

HOW TO DOCUMENT

CUSTOMER MIGRATION

(Proses Migrasi dari Amdocs ke SMS Transvision)

<https://sms.transvision.co.id/>

TRANSVISION

TRANSVISION

JUNI 2024

DAFTAR ISI

A. Modul Customer Data	3
B. Menu Customer Migration	4
1 Update Customer Migration	6
2 Execute Customer Migration	8
C. Menu Create Subscription	10
1 Update Retail Customer Subscription	12
2 Execute Retail Customer Subscription	15
3 Aktivasi Retail Customer Subscription	16
D. Provisioning	18

A. Modul Customer Data

Untuk melakukan migrasi data dari data Amdocs ke SMS Transvision bisa dilakukan pada menu Customer Data. Account Number yang bisa di migrasi hanya account number dengan *account status* : *disconnect* dan *reactivate*. Berikut ini adalah langkah-langkah untuk melakukan migrasi:

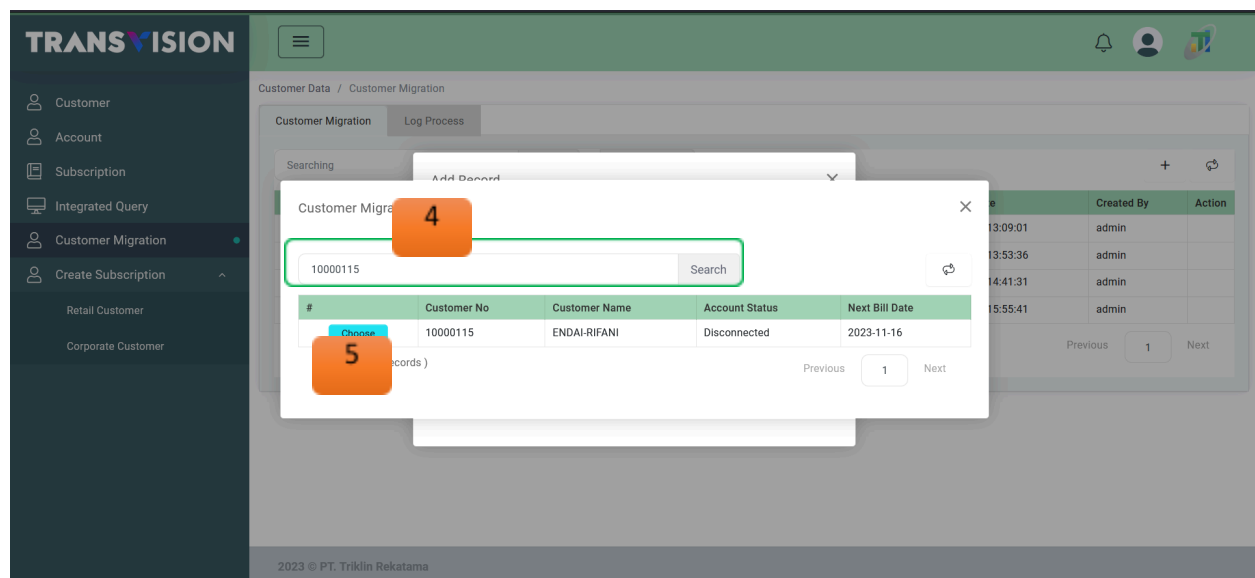
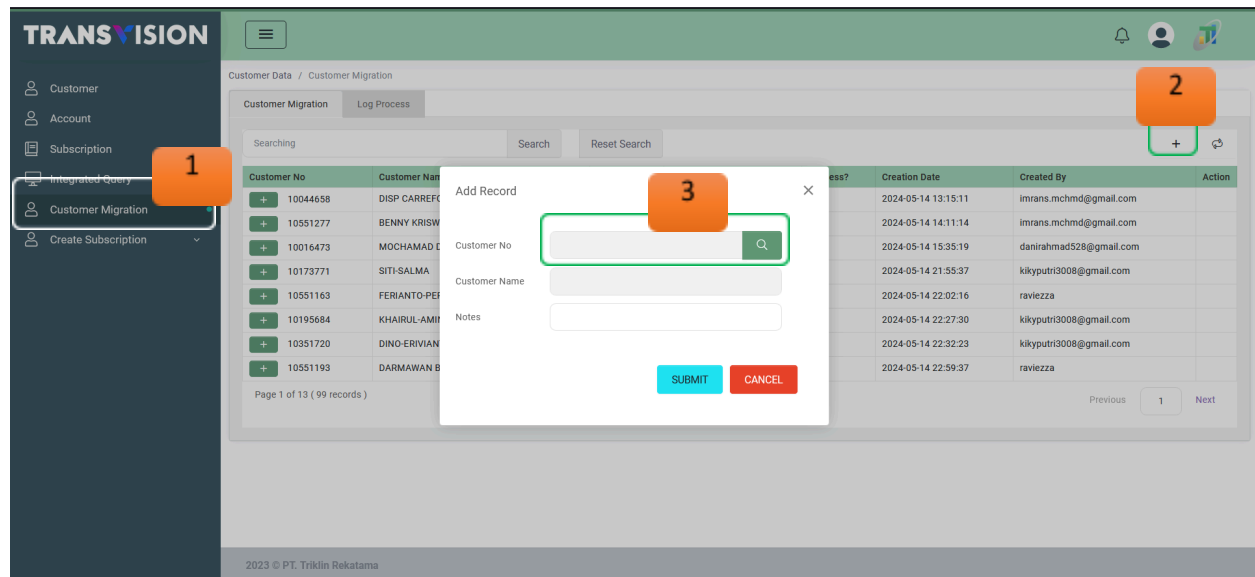
The image shows two screenshots of the Transvision web application. The first screenshot shows the main dashboard with the 'Customer Data' menu highlighted with an orange box labeled '1'. The second screenshot shows the 'Account List' page with the 'Account' menu highlighted with an orange box labeled '2'. The 'Account List' page has a search bar with the account number '10000115' entered, highlighted with an orange box labeled '3'. The table below shows the search results.

Customer ID	Account Num	Account Name	Account Status	Action
Page 1 of 1 (0 records)				

Keterangan:

