ສາທາລະນະລັດ ປະຊາທິປະໄຕ ປະຊາຊົນລາວ ສັນຕິພາບ ເອກະລາດ ປະຊາທິປະໄຕ ເອກະພາບ ວັດທະນະຖາວອນ &&&&&&&

ບໍລິສັດ ອີທີແອລ ຈຳກັດ ພະແນກ ການຕະຫຼາດ

ເລກທີ: **()** 3.7.5./ພກຕ.ອທອ ວັນທີ: **()** 6 AUG 2021

ແຈ້ງການ

ຮຽນ: ຫົວໜ້າພະແນກ ພັດທະນາທຸລະກິດອົງກອນ ແລະ ຫົວໜ້າ ອທອ ສາຂາ ແຂວງ ທົ່ວປະເທດ. ເລື່ອງ: ຄຸ່ມືແນະນຳເພີ່ມຕື່ມ ການຄີ Agent ID (4ຕິວເລກ) ເພີ່ມເຂົ້າໃນລະບົບ Boss.

- ອີງຕາມ ບົດບັນທຶກກອງປະຊຸມ ຂອງພະແນກ ສະໜັບສະໜຸນທຸລະກິດ ເລກທີ 0458/ພສທ.ອທອ, ວັນທີ 16/07/2021.
- ອີງຕາມ ພາລະບົດບາດ ຂອງ ພະແນກ ການຕະຫລາດ.

ພະແນກ ການຕະຫຼາດ ຂໍຖືເປັນກຽດ ແຈ້ງມາຍັງຫົວໜ້າ ອທອ ສາຂາ ແຂວງ ທີ່ວປະເທດ ເພື່ອຊາບ ແລະ ປະຕິບັດ: ກ່ຽວກັບການນຳໃຊ້ຄຸ່ມືແນະນຳການຄີຂໍ້ມູນ Agent ID (4ຕົວເລກ) ເພີ່ມ ເຂົ້າໃນລະບົບ Boss ສຳລັບ ລຸກຄ້າ ທີ່ຕິດຕັ້ງ ອິນເຕີເນັດ. ເພື່ອໃຫ້ຖືກຕ້ອງຕາມລະບົບ ແລະ ສະດວກໃນການຕິດຕາມລຸກຄ້າ ໃຫ້ແກ່ບັນດາຕົວແທນ ທີ່ວປະເທດ ທີ່ປະຕິບັດໄດ້ຕາມເງື່ອນໄຂ ແລະ ນະໂຍບາຍ ຂອງ ອທອ ໃນແຕ່ລະເດືອນ ໃຫ້ຖືກຕ້ອງ ແລະ ວ່ອງໄວຂຶ້ນ , ເລີ່ມປະຕິບັດແຕ່ວັນທີ os ສິງຫາ 2021 ເປັນຕົ້ນໄປ, ໂດຍມີລາຍລະອຽດດັ່ງນີ້:

- ໃຫ້ຜູ້ອຳນວຍການ ອທອ ສາຂາແຂວງ ທົ່ວປະເທດ ແຈ້ງພະນັກງານຜູ້ກ່ຽວຂ້ອງ ທີ່ຮັບຜິດຊອບພາຍໃນແຂວງຂອງ ຕົນນັ້ນ. ໃຫ້ຄີຂໍ້ມູນ Agent ID (4ຕົວເລກ)ເ ພີ່ມ ເຂົ້າໃນລະບົບ Boss.
- File : ຄຸ່ມືການຄີຂໍ້ມຸນ Agent ID (4ຕົວເລກ) ເພີ່ມ ເຂົ້າໃນລະບົບ Boss ອິນເຕີເນັດ Date. 06 August
 2021 ໄດ້ຄັດຕິດມາພ້ອມນີ້.

ປະສານງານເພີ່ມຕື່ມ: ① ພະແນກ ສະໜັບສະໜຸນທຸລະກິດ: ນາງ ບໍ້ ສຸກສັນ ດາລາວົງ ໂທ:020 2229 2959. ແລະ ນາງ ສາວິນີ ສາຍສະໜິດ ໂທ: 020 2891 9456.

ສະນັ້ນ, ຈື່ງແຈ້ງການມາຍັງ ບັນດາທ່ານ ເພື່ອຊາບ ແລະ ພ້ອມກັນ ປະຕິບັດຕາມ ແຈ້ງການ ສະບັບນີ້ຢ່າງເຂັ້ງວດ.

ດ້ວຍຄວາມນັບຖືເປັນຢ່າງສູງ

ຼຸພະແນກ ການຕະຫຼາດ 212515

ນ. ລິລາວັນ ຄຳມະນີວົງ

່>ບ່ອນສິ່ງ∶

ພະແນກ ລູກຄ້າອົງກອນ ແລະ ອຫອ ແຂວງ ທີ່ວປະເທດ ພະແນກ ພັດທະນາທຸລະກິດອົງກອນ

ເພື່ອຊາບ ແລະ ປະຕິບັດ.

	a.	老挝人民民主共和国 和平 独立 民主 统一 繁荣		
24		 KKKKKKKK	A	
老挝通信有限公司 市场部		文号: 日期:	0375 /市场部	0 6 AUG 2021
		通知		

致:集团业务发展部经理和全国省分公司经理

事宜:关于将代理商 ID(4 位数)录入 Boss 系统的指导手册使用

- 根据业 2021/07/16 签发的 0458/ETL 业务支撑部会议纪要。

- 根据市场部职能。

市场部特此通知省分公司知悉并执行关于针对网络安装用户将代理商 ID(四位数)录入系统的 指导手册使用,按照公司要求和政策,为能更快更准确地为渠道代理跟进网络用户。详情如下:

1. 由省分公司经理通知本省内相关工作人员将代理商 ID(4 位数)录入 Boss 系统。

2. 文件: 2021/08/06 代理商 ID(4 位数)录入系统的使用手册见后附件。

▶ 更多请咨询: 业务支撑部: pisuksan 女士 电话: 020 2229 2959.

Savinee 女士 电话: 020 2891 9456

因此,特此通知相关人员知悉并严格落实。

市场部

V. API.

ນ. ລິລາວັນ ຄຳມະນີວົງ

抄送: 1.集团业务发展部、全国各省分公司

· 知悉并执行



ຄູ່ມືນຳໃຊ້ລະບົບ CRM

INTERNET- LEASED LINE V.1



ສ້າງໂດຍ: ພາກສ່ວນ O&S ພະແນກສະໜັບສະໜຸນທຸລະກິດ

ຄູ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

Internet process ١.

Milestone details

SEQ	Milestone Name
1	Create outside survey
2	Surveyor check in
3	Completed Survey
4	Payment completed
5	NSD check in
6	Province Branch check in
7	Completed Province Branch
8	Completed NSD install
9	Synchronous OCS completed
10	Order completed

II. New Connection ການເພີ່ມລູກຄ້າໃໝ່ (ສໍາລັບທີມການຂາຍ CSR)

ພິມຂໍ້ມູນໃສ່ຕາມຫ້ອງທີ່ກຳນົດ

Custo	omer Type	Individual O Corporate		ລະຫັດນັດປະຈຳໂ
	ID Type	Citizenship		/noconort
	ID	Passport		/passport
F	irst Name		*	
Mid	Idle Name			
L	ast Name		•	
Conta	t Number			
	Gender			
	Category	Private · 📀		
etin × Customer × New sustomer Information	w Connection ×			M
Customer Type	Individual	Corporate		
ID Tons	Ciuzenship			
ID Type	test FTTH guide			
ID Type ID First Name	test_FTTH_guide test FTTH2021	• •		
ID Type ID First Name Middle Name	test_FTTH_guide test FTTH2021	• 🛛		

