Vi Business IoT Smart Central

User Manual
For Enterprise Selfcare Users

Version: V3.0

#ReadyForNext

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Contents

Introduction

Vi Business IoT Smart Central is a leading-edge IoT platform that puts you in control by giving a comprehensive view of all your IoT assets. It helps you to centrally manage, control & monitor connectivity options for IoT assets across industries and use cases.
It consists of the enterprise management modules which handle the following users,

- Enterprise Onboarding
- Enterprise Management
- Endpoint Onboarding
- Endpoint Management

Vi Business IoT Smart Central portal is the enterprise enlisting, Endpoint onboarding, and self-service module provided to the Enterprise users.

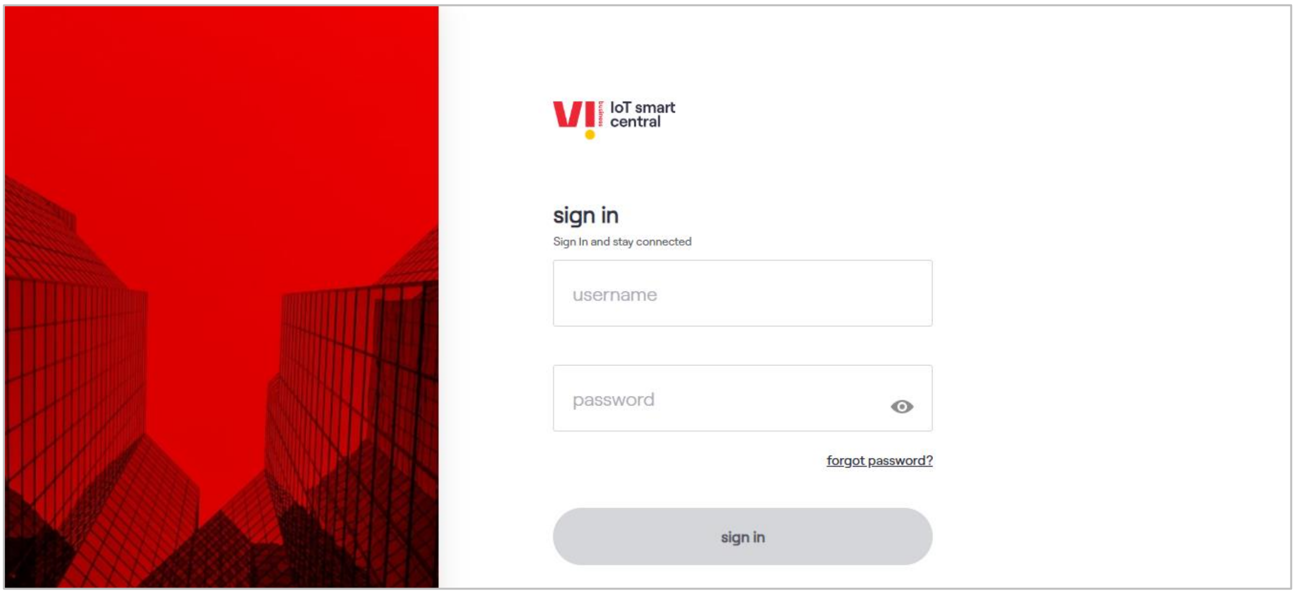
Enterprises are considered as the customers of the VIL Business IoT Smart Central solutions. These enterprises will be able to view or update the details via the Vi Business IoT Smart Central Self-service portal.

Vi Business IoT Smart Central self-care portal is the best platform for enterprise customers where they can do the operations easily by themselves.

Login

<u>To login to the Vi Business IoT Smart Central Portal:</u>

1. Enter the URL (found in the release notes) in the web browser. The following login page is displayed.



2. Enter the **Username** and **Password** in the corresponding fields. Refer to the previous screen.

- Click the **View** button  to view the hidden password.

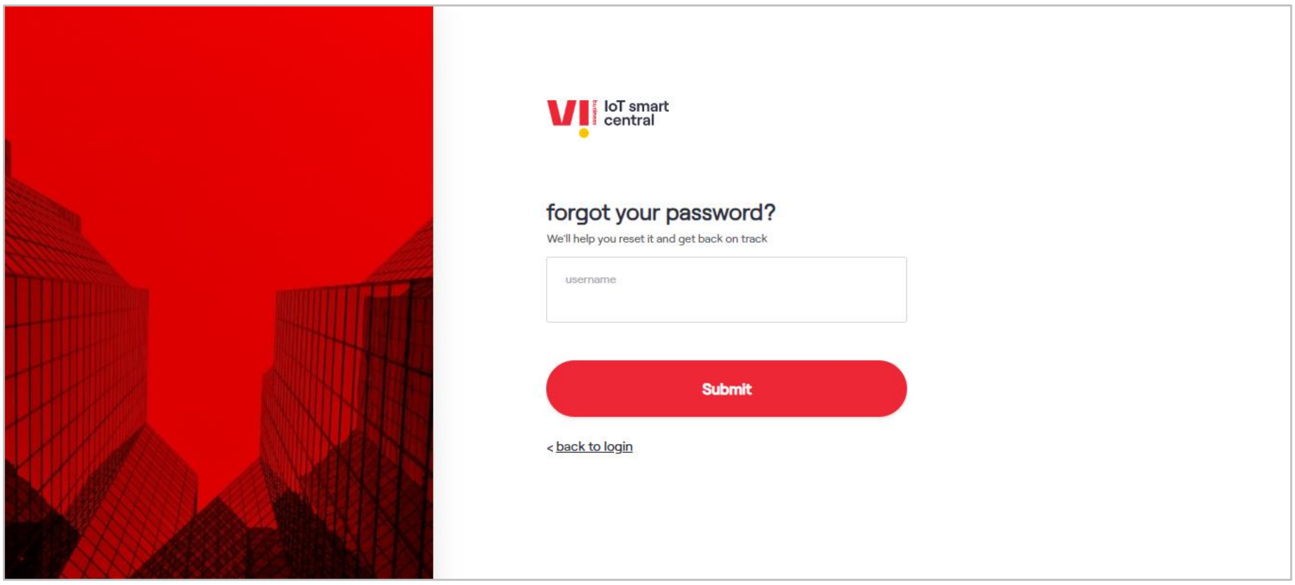
3. After entering all the required details, click the **Sign In** button.

Note
The Sign In button is enabled after entering the username and password only.

After a successful login, the **Dashboard** page is displayed on the screen.

Forgot Password

This option allows users to reset the password in case they forget the current password. The random password is sent to the registered mail ID. Users can log in to the application with that and later change it to the required password.



1. Enter the username in the corresponding field and click the **Submit** button.

The user will get an email with the instructions to reset the password.

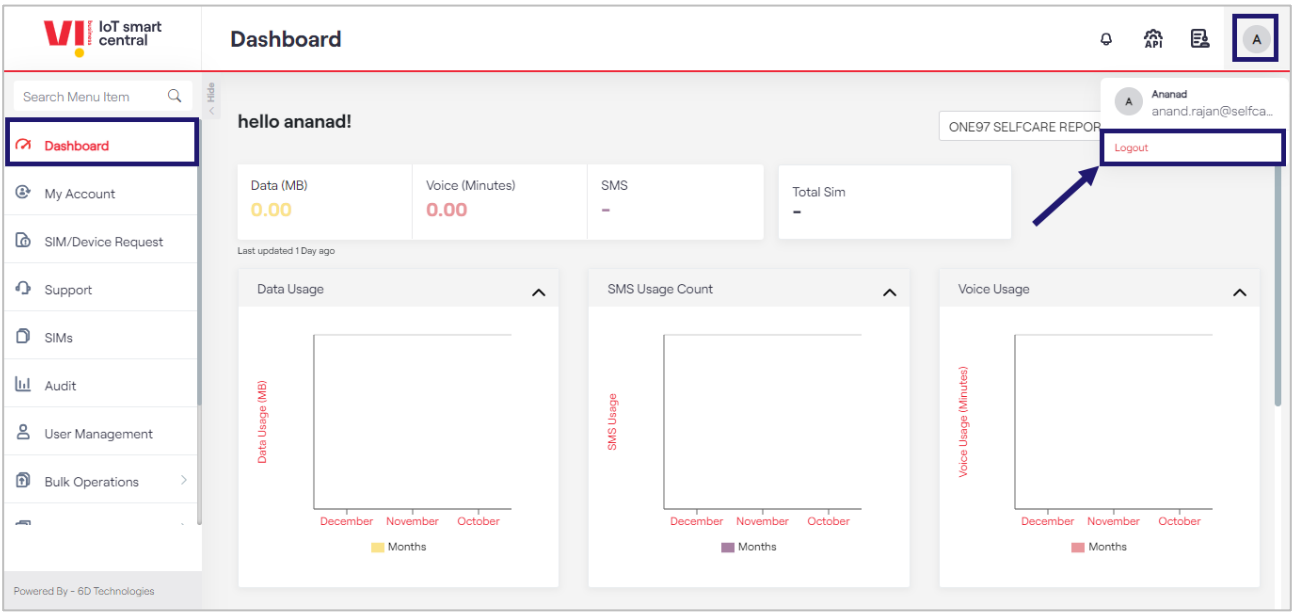
Click the **back to login** button to back to the login page.

Logout from the Application

Using this option, enterprise self-care users can logout from the application at any time.

To logout from the application:

1. On the top right corner of the screen, click the **Profile Icon >> Logout** button to logout from the application. Refer to the following screen.



You will be logged out from the application.

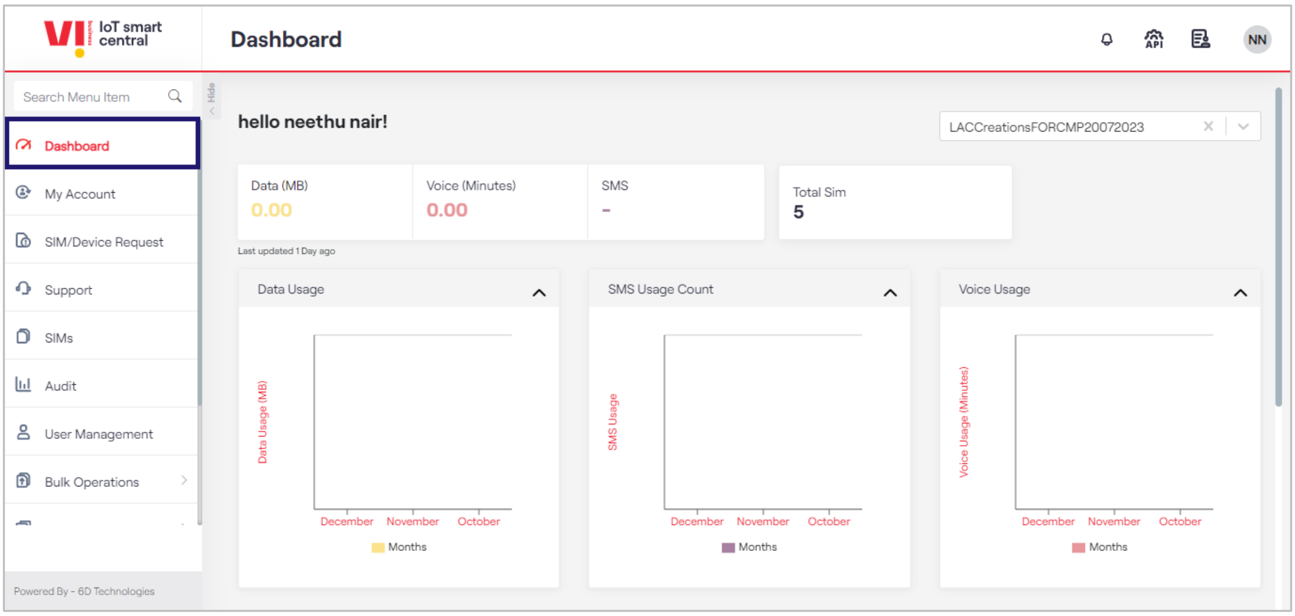
Enterprise Self-care Users

Vi Business IoT Smart Central portal allows the enterprise self-care users to perform the following operations.

- **Dashboard**
- **My Account**
- **SIM Requests**
- **Support**
- **SIMs**
- **User Management**
- **Bulk Operations**
- **Approvals**

Dashboard

After the successful login, the following dashboard will be displayed on the screen.

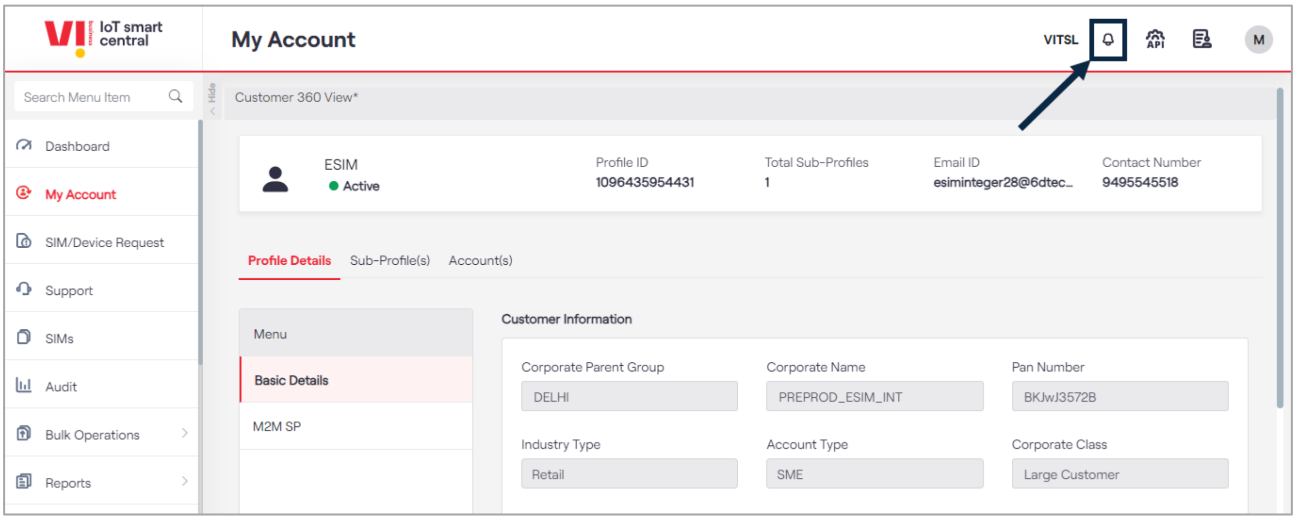


The dashboard shows the following details that are running in the Vi Business IoT Smart Central portal various analytics charts
and summary that makes it easy to understand what's happening in the account.

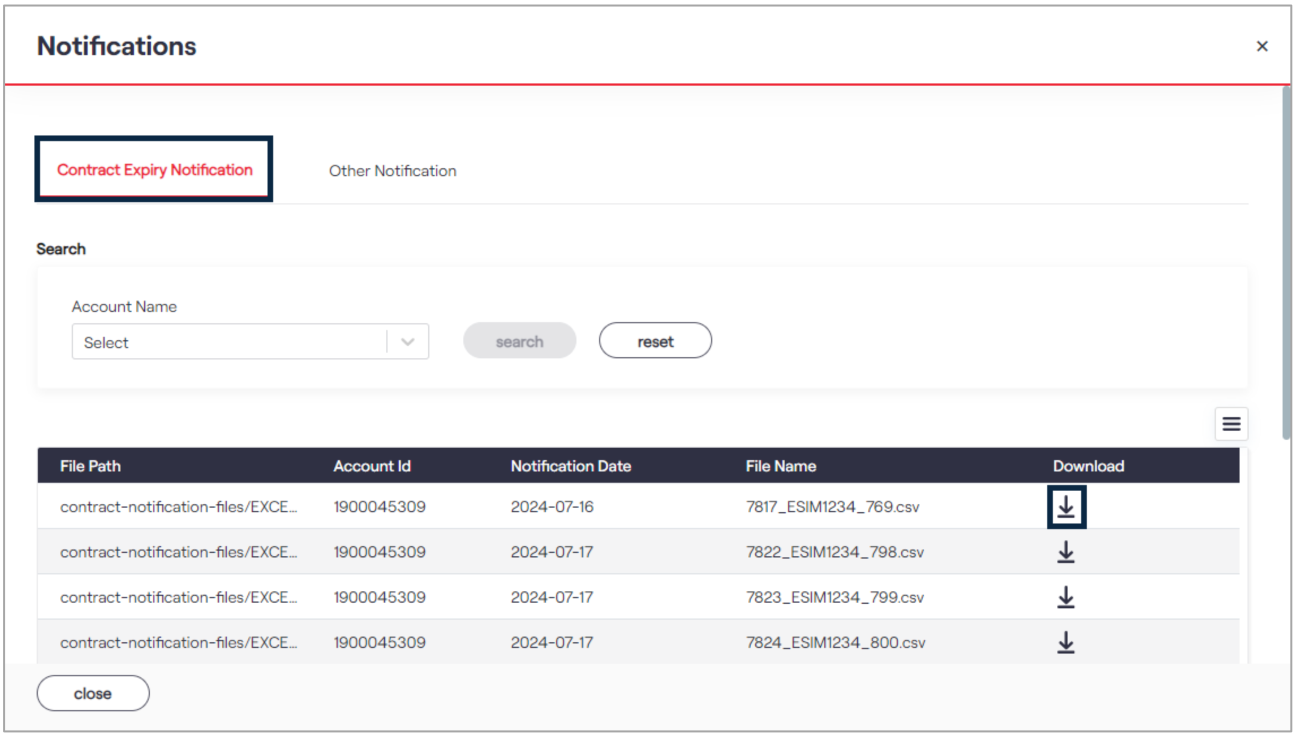
- **Data (MB)**
- **Voice (Minutes)**
- **SMS**
- **Total SIM**
- **Data Usage**
- **SMS Usage Count**
- **Voice Usage**
- **Status Wise Service**
- **Invoice Trends**

To view the Notifications:

- On the top right corner of the screen, click the **Notification** button . The following notification details are displayed.



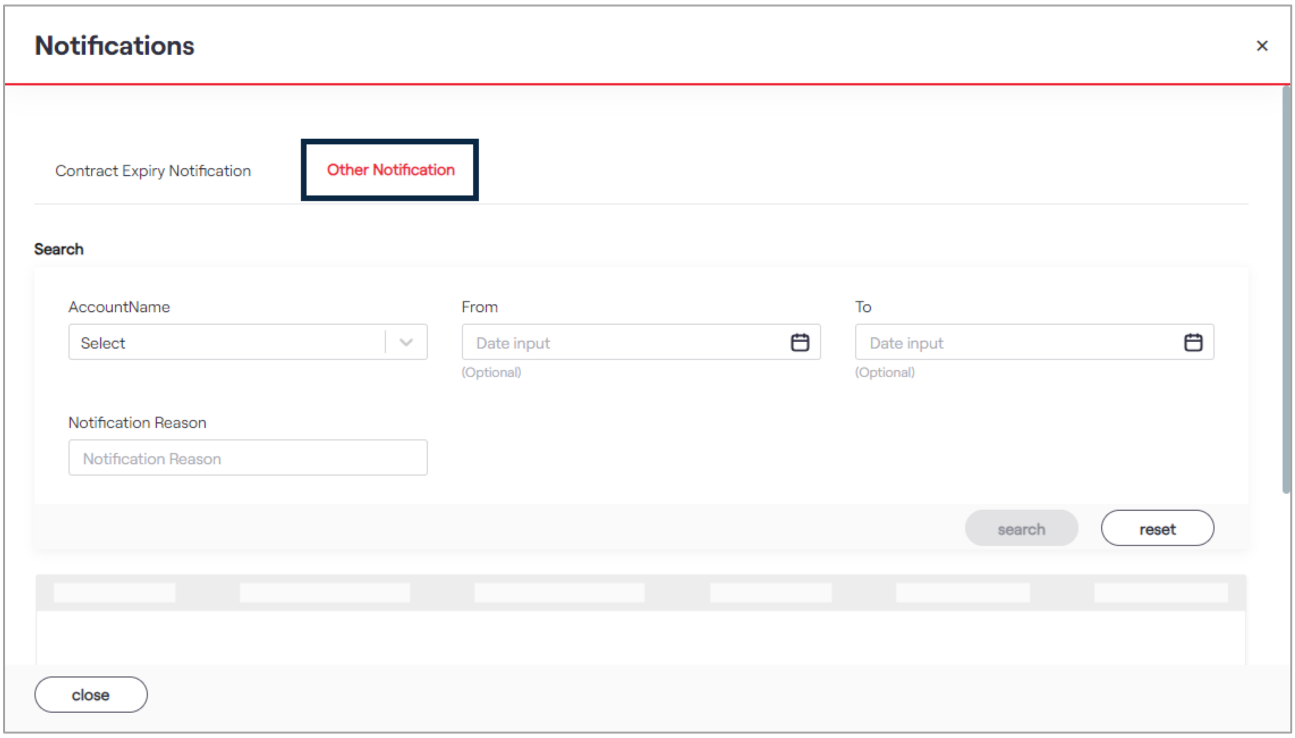
- After clicking the **Notification** button, the following screen is displayed.



The **Contract Expiry Notification** details are displayed.

- Click **Download** button to download the contract expiry notification details.

- Click **Other Notification** tab to view all other notifications. The following screen is displayed.



- Select the **Account Name, From Date, To Date**, and enter the **Notifications Reason** in the corresponding fields.
- Click the **Search** button.

  The notification details are displayed.

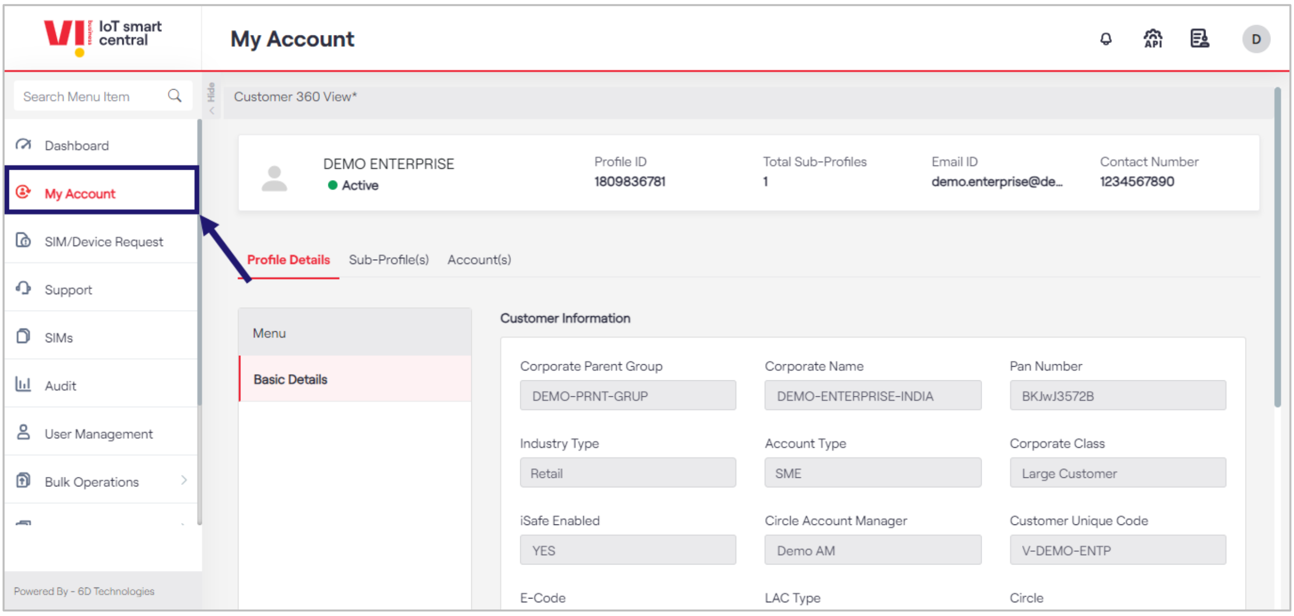
My Account

Vi Business IoT Smart Central platform provides a feature as My Account, where the enterprise/selfcare user can login to the Vi Business IoT Smart Central portal and view the account(s) and other details. Enterprise users who are logged into the system can view only their account details. Enterprise users can manage Profile, Account, MSISDN, and other details.

Note:
In customer 360 admin can view any customer account details with respective customer number, account number, and so on, but in my account, enterprise/selfcare users can view only their account details.

<u>To view my account details:</u>

1. On the side menu, click **My Account**. Refer to the following screen.



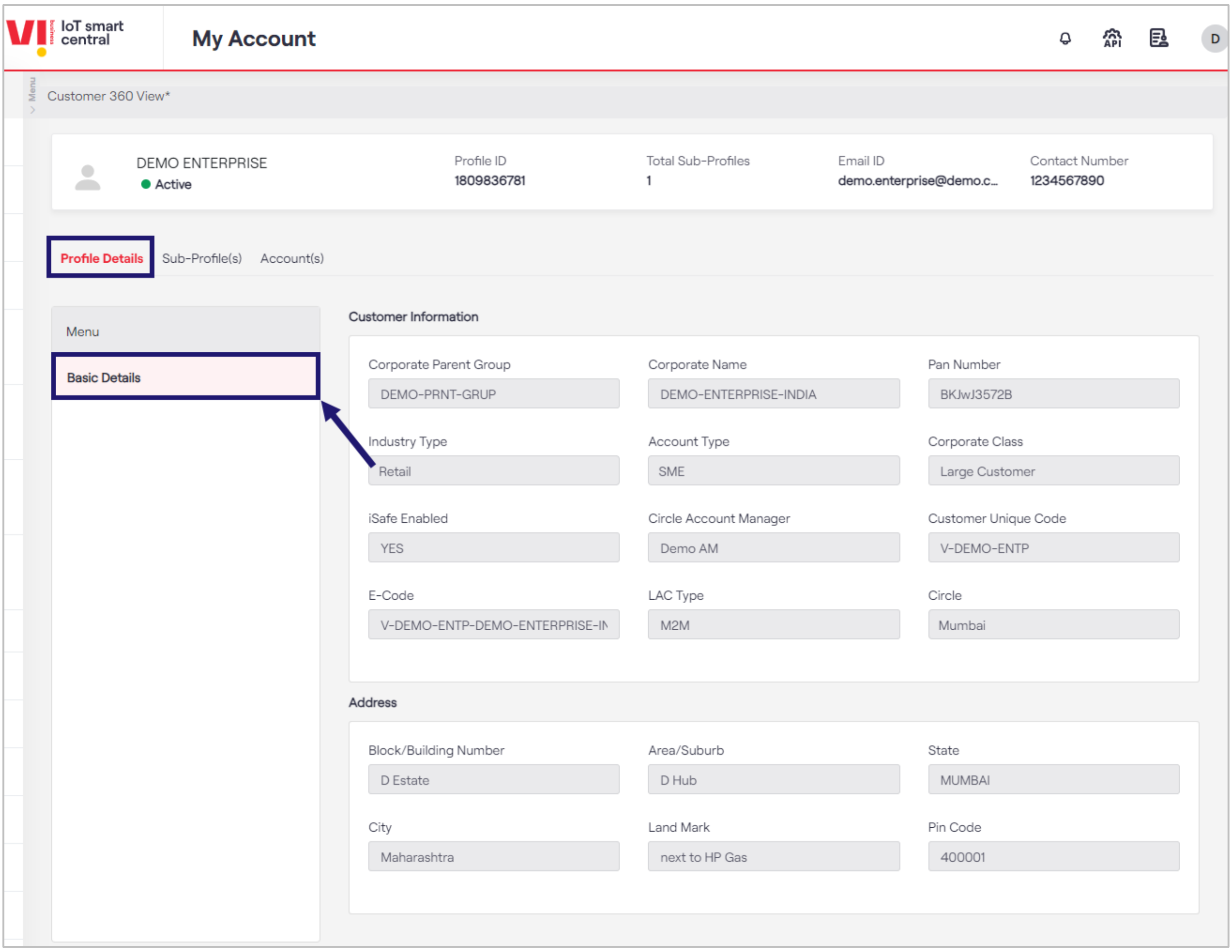
Profile Details

Using this option, enterprise selfcare users can manage the basic profile details.

Basic Details

To view the basic profile details:

1. On the **My Account** screen, click the **Basic Details** under profile details. Refer to the following screen.



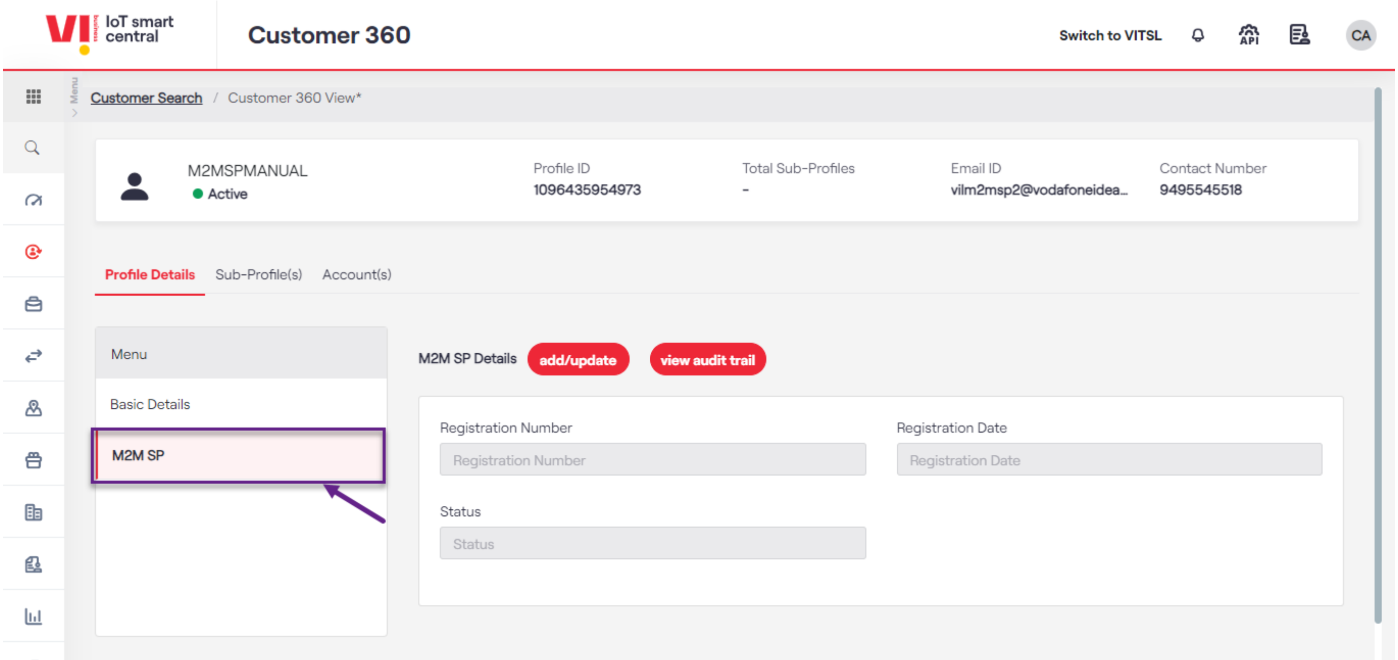
The following details are displayed.

Field	Description
Customer Information	
Corporate Parent Group	Indicates the corporate customer parent group name.
Corporate Name	Indicates the corporate name.
Pan Number	Indicates the customer's PAN number.
Industry Type	Indicates what type of industry.
Account Type	Indicates the account type.
Corporate Class	Indicates the category of the corporate class.
iSafe Enabled	Indicates whether the Isafe is enabled or not.
Circle Account Manager	Indicates the circle account manager name to that area.
Customer Unique Code	This is the customer unique code. Each customer has a different unique code.
E-Code	E Code is the unique enterprise Code that is used to identify an enterprise profile at Vi Business IoT Smart Central BSS.
LAC Type	Indicates the type of LAC.
Circle	Indicates the name of the circle.
Address	
Block/Building Number	Indicates the customer block/building number.
Area/Suburb	Indicates in which area the customer is residing.
State	Indicates in which state the customer is residing.
City	Indicates in which city the customer is residing.
Land Mark	Indicates landmark of the address.
Pin Code	Indicates the pin code of the city.

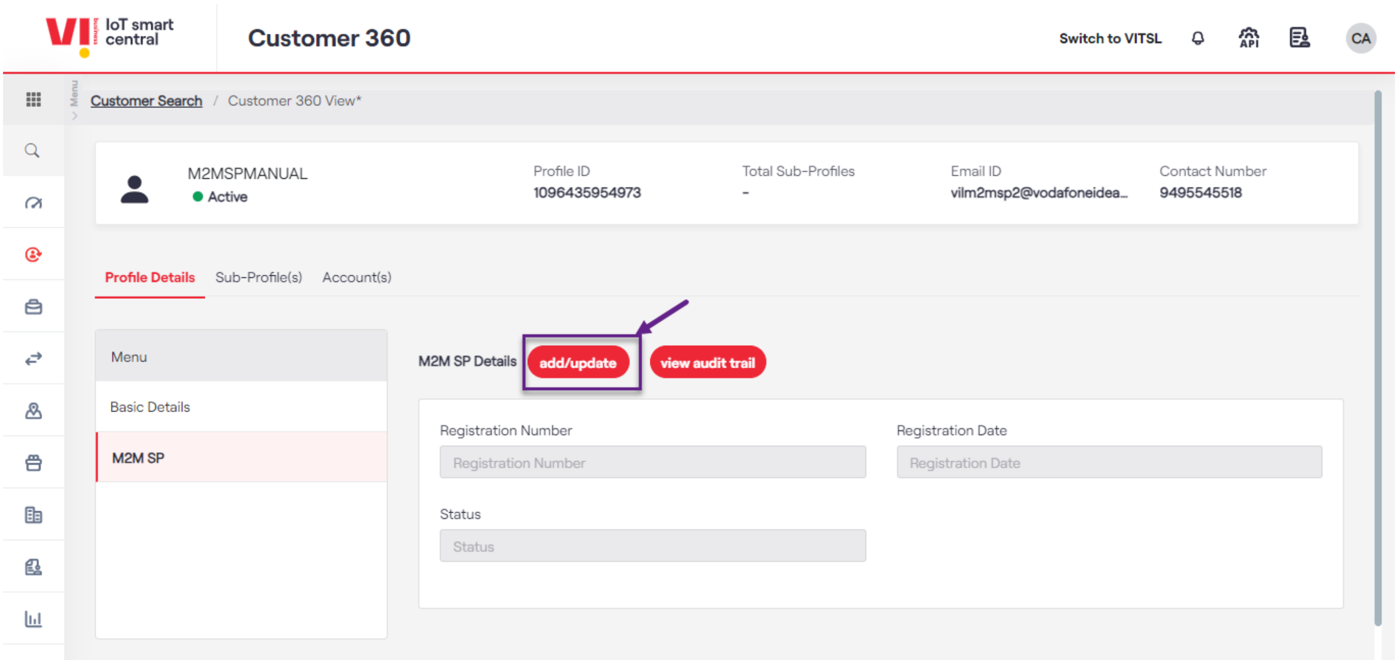
M2M Service Provider Registration

This option allows the enterprise selfcare users to add the M2M Service Provider (SP) registration details. They can also view the audit trail details of M2M SP registration and download the registration certificate.

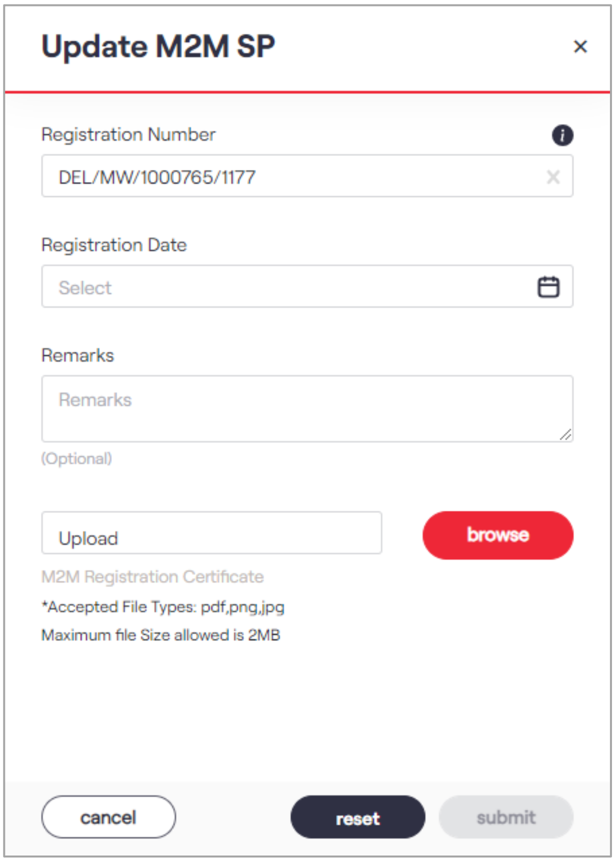
1. On the **My Account** screen, click the **M2M SP** under profile details. Refer to the following screen.



2. On the **My Account** screen, click **Add/Update** button to add or update the M2M SP details. Refer to the following screen.



3. After clicking **Add/Update** button, the following screen is displayed.

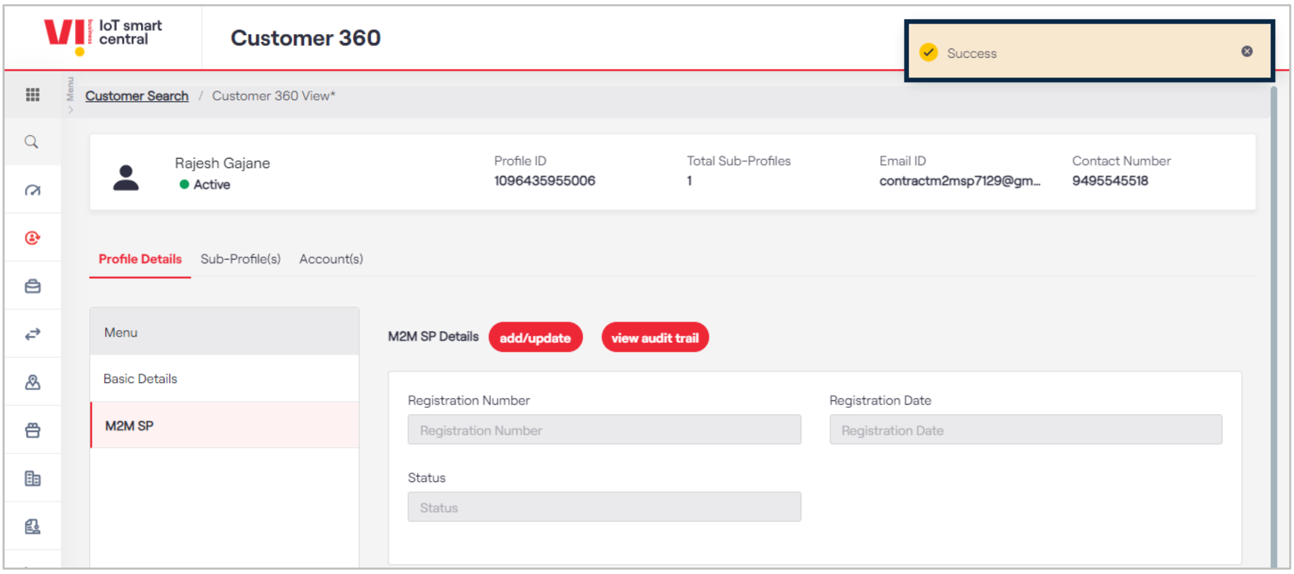


4. Enter/Select the following details in the corresponding fields.

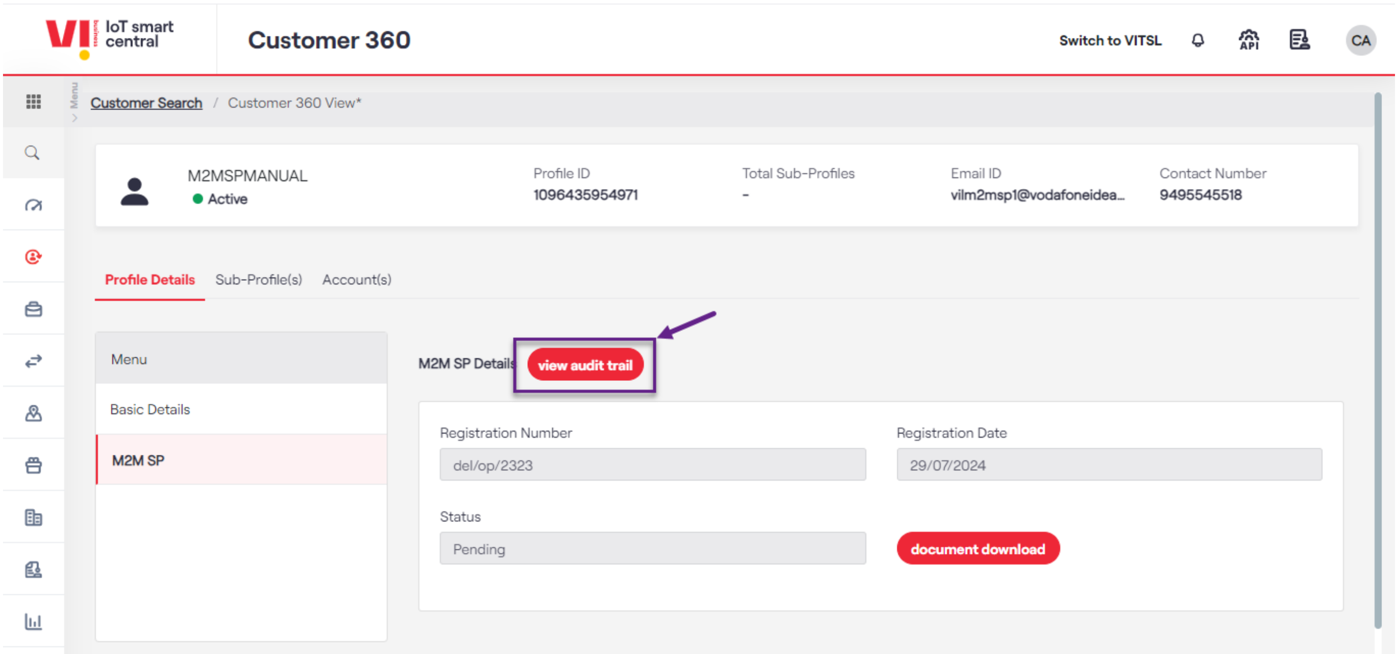
Field	Description
Registration Number	Enter the registration number in this field.
Registration Date	Select the registration date in the calendar.
Remarks	Enter the remarks in this field.
Upload	Click **Browse** button to upload the M2M Registration Certificate.

5. After entering all the required details, click **Submit**.

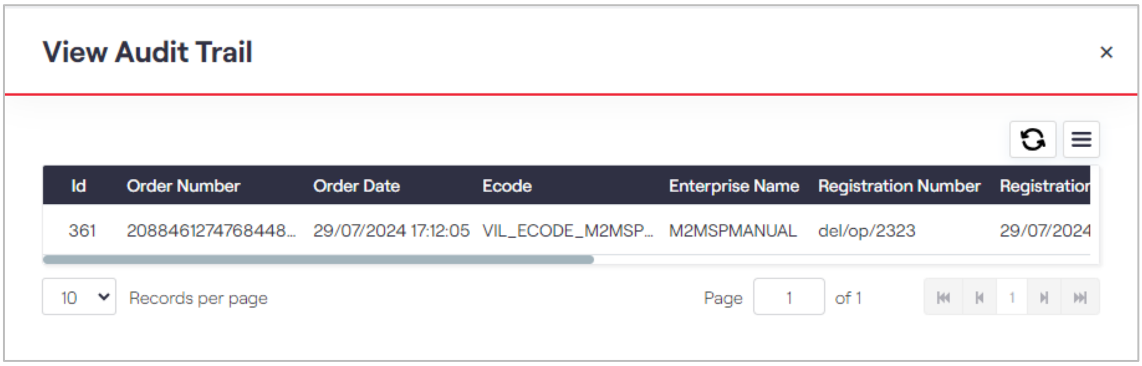
A success message is displayed, indicating that the M2M SP registration details are updated successfully.



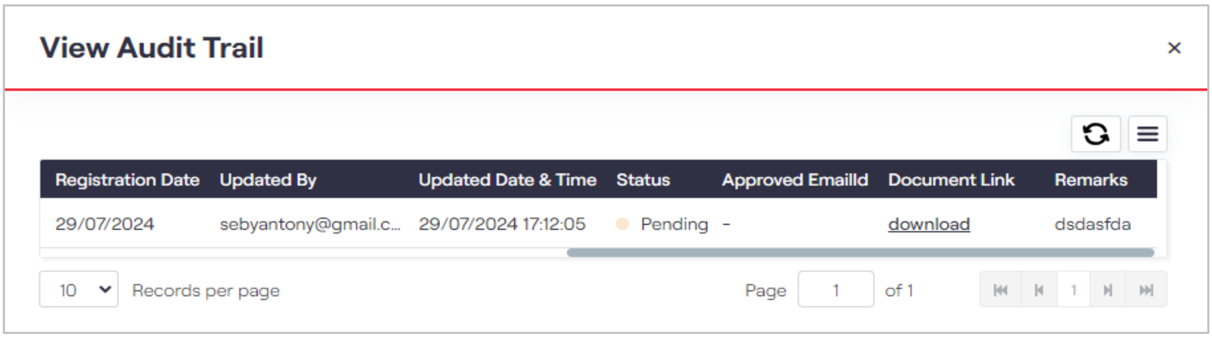
6. On the **My Account** screen, click **View Audit Trail** to view the M2M SP audit details. Refer to the following screen.



