl Tiket	2020-11-09 10:27:16
Remarks	proses passion		

WO number sudah terbentuk seperti gambar dibawah

Ticket Detail								
Detail	Customer	Staging	Contact History	Feedback	Attachment	Passion WO	FS History	Update
						1		
#	WO Number	ID Amdocs	WO Type	WO Status	Tech ID	Tech Name	Waktu Pengerjaan	Alamat
1	WO202011090002	10401523	Work Order Internet	Not Assigned			2020-11-10 13:43:00	JL H. ABU NO:33 UNIT.NULL RT 2 / 2 KEL. CIPETE SELATAN KEC. CILANDAK KOTA JAKARTA SELATAN DKI JAKARTA 12410
		2						

Penjelasan :

1. Untuk mengetahui berapa nomor WO. Klik tab **Passion WO**
2. Nomor WO yang terbentuk

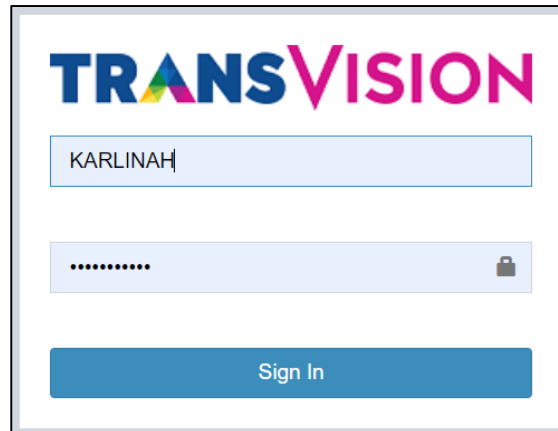
Langkah selanjutnya adalah melakukan proses WO Internet pada Passion BackEnd

4 PASSION BACKEND – WORK ORDER INTERNET

4.1 Login

Saat ini System dapat diakses di <http://passion.transvision.co.id/PassionBackend/>

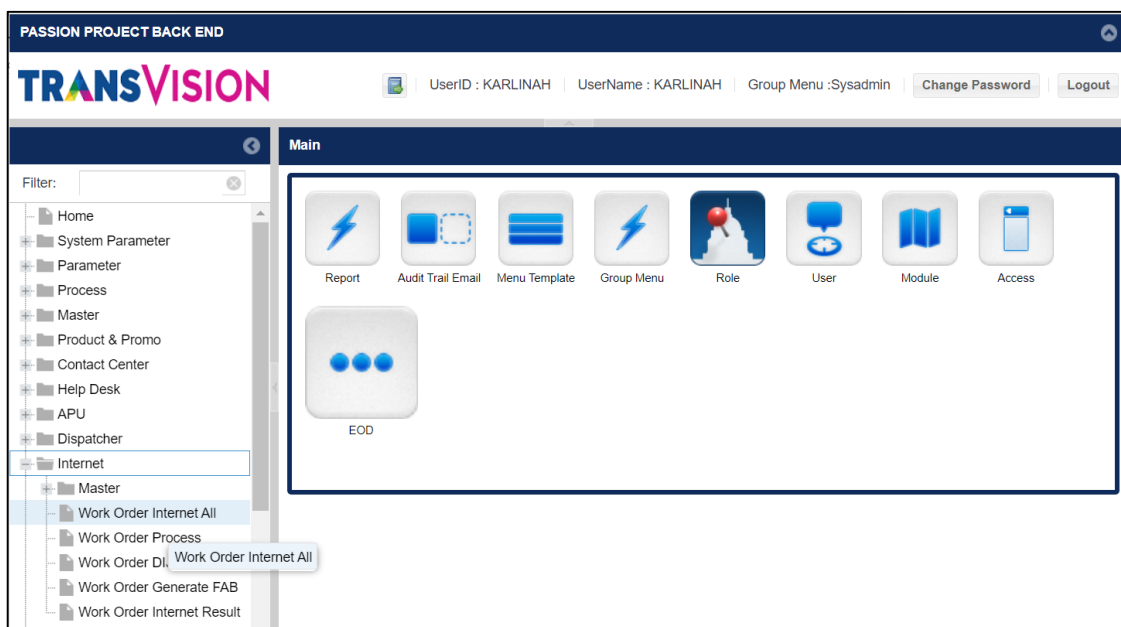
Masukkan Username dan Password



The login form features the TRANSVISION logo at the top. Below it is a text input field containing the username 'KARLINAH'. Underneath the username field is a password input field represented by a series of dots and a lock icon on the right. At the bottom of the form is a blue 'Sign In' button.

4.2 Tampilan Utama

Setelah melakukan login akan muncul tampilan utama dan menu apa saja yang dapat di akses oleh User.



Lakukan beberapa pengecekan pada data WO tersebut.

1. Pada tab Alamat, HomepassID sesuai dengan homepassID yang dipilih pada ticket Pegasus sebelumnya

Detail Alamat

Tipe Alamat: PEMASANGAN
Nama: TESTING 2
No HP: 02311555446
Jalan: JL H. ABU NO '33 UNIT.NULL
Kelurahan: CIPETE SELATAN
Kecamatan: CILANDAK
Provinsi: DKI JAKARTA
Kota: KOTA JAKARTA SELATAN
Kode Pos: 12410
RT: 2
RW: 2
Nama Tempat:
No Document: 12140H000.1.00005
Patokan Alamat:

2. Pada tab Current Service terdapat 2 Service Point sesuai dengan request ticket Pegasus dan penambahan Service Points pada Amdocs

SO Detail

Data Pelanggan Alamat **Current Services** Detail Ticket Feedback History

Campaign Code	Campaign Name	Service Point	SN Viewing Card	SN STB	
E3	HISPEEDGLD	RUANG TAMU			Detail
E3	HISPEEDGLD	RUANG KELUARGA			Detail

3. Pada tab Feedback terdapat Paket Internet Service sesuai dengan Ticket Pegasus yang dibuat

SO Detail

Data Pelanggan Alamat Current Services Detail Ticket **Feedback** History

Feedback ID	Code	Name	Answer	Created At ↑	RN
4306	HOMEPASSID	HomepassID	12140H000.1.00005	2020-11-09 10:27:16	1
4305	INTERNET_XSTREAM_PACKAGE_FREE	Paket Internet Xstream	HISPEED NOMAT + 30Mbps Free Instalasi	2020-11-09 10:27:16	1

4.3 Work Order Process

PASSION PROJECT BACK END

TRANSVISION

UserID : KARLINAH | UserName : KARLINAH | Group Menu : Sysadmin | Change Password

work order internet process

Filter: [v] Export: Excel Export Current Page Export All Page

N.	WO Number	Tipe WO	Amdoc ID	Tanggal K...	Nama	No HP	Jalan	Kota	Kode Pos	SO/Ticket ...	Tanggal R...
1	WO202011090002	Work Order...	10401523	10-Nov-20...	TESTING 2	02311555446	JL H ABU ...	KOTA JAK...	12410	2011090003	

1

2

Edit

Screening Result

Survey

Nama	No HP	Email	Waktu Survey	Jalan	Kota	KodePos	Status
------	-------	-------	--------------	-------	------	---------	--------

Dispatch

Tanggal Kunjungan : 10-11-2020 3

Slot Pemasangan : 15:00 4 5

Submit Cancel

Penjelasan :

1. Klik **Work Order Process**
2. Klik **Edit** pada nomor WO yang sudah terbentuk sebelumnya
3. Pilih **Tanggal Kunjungan**
4. Pilih waktu **Slot Pemasangan**
5. Klik **Submit**

Selanjutnya status WO akan menjadi Assigned dan WO akan pindah ke Menu Work Order DIJ.