ຄູ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

Grand Father's Name			
Temporary Address	saylom,Chanthabuly,Vientaine Municip	ality,Vientaine Municipality 🔍 🔍	
Permanent Address	saylom,Chanthabuly,Vientaine Municip	ality, Vientaine Municipality	
Email	etl@etl.com	Solution	
Postcode	856202	\bigcirc	
Salutation	Mr.		
Issue Date		ກຳນົດ Ac	ient ID
Agent Id	9999999		
Grand Mother's Name			
Remarks			
Basic Subscription		🧹 ຕັ້ງໂຕ	ງະ
	Оgsm	O Fixed-line	O Corporate Service
internet		C Lease-line	
		Next	
 Basic Subscription 			
	⊖ gsm		O Fixed-line
	Broadband		I ease-line
	O Diodabaria		<u> </u>
			Next

+ ຄວາມໝາຍຂອງແຕ່ລະປະເພດ

- GSM = ມືຖື ລາຍເດືອນ/ເຕີມເງິນ
- Fixed-line = ຕັ້ງໂຕະ - Lease-line =ສາຍເຊົ່າ DPLC/IPLC/IEPL/MPLS
- Broadband = ອິນເຕີເນັດ

> ເລືອກປະເພດບໍລິການ > Next



Contact Name TestInternet 005 * Contact Number 20222222222	
	*
Confirm Password ••••••• * Access Mode *	

ກົດ Outside Survey > Region > Address > Multi-choice > ເລືອກ offer type > Confirm

Survey Reg	sister Survey Query			
• Installa	tion Information			
	Service Broadband New Connectior *	Region Chanthabuly	Q*	Number *
Cor	ntact PersonA TestInternet 005 *			
Cont	tact NumberA 20222222222 *			
	Address A dongdok, Chanthabuly, Vientaine Mun	icipality, Vientaine Municipality	*	
	-			
 Offer 				
	Offer Type	*	✓ Multi-choice	
	Offer	*		<u>-</u> 2
• Staff	Offer Type Choose Webpage Dialog			
otum	Offer Type			
	All			
Attack		ADSL Gold(post		
	Dialup Fix phone			
	Confirm	Canaal		
	Comm	Cancer		
\triangleright	ເລືອກ Offer ຫຼື Package ຫຼ	າມໃນຄຳຮ້ອາອອາລາ	าถ้า > Suhn	nit (ສຳເລັດອັ້ນຕອນ)
		19101100]20]		
• Installa	ation Information			
	Service Broadband New Connectior *	Region Chanthabuly	Q .	Number FTTH21100022

Address A dongdok, Chanthabuly, Vientaine Municipality, Vientaine Municipality

Contact PersonA TestInternet 005 Contact NumberA 20222222222

Survey Register	Survey Query								-
Installation I	nformation				/				
	Service Broadband New Conne	ectior*	Region Chanthabuly	Q	Number		*		
Contact P	ersonA FTTH test	*							
Contact Nu	mberA 2222222	*							
Ado	Iress A saylom, Chanthabuly, Vi	entaine Municipalit	y,Vientaine Municipality						
Offer									
• Oner	0#								
	Offer				Q	*			
 Staff 		Ø Whole c	ountry voucher card status batch	modificat	ion Webpage D	ialog			
	Staff	Search	Condition					Cas	rob
		Search			4014	Search			arch
Attachment Details		Service	Type FTTH economic	Speed TOM		Cu		JITTENCY LAK	
Attachment Name		Offer	Offer Name		Customer Type				
	File Name	Result	_ist						
	Remarks	SEQ	Offer Name	Advance	Monthly Fee	Monthly Fee	Currency	Cust type	Servi
		1 FTT	economic 10M 2100000KIP 1ad	1	2100000.00	2100000.00	LAK	General	FTT
		2 FTT	economic 10M 2000000KIP 1ad	1	2100000.00	2000000.00	LAK	General	FTT
		3 FTTI	economic 10M 380000LAK 1ad	1	380000.00	380000.00	LAK	General	FTTI
		4 FTT	economic 10M 304000LAK 15ad	15	380000.00	304000.00	LAK	General	FTT
		5 ETT	Leconomic 10M 325714LAK 7ad	7	380000 00	325714.00	LAK	General	FTTI
Offer									
	Offer Type FT	TH economic			*	Multi-cho	ice		
	Offer FT	TH economic 3	0720kbps 0kip 1adv Prepa	aid VIP	*				
04- <i>5</i> 5					,				
• Starr					l	2			
	Staff		Q Clear						
• Attachm	ent Details								
	Attachment Name								
	File Name						Brows	se	
	Remarks								
					Submit	Cancel			

ພາຍຫຼັງສຳເລັດຂັ້ນຕອນຂັ້ນເທິງແລ້ວ ແມ່ນໃຫ້ເພີ່ມເອກະສານ ໃບຄຳຮ້ອງ ລົງໃນລະບົບ> ກົດ Custdetail

Survey Register Survey Query					
Search Condition		Show	History	Search	
Customer Name TestInternet 0	D5 Q	Survry Status	~		Number
Start Date 2019-11-01 00:00:00		End Date 2019-11-26 23:59:59			
Order List					
Action	Customer Name	Number	Survey Order Id	Order ID	Survey Status
<u>CheckIn CheckOut Process Cancel</u> CustDet ail	TestInternet 005	FTTH21100022	10121138	0	In Survey

ຈະມີໜ້າຂໍ້ມູນລູກຄ້າຂຶ້ນມາ > ເລືອກ E-Document > ກິດ Add>ໃສ່ຊື່ > Browse > Save

	TestInternet 005	
	ID Type	Citizenship
	Gender	Male
	Customer ID	10001729800
Image	Permanent Address	test,Vientaine Municipality,Vienta Municipality
> I want <u>New (</u>	Connection New Accou	unt
Subscription	•	
Subscription Interaction		
E-Document Account	/ice Number	User Name
Order Query		
E-Document 👻		
Subscription List	Attachment List Webpage Dia	log
Subscriber ID	Service • Attachment Details	
	Attachment Name	
	File Name	Browse
Attachment List Action	Remarks	Save

ຄຸ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

٥,

scribe

N N

► H

 > (ສໍາລັບທີມສໍາຫຼວດ Survey) ກໍານົດ Start Date > End Date > Search > ກົດ <u>CheckIn</u> > ພາຍຫຼັງສໍາຫຼວດແລ້ວຖ້າຜ່ານກົດ <u>Checkout</u> > ເພີ່ມເອກະສານລົງລະບົບ > Confirm
 - ແຕ່ຖ້າສໍາຫຼວດບໍ່ຜ່ານແມ່ນ ກົດ <u>Cancel</u>

ſ	Survey Register Survey Query						
	Search Condition			Show	History	Search	
	Customer Name TestInter	net 005	Survry Status	~		Number	
	Start Date 2019-11-	01 00:00:00	End Date 2	019-11-26 23:59:59			
	Order List						
	Action	Customer Name	Number	Survey Order Id	Order ID	Survey Status	
	Checklin CheckOut Process Cancel Cu ail	IstDet TestInternet 005	FTTH21100022	10121138	0	In Survey	
	Action	Customer	Name	Number	Survey Orde	er Id O	
l	Checkin CheckOut Brocess	🗿 Webpage Dialog	<i>b</i>				
	ail	Attachment Details					
	<	Attachment Na	ame				
		File Na	ame		Browse		
		Rem	arks				
				Confirm]		

> (ສໍາລັບທີມການຂາຍ CSR) Customer > Order management > Survey Order > Process

Action	Customer Name	Number
Checkin CheckOut Process Cancel CustDet	TestInternet 005	FTTH21100022

ຈ້ຳມີຄ່າຕິດຕັ້ງ ຫຼື ຄ່າສາຍແມ່ນໃຫ້ເລືອກ 🗹 Installation Fee ຖ້າບໍ່ມີແມ່ນກີດ Submit Customer × Survey Register × TestInternet 005 × New Connection × Subscriber Information Contact Number 2022222222222 Contact Name TestInternet 005 Service Password Confirm Password Access Mode Select Offer Offer Q × Select Offer -- Webpage Dialog Search Offer Selected Offer List Action 0 Offer Name Start Date Contract Period Pay Type De 1 FTTH economic 307 FTTH economic 30720k 2019-11-26 16:54:00 99 Month PrePaid < > Product List Product Name Pay Type Description Speed 30720-30720 PrePaid Speed 30720-30720 Offer Category Broadband Password PrePaid Broadband Password Offer Installation Fee PrePaid Additional Installation Fee PrePaid ຄ່າຕິດຕັ້ງ ຄ່າສາຍເພີ່ມ Account Information Account TestInternet 005 Q Remarks Delegate Name ID Type Remarks Submit Cancel

