

Diksha Technologies

Smart Invoice Pro

TM Forum Framework 18.0 Certification

Business Process Framework (eTOM) Release 18.0

Self-Assessment Process Mapping Report

Customer Domain

Level 2 Process: Bill Inquiry Handling (1.3.11)

Version 2, Final Review

25th October 2018

Diksha Technologies

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1.3.11 Bill Inquiry Handling

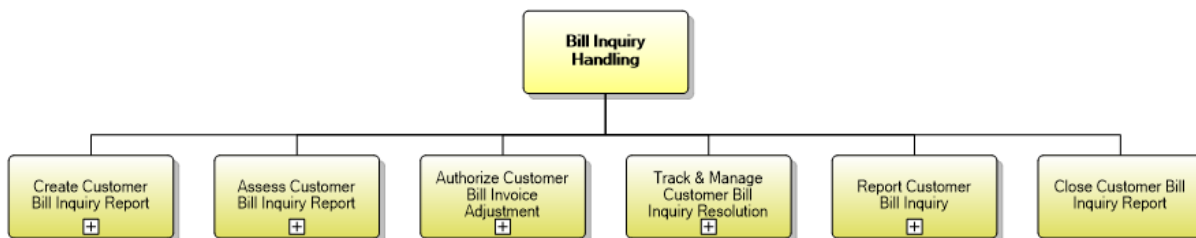


Figure 1: 1.3.11 Bill Inquiry Handling decomposition

Bill Inquiry Handling

Process Identifier: 1.3.11

Brief Description

Ensure the timely and effective fulfillment of all customer bill inquiries and complaints.

AM

Extended Description

The purpose of Bill Inquiry Handling process is to ensure the timely and effective fulfillment of all customer bill inquiries and complaints. This process is responsible for managing customer interaction as it relates to a customer's billing relationship to a Service Provider. This includes the creation of inquiries against the customer's billing account(s), and management of changes to customer billing account structure and details, the managing of all customer bill inquiry lifecycle, reporting changes and updates and closing of customer bill inquiry when all activities were accomplished. This process can be viewed via traditional means, with a service representative managing the customer or via e-business means. In the latter case, inquiries, complaints and changes to details would be handled via electronic media without the intervention of a representative.

This L2 Process is defined in detail with L3 processes. Refer below L3 processes and shared artifacts

1.3.11.1 Create Customer Bill Inquiry Report

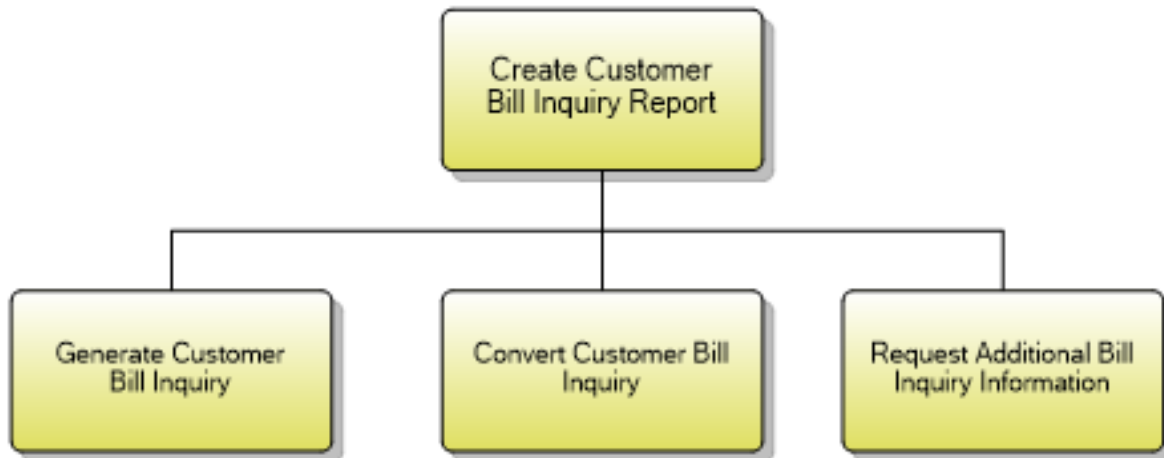


Figure 2: 1.3.11.1 Create Customer Bill Inquiry Report decomposition

Create Customer Bill Inquiry Report

Process Identifier: 1.3.11.1

Brief Description

Create a new customer bill inquiry report.