4.4 Work Order DIJ

PASSION PROJECT BACK END

TRANSVISION

UserID : KARLINAH | UserName : KARLINAH | Group Menu : Sysadmin | Change Password | Logout

Work Order Internet DIJ

Filter: [v] Export: Excel Export Current Page Export All Page

N.	WO Number	Tipe WO	Amdoc ID	WO Status	Tanggal K...	Tanggal WO	Nama	No HP	Jalan	Kota	Kode Pos	Teknisl	SO/Ticket ...	Promo	Decoder	On Progre...	Complete ...	ReOpen	Old Work
1	WO202011090002	Work Order...	10401523	Not Assigned	10-Nov-20...	09-Nov-20...	TESTING 2	02311555446	JL H ABU ...	KOTA JAK...	12410					Single Dec...		false	

1

2

Detail

Penjelasan :

1. Klik **Work Order DIJ**
2. Klik **Detail**

Akan tampil WO yang akan di proses

SO Detail

Data Pelanggan Alamat Current Services Detail Ticket Feedback **VLAN** History

VLAN : VLAN 1554 (HB-TRANS-30M)

Username : Testing

Password : Testing01

Notes :

Save

SO Detail

Data Pelanggan Alamat Current Services Detail Ticket Feedback **VLAN** History

VLAN : VLAN 1554 (HB-TRANS-30M)

Username : Testing

Password : Testing01

Notes :

Save

Success

Vlan Berhasil Disimpan

OK

PASSION PROJECT BACK END

TRANSVISION

UserID : KARLINAH Username : KARLINAH Group Menu : Sysadmin Change Password Logout

Filter:

- Home
- System Parameter
- Parameter
- Process
- Master
- Product & Promo
- Contact Center
- Help Desk
- APU
- Dispatcher
- Internet
 - Master
 - Work Order Internet All
 - Work Order Process
 - Work Order DUJ**
 - Work Order Generate FAB
 - Work Order Internet Result
- Warehouse
- Billing Operation
- Asset
- Sales
- Finance
- Dealership

SO Detail

Data Pelanggan Alamat Current Services Detail Ticket Feedback **VLAN** History

VLAN : VLAN 1554 (HB-TRANS-30M)

Username : Testing

Password : Testing01

Notes :

Save

Screening Result

Survey

Nama	No HP	Email	Waktu Survey	Jalan	Kota	KodePos	Status
------	-------	-------	--------------	-------	------	---------	--------

Survey Photo

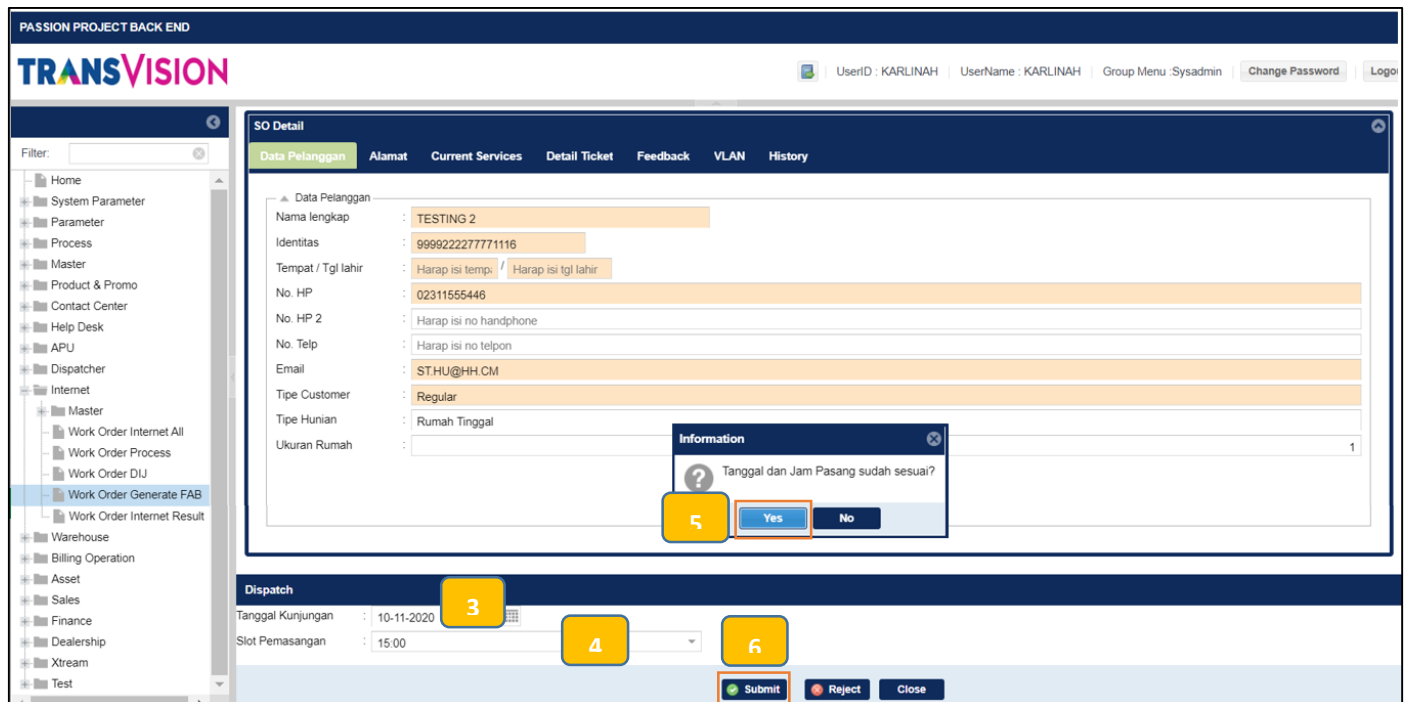
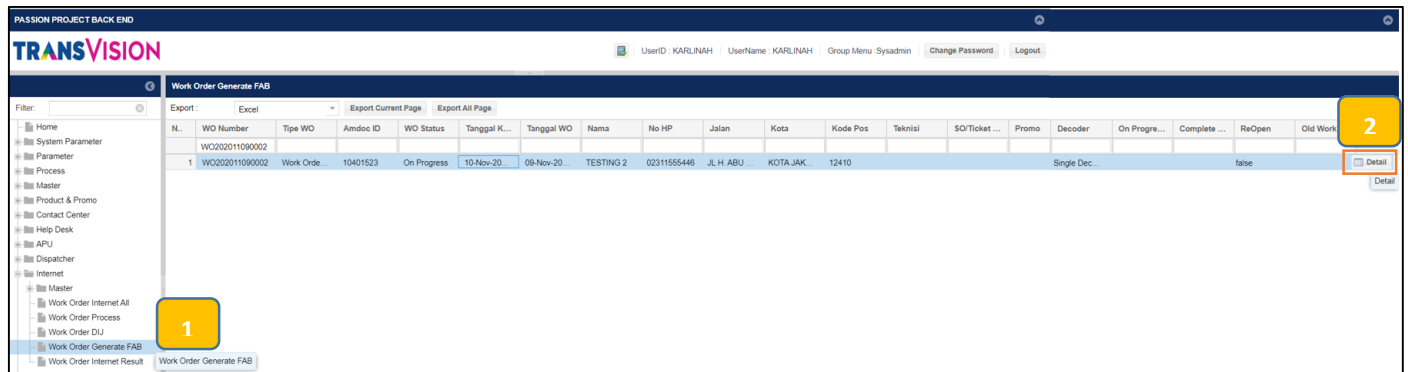
Submit Close

Penjelasan :