≻	ກໍລະນີ	ມີ	ຄ່າຕິດຕັ້ງ	installation fee	
---	--------	----	------------	------------------	--

Product List

	Product Name	Pay Type
✓	Broadband Password	PrePaid
✓	Speed 1024-1024	PrePaid
	Additional Installation Fee	PrePaid
✓	Installation Fee	PrePaid
	2	

W click ໃສ່ ຫ້ອງຈຳນວນເງິນ > ກຳນົດຈຳນວນເງິນຄ່າຕິດຕັ້ງຕົວຈິງໃສ່ > OK >Submit > OK

Service Number FTTH21100	023 * Discount Mo	onths E	iscount Price	Discount Curren	cy KIP	
Charge Information				Total	Amount 600000 Payment	Currency K
Offer Name	Product Name	Charge Information	Service Number	Receivable	Discount	
TTH economic 1024kbps 10						
000kip 1adv Prepaid ETL st	Installation Fee	Installation Charge	FTTH21100023	600000.00	0.00	
			Entry of	Promotive Charge W	ebpage Dialog 📃 🔜	
			Promotive	Charge		50 H
				Receivable Amount60	0000.00	
Account Information				Discount Amount	0	
Account Tests	88 bbbb Q			Discount Reason		
				Tax Set (
Remarks				ок	Bolidar O'Hobor	1
Delegate Name		ID	Туре			
Remark	s					
		SI	ubmit Car			
harge Information	1					Total A
Charge Information fer Name onomic 1024kbps 10	Product Name	Charge Inforr	nation Se	rvice Number	Receivable	Total A
Charge Information fer Name momic TOZ4K0PS TO lady Prepaid ETL st	Product Name	Charge Inform	nation Se	rvice Number 21100023	Receivable	Total A
Charge Information fer Name momic 1024kops 10 ladv Prepaid ETL st	Product Name	Charge Inforr	nation Se FTTH2	rvice Number 21100023	Receivable 600000.00	Total A
Charge Information fer Name momic 1024kops 10 ladv Prepaid ETL st	Product Name Installation Fee	Charge Inforr	nation Se FTTH2	rvice Number 21100023	Receivable 600000.00	Total A
Charge Information ffer Name onomic 1024k0ps 10 1adv Prepaid ETL st	Product Name	Charge Inforr Installation Charge	nation Se FTTH2	rvice Number 21100023 Message fr	Receivable 600000.00	Total A
Charge Information ffer Name oniomic 1024k0ps 10 1adv Prepaid ETL st	Product Name Installation Fee	Charge Inforr Installation Charge	nation Se FTTH2	21100023	Receivable 600000.00 om webpage	Total A
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ຄູ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

ກົດ Submit > ຈະມີໝຳຕ່າງຮັບເງິນຂຶ້ນມາ ກົດ Pay > OK > Print > Ok

ເຈົ້າຂອງເລກໜາບ	ຜູ້ຂາຍ	ຜູ້ກວດສອບໜີສີ	ູ ຜູ້ອະນຸມັດ	ຜູ້ຮັບເງິນ	
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ອຫອ	ງປູ່ຖະໜົນ ເລະສັບ: (+856) (020) Print	: ບັນ; ບັນ; ໂທລະສ ; ໂທລະສ Submit	tDet	; #203 , (020)	
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Name Test888 bbbb WAddress saylom,Chanthabuly,Vientaine Municip and Wenogram Municipality	Traviduri ality Vientairie Sufficient	fel.No. account No. m/Bill date :	FTTH21100 Test888 bbl 28-Nov-19	023 📖	₩Ref.	ŋ
anemna/Descriptions	ຄວມຫລຸດ%	Buffe/Kip	Burno/Bath	Buloantist	GUUOD/CNY	ROUPU/Total Kip
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Saylom Rd 0100 P O Box. 7953 Vientiane Lao PDR		Tei : (i	856) 21 260015	Fax : (856) 21	260051.E-mail : h	o@etilao.com
			Titter	unclininte und	ine nen Gel	ALC: NOT

Message fr	om webpage	×
Â	Customer Test888 bbbb[10001729810]Subr is[18000045090602]	nitted successfully.Order ID
		ОК

ກໍລະນີ ບໍ່ມີຄ່າຕິດຕັ້ງ There is no installation fee

Product List

Product Name	Pay Type
Speed 30720-30720	PrePaid
Broadband Password	PrePaid
Installation Fee	PrePaid
Additional Installation Fee	PrePaid

ັກ ຳດ Submit > OK > Submit > Ok

Service Number FTTH2110002	2 * Discount Months	Disco	unt Price
Charge Information	2	Message from webpage	
Offer Name	Product Name	Confirm to submit?	e Number ed.
		OK Car	ncel
Account Information	l		
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1.				-2011	ບັນເງິນທັງໝົດ	
	ດົນທຳນຽນ/ຄ່າໃຊ້ຈໍ	າຍຕ່າງໆ0.0				
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	ເຊັນ	ផ្ស័ប	ເຊັນ		ເຊັນ	.63
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> (ສໍາລັບທີມ NSD) Customer > Order management > NSD Order > ກໍານົດ Start Date > End
 Date > Search

Bulletin × Customer × NSD Order ×	
Order Management	
Unsubscribe Vas Query	 New Connection
Survey Query	 Order Query
Order Report	 E-Document Log
 Status Change 	 Offer Change Query
Fee Collection Detail Report	 Fee Collection Summary Report
Deposit Management	 Network Outage
 One-time Charge Collection 	 Terminated Subscriber Query
 Provisioning Result Query 	 Service Center Statistics
 Reversal Transaction 	 Receipt Detail Report
 Summary of Charge 	 Detail of Charge
 Adjustment Report 	 Account Level Discount Query
 SOAP User Maintain 	 Financial Confirmation
Installation Order	 NSD Order
MDF Order	CO-Sale Order
Province Branch Order	