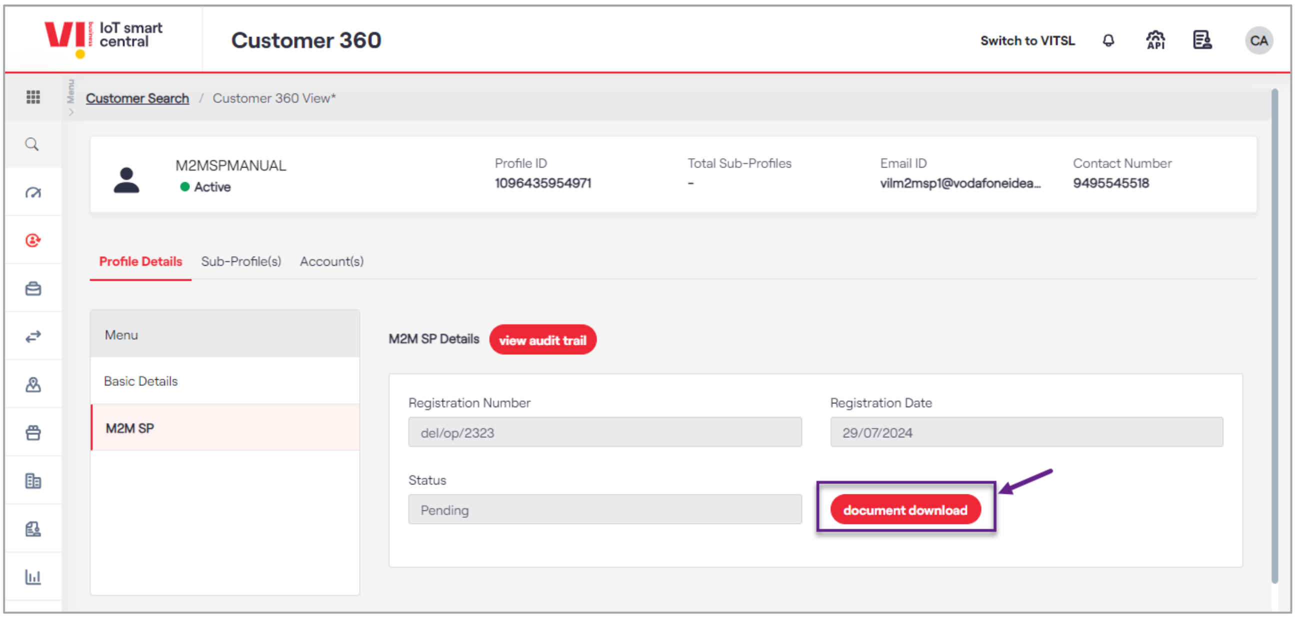
7. After clicking **View Audit Trail,** the following audit details are displayed.



The image is split int two halves for better view



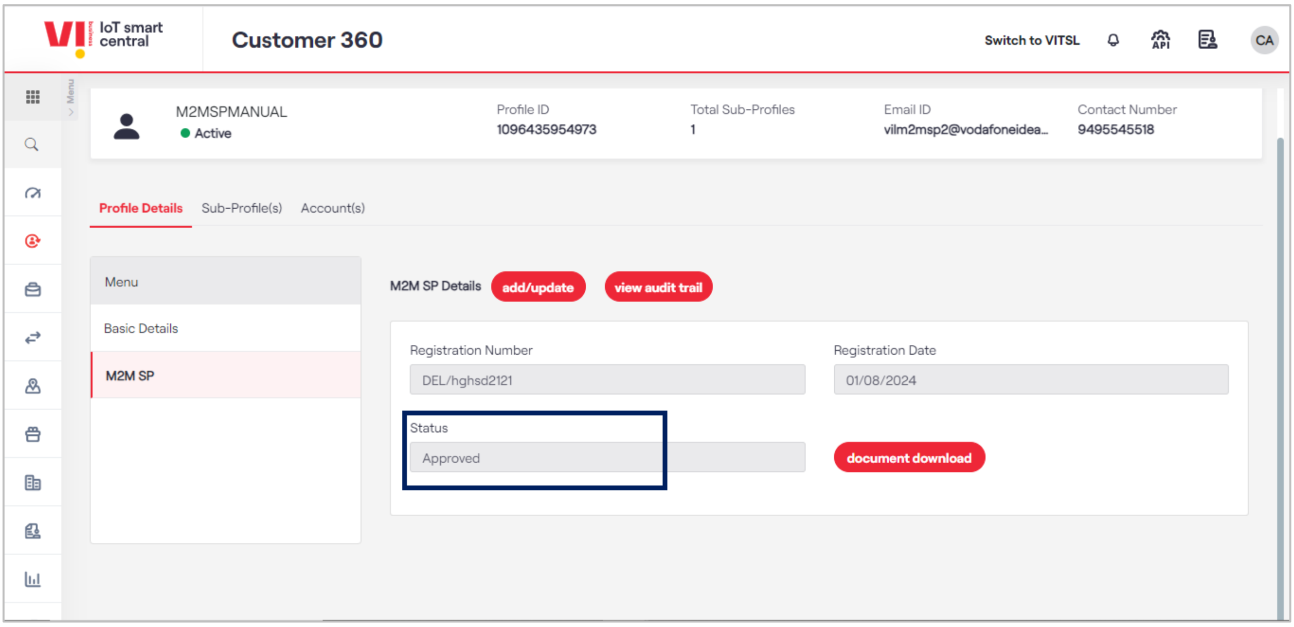
8. On the **My Account** screen, click **Download Document** to download the registration certificate. Refer to the following screen.



The following sample file is downloaded.

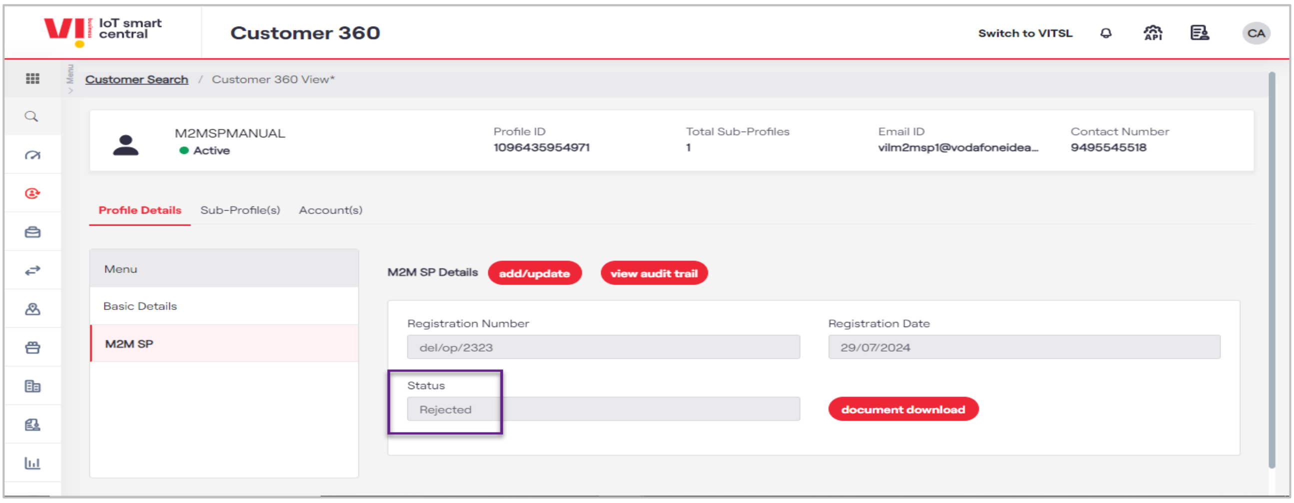
M2M SP
registration.pdf

If the back-office administration approves the document, then the status will be approved and if the approval is not made, then the status will be Pending. The mail will be sent to the respective user for the same.



The following is the M2M SP registration approved email.

If the back-office administration rejects the document, then the status will be rejected. User must upload the document again based on the remark given. The mail will be sent to the respective user for the same.



The following is the M2M SP registration rejected email.

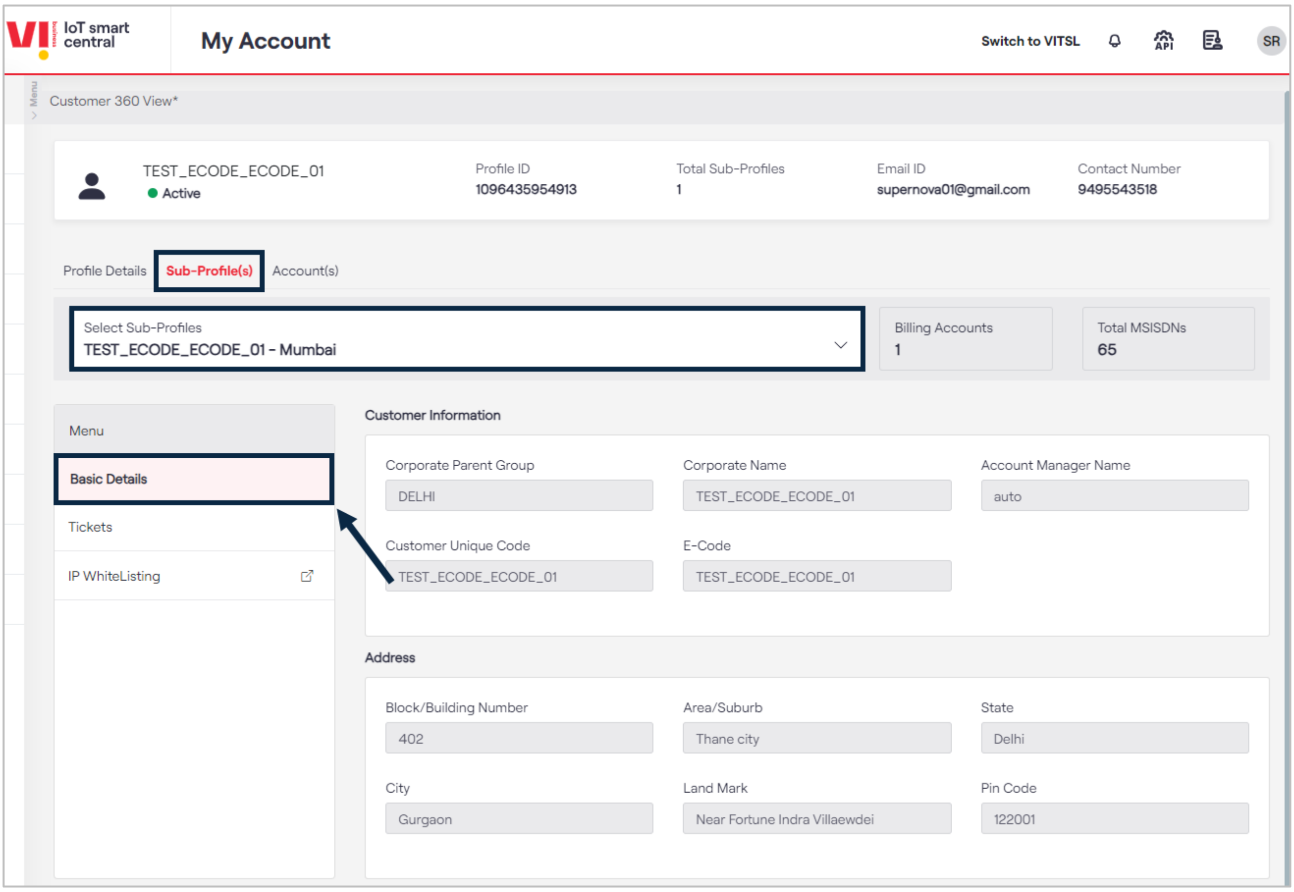
Sub-Profile(s) Details

Using this option, enterprise selfcare users can manage the basic sub-profile9(s) details.

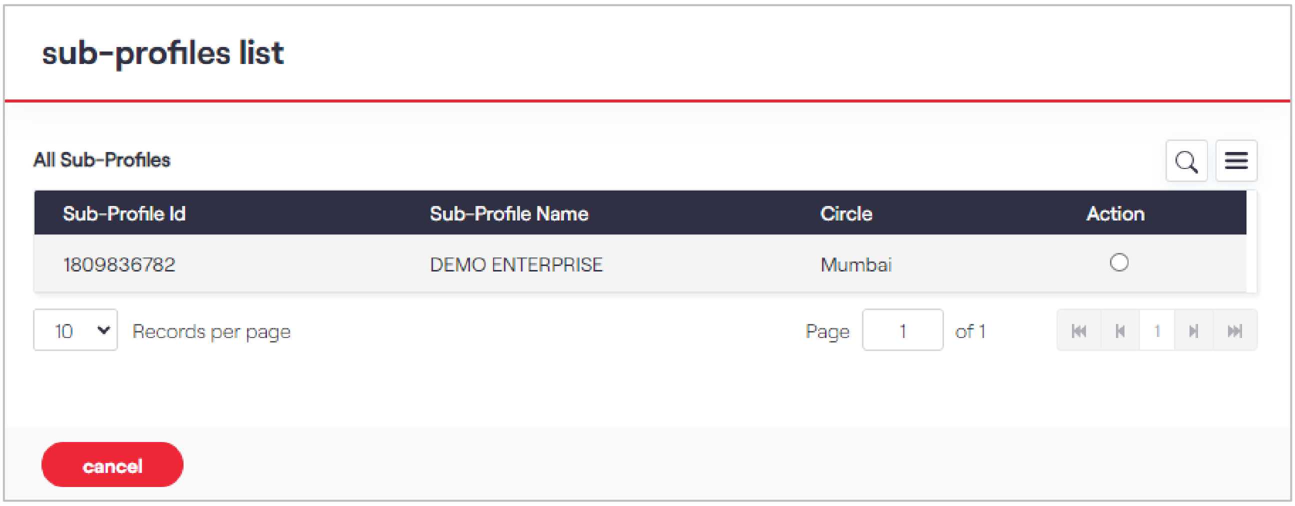
Basic Details

To manage the Sub-Profile details:

1. On the **My Account** screen, click the **Sub-Profile(s).** The following sub-profile details are displayed.



Enterprise selfcare users can select the required sub-profile in the drop-down list. Each profile can have multiple sub-profiles.



The following sub-profile details are displayed under my account.

Field	Description
Customer Information	
Corporate Parent Group	Indicates the corporate customer parent group name.
Corporate Name	Indicates the corporate name.
Account Manager Name	Indicates the account manager name in that area.
Customer Unique Code	This is the customer unique code. Each customer has a different unique code.
E-Code	E Code is the unique enterprise Code that is used to identify an enterprise profile at Vi Business IoT Smart Central BSS.
Address	
Block/Building Number	Indicates the customer block/building number.
Area/Suburb	Indicates in which area the customer is residing.
State	Indicates in which state the customer is residing.
City	Indicates in which city the customer is residing.
Land Mark	Indicates landmark of the address.
Pin Code	Indicates the pin code of the city.

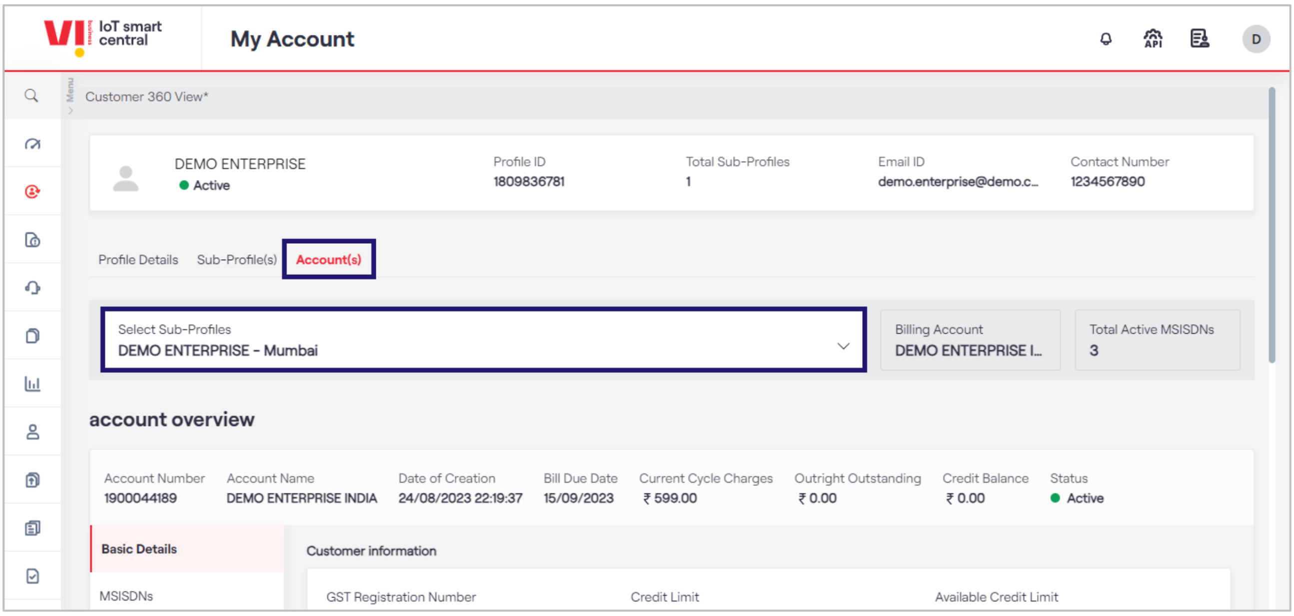
Account(s)

Using this option, enterprise selfcare users can manage the following operations.

- Basic Details
- MSISDNs
- Rules
- Orders
- Invoice
- Payment History
- Transaction Summary
- Address
- Contact

<u>To manage the Account(s):</u>

1. On the **My Account** screen, click the **Account(s)** tab. The following account details screen is displayed.



2. Select the required **Sub-Profiles** in the drop-down list.

Note

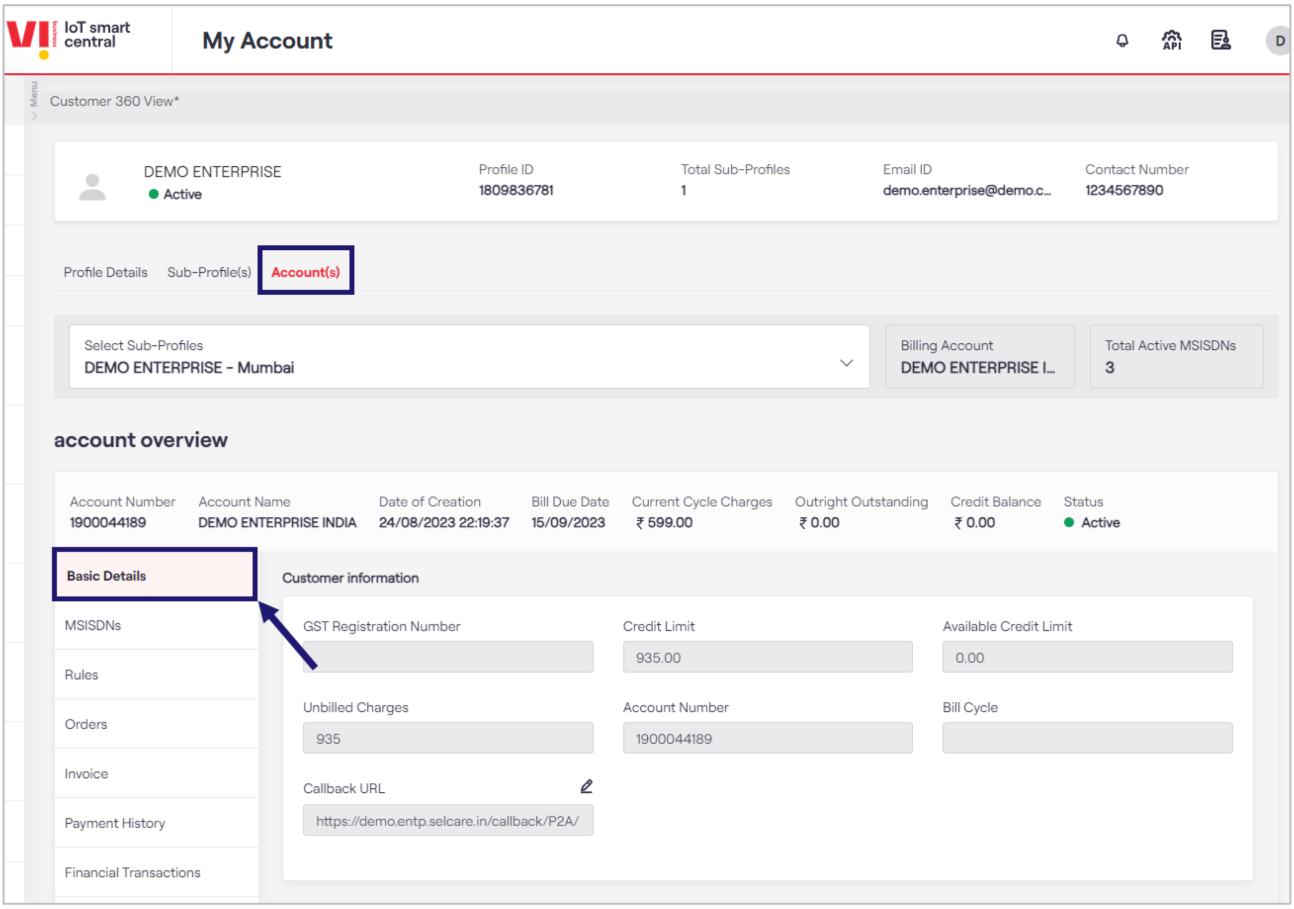
One Profile can have multiple sub-profiles and accounts.

Basic Details

In this option, enterprise selfcare users can view the customer's basic information.

<u>To view the Basic Details:</u>

1. On the **My Account** screen, click **Basic Details** to view the customer information. The following screen is displayed.



The following details are displayed.

Field	Description
Customer Information	
GST Registration Number	Indicates the GST registration number. Each billing invoice can have the registration number.
Credit Limit	Indicates the total credit limit.
Available Credit Limit	Indicates the total available credit limit.
Unbilled Charges	Indicates the unbilled charges under the account.
Account Number	Indicates the unique account number of the customer.
Bill Cycle	Indicates the bill cycle type.
Call Back URL	Indicates the call back URL for the account.

MSISDNs

Using this option, enterprise selfcare users can manage the following operations under services.

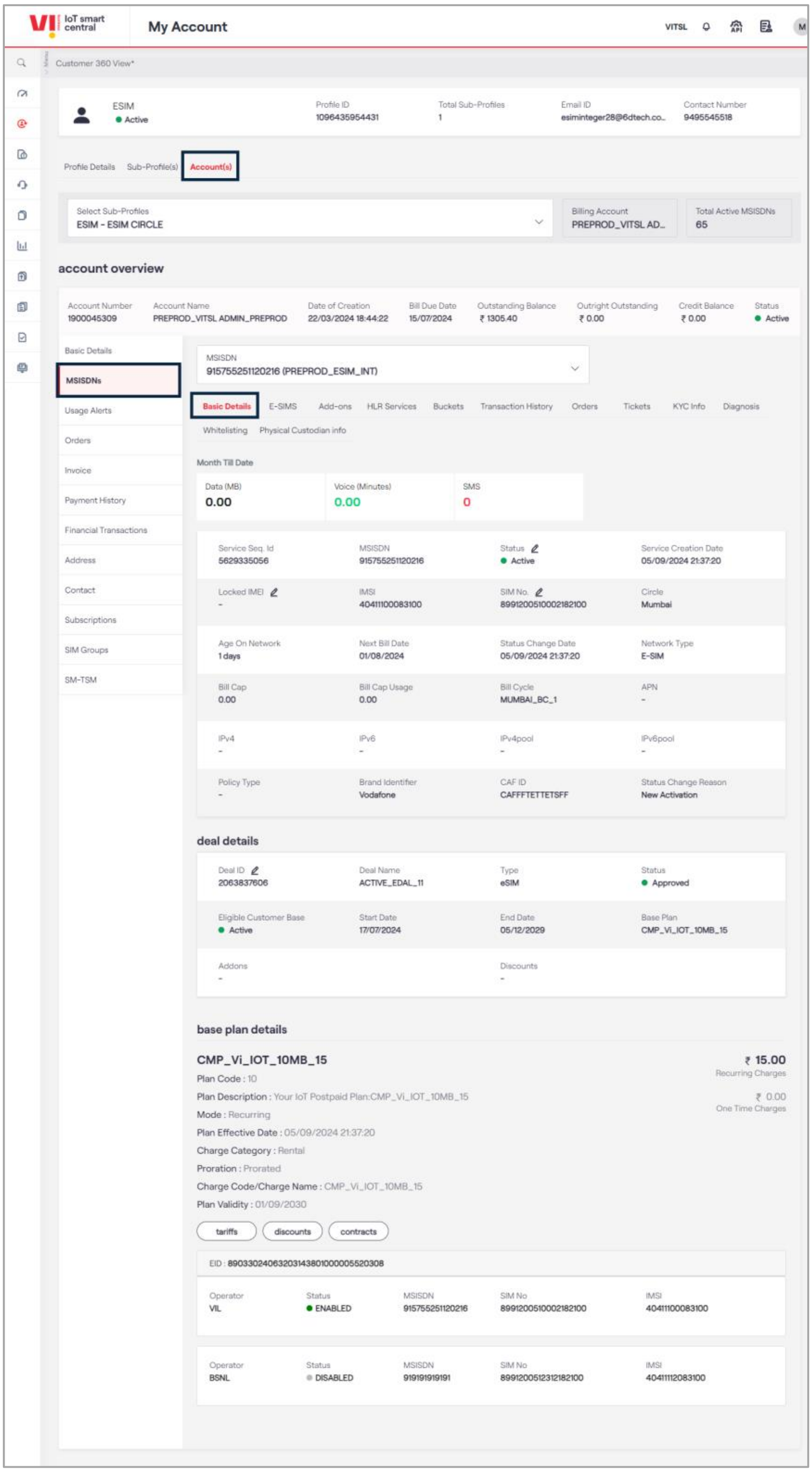
- **Basic Details**
- **Addons**
- **HLR Services**
- **Buckets**
- **Transaction History**
- **Orders**
- **KYC Info**
- **Diagnosis**
- **Voice/SMS Whitelisting**
- **Device Details**

Basic Details

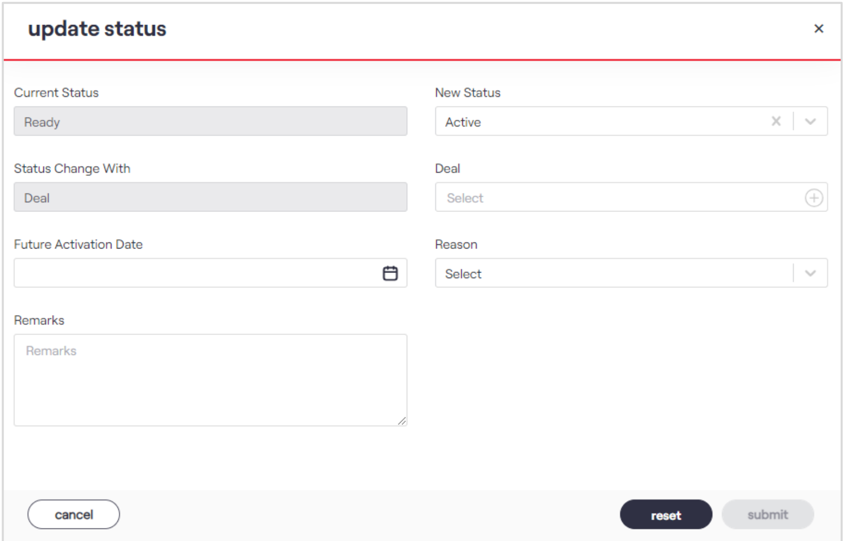
Using this option, enterprise selfcare users can view the basic MSISDN details. They can change the current plan to other plans under MSISDNs. They can also select the required plans in the available list and view the tariff and discount details for the plan under MSISDNs.

<u>To manage the Basic Details:</u>

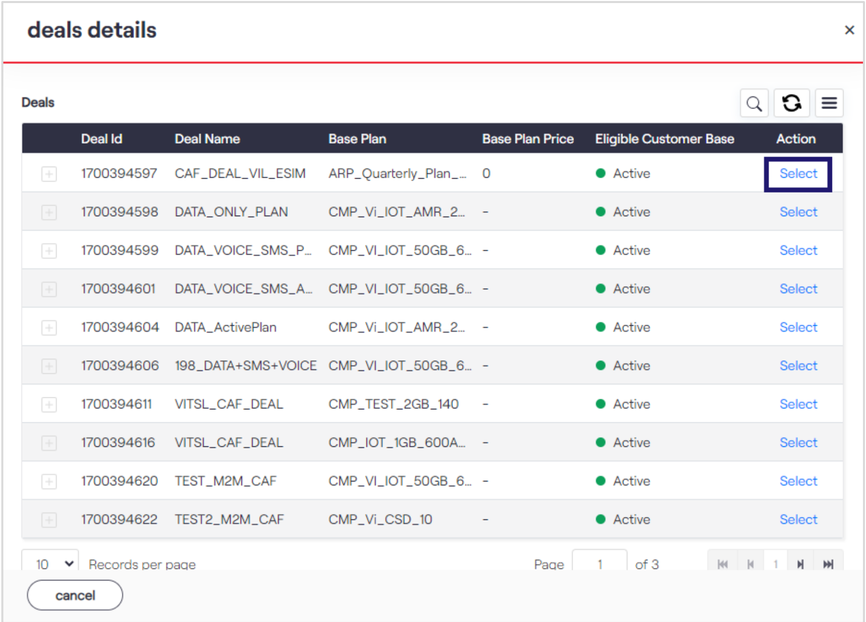
1. On the **My Account** screen, click the **Basic Details** tab under MSISDNs. The following basic details screen is displayed.



The following service basic details are displayed.

Field	Description
Basic Details	
Service Seq ID	Indicates the service unique sequence ID.
MSISDN	Indicates the customer's MSISDN number.
Status	Indicates the MSISDN status. Click the **Edit** button to change the service status.  • Select the **New Service Status** in the drop-down list. The following Status are available under new status. ➢ **Active** ➢ **Test** ➢ **Safe Custody** ➢ **Deactivate** • Click to select the **New Deal.** After clicking the button, the following screen is displayed.

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td></td><td>

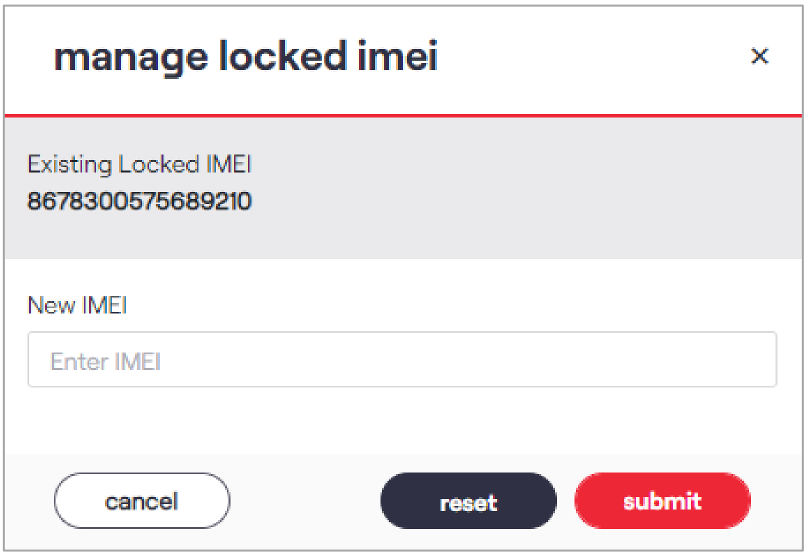


- Click the **Select** button to select the deal.
- **Future Activation Date** – Select the future activation date in the calendar to activate the new status.
- **Reason** - Select the reason to change the status in the drop-down list.
- **Remarks** - Enter the remarks in this field.
- After providing all the required details, click the **Submit** button to change the service status.

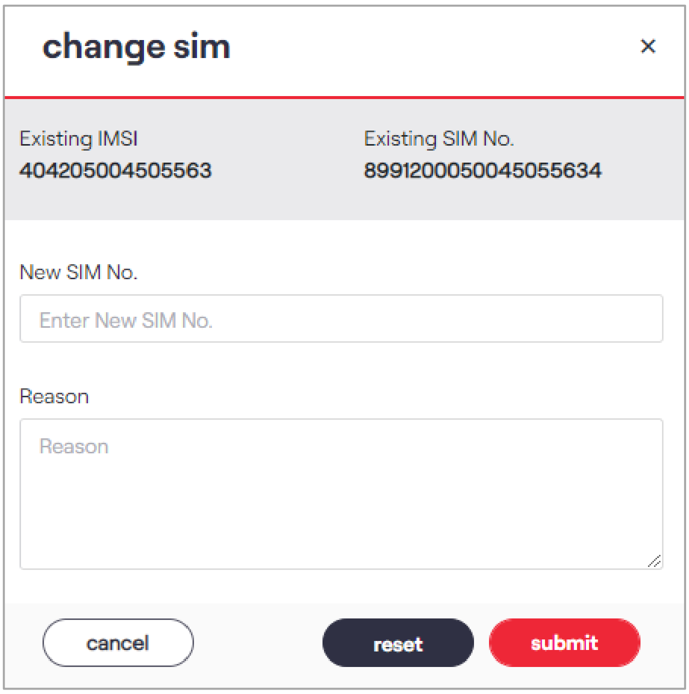
</td></tr>
<tr><td>Service Creation Date</td><td>Indicates on which date the service was created.</td></tr>
<tr><td>Locked IMEI</td><td>

Indicates the device locked IMEI number.

Click the **Edit** button to edit the IMEI number.



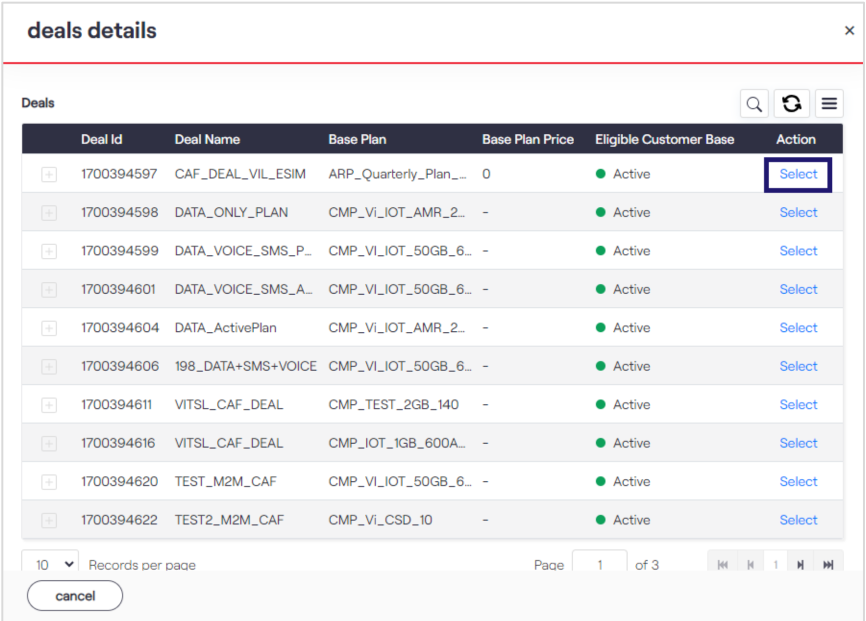
</td></tr>
</table>

Field	Description
	• Enter the **New IMEI** number and click the **Submit** button.
IMSI	Indicates the device IMSI number.
SIM Number	Indicates the MSISDN SIM number. Click the **Edit** button to change the SIM number.  • Enter the **New SIM Number** in the corresponding field and enter the **Reason** for changing the SIM number. • Click the **Submit** button.
Circle	Indicates the name of the circle.
Age on Network	Indicates the age of the network.
Next Bill Date	Indicates the next billing date.
Status Change Date	Indicates the status change date.
Network Type	Indicates the type of network.
Bill Cap	Indicates the bill cap name.
Bill Cap Usage	Indicates the bill cap usage details.
IPv4	Indicates the IPV4 address details.
IPv6	Indicates the IPV6 address details.
IPv4pool	Indicates the IPV4 pool details.
IPv6pool	Indicates the IPV6 pool details.
APN	Indicates the selected APN name to the service.
Policy Type	Indicates the policy type.

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Brand Identifier</td><td>Indicates the name of the brand identifier.</td></tr>
<tr><td>CAF ID</td><td>Indicates the unique ID of the CAF.</td></tr>
<tr><td>Status Change Reason</td><td>Indicates the reason of MSISDN status change.</td></tr>
<tr><td>Billing Status</td><td>Indicates the status of the billing.</td></tr>
<tr><td colspan="2">Deal Details</td></tr>
<tr><td>Deal ID</td><td>Indicates the unique ID of the deal.

- Click **Edit** button to change the deal.

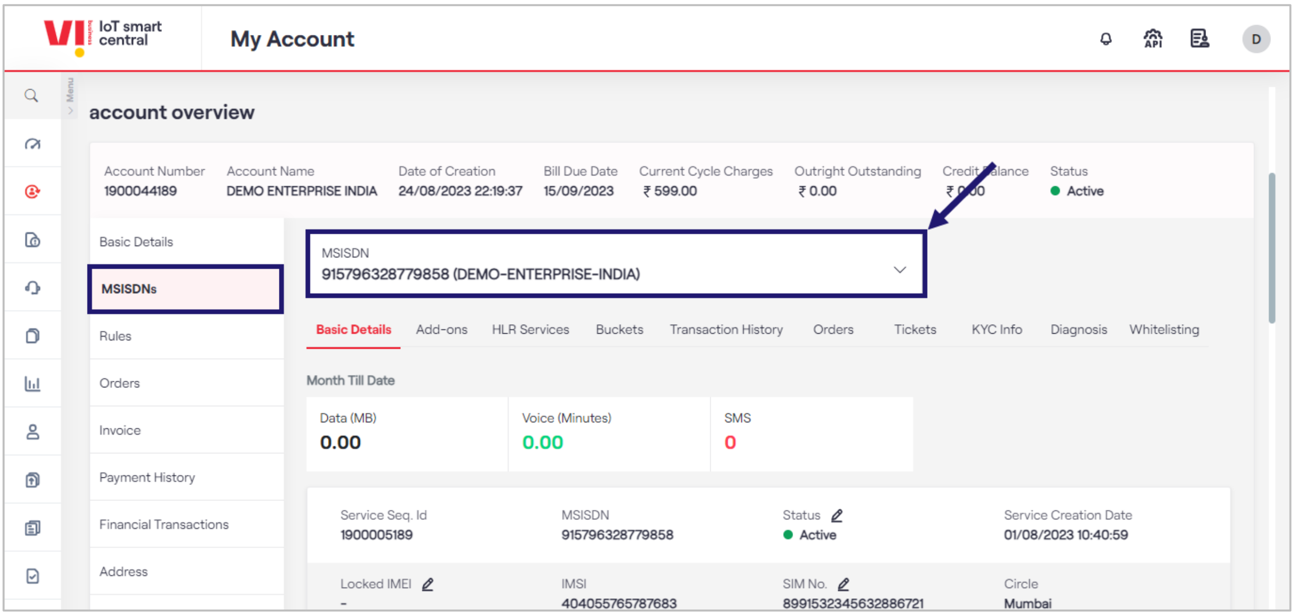
After clicking the **Edit** button, the following screen is displayed.



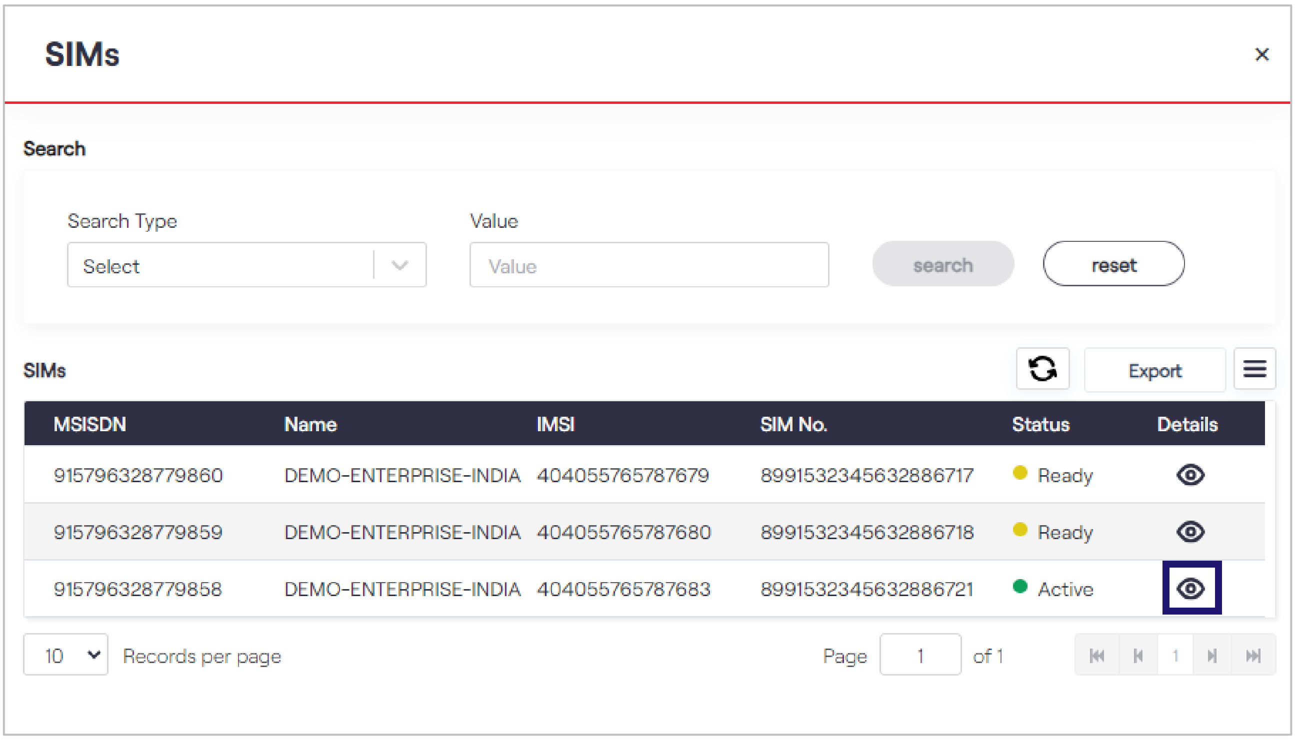
- Click the **Select** button to select the deal.

