E4-E5 (CFA)

Reports in CDR System

WELCOME

- This is a presentation for the E4-E5 CFA Technical Module for the Topic: Reports in CDR System.

- Eligibility: Those who have got the Up-gradation from E4 to E5.

- This presentation is last updated on 31-3-2011.

- You can also visit the Digital library of BSNL to see this topic.

Agenda

✗ Introduction of CDR project

✗ Implementation

✗ Convergent Billing

✗ Report Categories and Various

   Reports

CDR Project

✕ This project is going to replace all the existing systems of

- Commercial
- TRA (Telecom Revenue Accounting)
- FRS (Fault Repair Service) and
- DQ (Directory Enquiry)

✕ The project will cover the customer care and billing for

- Landline
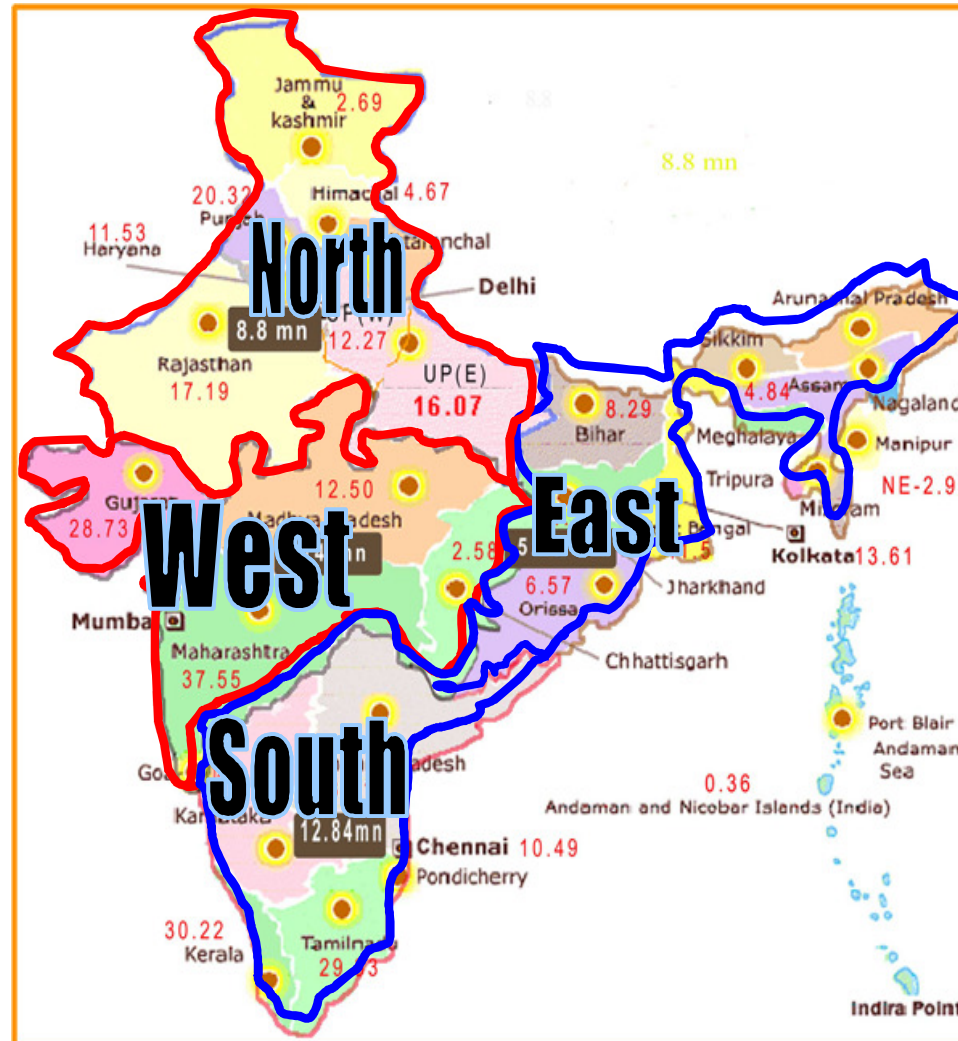- Broadband and
- Leased Line Services

CDR Project

- CDR Based Billing

- Convergent Billing

- Customer Relationship Management

Implementation

- Zone based, each zone having its own data centre's

  - North - Chandigarh
  - South - Hyderabad
  - East   - Kolkatta
  - West   - Pune

CDR Project Zones

CDR Project Zones

- ## System Integrator
  - South & East Zone – M/s HCL
  - North & West Zone – M/s TCS

- ## Billing System
 - South & East Zone – M/s Comverse
  - North & West Zone – M/s Converges

Convergent Billing

✕ This will enable BSNL issue a single bill for a customer taking any type of service from BSNL

✕ A customer having presence only in a particular zone, spanning across SSAs and Circles, can have a single bill for all the services he takes from BSNL whether the bill for the particular service is prepared or not from this system.

