CRM Web Usage Manual

What is INFONET CRM and what things we do?

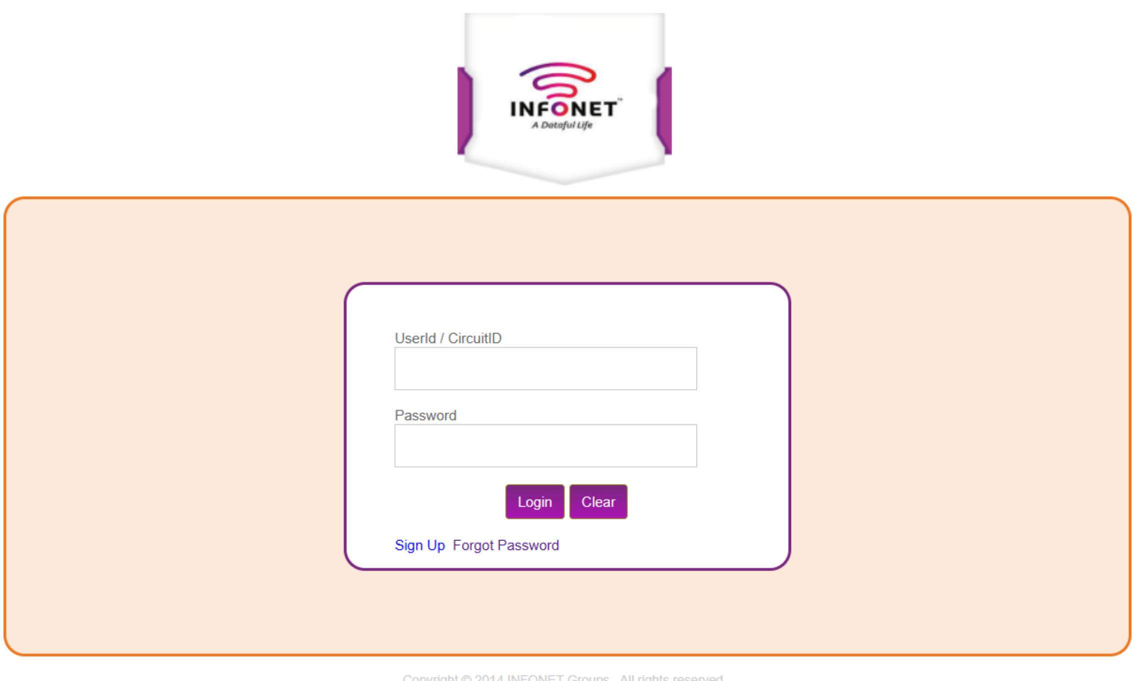
We created CRM for INFONET's Entire operations,

We can do below things from our CRM,

1. Ticket Process
2. Billing/Customer management(Add/Manager Customers & Plan creation & Manage bills)
3. Manage Employees
4. Manage Stocks

INFONET CRM's Login

Login URL: https://icewireless.co.in/ice



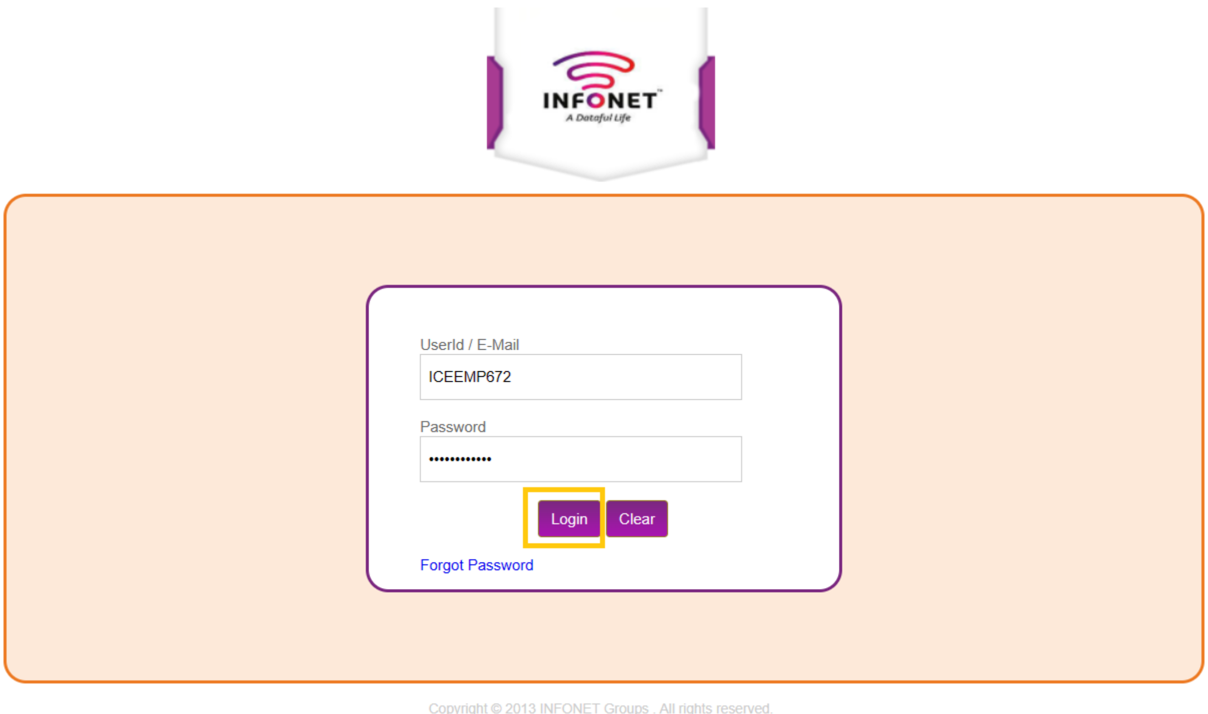
How to Login and create tickets and follow the ticket process via our CRM's?

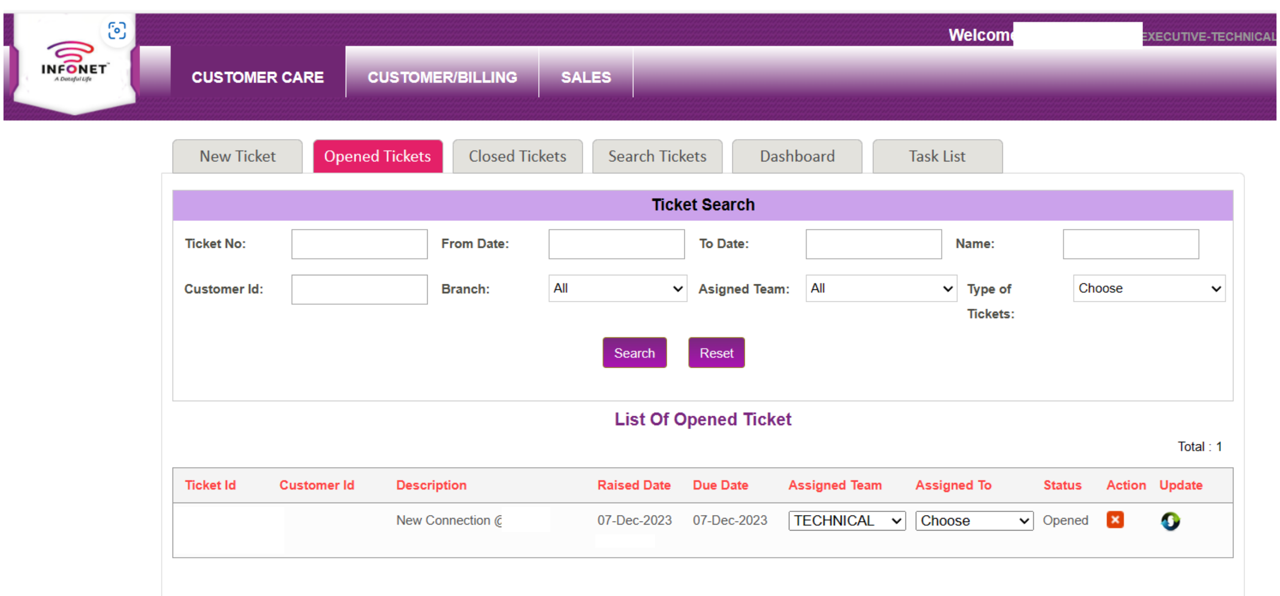
Step 1: Login with their credentials into our customer portal

Customer portal Login: https://icewireless.co.in/ice

User ID: You Employee ID

Default Password: 123456

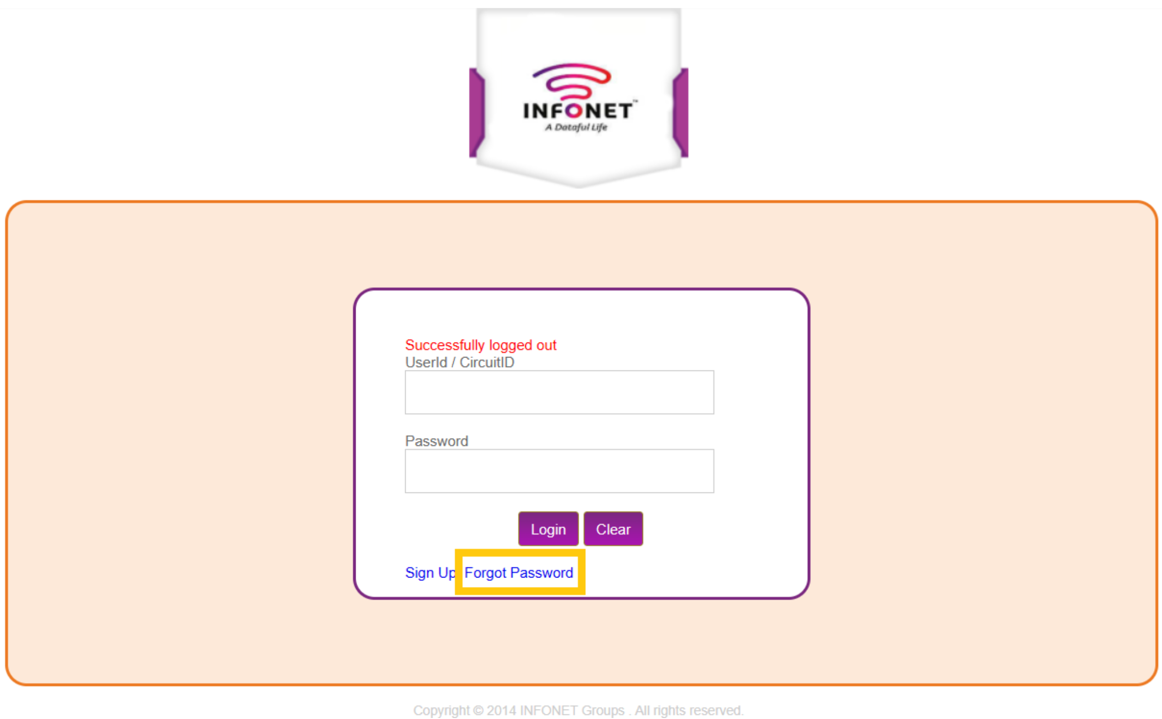




(OR) if employee reset password don't know their password (Credentials)

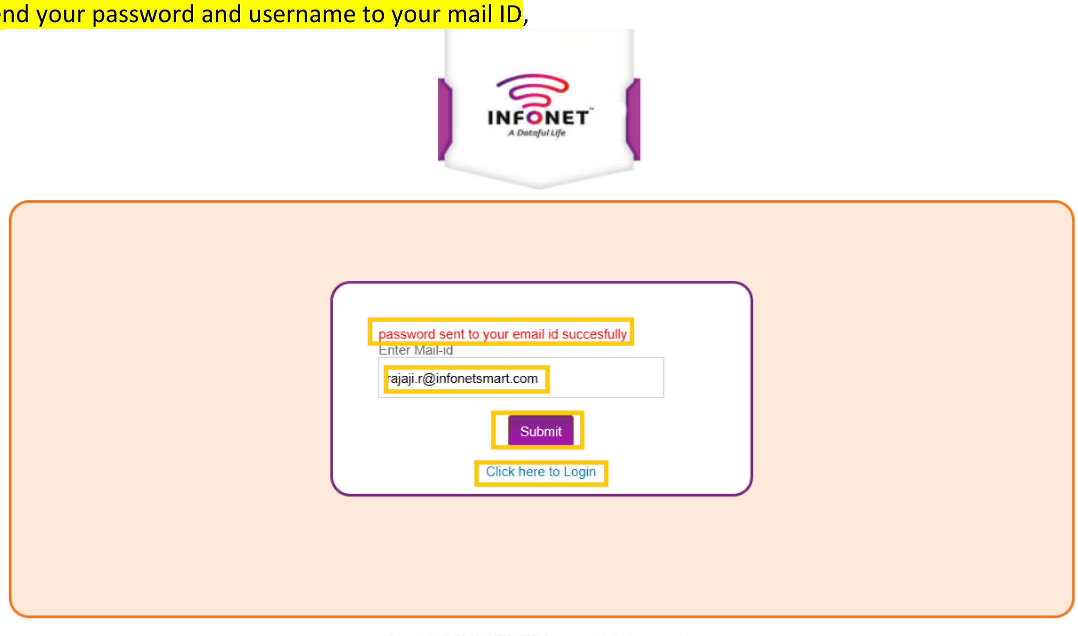
Step 1: Go to the CRM website and click the forget password menu