ກົດໃສ່ Service Number ທີ່ຈະປະຕິບັດ > ກົດ Detail ເພື່ອເບິ່ງຂໍ້ມູນ

arch Condition							
Start Servic	e No.		End Serv	vice No.			C
Ord	der ID		Operati	ng Staff		Q	
Start	Date 2019-11-26		E	nd Date 2019	-11-26		
ler List							
stomer Name	Service wumber	Opera	tion Name	Operati	ng Staff	Orde	er ID
nternet 005	FTTH21100022	Broadband N	ew Connection	superadmi	n	180000450)90601 L
ບພາວັນ ຈັນໂທ 0121)	ADSL21087132	Relocation		superadmi	n	180000448	366056 (
							Tatal
				_			Total
		Milestone E	Detail	Expo	rt Print	Exp	ort as Excel
er Details S	ubscriber Attribut	es Charge In	formation W	ork Flow	Modificatio	on Detail	
der Details							
Тур	е	Role	Name		Subscriber	At	
⊒ (_] Subscrib	er Order		TestInternet 00	05		FT	
🗄 😋 Plann	ing Order	Fixed-line Broad band Role	FTTH econom bps 0kip 1adv d VIP	ic 30720k Prepai	TestInternet	00	
- 📄 Pro	oduct Order		Speed 30720-3	30720			
D	aduat Order		Broadband Da	coword			
	arch Condition Start Servic Orc Start der List stomer Name Internet 005 ເວພາວັນ ຈັນໂທ 0121) er Details Si rder Details Si rder Details Typ ເອີ ເວີ Subscrib	arch Condition Start Service No. Order ID Start Date 2019-11-26 Mer List stomer Name Service Jumber nternet 005 FTTH21100022 ADSL21087132 order Details Subscriber Attribut rder Details Type Composition Order Composition Order	Arch Condition Start Service No. Order ID Start Date 2019-11-26 Total Service Attmber Opera nternet 005 FTTH21100022 Broadband N ADSL21087132 Relocation Milestone D Milestone D Milestone D Milestone D Type Role Charge In Type Role Charge In Fixed-line Broadc band Role Product Order Charge In Fixed-line Broadc Charge In Charge II Char	Arch Condition Start Service No. Order ID Operati Start Date 2019-11-26 Arch Condition Start Date 2019-11-26 Arch Conder Date FTTH21100022 Broadband New Connection Dubyo ວັນ ວັນໃຫ ADSL21087132 Relocation Milestone Detail Details Milestone Detail Details Type Role Name Charge Information W rder Details Type Role Name Fixed-line Broad band Role FTTH econom bps 0kip 1adv d VIP Product Order Product	Arch Condition Start Service No. Order ID Start Date 2019-11-26 End Date 2019 Her List stomer Name Service wumber Operation Name Operation thermet 005 FTTH 21100022 Broadband New Connection Superadmi ADSL21087132 Relocation Superadmi Charge Information Work Flow rder Details Subscriber Attributes Charge Information Work Flow rder Details Type Role Name Generation Superadmi Fixed-line Broad band Role FTTH economic 30720k bps 0kip 1adv Prepai d VIP	start Condition Start Service No. Order ID Start Date 2019-11-26 Ber List stomer Name Service Number Operation Name Operation Staff Internet 005 FTTH21100022 Broadband New Connection superadmin otion 301 2019 Internet 005 FTTH21100022 Broadband New Connection superadmin otion 301 2010 ADSL21087132 Relocation superadmin otion 301 2010 Internet 005 FTTH21100022 Broadband New Connection superadmin Internet 005 FTH Perint Internet Details Subscriber Attributes Charge Information Internet 005 FTH Perint Subscriber Order Internet 005 Fixed-line Broad	start Condition Start Service No. Order ID Start Date 2019-11-26 Start Date 2019-11-26 End Date 2019-11-26 Iter List stomer Name Service No. Operating Staff Order Iter List stomer Name Service No. Operating Staff Order Iter List Broadband New Connection superadmin ADSL21087132 Relocation superadmin Relocation Superadmin 180000448 Milestone Detail Details Export Print Export Print Export or Details Subscriber Attributes Charge Information Work Flow Modification Detail Ofer Details Subscriber Order F

- ໃນຫ້ອງ Name(Order Detail) : ຈະມີ ຂື່ລູກຄ້າ, package , speed
- Subscriber Attributes ຈະມີ ລະຫັດ, ຊື່ ແລະ ເບີຕິດຕໍ່ລຸກຄຳ

Order Details	Subscriber Attributes	Charge Inf	ormation	Work Fl	ow	Modification D
• Subscriber	Attributes					
	Attribute Name			Attribute \	Value	
Country Code			11			
Password			47125102	2		
Contact Name		5	TestInterr	net 005		
Address Id			10000275	5264		
Contact Number	r		20222222	22222		
Confirm Passwo	ord		47125102	2		

ອັງຈາກໄດ້ຂໍ້ມູນລູກຄ້າແລ້ວທຳການ Configure ໂດຍກິດ Milestone Detail > CheckIn > ok

Start Ser	vice No.		End Servic	e No.		
c	order ID		Operating	Staff		Q
St	art Date 2019-11-26		End	Date 2019-11-26	j	
Order List						
Customer Name	Service wumber	Operation N	ame	Operating Sta	Iff	Order ID
TestInternet 005	FTTH21100022	Broadband New Co	nnection	superadmin	1	8000045090601
ນ. ທິບພາວັນ ຈັນໂທ (ອທອ 0121)	ADSL21087132	Relocation		superadmin	1	8000044866056
<						
		-				
Milestone						
Milestone	Number FTTH211	00022			Surevy Id	10121138
Milestone	Number FTTH211 State Waiting in	00022 Istall			Surevy Id Service	10121138 Broadband New
Milestone Milestone deta	Number FTTH211 State Waiting in	00022 nstall			Surevy Id Service	10121138 Broadband New
Milestone Milestone detail	Number FTTH211 State Waiting ir Is e Name	00022 Install Opreator Name	Messag	e from webpag	Surevy Id Service	10121138 Broadband New
Milestone Milestone detai EQ Milestor 1 Create outside	Number FTTH211 State Waiting ir Is e Name survey	00022 hstall Opreator Name superadmin	Messag	e from webpag	Surevy Id Service ge	10121138 Broadband New X 2019-11
Milestone Milestone detail EQ Milestor Create outside SEQ Surveyor chec	Number FTTH211 State Waiting ir Is e Name survey k in	00022 nstall Opreator Name superadmin superadmin	Messag	e from webpag	Surevy Id Service ge	10121138 Broadband New 2019-11 2019-11
Milestone Milestone detail Milestone detail Create outside SEQ Milestor Create outside Surveyor chec Guide Surveyor chec Completed Surveyor chec	Number FTTH211 State Waiting ir State Wa	00022 Install Opreator Name superadmin superadmin superadmin	Messag	e from webpag Check In S	Surevy Id Service ge	10121138 Broadband New 2019-11 2019-11 2019-11
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Milestone Milestone detail SEQ Milestor 1 Create outside 2 Surveyor chec 3 Completed Su 4 Payment comp	Number FTTH211 State Waiting ir Is e Name survey k in rvey oleted	00022 Install Opreator Name superadmin superadmin superadmin	Messag	e from webpag Check In S	Surevy Id Service ge Guccessfully	10121138 Broadband New 2019-11 2019-11 2019-11 2019-11
Milestone Milestone detail EQ Milestor 1 Create outside 2 Surveyor chec 3 Completed Su 4 Payment comp	Number FTTH211 State Waiting in Is e Name survey k in rvey bleted	00022 Install Opreator Name superadmin superadmin superadmin	Messag	e from webpag Check In S	Surevy Id Service ge Guccessfully OK	10121138 Broadband New 2019-11 2019-11 2019-11 2019-11 2019-11

ສັງເກດລະບົບຈະເລີ່ມເຂົ້າຂັ້ນຕອນທີ 5

Milestone details

SEQ	Milestone Name	Opreator Name	Organization Name
1	Create outside survey	superadmin	standard.00000001_HQ
2	Surveyor check in	superadmin	standard.00000001_HQ
3	Completed Survey	superadmin	standard.00000001_HQ
4	Payment completed	superadmin	standard.00000001_HQ
5	NSD check in	superadmin	standard.00000001_HQ

> (ສໍາລັບທີມຕິດຕັ້ງ) Customer > Order management > Province Branch Order

Bulletin × Customer × NSD Order ×	
Order Management	
Unsubscribe Vas Query	 New Connection
 Survey Query 	 Order Query
Order Report	 E-Document Log
 Status Change 	 Offer Change Query
Fee Collection Detail Report	 Fee Collection Summary Report
Deposit Management	 Network Outage
 One-time Charge Collection 	 Terminated Subscriber Query
 Provisioning Result Query 	 Service Center Statistics
 Reversal Transaction 	 Receipt Detail Report
 Summary of Charge 	 Detail of Charge
 Adjustment Report 	 Account Level Discount Query
 SOAP User Maintain 	 Financial Confirmation
Installation Order	 NSD Order
MDF Order	 CO-Sale Order
Province Branch Order	

:

ກຳນົດ Start Date > End Date > Search > ກົດໃສ່ Service Number ທີ່ຈະປະຕິບັດ > ກົດ Detail ເພື່ອເບິ່ງຂໍ້ມູນ

Bulletin Custome	r × NSD Order ×	Province Branch Order			
Search Condition					
Start Ser	vice No.	End Se	rvice No.		Customer Name
Order ID		Opera	Operating Staff		Order Status
St	Start Date 2019-11-26		End Date 2019-11-26		
Order List	Service Number	Operation Name	Operating Staff	Order ID	Status
Order List Customer Name TestInternet 005	Service Number FTTH21100022	Operation Name Broadband New Connection	Operating Staff superadmin	Order ID 18000045090601	Status Jncompleted
Order List Customer Name FestInternet 005	Service Number	Operation Name Broadband New Connection	Operating Staff superadmin	Order ID 18000045090601	Status Jncompleted
Order List Customer Name TestInternet 005	Service Number FTTH21100022	Operation Name Broadband New Connection	Operating Staff superadmin	Order ID 18000045090601	Status Jncompleted Total: 1 row(s),1 page(