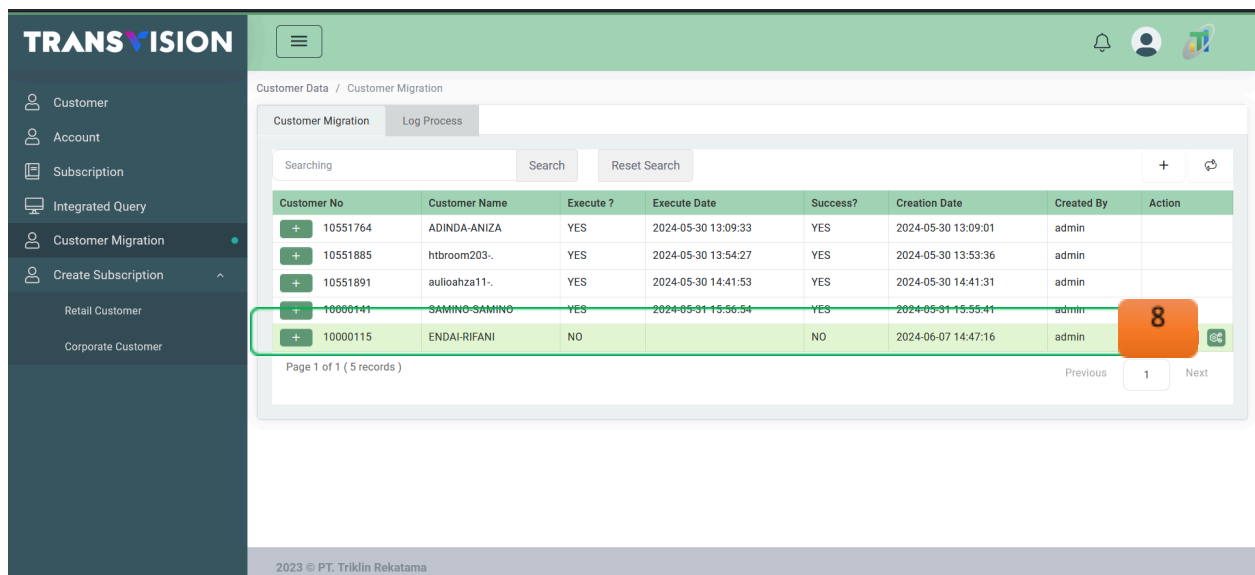
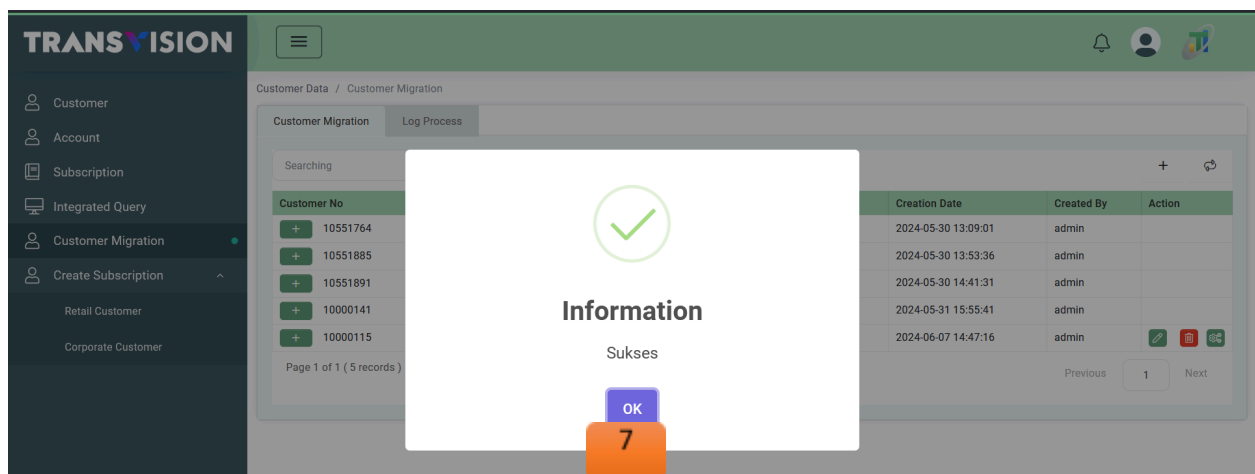
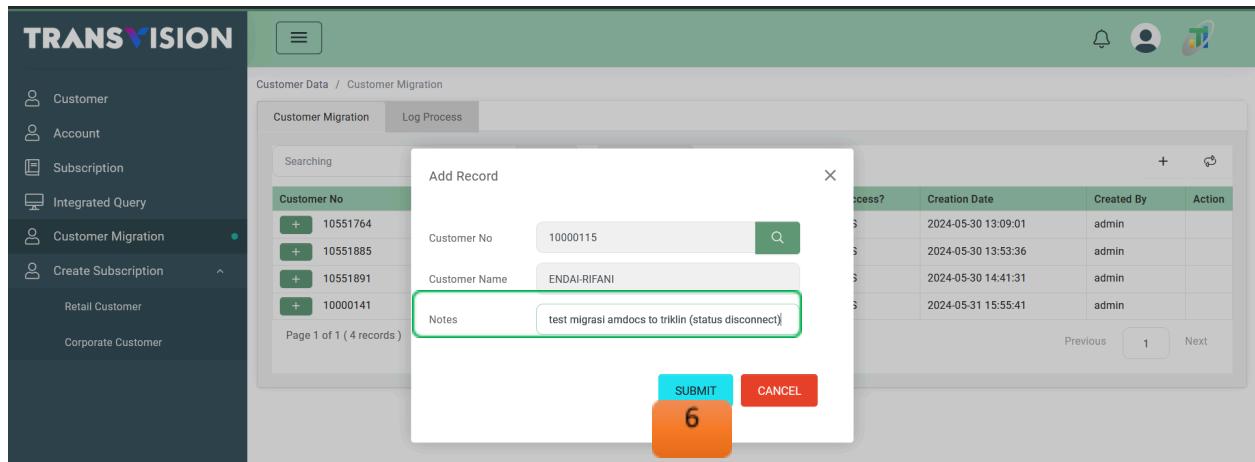
1. Setelah melakukan login, klik Menu **Customer Data**
2. Klik **Account** untuk mengecek account status
3. **Search** account number (misal : 10000115)
Jika tidak ada datanya maka account statusnya nya adalah *disconnect*

B. Menu Customer Migration



Keterangan:

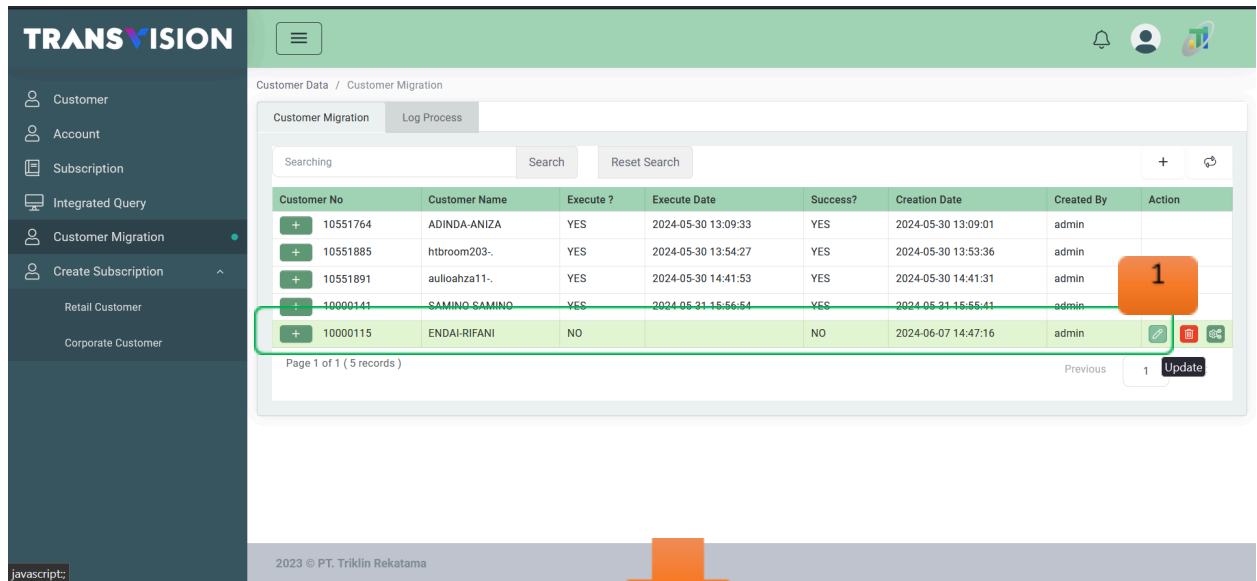
1. Klik **Customer Migration**
2. Klik **tanda +**
3. Klik icon **Search**
4. Ketik Account Number lalu klik **Search**
5. Tampil data yang dicari, lalu klik **Choose**