Customer portal Login: https://icewireless.co.in/ice

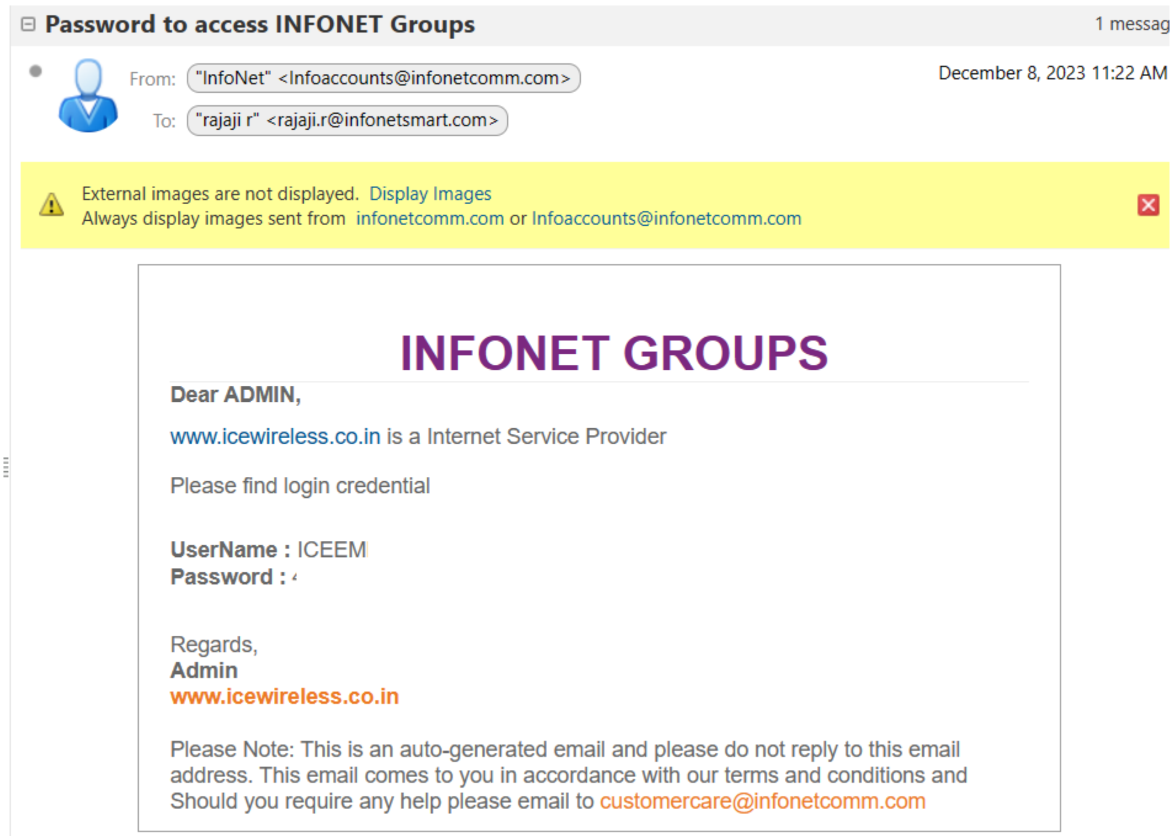


We need to provide registered mail ID which was provided by you to HR Team while join our organization, Then click submit button,

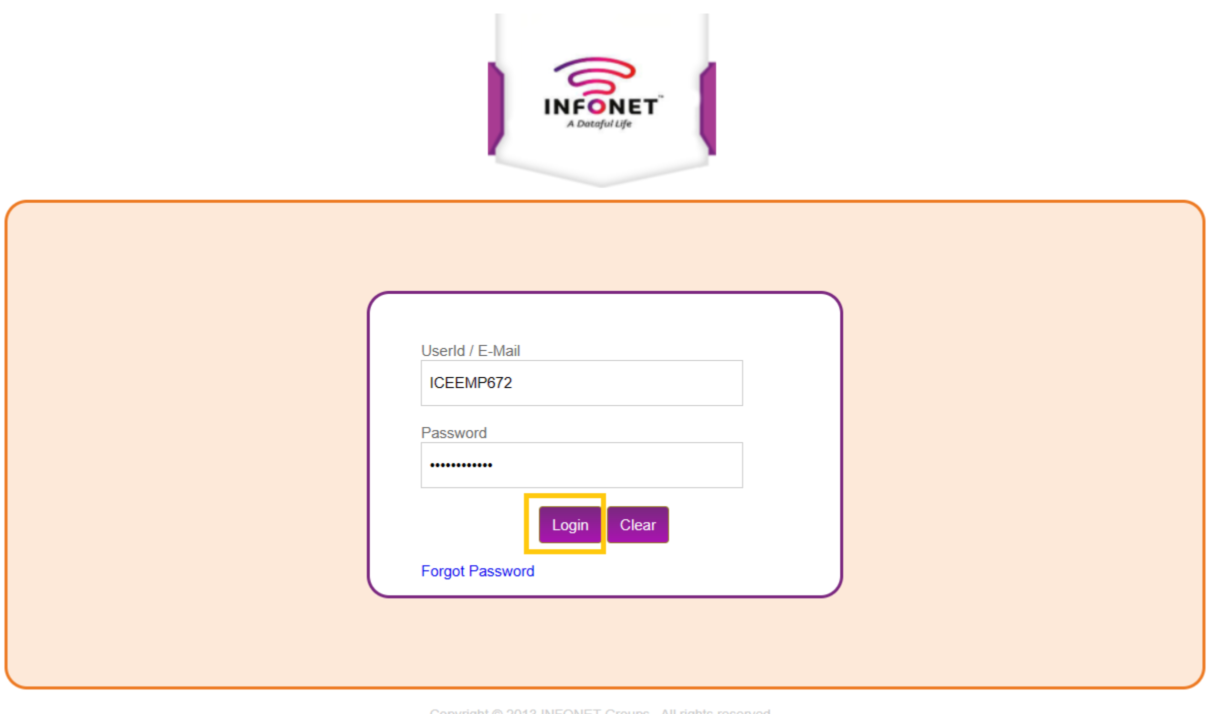
It will send your password and username to your mail ID,

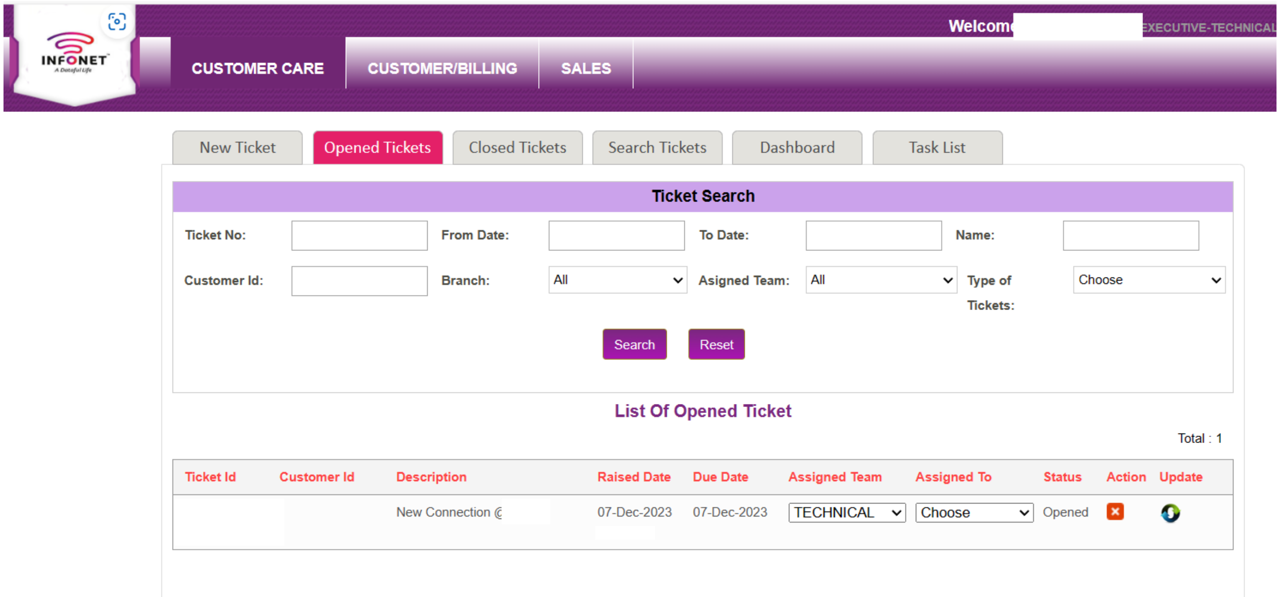


Go to your mail and look your password,



Again come back to our CRM and type your credentials for login,




INFONET
Welcom
EXECUTIVE-TECHNICAL
CUSTOMER CARE
CUSTOMER/BILLING
SALES
New Ticket
Opened Tickets
Closed Tickets
Search Tickets
Dashboard
Task List
Ticket Search
Ticket No:
From Date:
To Date:
Name:
Customer Id:
Branch:
All
Asigned Team:
All
Type of Tickets:
Choose
Search
Reset
List Of Opened Ticket
Total : 1
Ticket Id
Customer Id
Description
Raised Date
Due Date
Assigned Team
Assigned To
Status
Action
Update
New Connection @
07-Dec-2023
07-Dec-2023
TECHNICAL
Choose
Opened

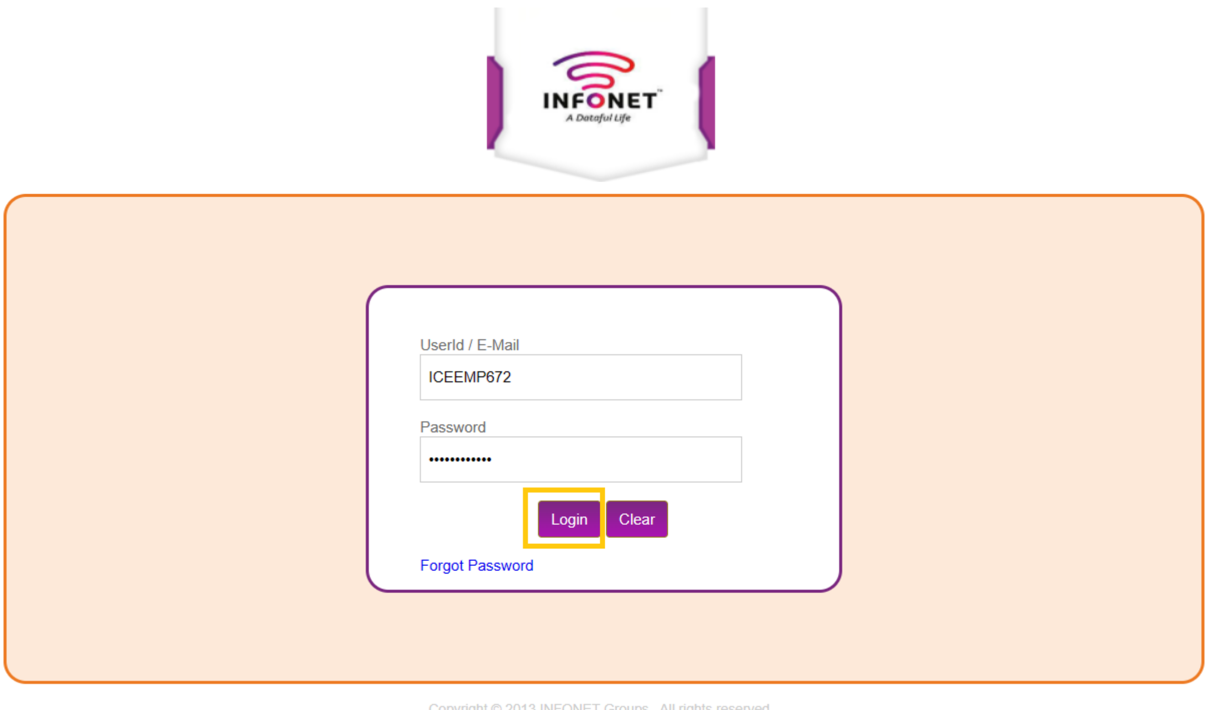
How to Raise a Ticket?