The selected deal will be changed to the Service.</td></tr>
<tr><td>Deal Name</td><td>Indicates the name of the deal.</td></tr>
<tr><td>Type</td><td>Indicates the type of deal.</td></tr>
<tr><td>Status</td><td>Indicates the status of the deal.</td></tr>
<tr><td>Eligible Customer Base</td><td>Indicates the customer eligibility base.</td></tr>
<tr><td>Start Date</td><td>Indicates the deal start date.</td></tr>
<tr><td>End Date</td><td>Indicates the deal end date.</td></tr>
<tr><td>Base Plan</td><td>Indicates the base plan of the service.</td></tr>
<tr><td>Addons</td><td>Indicates the addons to the service.</td></tr>
<tr><td>Discounts</td><td>Indicates the discounts of the service.</td></tr>
</table>

2. On the **MSISDN** screen, select the required **MSISDN** in the drop-down list. Refer to the following screen.

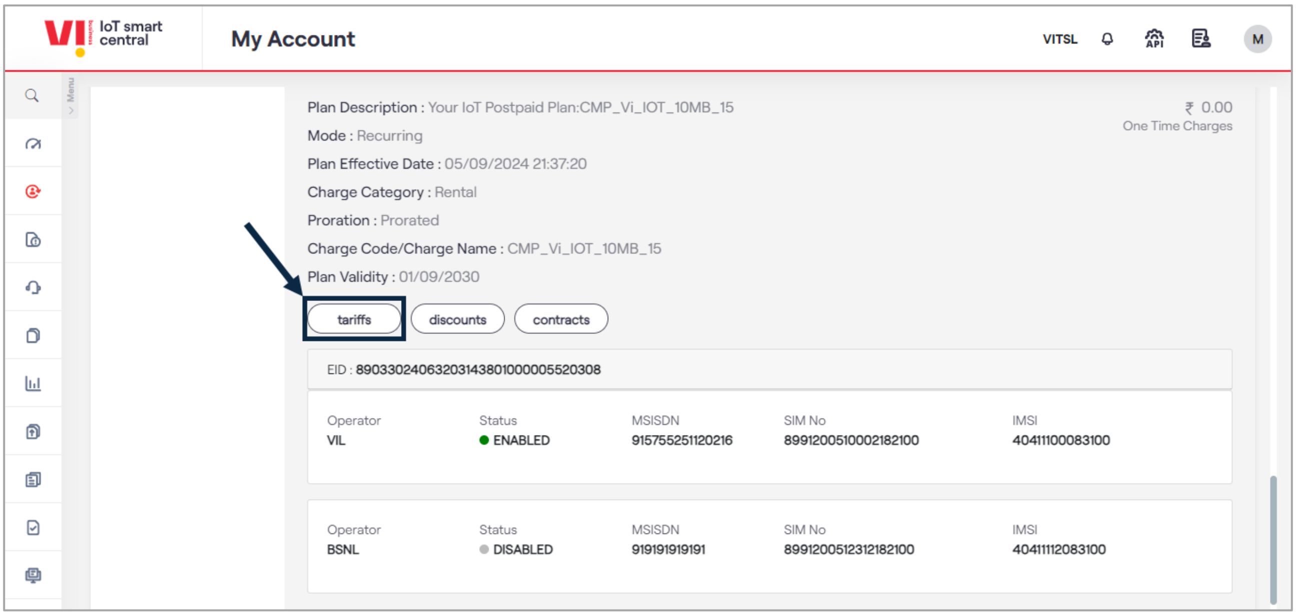


3. After clicking the **MSISDN**, the following screen is displayed.

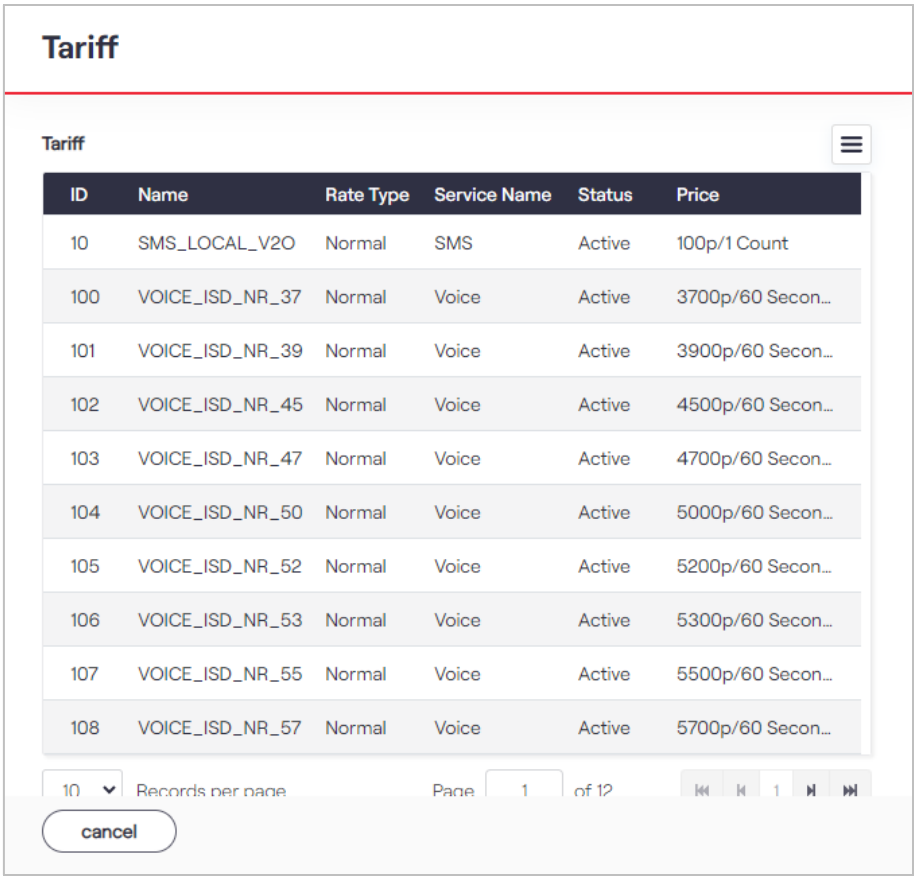


4. Click the **View** button to view the MSISDN details. Refer to the previous screen.

5. Click the **Tariff** button to view the available tariffs under the service. Refer to the following screen.



6. After clicking the **Tariff** button, the following screen is displayed.


Tariff

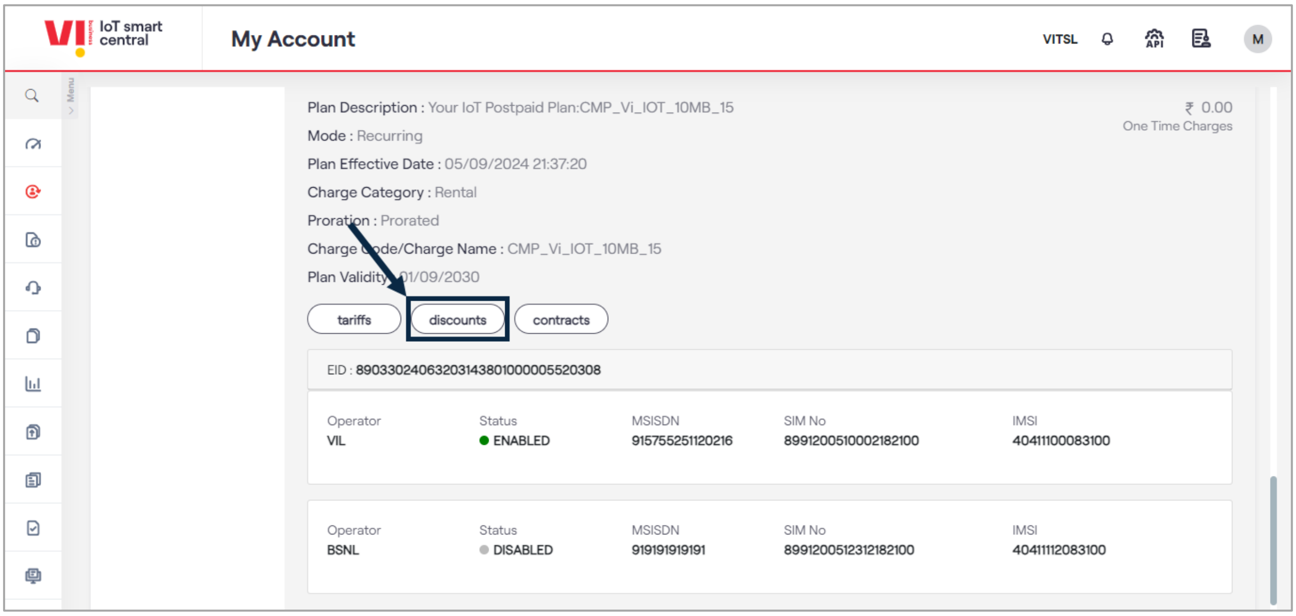
Tariff

ID	Name	Rate Type	Service Name	Status	Price
10	SMS_LOCAL_V2O	Normal	SMS	Active	100p/1 Count
100	VOICE_ISD_NR_37	Normal	Voice	Active	3700p/60 Secon...
101	VOICE_ISD_NR_39	Normal	Voice	Active	3900p/60 Secon...
102	VOICE_ISD_NR_45	Normal	Voice	Active	4500p/60 Secon...
103	VOICE_ISD_NR_47	Normal	Voice	Active	4700p/60 Secon...
104	VOICE_ISD_NR_50	Normal	Voice	Active	5000p/60 Secon...
105	VOICE_ISD_NR_52	Normal	Voice	Active	5200p/60 Secon...
106	VOICE_ISD_NR_53	Normal	Voice	Active	5300p/60 Secon...
107	VOICE_ISD_NR_55	Normal	Voice	Active	5500p/60 Secon...
108	VOICE_ISD_NR_57	Normal	Voice	Active	5700p/60 Secon...

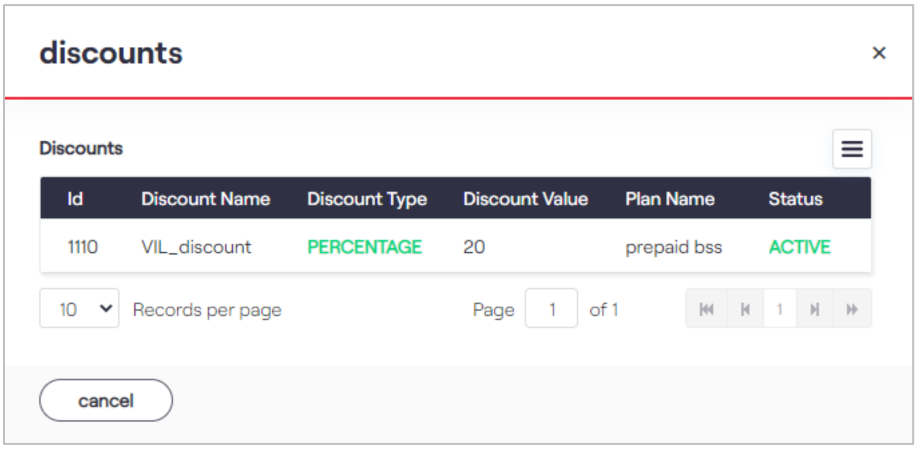
10 Records per page Page 1 of 12

cancel

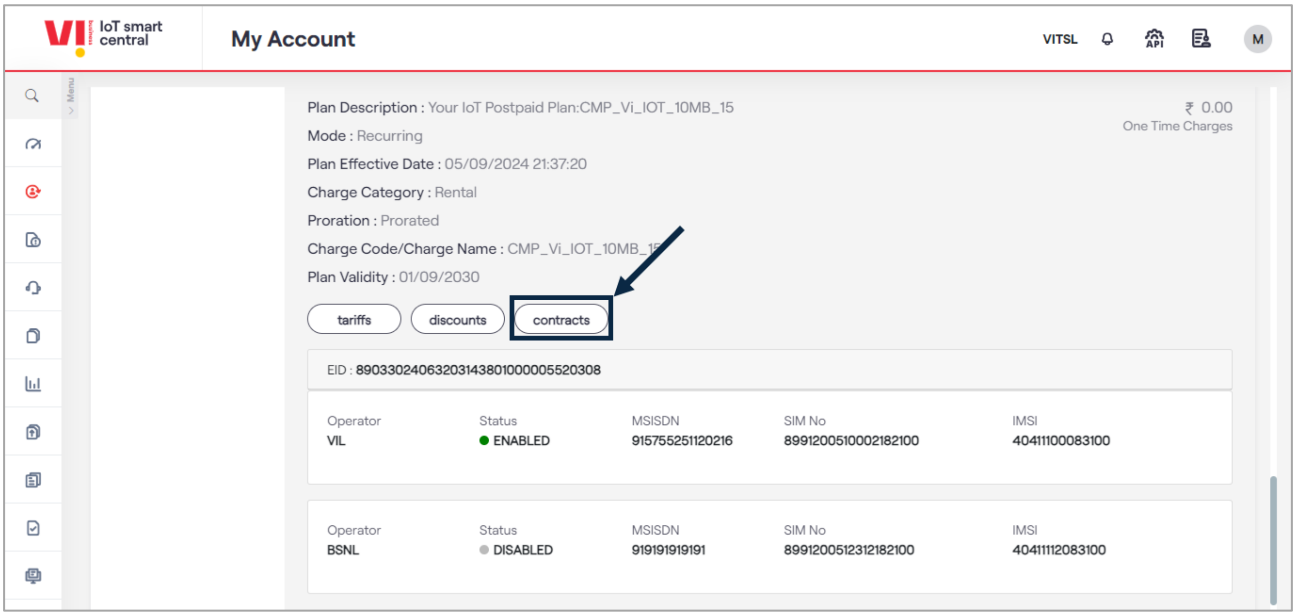
7. Click the **Discounts** button to view the available discounts under the service. Refer to the following screen.



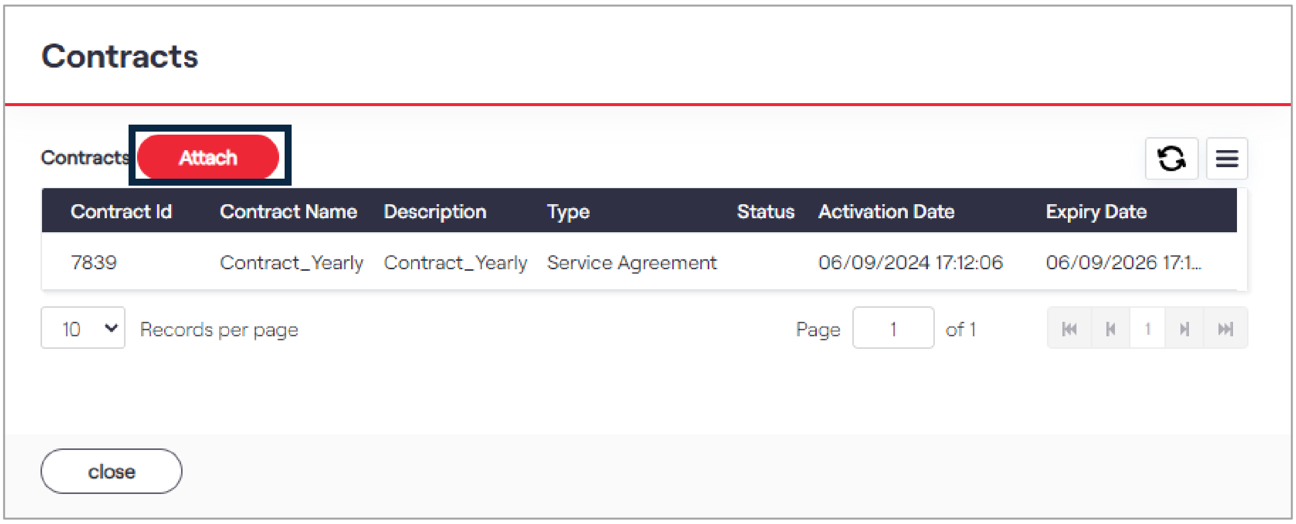
8. After clicking the **Discounts** button, the following screen is displayed.



9. Click the **Contracts** button to attach the contracts under the service. Refer to the following screen.

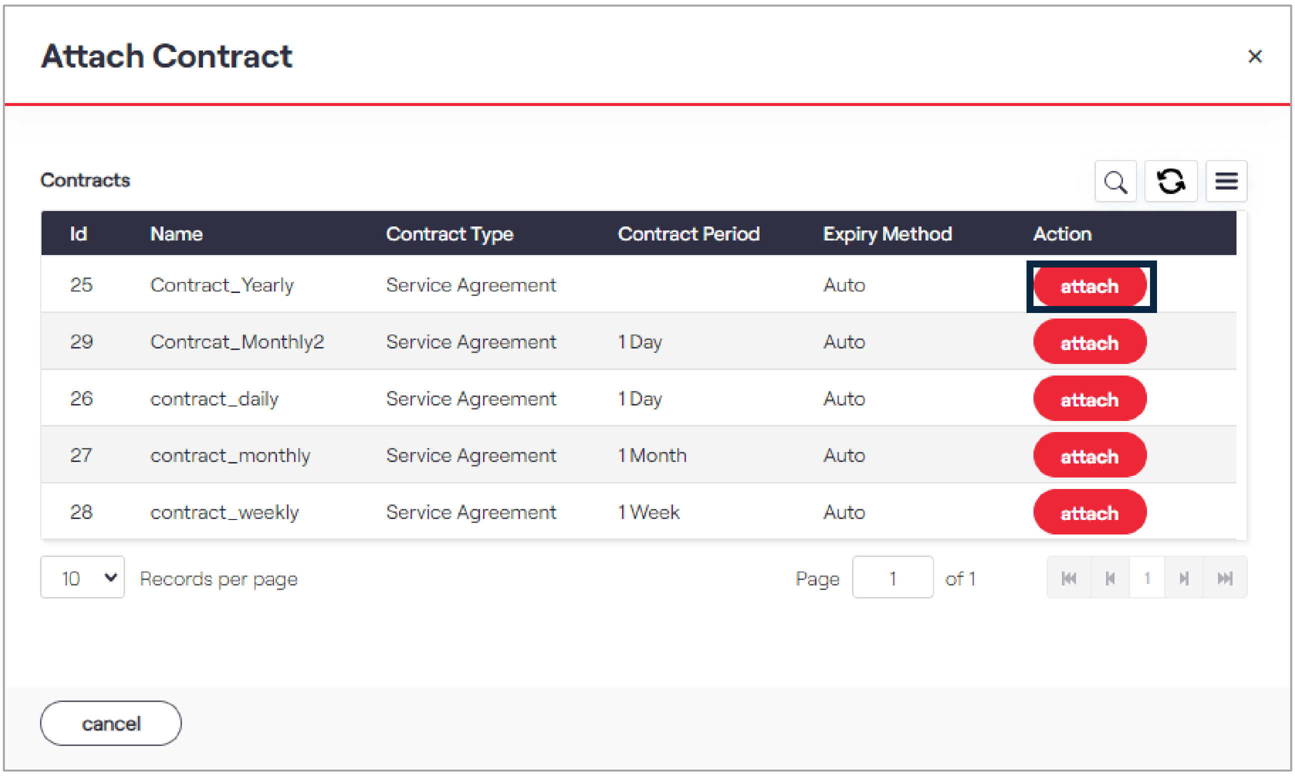


10. After clicking the **Contract** button, the contract details are displayed.

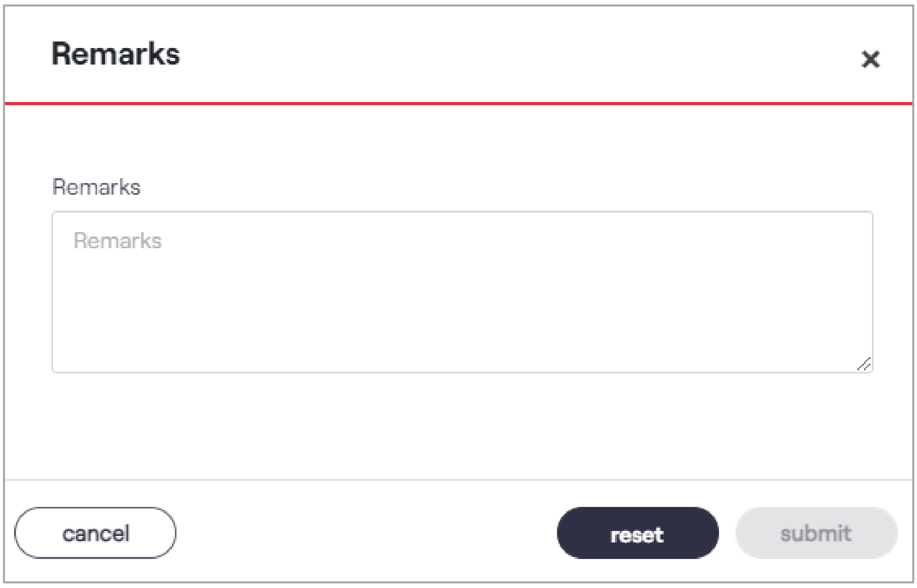


11. Click the **Attach** button to attach the required contract. Refer to the previous screen.

12. After clicking the Attach button, the following screen is displayed.



13. Select the required contract and click the **Attach** again. The following screen is displayed.



14. Enter the **Remarks** and click **Submit**.

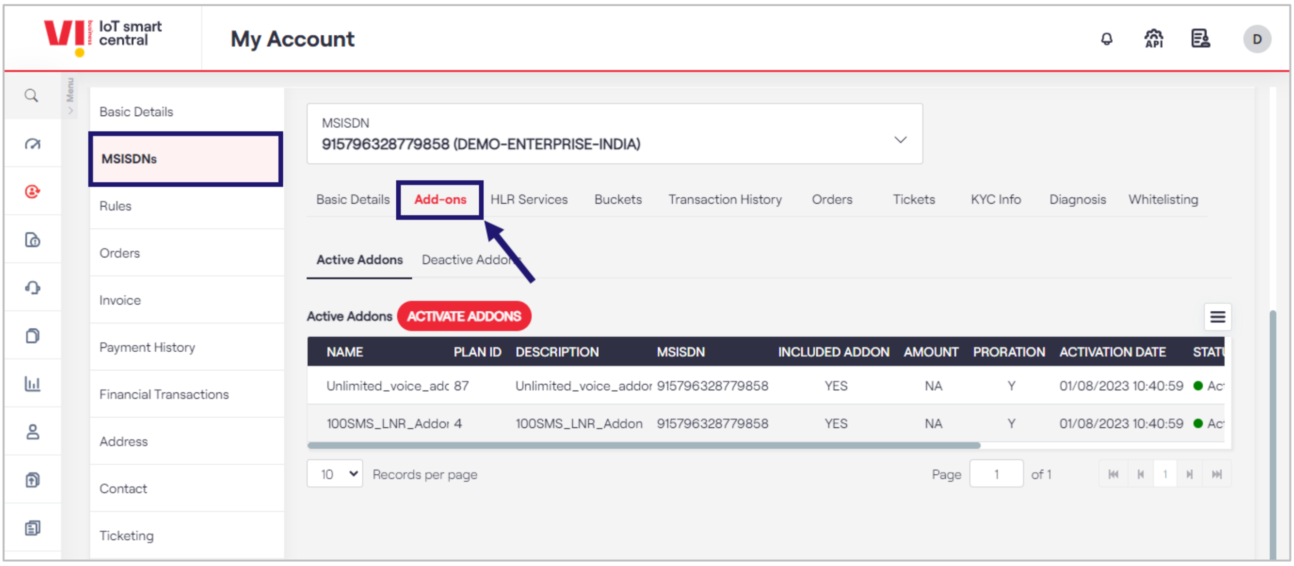
    A success message is displayed, indicating that the order is placed successfully.

Addons

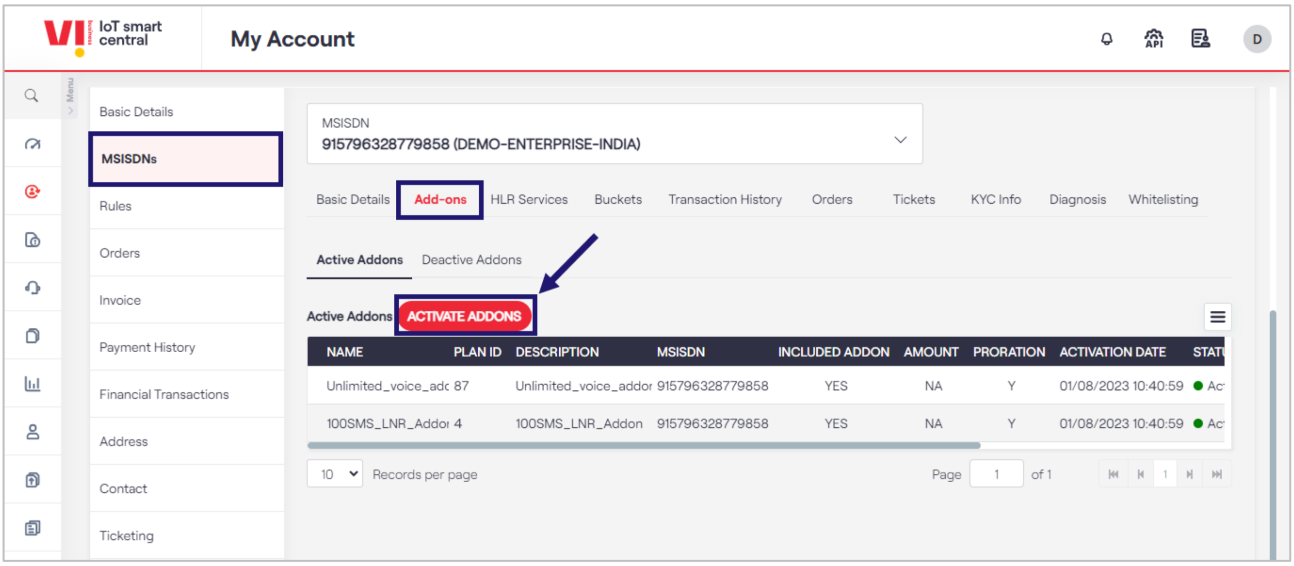
Using this option, enterprise selfcare users can activate/deactivate the available add-ons under MSISDNs. They can also view the deactivated add-ons list.

To manage the addons:

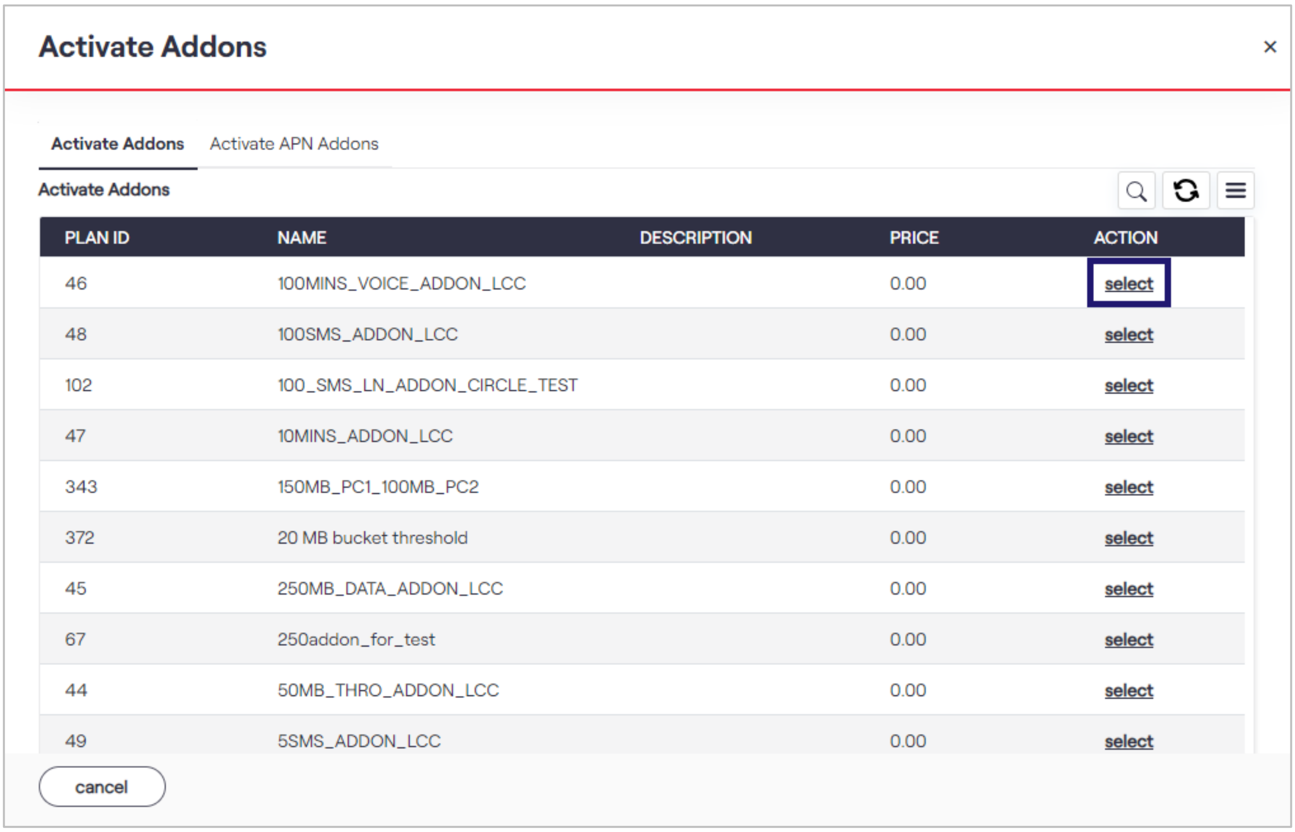
1. On the **My Account** screen, click the **Addons** tab under MSISDNs. The following addons details screen is displayed.



2. Click the **Activate Addons** button to activate the addons. Refer to the following screen.



3. After clicking the **Activate Addons** button, the following screen is displayed.

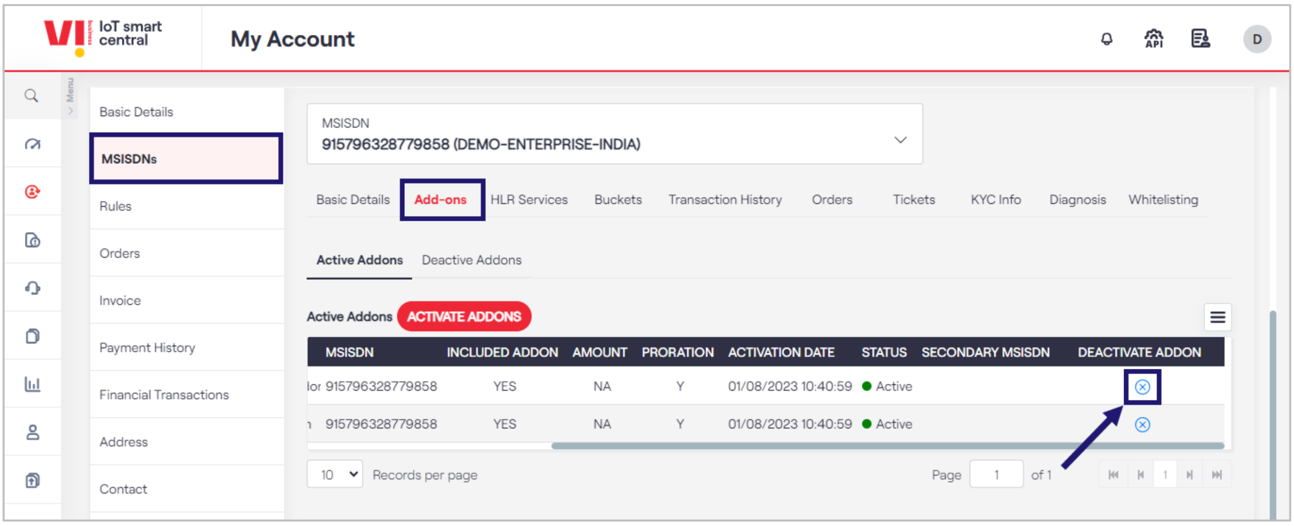


4. Click the **Select** button to select the required add-ons in the available list.

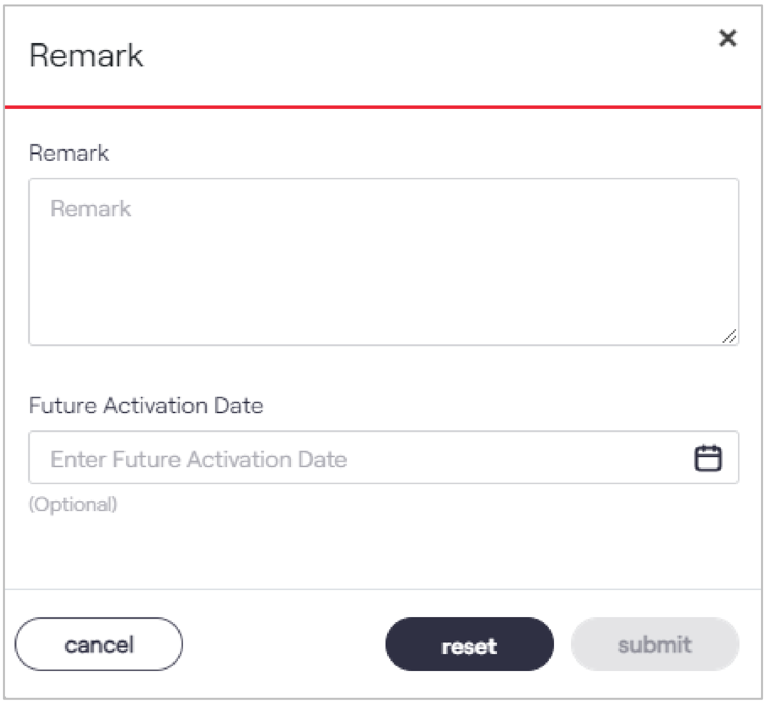
A success message is displayed, indicating that the addon is activated successfully.

<u>To Deactivate the Addons:</u>

1. On the **My Account** screen, click the **Deactivate** button under addons. Refer to the following screen.



2. After clicking the **Deactivate** button, the following confirm pop-up window is displayed.



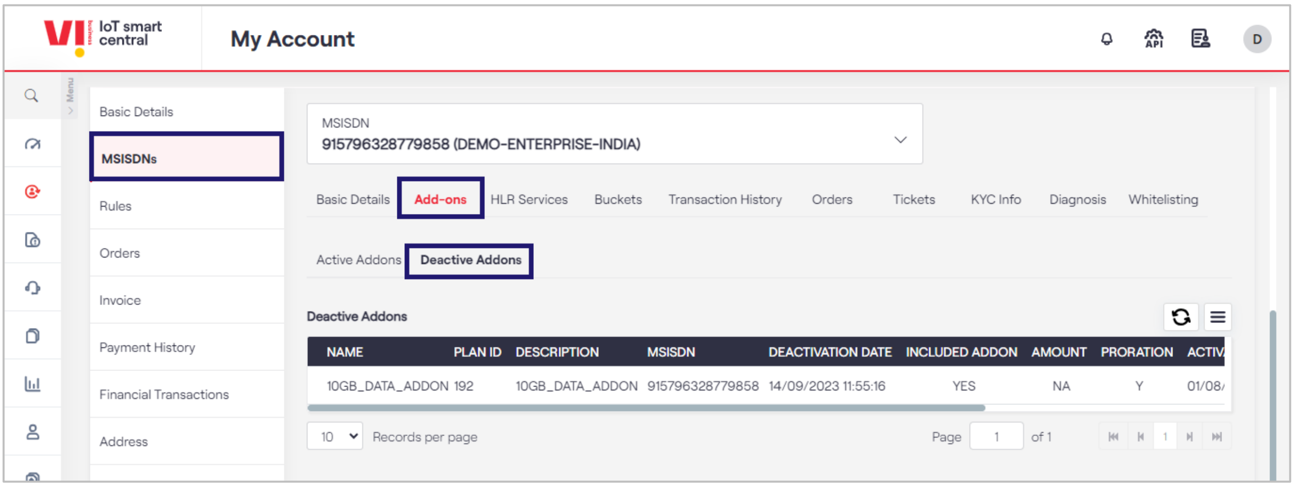
3. Enter the **Remark** to deactivate the addon in the corresponding field.

- Select the **Future Activation Date** in the calendar and it is optional.

4. Click the **Submit** button.

A success message is displayed, indicating that the addon is deactivated successfully.

- On the **My Account** screen, click the **Deactive Addons** to view the deactivated addons list. The following screen is displayed.

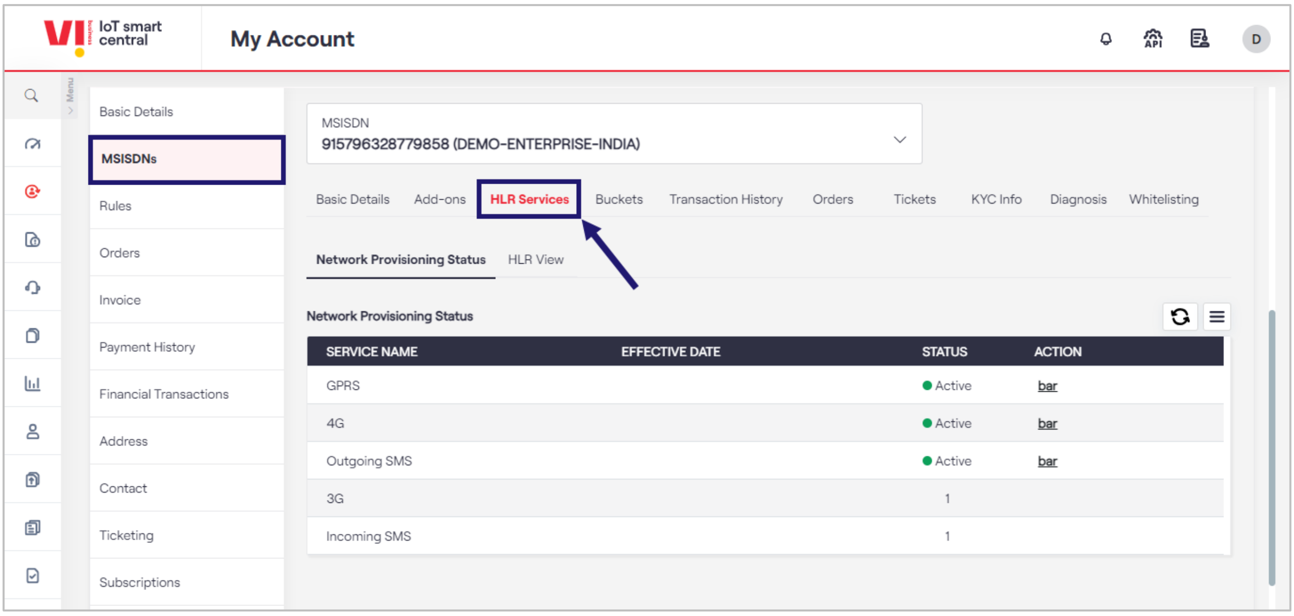


HLR Services

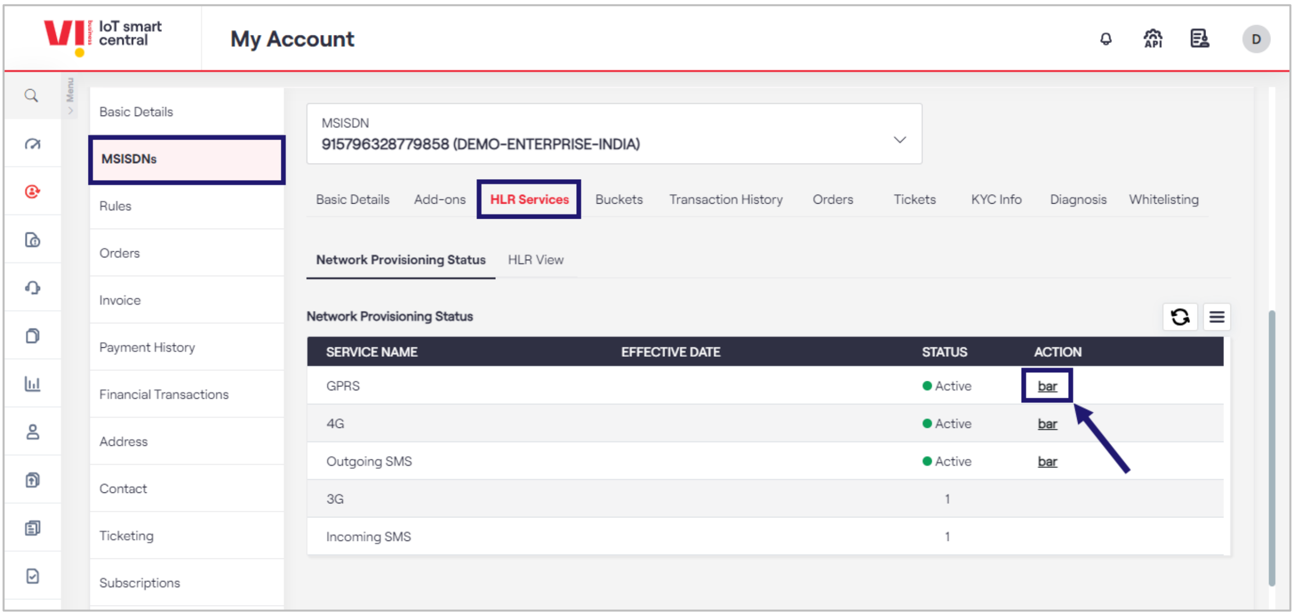
Using this option, enterprise selfcare users can view the network provisioning status and HLR view details. They can also bar and unbar the services.

To manage the HLR Services:

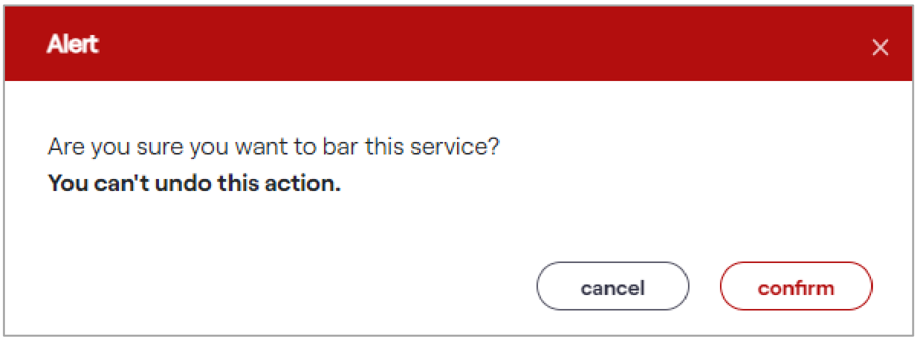
1. On the **My Account** screen, click the **HLR Services** under MSISDNs. The following HLR Services details screen is displayed.



2. On the **HLR Services** screen, click **BAR** to bar the service. Refer to the following screen.



3. After clicking the **BAR** button, the following confirm pop-up window is displayed.



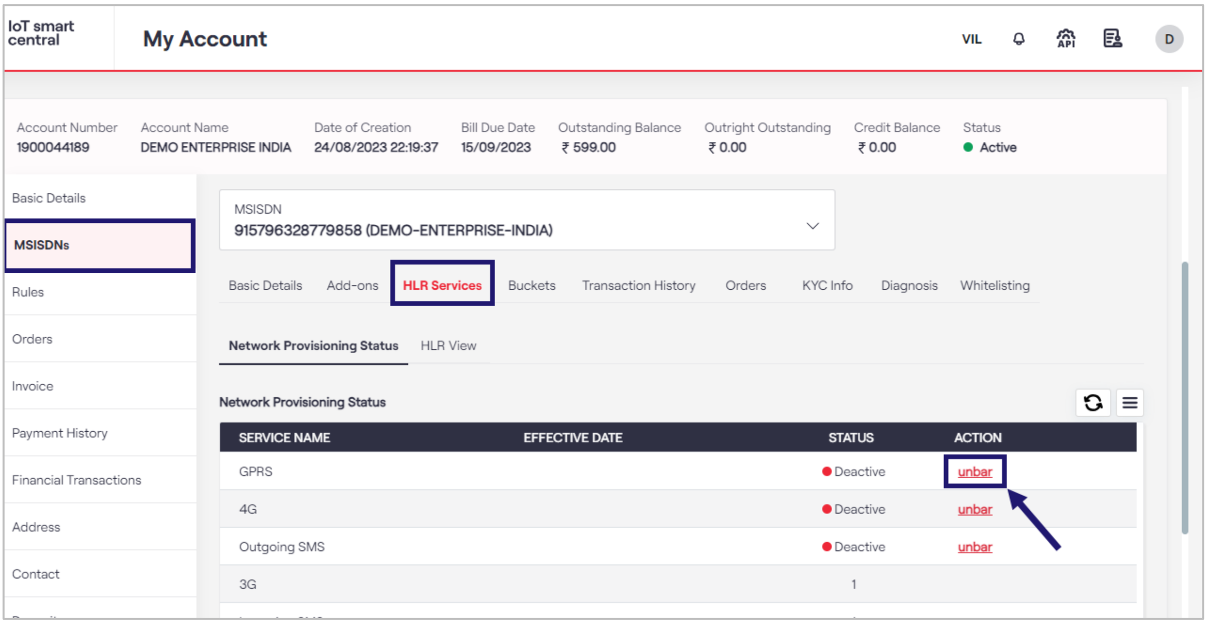
4. If you receive this confirmation message, "**Are you sure you want to bar this service? You can't undo this action**". Click "**Yes**" to confirm the action.

   If you click **Yes**, a success message is displayed indicating that the service is barred successfully.

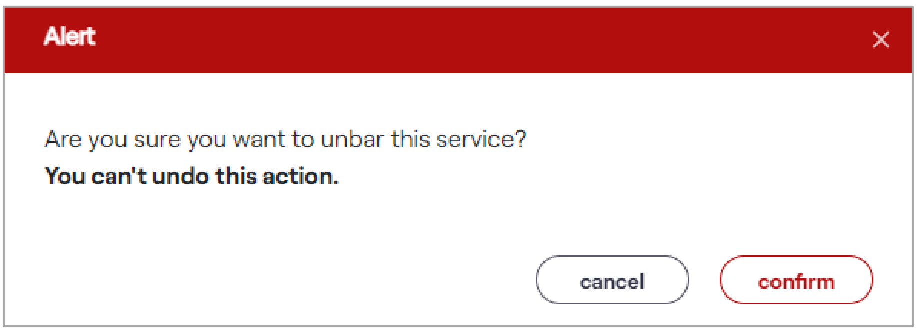
   Or

   Click "**No**" to discard the action.