✕ The system will also help us introduce Combo Plans, offering flexible tariff plans to customers availing Landline, Broadband and GSM services.

E-stapling

- The e-stapling software shall be implemented in all 4 zones.

  - The e-stapling software installed at Hyderabad,
  - This will take care of Corporate customers having All India presence.
  - This system will interface with other zonal billing systems, GSM billing systems and the NIB billing system.
  - With this, it will be possible to issue a single bill to customer having All India presence
  - This system is also capable of taking the payments against this single bill and then distributing the payments back to the original billing systems of the different services taken by the customer for proper accounting.

E-Stapling
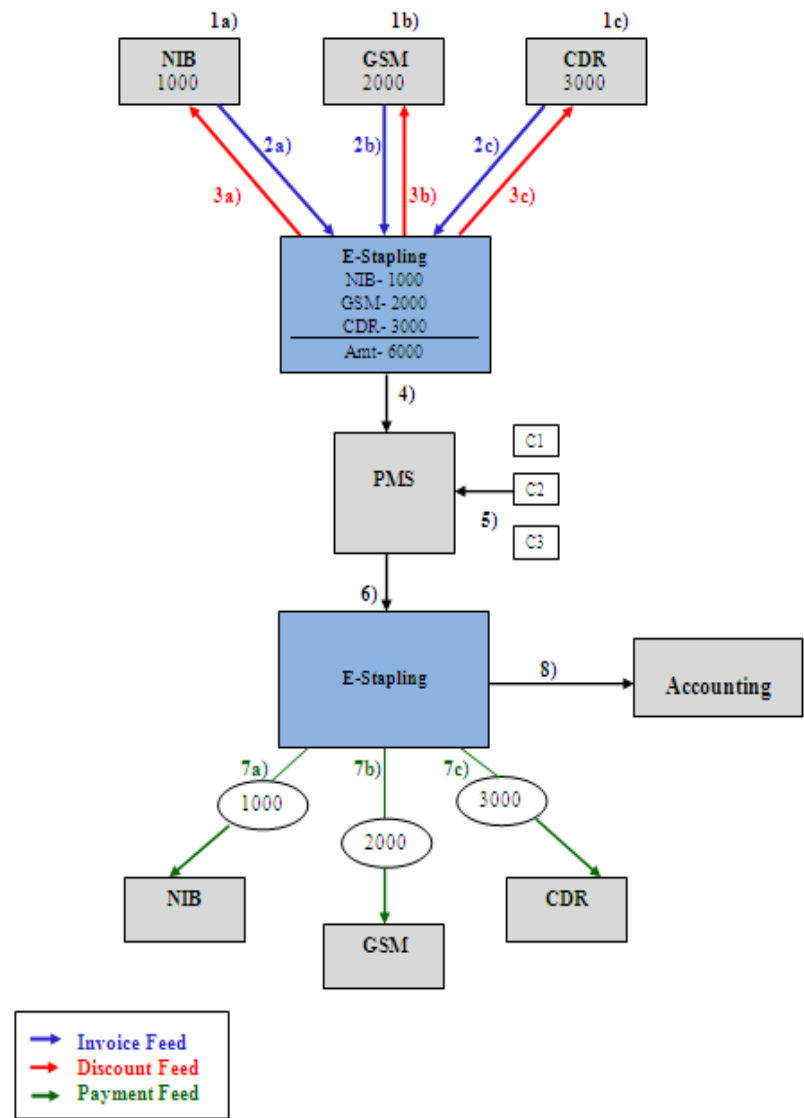
After CDR Project

✕ Revenue Accounting

- New Accounting Procedure (BF instead of invoice based)

✕ Surcharge / Late Fee

- Surcharge will be treated as late fee, which will be a percentage of the outstanding instead of at the slab rate.