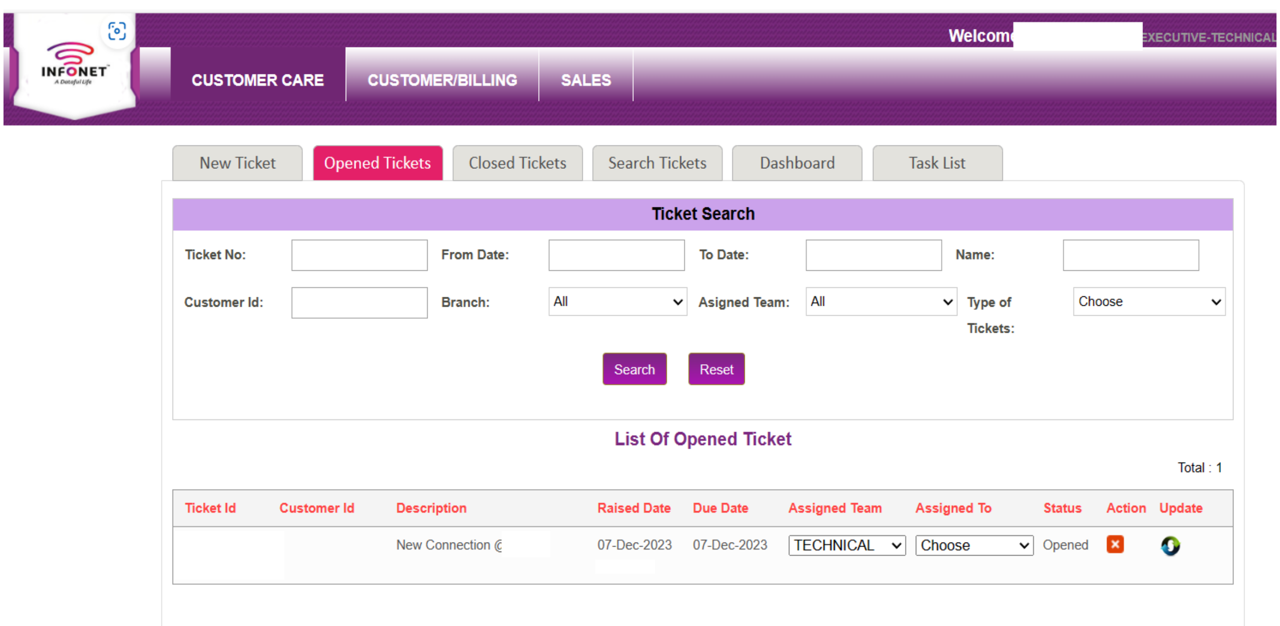
Step 1: Login with their credentials into our customer portal

Customer portal Login: https://icewireless.co.in/ice

User ID: You Employee ID

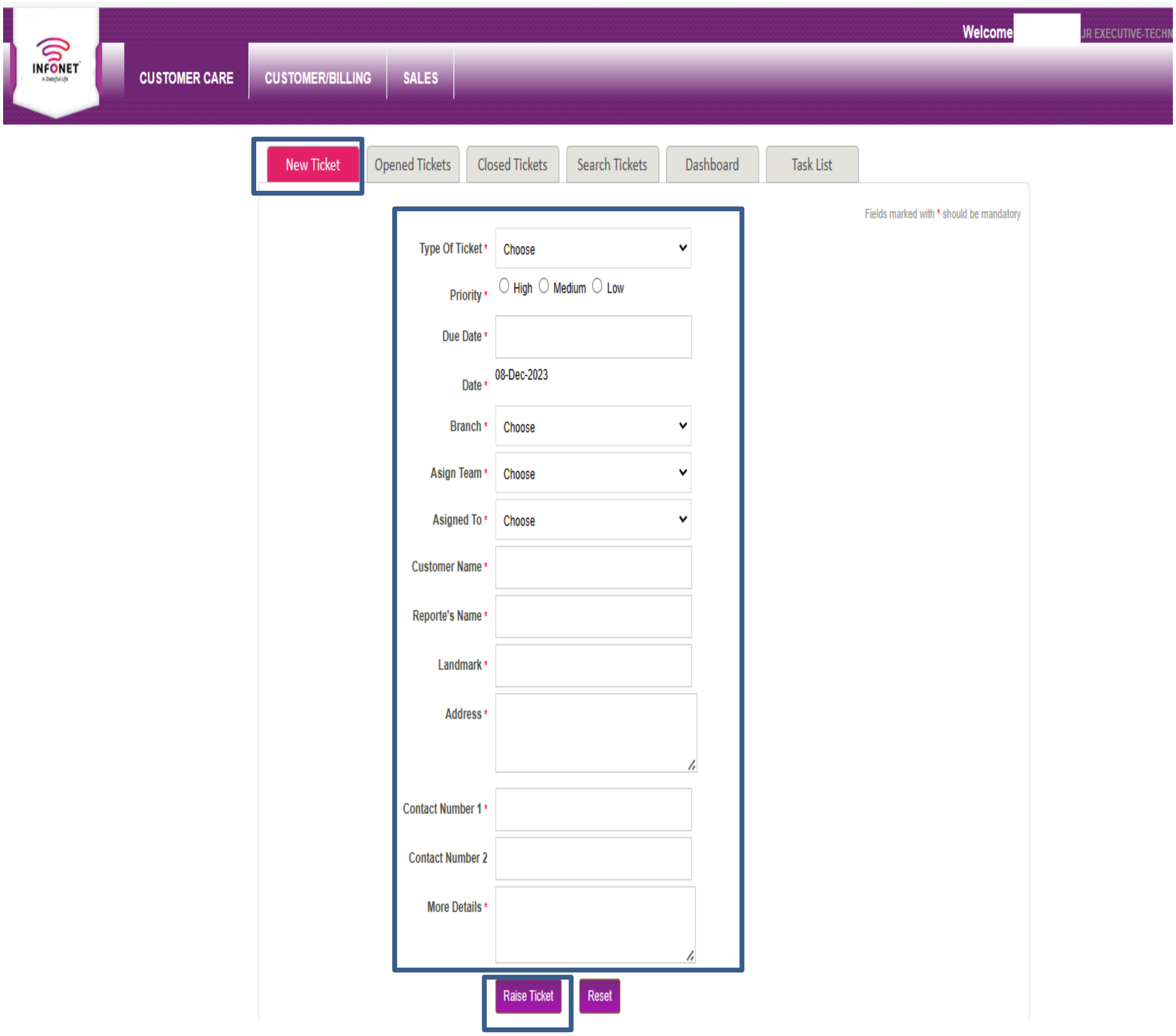
Default Password: 123456

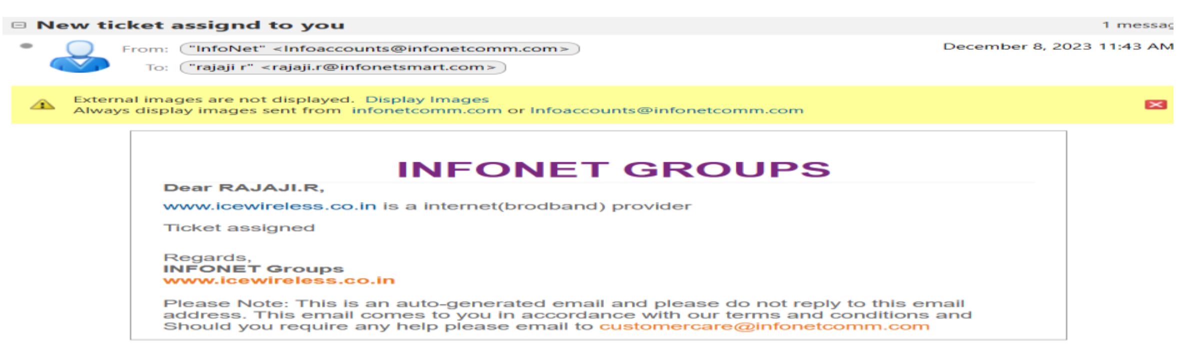




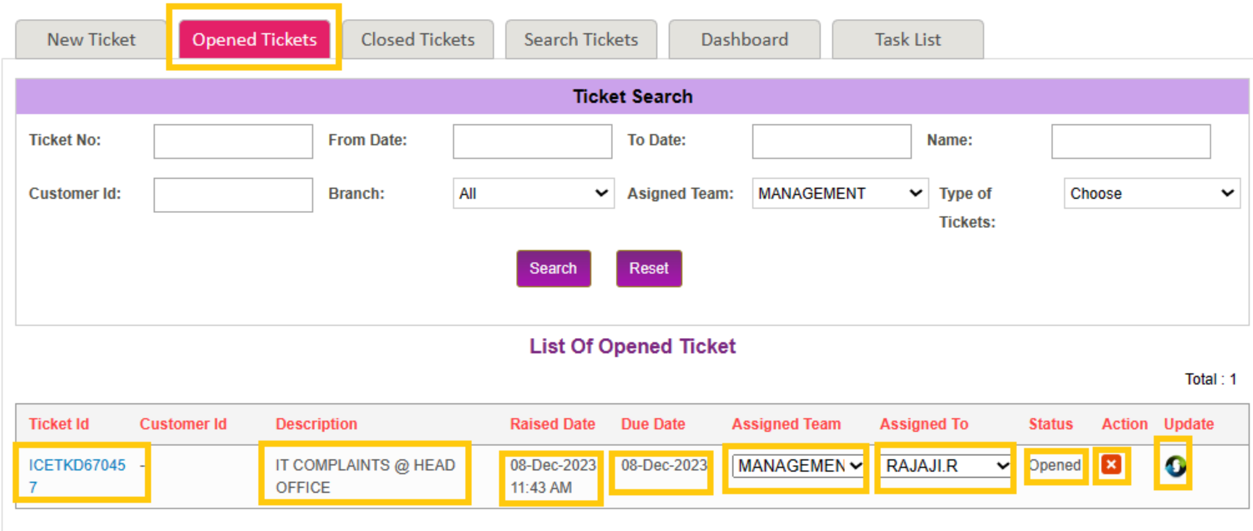
Step 2: Click **New Ticket Menu** and fill all the fields as per your ticket type, Press raise Ticket icon

Note: Once Ticket raised, Email and SMS will send to customers and that complaint handling employee,





View Open Tickets

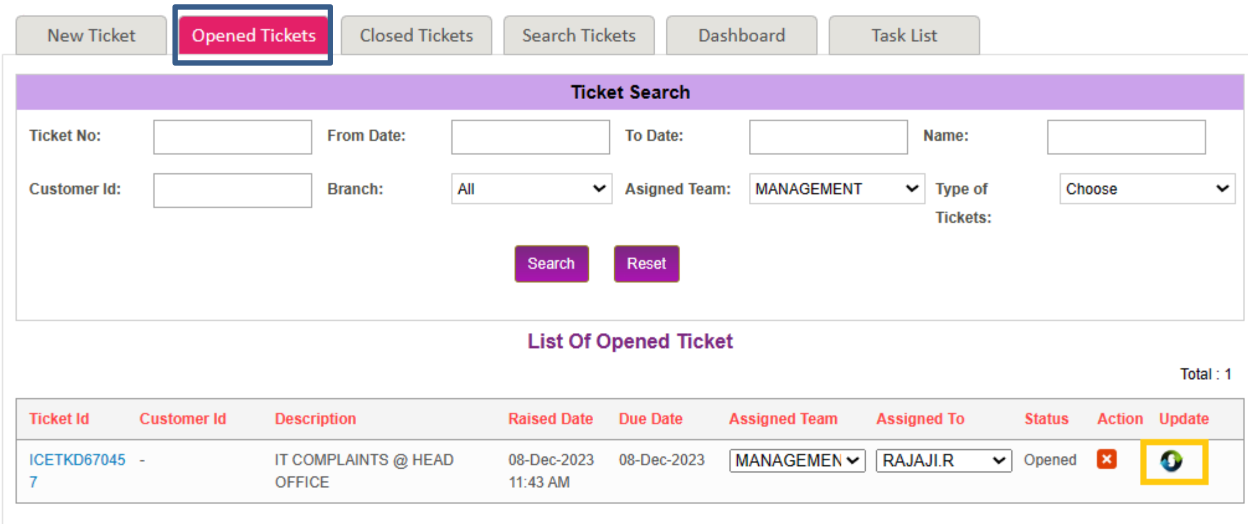


By click opened Tickets Menu like above screenshot we can see the overall opened tickets list,

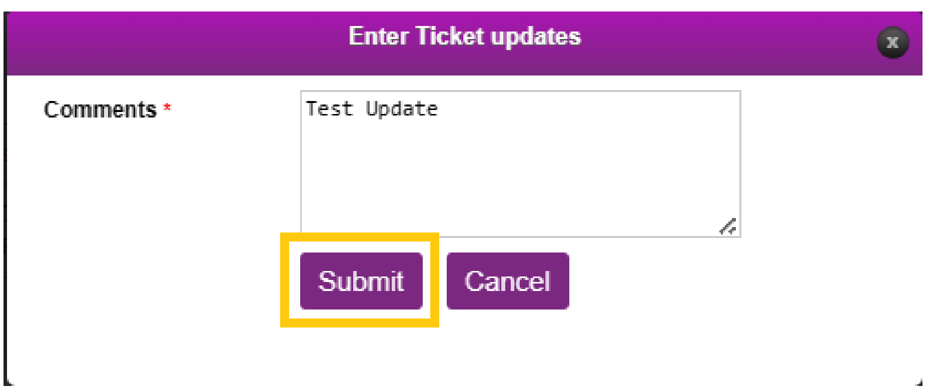
Here we can find below details,

1. Ticket ID,
2. Ticket Type,
3. Raised date,
4. due date,
5. assigned team,
6. assigned to employee,
7. status,
8. action and update buttons