- ໃນຫ້ອງ Name(Order Detail) : ຈະມີ ຂື່ລູກຄ້າ, package , speed

Orde	er Details Subscriber Attribut	es Charge Info	ormation Work Flow	Modification E)etail
Order Details					
SEQ	Туре	Role	Name	Subscriber	At
1	⊟ Gubscriber Order		TestInternet 005		FT
2	🛓 😋 Planning Order	Fixed-line Broad band Role	FTTH economic 30720k bps 0kip 1adv Prepai d VIP	TestInternet 00 5	
3	Product Order		Speed 30720-30720		
4	Product Order		Broadband Papsword		

- Subscriber Attributes ຈະມີ ລະຫັດ, ຊື່ ແລະ ເບີຕິດຕໍ່ລຸກຄ້າ

Order Details	Subscriber Attributes	Charge Inf	ormation	Work Flow	Modification D		
Subscriber Attributes							
	Attribute Name			Attribute Va	lue		
Country Code			11				
Password			47125102				
Contact Name		7	TestInterr	net 005			
Address Id			10000275	264			
Contact Number			20222222	22222			
Confirm Passwo	rd		47125102	2			

> ຫຼັງຈາກໄດ້ຂໍ້ມູນລູກຄ້າແລ້ວທຳການ Configure ໂດຍກິດ Milestone Detail > Check In > ok

Start Service No.		End Se	End Service No.		Customer Name	
Order ID		Opera	Operating Staff		Order Status	
Start Date 2019-11-26			End Date 2019-11-26			
Order List						
Order List Customer Name	Service Number	Operation Name	Operating Staff	Order ID	Status	
Order List Customer Name stinternet 005	Service Number FTTH21100022	Operation Name Broadband New Connection	Operating Staff superadmin	Order ID 18000045090601	Status Jncompleted	

ຄຸ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

	Number FTTH21	100022	Surevy Id 10121138			
	State Waiting i	nstall			Service Broadband	New Connection
• Miles	stone details					
SEQ	Milestone Name		Opreator Name	(Organization Name	(
1 C	create outside survey	superadmi	n	Message	from webpage	2019-11-26 1
2 S	Surveyor check in	superadmi	n			2019-11-26 1
3 C	completed Survey	superadmi	n			2019-11-26 1
4 P	ayment completed	superadmi	n		Check In Successfully	2019-11-26 1
5 N	ISD check in	superadmi	n	_	_	2019-11-26 1
<						
					ОК	1 page(s). Pag

- ສັງເກດລະບົບຈະເລີ່ມເຂົ້າຂັ້ນຕອນທີ 6 ເພື່ອດຳເນີນການຕິດຕັ້ງ ຖ້າສຳເລັດແລ້ວໃຫ້ກົດ Checkout > Ok

• MI	lestone					
	Number	FTTH21100022				Surevy Id 10121
	State	Installing				Service Broad
• Mi	lestone details					
SEQ	Milestone Name	, 2	Opreato	or Name	Organiza	ation Name
1	Create outside survey	superadmi	n		standard.000000	01_HQ
2	Surveyor check in	superadmi	n o		standard 00000	R1_HQ
3	Completed Survey	superadmi	in	Message from webpage		LHQ
4	Payment completed	superadmi	n			L_HQ
5	NSD check in	superadmi	n	A		L_HQ
6	Province Branch check in	superadmi	n	Check Out	Successfully	L_HQ
<						
•					ОК	Total:
	Attachment Name		1			
	File Name				Brov	vse
	Remarks					
				Check In	Check Out	

ຄຸ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

ສັງເກດລະບິບຈະເລີ່ມເຂົ້າຂັ້ນຕອນທີ 7 ຄືການຕິດຕັ້ງສຳເລັດ

• Milestone						
Number FTTH21100022						
State Installing						
Milestone details						
SEQ	Milestone Name	Opreator Name				
1	Create outside survey	superadmin				
2	Surveyor check in	superadmin				
3	Completed Survey	superadmin				
4	Payment completed	superadmin				
5	NSD check in	superadmin				
6	Province Branch check in	superadmin				
7	Completed Province Branch	superadmin				
<						

 > (ສໍາລັບທີມ NSD) Customer > Order management > NSD Order > ກໍານົດ Start Date > End Date > Search

Bulletin × Customer × NSD Order × Province Branch Order ×							
Search Condition							
Start Servic	e No.	End Sen	vice No.				
Ord	ler ID	Operati	ng Staff	C			
Start	Date 2019-11-26	E	nd Date 2019-11-26	Ē			
 Order List 							
Customer Name	Service Number	Operation Name	Operating Staff				
TestInternet 005	FTTH21100022	Broadband New Connection	superadmin	180			
ນ. ທິບພາວັນ ຈັນໂທ (ອທອ 0121)	ADSL21087132	Relocation	superadmin	180			
<							
		Milestone Detail Details	Export Pr	int			

Checkout > ສຳເລັດຂັ້ນທຸກຕອນ > ເອົາ Number ໄປກວດຂໍ້ມູນ ແລະ ເຮັດ Operation ອື່ນໆໄດ້

• Mi	ilestone		
	Number FTTH2	1100022	Surevy Id 10121138
	State Installin	Ig	Service Broadband
• Mi	ilestone details		
SEQ	Milestone Name	Opreator Nan	ne Organization Name
1	Create outside survey	superadmin	standard.00000001_HQ 20
2	Surveyor check in	superadmin	standard.0000001_HQ 20
3	Completed Survey	superadmin	
4	Payment completed	superadmin	Message from webpage 20
5	NSD check in	superadmin	20
6	Province Branch check in	superadmin	20
7	Completed Province Branch	superadmin	Check Out Successfully 20
<			
•			Э(S). Р
	Attachment Name		
	File Name		Browse
	Remarks		
		Ch	Check Out

- ສັງເກດລະບົບຈະຮອດຂັ້ນຕອນທີ 8-10 (ຖືວ່າສຳເລັດທຸກຂັ້ນຕອນ)

Milestone details					
SEQ	Milestone Name	Opreator Name			
1	Create outside survey	superadmin			
2	Surveyor check in	superadmin			
3	Completed Survey	superadmin			
4	Payment completed	superadmin			
5	NSD check in	superadmin			
6	Province Branch check in	superadmin			
7	Completed Province Branch	superadmin			
8	Completed NSD install	superadmin			
9	Synchronous OCS completed	superadmin			
10	Order completed	superadmin			

▼ FTTH21100022 × Q			
Subscription FTTH21100022			
• Operation			
Jumber: ETTH21100022	Change Password	Change Ownership	Exchange Point
	Exchanging Balance to Validity Days		
Offer: FTTH economic 30720kbps 0kip 1adv Prepaid VIP ()	Relocation	Change Offer & Product	Prepaid to Postpaid
Status: Active	Suspension & Resumption	Termination	
SIM/RU <mark>M Card.</mark>			
	Top-up History Query	Balance Query	Transfer
Dilling	Transfer Query	Adjust Balance	Top up
biiirig.	Payment History Query	Life Cycle Query	<u>Usage</u>
	Free Resource Query		

(ສໍາລັບທີມການຂາຍ CSR) ການຮັບເງິນສໍາລັບເບີປະເພດຈ່າຍກ່ອນ TopUp

Subscription FTTH21100022 ×			
• Operation			
Number: FTTH21100022	Change Password	Change Ownership	Exchange Point
Offer: FTTH economic 30720kbps 0kip 1adv Prepaid VIP 🕕	Relocation	Change Offer & Product	Prepaid to Postpaid
Status: Active	Suspension & Resumption	Termination	
SIM/RUIM Card:			
Billing:	Top-up History Query Transfer Query Payment History Query Free Resource Query	Balance Query Adjust Balance Life Cycle Query	Transfer Top up Usage