1. Klik tab **VLAN**
2. Isi **VLAN**
 - VLAN : Pilih VLAN sesuai dengan Paket Internet dan Kota Pelanggan
 - Username : Buat Username
 - Password : Buat Password
3. Klik **Save**
4. Akan muncul pesan VLAN Berhasil Disimpan
5. Klik **Submit**

Selanjutnya status WO menjadi On Progress dan akan pindah ke Menu Work Order Generate FAB

4.5 Work Order Generate FAB



Penjelasan :

1. Klik **Work Order Generate FAB**
2. Klik **Detail**
3. Sesuaikan **Tanggal Kunjungan**
4. Isi Waktu **Slot Pemasangan**
5. Muncul Kotak Information. Lalu Klik **Yes**
6. Klik **Submit**

Selanjutnya WO akan pindah ke Menu Work Order Internet Result dan status WO Internet Status menjadi **ASSIGN FS**

4.6 Work Oder Internet Result

PASSION PROJECT BACK END

TRANSVISION

UserID : KARLINAH | UserName : KARLINAH | Group Menu : Sysadmin | [Change Password](#) | [Logout](#)

Work Order Internet Result

Filter:

Export:

N...	Work Order Nu...	Tipe WO	Amdoc ID	Status	Tanggal Ku...	Nama	No HP	Jalan	Kota	Kode Pos	SO/Ticket N...
1	WO202011090002	Work Order I...	10401523	ASSIGN FS	10-Nov-2020...	TESTING 2	02311555446	JL H. ABU N...	KOTA JAKA...	12410	2011090003

[Detail](#)

1

2

3

4

5

6

7

8

9

10

11

12

13

Success
Wo result berhasil disimpan
[OK](#)

[Save](#) [Approve](#) [Reject](#) [Close](#)

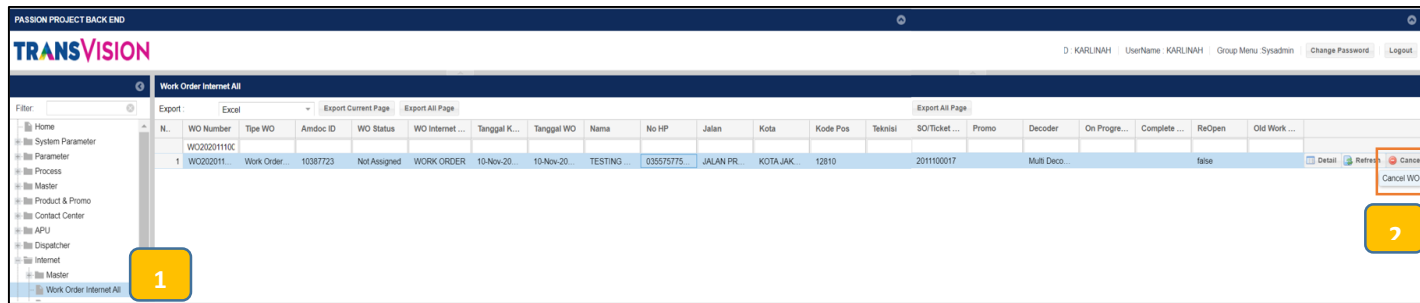
Penjelasan :

1. Klik **Work Order Internet Result**
2. Klik **Detail**
3. Klik tab **WO Result**
4. Attach document **Rumah Pelanggan**
5. Attach document **Serial Number Router Gateway**
6. Attach document **Serial Number STB**
7. Attach document **Start End Kabel UTP**
8. Attach document **Hasil Speed Test**
9. Attach document **Power Optik**
10. Masukkan **serial number** STB OTT atau STB OTT Xstream pada kolom **Serial Number Xstream**
11. Klik **Save**
12. Muncul kotak informasi WO Result berhasil disimpan. Lalu klik **OK**
13. Klik **Approve**

WO Status dan WO Internet otomatis akan berubah status menjadi PIS, dan status ticket di Pegasus akan berubah menjadi Done.

N.	WO Number	Tipe WO	Amdoc ID	WO Status	WO Interne...	Tanggal Kunj...	Tanggal WO	Nama	No HP	Jalan	Kota	Kode Pos	Teknisi	SO/Ticket ...	Promo	Decoder	On Progre...	Complete ...	ReOpen	Old Work ...
1	WO202011090002	Work Order Inter...	10401523	PIS	PIS	10-Nov-2020	09-Nov-20...	TESTING 2	0231555446	J.L.H. ABU ...	KOTA JAK...	12410		011090003		Multi Deco...		false		

4.7 Work Order Cancel



TRANSVISION

UserID : KARLINAH

Form Cancel WO

WO Number : WO202011100008

SO Number : 638995

Tanggal SO : 10 Nov 2020

Channel Referrer :

Sales :

Nama : TESTING PSB

Homepass ID : 12220H201.1.19007

Alamat :

Tanggal Kunjungan : 10-11-2020

Waktu Kunjungan : 01.28

Alasan Cancel : Testing By IT

Notes : Cancel WO Internet

Submit Close

Penjelasan :

1. Klik **Work Order Internet All**
2. Klik **Cancel**
3. Pilih **Alasan Cancel**
4. Isi **Notes** cancel
5. Klik **Submit**

Work order yang dicancel akan mengubah status ticket di Pegasus menjadi Done Passion

4.8 Report

Untuk melihat status barang/serial number yang sudah digunakan untuk transaksi adalah sebagai berikut:

4.8.1 Report Serial Number

PASSION PROJECT BACK END

TRANSVISION

UserID : KARLINAH

WH Master Product Serial Number

Filter: []

Export : Excel Export Current Page Export All Page

N	Product	Serial Number	Product Location Ty...	Product Location	Product Status	Amdoc Status
1	0240005 - STB OTT	BBB111123	Customer	10388093	Bekas Pelanggan	
2	0240005 - STB OTT	BBB111124	Customer	10401523	Bekas Pelanggan	
3	0240005 - STB OTT	BBB111125	Warehouse	WH FIBERSTAR MERUYA	Baru baik	
4	0240005 - STB OTT	BBB111126	Warehouse	WH FIBERSTAR MERUYA	Baru baik	
5	0240005 - STB OTT	BBB111127	Warehouse	WH FIBERSTAR MERUYA	Baru baik	
6	0240005 - STB OTT	BBB111128	Warehouse	Technical Support	Penjualan (to Customer)	
7	0240005 - STB OTT	BBB111129	Warehouse	Technical Support	Penjualan (to Customer)	
8	0240005 - STB OTT	BBB111130	Warehouse	Technical Support	Penjualan (to Customer)	
9	0240005 - STB OTT	BBB111131	Warehouse	Technical Support	Baru baik	
10	0240005 - STB OTT	BBB111132	Warehouse	Technical Support	Baru baik	
11	0240005 - STB OTT	BBB111133	Warehouse	Technical Support	Baru baik	
12	0240005 - STB OTT	BBB111134	Warehouse	Technical Support	Baru baik	
13	0240005 - STB OTT	BBB111135	Warehouse	Technical Support	Baru baik	
14	0240005 - STB OTT	BBB111136	Warehouse	Technical Support	Baru baik	
15	0240005 - STB OTT	BBB111137	Warehouse	Technical Support	Penjualan (to Customer)	

Penjelasan :

1. Klik **Warehouse**
2. Klik **Data Master**
3. Klik **Serial Number**
4. Search Serial Number yang sebelumnya diinput
 - Product Location berubah menjadi ID pelanggan
 - Product Status berubah menjadi Bekas Bekas Pelanggan

4.8.2 Report Stock Card Warehouse

PASSION PROJECT BACK END

TRANSVISION

UserID : KARLINAH | UserName : KARLINAH | Group Menu

Report Stock Card Warehouse View

Filter: []

Regional: [All -] Area: [All -]