- Account Number terpilih, lalu input **Notes**. Klik **Submit**
- Account Number berhasil disimpan, klik **OK**
- Account Number akan tampil di menu Customer migration dengan **status Execute = NO**

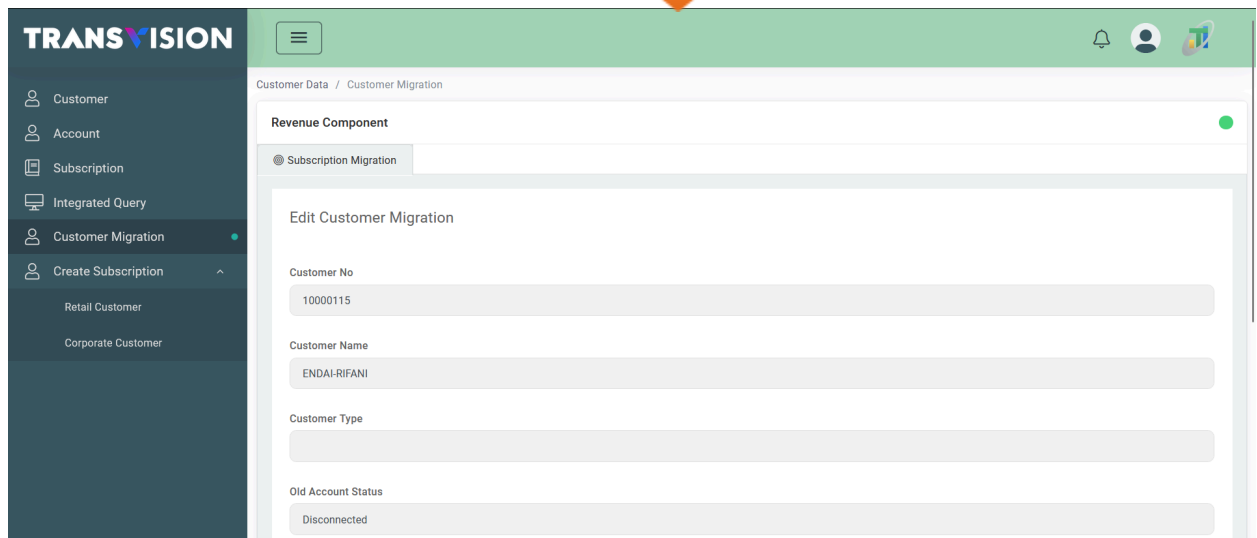
1 Update Customer Migration

Untuk melakukan update data subscription pada salah satu account number. Langkahnya sebagai berikut:



The screenshot shows the TRANSVISION interface with the 'Customer Migration' tab selected. A table lists customer migration records. The record for customer 10000115 (ENDAI-RIFANI) is highlighted with a green box. An orange box with the number '1' points to the 'Update' button in the action column of this record.

Customer No	Customer Name	Execute ?	Execute Date	Success?	Creation Date	Created By	Action
10551764	ADINDA-ANIZA	YES	2024-05-30 13:09:33	YES	2024-05-30 13:09:01	admin	
10551885	htbroom203-	YES	2024-05-30 13:54:27	YES	2024-05-30 13:53:36	admin	
10551891	auiioahza11-	YES	2024-05-30 14:41:53	YES	2024-05-30 14:41:31	admin	
10000141	SAMINO-SAMINO	YES	2024-05-31 15:55:54	YES	2024-05-31 15:55:41	admin	
10000115	ENDAI-RIFANI	NO		NO	2024-06-07 14:47:16	admin	



The screenshot shows the TRANSVISION interface with the 'Revenue Component' tab selected. The 'Subscription Migration' sub-tab is active, displaying the 'Edit Customer Migration' form. The form contains the following fields:

- Customer No: 10000115
- Customer Name: ENDAI-RIFANI
- Customer Type: (empty)
- Old Account Status: Disconnected

Keterangan:

1. Pilih salah satu account name yang ingin di update. Lalu klik **Update** (tanda edit). Dan akan masuk ke halaman Revenue Component – Subscription Migration

TRANSVISION

Customer Migration

Old Account Status
Disconnected

Old Next Bill Date
2023-11-16

New Account Status *
Active

New Next Bill Date*
06 / 16 / 2024

Notes
test migrasi amdocs to triklin (status disconnect)

Cancel Save changes

2023 © PT. Triklin Rekatama

TRANSVISION

Customer Migration / Log Process

Searching

Customer No	Creation Date	Created By	Action
10551764	2024-05-30 13:09:01	admin	
10551885	2024-05-30 13:53:36	admin	
10551891	2024-05-30 14:41:31	admin	
10000141	2024-05-31 15:55:41	admin	
10000115	2024-06-07 14:47:16	admin	

Page 1 of 1 (5 records)

Previous 1 Next

Information
Your data has been updated.
OK

2023 © PT. Triklin Rekatama

2. Isi Form Subscription Migration pada kolom:

- **New Account Status** : menjadi Active
- **New Next Bill Date** : 06/16/2024

Karena account diatas di update tanggal 7 juni 2024 maka masuk ke new next bill date 16 Juni

- **Notes**

3. Klik **Save Change**

4. Tampil notifikasi update berhasil, lalu klik **OK**

Keterangan:

Ada 2 cara untuk menentukan tanggal next bill, yaitu:

- Account yang di update tanggal **1 - 15**, maka next bill nya tanggal **16** (bulan yang sama)
- Account yang di update tanggal **16 - 31**, maka next bill nya tanggal **1** (bulan berikutnya)

2 Execute Customer Migration

Untuk mengeksekusi Account number menjadi active. Langkahnya sebagai berikut.

Customer Data / Customer Migration

Customer Migration Log Process

Searching Search Reset Search

Customer No	Customer Name	Execute ?	Execute Date	Success?	Creation Date	Created By	Action
+ 10551764	ADINDA-ANIZA	YES	2024-05-30 13:09:33	YES	2024-05-30 13:09:01	admin	
+ 10551885	htbroom203-	YES	2024-05-30 13:54:27	YES	2024-05-30 13:53:36	admin	
+ 10551891	aulioahza11-	YES	2024-05-30 14:41:53	YES	2024-05-30 14:41:31	admin	
+ 10000141	SAMINO-SAMINO	YES	2024-05-31 15:56:54	YES	2024-05-31 15:55:41	admin	
+ 10000115	ENDAI-RIFANI	NO		NO	2024-06-07 14:47:16	admin	

Page 1 of 1 (5 records) Previous 1 Next Execute

2023 © PT. Trikin Rekatama

Customer Data / Customer Migration

Customer Migration Log Process

Searching Search Reset Search

Customer No	Customer Name	Execute ?	Execute Date	Success?	Creation Date	Created By	Action
+ 10551764	ADINDA-ANIZA	YES	2024-05-30 13:09:33	YES	2024-05-30 13:09:01	admin	
+ 10551885	htbroom203-	YES	2024-05-30 13:54:27	YES	2024-05-30 13:53:36	admin	
+ 10551891	aulioahza11-	YES	2024-05-30 14:41:53	YES	2024-05-30 14:41:31	admin	
+ 10000141	SAMINO-SAMINO	YES	2024-05-31 15:56:54	YES	2024-05-31 15:55:41	admin	
+ 10000115	ENDAI-RIFANI	NO		NO	2024-06-07 14:47:16	admin	

Page 1 of 1 (5 records) Previous 1 Next

Are you sure want to execute the process?