5. On the **HLR Services** screen, click **UNBAR** to unbar the service. Refer to the following screen.



6. After clicking the **UNBAR** button, the following confirm pop-up window is displayed.



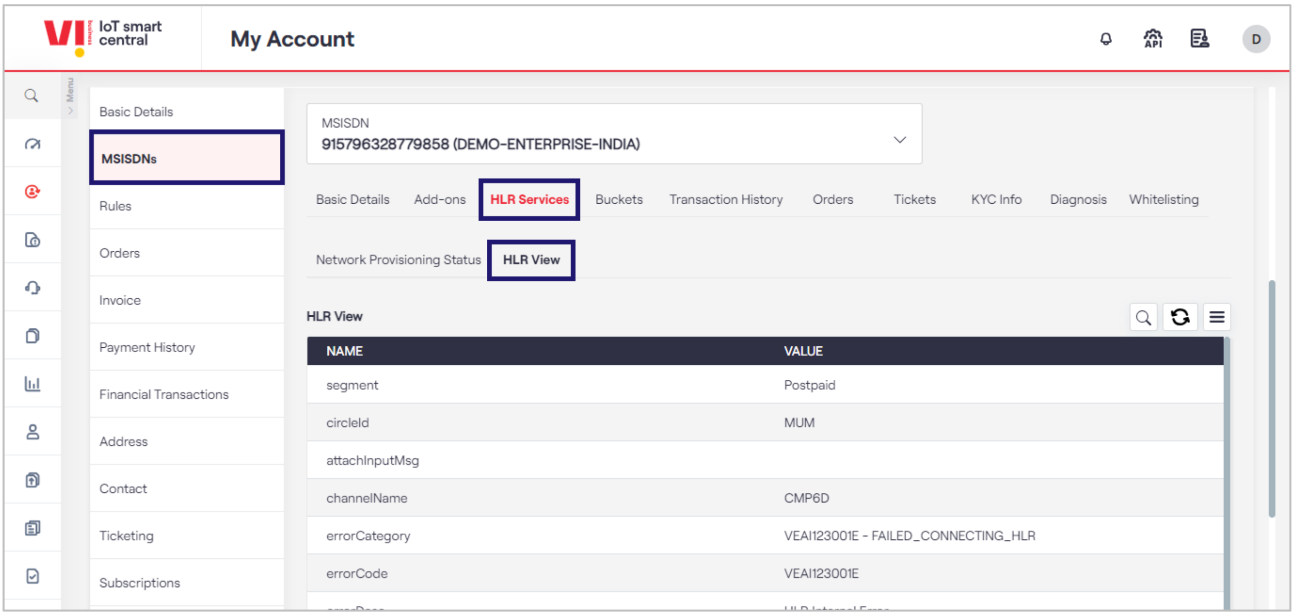
7. If you receive this confirmation message, "**Are you sure you want to unbar this service? You can't undo this action**". Click "**Yes**" to confirm the action.

If you click **Yes**, a success message is displayed, indicating that the service is unbarred successfully.

Or

Click "**No**" to discard the action.

8. On the **HRL Services** screen, click the **HRL View** tab to view the HLR details. Refer to the following screen.

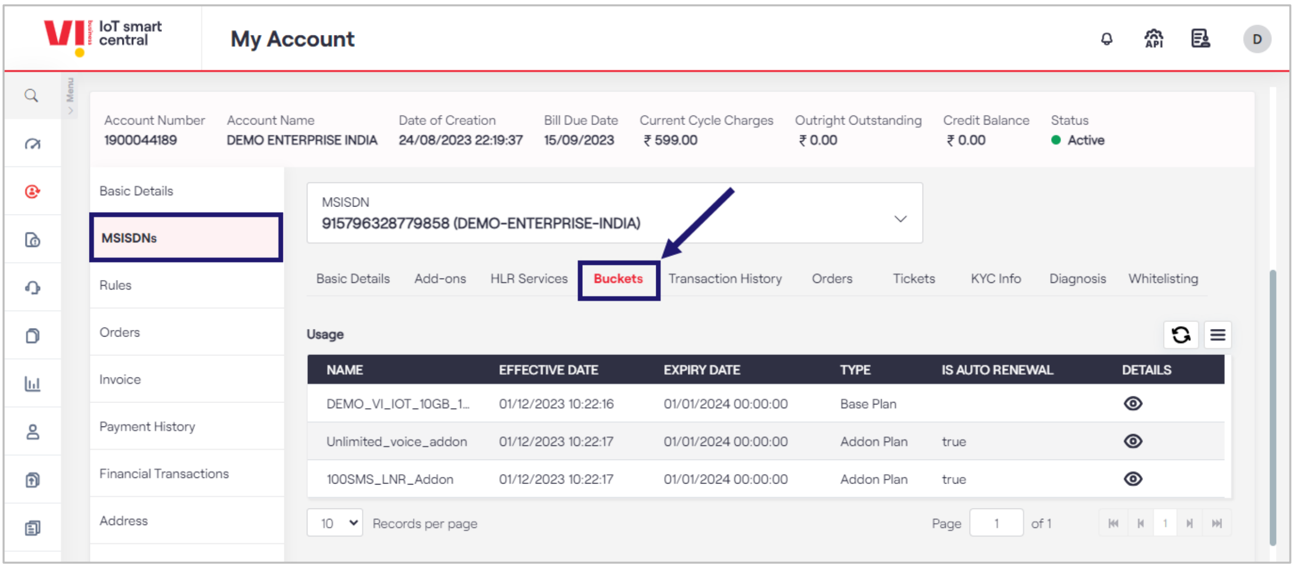


Buckets

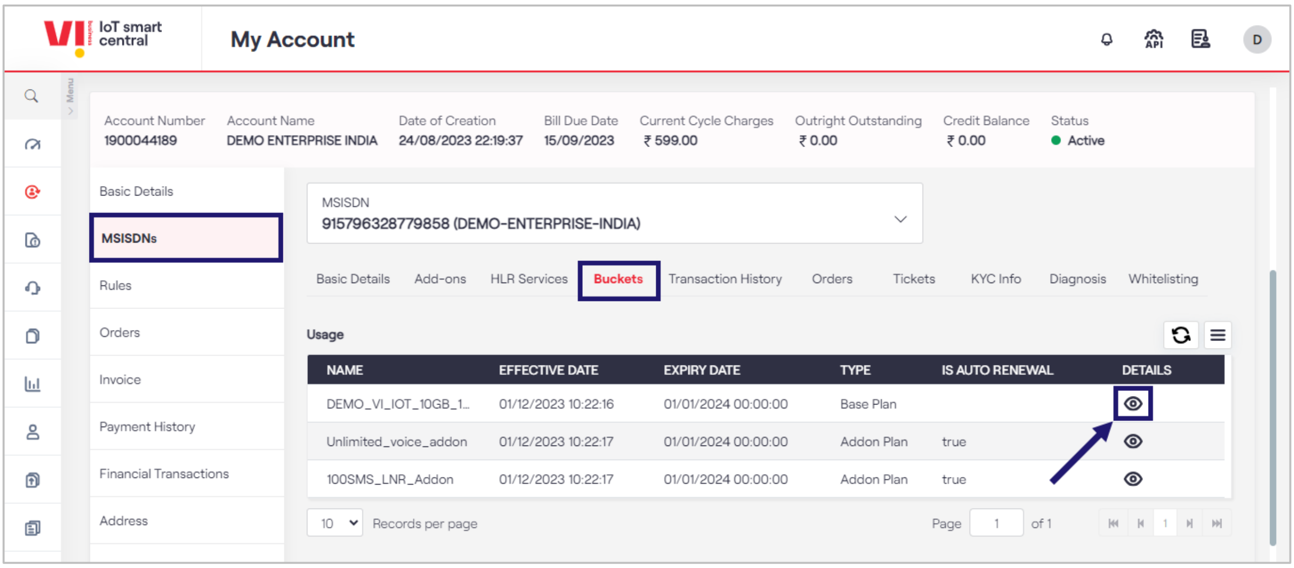
Using this option, enterprise selfcare users can view the usage details of the customer plans.

To manage the Usage:

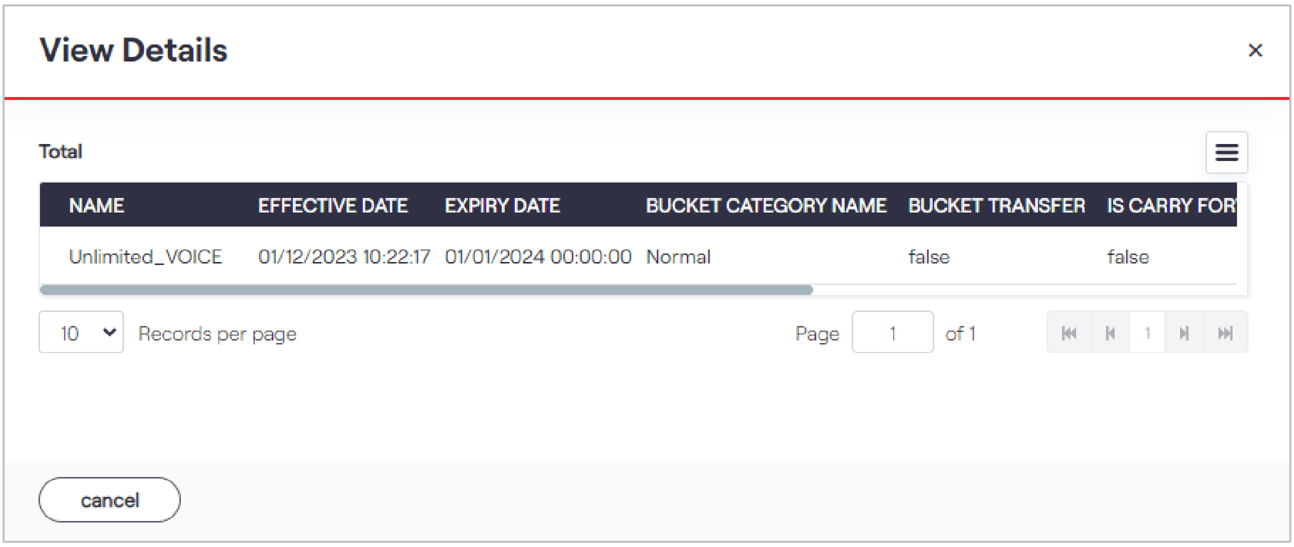
1. On the **My Account** screen, click the **Buckets** tab under MSISDNs. The following usage details screen is displayed.



- Click the **View** button to view the usage details in a detailed view. Refer to the following screen.



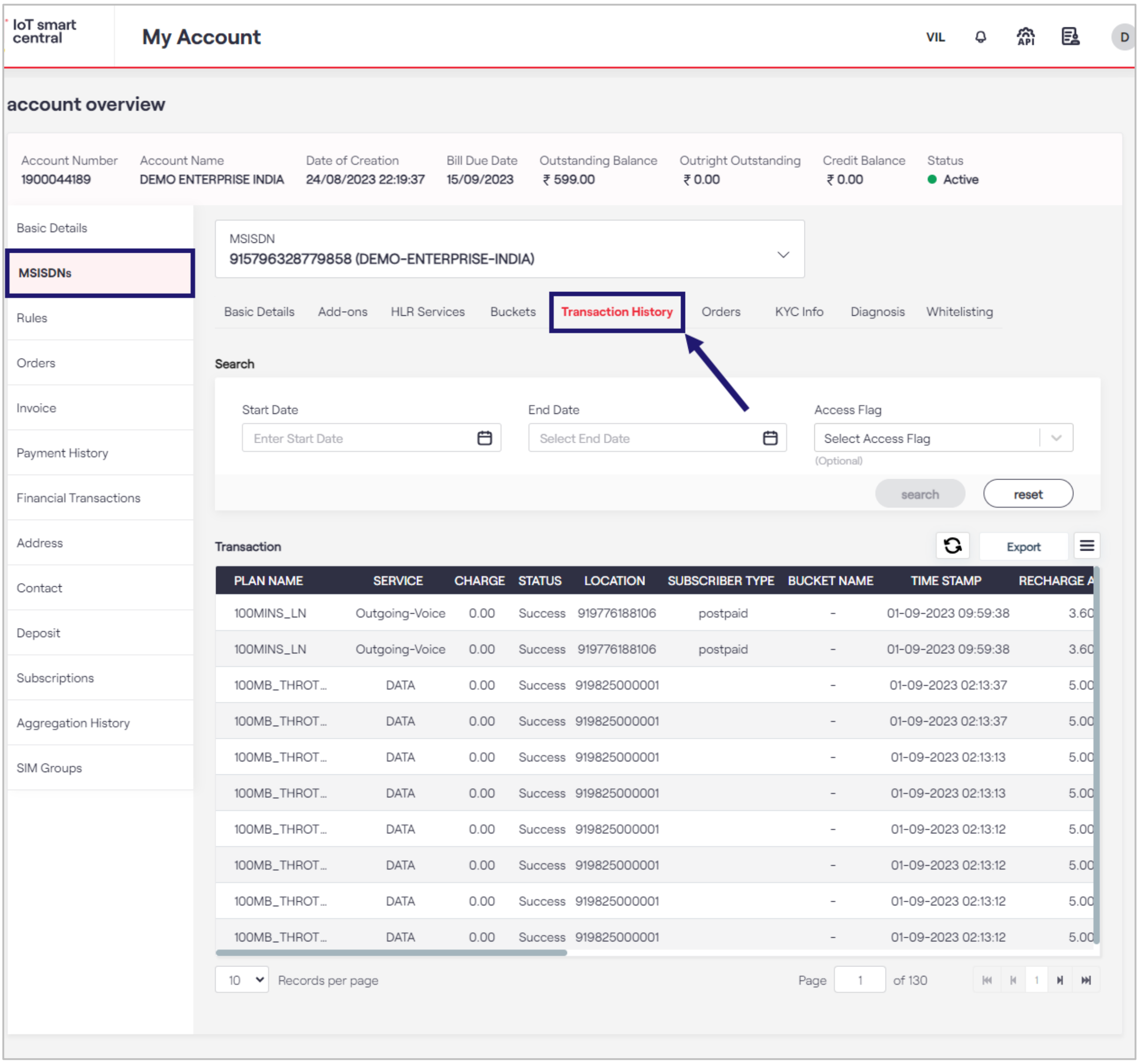
- After clicking the **View** button, the following screen is displayed.



Transaction History

This option allows the enterprise selfcare users to view the total transaction summary under the account.

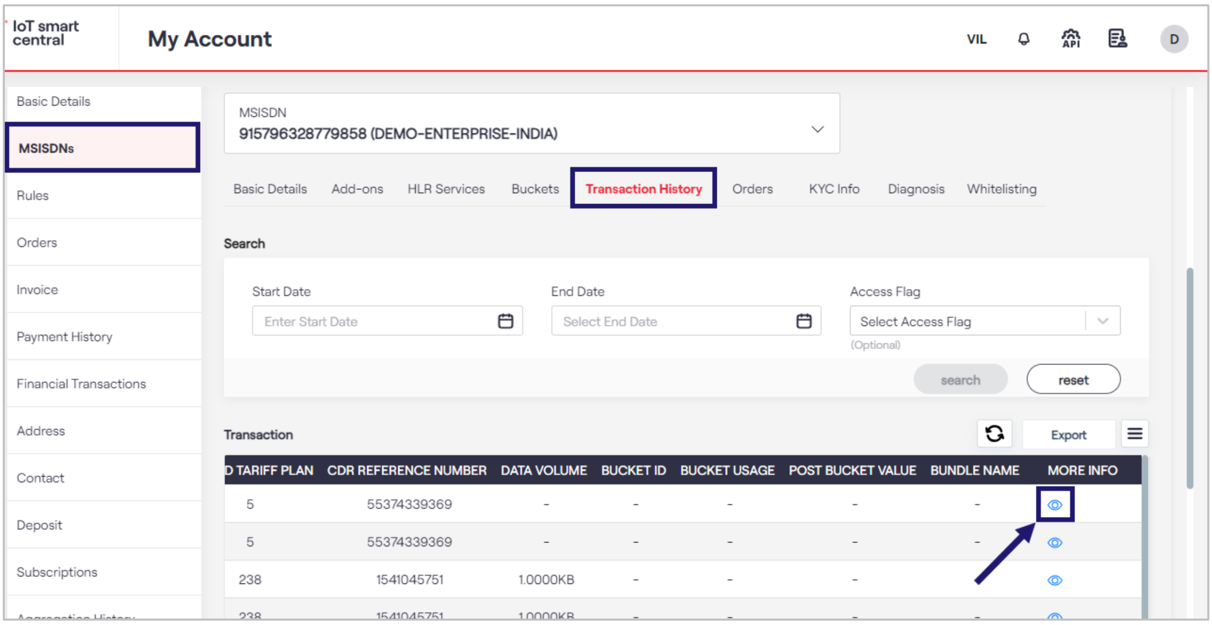
1. On the **My Account** screen, click the **Transaction History** tab under accounts. The following screen is displayed.



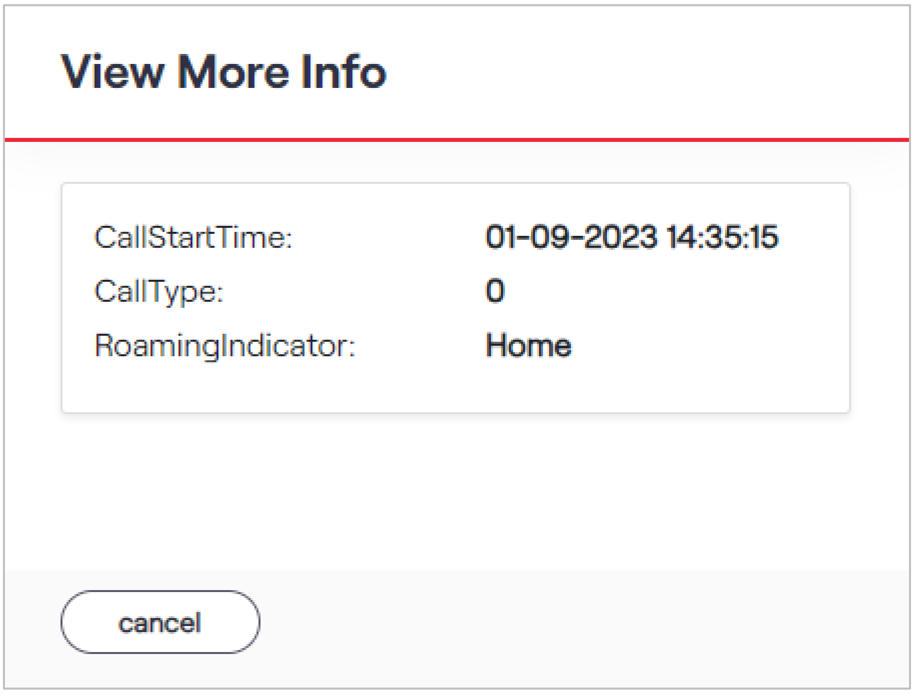
2. Select the **Start Date** and **End Date** in the corresponding fields and click the **Search** button.

The transaction history is displayed in that specific period only.

- On the **Transaction History** screen, click the **View** button to view more information. Refer to the following screen.



- After clicking the **View** button, the following screen is displayed.

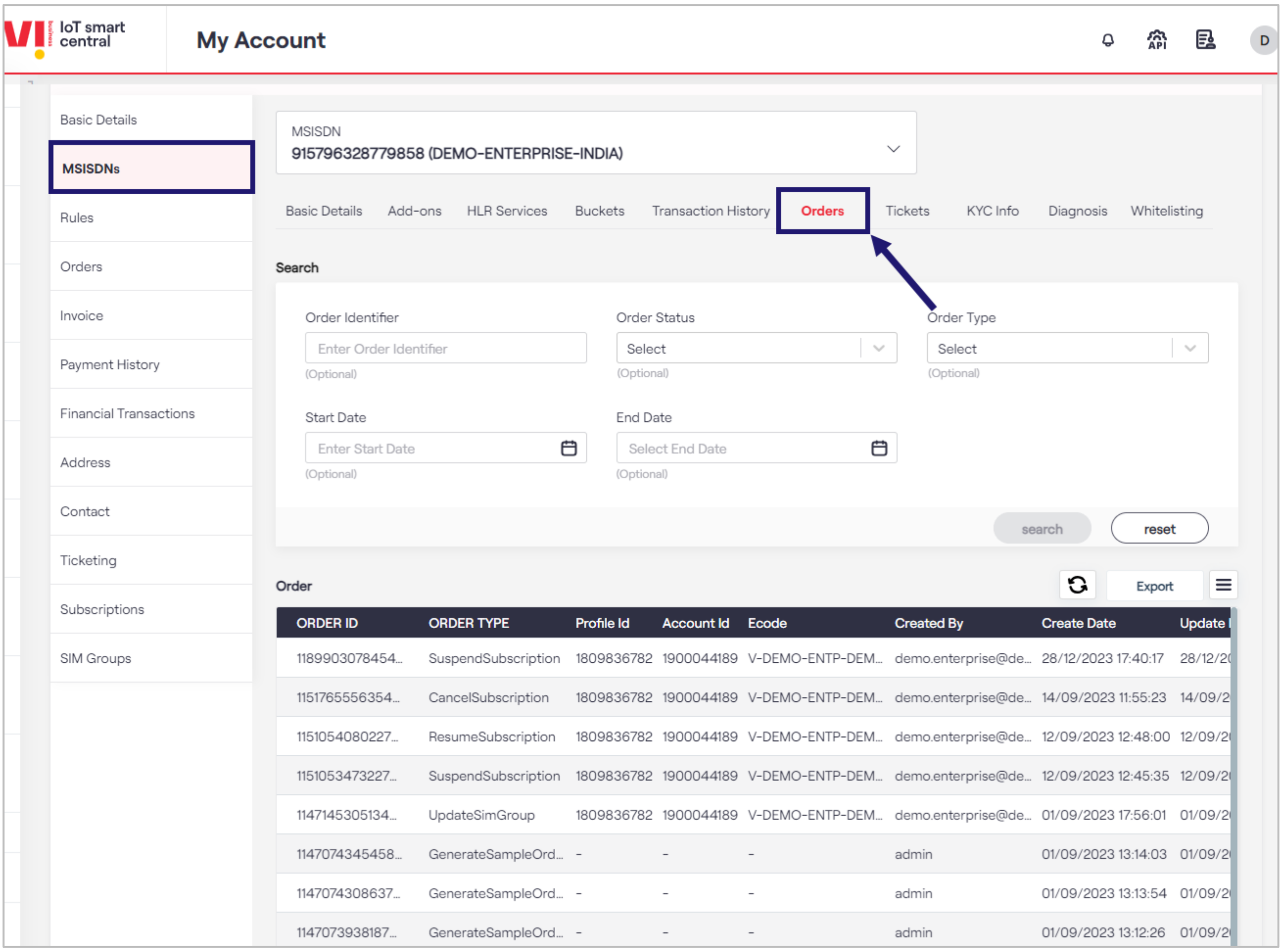


Orders

This option allows the enterprise selfcare users to view the order stages which are placed by the customers. Substages of the orders also will be displayed over here. Each order will show from the start to the completed stages.

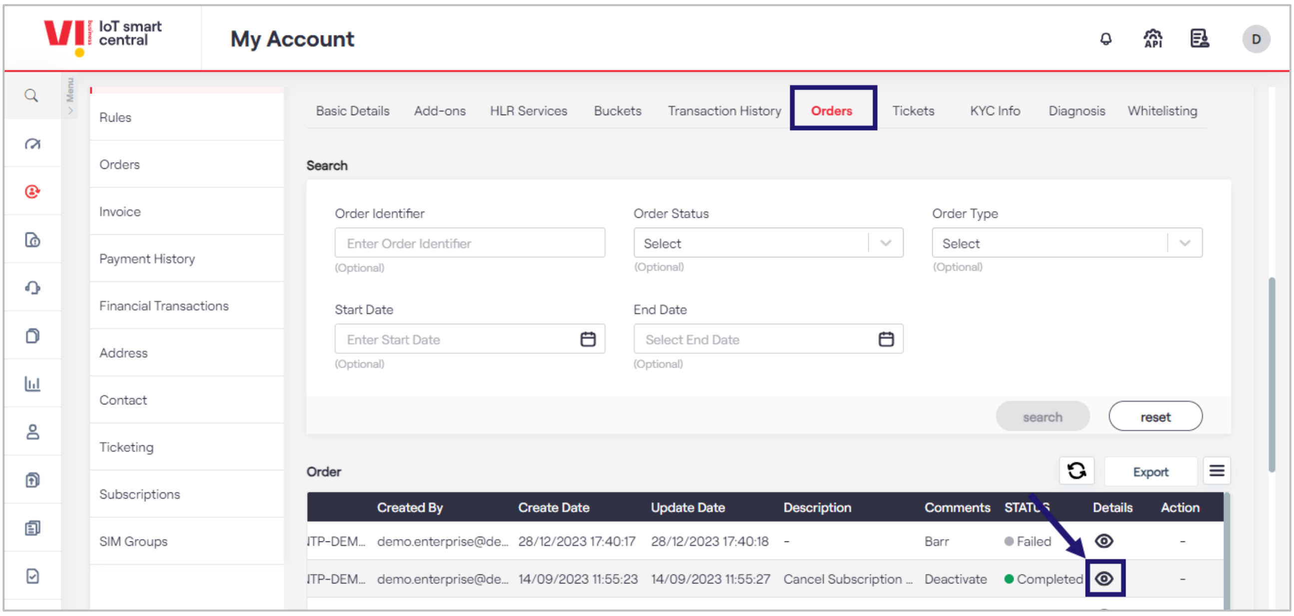
To view the orders:

1. On the **My Account** screen, click the **Orders** tab under MSISDNs. The following screen is displayed.

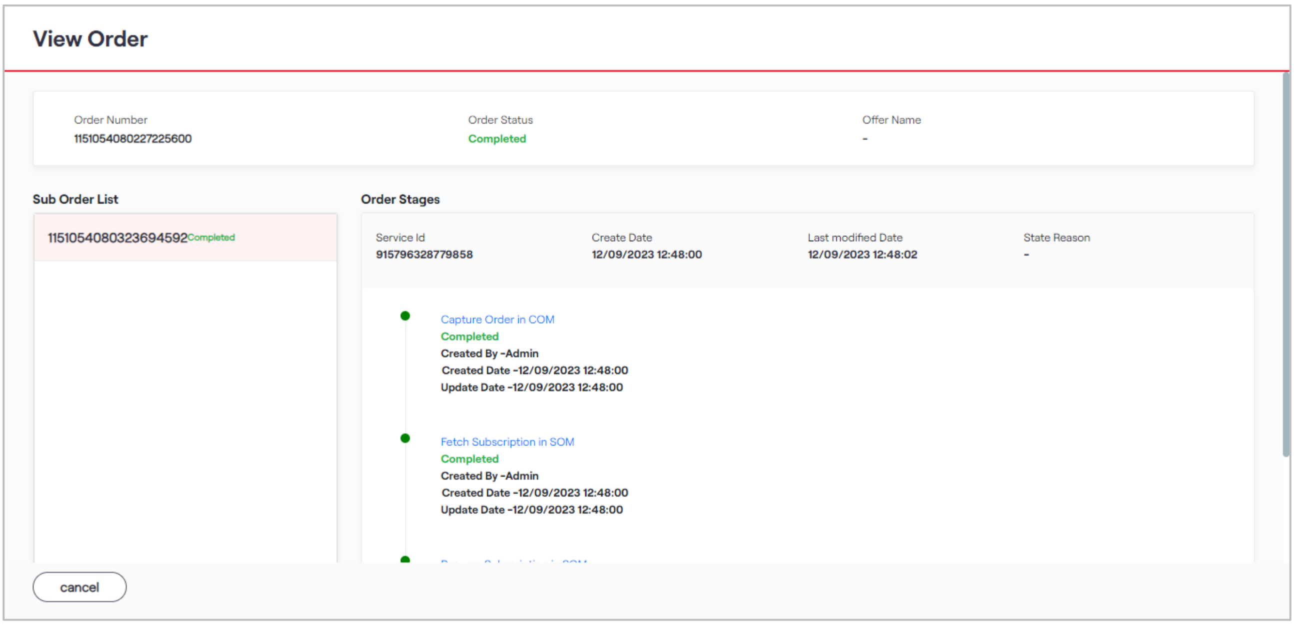


<u>To view order details:</u>

1. On the **Orders** screen, click the **View** button to view the order details. Refer to the following screen.



2. After clicking the **View** button, the following screen is displayed.

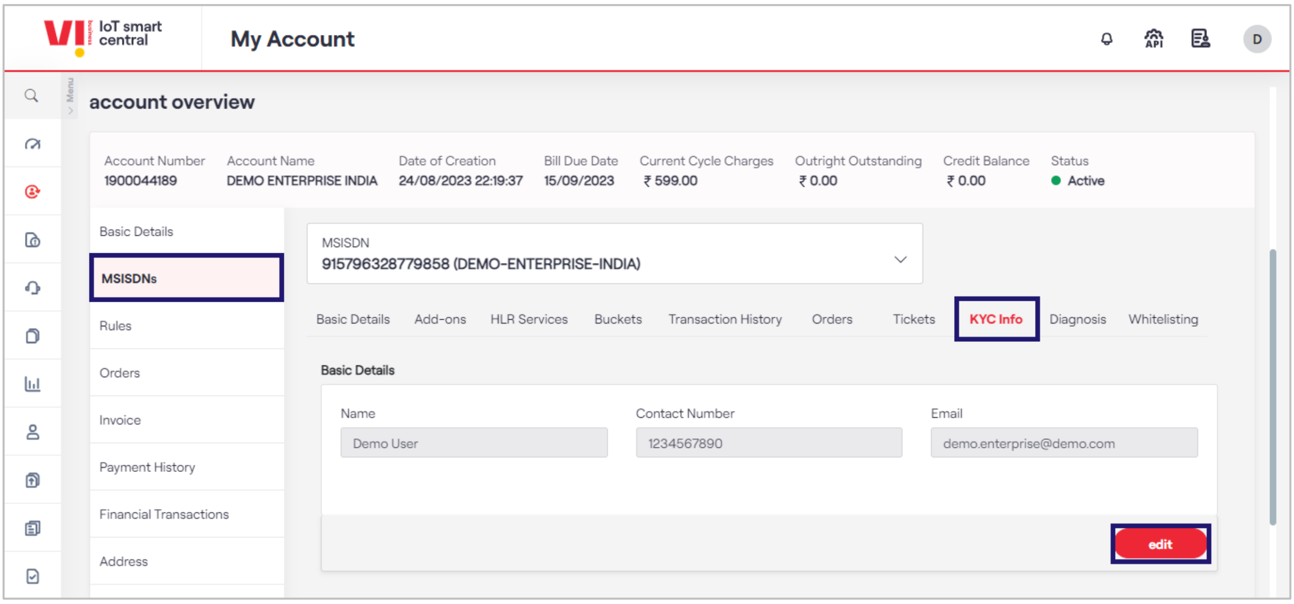


KYC Info

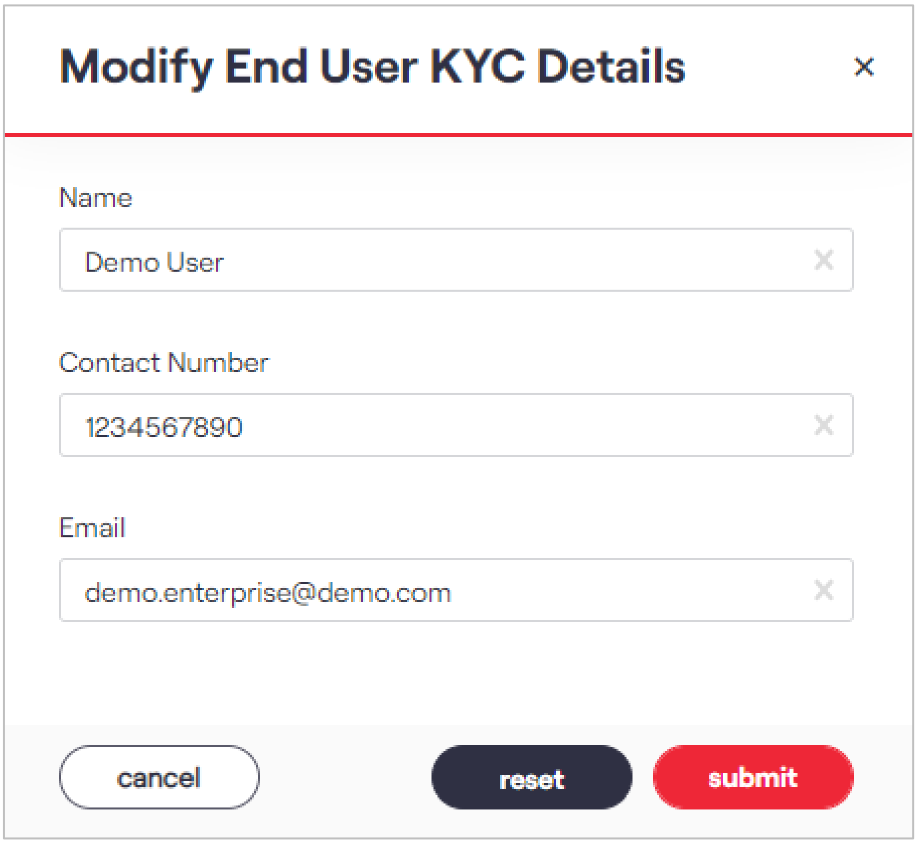
This option allows the end user to update the customer KYC details, such as Name, Contact Number, and Email.

To manage the KYC Info:

1. On the **My Account** screen, click the **KYC Info** tab under MSISDNs. The following KYC details screen is displayed.



2. Click the **Edit** button to edit the KYC details. The following screen is displayed.



3. Update the necessary details and click the **Submit** button.

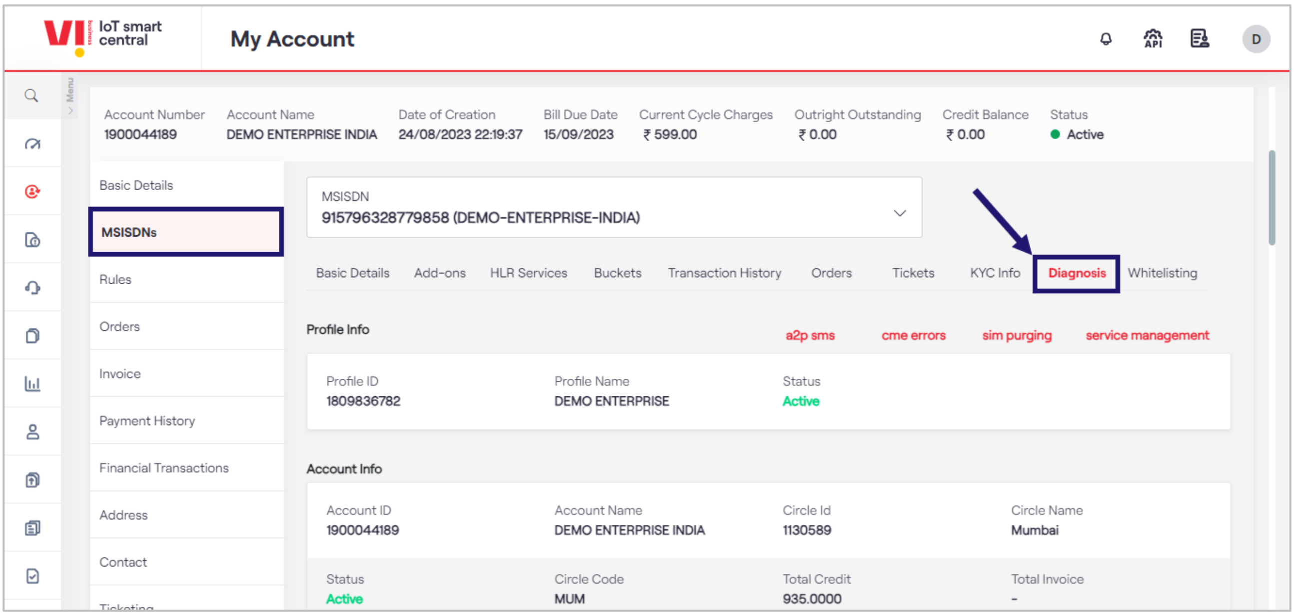
A success message is displayed, indicating that the KYC details are updated successfully.

Diagnosis

Enterprise Users can diagnose and troubleshoot the endpoints if they are facing some connectivity issues. All the diagnosis methods will not be provided to enterprise users.

To manage the diagnosis:

1. On the **My Account** screen, click the **Diagnosis** tab under services. The following Diagnosis details screen is displayed.



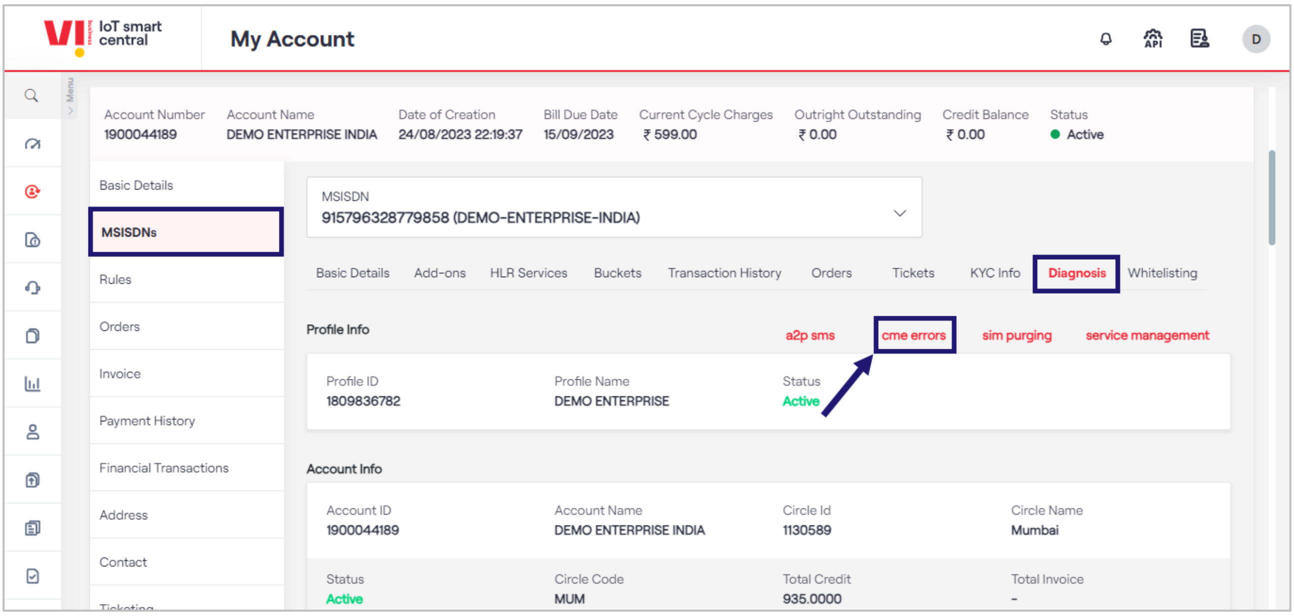
Note

Scroll down the page to view all the diagnosis details.

The following diagnosis details are displayed.

- **Profile Info**
- **Account Info**
- **Service Info**
- **HSS Details**
- **Location Info**
- **Subscriber Details**
- **Network Details**
- **Inventory Details**
- **Latency Details**

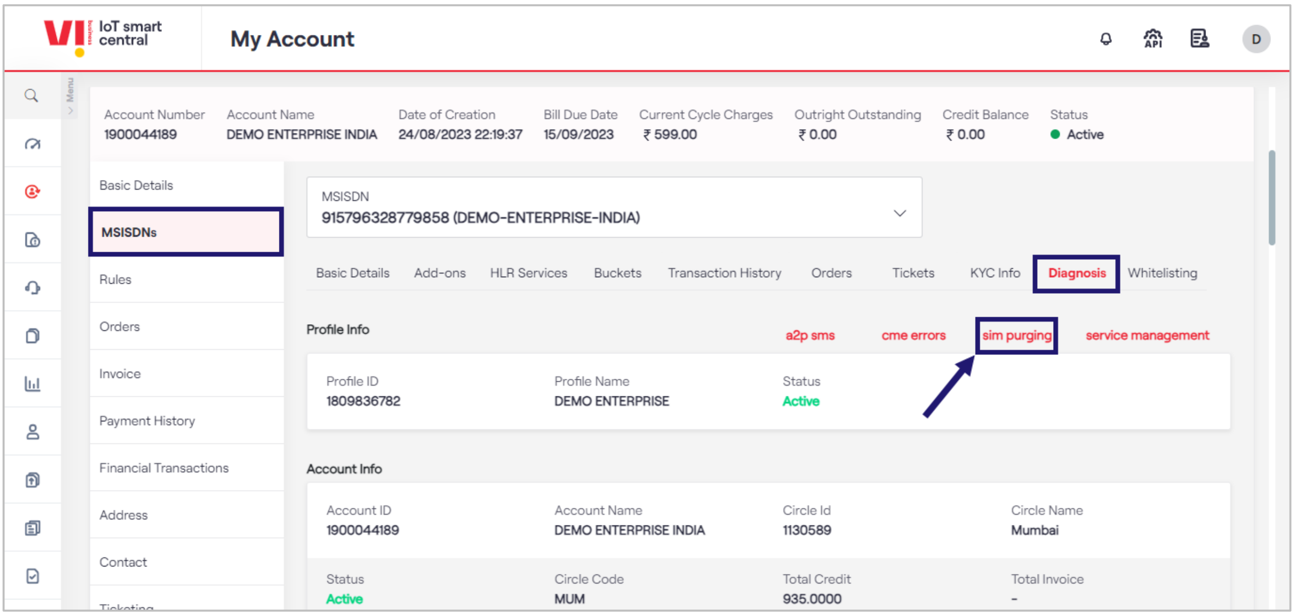
2. On the **Diagnosis** screen, click the **CME Errors** to view the CME error details. Refer to the following screen.



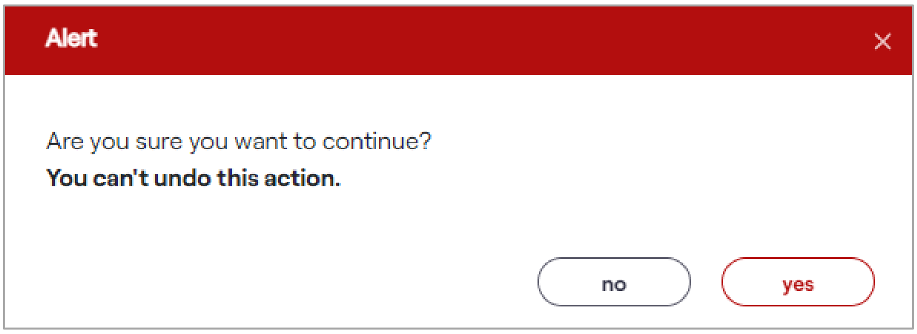
- Select the **From** and **To Date** and click the **Search** button.

The CME Error details will be displayed.

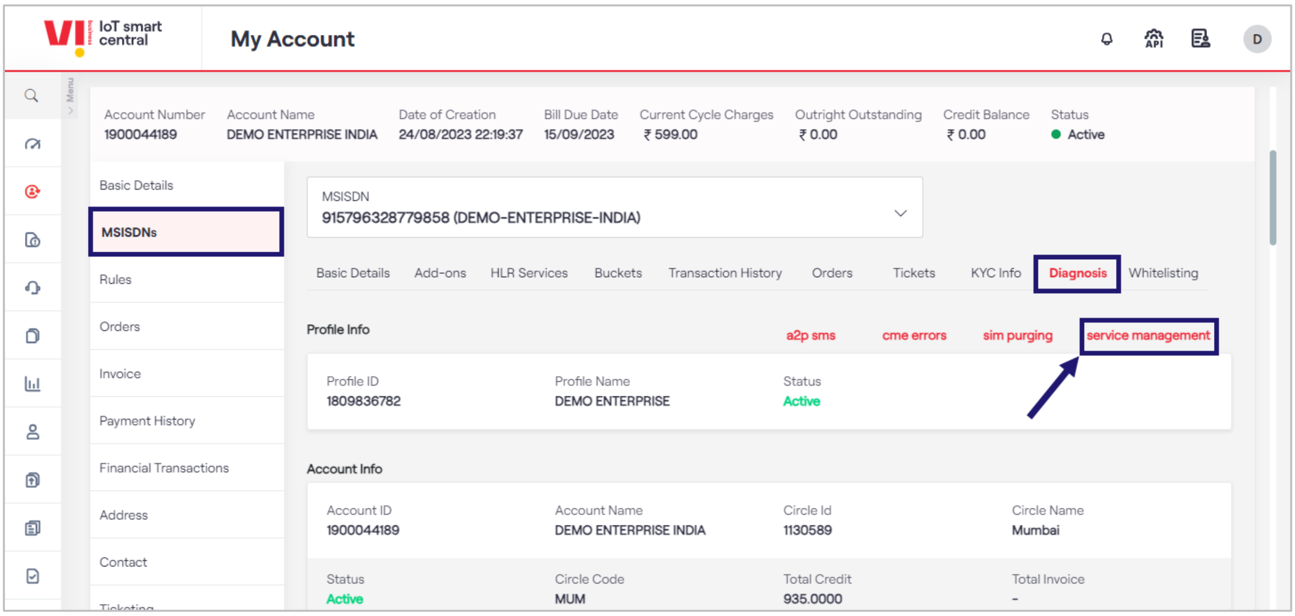
3. On the **Diagnosis** screen, click **SIM Purging** to purge the sim. Refer to the following screen.