Extended Description

The objective of the Create Customer Bill Inquiry Report process is to create a new customer bill inquiry report, modify existing customer bill inquiry reports, and request cancellation of existing customer bill inquiry reports. AM

Smart invoice pro provides a feature to customer to create bill inquiry and can view all the request raised. Customer agent can see and download the reports via export button.

In case of additional information, customer can log in and add and request for cancellation as well.

This Process Is AM as only manual activity involved is customer need to login and fill in the personal details and inquiry details.

A new customer bill inquiry report may be created as a result of specific customer-initiated bill inquiry or complaint notifications. A

Once inquiry raised by the customer, notification will be sent to the customer for new inquiry and for all the updates.

If the customer bill inquiry report is created, the Create Customer Bill Inquiry Report processes are responsible for converting the received information into a form suitable for the Bill Inquiry Handling processes, and for requesting additional information if required. AM

Additional information can be logged via customer on the same inquiry. Customer agent can see the details on the screen and download the attachments.

In this process manual activity is, customer need to add additional information if required

SMART INVOICE PRO HOME USAGE DATA CHARTS BILLS SERVICE REQUEST Sumit

New Request

Select Priority Select Category

Name : Phone No. : E-mail :

Issue :

Issue Description :

No file chosen

SMART INVOICE PRO HOME USAGE DATA CHARTS BILLS SERVICE REQUEST Sumit

View Mode X

SR#1

DATE	: 10/15/2018 06:07 PM	CATEGORY	: Postpaid	PRIORITY	: Low	STATUS	: In Progress
------	-----------------------	----------	------------	----------	-------	--------	---------------

ISSUE: My invoice is incorrect as per my plan subscription
Attachment : [DOWNLOAD](#)

DESCRIPTION: My invoice is incorrect as per my plan subscription
USER COMMENTS: It would be helpful if this issue get fixed ASAP

COMMENTS:

Assign To self :

Action :

Showing 1 to 6 of 6 entries Previous 1 Next

My Request

Show entries Search: [Export](#)

Sr. No	Category	Issue	Date	Priority	Status	
1	Postpaid	My invoice is incorrect as per my plan subscription	10/15/2018 06:07 PM	Low	In Progress	VIEW
2	Prepaid	No service issue in my Prepaid connection	10/15/2018 06:07 PM	Low	Open	VIEW
3	Broadband	Every alternative day My Broadband say's Network issue	10/15/2018 06:07 PM	Low	Open	VIEW
4	Digital TV	My invoice is incorrect as per my subscription	10/15/2018 06:07 PM	Low	Open	VIEW
5	SIP Wallet	My wallet is showing incorrect balance	10/15/2018 06:07 PM	Low	Open	VIEW
6	Online Store	My money got deducted but it is not showing in my bucket list	10/15/2018 06:07 PM	Low	Open	VIEW