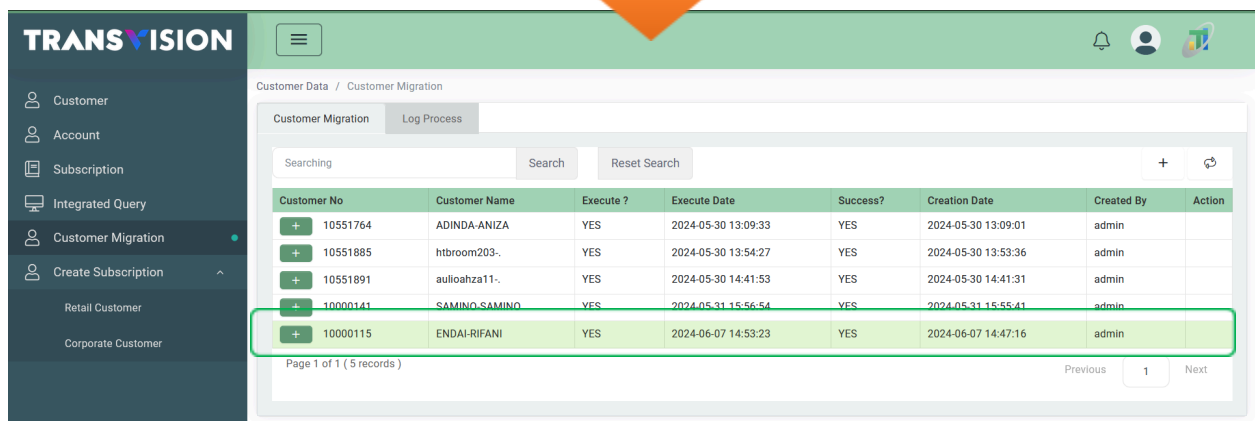
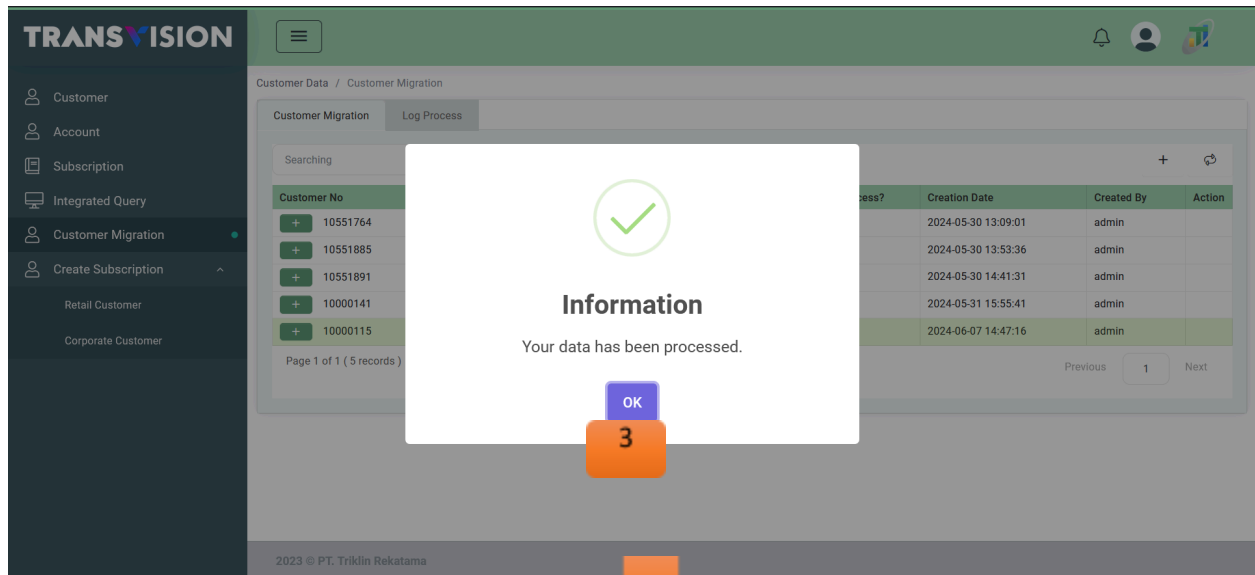
Yes No

2

2023 © PT. Trikin Rekatama

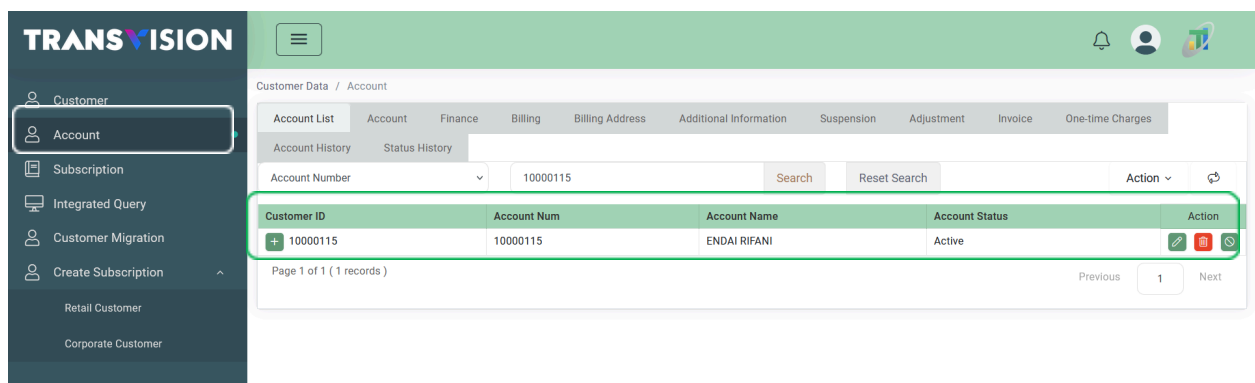
Keterangan:

1. Pilih account number yang ingin di execute, klik icon **Execute**
Account number diatas **Status Execute = NO, status Success = NO**
2. Tampil notifikasi proses execute, klik **Yes**



3. Tampil notifikasi Execute berhasil dilakukan, klik OK

Setelah dilakukan execute, maka status **Execute = YES**, status **Success = YES**



Di menu Account sudah ada account number tersebut dengan status **active**

C. Menu Create Subscription

Selanjutnya Tim HD melakukan migrasi data ke SMS Transvision di menu create subscription. Berikut adalah langkah-langkahnya:

Customer Data / Create Subscription

Retail Customer Subscription Log Process

Searching Search Reset Search Download ++ +

Customer	Product	Card Number	Status	Monthly Tariff	Promo Code	Migrated ?	Action
+ 10551764 - ADINDA-ANIZA	WH-SATELLITE DIAMOND FREE	42568126033	Active	0	WH6	YES	
+ 10551764 - ADINDA-ANIZA	RX-DECODER CX PVR RENTAL FEE	42568126033	Active	0	RX0	YES	
+ 10551764 - ADINDA-ANIZA	WI-SATELLITE GOLD	42568126033	Active	0	WIL	YES	
+ 10551885 - htbroom203-	00-XSTREAM SUBS PRE		Active	0		YES	
+ 10551891 - aulioahza11-	00-XSTREAM SUBS PRE		Active	0		YES	
+ 10000108 - FERRY NOVIAN	VG-VAGANZA GOLD	41295953818	Active	0	VGS	YES	
+ 10000141 - SAMINO-SAMINO	VG-VAGANZA GOLD	10000141	Active	0	VGX	YES	
+ 10000141 - SAMINO SAMINO	GP-TRANSVISION GOLD+	10000141	Active	0	10G	YES	

