

CRM Web Usage Manual

What is INFONET CRM and what things we do?

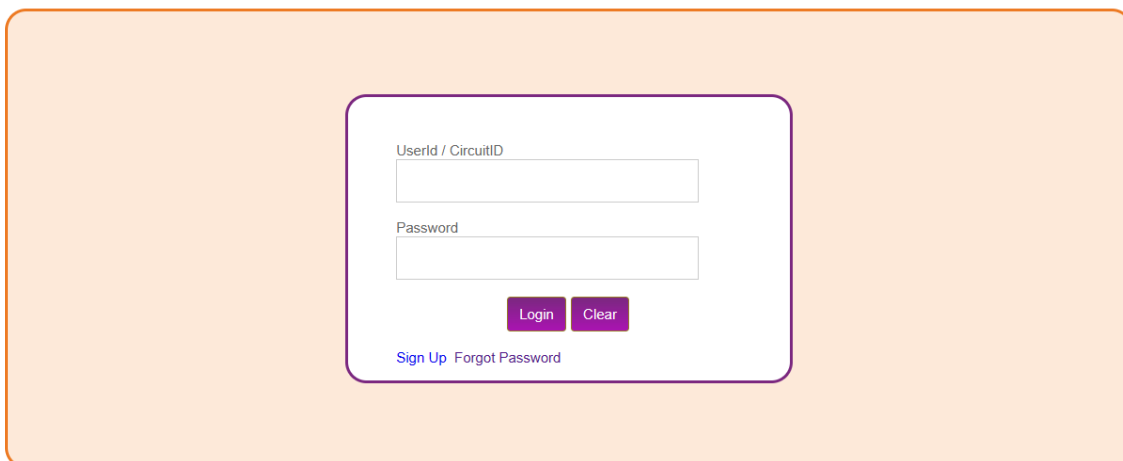
We created CRM for INFONET's Entire operations,

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>



The screenshot displays the login interface for the INFONET CRM. It features a central white box with a purple border on an orange background. Inside the box, there are two input fields: "UserId / CircuitID" and "Password". Below the input fields are two purple buttons labeled "Login" and "Clear". At the bottom of the box, there are two blue links: "Sign Up" and "Forgot Password".

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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




User / E-Mail

Password

[Forgot Password](#)

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CUSTOMER CARE
CUSTOMER/BILLING
SALES

Welcome
EXECUTIVE-TECHNICAL

New Ticket
Opened Tickets
Closed Tickets
Search Tickets
Dashboard
Task List

Ticket Search

Ticket No:

From Date:

To Date:

Name:

Customer Id:

Branch:

Assigned Team:

Type of Tickets:

List Of Opened Ticket

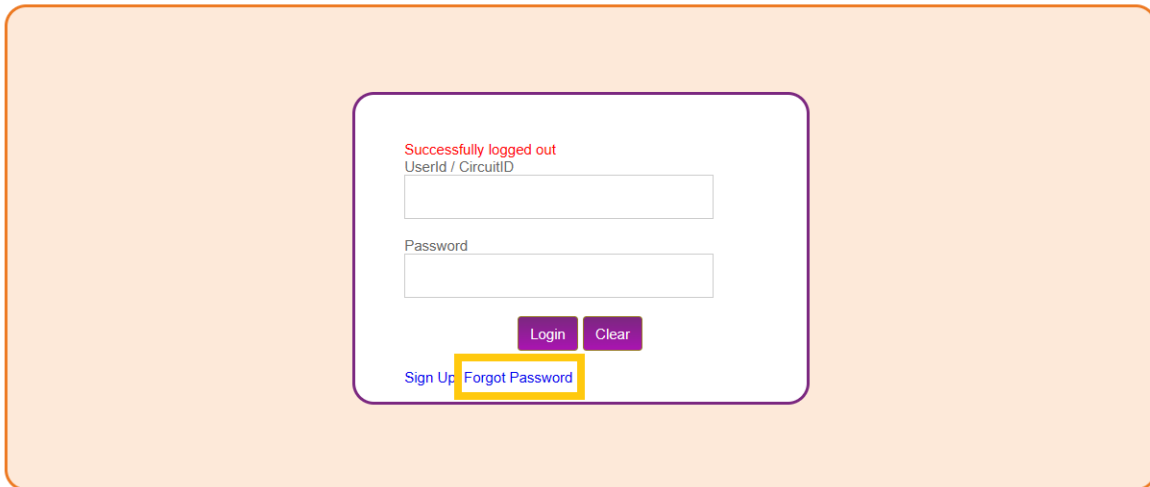
Total : 1

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	<input type="button" value="x"/>	

(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>

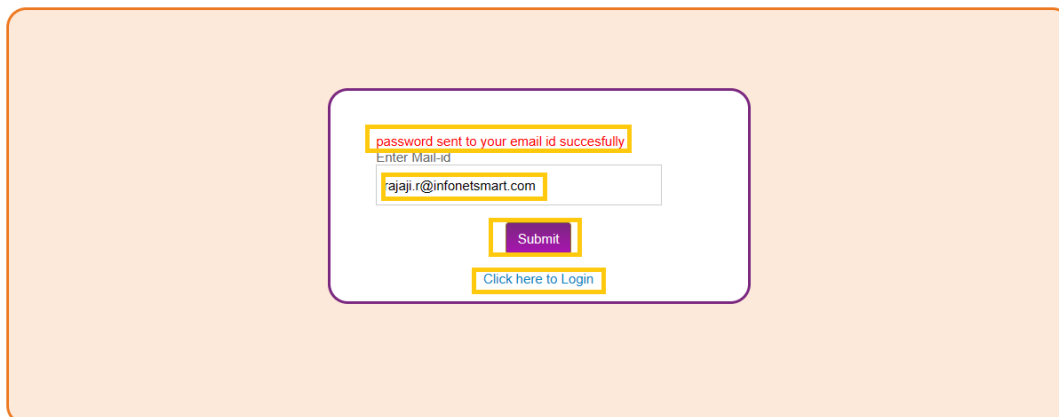


A screenshot of the login page. At the top, there is a message: "Successfully logged out". Below this, there are two input fields: "UserId / CircuitID" and "Password". There are two buttons: "Login" and "Clear". At the bottom left, there is a "Sign Up:" link with a "Forgot Password" link highlighted in a yellow box.