Showing 1 to 6 of 6 entries Previous Next

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

1.3.11.2 Assess Customer Bill Inquiry Report

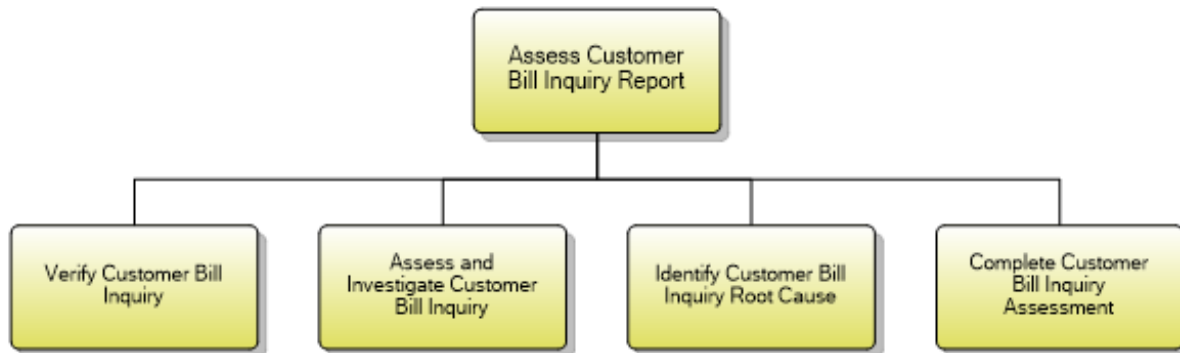


Figure 3: 1.3.11.2 Assess Customer Bill Inquiry Report decomposition

This process element is out of scope for this conformance certification

1.3.11.3 Authorize Customer Bill Invoice Adjustment

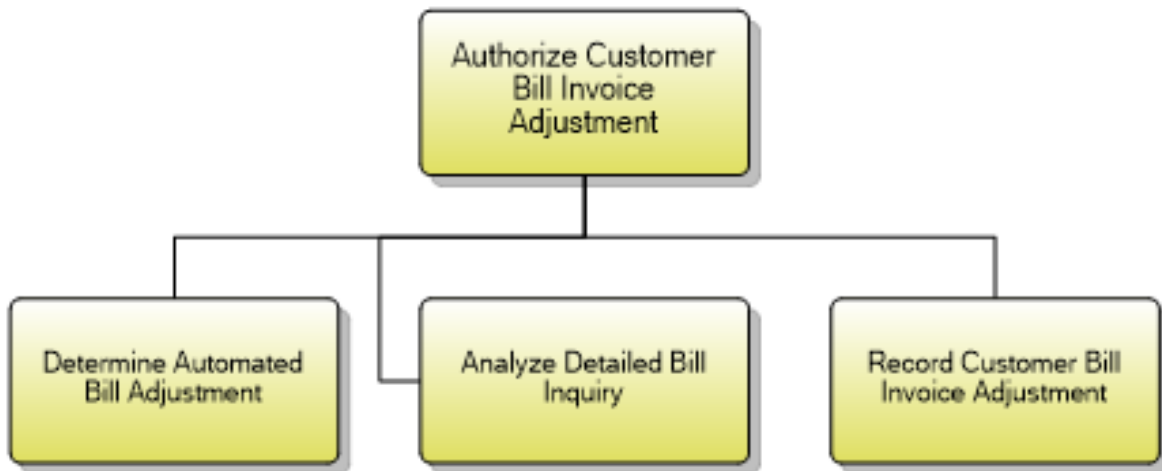


Figure 4: 1.3.11.3 Authorize Customer Bill Invoice Adjustment decomposition

This process element is out of scope for this conformance certification

1.3.11.4 - Track & Manage Customer Bill Inquiry Resolution

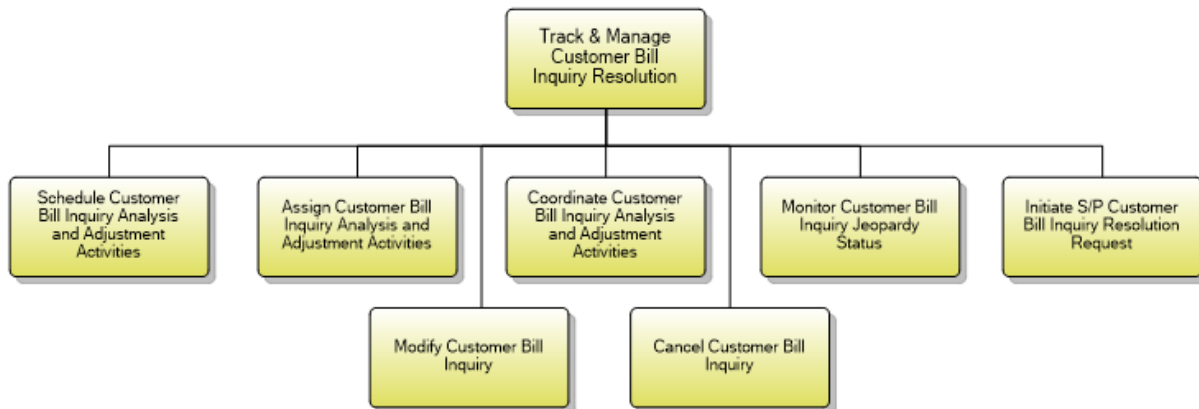


Figure 5 1.3.11.4 Track & Manage Customer Bill Inquiry Resolution

This process element is out of scope for this conformance certification

1.3.11.5 Report Customer Bill Inquiry

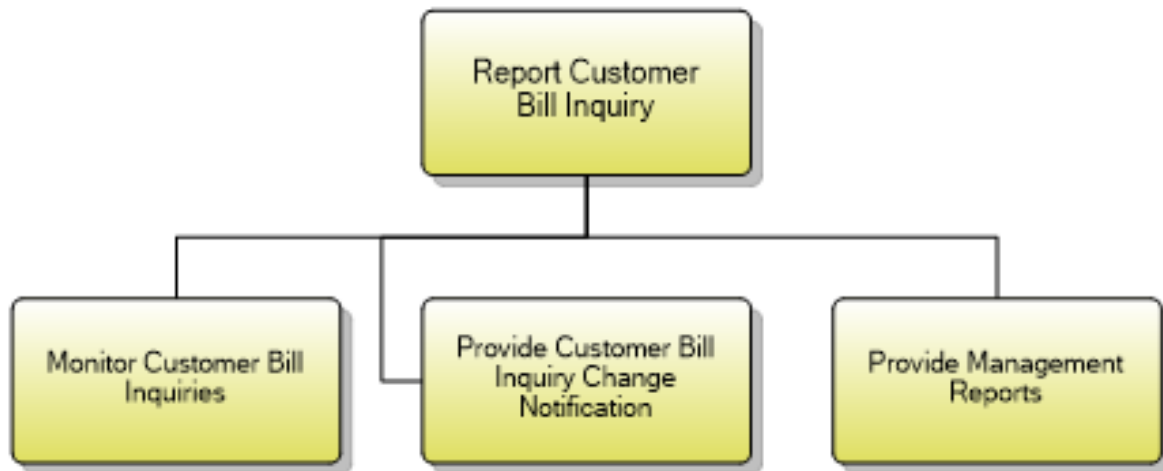


Figure 6: 1.3.11.5 Report Customer Bill Inquiry decomposition

Report Customer Bill Inquiry

Process Identifier: 1.3.11.5

Brief Description

Report on the customer's bill inquiry. A

Extended Description

The objective of the Report Customer Bill Inquiry processes is to monitor the status of customer bill inquiries, provide notifications of any changes and provide management reports. AM

Customer agent can monitor the request status via portal, any Update in the customer inquiry it will be notified.