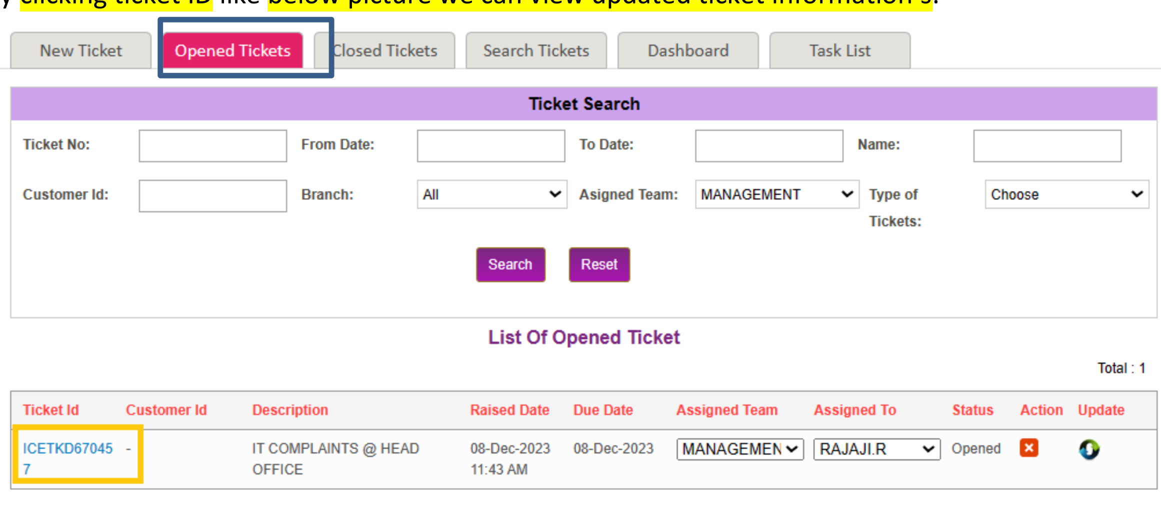
Update Ticket



By Clicking **Update O icon** like above screenshot we can update the tickets,



By clicking ticket ID like below picture we can view updated ticket information's.



View Ticket

Ticket ID :	ICETKD670457
Priority :	High
New Connection Details :	
Contact No1 :	7397793741
Contact No2 :	
Customer Id :	-
Customer Name :	test
Assigned Team :	MANAGEMENT
Created Date :	08-Dec-2023
Current Status :	Opened
Address :	HO
Landmark :	HO
DueDate :	08-Dec-2023
Ticket Raised By :	RAJAJI.R
Issue Type :	
Issue SubType :	
Comments :	Test Ticket
Resolved Via :	
Ticket History :	Ticket Raised : Raised By - RAJAJI.R(ICEEMP672), Assigned to Team - MANAGEMENT - RAJAJI.R (ICEEMP672), at2023-12-08 11:43:02] Pending Status:Test Update : Updated By - RAJAJI.R(ICEEMP672) at [2023-12-08 11:52:02]

In this page we can find below details for our reference,

Details:

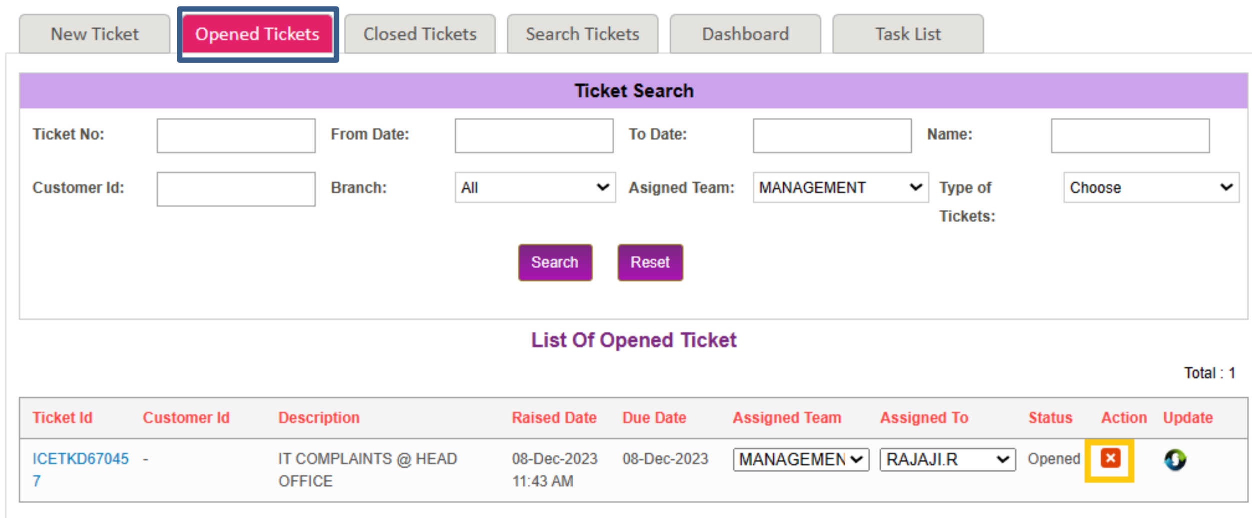
1. Ticket ID,Priority, customer Number, Ticket updates like who raised, what kind of update was updated by concern ticket holder,etc..,

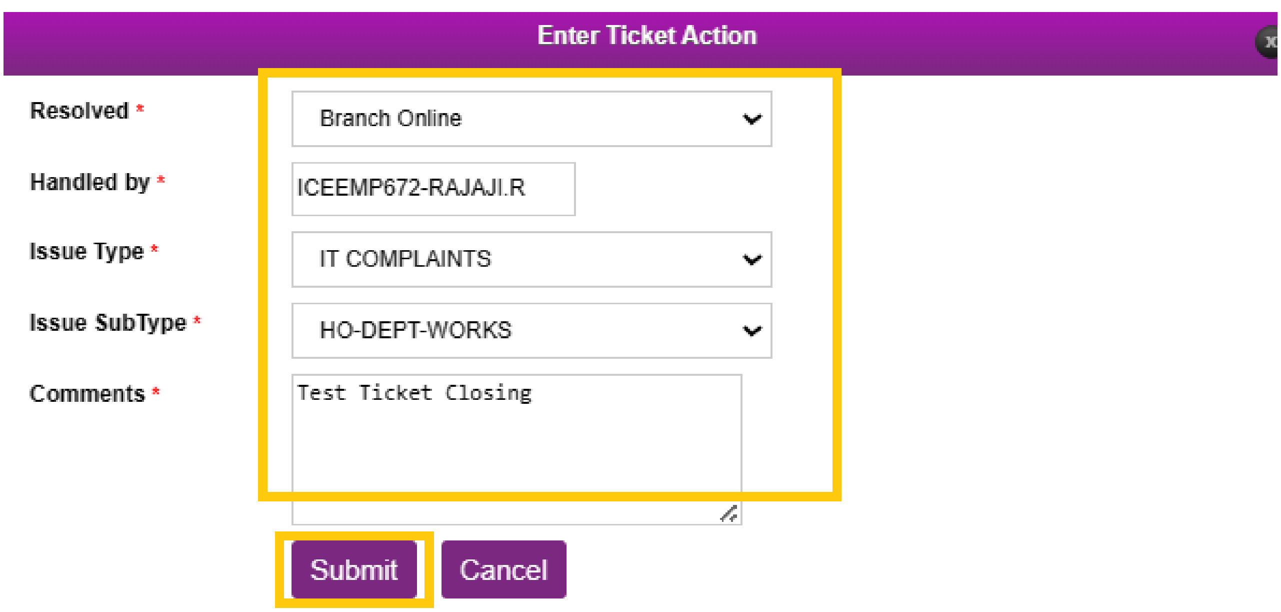
Ticket Closing

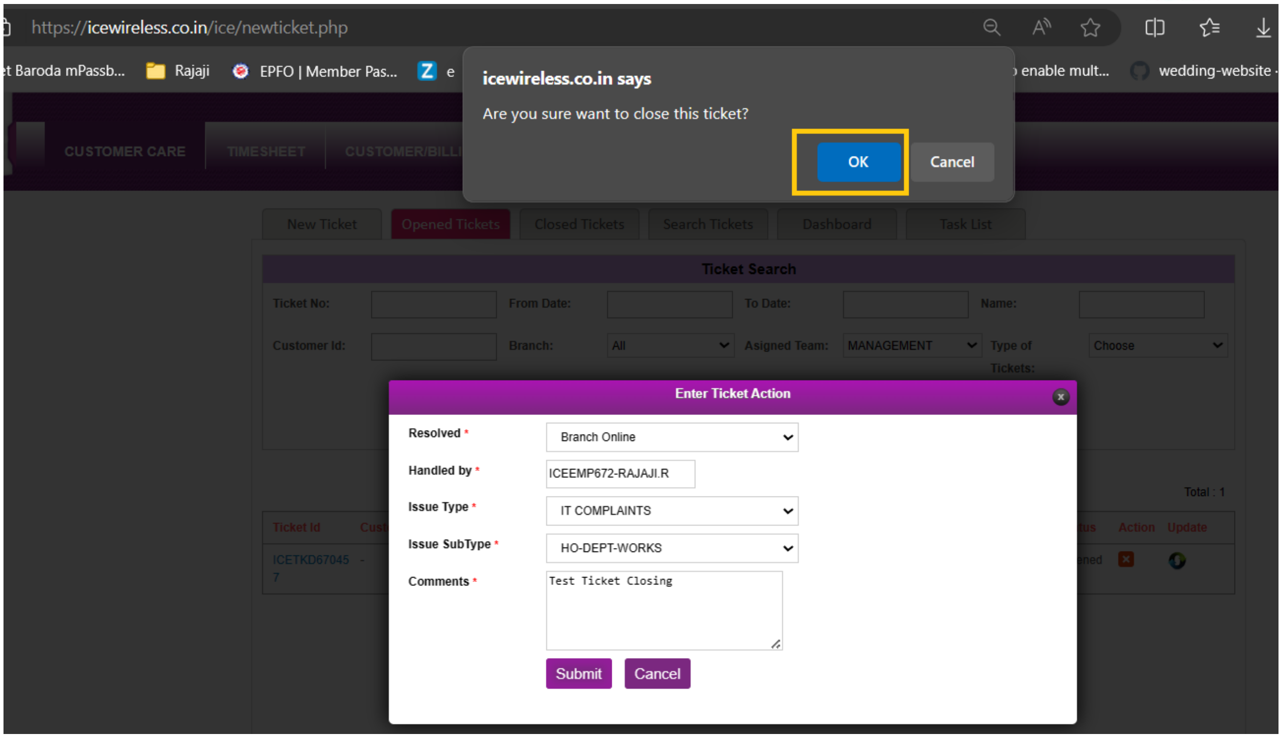
For Closing your tickets, Please press **Red color int mark** look like below screenshot,

It will open a new page, please fill all fields and press submit button like below screenshot