4. The confirmation pop-up message will be displayed.



5. Click the **Yes** button to purge the sim.
6. Click the **Service Management** to manage the network provisioning status and HLR view. Refer to the following screen.



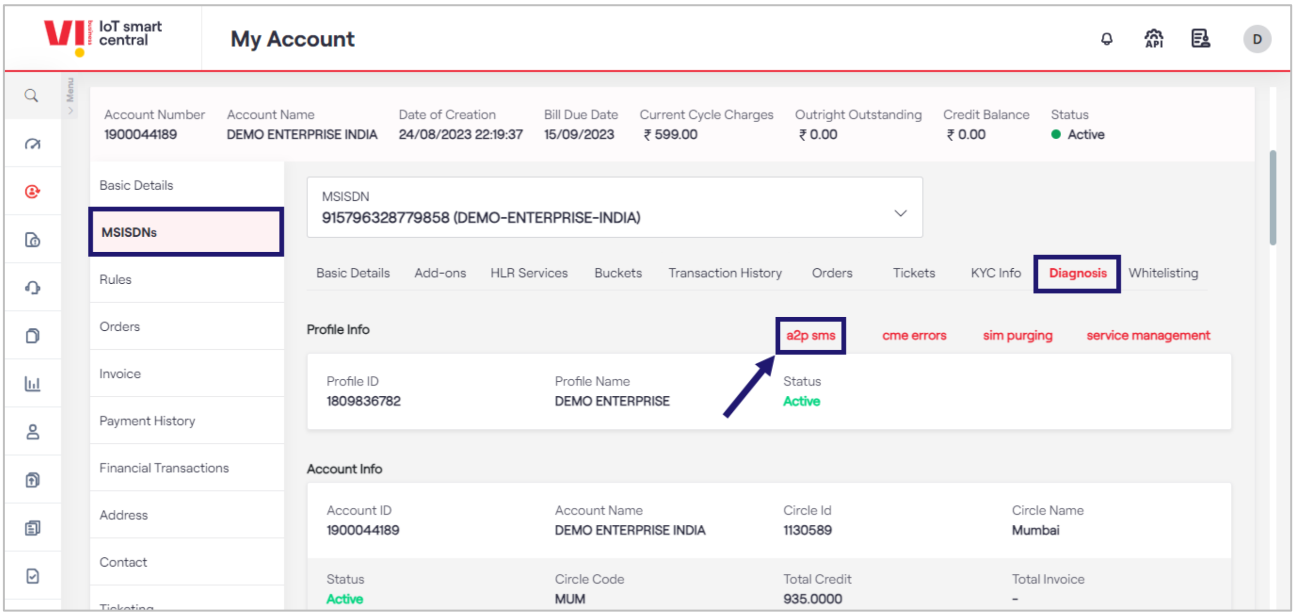
To manage the Service Management details, refer to the section **HLR Services**.

A2P SMS

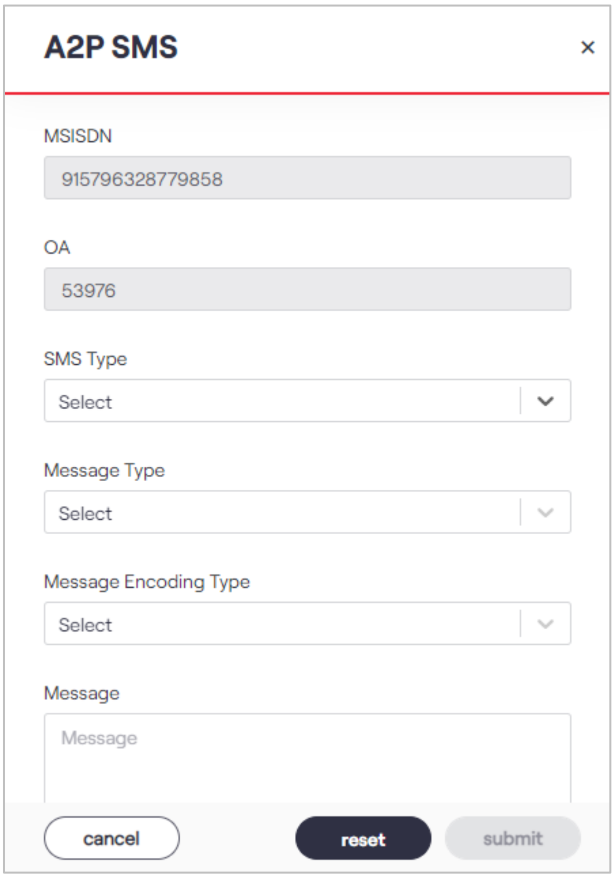
Using this option, enterprise selfcare users can send A2P SMS.

To manage the a2p SMS:

1. On the **My Account** screen, click **A2P SMS** under the diagnosis. Refer to the following screen.



2. After clicking the **A2P SMS**, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
MSISDN	By default, the MSISDN number of the user is displayed.
OA	By default, the originating address is displayed
SMS Type	The SMS type can be A2P SMS and Wakeup SMS.
Message Type	Select the message type as "**Text**" in the drop-down list. The message will be delivered in the text format.
Message Encoding Type	The following message encoding types are available in the drop-down list. • Alphabet/Text • ASCII • Binary
Message	Enter the text message in this field.

4. After entering all the required details, click the **Submit** button.

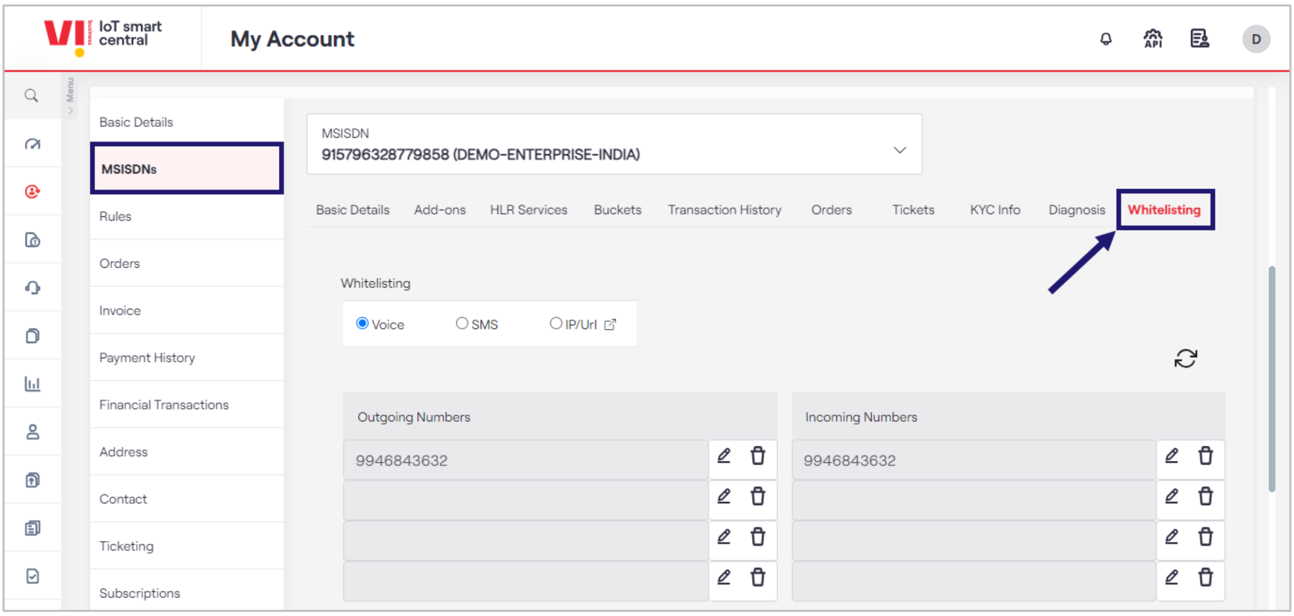
A success message is displayed, indicating that the A2P SMS is sent successfully.

Whitelisting

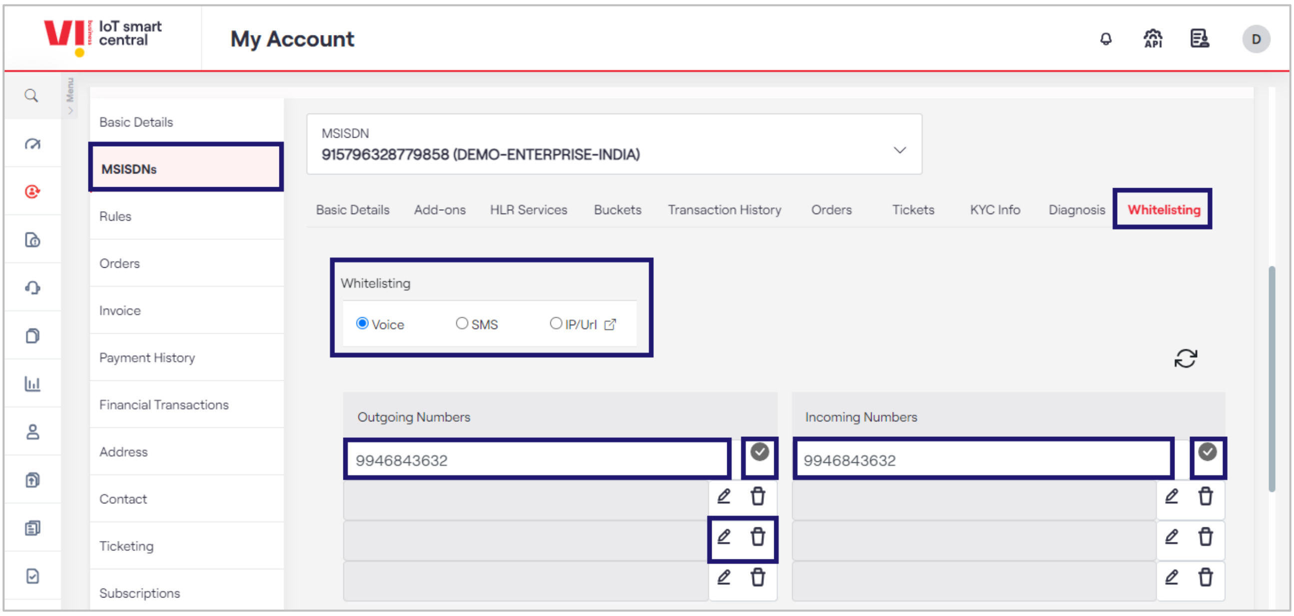
Using this option, enterprise selfcare users can add the whitelisted numbers for voice and SMS. The whitelisting can be added for incoming and outgoing numbers for voice or SMS or IP/URL.

To manage the Whitelisting:

1. On the **My Account** screen, click the **Whitelisting** tab under MSISDNs. The following whitelisting details screen is displayed.



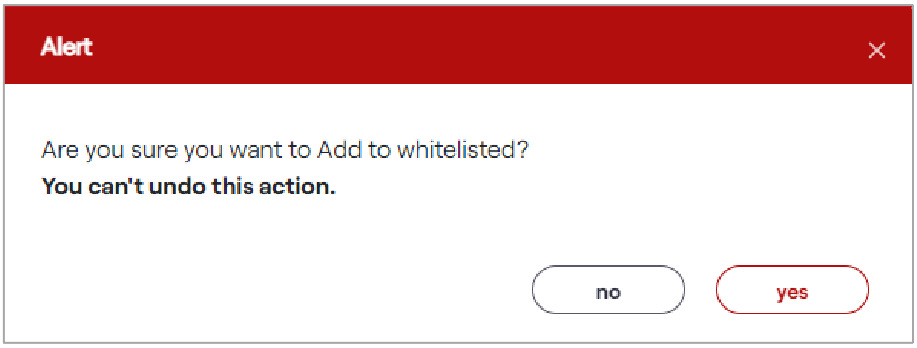
2. Select the required whitelisting radio box and add the **Incoming** and **Outgoing** numbers to add the whitelisting. Refer to the following screen.



Note:

- If users select the **IP/URL** option, they will be redirected to the third-party whitelisting environment, as explained in the section below.

3. After entering the numbers, click  to add them to whitelisted.
4. The following confirmation pop-up window is displayed.



5. If you receive this confirmation message, "**Are you sure you want to Add to Whitelisted? You can't undo this action**". Click "**Yes**" to confirm the action.

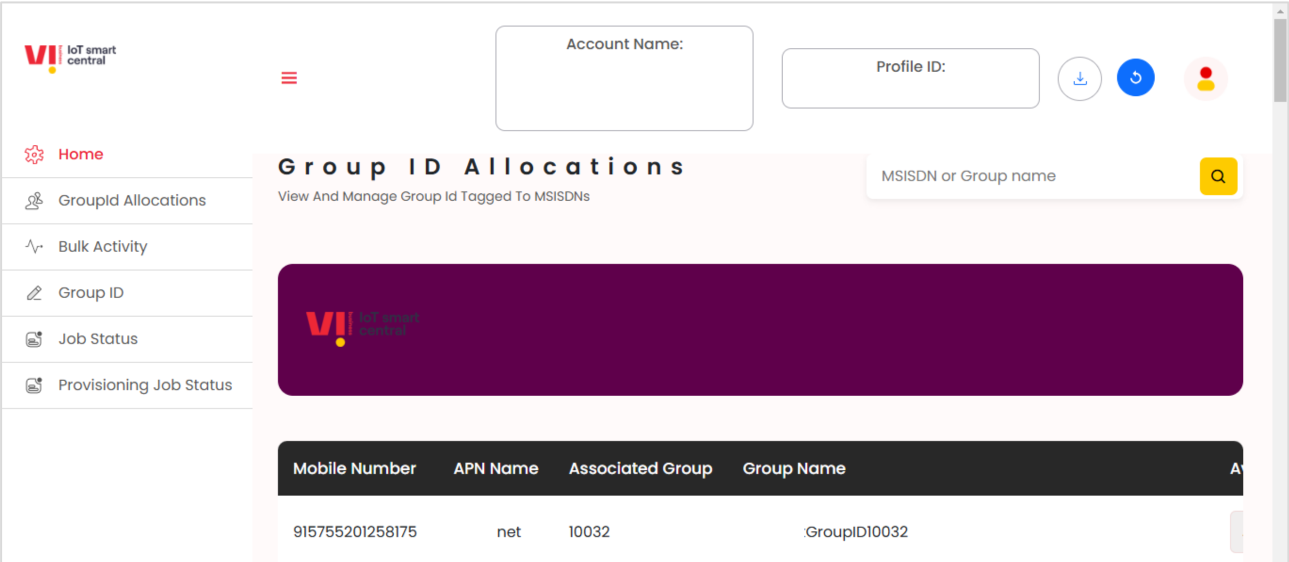
   If you click **Yes**, a success message is displayed indicating that the numbers are added to the whitelisted successfully.

   Or

   Click "**No**" to discard the action.

Whitelisting Platform

If users select the IP/URL option in the Whitelisting section under the customer's account, they will be redirected to the third-party whitelisting environment as depicted below.



The top right-hand corner will display information such as the **Enterprise Name** and **Profile ID** of the redirected user.

- Click the **Download** button to view the downloaded file details.
- Click the **Refresh** button to refresh the page.

Users can manage the following operations:

- Group ID
- Group ID Allocations
- Bulk Activity
- Job Status
- Provisioning Job Status
- APN Allocations

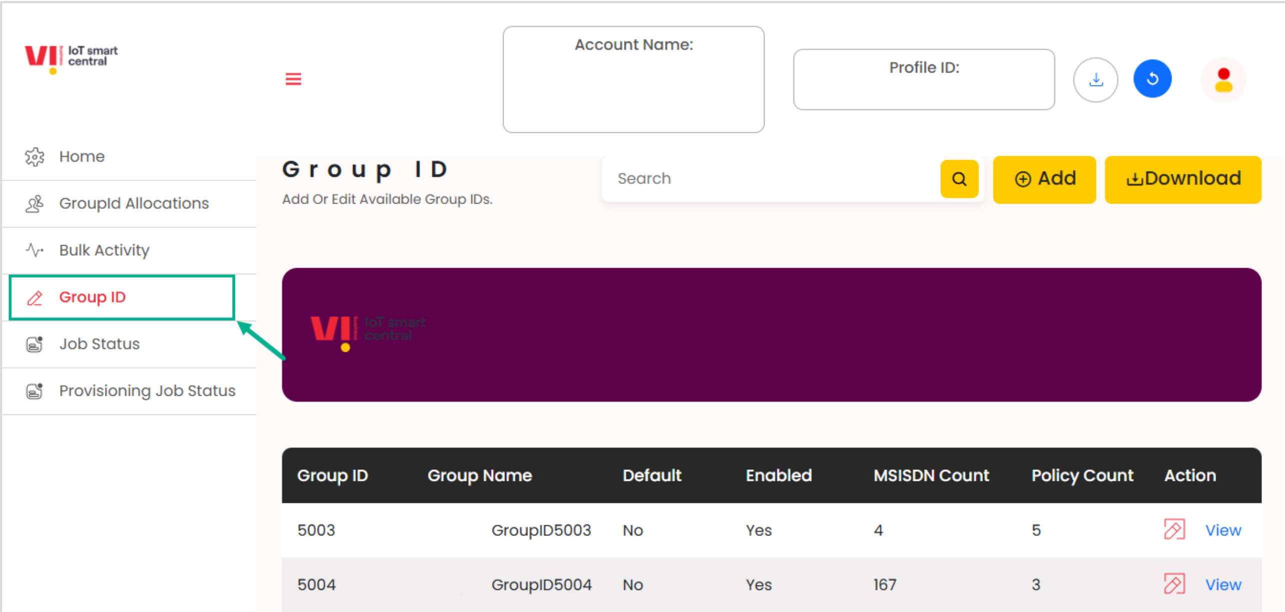
Group ID

The Group ID section allows users to manage group allocations and policies within the IoT Smart Central platform.
Users can manage the following operations:

- Add Group IDs and define their policies.
- Select applications and communication protocols.
- Modify existing Group ID policies

To manage the Group ID:

1. On the side menu, click **Group ID** to view group ID details. Refer to the following screen.



- Click the **Download** button to download the group ID.

The following is the attached sample policy and Group list file:

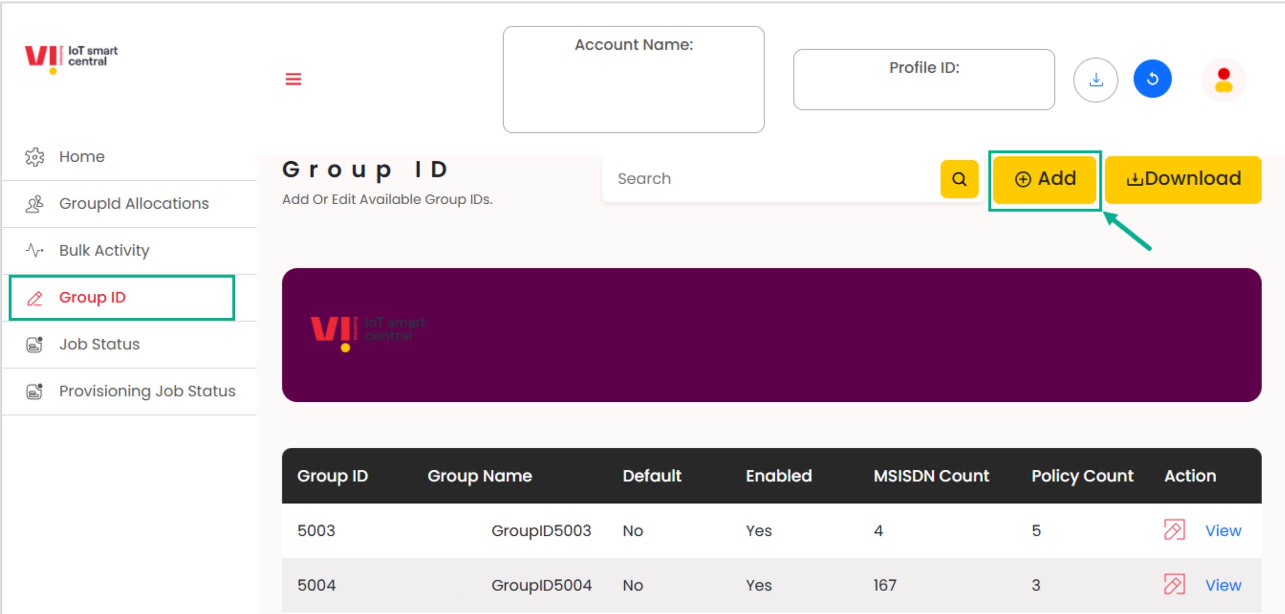
download_policy_and_group_list.csv

Add, View, and Modify the Group ID

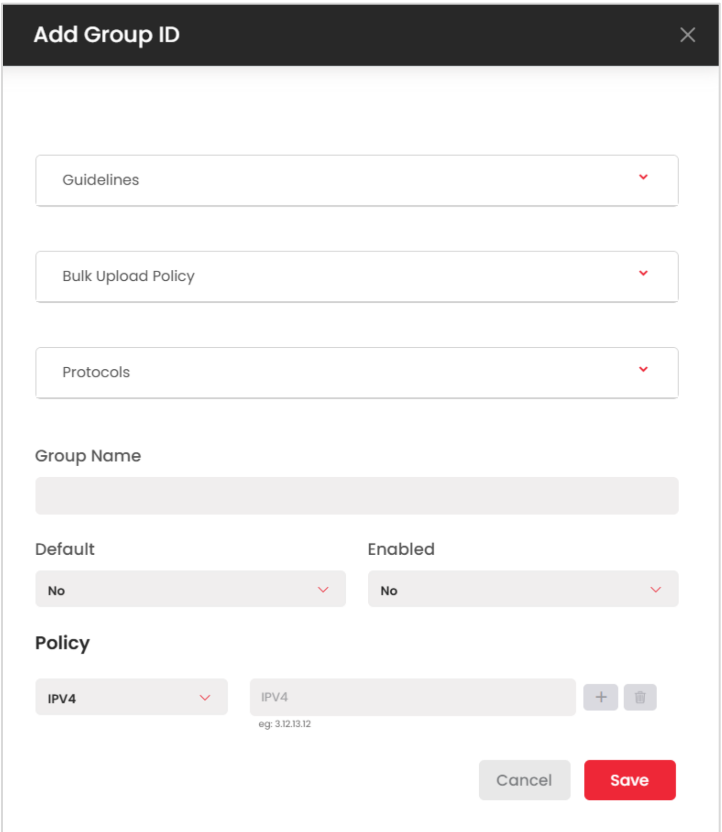
Using this option, users can create a new group ID.

<u>To create a new group ID:</u>

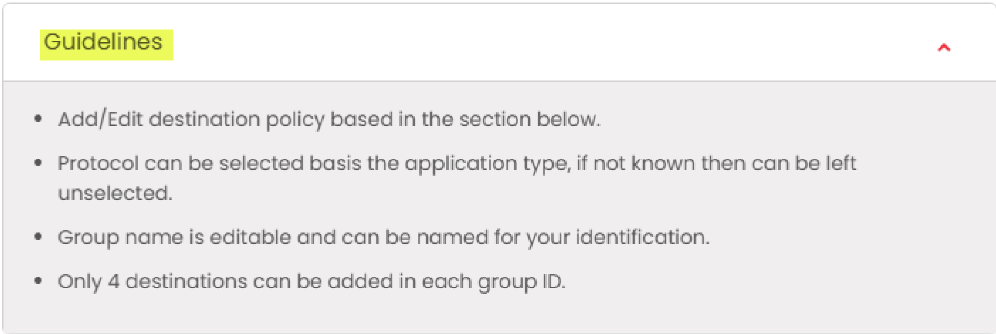
1. On the **Group ID** screen, click the **Add** button. Refer to the following screen.

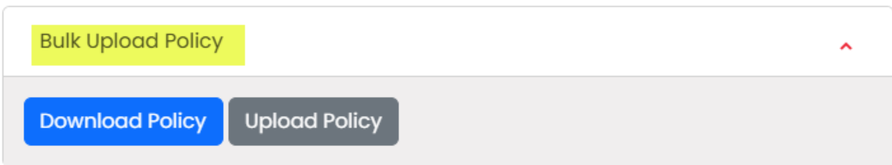


2. After clicking the **Create** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

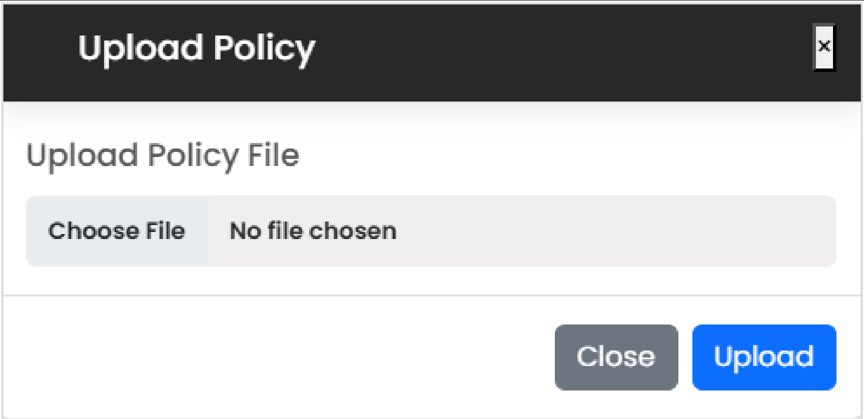
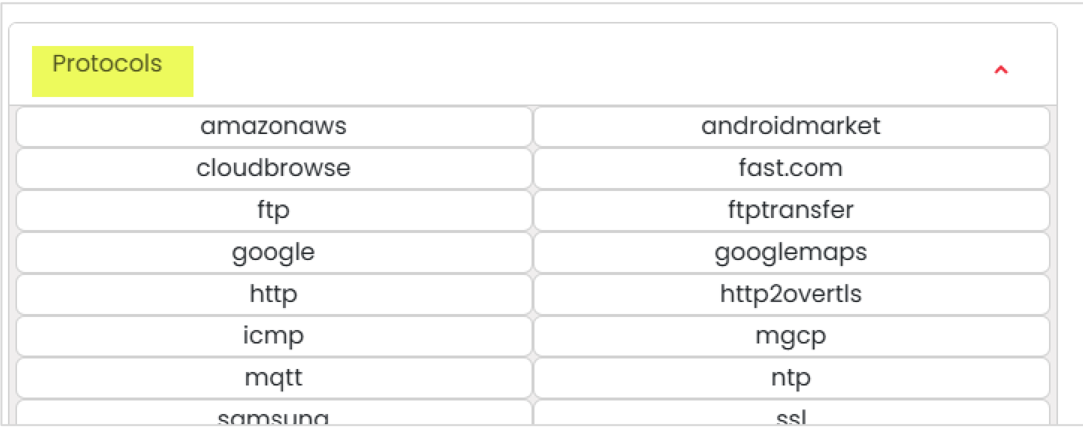
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Guidelines</td><td>Click the Arrow button to view the guideline details. The following screen will be displayed.


Add/Edit destination policy based on the section below.
The protocol can be selected based on the application type, if not known then can be left unselected.
Group names are editable and can be named for your identification.
Only 4 destinations can be added to each group ID.
</td></tr>
<tr><td>Bulk Upload Policy</td><td>Click the Arrow button to upload the policy details. The following screen will be displayed.


Click the Download Policy button to download the bulk group policy.

The bulk group policy will be downloaded.
The following is the attached sample policy file:
-bulkgrouppolicy.xlsx

Click the Upload Policy to upload the bulk group policy. The following screen will be displayed.
</td></tr>
</table>

	 • Choose the file that is stored in the system and click the **Upload** button to upload the policy.
Protocol	Click the **Arrow** button to select protocols. The following screen will be displayed.  • Select the communication and application protocols listed under the Protocols section. **Note**: Multiple protocols can be selected.
Group Name	Enter the name of the group.
Default	Select the Default in the drop-down list. For example, “Yes” or “No”. If the user selects "**Yes**" to enable all Group IDs. The selected one will become the default. Setting a Group ID as default ensures that all future MSISDNs provisioned to the enterprise account are automatically tagged to this Group ID.
Enable	Select the Enabled in the drop-down list. For example, “Yes” or “No”.
Policy	Select the policy required for MSISDN mobile data access from the drop-down list. The following screen will be displayed. 

- For example, if the "IPV4 + Port" option is selected, the sample field should display both the IPV4 address and the Port name.
- Click the **Add** button to add multiple policy details. Refer to the following screen.

- Click the **Delete** button to delete the existing policy.

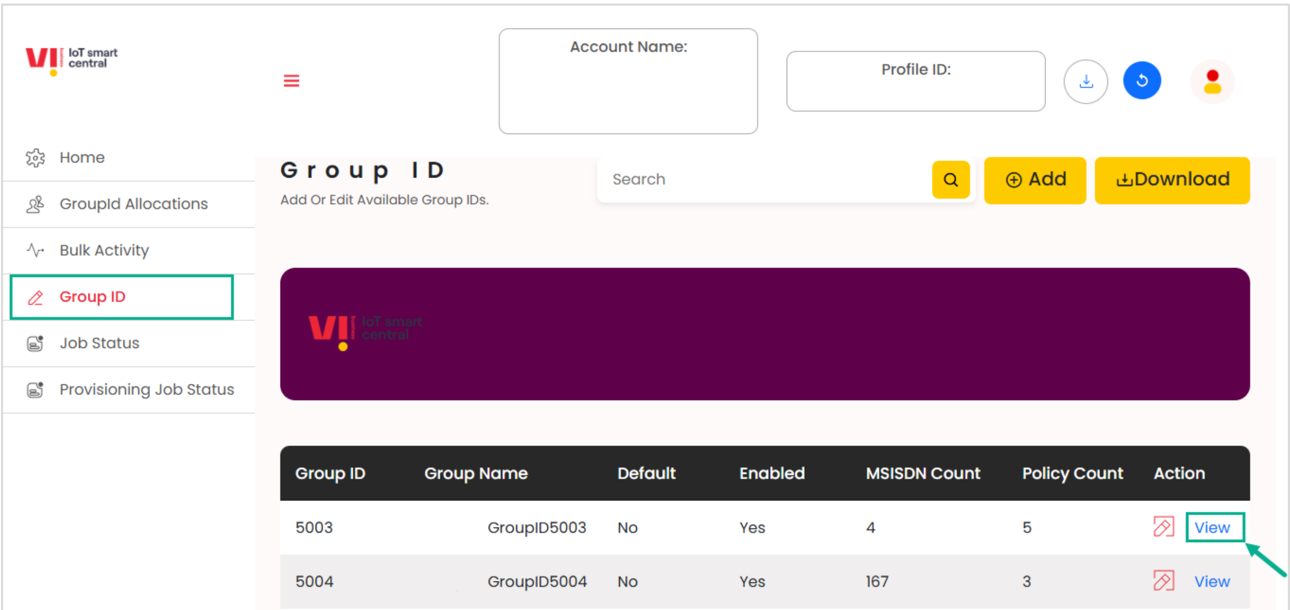
4. After entering all the required details, click the **Save** button.

A confirmation message is displayed, indicating that the Group ID is created successfully.

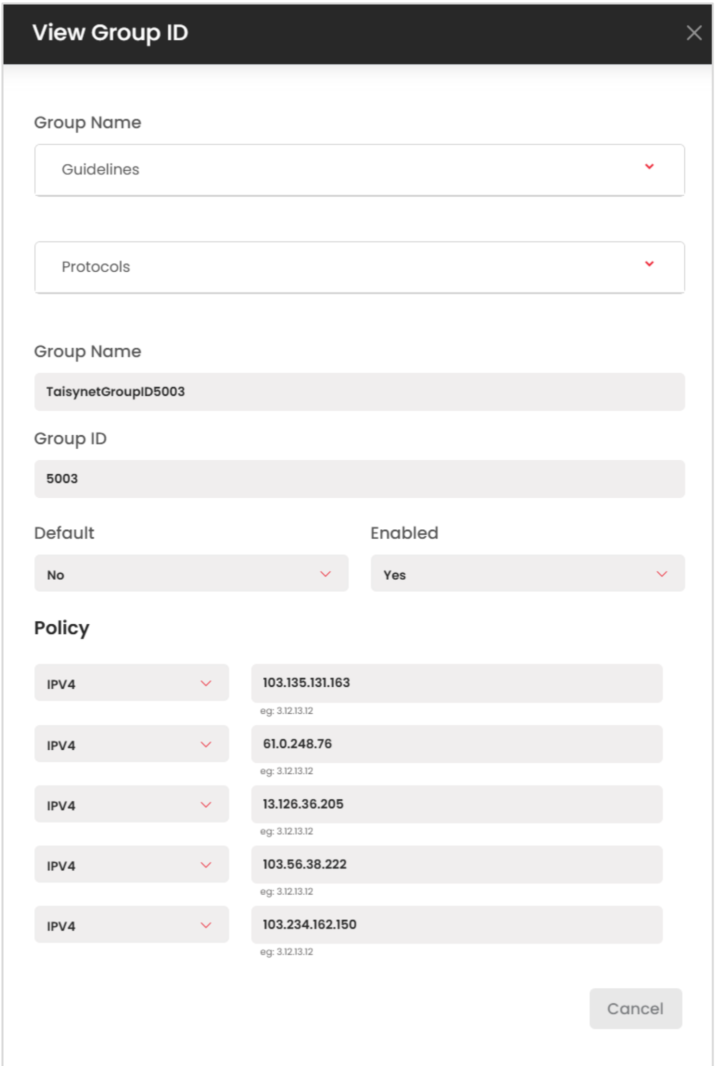
After you save the changes, you can view them under the [Provisioning Job Status]() section of the menu.

<u>To View the Group ID:</u>

1. On the **Group ID** screen, click the **View** hyperlink to view Group ID details. Refer to the following screen.



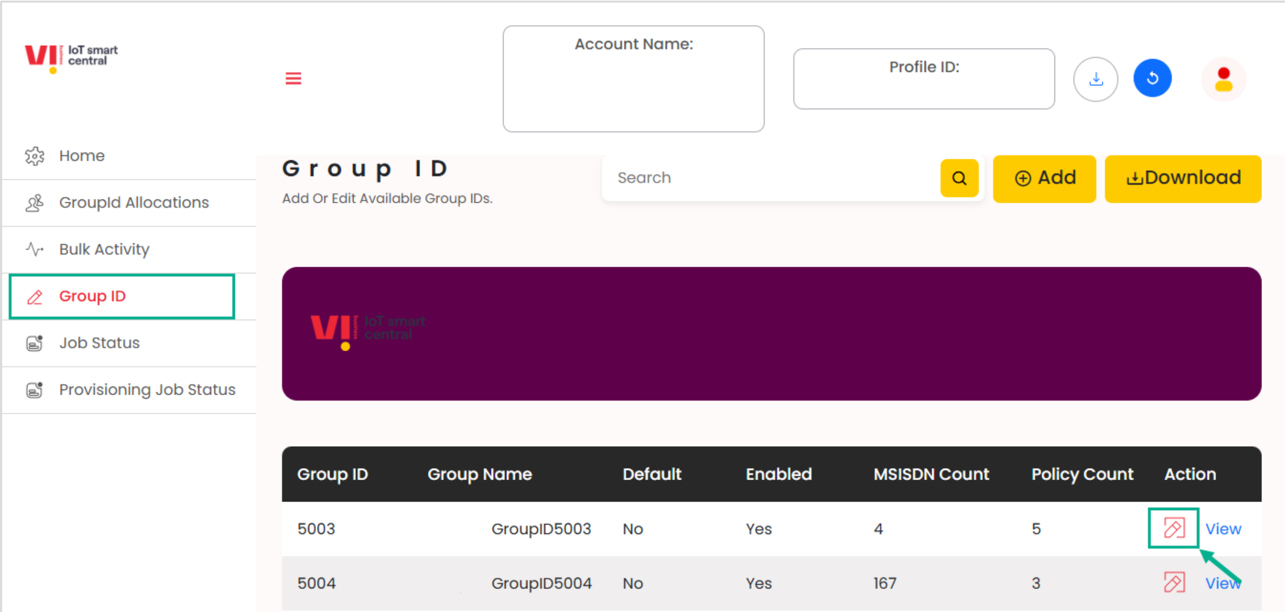
2. After clicking the **View** button, the following screen is displayed.



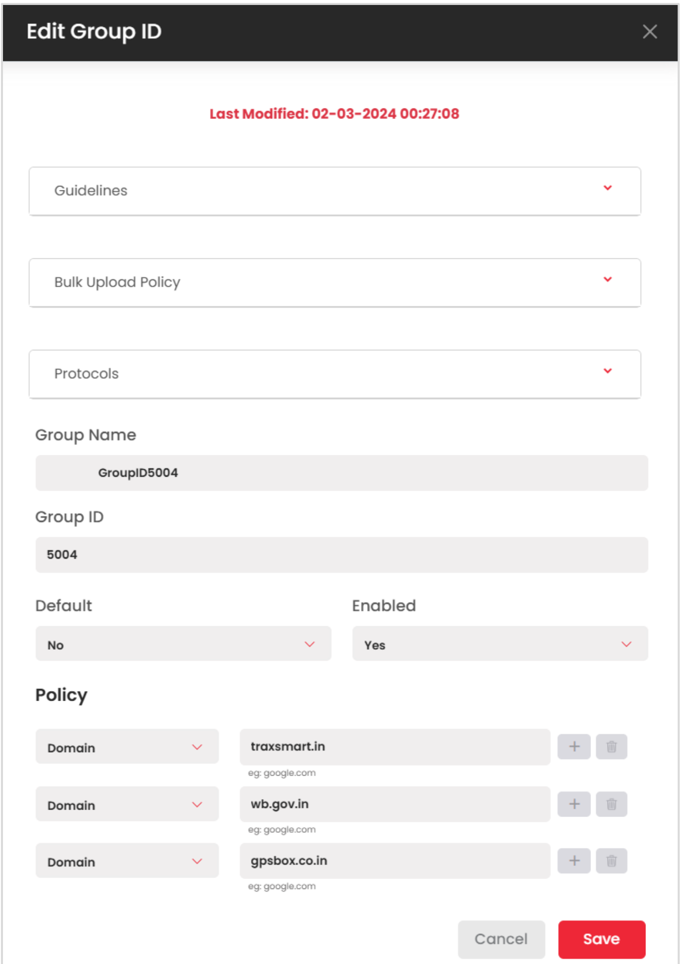
- Users can view Group and Policy details.

To Modify the Group ID:

1. On the **Group ID** screen, click the **Modify** button to modify the Group ID details. Refer to the following screen.



2. After clicking the **Modify** button, the following screen is displayed.



3. Modify the necessary fields and click the **Save** button.

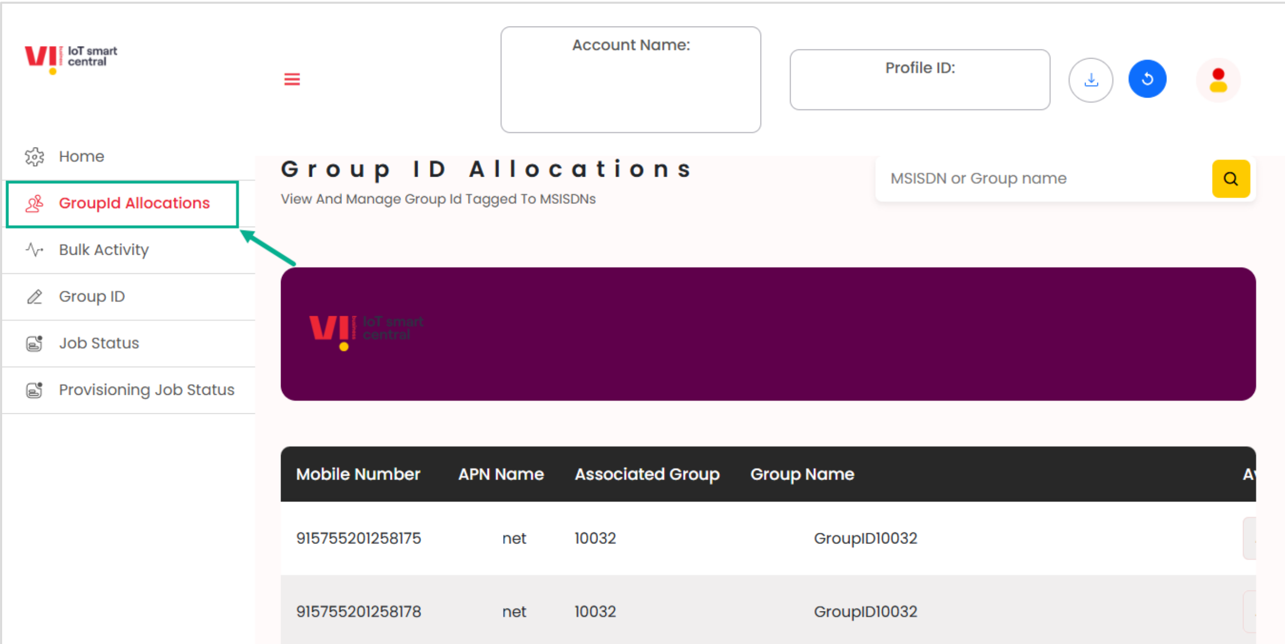
A success message is displayed, indicating that the Group ID is modified successfully.

Group ID Allocations

Group ID allocations refer to the process of assigning and managing Group IDs associated with MSISDNs within a specific account. This functionality enables users to view, update, and modify the mapping between MSISDNs and their respective Group IDs. Additionally, this section allows users to manually change the group ID tagging for a single MSISDN at a time.