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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**,



A screenshot of the forgot password page. At the top, there is a message: "password sent to your email id successfully". Below this, there is an input field labeled "Enter Mail-id" with the email address "rajaji.r@infonetsmart.com" entered. There is a "Submit" button and a "Click here to Login" link.

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Go to your mail and look your password,

Password to access INFONET Groups 1 message

From: "InfoNet" <Infoaccounts@infonetcomm.com> December 8, 2023 11:22 AM
To: "rajaji r" <rajaji.r@infonetsmart.com>

External images are not displayed. [Display Images](#)
Always display images sent from infonetcomm.com or Infoaccounts@infonetcomm.com

INFONET GROUPS

Dear ADMIN,

www.icewireless.co.in is a Internet Service Provider

Please find login credential

UserName : ICEEM
Password : 4

Regards,
Admin
www.icewireless.co.in

Please Note: This is an auto-generated email and please do not reply to this email address. This email comes to you in accordance with our terms and conditions and Should you require any help please email to customer@infonetcomm.com

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



UserId / E-Mail

Password

[Forgot Password](#)

[New Ticket](#) | [Opened Tickets](#) | [Closed Tickets](#) | [Search Tickets](#) | [Dashboard](#) | [Task List](#)

Ticket Search

Ticket No: From Date: To Date: Name:
 Customer Id: Branch: Assigned Team: Type of Tickets:

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




UserId / E-Mail

Password

[Forgot Password](#)

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WELCOME
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:

Assigned Team:

Type of Tickets:

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	<input type="button" value="x"/>	<input type="button" value="↻"/>

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**,



Fields marked with * should be mandatory

Type Of Ticket *

Priority * High Medium Low

Due Date *

Date * 08-Dec-2023

Branch *

Assign Team *

Assigned To *

Customer Name *

Reporte's Name *

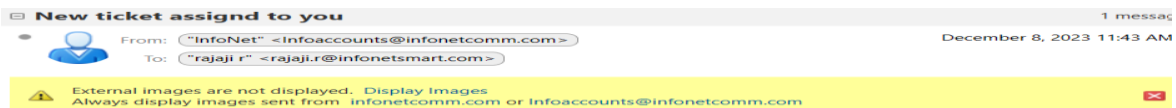
Landmark *

Address *

Contact Number 1 *

Contact Number 2

More Details *



INFONET GROUPS

Dear RAJAJI.R,
www.icewireless.co.in is a internet(broadband) provider
Ticket assigned

Regards,
INFONET Groups
www.icewireless.co.in

Please Note: This is an auto-generated email and please do not reply to this email address. This email comes to you in accordance with our terms and conditions and Should you require any help please email to customer@infonetcomm.com

View Open Tickets

[New Ticket](#)
[Opened Tickets](#)
[Closed Tickets](#)
[Search Tickets](#)
[Dashboard](#)
[Task List](#)

Ticket Search

Ticket No: From Date: To Date: Name:
 Customer Id: Branch: Assigned Team: Type of Tickets:

List Of Opened Ticket

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67045 7		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Opened	<input type="button" value="x"/>	<input type="button" value="refresh"/>

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

[New Ticket](#)
[Opened Tickets](#)
[Closed Tickets](#)
[Search Tickets](#)
[Dashboard](#)
[Task List](#)

Ticket Search

Ticket No: From Date: To Date: Name:
 Customer Id: Branch: Assigned Team: Type of Tickets:

List Of Opened Ticket

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67045 - 7		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Opened	<input type="button" value="✖"/>	<input type="button" value="🌐"/>

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

Enter Ticket updates ✕

Comments *

Test Update

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

[New Ticket](#)
[Opened Tickets](#)
[Closed Tickets](#)
[Search Tickets](#)
[Dashboard](#)
[Task List](#)

Ticket Search

Ticket No: From Date: To Date: Name:
 Customer Id: Branch: Assigned Team: Type of Tickets:

List Of Opened Ticket

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67045 - 7		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Opened	<input type="button" value="✖"/>	<input type="button" value="🌐"/>

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 :	<p>Ticket Raised : Raised By - RAJAJI.R(ICEEMP672), Assigned to Team - MANAGEMENT - RAJAJI.R (ICEEMP672), at2023-12-08 11:43:02]</p> <p>Pending Status:Test Update : Updated By - RAJAJI.R(ICEEMP672) at [2023-12-08 11:52:02]</p>

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**,

New Ticket **Opened Tickets** Closed Tickets Search Tickets Dashboard Task List

Ticket Search

Ticket No: From Date: To Date: Name:
Customer Id: Branch: All Assigned Team: MANAGEMENT Type of Tickets: Choose

List Of Opened Ticket

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67045 - 7		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Opened	<input type="button" value="✖"/>	