It prompt OK or CANCEL buttons, Please press OK button for Ticket closing,

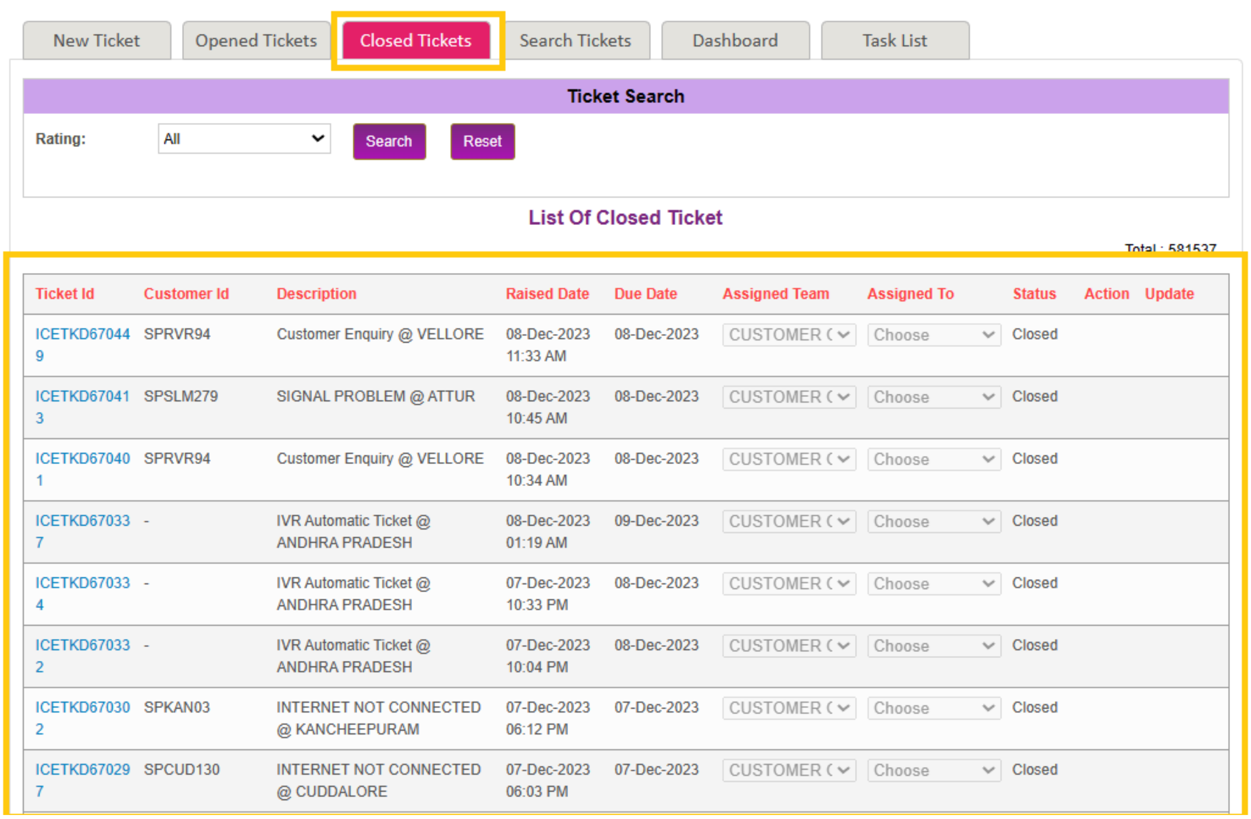






View All Closed Tickets

By Clicking Closed Ticket Menu like below Picture, we can view our entire closed tickets,



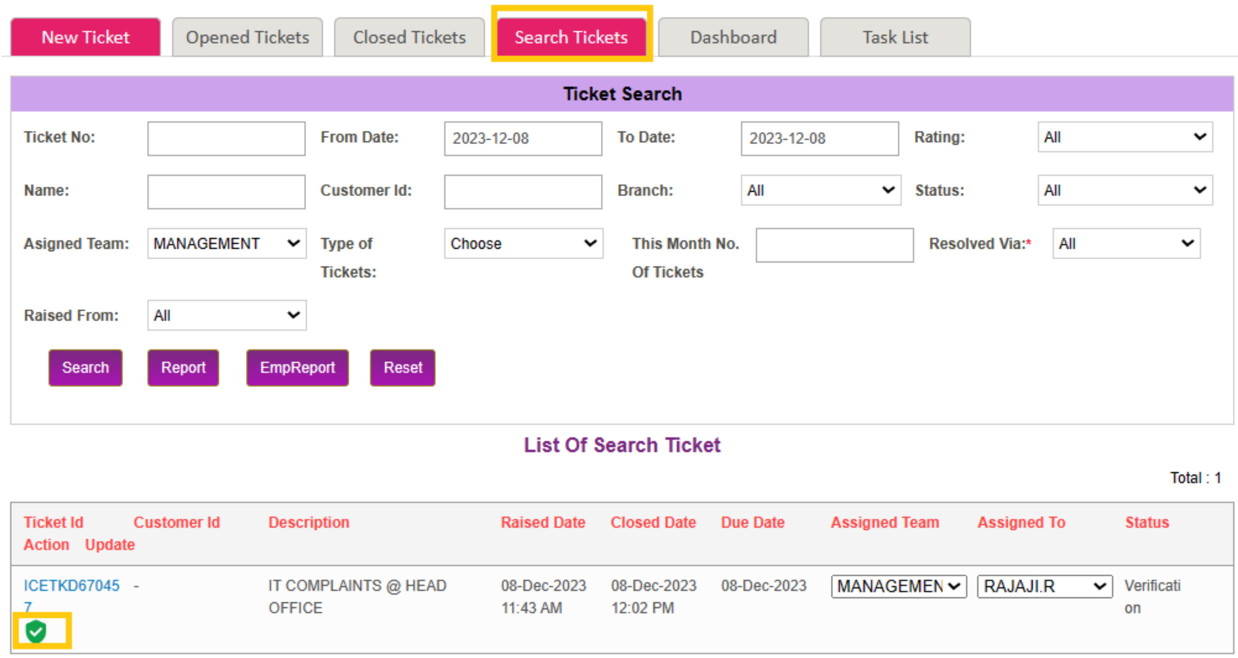
Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD670449	SPRVR94	Customer Enquiry @ VELLORE	08-Dec-2023 11:33 AM	08-Dec-2023	CUSTOMER (	Choose	Closed		
ICETKD670413	SPSLM279	SIGNAL PROBLEM @ ATTUR	08-Dec-2023 10:45 AM	08-Dec-2023	CUSTOMER (	Choose	Closed		
ICETKD670401	SPRVR94	Customer Enquiry @ VELLORE	08-Dec-2023 10:34 AM	08-Dec-2023	CUSTOMER (	Choose	Closed		
ICETKD670337	-	IVR Automatic Ticket @ ANDHRA PRADESH	08-Dec-2023 01:19 AM	09-Dec-2023	CUSTOMER (	Choose	Closed		
ICETKD670334	-	IVR Automatic Ticket @ ANDHRA PRADESH	07-Dec-2023 10:33 PM	08-Dec-2023	CUSTOMER (	Choose	Closed		
ICETKD670332	-	IVR Automatic Ticket @ ANDHRA PRADESH	07-Dec-2023 10:04 PM	08-Dec-2023	CUSTOMER (	Choose	Closed		
ICETKD670302	SPKAN03	INTERNET NOT CONNECTED @ KANCHEEPURAM	07-Dec-2023 06:12 PM	07-Dec-2023	CUSTOMER (	Choose	Closed		
ICETKD670297	SPCUD130	INTERNET NOT CONNECTED @ CUDDALORE	07-Dec-2023 06:03 PM	07-Dec-2023	CUSTOMER (	Choose	Closed		

Ticket Verification

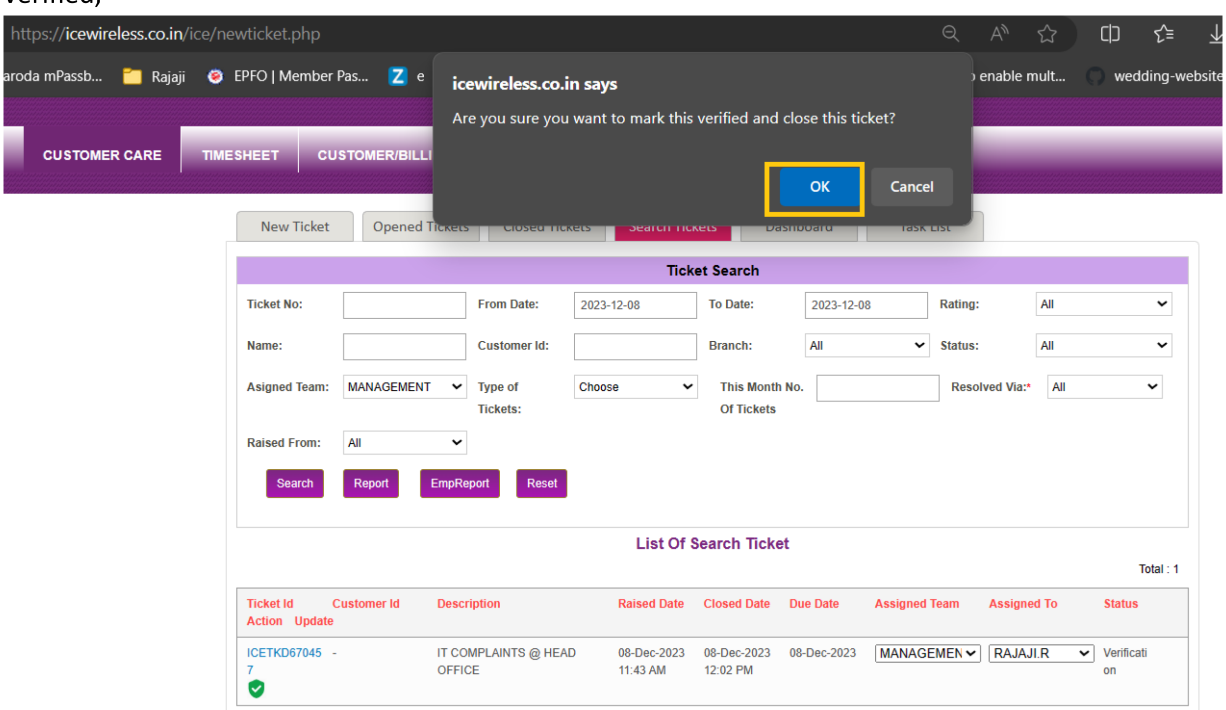
All managers must verify their employee's tickets,

Step 1: Please click Search Tickets menu look like below picture

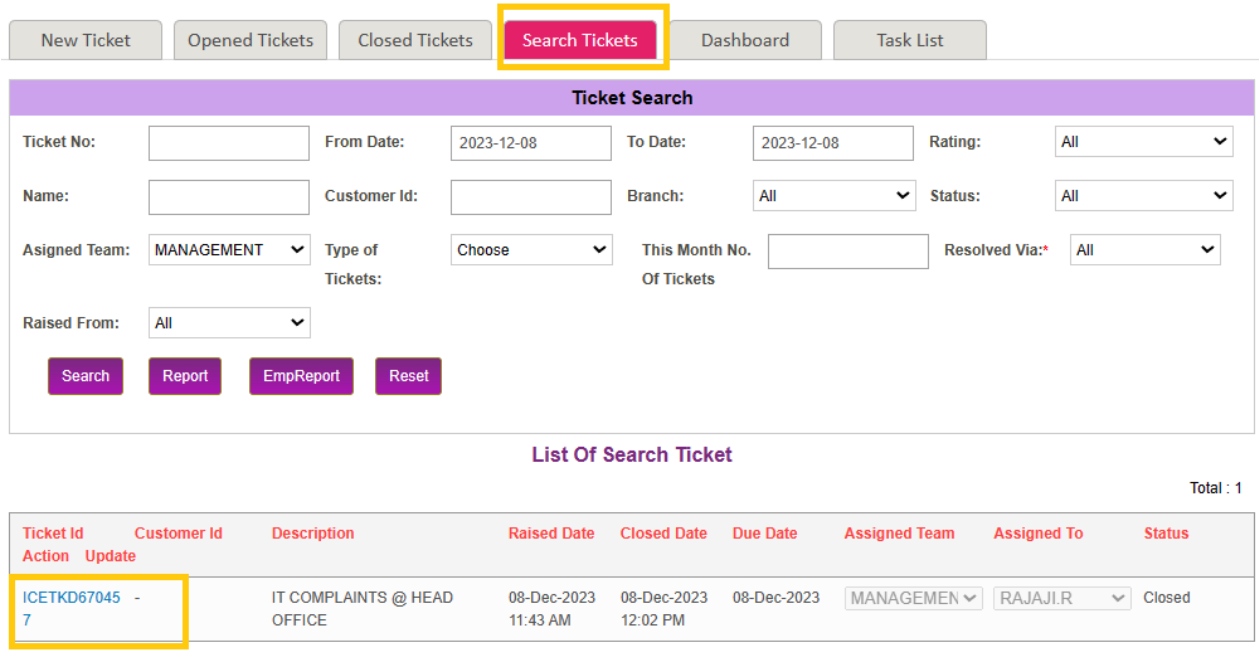
Step 2: Please select Status as verification and press search button, It will show all your verification pending tickets, (It was shows like **Green color Tickbox** below of our ticket ID)



Step 3: Please click the **Green tick**, It will prompt **OK or CANCEL** menu, Please **click OK**, Now your tickets verified,