Product: [STB OTT] Status: [All -]

Branch: [All -] Start Date: [11/9/2020]

End Date: [11/9/2020]

1 of 27 Find | Next

View Report

Stock Card Warehouse

No.	Tanggal	Doc Number	Produk	Status	Lokasi	Awal	Penerimaan	Pengeluaran	Akhir
1	09 November 2020 16:31	WO202011090002	0240005 STB OTT	Baru baik	Warehouse	4.00	0.00	1.00	3.00
2	09 November 2020 10:50	WO202011090001	0240005 STB OTT	Baru baik	Warehouse	5.00	0.00	1.00	4.00

11/9/2020 9:25:57 PM

Penjelasan :

1. Klik **Warehouse**
2. Klik **Data Report**
3. Klik **Stock Card Warehouse**
4. Pilih informasi
 - Regional
 - Product
 - Branch
 - End Date
 - Area
 - Status
 - Start Date
5. Klik **View Report**
6. Akan keluar report dengan status pengeluaran = 1

4.8.3 Report Stock Customer

TRANSVISION | User ID : KARLINAH | User Name : KARLINAH

Report Stock Customer View

Trans ID: 10401523

Report Stock Customer

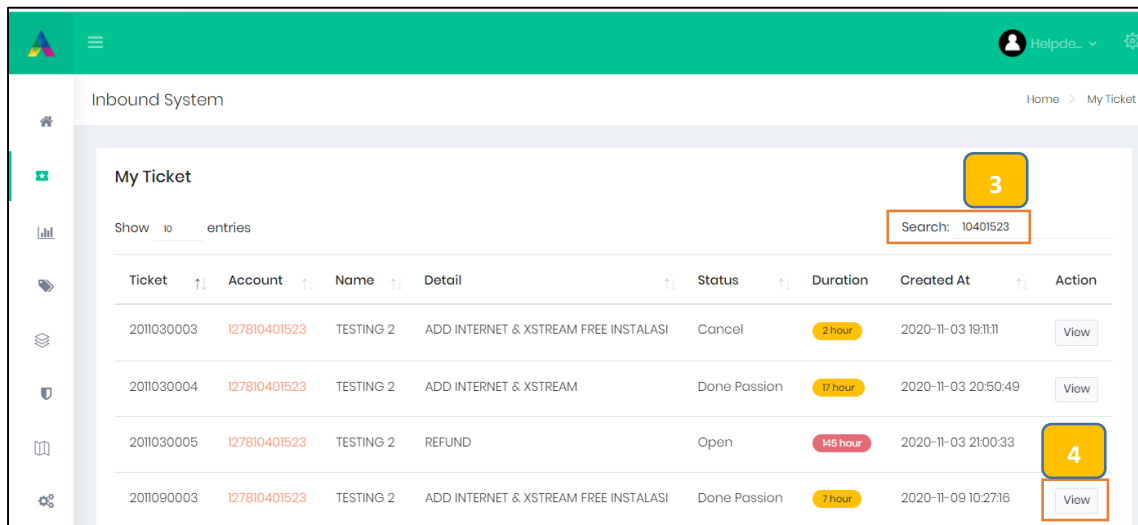
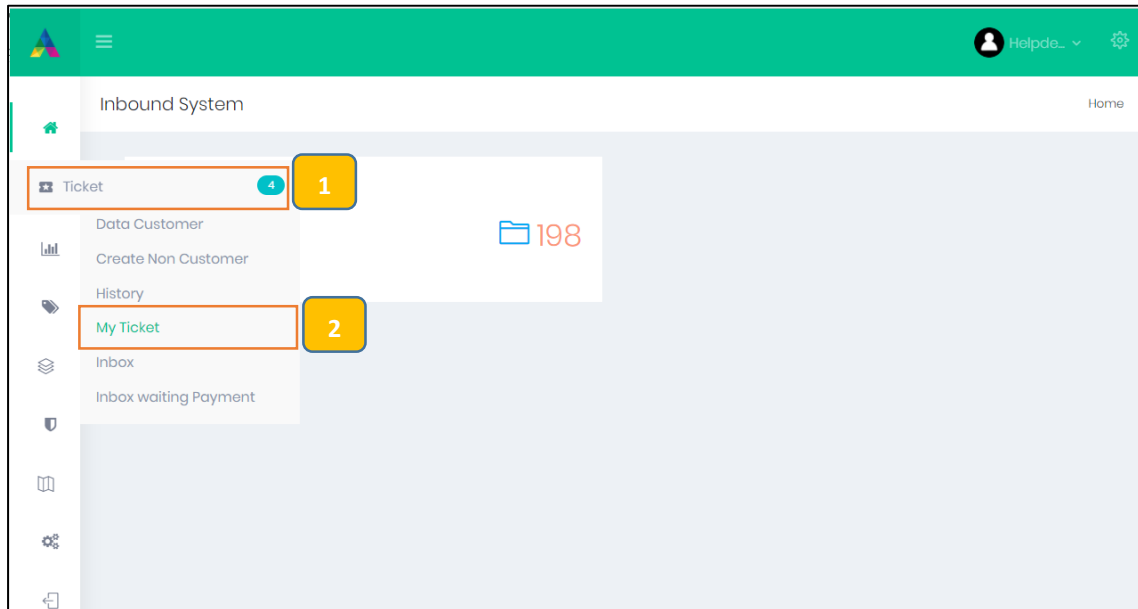
Transvision ID	Part Number	Part Description	UOM	Product Status	Total
10401523	0740001	Cable HDMI	Pcs	Bekas Pelanggan	0.00
10401523	0820006	Remote (UNKNOWN)	Pcs	Bekas Pelanggan	0.00
10401523	0780004	Adaptor (UNKNOWN)	Pcs	Bekas Pelanggan	0.00
10401523	0350006	Parabola / Dish (UNKNOWN)	Pcs	Bekas Pelanggan	1.00
10401523	0320018	Tiang Mounting (UNKNOWN)	Pcs	Bekas Pelanggan	1.00
10401523	0320019	Sepatu Mounting (UNKNOWN)	Pcs	Bekas Pelanggan	1.00
10401523	0320020	Bracket Mounting Atas (UNKNOWN)	Pcs	Bekas Pelanggan	1.00
10401523	0320021	Bracket Mounting Bawah (UNKNOWN)	Pcs	Bekas Pelanggan	1.00
10401523	0320022	Tiang Penyangga (UNKNOWN)	Set	Bekas Pelanggan	1.00
10401523	0870005	Tiang Fokus (UNKNOWN)	Pcs	Bekas Pelanggan	1.00
10401523	0280007	LNB-F KU-BAND (UNKNOWN)	Pcs	Bekas Pelanggan	1.00
10401523	0760005	Klem LNB-F KU-BAND (UNKNOWN)	Set	Bekas Pelanggan	1.00
10401523	0880001	Cable Audio - Video (RCA) (UNKNOWN)	Pcs	Bekas Pelanggan	0.00
10401523	0240005	STB OTT	Pcs	Bekas Pelanggan	1.00
10401523	0240005	STB OTT	Pcs	Bekas Pelanggan	1.00
10401523	0820009	Remote STB OTT	Pcs	Bekas Pelanggan	1.00
10401523	0820009	Remote STB OTT	Pcs	Bekas Pelanggan	1.00
10401523	0780006	Adaptor STB OTT	Pcs	Bekas Pelanggan	1.00
10401523	0780006	Adaptor STB OTT	Pcs	Bekas Pelanggan	1.00

Penjelasan :

1. Klik **Warehouse**
2. Klik **Data Report**
3. Klik **Report Stock Warehouse**
4. Masukan **ID Pelanggan**
5. Klik **View Report**

5 PEGASUS – STAGE 3 (STATUS TICKET DONE PASSION)

Setelah status WO di passion backend berubah menjadi PIS, maka status ticket akan berubah di Pegasus.