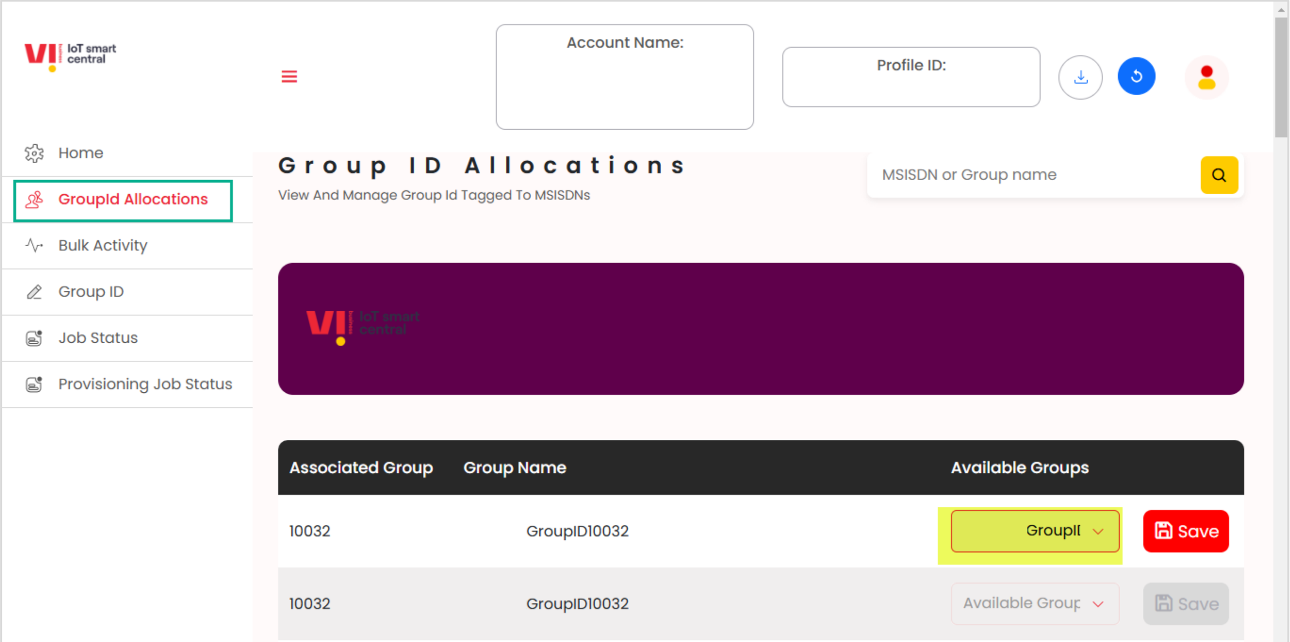
<u>To manage the Group ID Allocation:</u>

1. On the side menu, click **Group ID Allocation** to view group ID allocation details. Refer to the following screen.

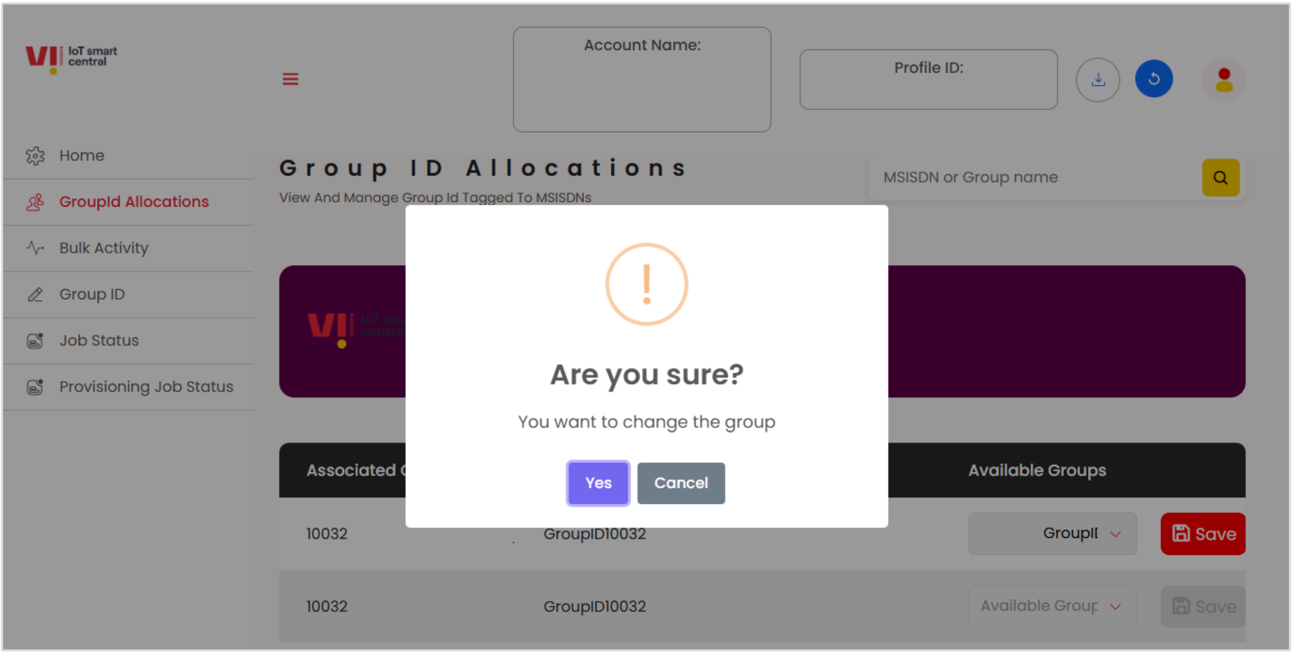


All groups available for this account can be viewed in the "**Available Groups**" section.

2. Select the **Available Groups** from the drop-down list. The following screen will be displayed.



3. Click **Save.** The following screen will be displayed.



4. If you receive this message, "**Are you sure you want to change the group**? Click the "**Yes**" to continue the action.

   A success message is displayed, indicating that the selected group is changed successfully.

   Or

   Click "**Cancel**" to discard the action.

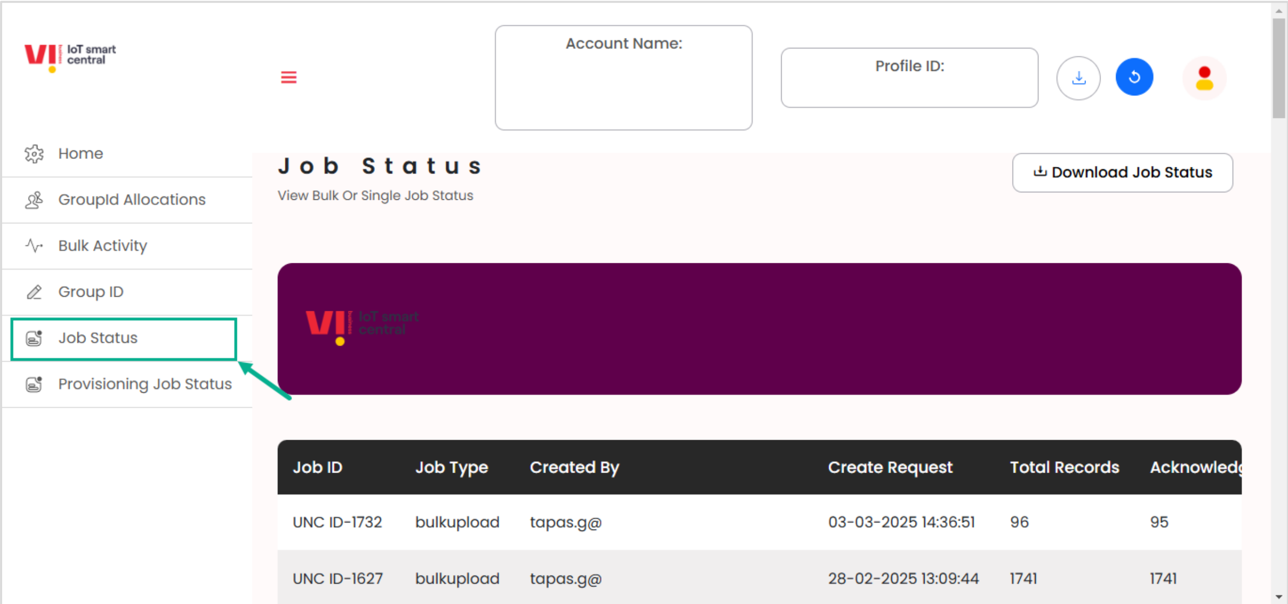
The changed group ID details can be viewed under the Job Status menu.

Job Status

You can view the historical changes made to Group ID mapping under the Job Status section. This section also displays the person responsible for the changes, using the same user information as when redirecting from the Smart Central portal.

To manage the Job Status:

1. On the side menu, click **Job Status** to view job status details. Refer to the following screen.



- Users can view job status details such as Job ID, Job Type, Created By, Create Request, Total Records, Acknowledged, and Invalid.
- Click the **Download** Job Status button to download the job status entries.

The following is the attached sample job status file:

250226142853_job_
status.xlsx

Bulk Activity

This option allows users to manage the following operations:

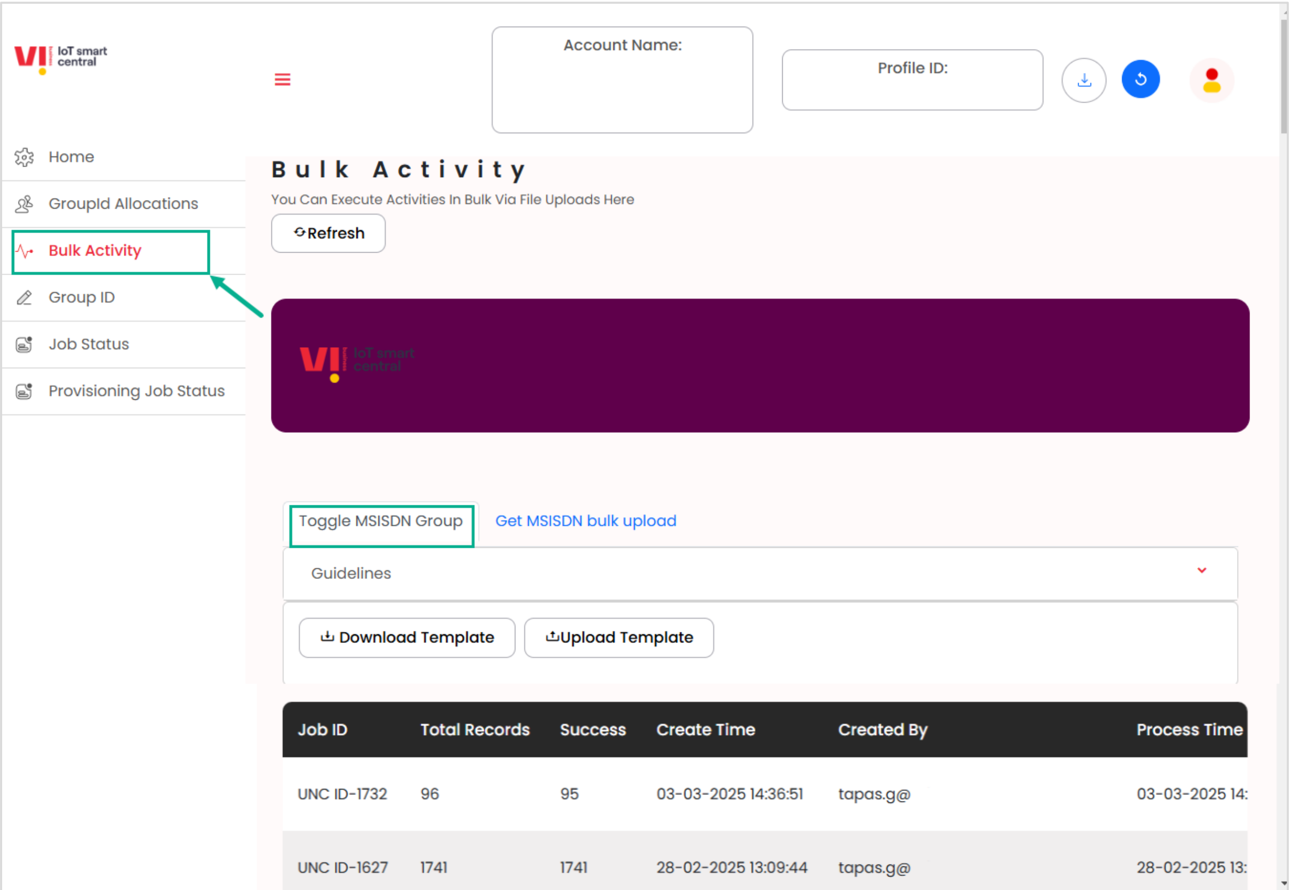
- Toggle MSISDN Group
- Get MSISDN Bulk Upload.

Toggle MSISDN Group

This option allows users to change the Group ID of a specific list of MSISDNs in bulk. It also enables users to download a template, make changes to the Excel file offline, and upload it to apply the required updates.

<u>To toggle the MSISDN group:</u>

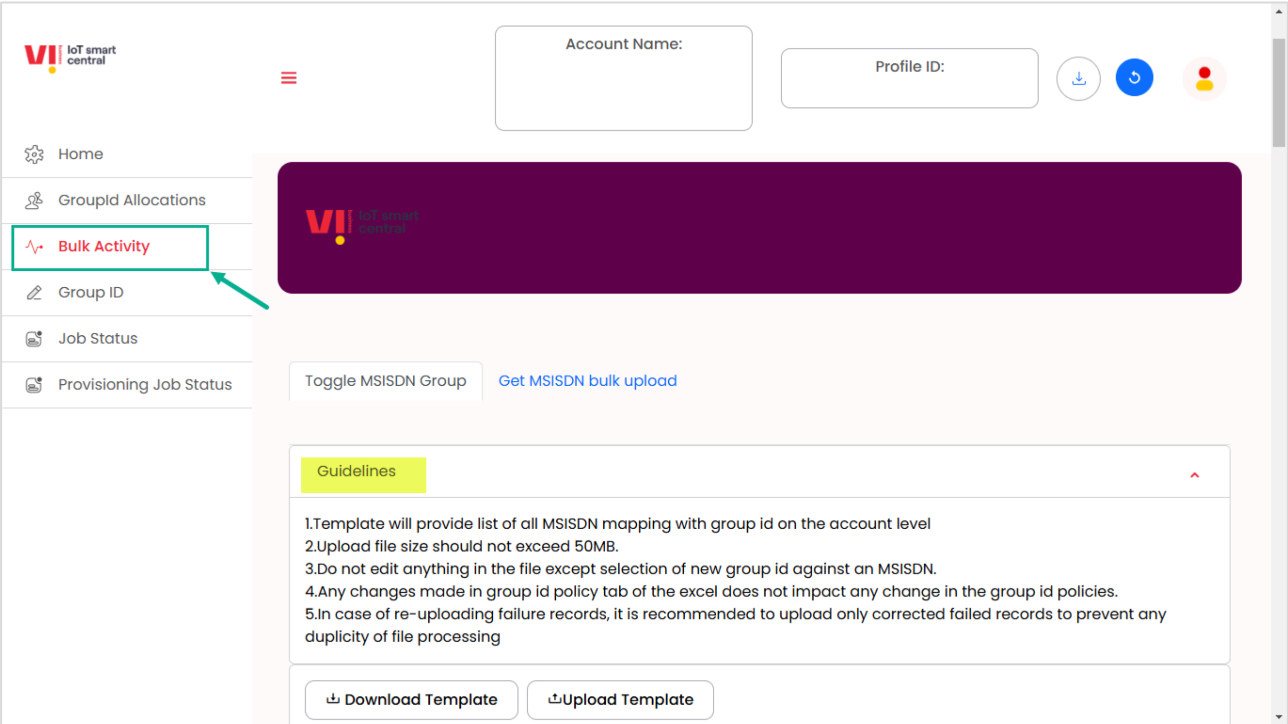
1. On the side menu, click **Bulk Activity** to view bulk activity details. Refer to the following screen.



Note:

By default, **Toggle MSISDN Group** is displayed.

- Click the **Arrow** button to view the guideline details. The following screen will be displayed.



- The template will provide a list of all MSISDN mapping with group IDs on the account level.
- Upload file size should not exceed 50MB.
- Do not edit anything in the file except the selection of a new group ID against an MSISDN.
- Any changes made in the group ID policy tab of the excel does not impact any change in the group ID policies.
- In case of re-uploading failure records, it is recommended to upload only corrected failed records to prevent any duplicity of file processing.

2. Click the **Download Template** to download the template.

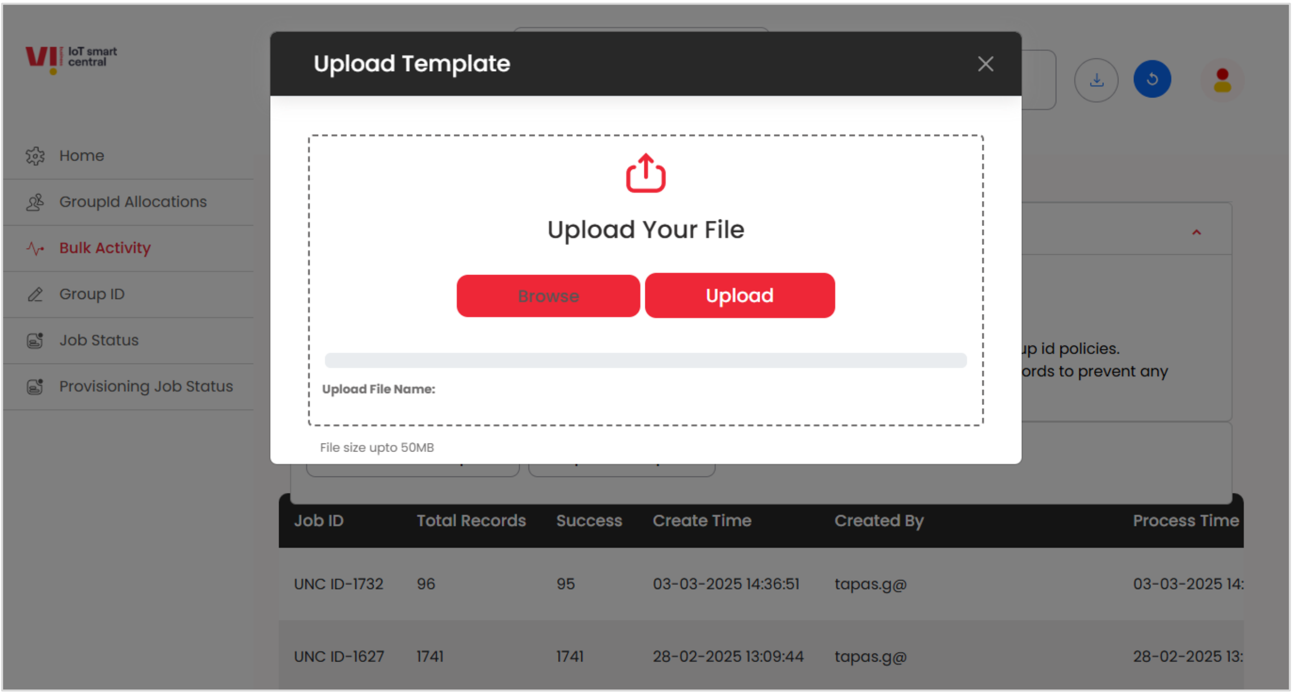
The template will be downloaded

The following is the attached sample template:

250226155308_template.xlsx

- Users can make changes to the Excel file. The Group ID policies information is also included in the file, along with guidelines for making changes.

3. After providing the required changes, click the **Upload Template** to upload the template. The following screen will be displayed.



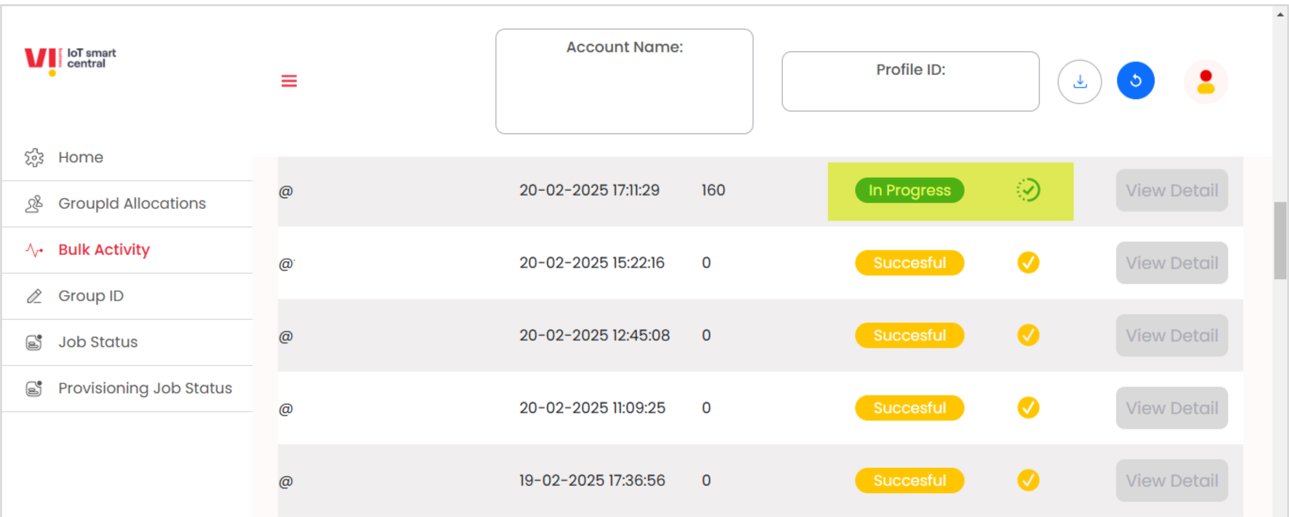
4. Enter/Select the following details in the corresponding fields.

Field	Description
Upload File	Click the **Browse** button to select the file. The file name is displayed after selecting the file.

5. Click **Upload**.

   A confirmation message is displayed, indicating that the file is imported successfully.

On a successful upload, the status will be displayed in the same section as “**In Progress**” as depicted in the below screen.



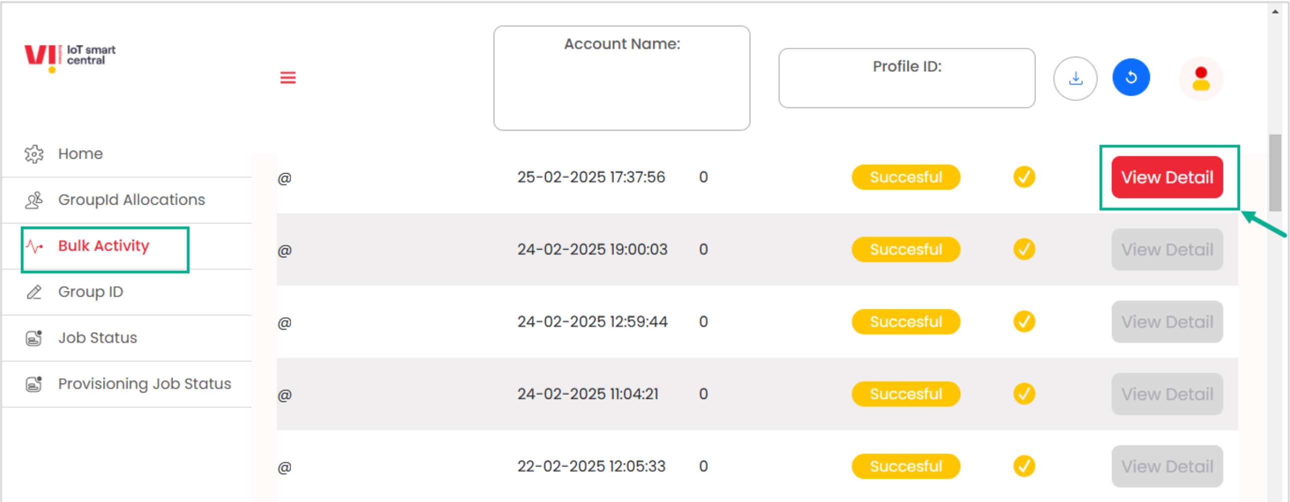
After successful file processing, the status will change from "**In Progress**" to "**Successful**”.

View MSISDN Details

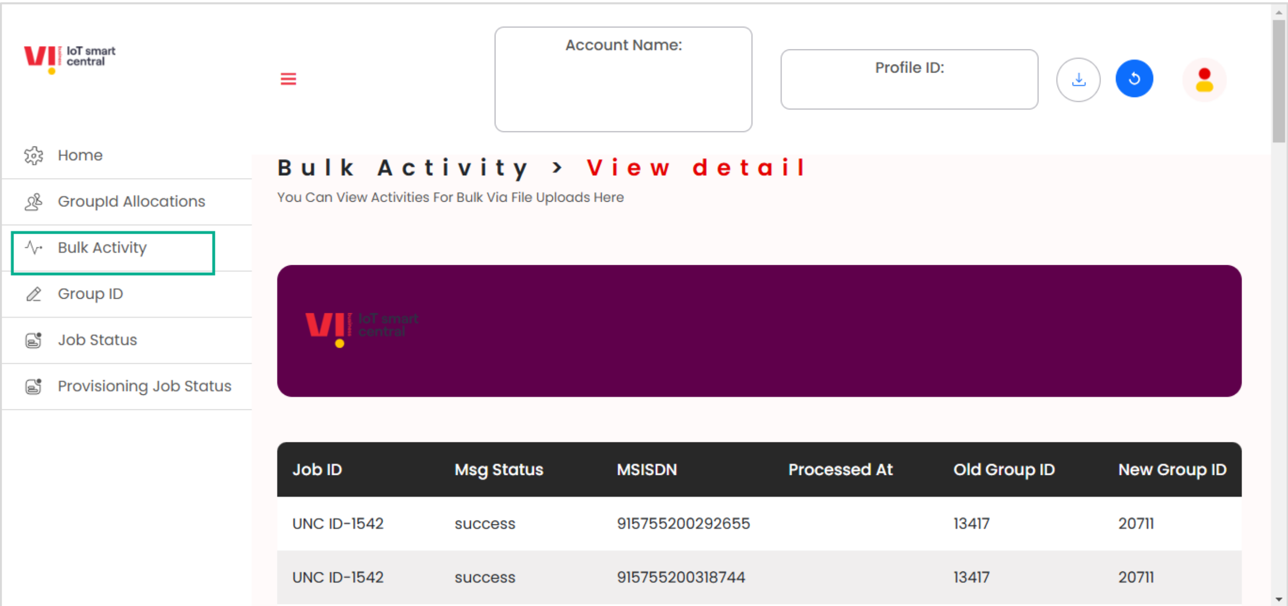
This option allows users to view the MSISDN details.

<u>To View MSISDN details:</u>

1. On the **Bulk Activity** screen, click the **View Detail** button to view MSISDN details. Refer to the following screen.



2. After clicking the **View Detail** button, the following screen is displayed.



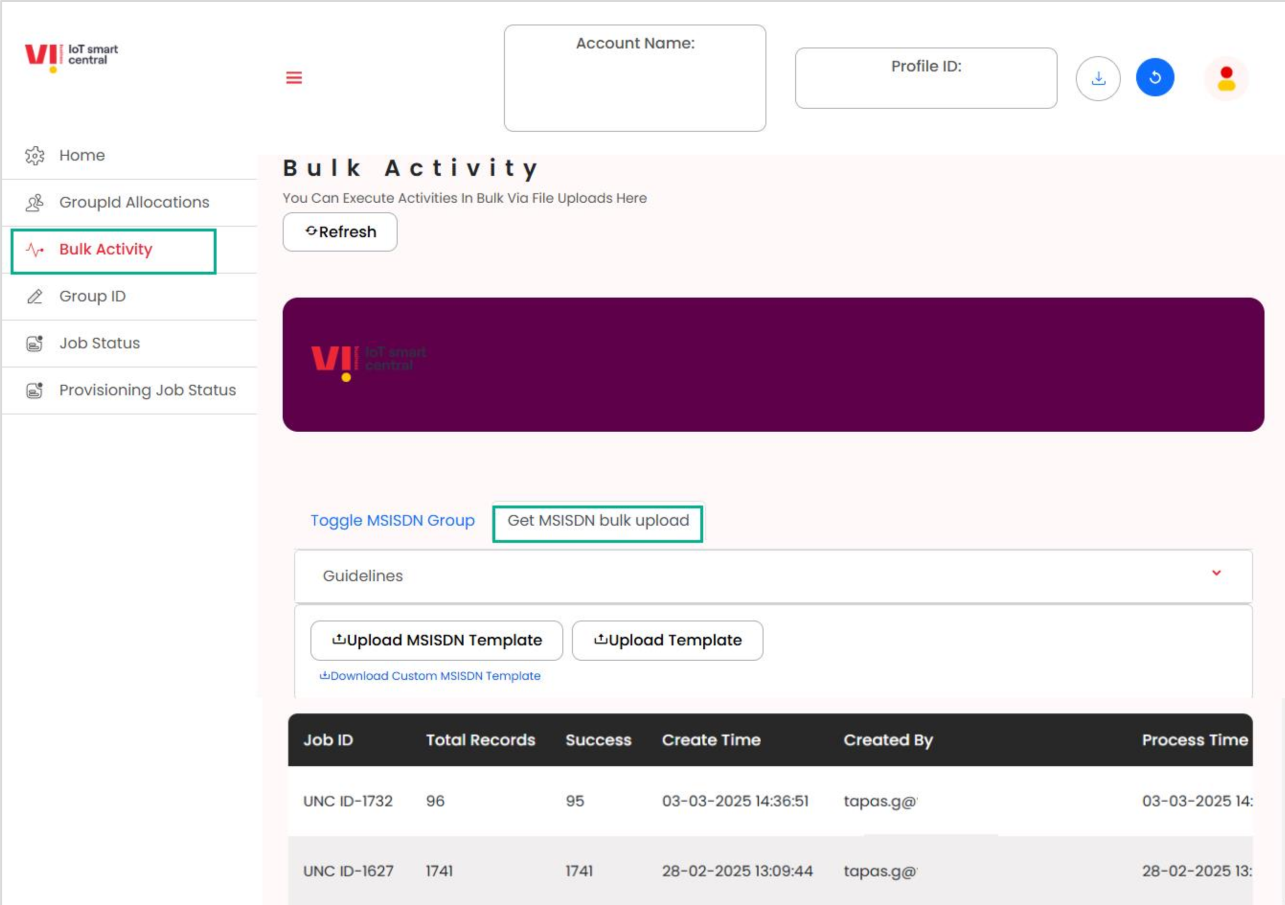
- Users can view details such as Job ID, Msg Status, MSISDN, Processed At, Old Group ID, and New Group ID.

Get MSISDN Bulk Upload

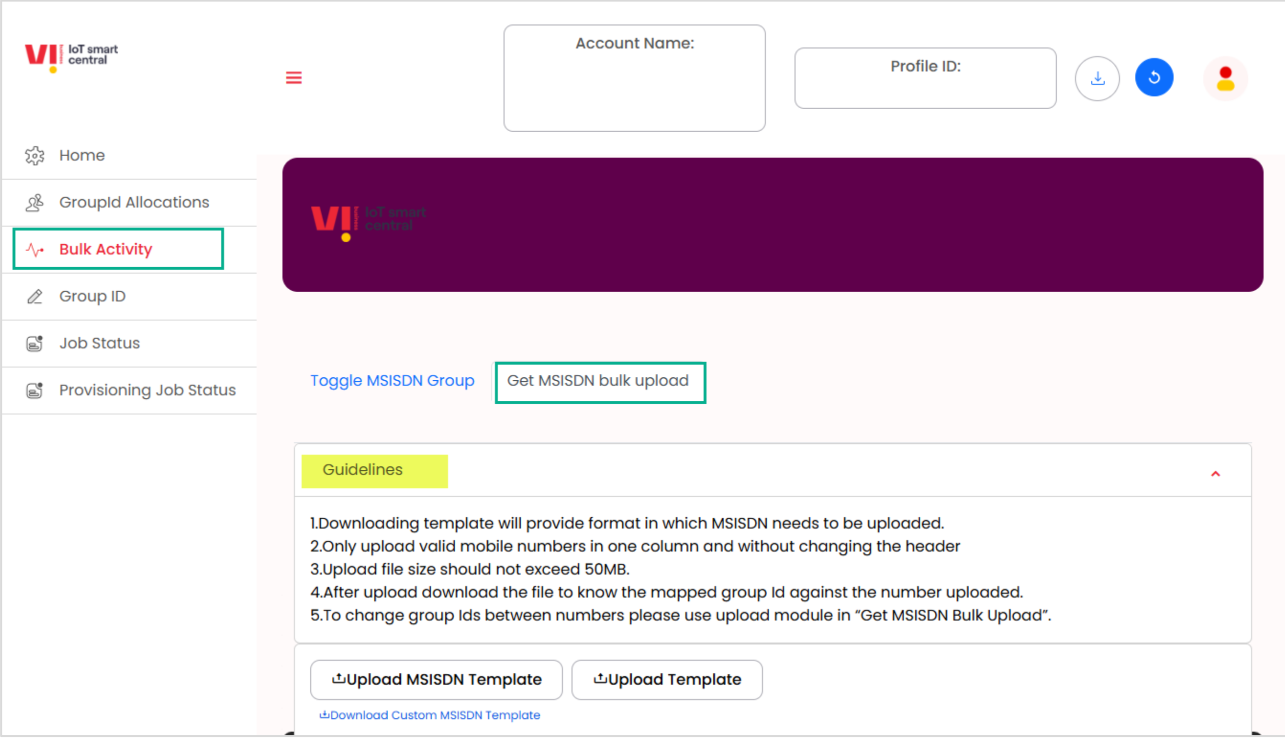
This option allows users to change the Group ID for a specific list of MSISDNs in bulk. It also enables users to download a template, make changes to the Excel file offline, and upload it to apply the required updates.

To manage the MSISDN bulk upload:

1. On the click **Bulk Activity** screen, click the **Get MSISDN Bulk Upload** tab to view MSISDN details. The following screen will be displayed.



- Click the **Arrow** button to view the guideline details. The following screen will be displayed.



- Downloading the template will provide the format in which MSISDN needs to be uploaded.
- Only upload valid mobile numbers in one column and without changing the header.
- Upload file size should not exceed 50MB.
- After upload download the file to know the mapped group ID against the number uploaded.
- To change group IDs between numbers please use the upload module in “Get MSISDN Bulk Upload”.

2. Click the **Download Custom MSISDN Template** to download the template.

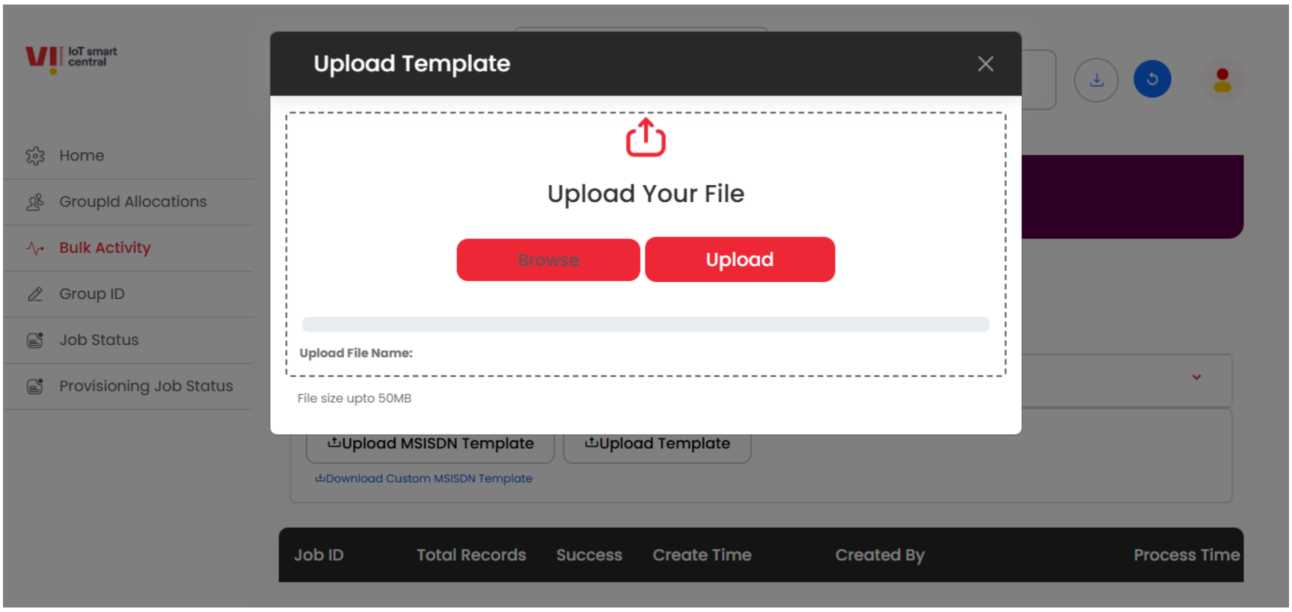
The template will be downloaded

The following is the attached sample template:

msisdn_sample_template.xlsx

- Users can make changes to the Excel file. The Group ID policies information is also included in the file, along with guidelines for making changes.

3. After providing the required changes, click the **Upload Template** to upload the template. The following screen will be displayed.



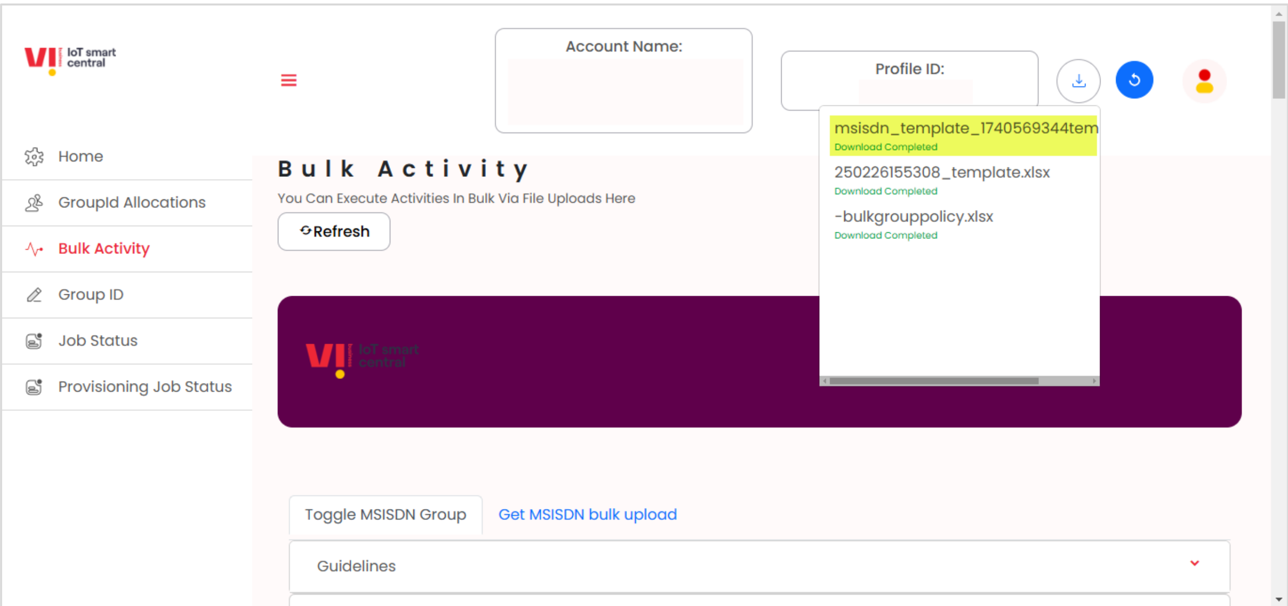
4. Enter/Select the following details in the corresponding fields.

Field	Description
Upload File	Click the **Browse** button to select the file. The file name is displayed after selecting the file.

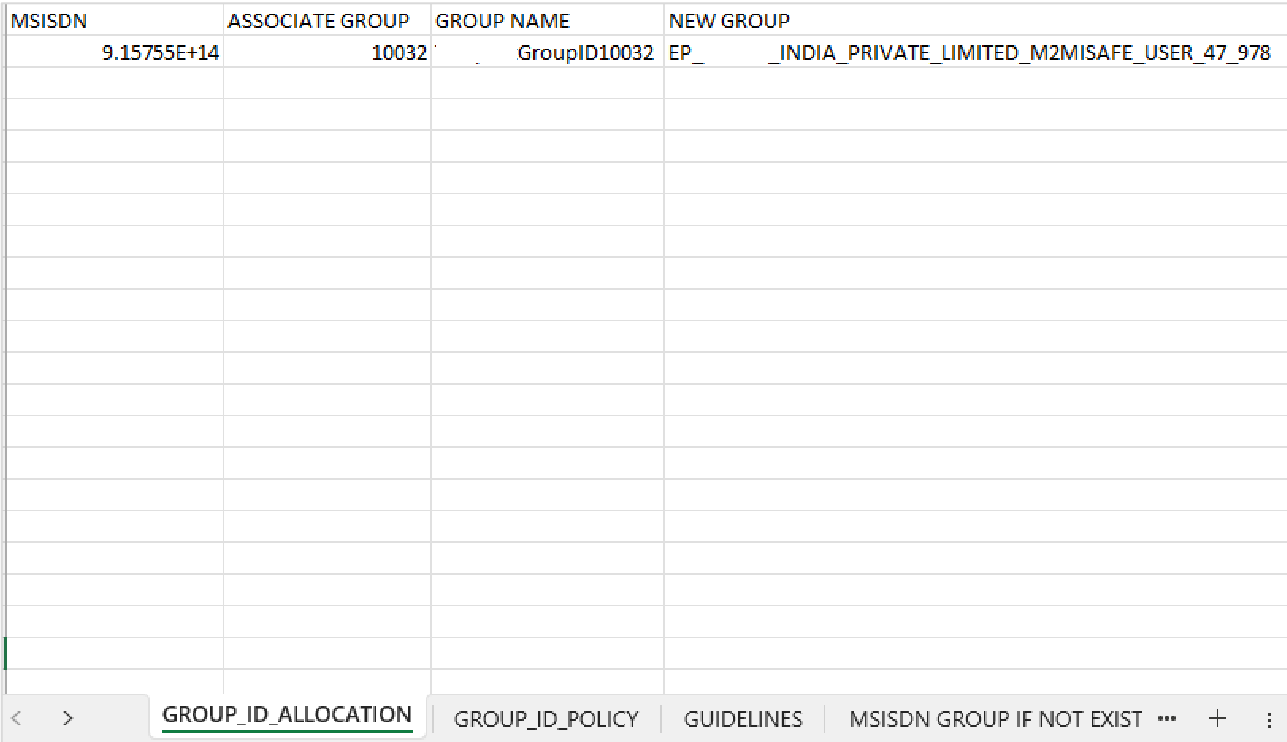
5. Click **Upload**.

   A confirmation message is displayed, indicating that the file is imported successfully.

- After uploading the MSISDN template, a new template file is generated, retrieving the Group ID mapped to the uploaded MSISDNs as configured in the profile. The following screen will be displayed.



- After uploading, a job ID is generated to retrieve the MSISDN details along with the Group ID. The data will be downloaded only for numbers that exist in the customer account. Refer to the following screen.

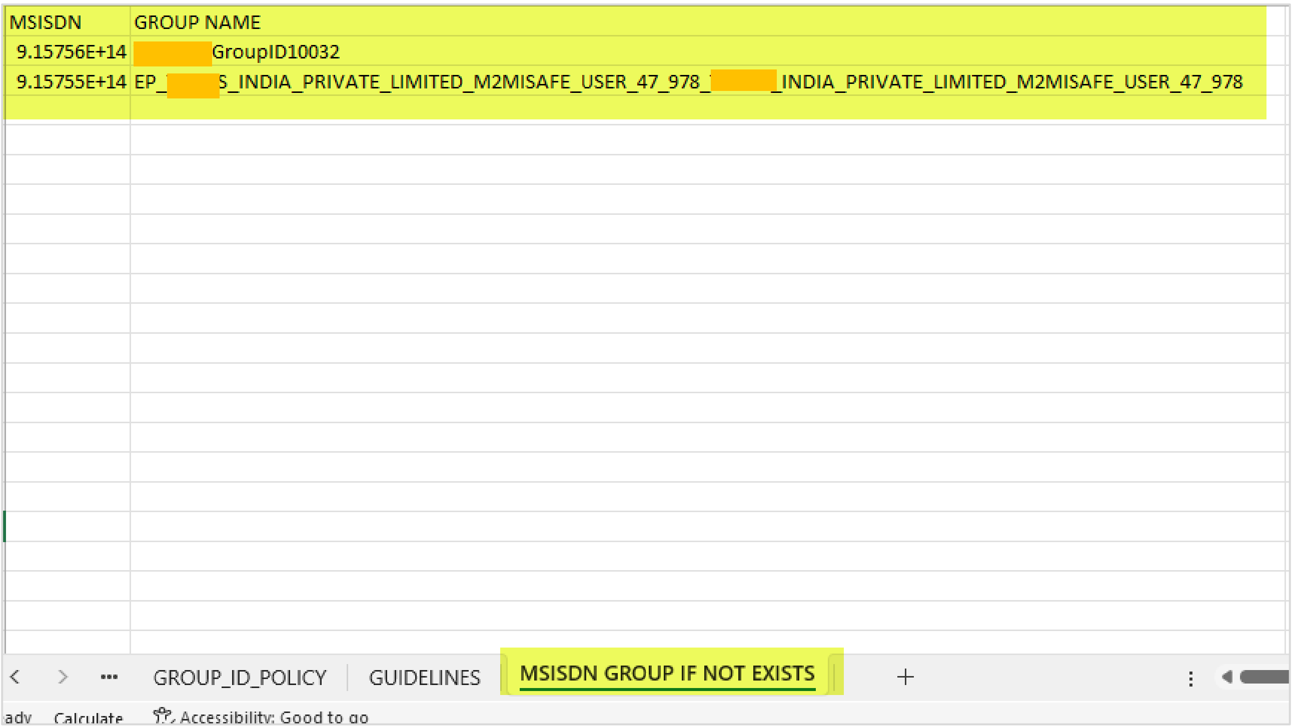


MSISDN	ASSOCIATE GROUP	GROUP NAME	NEW GROUP
9.15755E+14	10032	GroupID10032	EP_ _INDIA_PRIVATE_LIMITED_M2MISAFE_USER_47_978

- Make changes to the Excel file. The Group ID policies information is also included, along with guidelines for making changes. Refer to the following screen.

Note:

If a number is not present, it should be added to a separate sheet in the Excel file.