Now you can see **Green tick** was hidden from from search tickets,



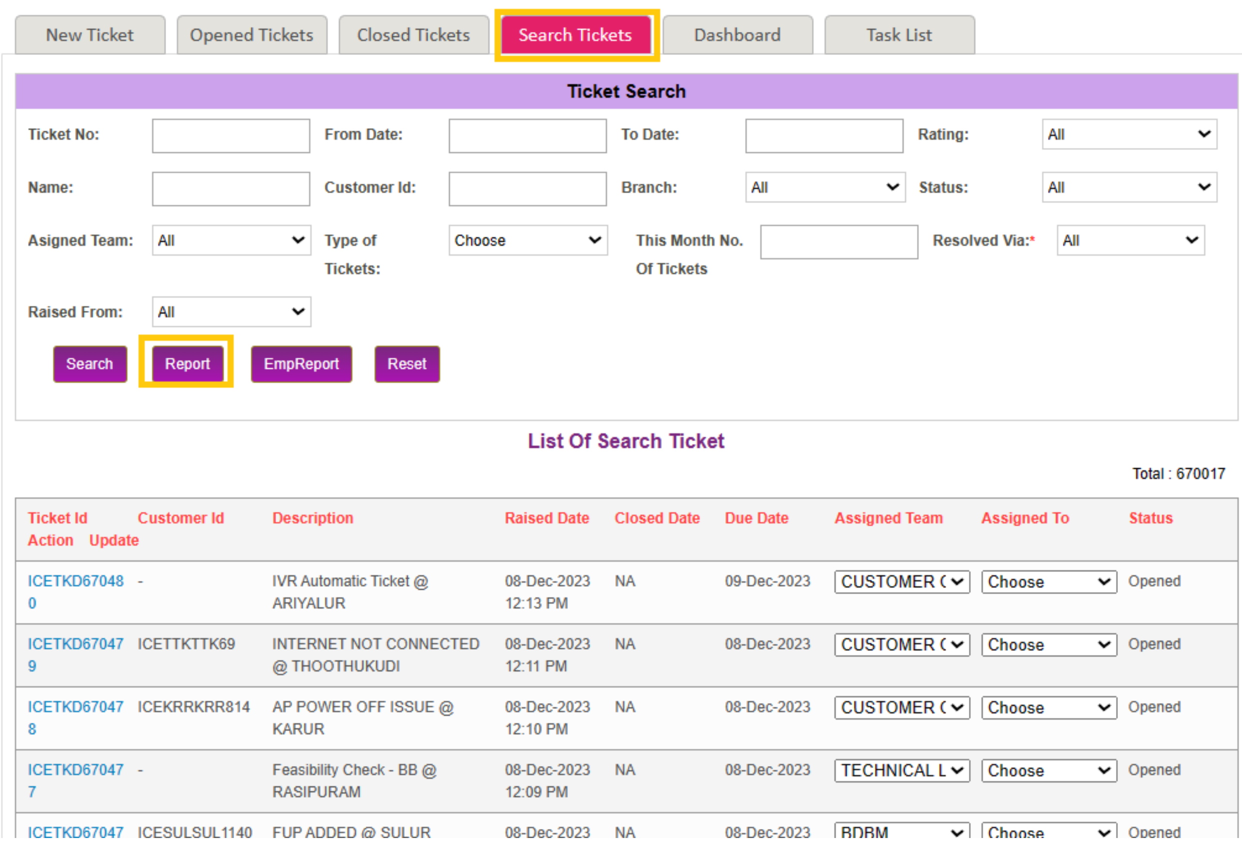
Download Tickets Report

Step 1: Click the Search tickets menu from ticket module we can see overall opened, closed tickets list,

Here we can view and download your tickets as a excel report,

We can download our reports as below category wise

1. Ticket Number
2. Based on From Date & To Date
3. Based On rating
4. Based on Name, Customer ID, Branch, Status
5. Based on Assigned Team, Type of tickets, Resolved via
6. Based on Raised from web or App



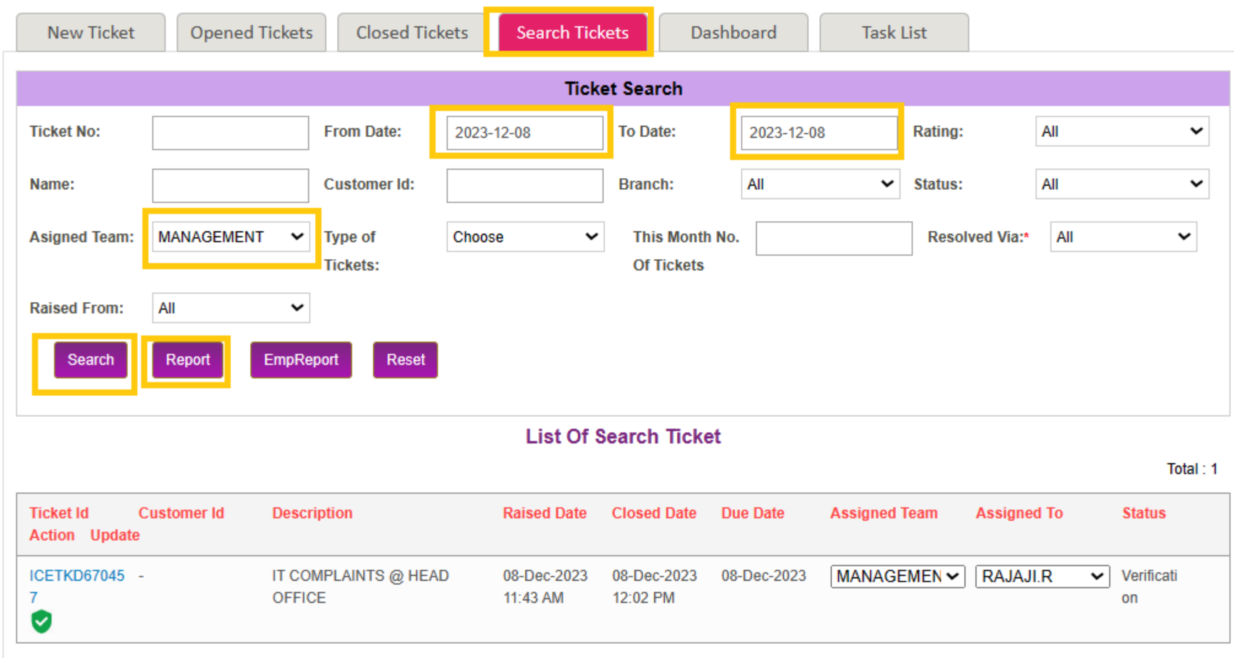
Sample Report Downloading:

Here I shared the Sample report download

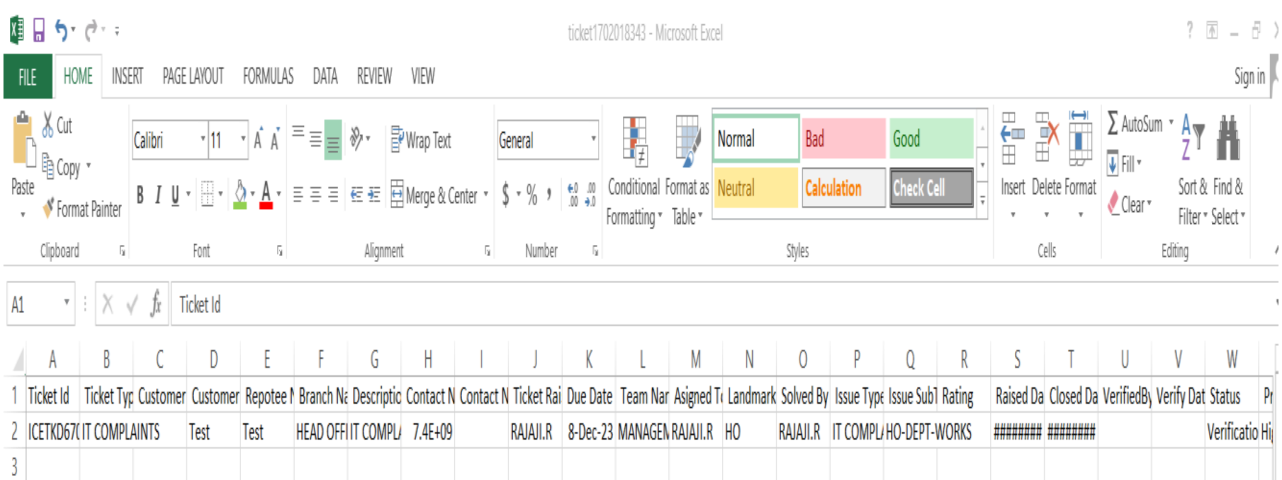
CRM Options:

Step 1: Please do like below screenshot based on your employee category and press Search button

Step 2: Press report button, It will download your all tickets as a Excel format,



Report:

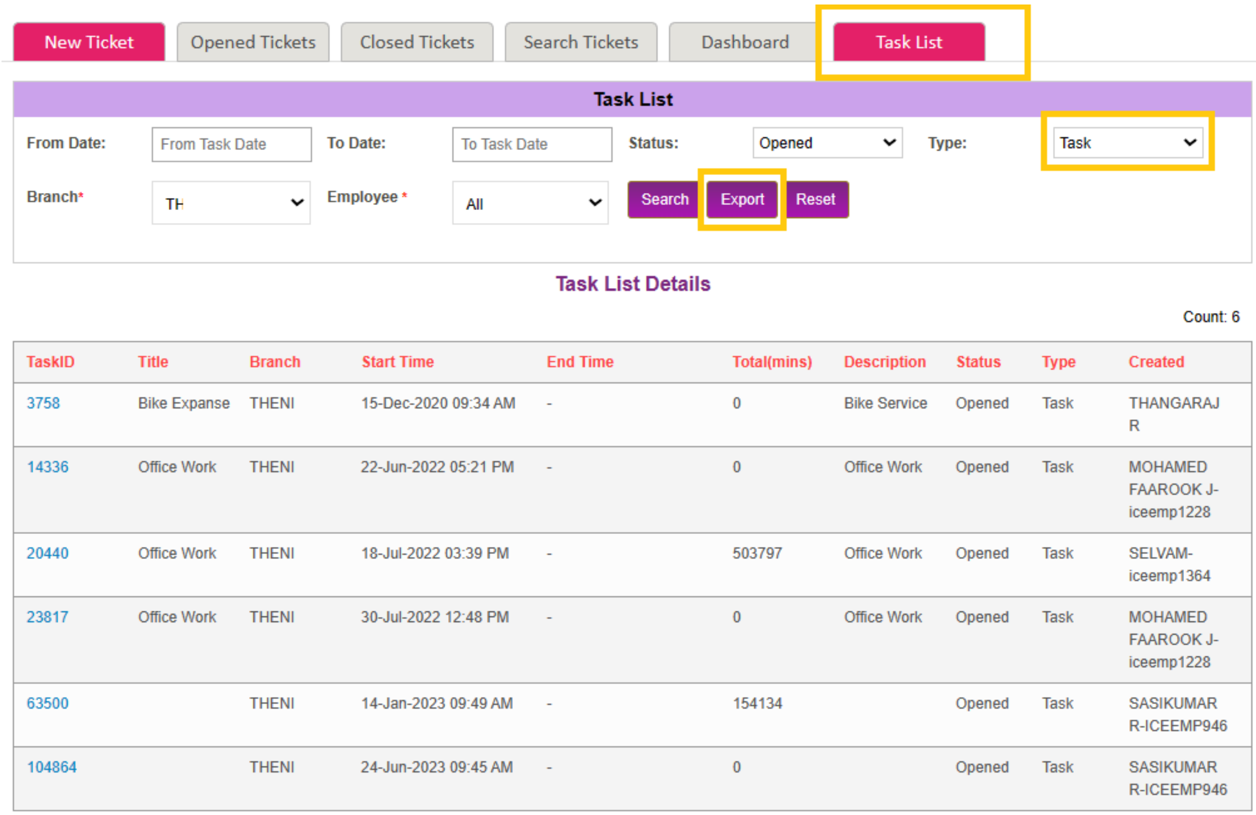


Download Ticketing APP Reports

We can download our technical applications ticket & Task report from here,

Steps:

1. By clicking Task List from Customercare Module of our CRM look like below screenshot,
2. Select Report type (Ticket or Task) from Type menu
3. Click Export menu, It will download your technical application data's as a Excel format,



TaskID	Title	Branch	Start Time	End Time	Total(mins)	Description	Status	Type	Created
3758	Bike Expanse	THENI	15-Dec-2020 09:34 AM	-	0	Bike Service	Opened	Task	THANGARAJ R
14336	Office Work	THENI	22-Jun-2022 05:21 PM	-	0	Office Work	Opened	Task	MOHAMED FAAROOK J-iceemp1228
20440	Office Work	THENI	18-Jul-2022 03:39 PM	-	503797	Office Work	Opened	Task	SELVAM-iceemp1364
23817	Office Work	THENI	30-Jul-2022 12:48 PM	-	0	Office Work	Opened	Task	MOHAMED FAAROOK J-iceemp1228
63500		THENI	14-Jan-2023 09:49 AM	-	154134		Opened	Task	SASIKUMAR R-ICEEMP946
104864		THENI	24-Jun-2023 09:45 AM	-	0		Opened	Task	SASIKUMAR R-ICEEMP946