ເລືອກປະເພດການຈ່າຍ > ພິມຈຳນວນເງິນໃສ່ຫ້ອງ Amount > Top Up

Charge Method Ca: Las	t Top Up Date		Valid	Date	Expire Date 204
Main Balance 0.00 KIP			Rewar	d Balance 0.00 KI	Р
*Amount(KIP) 4,560,000	Kip	-	4,560,000	KIP	
*Amount(THB)	Baht	•	0.00	KIP	/
*Amount(USD)	Dollar	-	0.00	KIP	
*Amount(RMB)	Yuan	•	0.00	KIP	
Exchange Exchange	*т	otal	Amount 4,560,00	00 KIP	Торир

> Yes > Yes > Print

Name	e FIIH test	Phone Number FTTH21100264	
notio	Confirm		×
Stat	?	Sure to top up ? 4,560,000 KIP	
a 00 K.		Yes No	

ຄູ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

Print				×	
?	Dear user Would you like to print th	e receipt?			
		[Yes No		
Reciept Pro	eview				
Name	cust 302813557	Tel.No	FTTH21100264	Company TaxID	
Address					
Account N	IO 10002598638	Bill Date	02-Mar-2021 03:0	09 PM	
specId	Topup Amount	Кір	4,560,000	Bath	
RMB		USD		Pay Amount 4,560,000	

0

superadmin

Tax

USD Exchange

Pay Method

414,545

CASH

Print

Cancel

Topup

Bath

ສື່ລ້ານຫ້າແສນຫົກສິບພັນ ກີບ

Discount

Exchange

Operator ID

Discount Type

RMB Exchange

Tax

Words

Total Without 4,145,455

For Lease Line New connection

Milestone details

SEQ	Milestone Name
2	Surveyor check in
3	Completed Survey
4	Payment completed
5	NSD check in
6	Province Branch check in
7	Completed Province Branch
8	Completed NSD install
9	Completed upload contract
10	Synchronous OCS completed

 Installation Information 									
Service Lease-line New Connecti	on * Region	Chanthabuly	Q.	Number LSLN	21100041	*			
Contact PersonA LSLN test	*		Conta	ict PersonB ທິດລອ	ງ	*			
Contact 22222222 NumberA	*			Contact 22222 NumberB	2223	*			
Address A ສາຍລິມ,Chanthabuly,Vien	taine Municipality,Vient	aine Municipality	λ .*	Address B saylo	m,Chanthabuly,V	/ientaine Muni	cipality,Vientai	ne Municipali	ty Q*
• Offer	Whole country	y voucher card status b	oatch modificat	on Webpage [Dialog				×
Offer	Search Cone	dition					Sea	irch	Reset
Attachment Details	Service Type			Speed		Cu	Irrency		
Attachment Name	Offer Name	•	Custom	er Type					
File Name	Result List								
Remarks	SEQ	Offer Name	Advance	Monthly Fee (Basic)	Monthly Fee	Currency	Cust type	Service	Spee
	<					_			>
					Total: 0	ibw(s),1 page	(s). Page 1	60 14 4	
• Offer	Type DPLC	L.	*	✓ Multi-ch	noice				
• Offer Offer	Type DPLC		* [Multi-ch	oice				
Submit	Offer DPLC 1	024mbps 5000)00kip *						

ຄູ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

Action	Customer Name	Number	Survey Order Id	Order ID	Survey Sta
CheckIn CheckOut Process Cance ail	CustDet TestLNLS 99999	LSLN21100138	10121140	0	In Survey
Subscription -					
Subscription					
Interaction					
E-Document					
Account					
Order Query	vice r				
-Document -					
Subscription List	Attachment List Webpage Dialog				×
absorption List					bscriber
Subscriber ID Service	Attachment Details				ibscriber
Subscriber ID Service	Attachment Details Attachment Name				bscriber
Subscriber ID Service	Attachment Details Attachment Name File Name		Browse		bscriber
Subscriber ID Service	Attachment Details Attachment Name File Name Remarks		Browse		>
Subscriber ID Service • .ttachment List Action	Attachment Details Attachment Name File Name Remarks	Save	Browse		bscriber
Subscriber ID Service • .ttachment List Action	Attachment Details Attachment Name File Name Remarks	Save	Browse		bscriber
Subscriber ID Service • Attachment List Action	Attachment Details Attachment Name File Name Remarks	Save	Browse		beerb Ad beerb Ad beerb beerb

• Order List

Action	Customer Name	Number	Survey Order Id
CheckIn CheckOut Process Cancel CustDet	TestLNLS 99999	LSLN21100138	10121140
<			
Message	from webpage		
4	Check in Successfully.		
	ОК]	

ຄຸ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

Order List				
Action	Customer Name	Number	Survey Order Id	Order IE
Checkin CheckOut Process Cancel CustDet	🗿 Webpage Dialog			
	Attachment Details			
<	Attachment N	Name		
	File 1	Name	Brows	e
	Ren	narks		
\searrow		Confir	m Cancel	

Order List

Action	Customer	Message from webpage
CheckIn CheckOut Process Cancel CustDet ail	TestLNLS 99	Check Out Successfully.
		ОК

ACU	ion	Oller Mallie	Start Dat	e	Contract Pe	riod	
		DPLC 1024kbps 50000	2019-11-26 2	0:07:27	99 Month		
\leq					- 		
		41:-4					
PI	roauc	T LIST					
		Product Name		Pay	/ Туре		
/	Spee	d 1024-1024		PrePaid		Speed	
	Broad	Iband Password		PrePaid		Broadb	
	Additi	ional Insulation Fee		PrePaid			
	Instal	lation Fee		PrePaid			
		OK	Cancel				
Acc	count	OK Information Account TestLNLS 99999	Cancel				
Acc	count marks	Information Account TestLNLS 99999	Cancel			ID Type	
4cc Rer	count marks Deleg	OK Information Account TestLNLS 99999 gate Name Remarks	Cancel			ID Type	
\cc Rer	count marks Deleg	Information Account TestLNLS 99999 gate Name Remarks	Cancel			ID Type	

21 tharduana Charthibith Vientaina Mu	al interview Minestaling Mu	1.62031	
ກ/	ວັນທີ//	ວັນອີ//	
ກອ;ຕັ້ງຢູ່ຖະໜັນ	; ຍ້ານ	ເມືອງ	
ບ;ໂຫລະສັບ: (+856)	; loser	ກນ: (+856)	
Drint	Cubmit	Cancel	
Funt	Submit	Cancer	
	Subi	nit Cancer	×
Message from webpage			
ar and a second s			
Customer Testi NUS 000	0001100017002010	hand an end of	- O-d
ID i=[18000045000603]	iaa[1000115a850]20	ibmitted successfull	y.Order
ID IS[1000045050005]			
		_	
			ОК
			-
Bulletin × Customer × NSD Order	×		
Order Management			
Unsubscribe Vas Query			New Connection
 Survey Query 			Order Query
 Order Report 			 E-Document Log
 Status Change 			 Offer Change Query
 Fee Collection Detail Report 	2		 Fee Collection Summary Report
 Deposit Management 			 Network Outage
 One-time Charge Collection 			 Terminated Subscriber Query
 Provisioning Result Query 			 Service Center Statistics
 Reversal Transaction 			 Receipt Detail Report
 Summary of Charge 			 Detail of Charge
 Adjustment Report 			 Account Level Discount Query
 SOAP User Maintain 			 Financial Confirmation
 Installation Order 			NSD Order
MDF Order			CO-Sale Order
 Province Branch Order 			

Order List				
Customer Name	Service Number	Operation Name	Operating Staff	
TestLNLS 99999	LSLN21100138	Lease-line New Connection	superadmin	180
Test888 bbbb	FTTH21100023	Broadband New Connethion	superadmin	180
ນ. ທິບພາວັນ ຈັນໂທ (ອທອ 0121)	ADSL21087132	Relocation	superadmin	180
<				
		Milestone Detail Details	Export Print	l