Penjelasan :

1. Klik **Ticket**
2. Klik **My Ticket**
3. Masukkan **ID Pelanggan**. Akan keluar semua ticket berdasarkan ID pelanggan tersebut
4. Klik **View** untuk melihat detail ticket

5.1 Detail Ticket

Akan muncul menu Detail Ticket, dan status tiket otomatis menjadi Done Passion

Inbound System

Home > Ticket > Ticket Detail

Ticket Detail

Detail Customer Staging Contact History Feedback Attachment Passion WO

NO	2011090003	Detail	REQUEST - CHANGE SERVICE - ADD INTERNET & XSTREAM FREE INSTALASI
Type	N-OCR	Status	Done Passion
Staging	-	Tgl Tiket	2020-11-09 10:27:16
Remarks	PIS Passion		

#	Card Number	STB	MFG	Outlet	Package
---	-------------	-----	-----	--------	---------

5.1.1 Staging Status

Jika tidak pilih paket free Instalasi. Ada status tiket Waiting payment & Payment Done

Inbound System

Home > Ticket > Ticket Detail

Ticket Detail

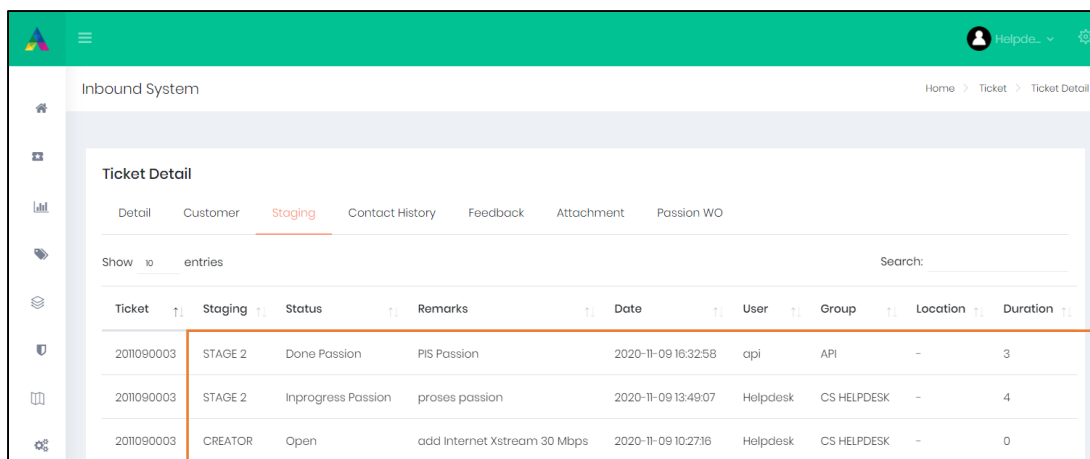
Detail Customer Staging Contact History Feedback Attachment Passion WO

Show 10 entries

Search:

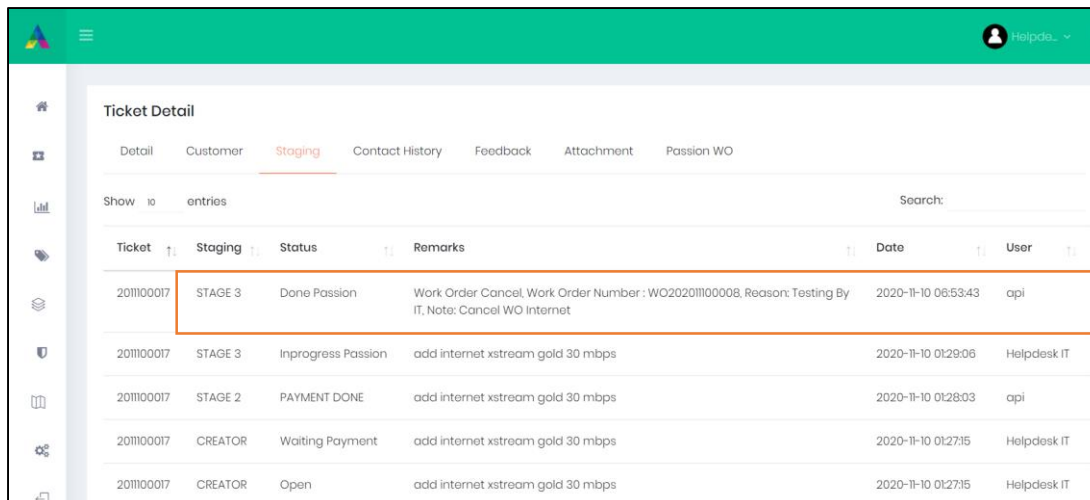
Ticket	Staging	Status	Remarks	Date	User	Group	Location	Duration
2011030004	STAGE 3	Done Passion	PIS Passion	2020-11-04 12:55:53	api	API	-	3
2011030004	STAGE 3	Inprogress Passion		2020-11-04 10:42:57	Helpdesk	CS HELPDESK	-	14
2011030004	STAGE 2	PAYMENT DONE		2020-11-03 20:58:03	api	API	-	1
2011030004	CREATOR	Waiting Payment		2020-11-03 20:50:49	Helpdesk	CS HELPDESK	-	0
2011030004	CREATOR	Open		2020-11-03 20:50:49	Helpdesk	CS HELPDESK	-	0

Jika pilih paket free Instalasi. Hanya ada status tiket Open, InProgress Passion dan Done Passion



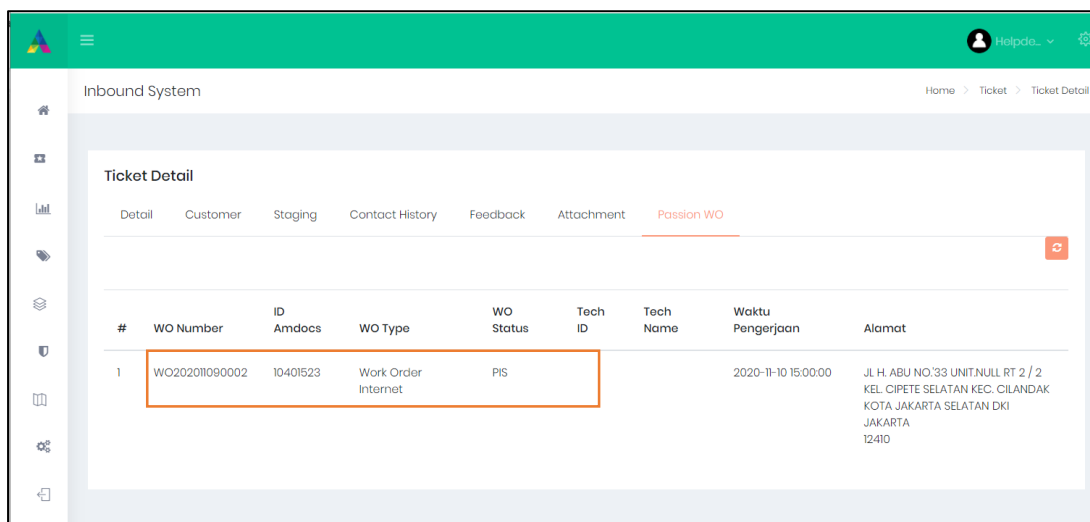
Ticket	Staging	Status	Remarks	Date	User	Group	Location	Duration
2011090003	STAGE 2	Done Passion	PIS Passion	2020-11-09 16:32:58	api	API	-	3
2011090003	STAGE 2	Inprogress Passion	proses passion	2020-11-09 13:49:07	Helpdesk	CS HELPDESK	-	4
2011090003	CREATOR	Open	add Internet Xstream 30 Mbps	2020-11-09 10:27:36	Helpdesk	CS HELPDESK	-	0