Enter Ticket Action

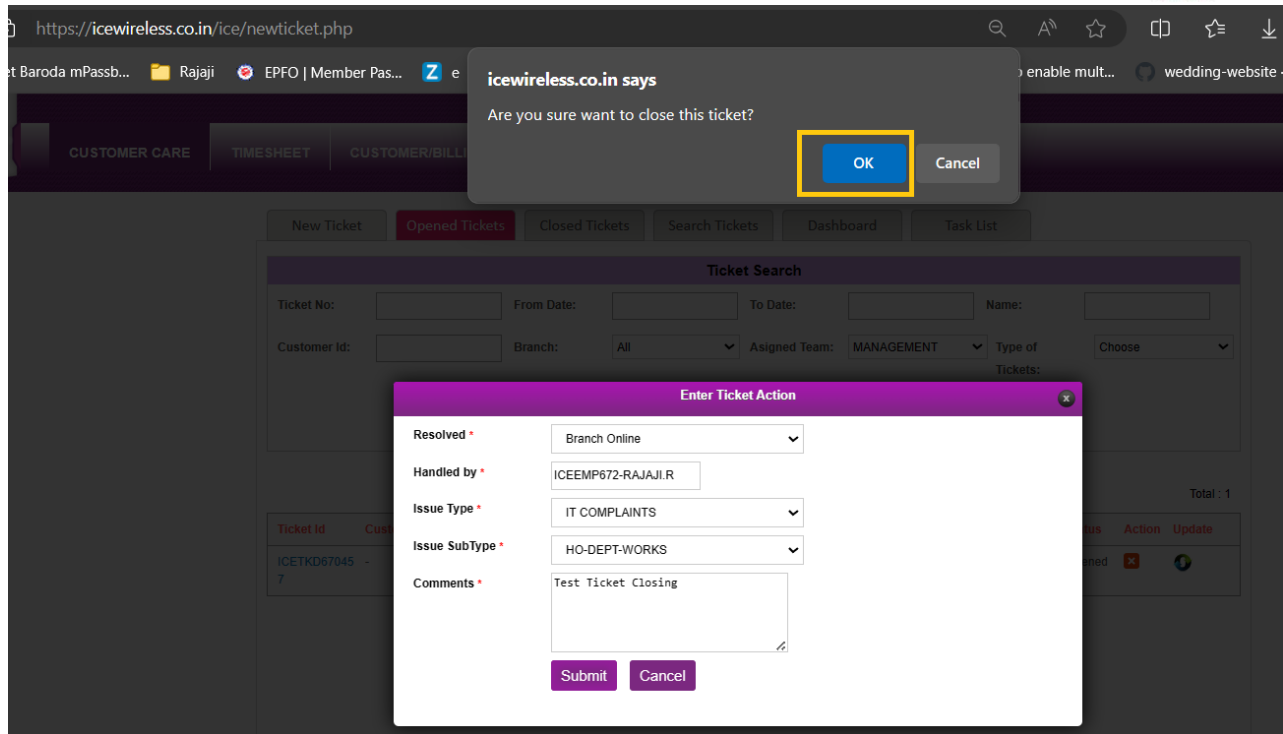
Resolved *

Handled by *

Issue Type *

Issue SubType *

Comments *



View All Closed Tickets

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

New Ticket Opened Tickets **Closed Tickets** Search Tickets Dashboard Task List

Ticket Search

Rating: All Search Reset

List Of Closed Ticket Total - 581537

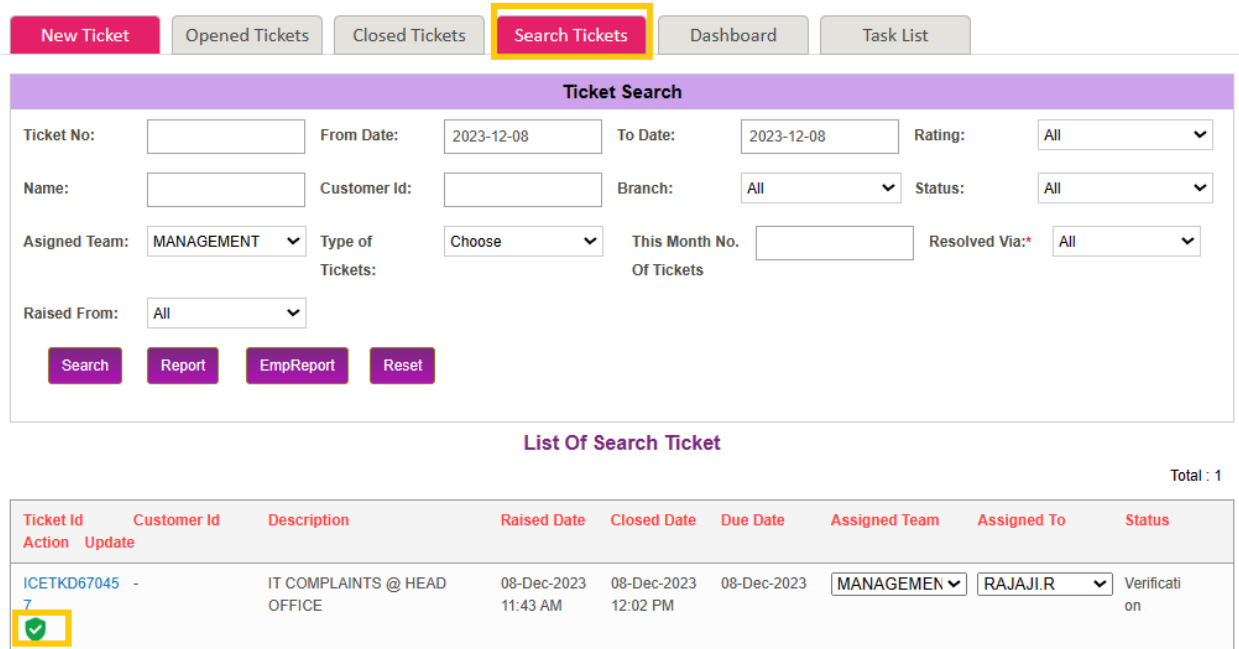
Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD670449	SPRVR94	Customer Enquiry @ VELLORE	08-Dec-2023 11:33 AM	08-Dec-2023	CUSTOMER (C)	Choose (V)	Closed		
ICETKD670413	SPSLM279	SIGNAL PROBLEM @ ATTUR	08-Dec-2023 10:45 AM	08-Dec-2023	CUSTOMER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