Page 1 of 1 (8 records) Previous 1 Next

2023 © PT. Triklin Rekatama

Customer Data / Create Subscription

Retail Customer Subscription Log Process

Searching Search Reset Search Download ++ +

Customer Subscription Migration

Searching Search

#	Customer No	Customer Name
Choose	10000115	ENDAI-RIFANI

Page 1 of 1 (1 records) Previous 1 Next

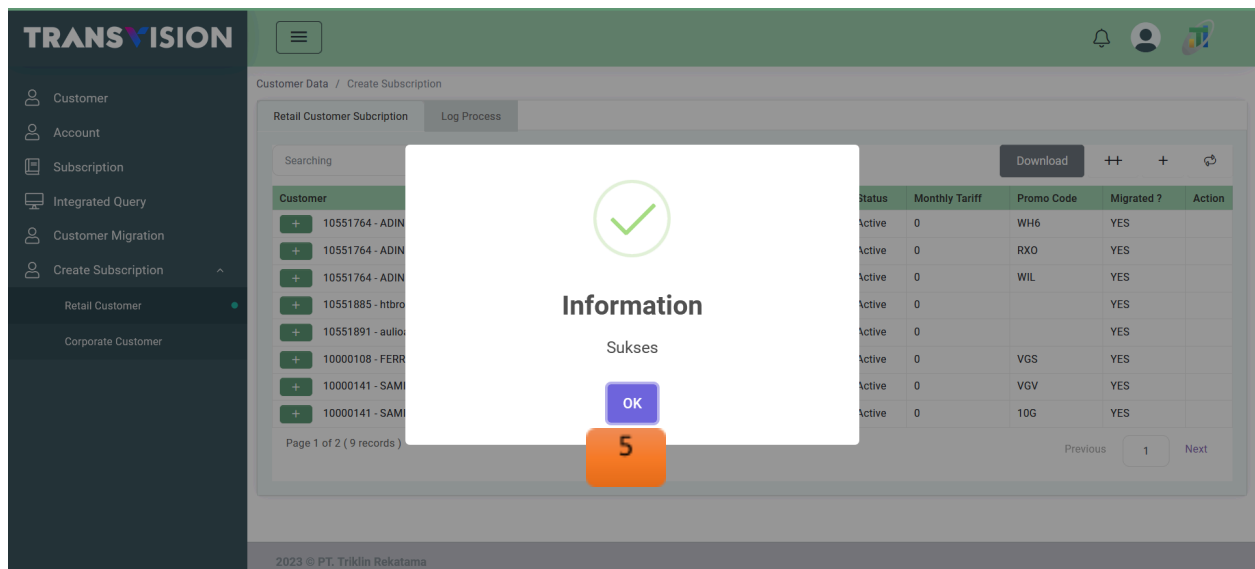
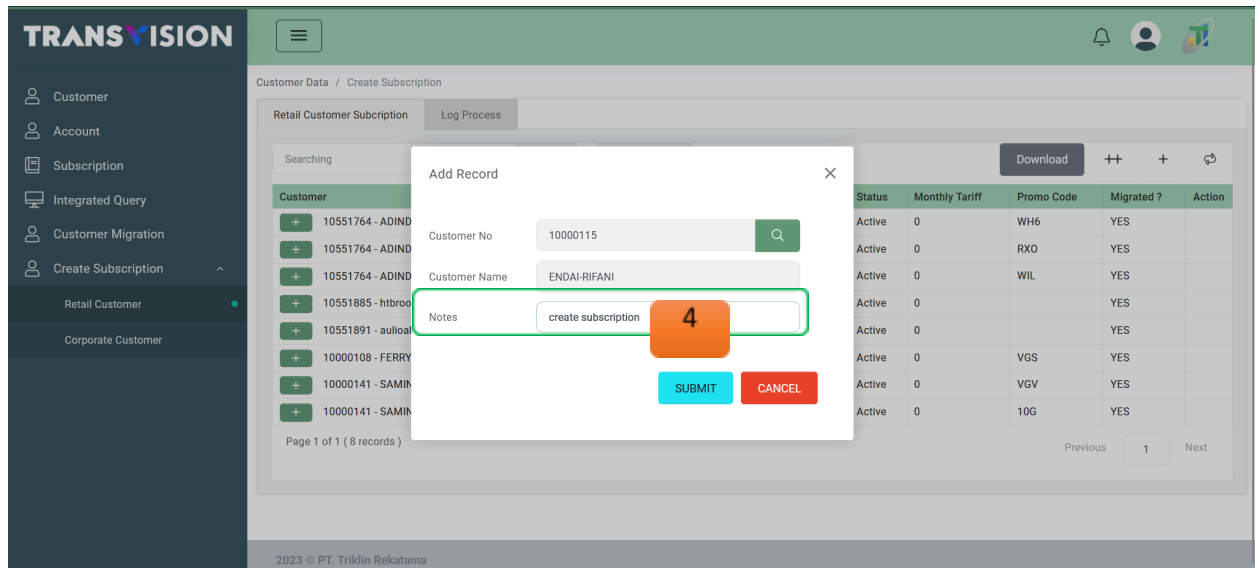
Promo Code	Migrated ?	Action
WH6	YES	
RX0	YES	
WIL	YES	
	YES	
	YES	
VGS	YES	
VGX	YES	
10G	YES	

Page 1 of 1 (8 records) Previous 1 Next

2023 © PT. Triklin Rekatama

Keterangan:

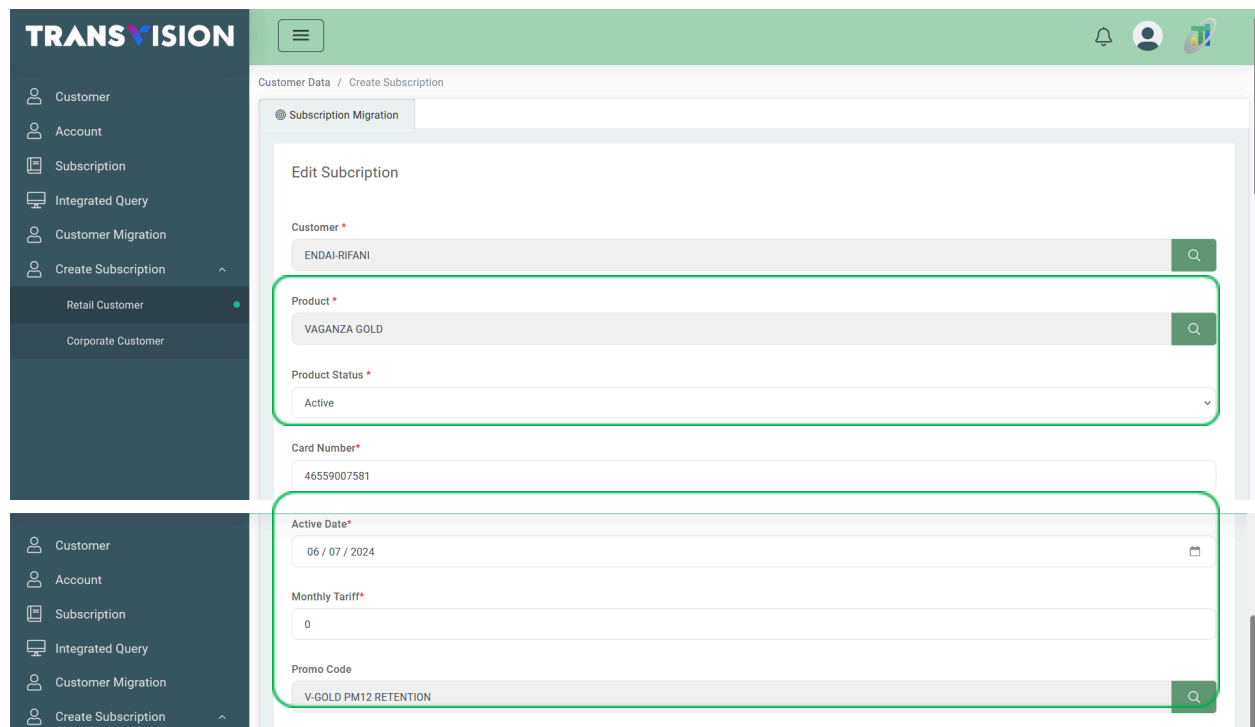
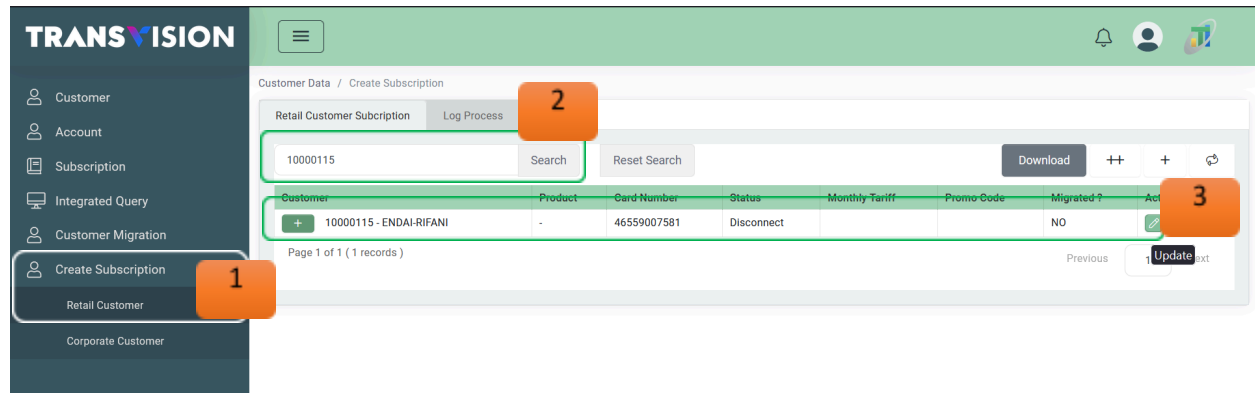
1. Klik **Create Subscription > Retail Customer**
2. Klik **tanda +**
3. Search Account Number (misal: 10000115), lalu pilih **Choose**