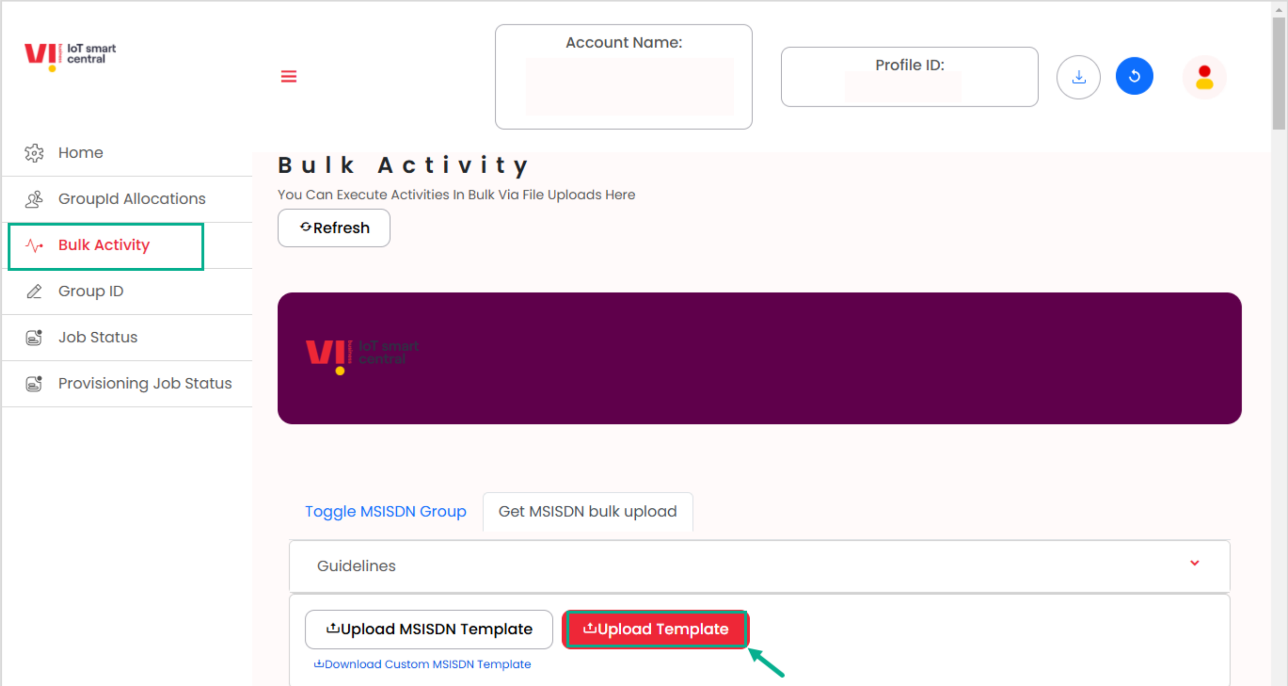


MSISDN	GROUP NAME
9.15756E+14	GroupID10032
9.15755E+14	EP_ S_INDIA_PRIVATE_LIMITED_M2MISAFE_USER_47_978_ _INDIA_PRIVATE_LIMITED_M2MISAFE_USER_47_978

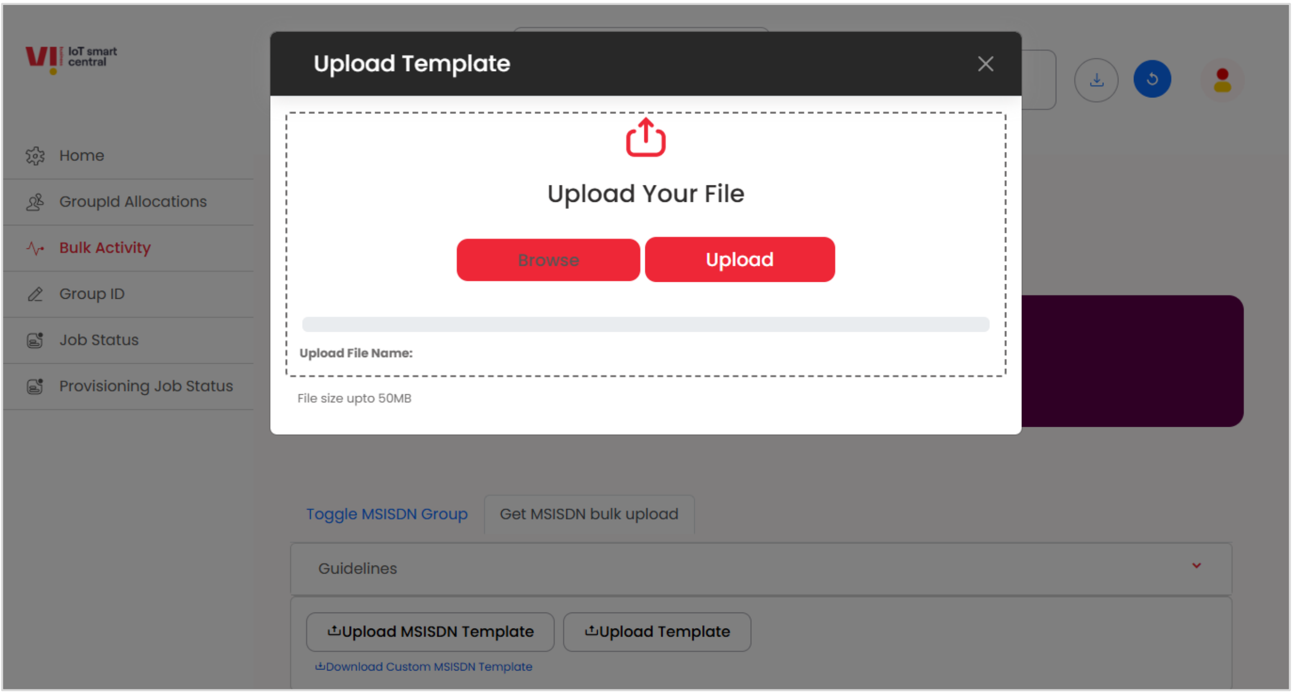
After users change the Group ID for existing numbers offline, they can re-upload the updated template using the "**Upload Template**" option.

Upload Template:

6. On the **Bulk Activity** screen, click the **Upload Template** button to upload the template. Refer to the following screen.

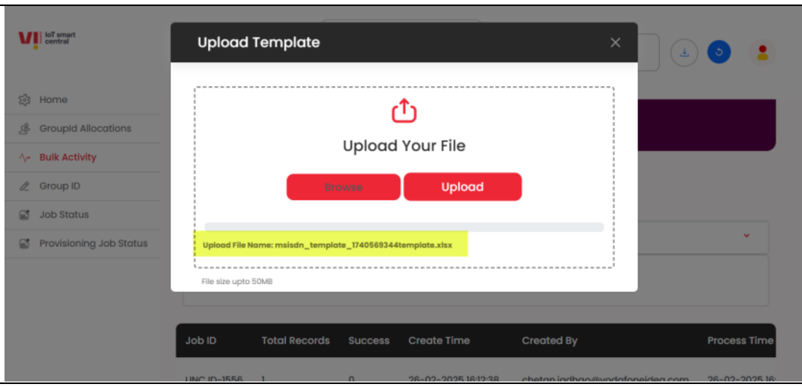


7. After clicking the **Upload Template** button, the following screen will be displayed.



8. Enter/Select the following details in the corresponding fields.

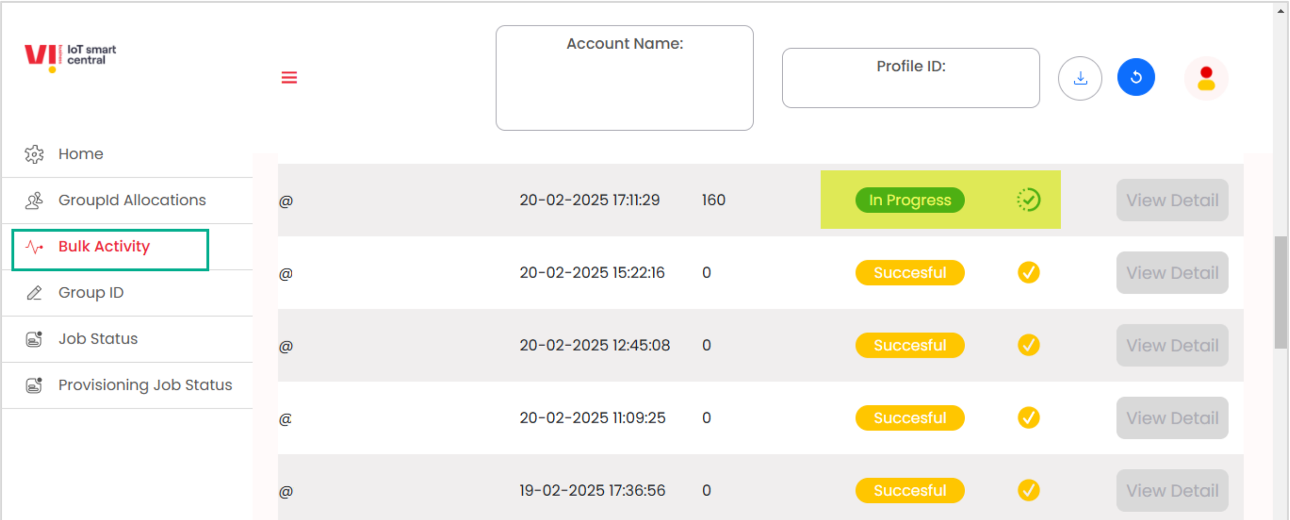
Field	Description
Upload File	Click the **Browse** button to select the file. The file name is displayed after selecting the file. Refer to the following screen.

9. Click **Upload**.

   A confirmation message is displayed, indicating that the file is imported successfully.

On a successful upload, the status will be displayed in the same section as “**In Progress**” as depicted in the below screen.



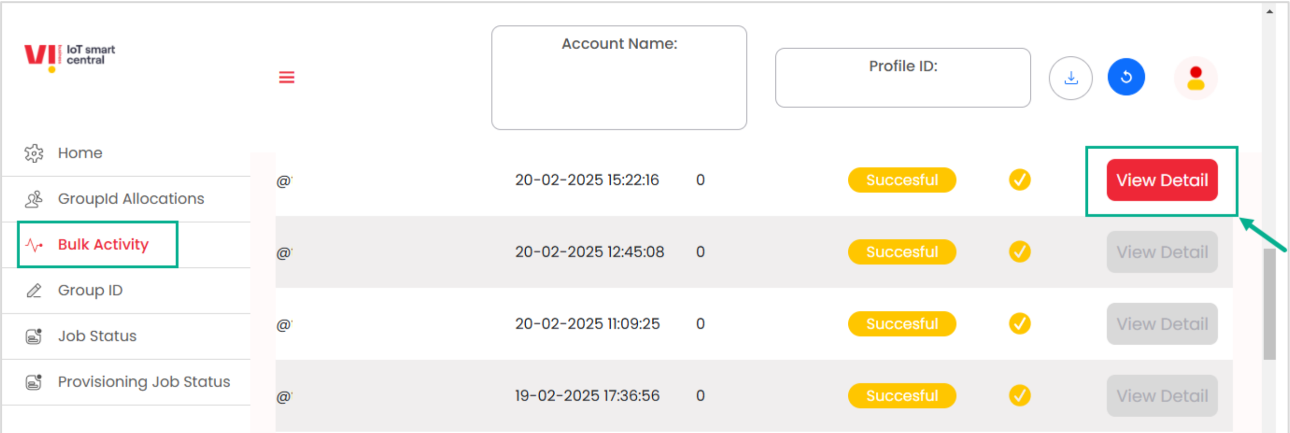
After successful file processing, the status will change from "**In Progress**" to "**Successful**”.

View Bulk MSISDN Details

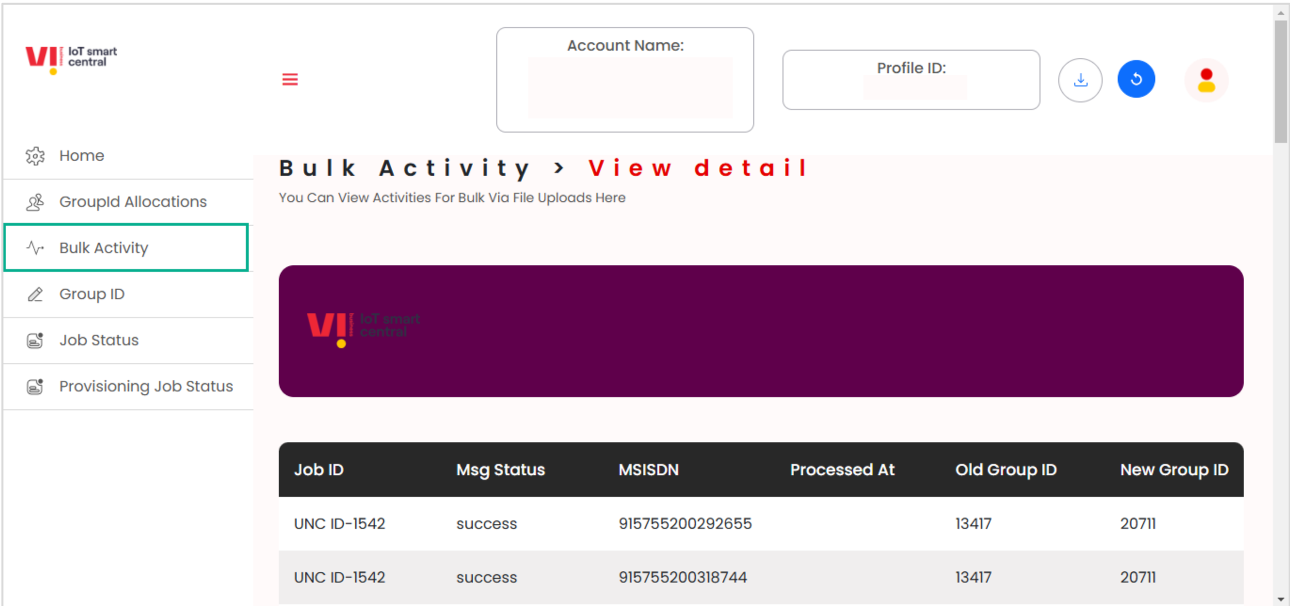
This option allows users to view the bulk MSISDN details.

<u>To View bulk MSISDN details:</u>

1. On the **Bulk Activity** screen, click the **View Detail** button to view bulk MSISDN details. Refer to the following screen.



2. After clicking the **View Detail** button, the following screen is displayed.



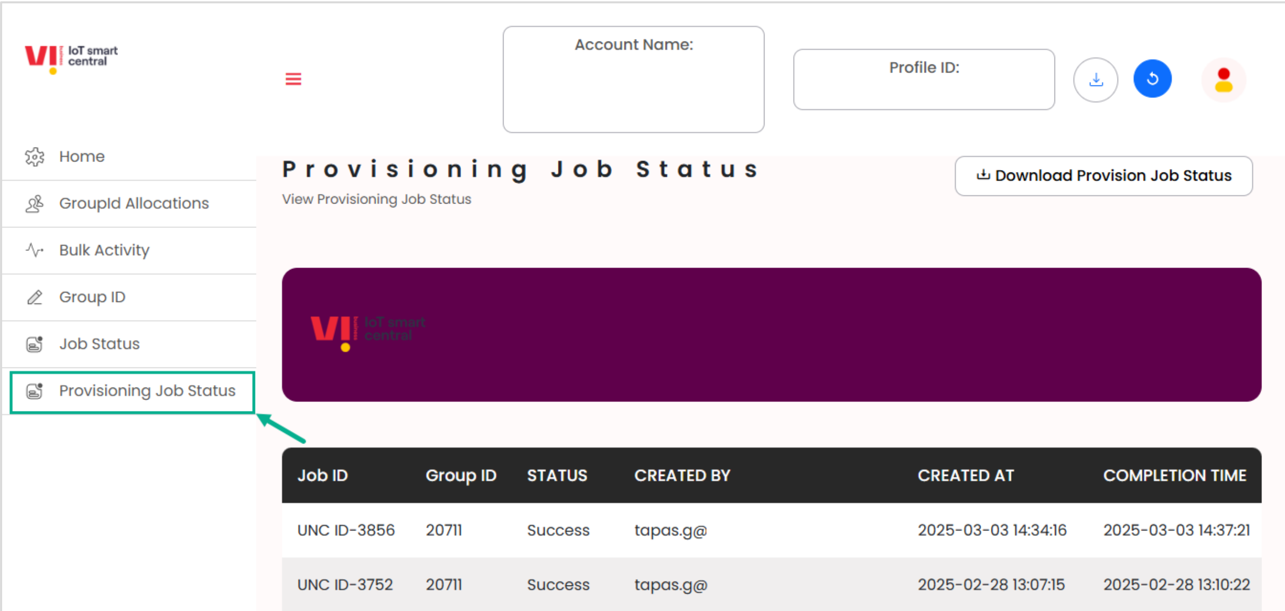
- Users can view details such as Job ID, Msg Status, MSISDN, Processed At, Old Group ID, and New Group ID.

Provisioning Job Status

This option allows users to track and monitor the status of provisioning tasks related to Group ID allocations. Users can check whether a provisioning task was successfully executed and download the provisioning job status report.

<u>To manage the provisioning job status:</u>

1. On the side menu, click **Provisioning Job Status** to view provisioning job status details. Refer to the following screen.



- Users can view details such as the Job ID, Group ID, Status, Created By, Created At, and Completion Time.
- Click the **Download Provision Job Status** button to download the provision job status details.

The file will be downloaded.

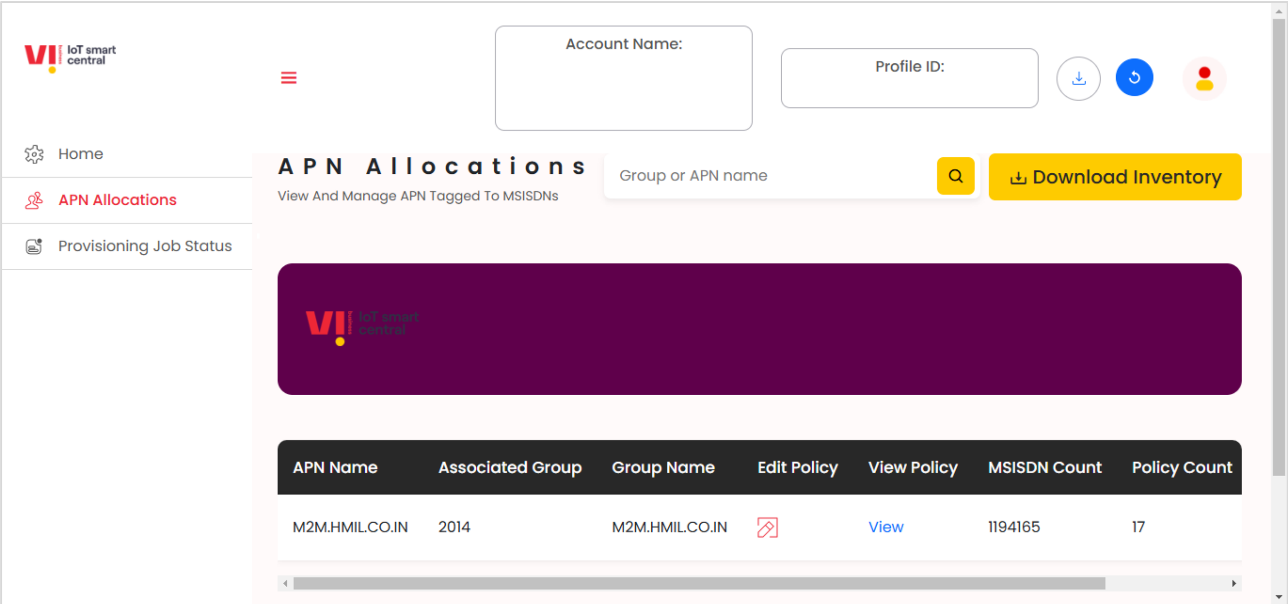
The following is the attached sample provisioning job status file:

250227110022_provision_job_status.xlsx

APN Allocation

If users select the IP/URL option in the Whitelisting section under the customer's APN account, they will be redirected to the third-party APN Allocation environment as depicted below.

Customers whose policies are driven by APN configurations (dedicated APN) fall under this category. Users can view the allocated APN details and modify their existing APN policies as needed.



The top right-hand corner will display information such as the **Account Name** and **Profile ID** of the redirected user.

Key points in the APN Allocation:

1. The number of policies that can be configured in a Group ID or APN is capped and governed by the VI Business user.
2. After created, a Group ID cannot be deleted; however, it can be disabled on the Edit Group ID Allocations page.
3. Each APN can have only one Group ID associated with it.
4. An account can have multiple APNs associated with it, which will be visible on the APN Allocations screen.

Users can also search for a specific Group or APN Name using the search option.

- Click the **Download Inventory** button to retrieve the complete MSISDN-to-Group ID mapping.

The following is the attached inventory sample file:

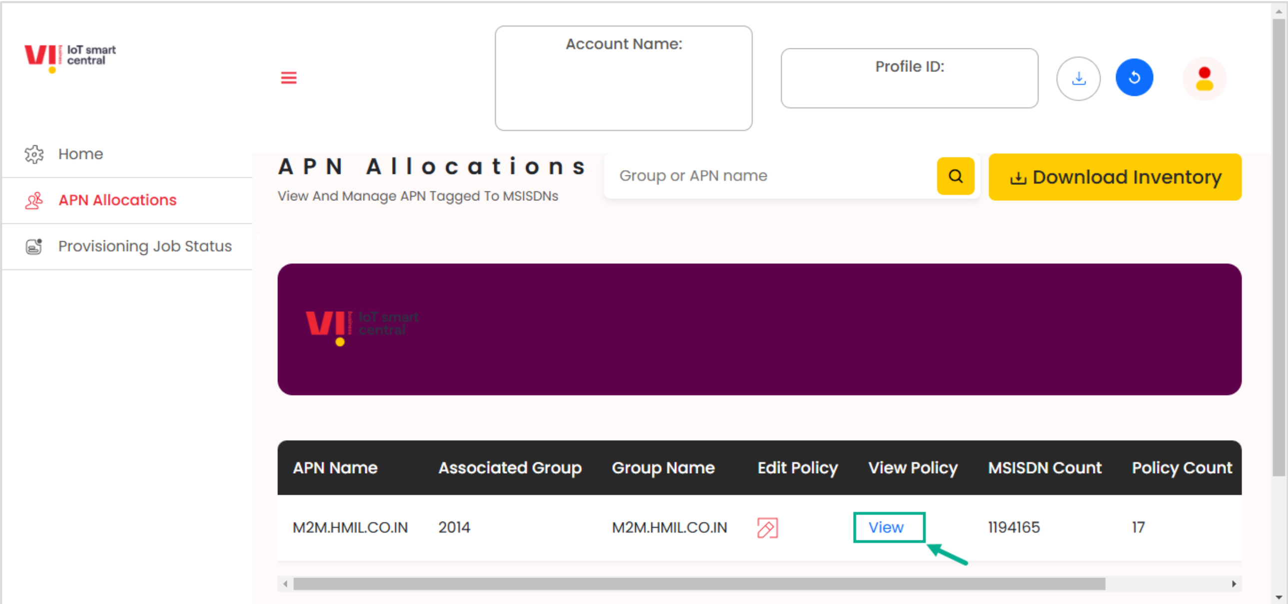
5775772967_1.csv

View, and Modify the Group ID

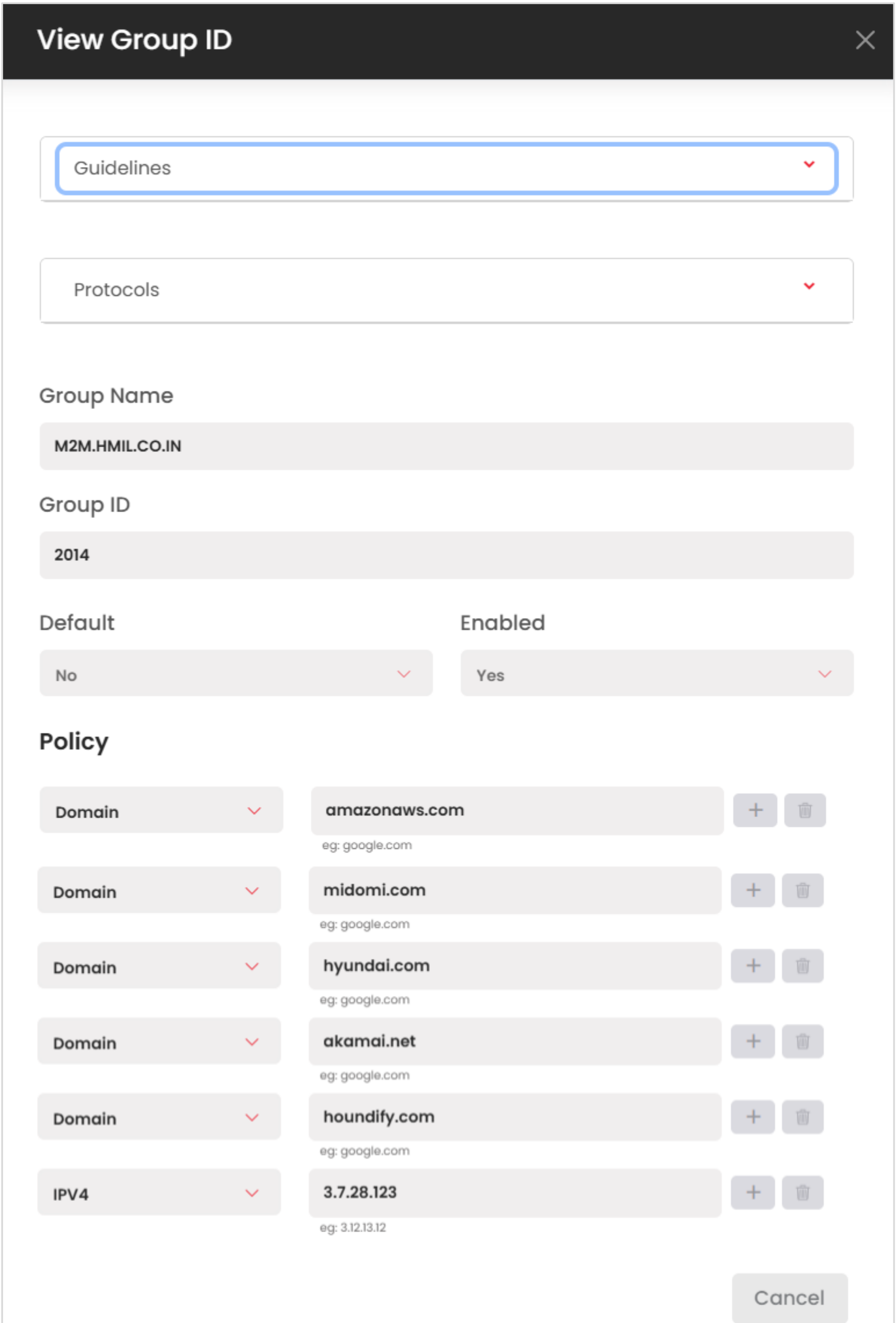
Using this option, you can view the existing group ID details.

To view the Group ID:

1. On the **APN Allocations** screen, click the **View** hyperlink to view group ID details. Refer to the following screen.



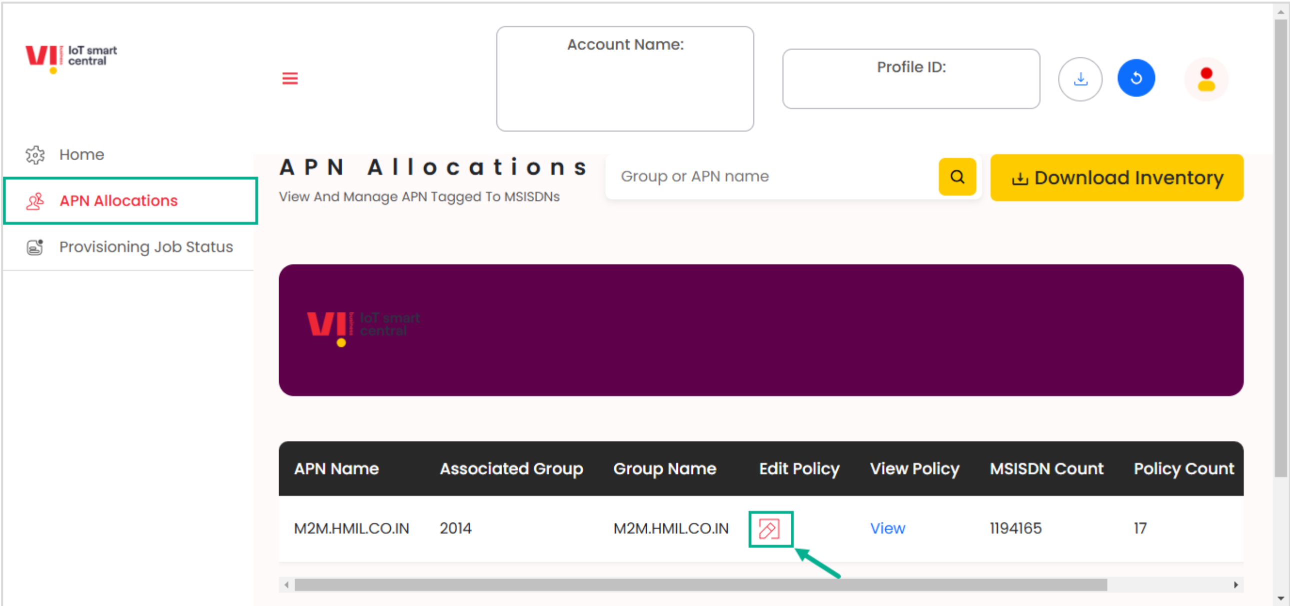
2. After clicking the **View** button, the following screen is displayed.



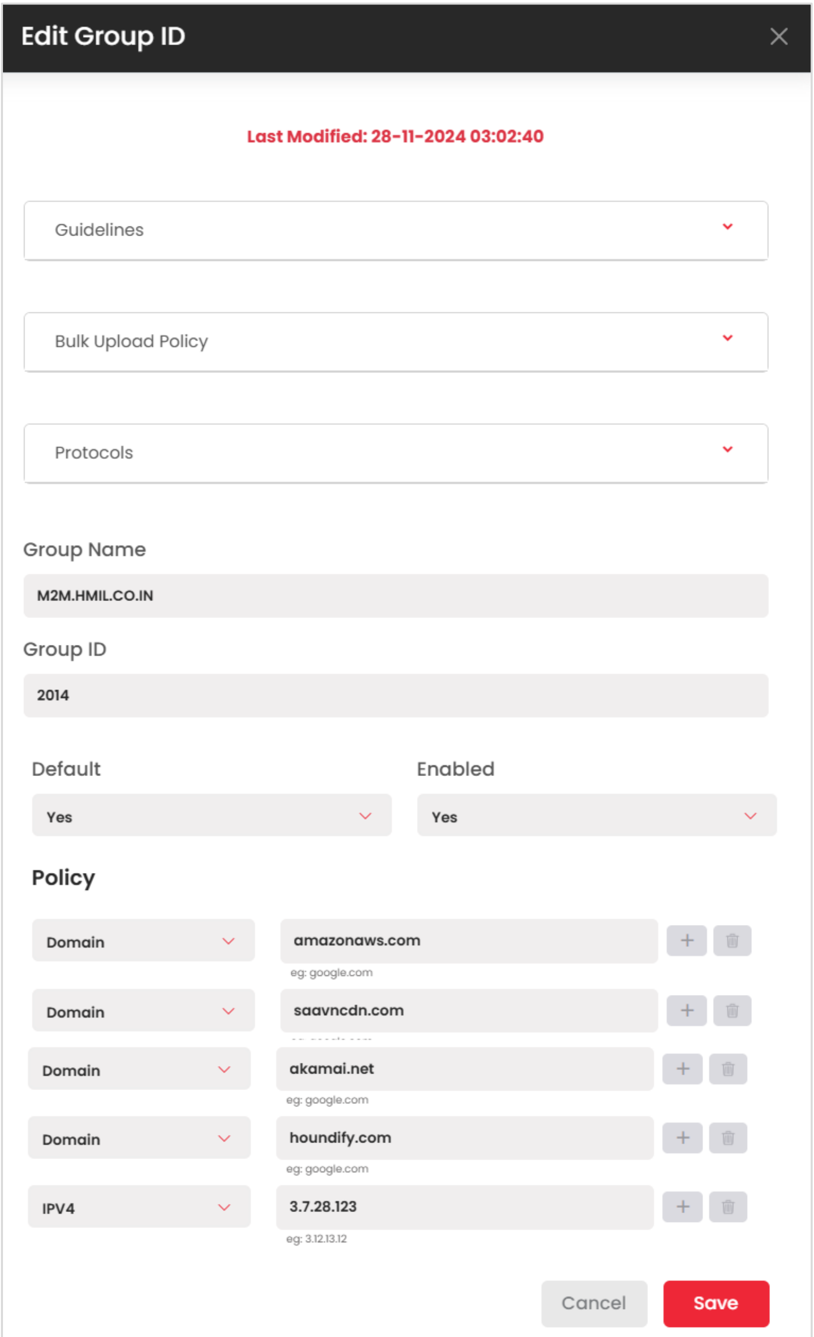
- Users can view Guideline, Protocol, Group, and Policy details.

To Modify the Group ID:

1. On the **APN Allocations** screen, click the **Modify** button  to modify the group ID details. Refer to the following screen.

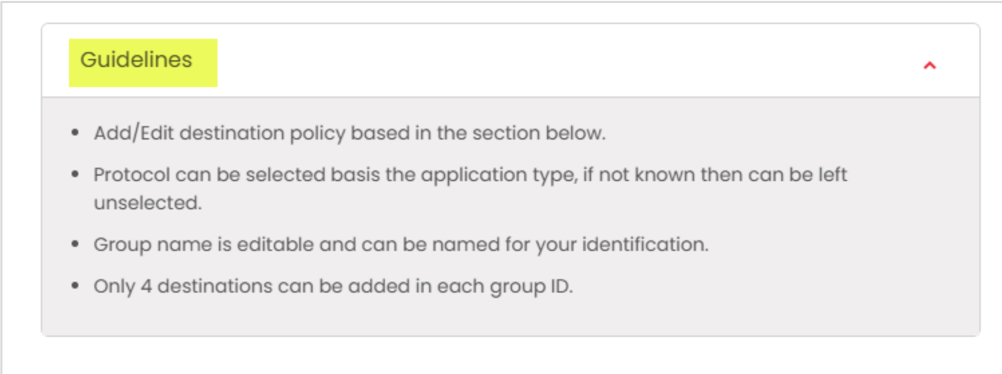
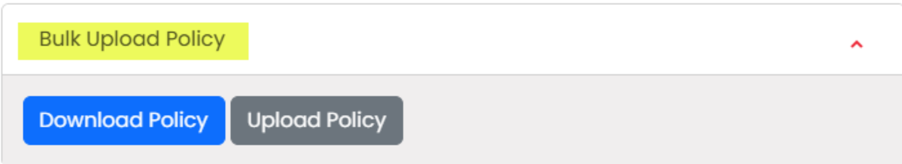
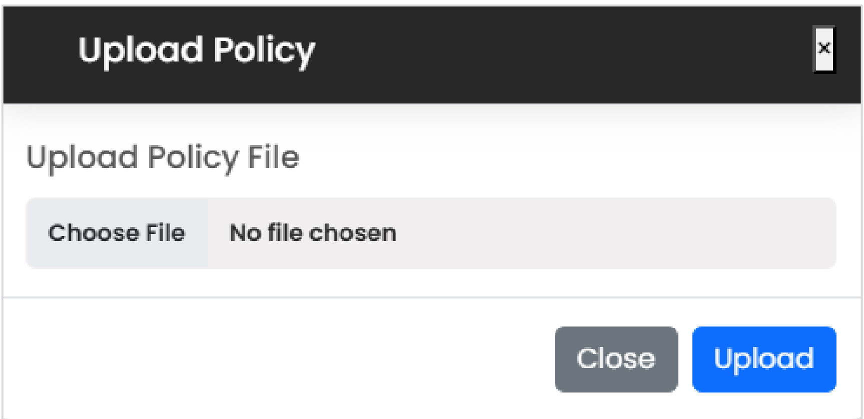


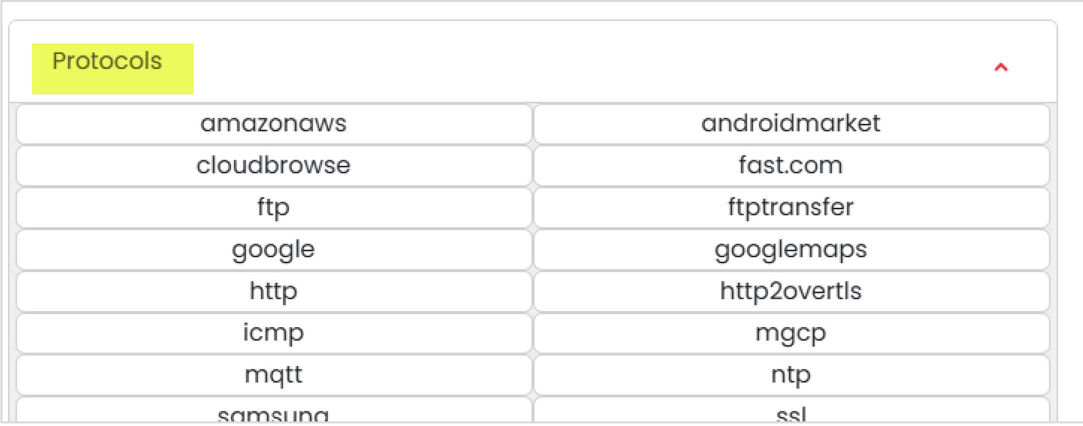
2. After clicking the **Modify** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
Guidelines	Click the **Arrow** button to view the guideline details. The following screen will be displayed.

	 • Add/Edit destination policy based on the section below. • The protocol can be selected based on the application type, if not known then can be left unselected. • Group names are editable and can be named for your identification. • Only 4 destinations can be added to each group ID.
Bulk Upload Policy	Click the **Arrow** button to upload the policy details. The following screen will be displayed.  • Click the **Download** Policy button to download the bulk APN policy. The bulk APN policy will be downloaded. • Click the **Upload Policy** to upload the bulk group policy. The following screen will be displayed.  Choose the file that is stored in the system and click the **Upload** button to upload the APN policy.
Protocol	Click the **Arrow** button to select protocols. The following screen will be displayed.

<table>
<tr><td></td><td>

Select the communication and application protocols listed under the Protocols section.
Note:
Multiple protocols can be selected.</td></tr>
<tr><td>Group Name</td><td>This field is non-editable.</td></tr>
<tr><td>Default</td><td>This field is non-editable.</td></tr>
<tr><td>Enabled</td><td>This field is non-editable.</td></tr>
<tr><td>Policy</td><td>Select the policy required for MSISDN mobile data access from the drop-down list. The following screen will be displayed.


For example, if the "IPV4 + Port" option is selected, the sample field should display both the IPV4 address and the Port name.
Click the Add button to add multiple APN policy details. Refer to the following screen.


Click the Delete button to delete the existing APN policy.</td></tr>
</table>

4. After modifying the required details, click the **Save** button.

A confirmation message is displayed, indicating that the APN policy is modified successfully.

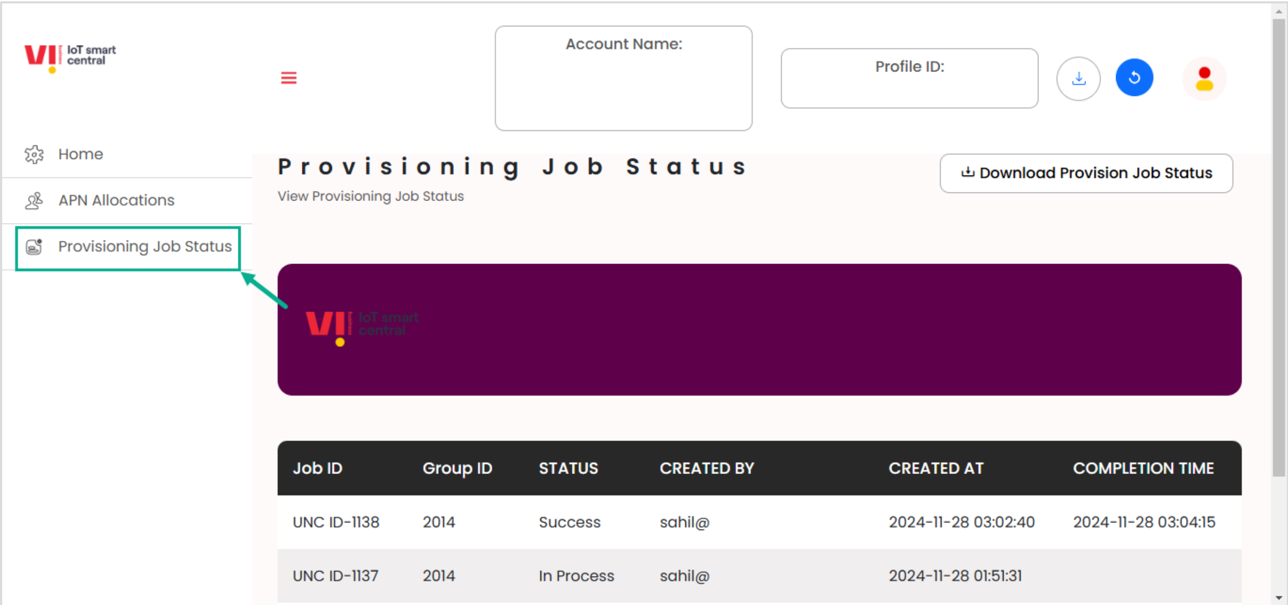
After you save the changes, you can view them under the **Provisioning Job Status** section of the menu.

Provisioning Job Status

This option allows users to track and monitor the status of provisioning tasks related to APN ID allocations. Users can check whether a provisioning task was successfully executed and download the provisioning job status report.

<u>To manage the provisioning job status:</u>

1. On the side menu, click **Provisioning Job Status** to view provisioning job status details. Refer to the following screen.



- Users can view details such as the Job ID, Group ID, Status, Created By, Created At, and Completion Time.
- Click the **Download Provision Job Status** button to download the provision job status details.

The file will be downloaded.

The following is the attached sample provisioning job status file:

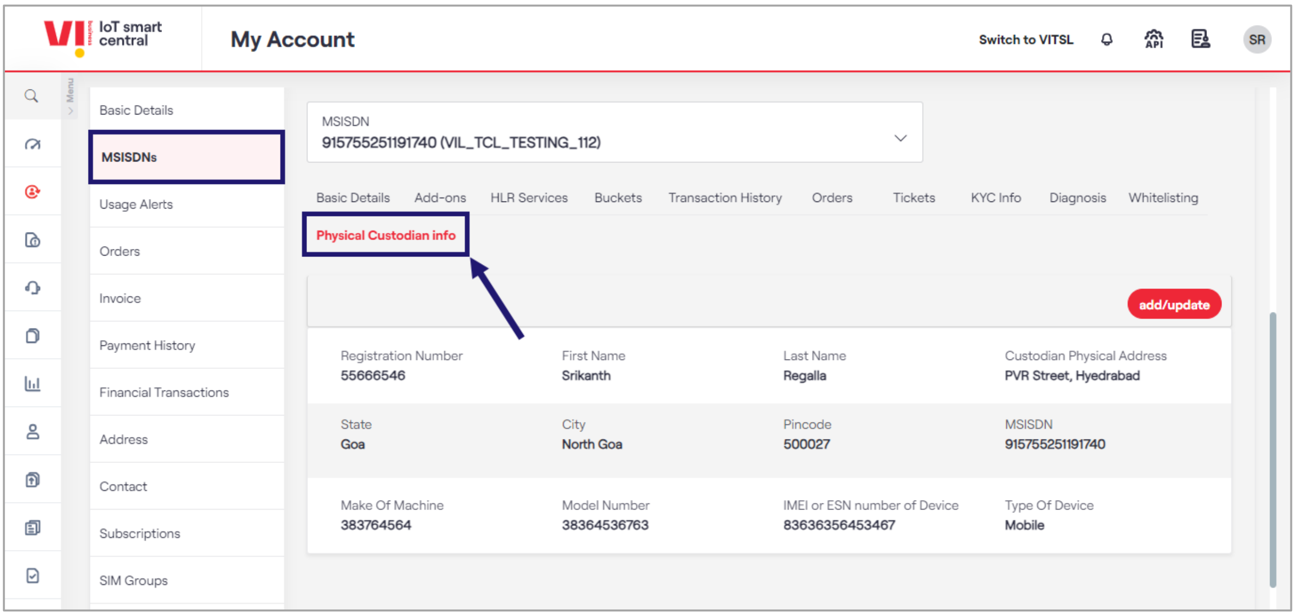
250227131456_provision_job_status.xlsx

Physical Custodian Information

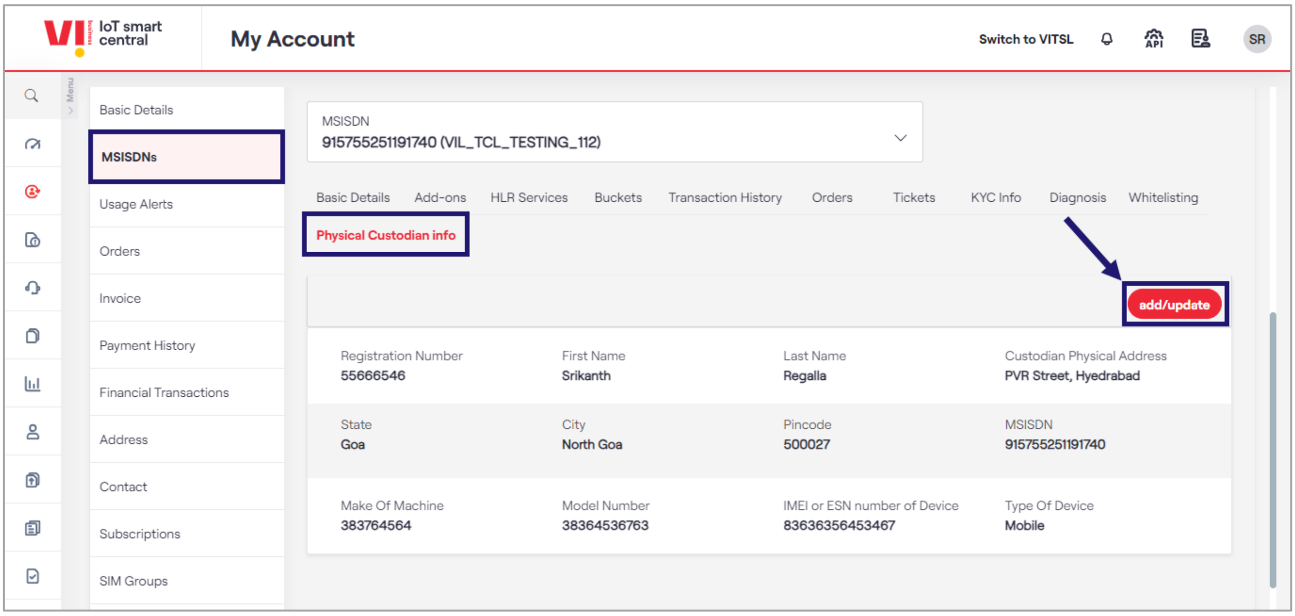
Using this option, enterprise selfcare users can add additional details of the customer under the physical custodian.