Milestone details

SEQ	Milestone Name	Opreator Name	Organization Name	
1	Create outside survey	superadmin	standard.00000001_HQ	2019-11-
2	Surveyor check in	superadmin	stand Message from webpage	x 11-
3	Completed Survey	superadmin	stand:	11-
4	Payment completed	superadmin	standa	11-
<			Check In Successfully	(s).
•		Check In	Check	

Milestone details

SEQ	Milestone Name
1	Create outside survey
2	Surveyor check in
3	Completed Survey
4	Payment completed
5	NSD check in

Bulletin × Customer × NSD Order ×	
Crder Management	
Unsubscribe Vas Query	New Connection
 Survey Query 	 Order Query
Order Report	 E-Document Log
 Status Change 	 Offer Change Query
Fee Collection Detail Report	 Fee Collection Summary Report
Deposit Management	 Network Outage
 One-time Charge Collection 	 Terminated Subscriber Query
 Provisioning Result Query 	 Service Center Statistics
 Reversal Transaction 	 Receipt Detail Report
 Summary of Charge 	 Detail of Charge
 Adjustment Report 	 Account Level Discount Query
 SOAP User Maintain 	 Financial Confirmation
 Installation Order 	 NSD Order
MDF Order	 CO-Sale Order
Province Branch Order	

Order List

Customer Name	Service Number	Operation Name	Operating Staff	
TestLNLS 99999	LSLN21100138	Lease-line New Connection	superadmin	180
<			-	

Milestone Detail	Details	Export	Print

Milestone details

SEQ	Milestone Name	Opreator N	Opreator Name	
1	Create outside survey	superadmin	Message from v	webpage
2	Surveyor Theck in	superadmin		
3	Completed Survey	superadmin		
4	Payment completed	superadmin	Chi	eck In Successfully
5	NSD check in	superadmin		
<				
				ОК
••••••				
			Check In	Check Out

ຄຸ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

• Mi	lestone details					
SEQ	Milestone Name		Opreator Name		Organization Na	me
1	Create outside survey	superadmi	n (
2	Surveyor check in	superadmi	n ľ	Message from v	webpage	
3	Completed Survey	superadmi	n			
4	Payment completed	superadmi	n	A ch	ack Out Succossfully	
5	NSD check in	superadmi	n		eck Out Successfully	
6	Province Branch check in	superadmi	n			
•					ОК	Tota
	Attachment Name					
	File Name				Browse	
	Remarks					
			0	Check In	Check Out	

Milestone details

SEQ	Milestone Name
1	Create outside survey
2	Surveyor check in
3	Completed Survey
4	Payment completed
5	NSD check in
6	Province Branch check in
7	Completed Province Branch

Bulletin × Customer	× Survey Register	TestLNLS 99999 X NSD Ord	ler ×
Search Condition			
Start Serv	ice No.	End Se	rvice No.
c	rder ID	Opera	ting Staff
Sta	art Date 2019-11-26		End Date
Order List			
Customer Name	Service Number	Operation Name	O
TestLNLS 99999	LSLN21100138	Lease-line New Connection	super
Test888 bbbb	FTTH21100023	Broadband New Connection	super
ນ. ທິບພາວັນ ຈັນໂທ (ອທອ 0121)	ADSL21087132	Repcation	super
<			
		Milestone Detail Details	

SEQ Milestone Name Opreator Name Organization Name Create outside survey superadmin standard.0000001_HQ 1 2 ctandard 0000001 Surveyor check in superadmin HQ X Message from webpage 3 HQ Completed Survey superadmin 4 Payment completed superadmin HQ 5 HQ NSD check in superadmin Check Out Successfully 6 HQ Province Branch check in superadmin HQ 7 Completed Province Branch superadmin OK Тс Attachment Name File Name Ergwse... Remarks Check Out Check In

ຄູ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

Milestone details

Milestone details

SEQ	Milestone Name	
1	Create outside survey	
2	Surveyor check in	
3	Completed Survey	
4	Payment completed	
5	NSD check in	
6	Province Branch check in	
7	Completed Province Branch	
8	Completed NSD install	



Order Management

- Unsubscribe Vas Query
- Survey Query
- · Order Report
- Status Charlate
- · Fee Collection Detail Report
- Deposit Management
- One-time Charge Collection
- Provisioning Result Query
- Reversal Transaction
- Summary of Charge
- Adjustment Report
- SOAP User Maintain
- Installation Order
- MDF Order
- Province Branch Order

- New Connection
- Order Query
- E-Document Log
- · Offer Change Query
- · Fee Collection Summary Report
- Network Outage
- Terminated Subscriber Query
- · Service Center Statistics
- · Receipt Detail Report
- · Detail of Charge
- Account Level Discount Query
- Financial Confirmation
- NSD Order
- CO-Sale Order

Order List

	Customer Name	Service Number	Operation Name	Operating Staff
	TestLNLS 99999	LSLN21100138	Lease-line New Connection	superadmin
¢	<			
		Milesto	ne Detail Details Ex	port Print

• Mi	lestone				
	Number LSLN2110	0138			Surevy Id 10
	State Waiting ins	tall			Service Le
• Mi	lestone details				
SEQ	Milestone Name	Oprea	ator Name	Orgar	nization Name
1	Create outside survey	superadmin		standard.0000	0001_HQ
2	Surveyor check in	superadmin		etandard 000	HQ
3	Completed Survey	superadmin	Message from webpa	ige 💻	HQ HQ
4	Payment completed	superadmin			μQ
5	NSD check in	superadmin	A		HQ
6	Province Branch check in	superadmin	Check Ou	at Successfully	HQ
7	Completed Province Branch	superadmin			HQ
8	Completed NSD install	superadmin			Ja HQ
<				ОК	
				-	Tot
••••••					
	Attachment Name				
	File Name			B	rowse
	Remarks				
	Romano				
			Subr	nit	

Milestone details

SEQ	Milestone Name	
1	Create outside survey	
2	Surveyor check in	
3	Completed Survey	
4	Payment completed	(h)
5	NSD check in	_
6	Province Branch check in	
7	Completed Province Branch	
8	Completed NSD install	
9	Completed upload contract	
10	Synchronous OCS completed	

ຄຸ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

LSLN21100138			
Subscription - LSLN21100138 ×			
Operation			
Number: LSLN21100138	Change Password	Change Ownership	Exchange Point
Offer: DPLC 1024kbps 500000kip 1adv Postpaid ()	Relocation	Change Offer & Product	
Status: Active SIM/RUIM Card:	Suspension & Resumption	Termination	
	Transfer	Transfer Query	Payment
	Payment History Query	Credit Limit Query	Bill Adjustment
Dilling	Adjustment Between Account	Batch Bill Adjustment	Adjustment Approve
Billing.	Query Adjustment History	Life Cycle Query	Bill Transfer Adjustment
	Credit Limit Setting	Usage	Historical Bill Query
	Adjust Advance	Free Resource Query	

For Payment



ຄູ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

Confirm	×	
?	Are you sure to payment ? payment amount: 500000 KIP (include discount: 50000 KIP)	
	Yes No	

Reciept Preview

Name	TestLNLS 99999	Tel.No	LSLN21100138	Company TaxID	
Address					
Account NO	10000257029	Bill Date	26-Nov-2019 09:02	2 PM	
specId	Pay in Advanced	Кір	500,000	Bath	
RMB		USD		payAmount	500,000
Total Without Tax	454,545	Tax	45,455	Bath Exchange	289.73
USD Exchange	8893.0	RMB Exchange	1274.0	Bill Of	
Pay Discount		Operator ID	superadmin		

Words ຫ້າແສນ ກີບ

Print Cancel

For Check credit

Subscription	LSLN21100138 ×				
Operation					
Number:	LSLN21100138		Change Password	Change Ownership	Exchange Point
Offer:	DPLC 1024kbps 500000kip 1adv Postpaid (1))	Relocation	Change Offer & Product	
Status:	Active		Suspension & Resumption	Termination	
SIM/RUIM Card:					
			Transfer	Transfer Query	Payment .
			Payment History Query	Credit Limit Query	Bill Adjustment
Dilling			Adjustment Between Account	Batch Bill Adjustment	Adjustment Approve
Dilling.		2	Query Adjustment History	Life Cycle Query	Bill Transfer Adjustment
			Credit Limit Setting	Usage	Historical Bill Query
			Adjust Advance	Free Resource Query	