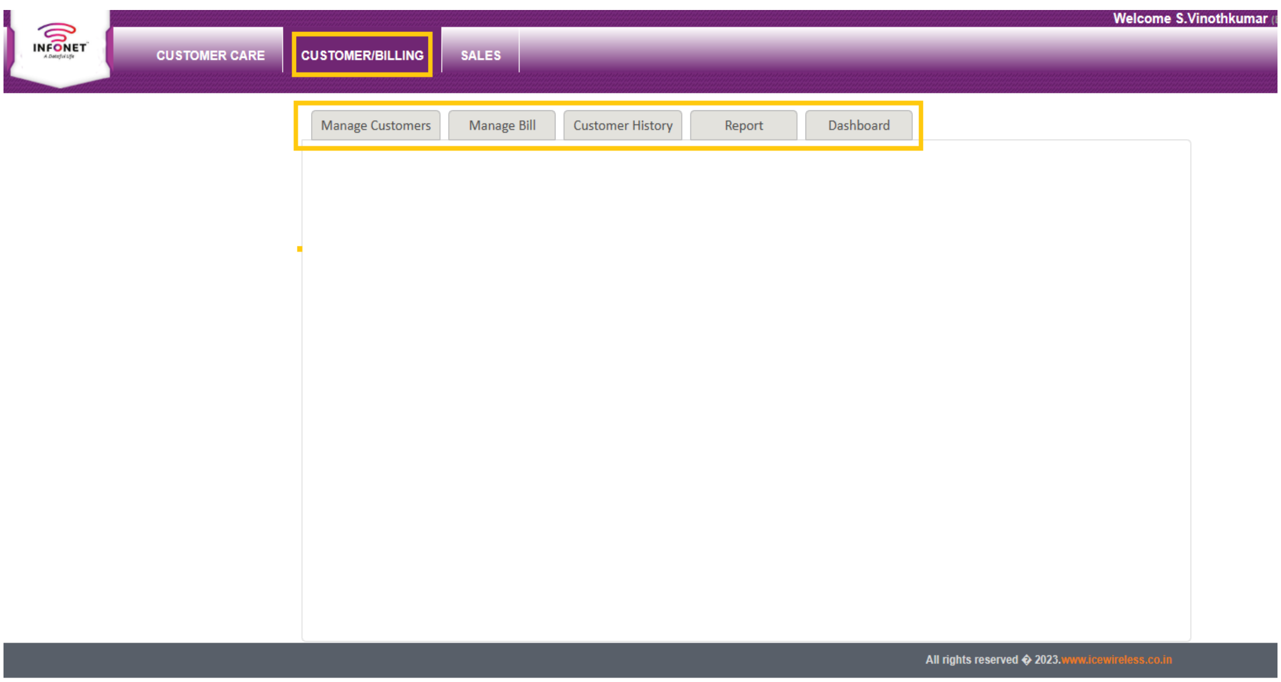
Enjoy your work…!

Manage Customers and their Bills

Our CRM Also had a option to manage our customers,

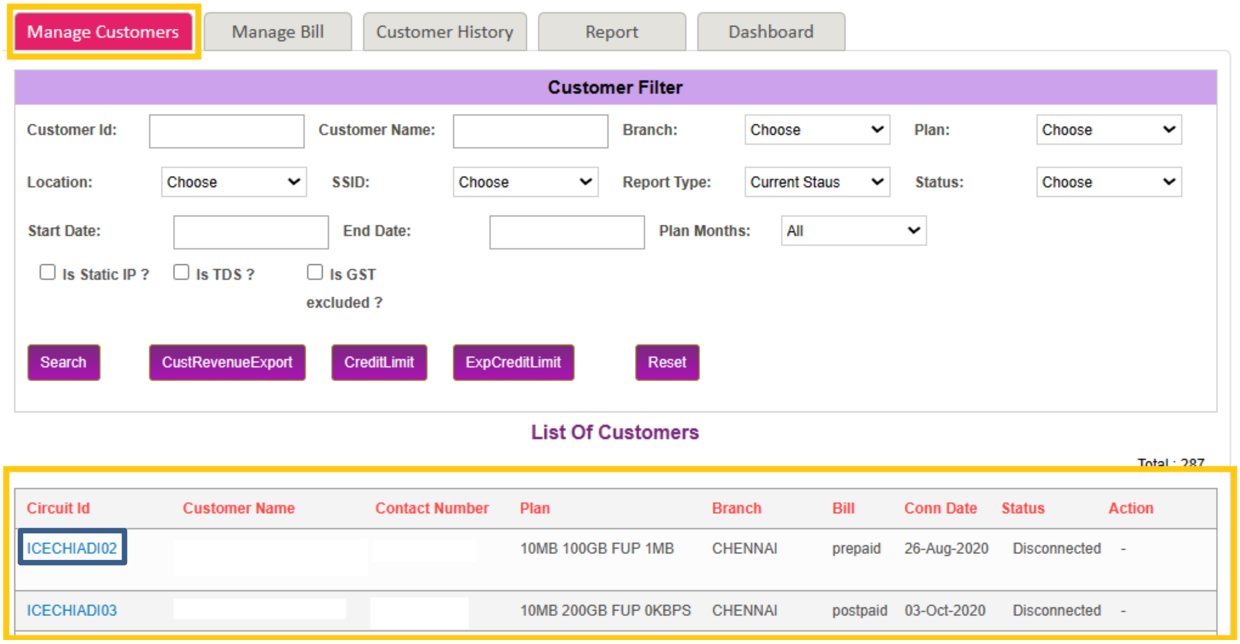
Here we can do following things

1. View Customers details
2. View customers' bills
3. Pay customers' bills behalf of your customers
4. Send customers' bills to their mail ID
5. View customers overall activity like Plan change, customer details edit,
6. View Revenue Report for last 3 Months,



Manage Customers

By using Manage Customers menu, we can view our Customers details by click circuit ID

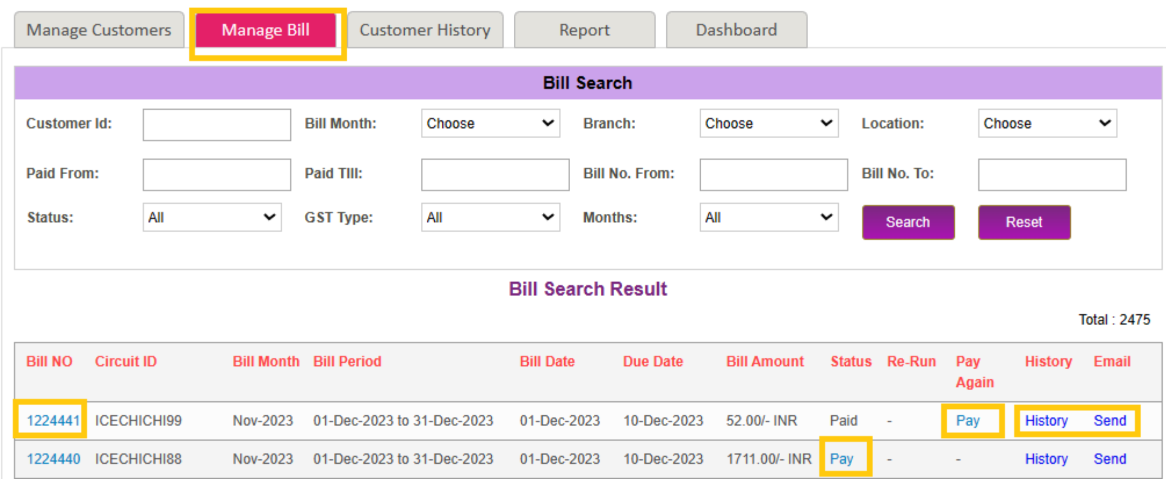


Manage Bills

We can View our Customers invoices based on criteria (All optioned shown in below picture)

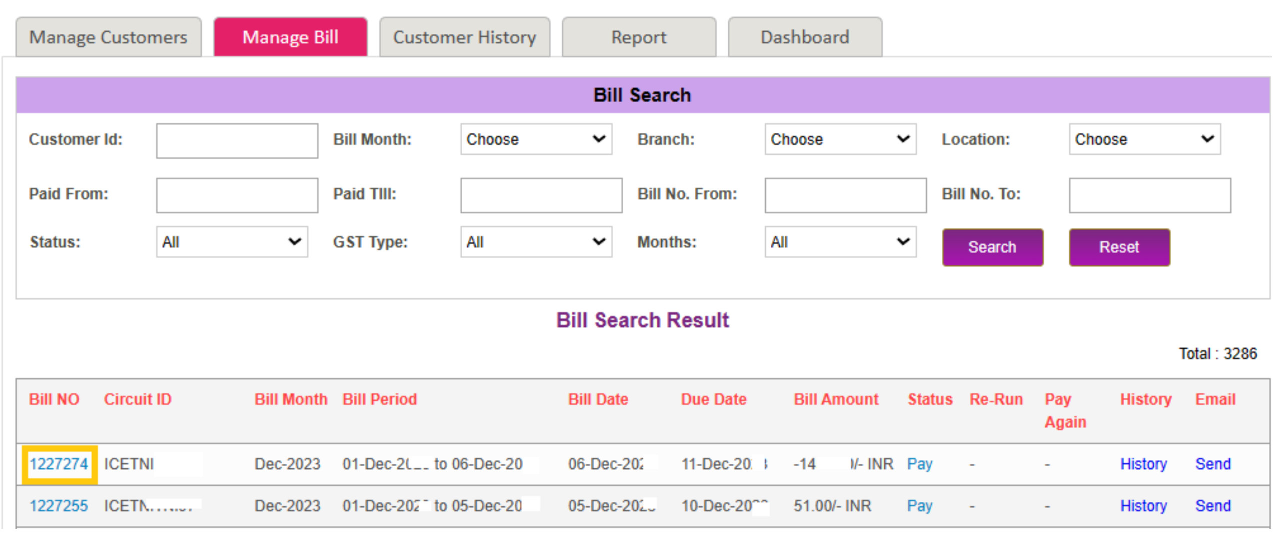
We can do following activities from this menu

1. View Overall Customers Bills
2. Pay bills behalf of our customers – Once received the payment against invoice
3. Pay again for other invoices
4. View Customers history details – which was done by our BDBM Team(Plan change, customer details modification, other payment captured)
5. Send customers invoices to their mail ID,



View Invoices

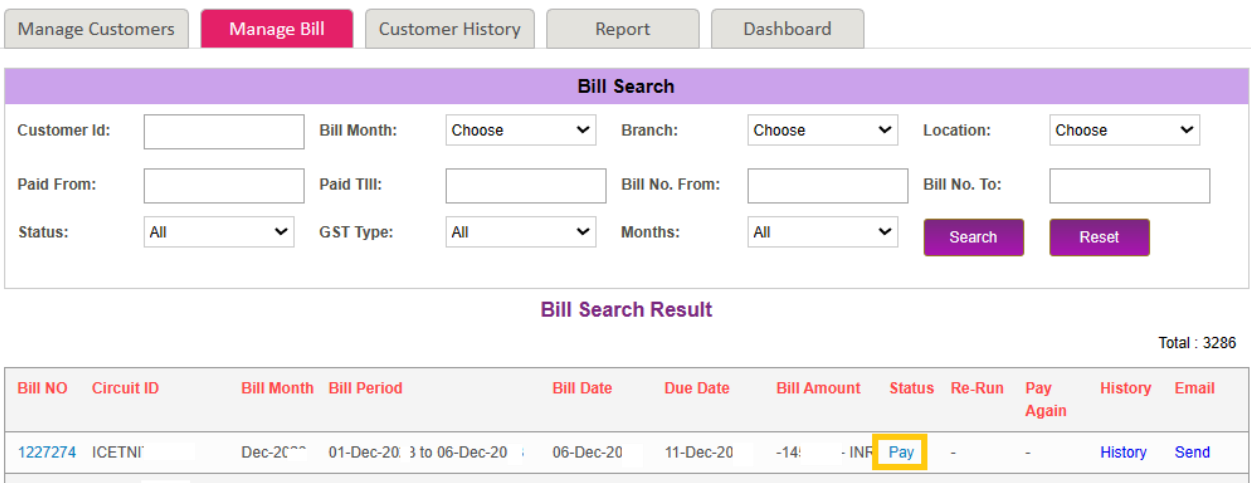
By Clicking Bill No like below picture, we can view customers invoices from web



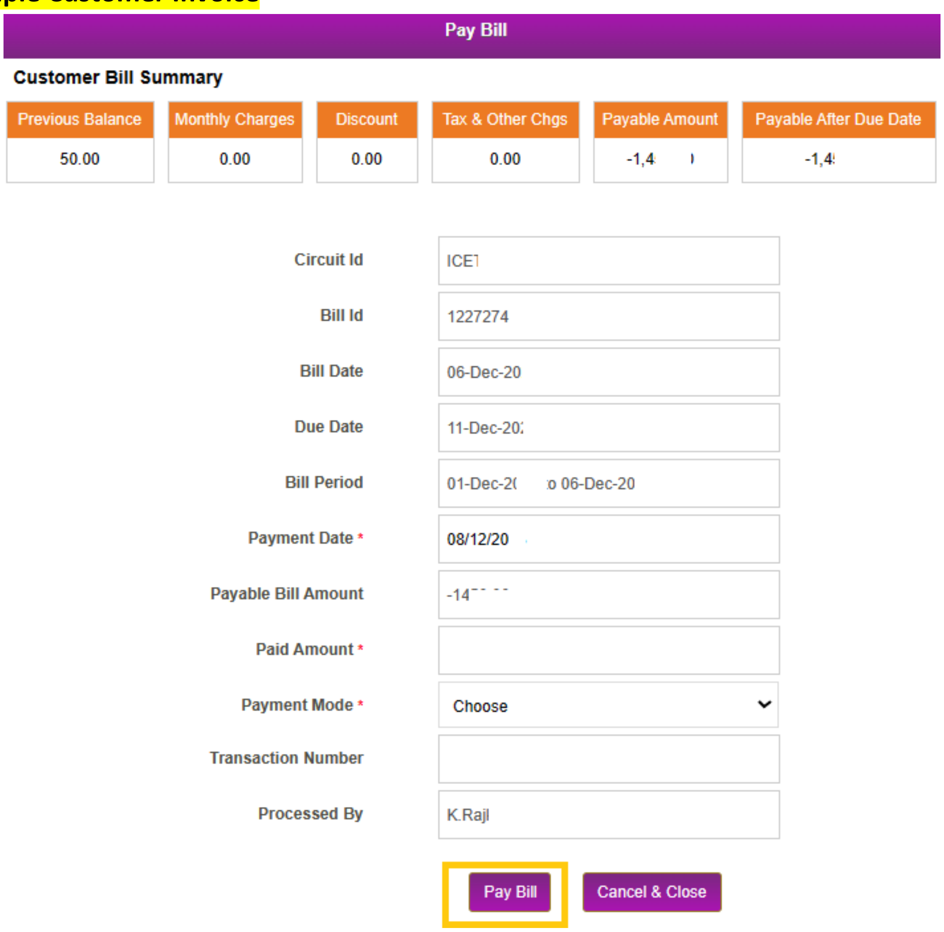
Pay Bills

(By Our Employee behalf of Customer after received payment from customer end)

Step : Please click Pay icon look like below picture, we can pay the bills for customers after received payment.