These processes are responsible for continuously monitoring the status of customer bill inquiries and managing notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Bill Inquiry Handling processes. A

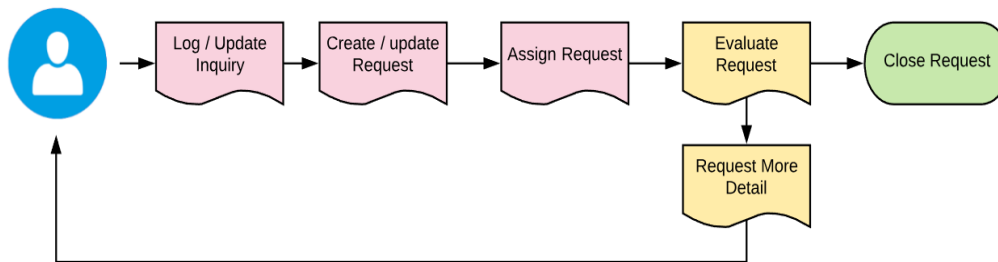
Any Update in the customer inquiry notification will be sent to the customer and the customer agent.

These processes record, analyze and assess the customer bill inquiry status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. These specialized summaries could be specific reports required by specific audiences and/or customers.

These processes also report any identified constraints that can affect customer billing quality standards to other processes. These constraints may include specific resource (billing application and/or database, for example) failures, etc. A

Below are some of the key KPI's summarized

- Number of new Tickets
- Number of resolved tickets
- Average Resolution Time
- Resolved Cases
- Tickets by week / medium / by time of the day / by Group
- Time to First Response
- Customer Satisfaction Score



From: admin@smartinvoicepro.com <admin@smartinvoicepro.com>
 Sent: Tuesday, October 23, 2018 11:31 PM
 To: sonal.jain@gmail.com
 Subject: Smart Invoice Pro Update - SR00002064]

Hi Geerman Gabriela **SMART INVOICE PRO**

Your Service Request No: SR00002064 has been Raised.