4. Pada Add Record ketik **Notes**, lalu klik **Submit**
5. Tampil notifikasi create subscription berhasil dilakukan, lalu klik **OK**

1 Update Retail Customer Subscription

Untuk melakukan update product account subscription. Berikut adalah langkahnya:



Keterangan:

1. Klik **Create Subscription > Retail Customer**
2. Ketik Account Number (misal: 10000115), klik **Search**
3. Isi Form Subscription Migration:
 - Pilih **Product** : (misal: **VAGANZA GOLD**)
 - Pilih **Product Status** : Pilih **Active**
 - Input **Active Date** : Tanggal create (misal: 7 Juni 2024)
 - Input **Monthly Tariff** : Ketik **0** (1 = corporate, 0 = retail)
 - Pilih **Promo Code** : (misal: **V-GOLD PM12 RETENTION**)

Retail Customer

Corporate Customer

Promo Valid From

06 / 16 / 2024

Promo Valid To

06 / 15 / 2025

First Bill Promo

06 / 16 / 2024

Line Address 1*

PERUMAHAN MEDANG LESTARI

Line Address 2

BLOK A1 NO. H6 00/00

Line Address 3

SITU GADUNG-PAGEDANGAN

City*

KAB. TANGERANG

Province*

BANTEN

Zip Code*

15858

Is Migrated ?*

YES

Notes

Create subscription

4

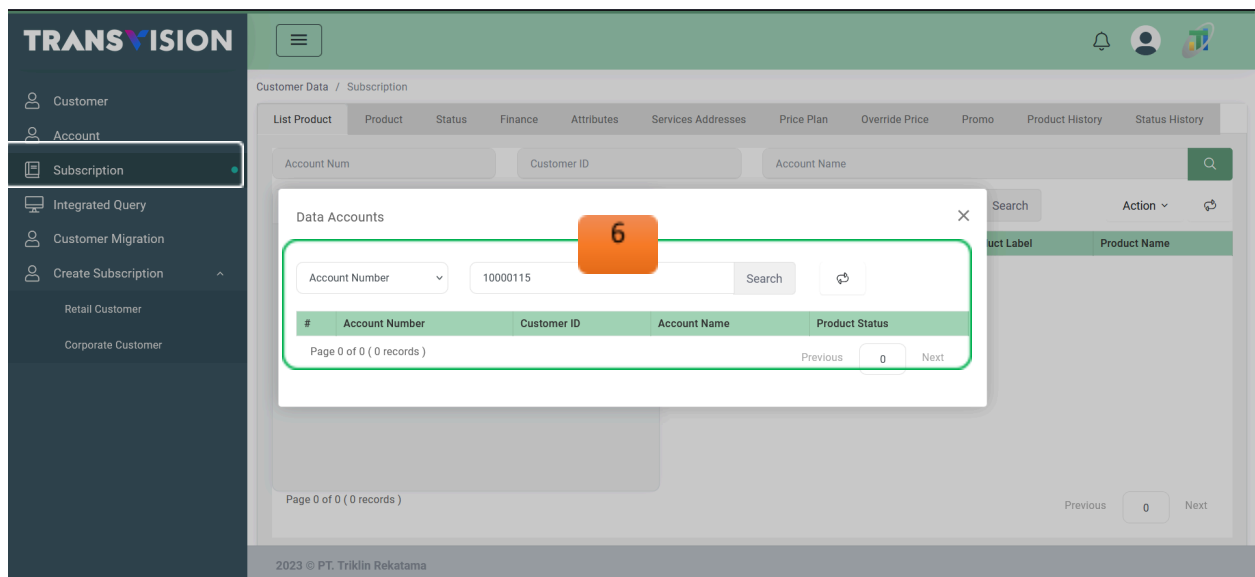
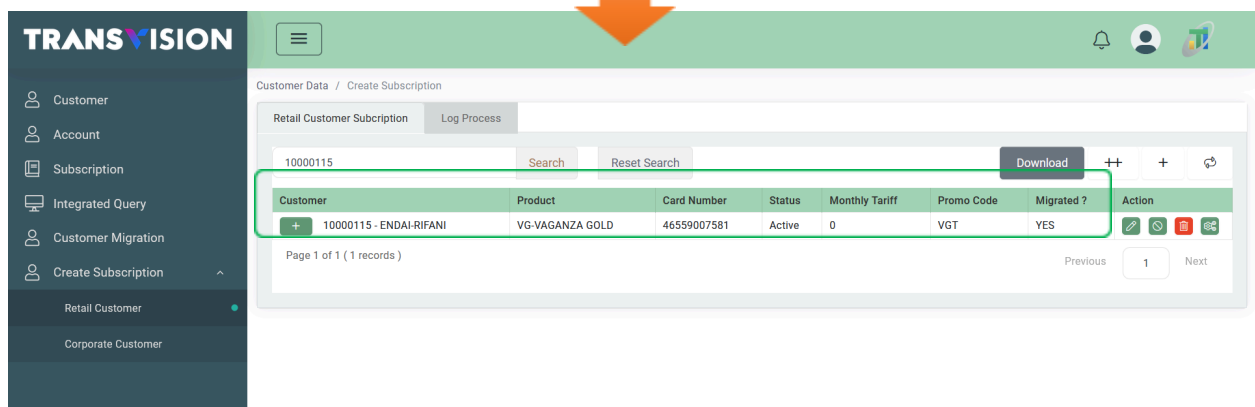
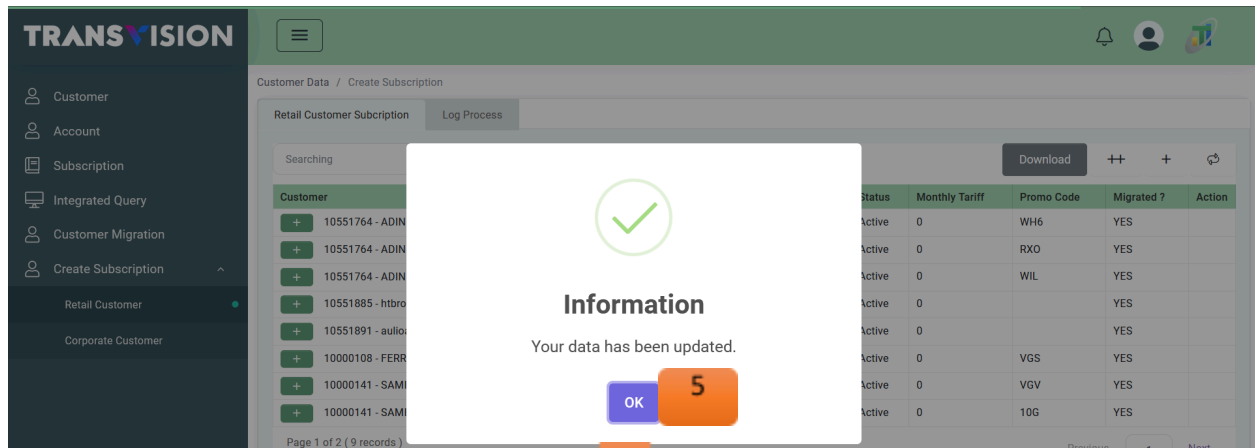
Save changes