Sample Customer Invoice

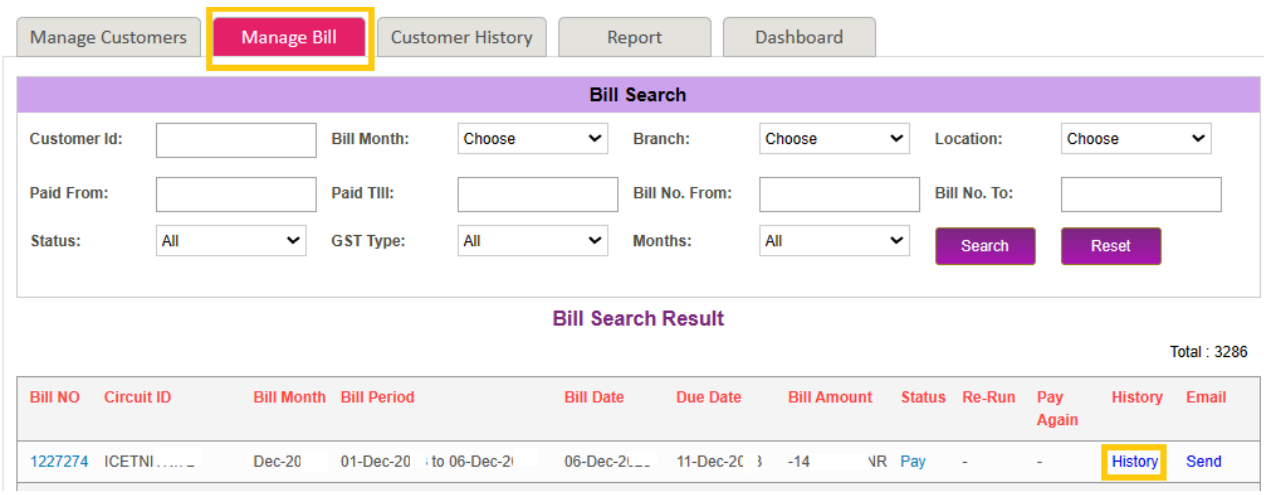


View Overall Customers History

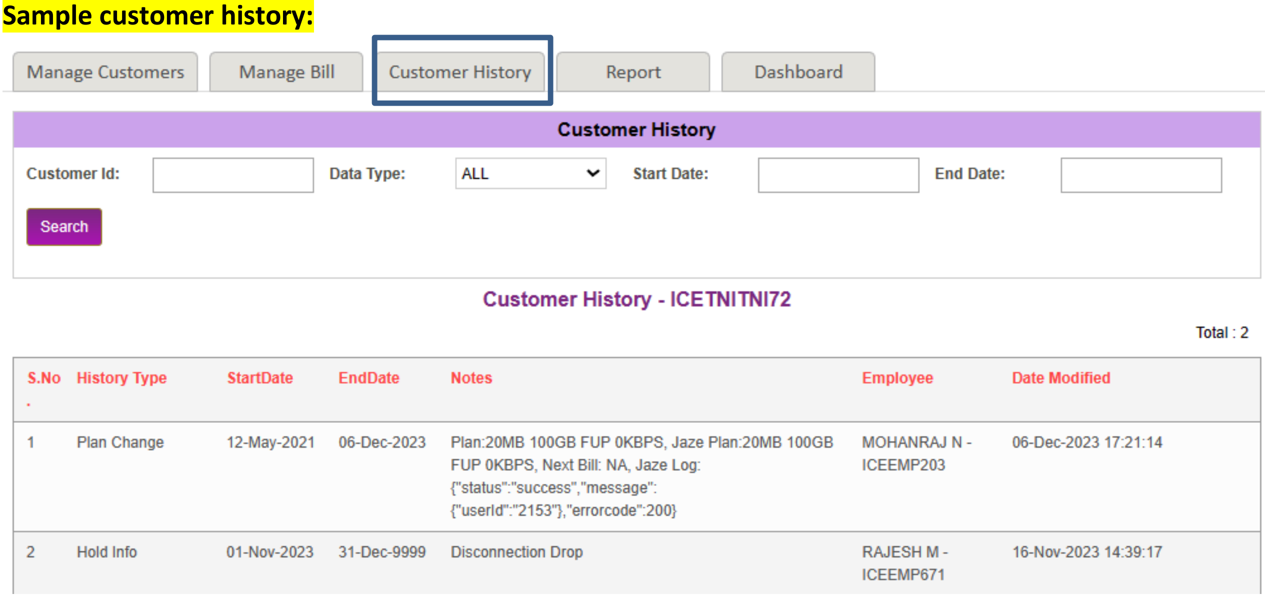
Our BDBM Team will do any kind of changes into customer's details, Can Modify data's, Change plan, Hold, Drop, Disconnect.

These Modification we can see into history option,

Step: By clicking manage bills menu's history icon look like below screenshot, we can view that particular customers changes,



Sample customer history:



Above screenshot shows what kind of modification did by our BDBM Team as per your request,

Note: We can view this option into history menu, It was separated and we can see into above picture

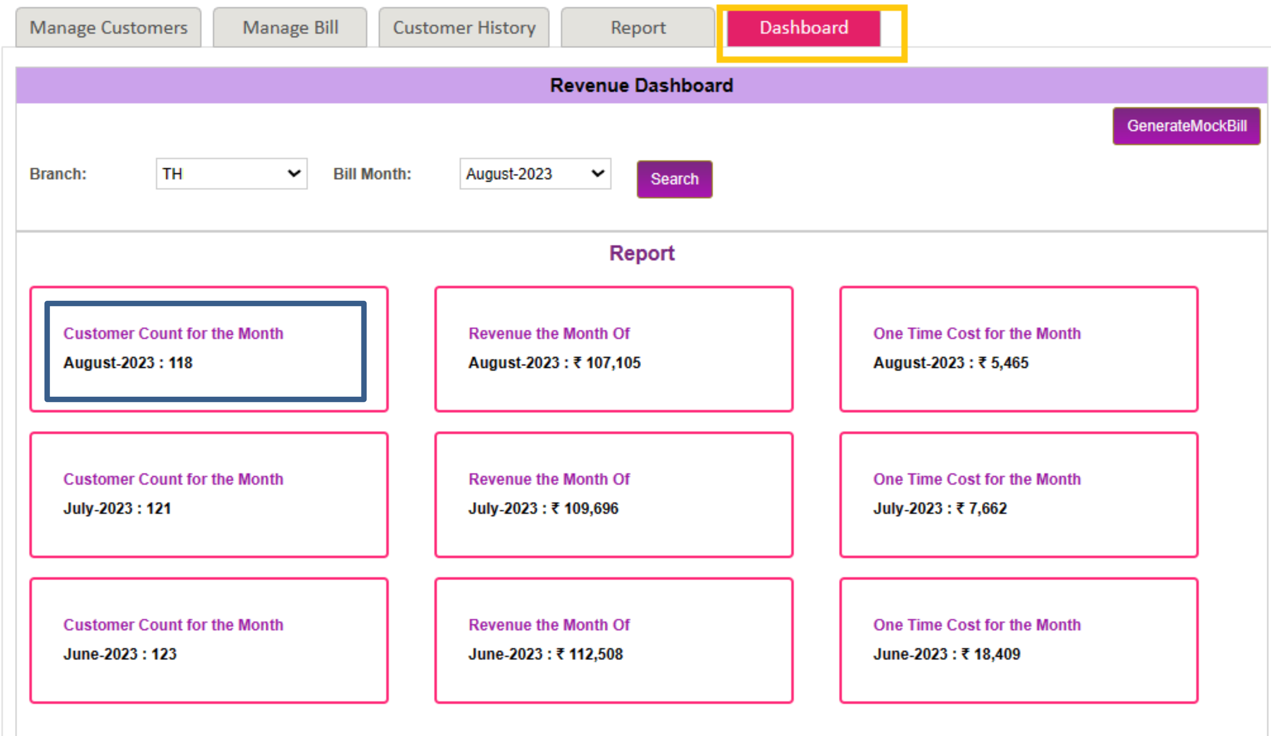
Doc Created by Rajaji.R – IT - INFONET

Online Revenue Report

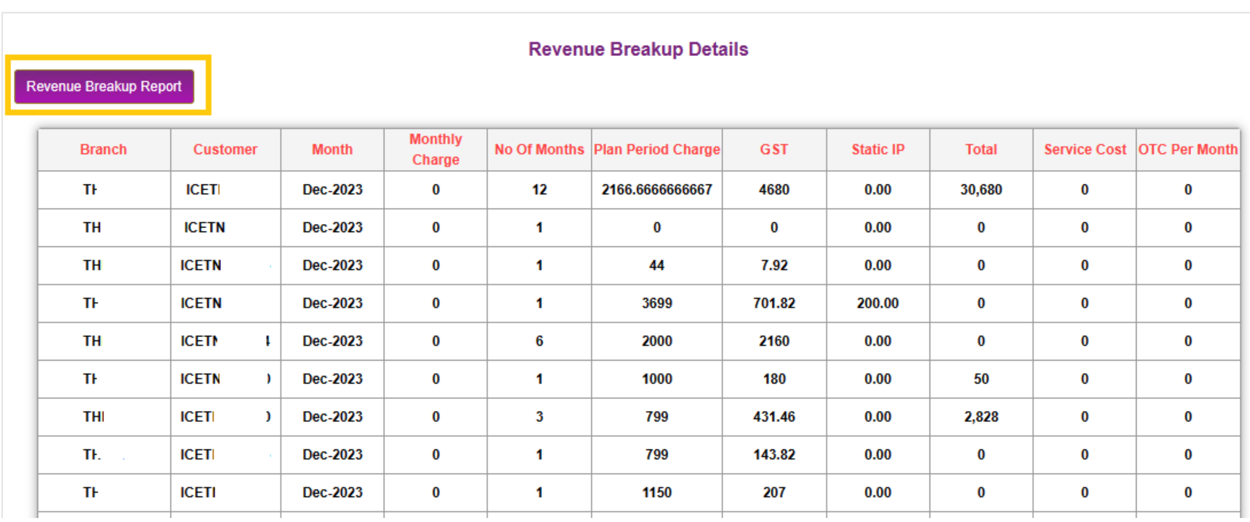
In this page we can view last 3 months overall revenue received by our customers,

We can download that data as excel report,

Note: If data's not visible, Please click Run Mockbills, But Don't run multiple time, It will broke our billing system,



By clicking above boxes we can download data's as excel format,



Branch	Customer	Month	Monthly Charge	No Of Months	Plan Period Charge	GST	Static IP	Total	Service Cost	OTC Per Month
TH	ICETI	Dec-2023	0	12	2166.6666666667	4680	0.00	30,680	0	0
TH	ICETN	Dec-2023	0	1	0	0	0.00	0	0	0
TH	ICETN	Dec-2023	0	1	44	7.92	0.00	0	0	0
TH	ICETN	Dec-2023	0	1	3699	701.82	200.00	0	0	0
TH	ICETN	Dec-2023	0	6	2000	2160	0.00	0	0	0
TH	ICETN	Dec-2023	0	1	1000	180	0.00	50	0	0
THI	ICETI	Dec-2023	0	3	799	431.46	0.00	2,828	0	0
TH	ICETI	Dec-2023	0	1	799	143.82	0.00	0	0	0
TH	ICETI	Dec-2023	0	1	1150	207	0.00	0	0	0