Ticket Verification

All managers must verify their employee's tickets,

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

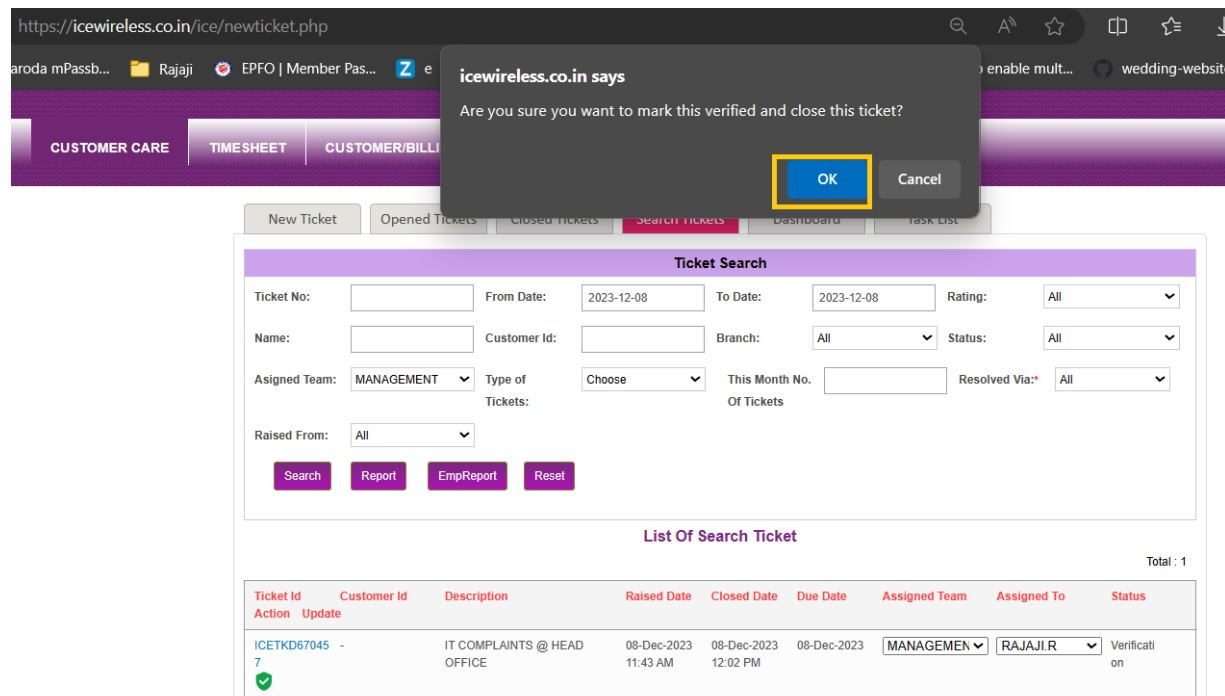
Step 2: Please select Status as verification and press search button, It will show all your verification pending tickets, (It was shows like Green color Tickbox below of our ticket ID)



The screenshot shows the 'Ticket Search' interface with the 'Search Tickets' menu highlighted. Below the search filters, a table titled 'List Of Search Ticket' displays one ticket with a green tickbox next to its ID.

Ticket Id	Customer Id	Description	Raised Date	Closed Date	Due Date	Assigned Team	Assigned To	Status
ICETKD67045 7	-	IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023 12:02 PM	08-Dec-2023	MANAGEMENT	RAJAJIR	Verification

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



The screenshot shows the 'Ticket Search' interface with a confirmation dialog box overlaid. The dialog box asks 'Are you sure you want to mark this verified and close this ticket?' and has 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a yellow box.

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

New Ticket
Opened Tickets
Closed Tickets
Search Tickets
Dashboard
Task List

Ticket Search

Ticket No:	<input type="text"/>	From Date:	<input type="text" value="2023-12-08"/>	To Date:	<input type="text" value="2023-12-08"/>	Rating:	<input type="text" value="All"/>
Name:	<input type="text"/>	Customer Id:	<input type="text"/>	Branch:	<input type="text" value="All"/>	Status:	<input type="text" value="All"/>
Assigned Team:	<input type="text" value="MANAGEMENT"/>	Type of Tickets:	<input type="text" value="Choose"/>	This Month No. Of Tickets:	<input type="text"/>	Resolved Via:*	<input type="text" value="All"/>
Raised From:	<input type="text" value="All"/>						

Search
Report
EmpReport
Reset

List Of Search Ticket

Total : 1

Ticket Id <small>Action Update</small>	Customer Id	Description	Raised Date	Closed Date	Due Date	Assigned Team	Assigned To	Status
ICETKD67045 - 7		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023 12:02 PM	08-Dec-2023	MANAGEMEN	RAJAJI.R	Closed

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

New Ticket
Opened Tickets
Closed Tickets
Search Tickets
Dashboard
Task List

Ticket Search

Ticket No: From Date: To Date: Rating:

Name: Customer Id: Branch: Status:

Assigned Team: Type of Tickets: This Month No. Of Tickets: Resolved Via:

Raised From:

List Of Search Ticket

Total : 670017

Ticket Id Action Update	Customer Id	Description	Raised Date	Closed Date	Due Date	Assigned Team	Assigned To	Status
ICETKD670480	-	IVR Automatic Ticket @ ARIYALUR	08-Dec-2023 12:13 PM	NA	09-Dec-2023	CUSTOMER C	Choose	Opened
ICETKD670479	ICETTKTK69	INTERNET NOT CONNECTED @ THOOTHUKUDI	08-Dec-2023 12:11 PM	NA	08-Dec-2023	CUSTOMER C	Choose	Opened
ICETKD670478	ICEKRRKRR814	AP POWER OFF ISSUE @ KARUR	08-Dec-2023 12:10 PM	NA	08-Dec-2023	CUSTOMER C	Choose	Opened
ICETKD670477	-	Feasibility Check - BB @ RASIPURAM	08-Dec-2023 12:09 PM	NA	08-Dec-2023	TECHNICAL L	Choose	Opened
ICETKD67047	ICESULSUL1140	FUP ADDED @ SULUR	08-Dec-2023	NA	08-Dec-2023	RDRM	Choose	Opened

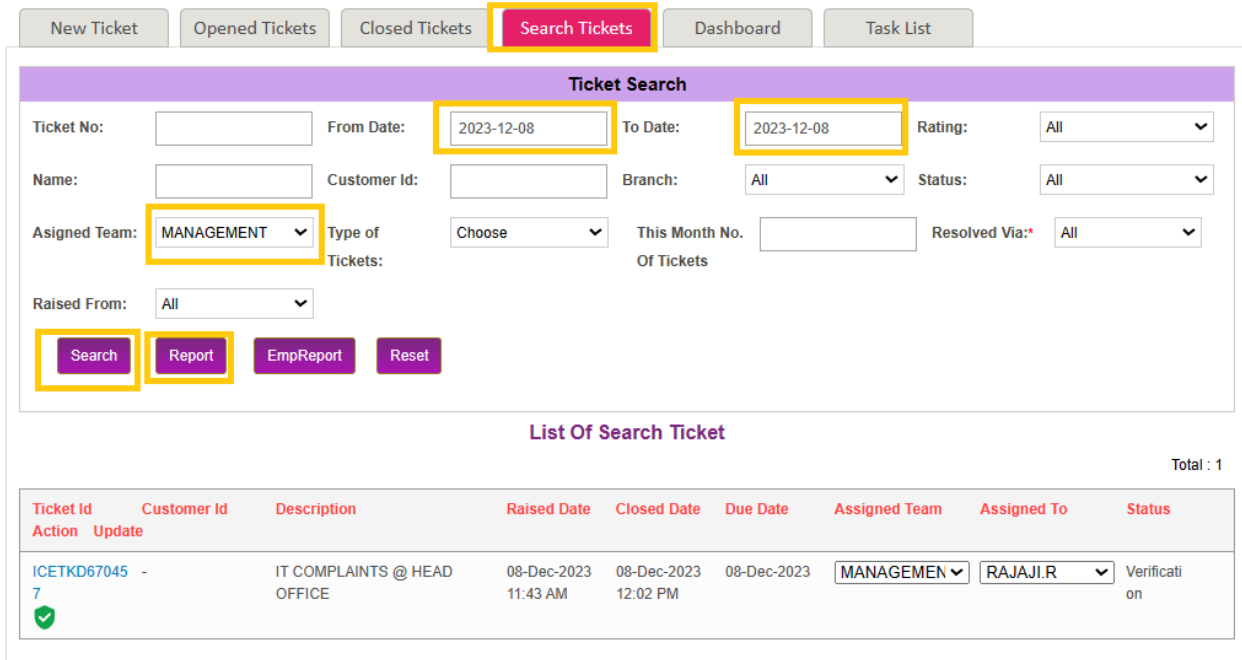
Sample Report Downloading:

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,



Ticket Search

Ticket No: From Date: To Date: Rating:

Name: Customer Id: Branch: Status:

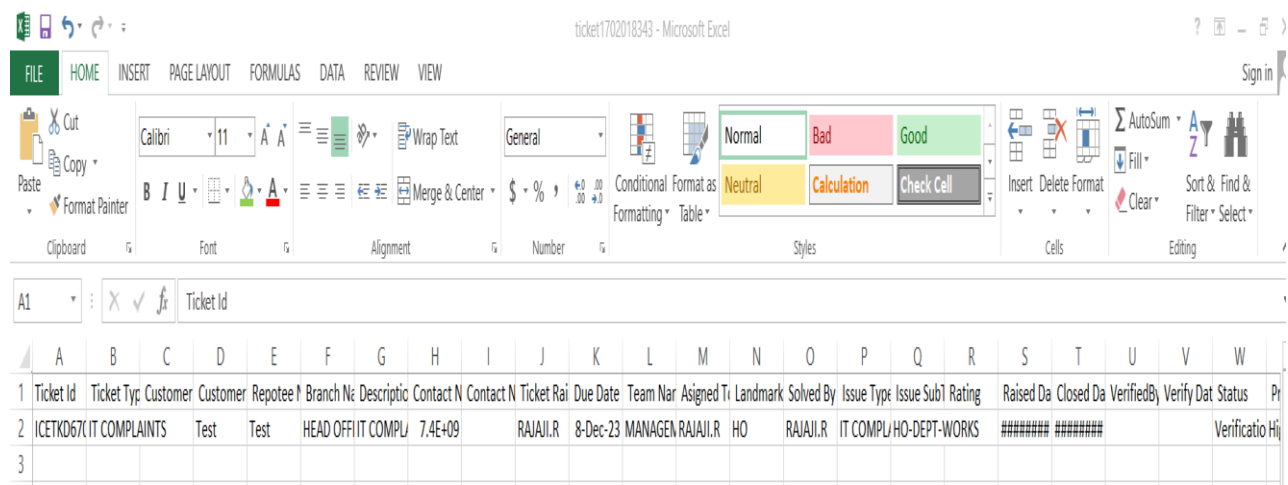
Assigned Team: Type of Tickets: This Month No. Resolved Via:

Raised From:

List Of Search Ticket Total : 1

Ticket Id	Customer Id	Description	Raised Date	Closed Date	Due Date	Assigned Team	Assigned To	Status
ICETKD67045 7	-	IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023 12:02 PM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Verification

Report:



ticket1702018343 - Microsoft Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW

Clipboard Font Alignment Number Styles Cells Editing

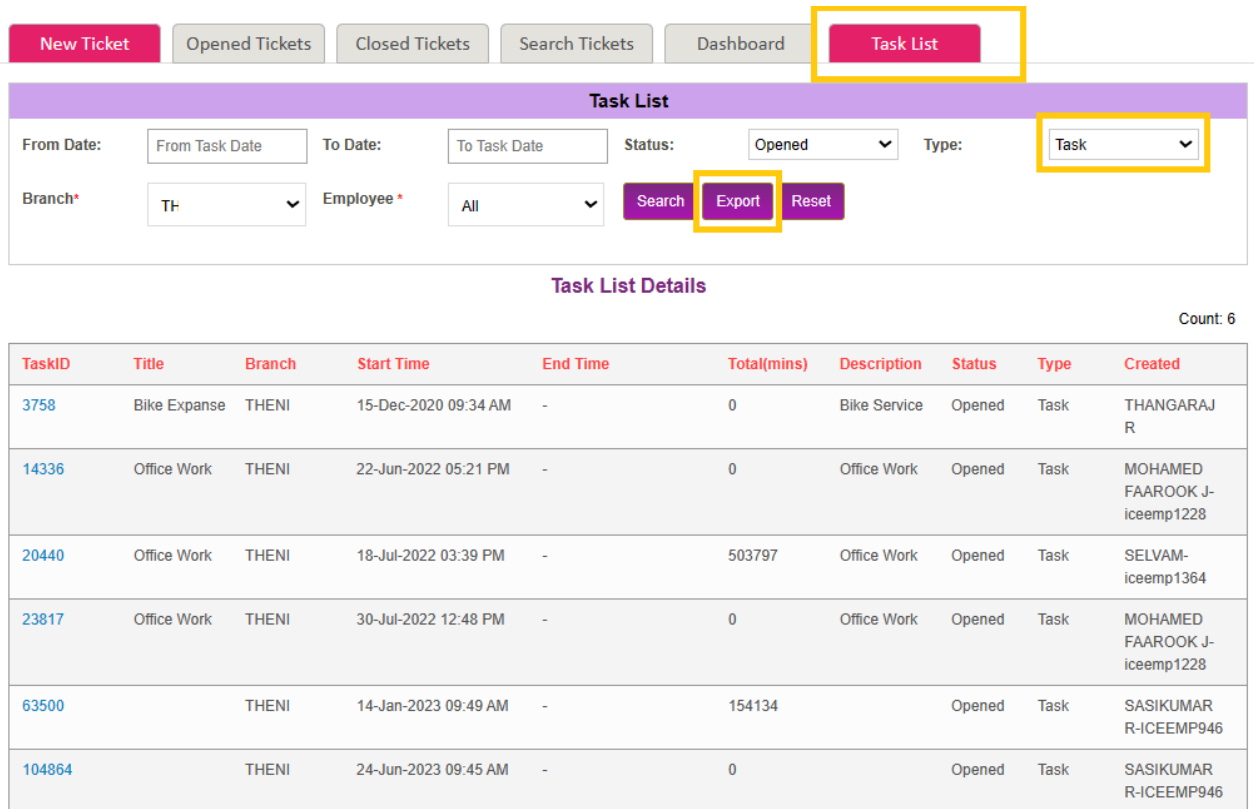
A1	Ticket Id																										
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	
1	Ticket Id	Ticket Type	Customer	Customer	Repotee	Branch No	Description	Contact N	Contact N	Ticket Rai	Due Date	Team Nar	Assigned Ti	Landmark	Solved By	Issue Type	Issue Sub	Rating	Raised Da	Closed Da	VerifiedBy	Verify Dat	Status	Pr			
2	ICETKD67045	IT COMPLAINTS	Test	Test	HEAD OFFICE	COMPLAINTS	7.4E+09			RAJAJI.R	8-Dec-23	MANAGEN	RAJAJI.R	HO	RAJAJI.R	IT COMPLAINTS	HO-DEPT-WORKS		#####	#####				Verification			
3																											