2023 © PT. Triklin Rekatama

- Input **Promo Valid From** : Input sesuai next APC (misal: 16 Juni 2024)
- Input **Promo Valid To** : Input sesuai dengan durasi promo (misal: 1 tahun, berarti 15 Juni 2025)
- Input **First Bill Promo** : Input sesuai Promo Valid From (misal: 16 Juni 2024)
- Pilih Is **Migrated** : Pilih **YES**
- Input **Notes**

4. Klik **Save Change**

Status menjadi active



5. Tampil notifikasi create subscription berhasil dilakukan, klik **OK**
Status Account Number diatas (10000115) menjadi **Active**
6. Pada menu Subscription belum ada account number diatas karena belum dilakukan proses execute

2 Execute Retail Customer Subscription

Untuk mengeksekusi Account Number agar bisa dilakukan proses aktivasi. Langkahnya sebagai berikut:

The screenshots illustrate the process of executing a retail customer subscription in the TRANSVISION system. The interface includes a sidebar with navigation options like Customer, Account, Subscription, Integrated Query, Customer Migration, and Create Subscription. The main area shows the 'Retail Customer Subscription' table with columns for Customer, Product, Card Number, Status, Monthly Tariff, Promo Code, Migrated?, and Action.

Step 1: The user selects the 'Execute' button for the record '10000115 - ENDAL-RIFANI'.

Step 2: A confirmation dialog appears: "Are you sure want to execute the process?" with 'Yes' and 'No' options.

Step 3: An information dialog appears: "Information Your data has been processed." with an 'OK' button.

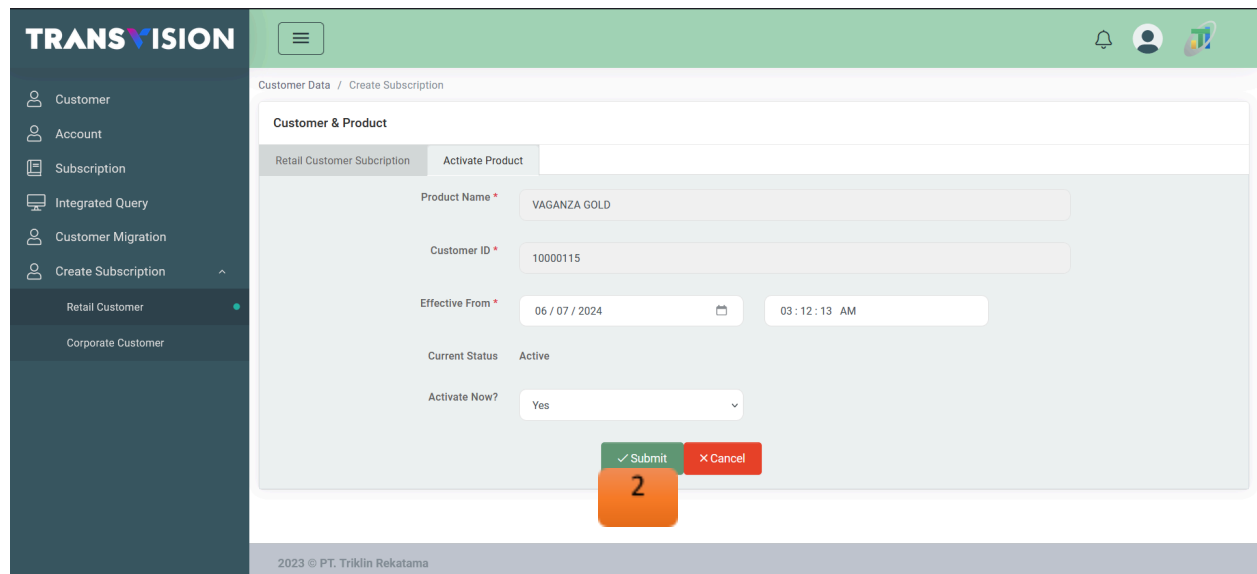
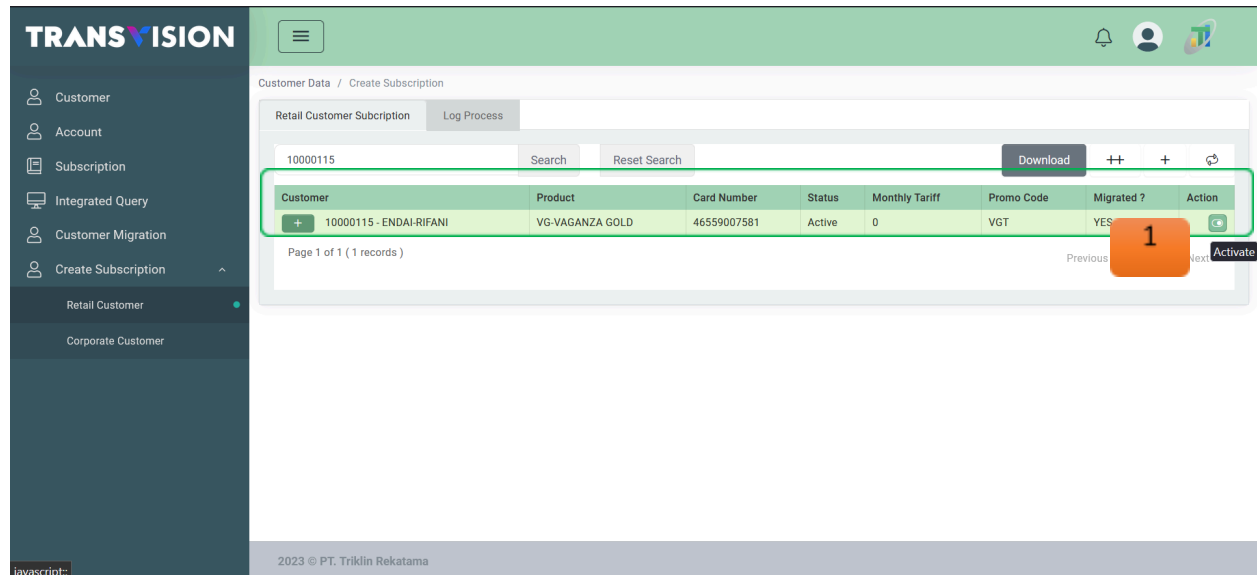
Step 4: The table is updated with a new record for '10000115 - ENDAL-RIFANI'.