Please click the below link or copy paste in browser to track the request.

[**Track Request**](#)

Best Wishes,
 Admin - Smart Invoice Pro

Please note, if you are not the intended recipient of this email, do drop us a mail at We will ensure immediate updation at our end.This is an auto generated email. Please do not reply to this email.

SR_NO	CATEGORY	ISSUE_DESC	DATE_RAISED	PRIORITY	STATUS	SERVICE_NUMBER	DATE_CLOSED
1	SRI001	postpaid-bill	bill not available	15-10-18	HIGH	CLOSED	9916922664 22-10-18
2	SRI002	Inaccurate Charges	Usage Charges are not matching	16-10-18	LOW	CLOSED	9916922664 23-10-18
3	SRI003	Inaccurate Charges	Usage Charges are not matching	17-10-18	HIGH	CLOSED	9916922664 22-10-18
4	SRI004	postpaid-bill	bill not available	18-10-18	HIGH	CLOSED	9916922664 19-10-18
5	SRI005	postpaid-bill	bill not available	16-10-18	LOW	CLOSED	9916922664 24-10-18
6	SRI006	postpaid-bill	bill not available	17-10-18	HIGH	CLOSED	9916922664 20-10-18
7	SRI007	Inaccurate Charges	Usage Charges are not matching	20-10-18	HIGH	CLOSED	9916922664 22-10-18
8	SRI008	Inaccurate Charges	Usage Charges are not matching	19-10-18	HIGH	CLOSED	9916922664 22-10-18
9	SRI009	postpaid-bill	bill not available	16-10-18	HIGH	CLOSED	9916922664 17-10-18
10	SRI010	Inaccurate Charges	Usage Charges are not matching	15-10-18	LOW	CLOSED	9916922664 23-10-18
11	SRI011	postpaid-bill	bill not available	23-10-18	HIGH	CLOSED	9916922664 24-10-18
12	SRI012	Inaccurate Charges	Usage Charges are not matching	20-10-18	HIGH	CLOSED	9916922664 20-10-18
13	SRI013	Inaccurate Charges	Usage Charges are not matching	20-10-18	HIGH	CLOSED	9916922664 22-10-18
14	SRI014	Total Mismatch	Issue with Total Value	22-10-18	HIGH	CLOSED	9916922664 24-10-18

DATE_RAISED	PRIORITY	COUNT(1)
1 17-10-18	HIGH	1
2 18-10-18	HIGH	1
3 19-10-18	HIGH	1
4 15-10-18	HIGH	1
5 16-10-18	HIGH	1
6 16-10-18	LOW	2
7 17-10-18	HIGH	1
8 22-10-18	HIGH	1
9 15-10-18	LOW	1
10 23-10-18	HIGH	1
11 20-10-18	HIGH	3

DATE_RAISED	STATUS	REQ_COUNT
23-10-18	CLOSED	1
22-10-18	AWAIT	1
17-10-18	CLOSED	1
20-10-18	CLOSED	3
17-10-18	CLOSED	1
15-10-18	CLOSED	1
15-10-18	CLOSED	1
22-10-18	CLOSED	1
16-10-18	CLOSED	2
18-10-18	CLOSED	1
19-10-18	CLOSED	1
16-10-18	CLOSED	1
20-10-18	INPROGRESS	2

SR_NO	CATEGORY	ISSUE_DESC	DATE_RAISED	PRIORITY	STATUS	SERVICE_NUMBER	DATE_CLOSED
SR1015	Inaccurate Charges	Usage Charges are not matching	20-10-18	HIGH	INPROGRESS	9916922664	(null)
SR1016	Inaccurate Charges	Usage Charges are not matching	20-10-18	HIGH	INPROGRESS	9916922664	(null)
SR1017	Total Mismatch	Issue with Total Value	22-10-18	HIGH	AWAIT	9916922664	(null)

From: admin@smartinvoicepro.com <admin@smartinvoicepro.com>
 Sent: Tuesday, October 23, 2018 11:33 PM
 To: sonal.jain@gmail.com
 Subject: Smart Invoice Pro Update - SR00002064

Hi Geerman Gabriela

Your Service Request No: SR00002064 has been Reviewed and Updated.