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,



The screenshot shows the CRM interface for the Task List module. The 'Task List' button is highlighted in the top navigation bar. Below it, the 'Task List' section contains filters for 'From Date', 'To Date', 'Status' (set to 'Opened'), and 'Type' (set to 'Task'). The 'Export' button is highlighted in the filter section. Below the filters, the 'Task List Details' table is displayed with 6 records.

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

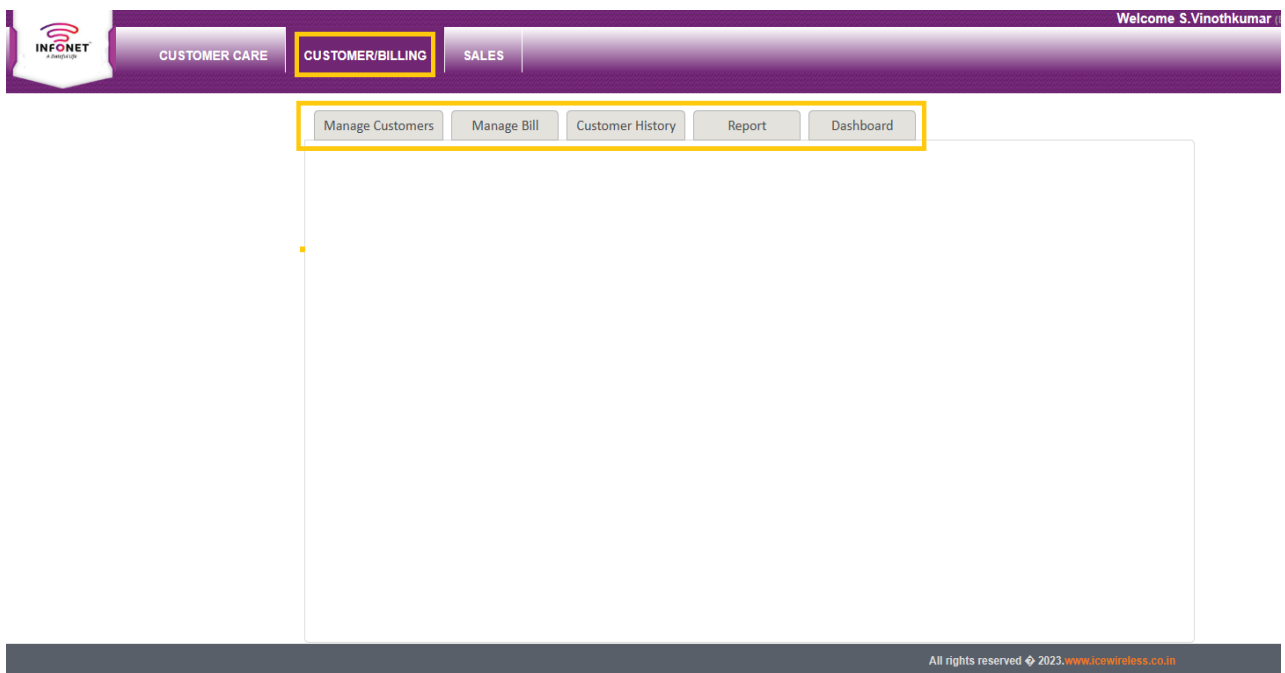
Enjoy your work...!

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,



The screenshot displays the INFONET CRM interface. At the top, there is a navigation bar with the INFONET logo on the left and the text 'Welcome S.Vinothkumar' on the right. The navigation bar contains three main sections: 'CUSTOMER CARE', 'CUSTOMER/BILLING' (which is highlighted with a yellow box), and 'SALES'. Below the navigation bar, there is a sub-menu for 'CUSTOMER/BILLING' with five options: 'Manage Customers', 'Manage Bill', 'Customer History', 'Report', and 'Dashboard'. The 'Manage Customers' option is also highlighted with a yellow box. The main content area below the sub-menu is currently empty. At the bottom of the page, there is a footer with the text 'All rights reserved © 2023, www.icowireless.co.in'.

Manage Customers

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

Manage Customers
Manage Bill
Customer History
Report
Dashboard

Customer Filter

Customer Id: Customer Name: Branch: Choose Plan: Choose

Location: Choose SSID: Choose Report Type: Current Staus Status: Choose

Start Date: End Date: Plan Months: All

Is Static IP ? Is TDS ? Is GST excluded ?