Keterangan:

1. Pilih Account Number yang ingin di execute, klik icon **execute**
2. Tampil notifikasi proses execute, klik **Yes**
3. Tampil Notifikasi proses execute berhasil dilakukan, klik **OK**. Data berhasil di execute

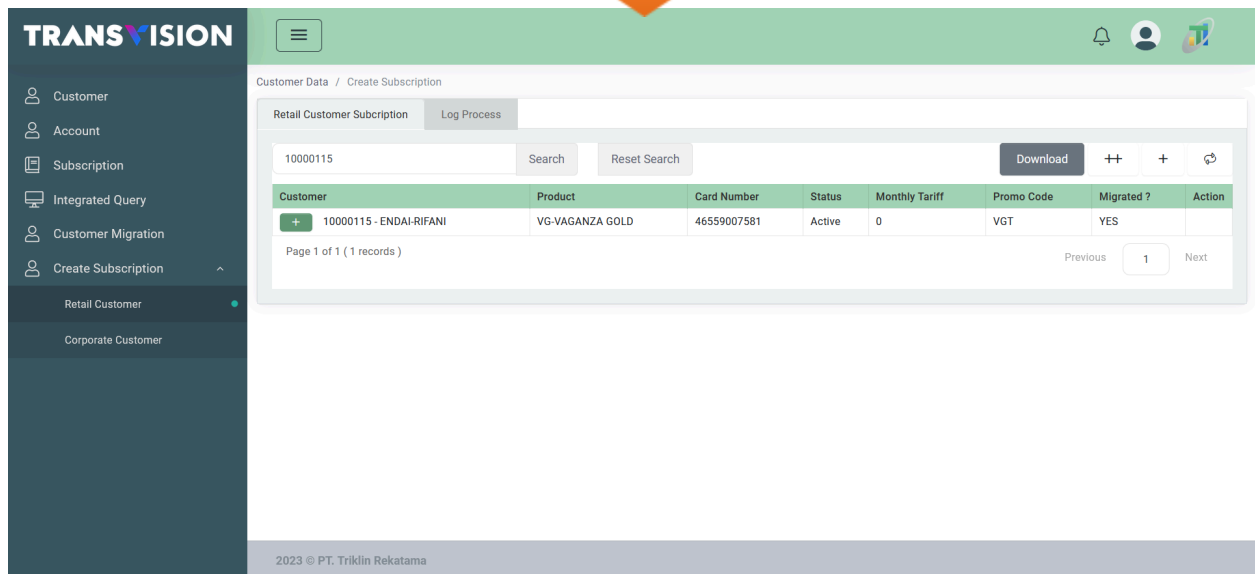
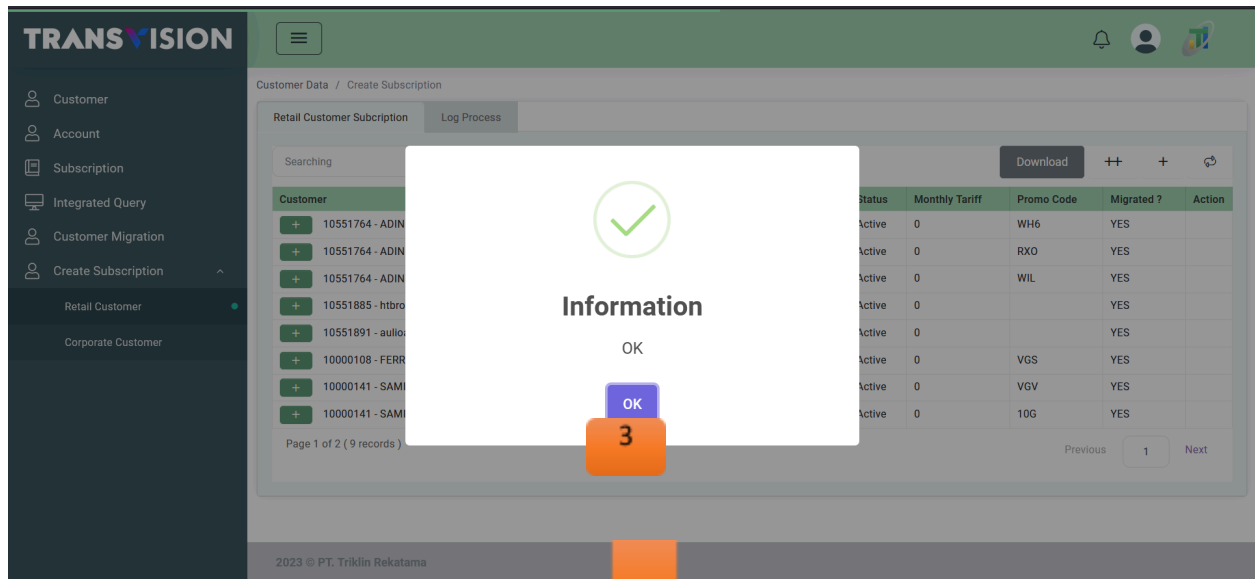
3 Aktivasi Retail Customer Subscription

Untuk melakukan proses aktivasi agar bisa diproses provisioning. Langkahnya sebagai berikut:



Keterangan:

1. Pilih account number yang akan di proses. Pada kolom Action, klik icon **Activate**
2. Masuk ke halaman Activate Product, klik **Submit**



3. Tampil notifikasi aktivasi berhasil dilakukan, klik **OK**
Account number berhasil di aktivasi (pada kolom Action tidak ada icon Activate)

D. Provisioning

Untuk monitoring/view account number sudah aktivasi atau belum. Langkahnya sebagai berikut:

The screenshot shows the TRANSVISION dashboard with the Provisioning module highlighted. Below it, the Provisioning Monitoring interface is shown with the following details:

Provisioning Monitoring

Provisioning dari tanggal * 06 / 07 / 2023 Sampai Dengan * 06 / 07 / 2024

Provisioning Type * AKTIVASI

10000744 Search Download

Customer	Cust. Type	Card Number	Product	Status	Ready Transfer?	Transferred?	Success?
10000744-BAMBANG DWI NANDA	REG	42697629279	B0797/DI/TRANSVISION DIAMOND+/42697629279	Active	Yes	Yes	Yes

Transfer Info : 33355/2024-05-04 10:20:56/SYSTEM
Transfer Response : Aktivasi Kartu 42697629279 berhasil.
Invoice : //
Limit/Processing Days : 0/0
Receipt :
Account : 10000744-BAMBANG DWI NANDA
Product 2 : ///
Late Charge : 2024-05-04
Execution Time : 2024-05-04 10:20:09
Command String : AKTIVASI-https://servicebuss.transvision.co.id/triklin-api/v1/activation

Keterangan:

1. Klik Module **Provisioning**
2. Pilih Provisioning Monitoring
3. Cari account number pada tab Provisioning Monitoring
 - Input Range tanggal Provisioning
 - Pilih Provisioning Type : **Active**
 - Input account number : (misal: 10000744)
4. Tampil data account number yang dicari, klik **tanda +**

Akan tampil data detail account number