Jika WO Passion dicancel. Status tiket akan menjadi Done Passion



Ticket	Staging	Status	Remarks	Date	User
2011100017	STAGE 3	Done Passion	Work Order Cancel, Work Order Number : WO202011100008, Reason: Testing By IT, Note: Cancel WO Internet	2020-11-10 06:53:43	api
2011100017	STAGE 3	Inprogress Passion	add internet xstream gold 30 mbps	2020-11-10 01:29:06	Helpdesk IT
2011100017	STAGE 2	PAYMENT DONE	add internet xstream gold 30 mbps	2020-11-10 01:28:03	api
2011100017	CREATOR	Waiting Payment	add internet xstream gold 30 mbps	2020-11-10 01:27:15	Helpdesk IT
2011100017	CREATOR	Open	add internet xstream gold 30 mbps	2020-11-10 01:27:15	Helpdesk IT

Passion WO yang berisi nomor dan Status WO



#	WO Number	ID Amdocs	WO Type	WO Status	Tech ID	Tech Name	Waktu Pengerjaan	Alamat
1	WO202011090002	10401523	Work Order Internet	PIS			2020-11-10 15:00:00	JL H. ABU NO.33 UNIT NULL RT 2 / 2 KEL CIPETE SELATAN KEC. CILANDAK KOTA JAKARTA SELATAN DKI JAKARTA 12410

6 AMDOCS – UPDATE STATUS TO ACTIVE SERVICE POINT

Setelah status Work Order Internet menjadi PIS, maka selanjutnya update service point menjadi active di Amdocs.

Amdocs CES Multi-Play Smart Pack - Order Processing

File View Applications Options Help

CSR: LINA

Account: 46030 10401523

1

OVERVIEW CUSTOMER FINANCIAL HISTORY SERVICE POINTS SERVICES CONTRACT UDK HIERARCHY

Status: Residential

Account category: Pending Change

Account this site: Pending Change

Site: Active

From site: Status: To site: Status: Last install date: 11/1/2020

Pending: WIP T/C SRO Offer

Financials: Balance: DR388,341.93 Last statement date: 120 day Rate: DR496,000.00 Close to collections: DR0.00

Aging history: 120 day 90 day 60 day 30 day Current Zero/Credit

Last payment: Amount: (DR220,000.00) Date: 11/1/2020 Type: CASH

History: Tasks Events

Date	Description	Status
11/9/2020 11:23 AM	Change of Service	Ordered
11/6/2020 9:53 AM	Change of Service	No Truck
11/6/2020 9:53 AM	Change of Service	Reschedule
11/4/2020 4:49 PM	Change of Service	Ordered
11/4/2020 9:55 AM	Change of Service	No Truck
11/4/2020 9:55 AM	Change of Service	Ordered
11/1/2020 11:22 PM	Install	No Truck
11/1/2020 11:22 PM	Install	Reschedule
11/1/2020 10:43 PM	Install	Ordered

Services:

Active	Count	Status
EB-HI-SPEED 50mb...	1	
ES-RENT XSTREA...	1	
EX-RENT ONT	1	
EF-GOLD HI-SPEED	1	
EH-HI-SPEED DIA+	1	
11/9/2020		
EZ-FREE INSTALL	1	Add
EA-HI-SPEED 30mb...	1	Add
ES-RENT XSTREA...	1	Add
EX-RENT ONT	1	Add
EE-NOMATH HI-SPE...	1	Add

Close Previous Next Refresh Caller

Amdocs CES Multi-Play Smart Pack - Order Processing

File View Applications Options Help

CSR: LINA

Account: 46030 WIP 523

2

OVERVIEW CUSTOMER SITE FINANCIAL HISTORY SERVICE POINTS SERVICES CONTRACT UDK HIERARCHY

Service point/equipment: Device: Status: Services:

Service point	Equipment	Host	Telephony	Volume discount	Pending telephone change
1 RIJANG TAMU					
2 RIJANG KELUARGA					

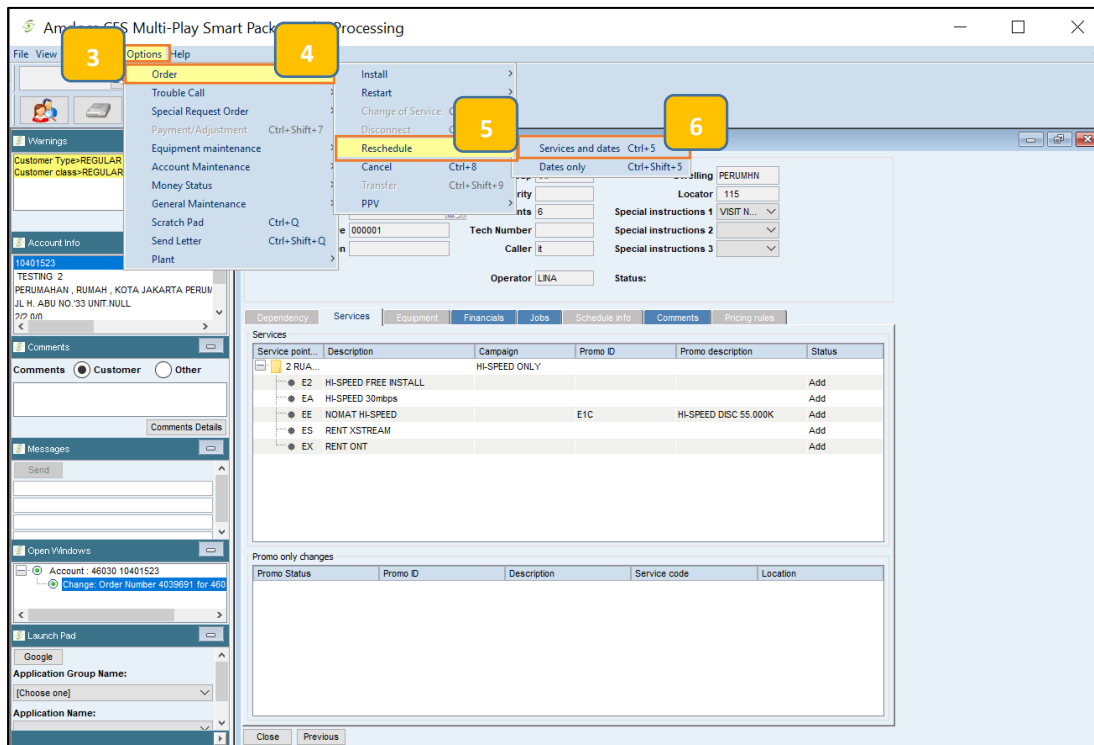
Service Point: Location: R TAMU Location short desc: R TAMU Supply point: Location long desc: RIJANG TAMU Meter:

Remove service point equipment: Remove MSO owned equipment Return reason: Include subscriber owned equipment Confirm remove

Services:

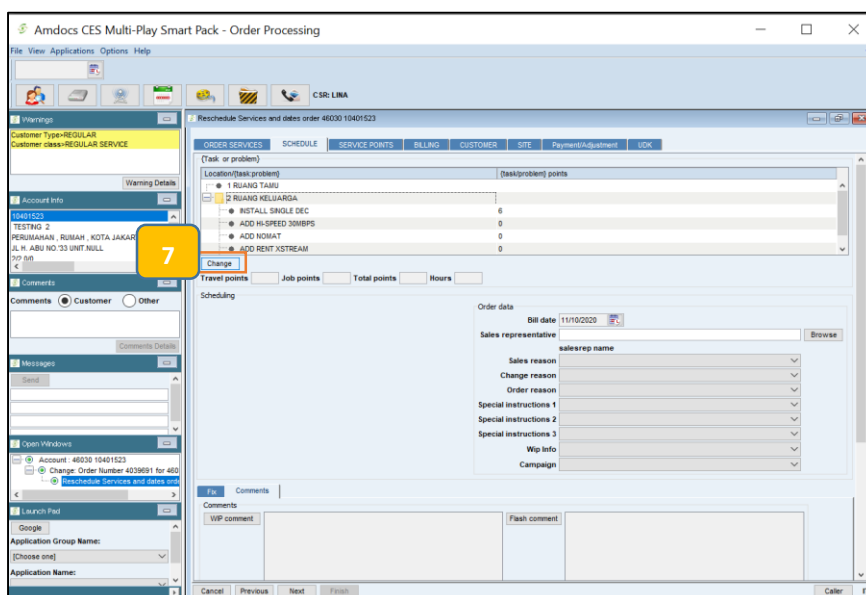
Active	Description	Price
EB	HI-SPEED 50Mbps	DR359,000.00
ES	RENT XSTREAM	DR40,000.00
EX	RENT ONT	DR40,000.00
EF	GOLD HI-SPEED	DR0.00
EI	HI-SPEED DIA+	DR0.00

Close Previous Next Refresh Caller



Penjelasan :

1. Cari ID pelanggan
2. Klik button **WIP**
3. Klik **Option**
4. Pilih **Order**
5. Pilih **Rechedule**
6. Pilih **Service and dates**. Akan muncul tampilan seperti dibawah
7. Klik **Change**



Amdocs CES Multi-Play Smart Pack - Order Processing

File View Applications Options Help

CSR: LINA

Warnings
Customer Type>REGULAR
Customer class>REGULAR SERVICE

Account Info
10401523
TESTING 2
PERUMAHAN, RUMAH, KOTA JAKARTA PERUM
JL H. ABU NO.33 UNIT.NULL
77 00

Comments
Comments Customer Other

Open Windows
Account : 46030 10401523
Change: Order Number 4039691 for 460
Reschedule Services and dates order

Launch Pad
Google
Application Group Name:
[Choose one]
Application Name:

ORDER SERVICES SCHEDULE SERVICE POINTS BILLING CUSTOMER SITE Payment/Adjustment UDK

Task
Location/Task Task points
1 RUANG TAMU
2 RUANG KELUARGA
INSTALL SINGLE DEC 6
ADD HI-SPEED 30MBPS 0
ADD NOMAT 0
ADD RENT XSTREAM 0

Change
Travel points 0 Job points 6 Total points 6 Hours 1.5

Scheduling
Change schedule

Current no schedule info
No schedule reason BELUM ADA WAKTU
Order reason

Order data
Bill date 11/9/2020
Sales representative 000001 Browse
Sales reason IT
Change reason [Choose one]
Order reason [Choose one]
Special instructions 1 VISIT NO CALL
Special instructions 2 [Choose one]
Special instructions 3 [Choose one]
Dwelling Type PERUMAHAN
Campaign HI-SPEED ONLY

Comments
WP comment Flash comment

Cancel Previous Next Finish Caller IT

Amdocs CES Multi-Play Smart Pack - Order Processing

File View Applications Options Help

CSR: LINA

Warnings
Customer Type>REGULAR
Customer class>REGULAR SERVICE

Account Info
10401523
TESTING 2
PERUMAHAN, RUMAH, KOTA JAKARTA PERUM
JL H. ABU NO.33 UNIT.NULL
77 00

Comments
Comments Customer Other

Open Windows
Account : 46030 10401523
Change: Order Number 4039691 for 460
Reschedule Services and dates order

Launch Pad
Google
Application Group Name:
[Choose one]
Application Name:

ORDER SERVICES SCHEDULE SERVICE POINTS BILLING CUSTOMER SITE Payment/Adjustment UDK

Task
Location/Task Task points
1 RUANG TAMU
2 RUANG KELUARGA
INSTALL SINGLE DEC 6
ADD HI-SPEED 30MBPS 0
ADD NOMAT 0
ADD RENT XSTREAM 0

Change
Travel points 0 Job points 6 Total points 6 Hours 1.5

Scheduling
Order type
Schedule No Truck No schedule
No Truck reason REFRESH BY SYSTEM
Technician 999 Technician browse
Work done date 11/10/2020
Work done time 7:20 AM

Order data
Bill date 11/9/2020
Sales representative 000001 Browse
Sales reason IT
Change reason [Choose one]
Order reason [Choose one]
Special instructions 1 VISIT NO CALL
Special instructions 2 [Choose one]
Special instructions 3 [Choose one]
Dwelling Type PERUMAHAN
Campaign HI-SPEED ONLY

Comments
WP comment Flash comment

Cancel Previous Next Finish Caller IT

Penjelasan :

1. Klik **Change Schedule**
2. Pilih **No Truck**
3. Klik **Technician Browse**. Lalu pilih Technician

4. Pilih **Work done date** dan **Work done time**
5. Klik Browse pada **Sales representative**. Lalu pilih nama sales
6. Pilih **Special instruction 1**
7. Klik **Next** sampai tab terakhir

Amdocs CES Multi-Play Smart Pack - Order Processing

File View Applications Options Help

CSR: LINA

Reschedule Services and dates order 46030 10401523*

ORDER SERVICES | SCHEDULE | SERVICE POINTS | BILLING | CUSTOMER | SITE | Payment/Adjustment | UDK

Service point/equipment: 1 RUANG TAMU (Active), 2 RUANG KELUARGA (Pending)

Service point: R KEL, Location short desc: R KEL, Location long desc: RUANG KELUARGA, Supply point, Meter

Remove service point equipment: ☐ Remove MSO owned equipment, ☐ Include subscriber owned equipment, Return reason, Confirm remove

Services:

	Description	Price
11/9/2020		
+EA	HI-SPEED 30mbps	IDR259,000.00
+E2	FREE INSTALL	IDR0.00
+EX	RENT ONT	IDR40,000.00
+ES	RENT XSTREAM	IDR40,000.00
+EE	NOMAT HI-SPEED	IDR0.00

Cancel Previous **Next** Finish Caller IT

Amdocs CES Multi-Play Smart Pack - Order Processing

File View Applications Options Help

CSR: LINA

Reschedule Services and dates order 46030 10401523*

ORDER SERVICES | SCHEDULE | SERVICE POINTS | BILLING | CUSTOMER | SITE | Payment/Adjustment | UDK

Bill data:

Install date: 11/1/2020, Last install date: 11/1/2020, Bill date: 11/9/2020, Current cycle: 15, New cycle: 15, Reminder scheme: DEFAULT, Statement scheme: EMAIL STATEMENT, COD, Current call day: 0, New call day: 0

Statement: ☒ Statement, Force final bill, Invoice exempt, Tax exempt, MDU exempt

Tax exemptions: Select All, Tax Authority: PPN, Service Group: 1

Telco bill data: ☐ Special rate call log, ☐ Summary by origin, ☐ Intl dest analysis, ☐ Special rate analysis, ☐ Natl dest analysis

Estimated bill:

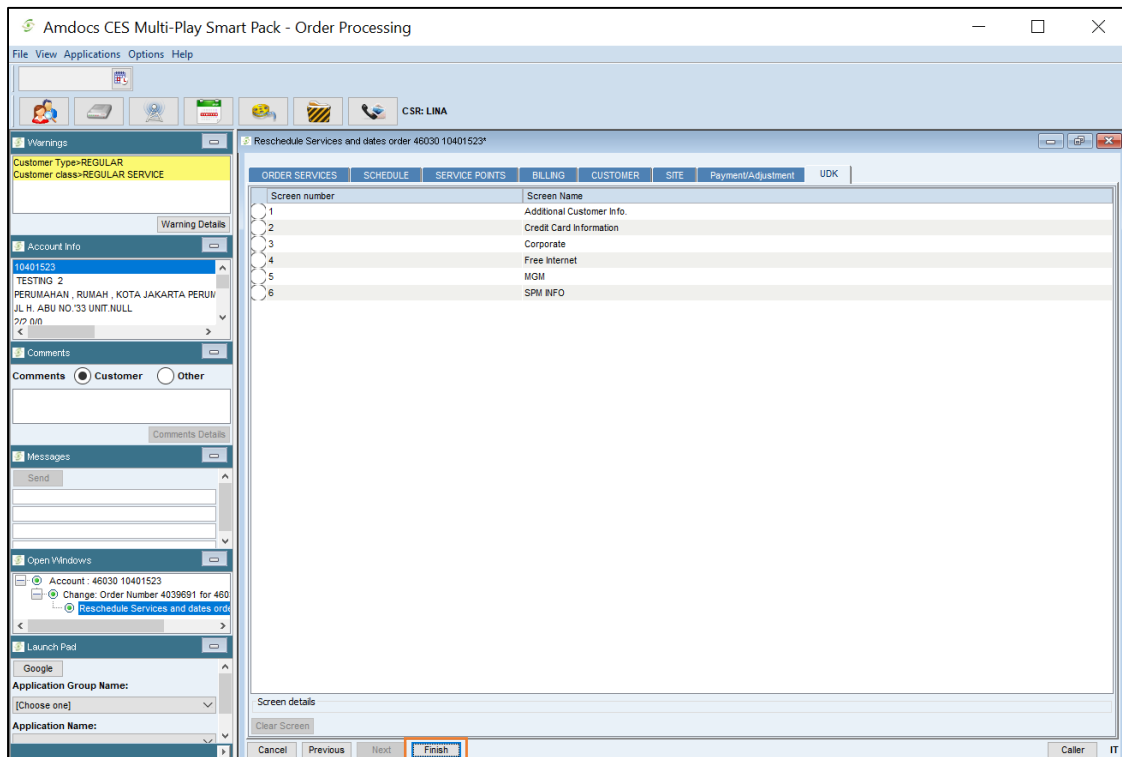
Current cycle: 15, Current balance: IDR398,341.93

Prorate from: 11/9/2020, Prorate to: 11/15/2020, Charge from: 11/16/2020, Charge to: 12/15/2020, New monthly rate: IDR778,000.00, Remaining incremental charges: Install: IDR0.00

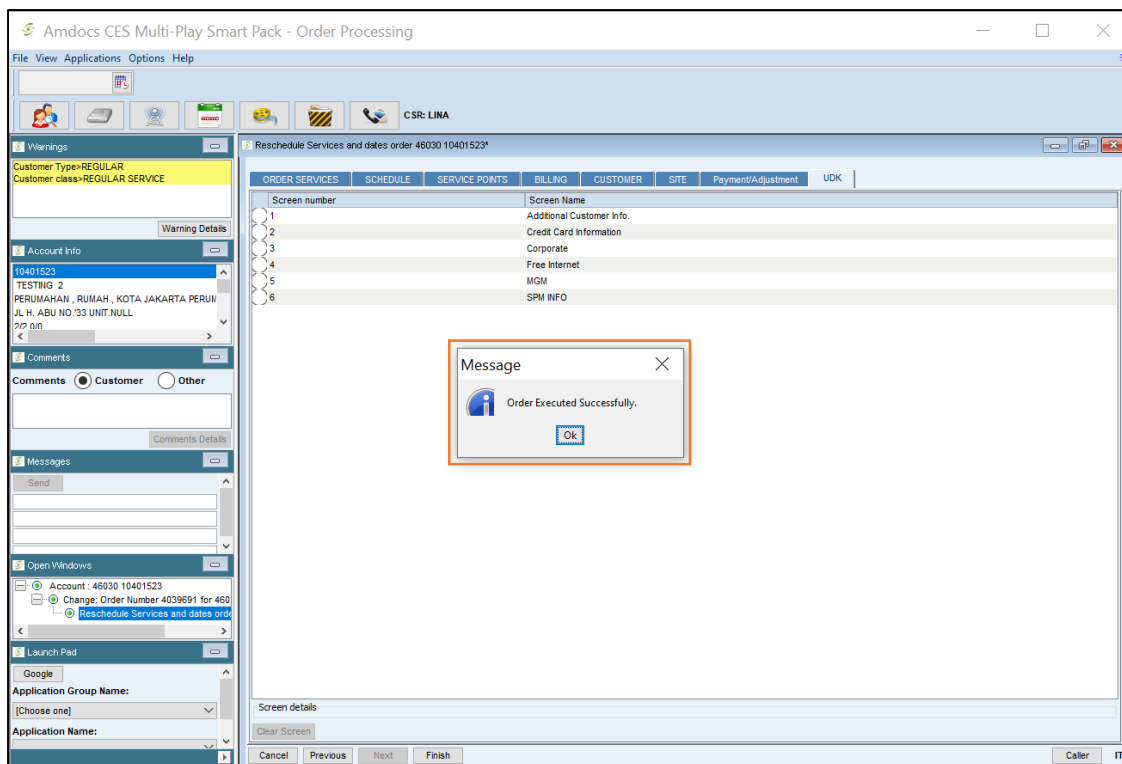
Summed Name | Summed Amount

Install	IDR0.00
Deposit	IDR0.00
Prorate	IDR50,129.03
Service	IDR915,000.00
Termination fee	IDR0.00
Tax amount	IDR5,012.90

Cancel Previous **Next** Finish Caller IT



Lalu klik **Finish**. Akan muncul pesan seperti dibawah ini.



Lalu service point pada ID pelanggan **10401523** akan terdapat 2 service point dengan status **Active**

Amdocs CES Multi-Play Smart Pack - Order Processing

File View Applications Options Help

CSR: LINA

Warnings

Customer Type>REGULAR
Customer class>REGULAR SERVICE

Warning Details

Account Info

10401523
TESTING 2
PERUMAHAN ,RUMAH , KOTA JAKARTA PERUM
JL H. ABU NO.33 UNIT NULL
777 000

Comments

Comments Customer Other

Comments Details

Messages

Send

Open Windows

Account - 46030 10401523

Launch Pad

Google

Application Group Name:
[Choose one]

Application Name:

Account: 46030 10401523

OVERVIEW CUSTOMER SITE FINANCIAL HISTORY SERVICE POINTS SERVICES CONTRACT UDK HIERARCHY

Service point/equipment	Device	Status	Services
1 RUANG TAMU		Active	EB,ES,EX,EF,EI
2 RUANG KELUARGA		Active	EA,ES,EX,EE

Service point Equipment Host Telephony Volume discount Pending telephone change

Service Point

Location RTAMU Location short desc RTAMU Supply point

Location long desc RUANG TAMU Meter

Remove service point equipment

☐ Remove MSD owned equipment Return reason

☐ Include subscriber owned equipment Confirm remove

Services

	Description	Price
Active		
EB	HI-SPEED 50Mbps	IDR359,000.00
ES	RENT XSTREAM	IDR40,000.00
EX	RENT ONT	IDR40,000.00
EF	GOLD HI-SPEED	IDR0.00
EI	HI-SPEED DIA+	IDR0.00

Close Previous Next Refresh Caller IT