Search
CustRevenueExport
CreditLimit
ExpCreditLimit
Reset

List Of Customers

Total : 287

Circuit Id	Customer Name	Contact Number	Plan	Branch	Bill	Conn Date	Status	Action
ICECHIADI02			10MB 100GB FUP 1MB	CHENNAI	prepaid	26-Aug-2020	Disconnected	-
ICECHIADI03			10MB 200GB FUP 0KBPS	CHENNAI	postpaid	03-Oct-2020	Disconnected	-

View Customer



Customer ID : ICECHIADI02

First Name :

Last Name :

Date Of Birth : 24-Mar-1993

Gender : Male

Installation Address : H
PORUR,KANCHIPURAM-600116,
Tamil Nadu - 600116.

Billing Address : PORUR,KANCHIPURAM-600116,
Tamil Nadu - 600116.

Plan : 10MB 100GB FUP 1MB, Subscribed for 1
Months

Contact Mobile : 988

Branch : CHENNAI

District :

Location : AVADI

Tower :

Email ID : porur@ari

IP Address : 10.24

Secondary IP : -|@|

CPE Make : CAMBIUM FORCE 200

Linked Devices :

SSID : INFO-001

MAC Address : 58:C1:7A:42:4F:85

Marketing Person : VINOTH KUMAR KANAGARAJ - ICEEMP107

Bill Balance : 0.00

Connection Start Date : 26-Aug-2020

CPE Charge : 200

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,

Manage Customers **Manage Bill** Customer History Report Dashboard

Bill Search

Customer Id: Bill Month: Choose Branch: Choose Location: Choose

Paid From: Paid Till: Bill No. From: Bill No. To:

Status: All GST Type: All Months: All

Bill Search Result Total : 2475

Bill NO	Circuit ID	Bill Month	Bill Period	Bill Date	Due Date	Bill Amount	Status	Re-Run	Pay Again	History	Email
1224441	ICECHICHI99	Nov-2023	01-Dec-2023 to 31-Dec-2023	01-Dec-2023	10-Dec-2023	52.00/- INR	Paid	-	<input type="button" value="Pay"/>	<input type="button" value="History"/>	<input type="button" value="Send"/>
1224440	ICECHICHI88	Nov-2023	01-Dec-2023 to 31-Dec-2023	01-Dec-2023	10-Dec-2023	1711.00/- INR	<input type="button" value="Pay"/>	-	-	<input type="button" value="History"/>	<input type="button" value="Send"/>

View Invoices

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

Manage Customers **Manage Bill** Customer History Report Dashboard

Bill Search

Customer Id: Bill Month: Choose Branch: Choose Location: Choose

Paid From: Paid Till: Bill No. From: Bill No. To:

Status: All GST Type: All Months: All

Bill Search Result Total : 3286

Bill NO	Circuit ID	Bill Month	Bill Period	Bill Date	Due Date	Bill Amount	Status	Re-Run	Pay Again	History	Email
1227274	ICETNI	Dec-2023	01-Dec-2023 to 06-Dec-2023	06-Dec-2023	11-Dec-2023	-14 /- INR	Pay	-	-	<input type="button" value="History"/>	<input type="button" value="Send"/>
1227255	ICETN.....	Dec-2023	01-Dec-2023 to 05-Dec-2023	05-Dec-2023	10-Dec-2023	51.00/- INR	Pay	-	-	<input type="button" value="History"/>	<input type="button" value="Send"/>

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.

Manage Customers
Manage Bill
Customer History
Report
Dashboard

Bill Search

Customer Id:	<input type="text"/>	Bill Month:	<input type="text" value="Choose"/>	Branch:	<input type="text" value="Choose"/>	Location:	<input type="text" value="Choose"/>
Paid From:	<input type="text"/>	Paid Till:	<input type="text"/>	Bill No. From:	<input type="text"/>	Bill No. To:	<input type="text"/>
Status:	<input type="text" value="All"/>	GST Type:	<input type="text" value="All"/>	Months:	<input type="text" value="All"/>	<input type="button" value="Search"/> <input type="button" value="Reset"/>	

Bill Search Result
Total : 3286

Bill NO	Circuit ID	Bill Month	Bill Period	Bill Date	Due Date	Bill Amount	Status	Re-Run	Pay Again	History	Email
1227274	ICETNI	Dec-20	01-Dec-20 to 06-Dec-20	06-Dec-20	11-Dec-20	-14	INF	<input type="button" value="Pay"/>	-	History	Send

Sample Customer Invoice

Pay Bill

Customer Bill Summary

Previous Balance	Monthly Charges	Discount	Tax & Other Chgs	Payable Amount	Payable After Due Date
50.00	0.00	0.00	0.00	-1,4	-1,4

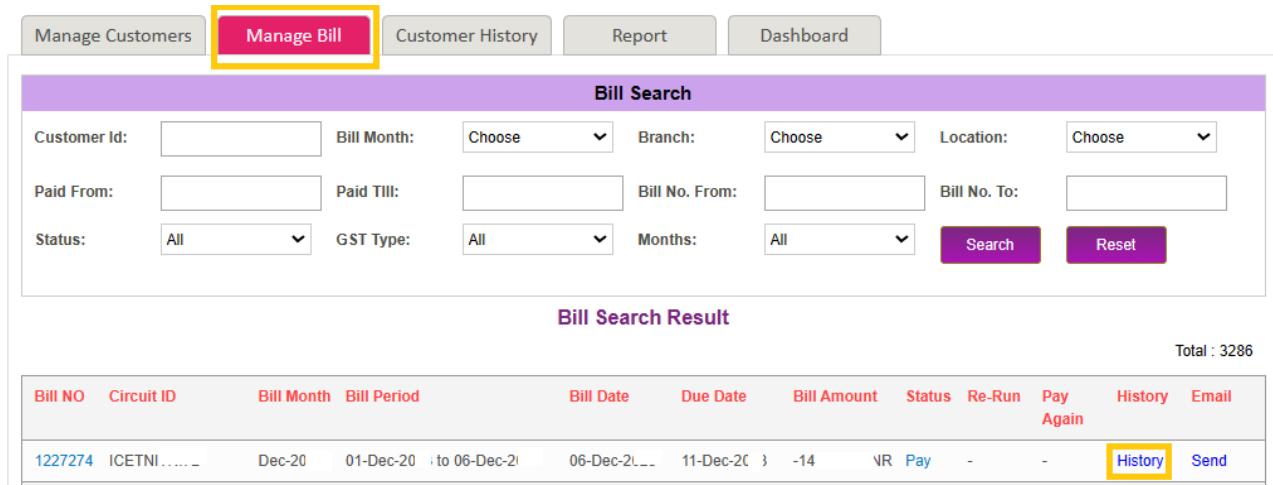
Circuit Id	<input type="text" value="ICE1"/>
Bill Id	<input type="text" value="1227274"/>
Bill Date	<input type="text" value="06-Dec-20"/>
Due Date	<input type="text" value="11-Dec-20"/>
Bill Period	<input type="text" value="01-Dec-20 to 06-Dec-20"/>
Payment Date *	<input type="text" value="08/12/20"/>
Payable Bill Amount	<input type="text" value="-14"/>
Paid Amount *	<input type="text"/>
Payment Mode *	<input type="text" value="Choose"/>
Transaction Number	<input type="text"/>
Processed By	<input type="text" value="K.Raji"/>