✕ PCO Billing

- Commission payable and the minimum guarantee will be as per the billing cycle instead of on a monthly basis
- PCO operators will be eligible for discounts instead of commission

After CDR Project

✕ Deposits

- Deposits shall be common for all the Plans. Therefore, BSNL will not be offering any OYT or TATKAL deposits/schemes.

✕ Billing Cycles

- This system is going to have a centralized billing process common for all the SSAs in a zone.

✕ CDR based billing

- The existing tariff based on MCUs will get migrated to MOU (Minutes of Usage) based system.
- The discounts may be given in terms of Free Talk Time given as Minutes per month or Rupees per month.

CDR Reporting System

- reporting system of CDR is very powerful tool
- reports in CDR system are accessible through Enterprise reporting module (SAP – BI)
- An SAP Business Intelligence (BI) tool is used to design the report layout for the data stored in the warehouse and generate reports on the web
- There are total of 120 reports which has been prepared by taking into consideration of BSNL needs and requirements

Reports categories

☒ PMS – Payment management System

☒ Order Management

☒ FRS – Faulty Reporting System

☒ CRM – Customer Relationship Management

☒ Telecom Revenue

☒ Miscellaneous

☒ USO

Reports categories

PMS

- Online Payments
  - No Reports

- Offline Payment
  - Cheque Dishonoured Report (NRPMS01)
  - Daily List Summary for All Counters Report (NRPMS02)
  - AIP Payment Details Report (NRPMS03)

Report Generation

Report Generation - Example

Report Generation - Example

New Analysis	Save As...	Display As	Table ▾	Information	Send	Export to PDF	Export to Excel	Export to CSV

▾ Columns
- • Key Figures

▾ Rows
- • Zone
- • Circle Code
- • SSA Code
- • Account Number
- • Dishonoured Reason
- • Instrument Number
- • Instrument Date
- • Bank Name
- • Payment Date
- • Dishonoured Date
- • Currency Code

• Free characteristics

Zone ⇕	Circle Code ⇕	SSA Code ⇕	Account Number ⇕	First Name ⇕	Last Name ⇕	Dishonoured Reason ⇕	Instrument Number ⇕	Instru
N	HA	AMB	100043806	#	#	#	510831	26.05.
			100091511	#	#	#	214102	21.08.
			1003702979	MALIK SUSHIL CHANDER	.	#	469533	06.05.
			1003703192	PRINCIPAL N.M.M.D	.	#	639743	24.06.
			1003703194	PRINCIPAL (RES)	.	#	639743	24.06.
			1003707710	SHRI KRISHNA KUMAR	.	#	429989	08.09.
			1003713199	UNIQUE TOOLS CO.	.	#	860854	14.09.
			1003713988	M/S S. P. TIMBER INDUSTRIES	.	#	534283	#
			1003718619	SH. RAM SINGH S/O	.	#	750318	07.09.
			1003722038	M/S VIJAY LAXMI ELECTRONICS	.	#	189057	27.04.
			1003723509	SMT SUNITA GUPTA	.	#	95738	20.10.

Filter Settings

Dishonoured Reason ⇕	Instrument Number ⇕	Instrument Date ⇕	Bank Name ⇕	Payment Date ⇕	Dishonoured Date ⇕	Currency Code ⇕	Cheque Amount ⇕	Amount Paid ⇕	INR Amount ⇕
									INR
#	510831	26.05.2010	DEFAULT	28.05.2010	05/28/2010	INR	1,170.00	1,170.00	1,170.00
#	214102	21.08.2010	DEFAULT	23.08.2010	NA	INR	906.00	906.00	906.00
#	469533	06.05.2010	PUNJAB NATIONAL BANK	06.05.2010	05/10/2010	INR	209.00	209.00	209.00
#	639743	24.06.2010	SYNDICATE BANK	25.06.2010	NA	INR	1,995.00	1,995.00	1,995.00
#	639743	24.06.2010	SYNDICATE BANK	25.06.2010	NA	INR	220.00	220.00	220.00
#	429989	08.09.2010	STATE BANK OF PATIALA	08.09.2010	10/19/2010	INR	1,559.00	1,559.00	1,559.00
#	860854	14.09.2010	ICICI BANKING CORPN LTD.	14.09.2010	10/19/2010	INR	3,235.00	3,235.00	3,235.00
#	534283	#	#	19.04.2010	NA	INR	109.00	109.00	109.00
#	750318	07.09.2010	ORIENTAL BANK OF COMMERCE	07.09.2010	NA	INR	562.00	562.00	562.00
#	189057	27.04.2010	DEFAULT	27.04.2010	NA	INR	11,666.00	11,666.00	11,666.00
#	95738	20.10.2010	DEFAULT	25.10.2010	11/19/2010	INR	448.00	448.00	448.00
#	534283	#	#	19.04.2010	NA	INR	504.00	504.00	504.00
#	761786	13.09.2010	STATE BANK OF INDIA	14.09.2010	10/19/2010	INR	1,688.00	1,688.00	1,688.00