Customer Name TestLNLS 99999

Account ID 10000257029	Account Name TestLNLS 99999
Phone Number LSLN21100138	Main Promotion DPLC 1024kbps
Payment Mode Postpaid	State Active

Details		
Remaining Credit = C F	redit Limit + Temporal Credit rozen Amount	+ Advance Payment · Unbilled Amount · Unpaid Bill -
Item	Remaining Credit	
214000000	1,000,466,665.00	= 999,999,999.00 + 0.00 + 550,000.00 - 83,334.00 - 0.00 - 0.00

For Suspend

Subs	scription	LSLN21100138 ×				
Oper	ation					
	Number:	LSLN21100138		Change Password	Change Ownership	Exchange Point
	Offer:	DPLC 1024kbps 500000kip 1adv Postpaid (1)		Relocation	Change Offer & Product	
	Status:	Active	- 1	Suspension & Resumption	Termination	
SIM/RU	JIM Card:					
				Transfer	Transfer Query	Payment .
				Payment History Query	Credit Limit Query	Bill Adjustment
	Dilling			Adjustment Between Account	Batch Bill Adjustment	Adjustment Approve
	Dilling.		5	Query Adjustment History	Life Cycle Query	Bill Transfer Adjustment
				Credit Limit Setting	Usage	Historical Bill Query
				Adjust Advance	Free Resource Query	

Subscription Information Subscriber Level Product/Service L Suspension Suspension Type On Demand Two Way Bar(Dunning) Two Way Bar(Management) On Demand Resumption On Demand Disable One/Two Way V *

• HotBill			Hot Bill
Balance	Due Amount	Message from webpage	pt
1000466665.00 KIP	16667.00 KIP		
Real Providence of the second se		Confirm to submit?	
			Page 1 60 H A D H
Conditions & Constriants	Submit Cancel	OK Cancel	

ຄູ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE



NSD Order

Order List

	Customer Name	Servio	e Number	Operation N	lame	Operating Staff	
Te	estLNLS 99999	LSLN21	100138	Block Managemen	t	superadmin	180
Te	est888 bbbb	FTTH21	100023	Broadband New C	onnection	superadmin	180
ນ. (ອ	. ທິບພາວັນ ຈັນໂທ ທອ 0121)	ADSL21	087132	Relocation		superadmin	180
	C					\	
					l	<i>N</i>	
				Milestone Detail	Details	Export	Print
• M	ilestone details				Message from	webpage 🛛 🗮 🗙	
• M	ilestone details Milestone Name		Opreato	r Name	Message from	webpage 🛛 🗮 🗙	Create
• M SEQ 1	ilestone details Milestone Name Synchronous OCS cor	npleted	Opreato	r Name	Message from	webpage	Create -26 21:
• M SEQ 1 2	Milestone details Milestone Name Synchronous OCS cor Payment completed	npleted	Opreato superadmin superadmin	r Name	Message from	webpage	Create -26 21: -26 21:
• M SEQ 1 2 <	ilestone details Milestone Name Synchronous OCS cor Payment completed	npleted	Opreato superadmin superadmin	r Name	Message from	webpage 🛛 💌	Create -26 21: -26 21:
• M SEQ 1 2 <	ilestone details Milestone Name Synchronous OCS cor Payment completed	npleted	Opreato superadmin superadmin	r Name	Message from	webpage	Create -26 21: -26 21: 1 6

Milestone details

SEQ	Milestone Name	Opreator Name		Organization Name	
1	Payment completed	superadmin		standard.00000001_HQ	20
2	Synchronous OCS completed	superadmin		standard.00000001_HQ	20
3	NSD check in	superadmin		standard.00000001_HQ	20
<			Message	e from webpage 🛛 🗾	
•	Attachment Name		4	Check Out Successfully	
	Remarks				ļ
		Check I	n	Check Out	

ຄຸ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

• M	Milestone details						
SEQ	Milestone Name	Opreator Name)				
1	Payment completed	superadmin					
2	Synchronous OCS completed	superadmin					
3	NSD check in	superadmin					
4	Completed NS install	superadmin					
5	Order completed	superadmin					

- LSLN21100138 Q

Subscription List

• Su	bscription List				Change S	Service Number	Change S	IM Card	Change Pass
	Action	Service Number	User Name	Offer Name	Pay Type	Status	1	Signed	Date
	Detail Operation	LSLN21100138	TestLNLS 99999	DPLC 1024kbps 500000kip 1adv Postpai	PostPaid	Two Way Bar(M	Manage	2019-11-2	26

For Resumption

Subscription - LSLN2	21100138 ×				
Operation					
Number: LSLN21100138	}	Change Password	Change Ownership	Exchange Point	
Offer: DPLC 1024kbp 1adv Postpaid	s 500000kip	Relocation	Change Offer & Product		
Status: Active		Suspension & Resumption	Termination		
SIM/RUIM Card:					
		Transfer	Transfer Query	Payment	
		Payment History Query	Credit Limit Query	Bill Adjustment	
		Adjustment Between Account	Batch Bill Adjustment	Adjustment Approve	
Billing:	2	Query Adjustment History	Life Cycle Query	Bill Transfer Adjustment	
		Credit Limit Setting	Usage	Historical Bill Query	
		Adjust Advance	Free Resource Query		
Subscription Ir	nformatio	n			
	۲	Subscriber Level		oduct/Service Level	
	Su:	spension	O On Demand	\bigcirc On	
	Susper	nsion Type	Two Way Bar(Manager 🗸 *		
	Re:	sumption	Disable Ope/Two Way		

ຄຸ່ມືນຳໃຊ້ລະບົບ CRM BOsS ສຳລັບ INTERNET-LEASELINE

Charge Information				Total Amount 0 Payment Currency KIP V
Charge Information	Service Number	Receivable	Discount	Actually Receivable
		No information	etrieved.	_
<			Message from webpage	>
• HotBill				Hot Bill
Balance		Due Amount	Confirm to submit?	Total Debt
1000533332.00 KIP		66667.00 KIP		KIP
			OK Cancel	1 row(s),1 page(s). Page 1 60 H 4 + +
 Conditions & Constriants 				_
		Submit	Cancel	
Vessage from webpage				
ОК				

NSD Order

Order List

Customer Name	Service Number	Operation Name	Operating Staff
TestLNLS 99999	LSLN21100138	Resume Management	superadmin
Test888 bbbb	FTTH21100023	Broadband New Connection	superadmin
ນ. ທິບພາວັນ ຈັນໂທ (ອທອ 0121)	ADSL21087132	Relocation	superadmin
<			

3

Milestone Detail Details Export Print

• Mi	lestone details	Ge	
SEQ	Milestone Name	Opreator Name	Message from webpage
1	Payment completed	superadmin	
<			Check In Successfully
		Check In	ОК

• Mi	lestone details	 				
SEQ	Milestone Name	Opreator	Name		Organization Name	
1	Payment completed	superadmin	_		standard.00000001_HQ	201
2	NSD check in	superadmin		Mar	standard 0000001 HO	201
<						
•	Attachment Name	 			A Check Out Successfully	·
	File Name Remarks				ОК	
			Check In		Check Out	

• Mi	lestone deta	ils					
SEQ	Milestor	ne Name					
1	Payment com	pleted					
2	NSD check in						
3	Completed NS	3D install					
4	Synchronous	OCS completed					
5	Order complete	ted					
 LS Sub: 	LN21100138	Q			Change S	Service Number	<u>Change</u>
	Action	Service Number	User Name	Offer Name	Pay Type	Status	
	Detail Operation	LSLN21100138	TestLNLS 99999	DPLC 1024kbps 500000kip 1adv Postpai	PostPaid	Active	