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,

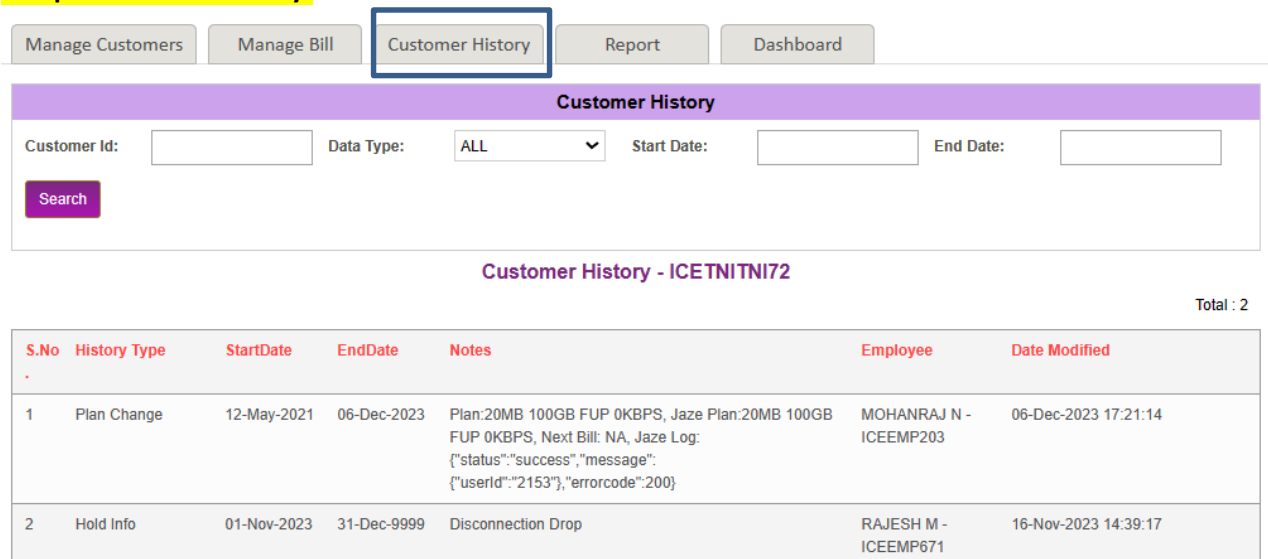
Step: By clicking manage bills menu's history icon look like below screenshot, we can view that particular customers changes,



The screenshot shows the 'Manage Bill' section of a web application. It includes a navigation menu with 'Manage Customers', 'Manage Bill', 'Customer History', 'Report', and 'Dashboard'. The 'Manage Bill' menu item is highlighted. Below the navigation is a 'Bill Search' form with fields for Customer Id, Bill Month, Branch, Location, Paid From, Paid Till, Bill No. From, Bill No. To, Status, GST Type, and Months. A 'Search' button is present. Below the form is a 'Bill Search Result' table with a total of 3286 records. The table has columns: Bill NO, Circuit ID, Bill Month, Bill Period, Bill Date, Due Date, Bill Amount, Status, Re-Run, Pay Again, History, and Email. A single record is shown with a 'History' link highlighted in the 'History' column.

Bill NO	Circuit ID	Bill Month	Bill Period	Bill Date	Due Date	Bill Amount	Status	Re-Run	Pay Again	History	Email
1227274	ICETNI.....	Dec-20	01-Dec-20 to 06-Dec-20	06-Dec-20...	11-Dec-20...	-14	NR Pay	-	-	History	Send

Sample customer history:



The screenshot shows the 'Customer History' section of a web application. It includes a navigation menu with 'Manage Customers', 'Manage Bill', 'Customer History', 'Report', and 'Dashboard'. The 'Customer History' menu item is highlighted. Below the navigation is a 'Customer History' form with fields for Customer Id, Data Type, Start Date, and End Date. A 'Search' button is present. Below the form is a 'Customer History - ICETNITNI72' table with a total of 2 records. The table has columns: S.No, History Type, StartDate, EndDate, Notes, Employee, and Date Modified.

S.No	History Type	StartDate	EndDate	Notes	Employee	Date Modified
1	Plan Change	12-May-2021	06-Dec-2023	Plan:20MB 100GB FUP 0KBPS, Jaze Plan:20MB 100GB FUP 0KBPS, Next Bill: NA, Jaze Log: {"status":"success","message":{"userid":"2153"},"errorcode":200}	MOHANRAJ N - ICEEMP203	06-Dec-2023 17:21:14
2	Hold Info	01-Nov-2023	31-Dec-9999	Disconnection Drop	RAJESH M - ICEEMP671	16-Nov-2023 14:39:17

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

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,

Manage Customers
Manage Bill
Customer History
Report
Dashboard

Revenue Dashboard

GenerateMockBill

Branch: TH Bill Month: August-2023 Search

Report

Customer Count for the Month
August-2023 : 118

Revenue the Month Of
August-2023 : ₹ 107,105

One Time Cost for the Month
August-2023 : ₹ 5,465

Customer Count for the Month
July-2023 : 121

Revenue the Month Of
July-2023 : ₹ 109,696

One Time Cost for the Month
July-2023 : ₹ 7,662

Customer Count for the Month
June-2023 : 123

Revenue the Month Of
June-2023 : ₹ 112,508

One Time Cost for the Month
June-2023 : ₹ 18,409

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

Revenue Breakup Details

Revenue Breakup Report

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