Order Management

✕ Order Management

- **26 Reports**
  - Advice Note Register Report (NROM01)

CRM ID	Service Type	Telephone No	Order Type	Order SubType	Lineman Code	JTO Code	Accessory	Task Created Date	Taske End Date
1000043944	LANDLINE	0755-2621000	CREATE	Provision	0C25108	0C25	LL_PT_CLI_HANDSET	02.01.2010	02.01.2010
1000045271	LANDLINE	0755-2550049	CREATE	Provision	0C14115	0C14	#	07.01.2010	07.01.2010
1000046761	LANDLINE	0755-2660129	CREATE	Provision	0B11102	0B11	LL_PT_CLI_HANDSET	23.01.2010	23.01.2010
1000046781	LANDLINE	07562-262425	CREATE	Provision	0D13101	0D13	LL_PT_CLI_HANDSET	30.12.2009	01.01.2010
1000047076	LANDLINE	0755-2490077	CREATE	Provision	LINEMAN TO B	LINEM	LL_PT_CLI_HANDSET	06.01.2010	06.01.2010
1000047142	LANDLINE	07560-240017	CREATE	Provision	LINEMAN TO B	LINEM	LL_PT_CLI_HANDSET	01.01.2010	02.01.2010
1000047256	LANDLINE	0755-2550298	CREATE	Provision	LINEMAN TO B	LINEM	LL_PT_Non_CLI_Handset	23.01.2010	23.01.2010
1000047456	LANDLINE	07562-227226	CREATE	Provision	LINEMAN TO B	LINEM	LL_PT_CLI_HANDSET	01.01.2010	01.01.2010
1000047468	LANDLINE	0755-2723228	CREATE	Provision	LINEMAN TO B	LINEM	LL_PT_CLI_HANDSET	05.01.2010	06.01.2010

- List of Working Casual Connection in an Exchange Report (NROM10)

Order Management

- Inventory
  - 7 Reports
    - Connectable Capacity Report (NRIV010)
    - List of Vacant Telephone Numbers Report (NRIV04)
    - Modems Issued Report (NRIV05

FRS

✕ Faults

- 36 Reports
  - Complaints & Faults Details Report (NRF04)
  - Lineman Cleared Faults Report (NRF17)
  - Pending Faults MDF Report (NRF24)

✕ Complaints

- 5 Reports
  - Pending Complaints Under Verification Report (NRC03)

CRM

- Advice Notes

- Waitlist

- Customer Accounts

- Franchisee Reports

  ▪ No Reports

Telecom Revenue

- Billing
  - 16 Reports
    - Broadband Usage Customer wise Report (NRBILL06)
    - Per Line Revenue Report (NRBILL10)

- Accounting
  - No Reports available

Miscelleneous

- ## Masters
  - ### 9 Reports
    - Clarity Order Status Summary (OM) Report (NRMISC01)
    - List of BB Customers Report (NRMISC05)

USO – Universal Service Obligation

✕ VPT

- 8 Reports
  - Details of VPT Added during the Month Report (NRVPT01)
  - VPT Fault Report (NRVPT05)

✕ RH BB

- 5 Reports
  - BB New Connection Rural Report (NRHHBB01)

✕ RH DELs

- 5 Reports
  - - RHDELs Fault Report (NRHHDEL03)

CDR reports are fully customizable and can be exported to excel for further analysis. Therefore, we should take advantage of information available to server our customers better.

THANKS