Please click the below link or copy paste in browser to track the request.

[Track Request](#)

Best Wishes,
 Admin - Smart Invoice Pro

Please note, if you are not the intended recipient of this email, do drop us a mail at We will ensure immediate updation at our end.This is an auto generated email.
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From: admin@smartinvoicepro.com <admin@smartinvoicepro.com>
 Sent: Tuesday, October 23, 2018 11:34 PM
 To: sonal.jain@gmail.com
 Subject: Smart Invoice Pro Update - SR00002064

Hi Geerman Gabriela

Your Service Request No: SR00002064 has been Reviewed and Required Additional Information.

Please click the below link or copy paste in browser to track the request.

[Track Request](#)

Best Wishes,
 Admin - Smart Invoice Pro

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From: admin@smartinvoicepro.com <admin@smartinvoicepro.com>
 Sent: Tuesday, October 23, 2018 11:44 PM
 To: sonal.jain@gmail.com
 Subject: Smart Invoice Pro Update - SR00002064

Hi Geerman Gabriela

Your Service Request No: SR00002064 has been Completed.

Please click the below link or copy paste in browser to track the request.

[Track Request](#)

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 Admin - Smart Invoice Pro

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 Please do not reply to this email.

1.3.11.6 Close Customer Bill Inquiry Report

Close Customer Bill Inquiry Report

Process Identifier: 1.3.11.6

Brief Description

Close a customer bill inquiry report when the bill inquiry/complaint has been resolved. A


Extended Description

The objective of the Close Customer Bill Inquiry Report processes is to close a customer bill inquiry report when the bill inquiry/complaint has been resolved. A

These processes monitor the status of all open customer bill inquiry reports and recognize that a customer bill inquiry report is ready to be closed when the status is changed to cleared. A

Once inquiry is resolved it will be closed and notification will be sent to customer that request has been closed.

From: admin@smartinvoicepro.com <admin@smartinvoicepro.com>
 Sent: Tuesday, October 23, 2018 11:44 PM
 To: sonal.jain@gmail.com
 Subject: Smart Invoice Pro Update - SR00002064



Hi Geerman Gabriela

Your Service Request No: SR00002064 has been Completed.

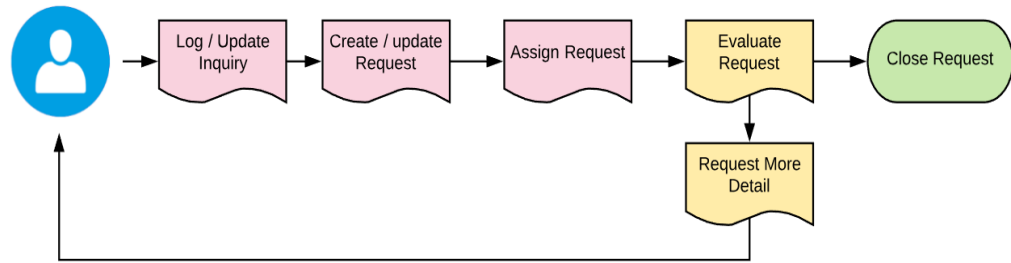
Please click the below link or copy paste in browser to track the request.

Track Request

Best Wishes,
 Admin - Smart Invoice Pro

Please note, if you are not the intended recipient of this email, do drop us a mail at We will ensure immediate updation at our end.This is an auto generated email. Please do not reply to this email.

DATE_RAISED	STATUS	REQ_COUNT
23-10-18	CLOSED	1
22-10-18	AWAIT	1
17-10-18	CLOSED	1
20-10-18	CLOSED	3
17-10-18	CLOSED	1
15-10-18	CLOSED	1
15-10-18	CLOSED	1
22-10-18	CLOSED	1
16-10-18	CLOSED	2
18-10-18	CLOSED	1
19-10-18	CLOSED	1
16-10-18	CLOSED	1
20-10-18	INPROGRESS	2

**Explanatory**

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.