To manage the physical custodian info:

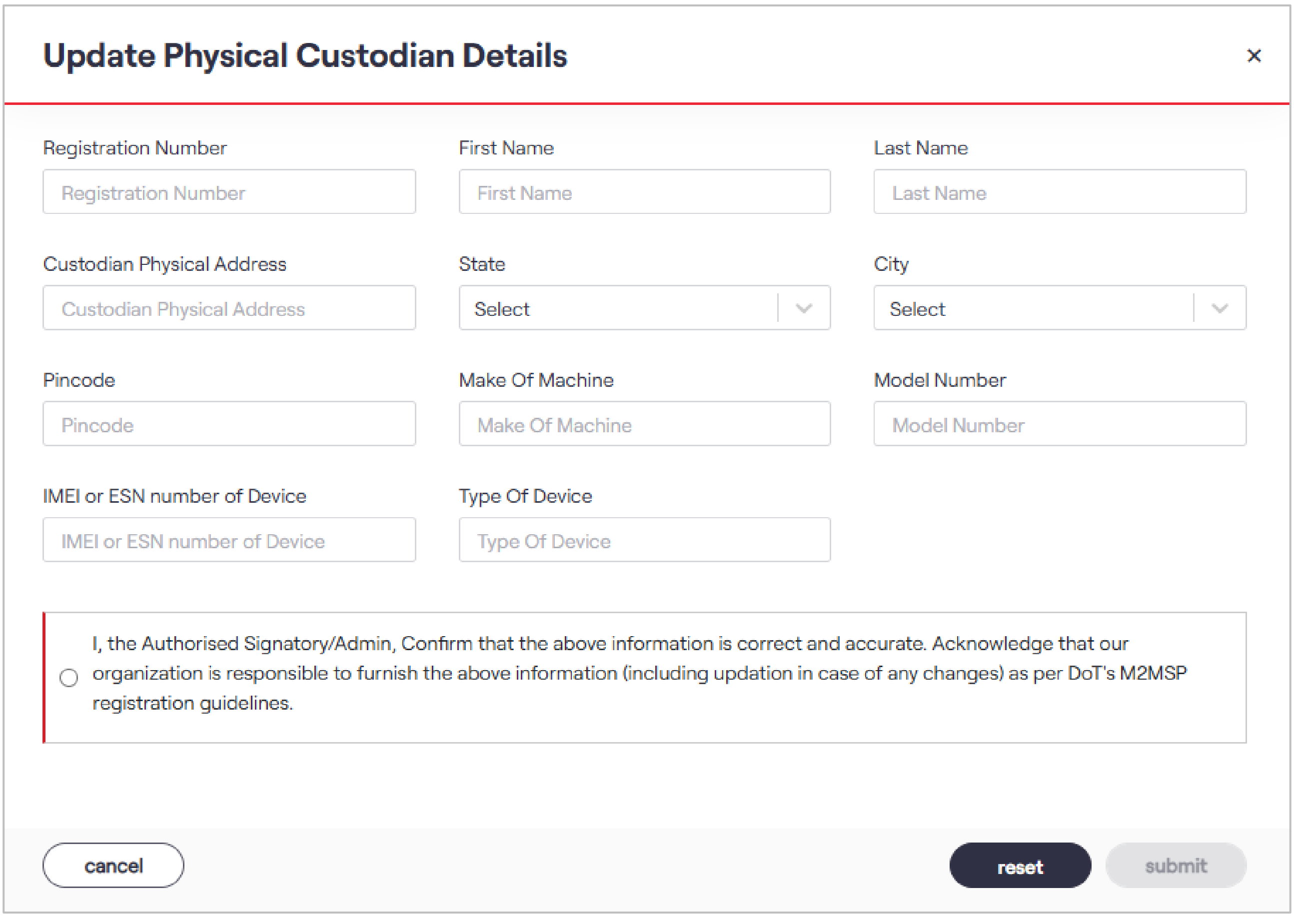
1. On the **My Account** screen, click the **Physical Custodian Info** tab under MSISDNs. The following physical custodian details screen is displayed.



2. Click the **Add/Update** button to add the modify the customer's physical custodian details. Refer to the following screen.



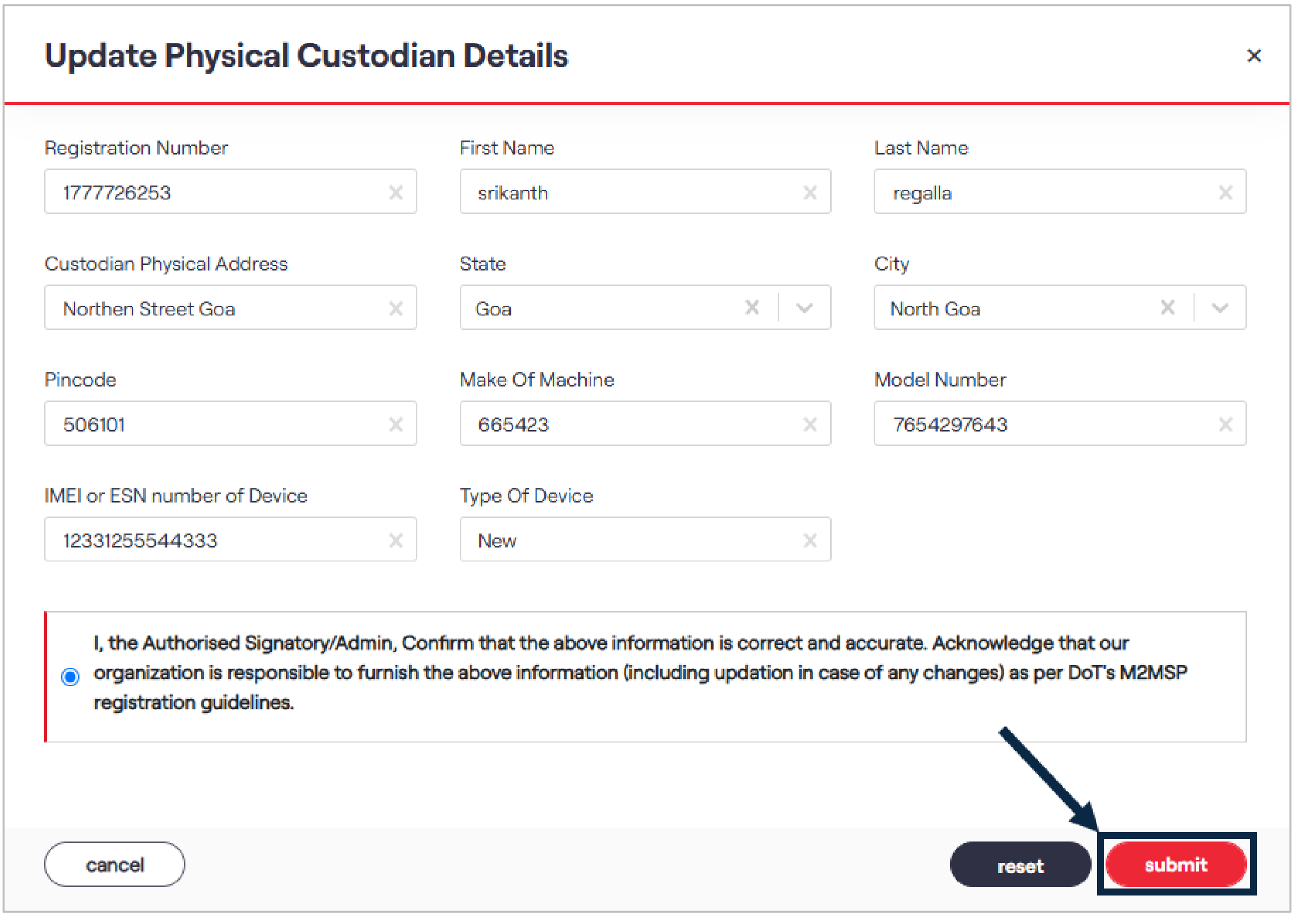
3. After clicking **Add/Update** button, the following screen is displayed.



4. Enter/Select the following details in the corresponding fields.

Field	Description
Registration Number	Enter the registration number in this field.
First Name	Enter the first name of the customer.
Last Name	Enter the last name of the customer.
Custodian Physical Address	Enter the custodian physical address of the customer.
State	Select the customer state in the drop-down list.
City	Select the customer city in the drop-down list.
Pin Code	Select the city pin code in the drop-down list.
Make Of Machine	Enter the make of the machine in this field.
Model Number	Enter the device model number in this field.
IMEI or ESN number of Device	Enter the IMEI or ESN number of device in this field.
Type Of Device	Enter the type of device in this field.

5. Select the checkbox of "**I, the Authorized Signatory/Admin, Confirm that the above information is correct and accurate. Acknowledge that our organization is responsible to furnish the above information (including updation in case of any changes) as per DoT's M2MSP registration guidelines**".
6. Click **Submit**. Refer to the following screen.



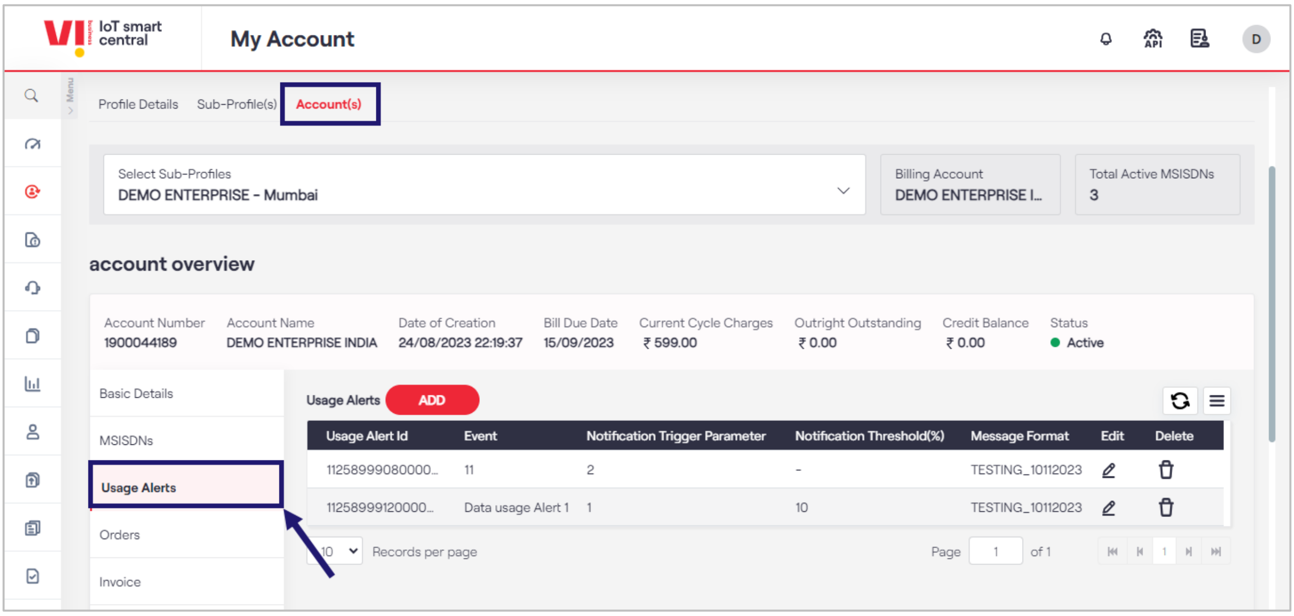
A success message is displayed, indicating that the physical custodian is updated successfully.

Usage Alert

This option allows enterprise selfcare users to add different usage alerts. They can define the critical usage alerts for status change or bill plan change within a pool of plans. For example, System will allow to set off the rules for various notifications like IMEI changes, Usage updates, and so on.

To manage the Usage Alert:

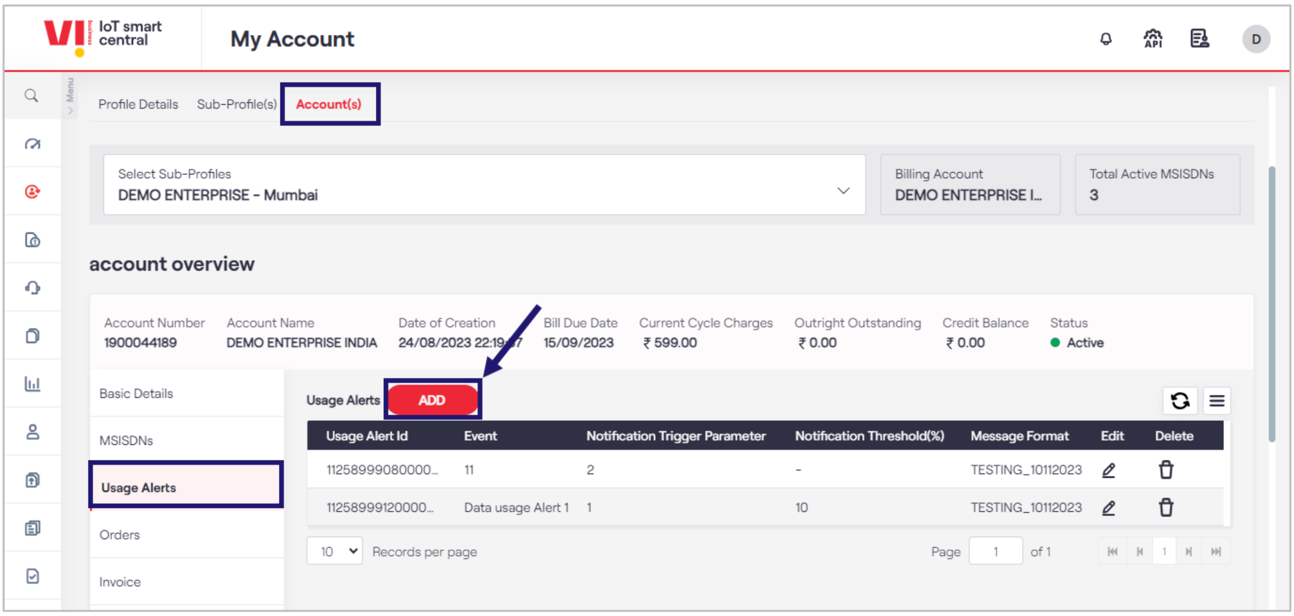
1. On the **My Account** screen, click the **Usage Alert** under accounts. The following screen is displayed.



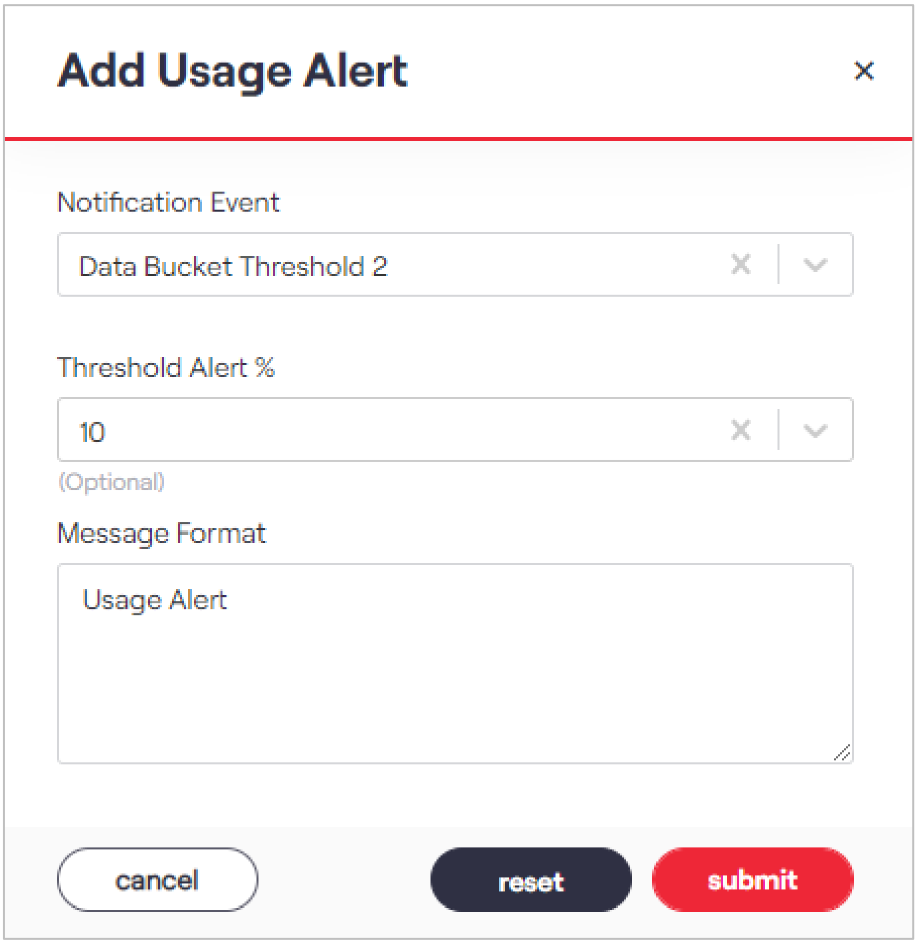
Add, Modify, and Delete Usage Alert

Using this option, the enterprise selfcare users can add a new usage alert.

1. On the **Usage Alert** screen, click the **Add** button. Refer to the following screen.



2. After clicking the **Add** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

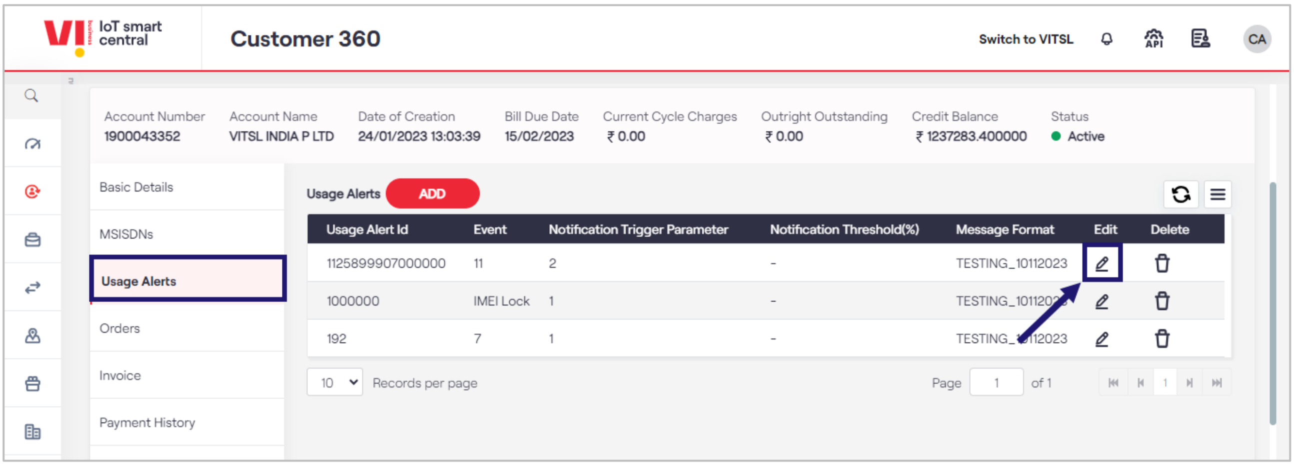
Field	Description
Notification Event	Select the notification event in the drop-down list. For example, if the notification is related to an addon, then it can be selected as Addon Subscription.
Threshold	Select the usage alert threshold in the drop-down list.
Message Format	Enter the message format to send the message in the notification event.

4. After entering all the required details, click the **Submit** button.

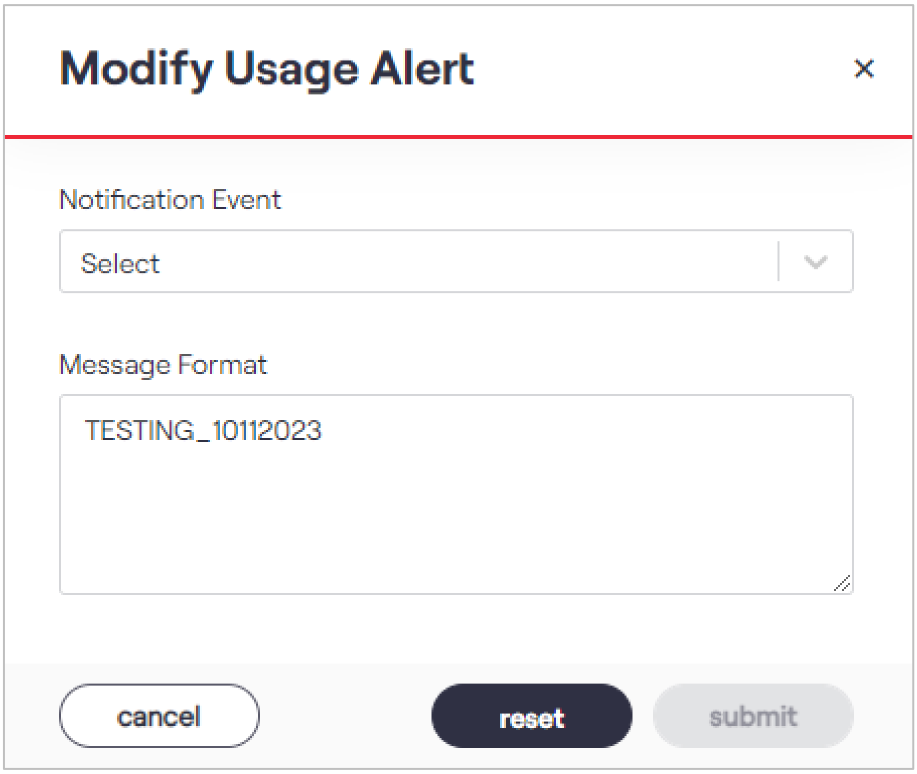
A success message is displayed, indicating that the usage alert is added successfully.

To Modify the Usage Alert:

5. On the **Customer 360** screen, click the **Modify** button under usage alert. Refer to the following screen.



6. After clicking the **Modify** button, the following screen is displayed.

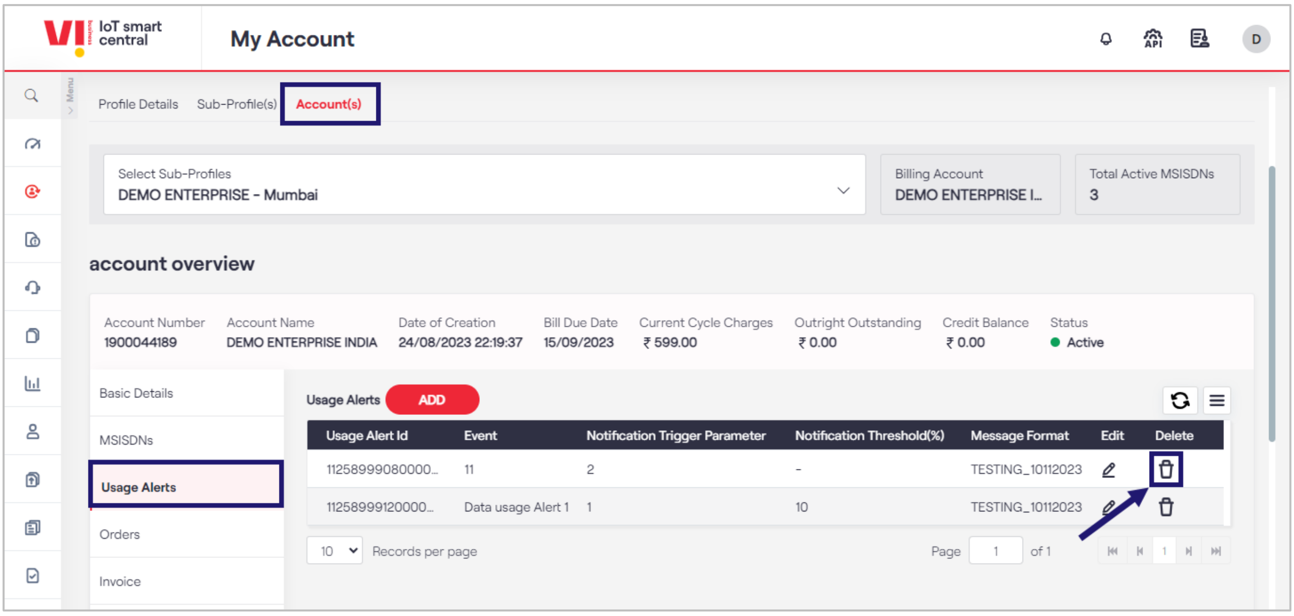


7. Modify the necessary fields and click the **Submit** button.

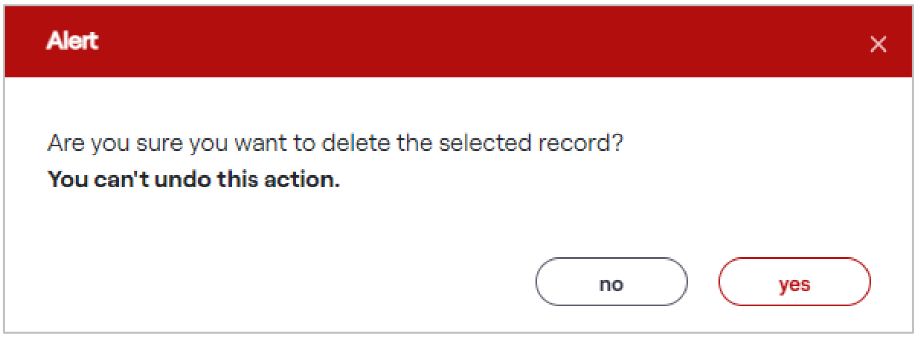
A success message is displayed, indicating that the usage alert is modified successfully.

To Delete the Usage Alert:

1. On the **Customer 360** screen, click the **Delete** button under usage alert. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation window is displayed.



3. If you receive this message, "**Are you sure you want to delete the selected record? You can't undo this action**". Click the "**Yes**" to continue the action.

   A success message is displayed, indicating that the selected usage alert is deleted successfully.

   Or

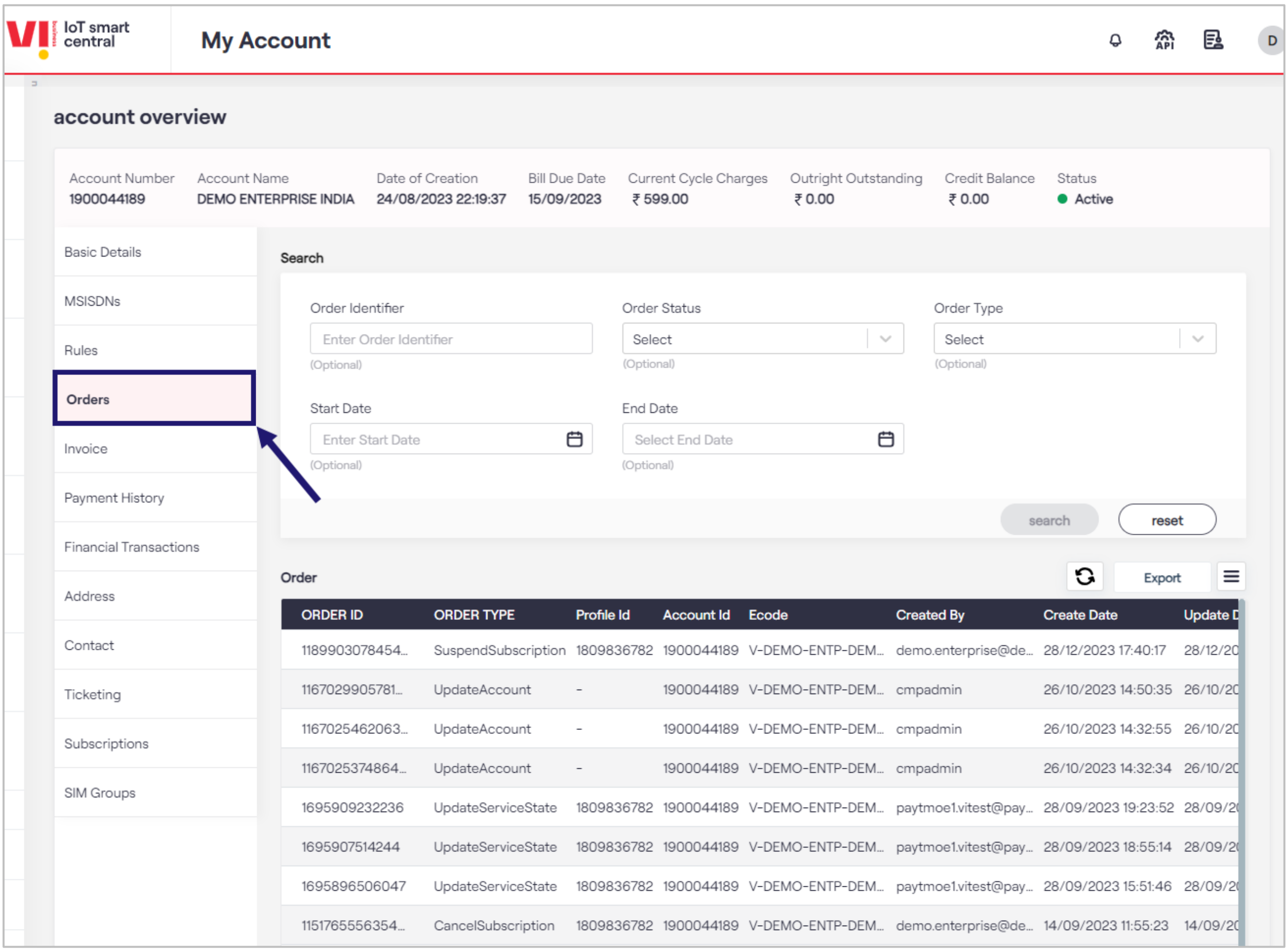
   Click "**No**" to discard the action.

Orders

This option allows the enterprise selfcare users to view the order stages which are placed by the customers. Sub-stages of the orders also will be displayed over here. Each order will show from the start to the completed stages.

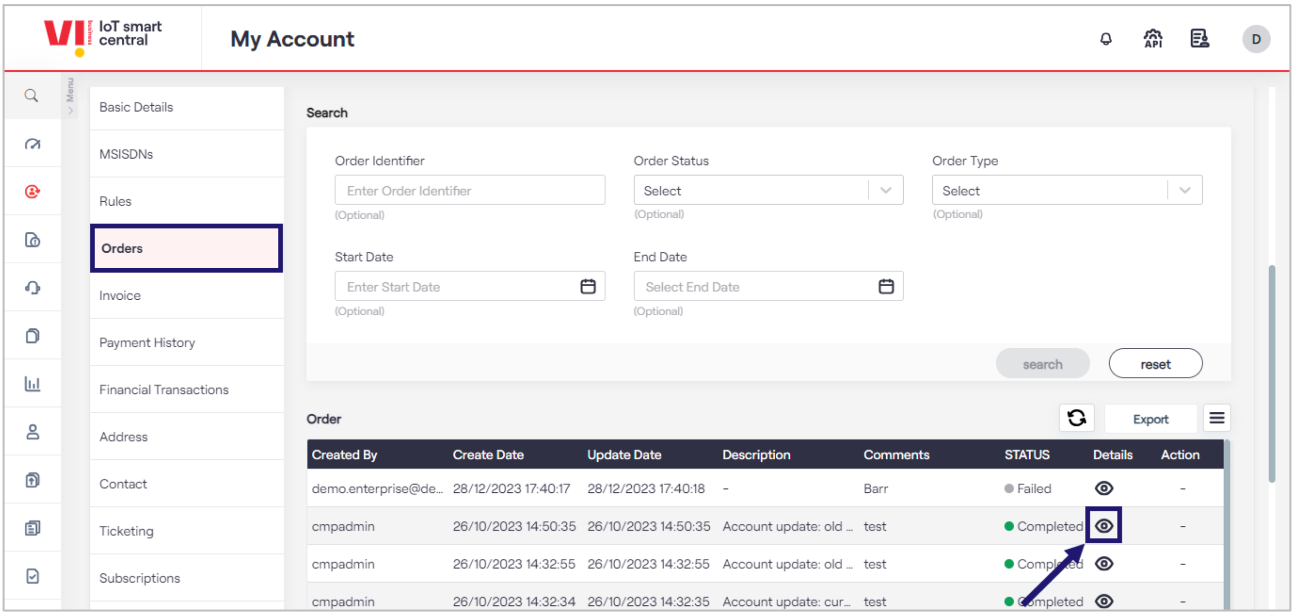
To view the orders:

1. On the **My Account** screen, click the **Orders** under accounts. The following screen is displayed.

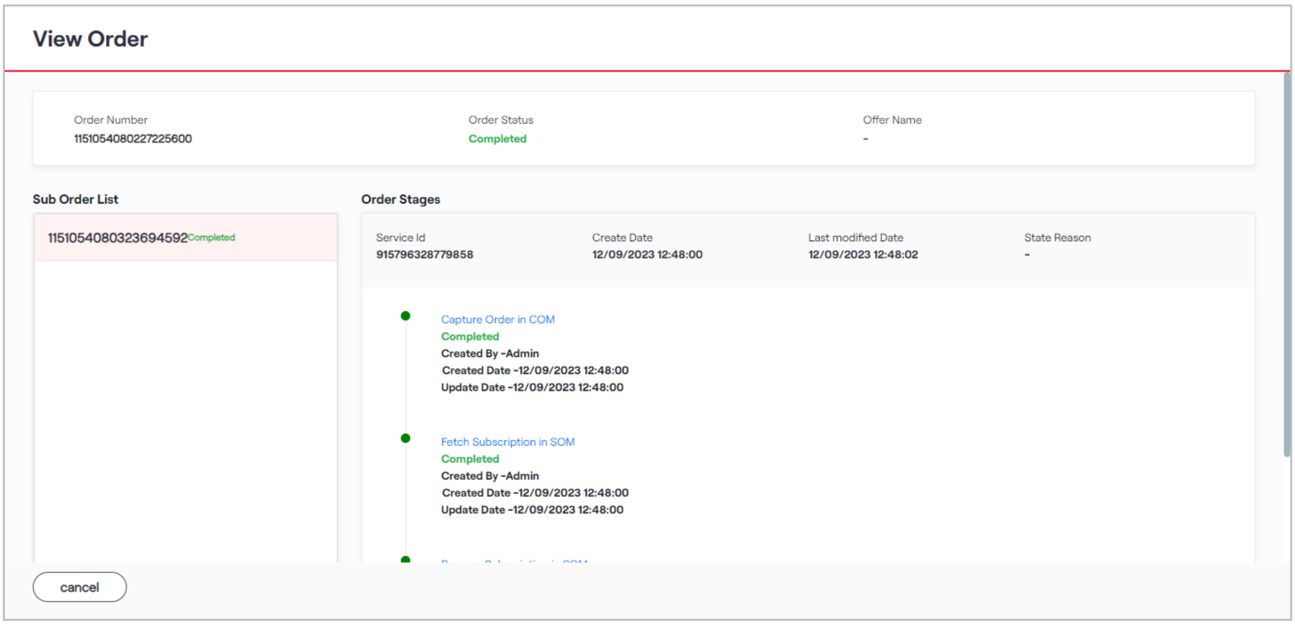


To view order details:

1. On the **Orders** screen, click the **View** button  to view the order details. Refer to the following screen.



2. After clicking the **View** button, the following screen is displayed.

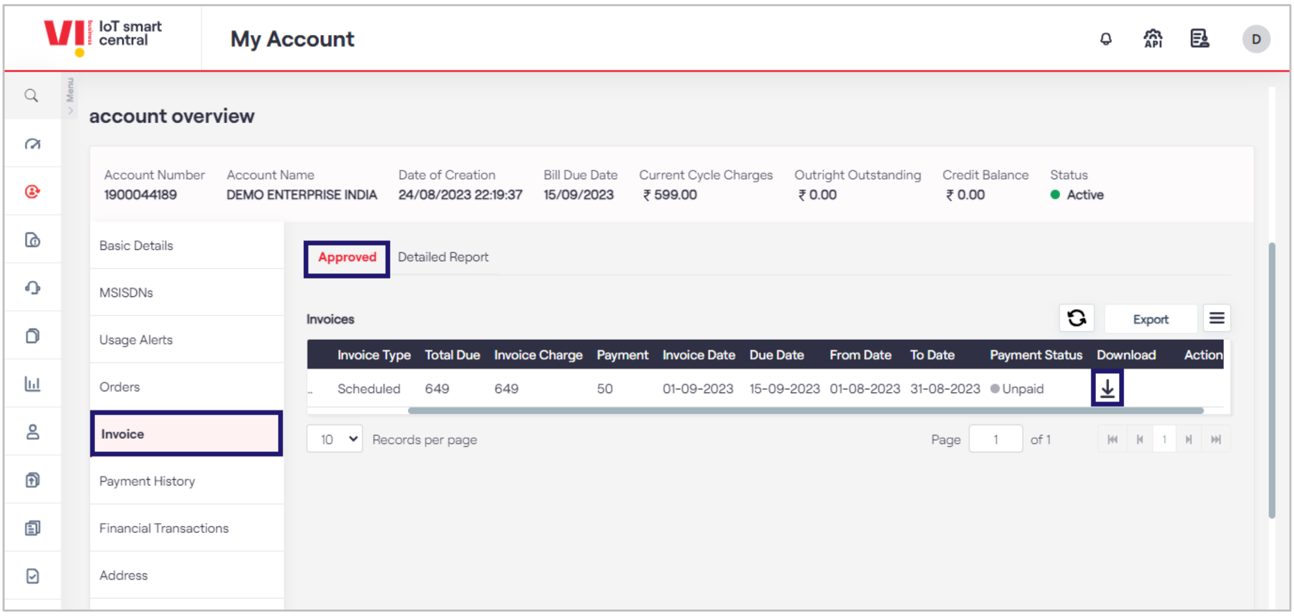


Invoice

This option allows the enterprise selfcare users to view the invoice details and create the detailed report under the account. They can also download the invoice.

<u>To view the Invoice details:</u>

1. On the **My Account** screen, click the **Invoice** under accounts. The following screen is displayed.



- Click the **Download** button to download the invoice. Refer to the previous screen.

The following sample invoice will be downloaded.

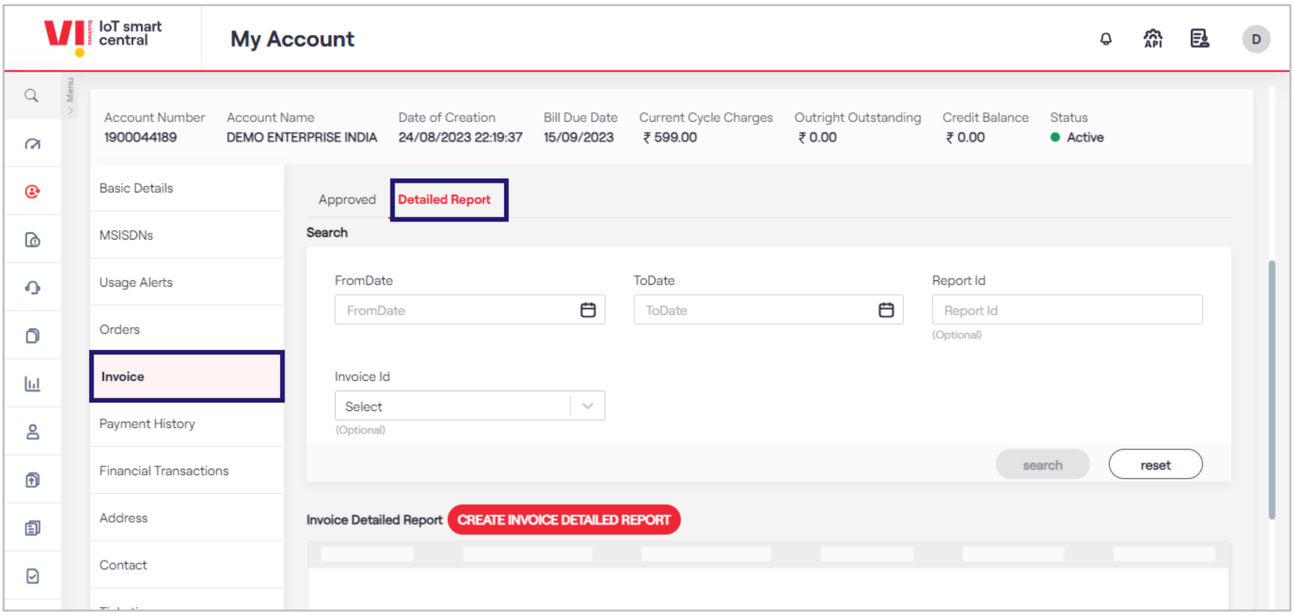
Invoice_2023090100
0000_1900044189_IN

Detailed Report

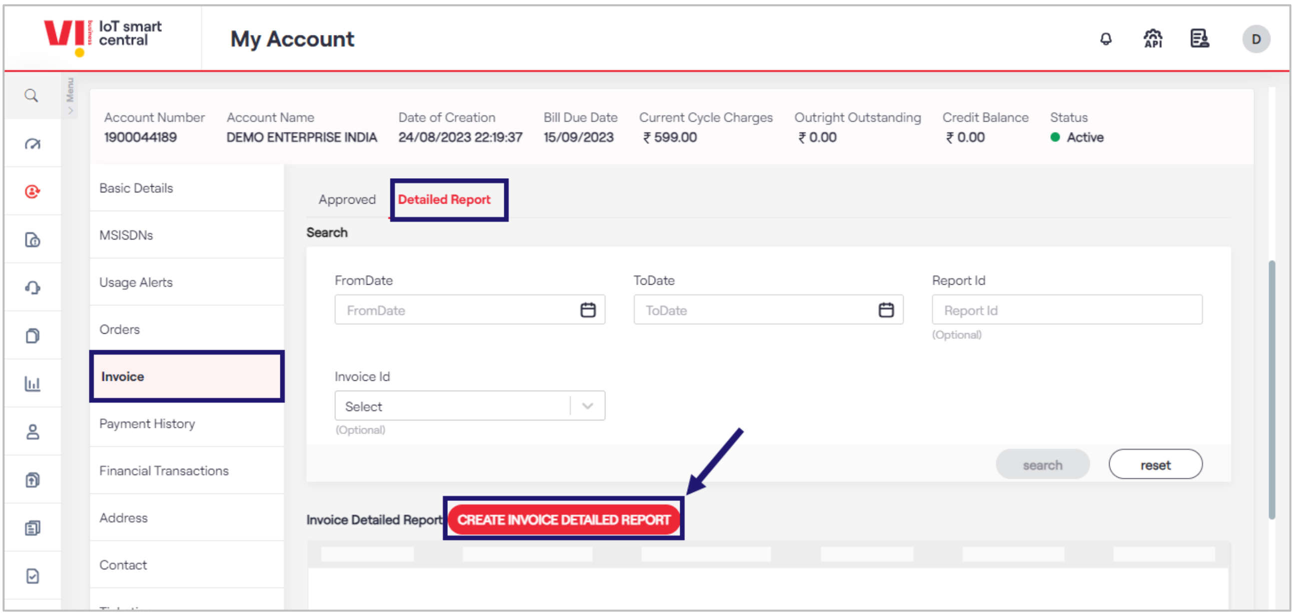
Using this option, selfcare users can create a detailed report for the invoice.

To manage the detailed report:

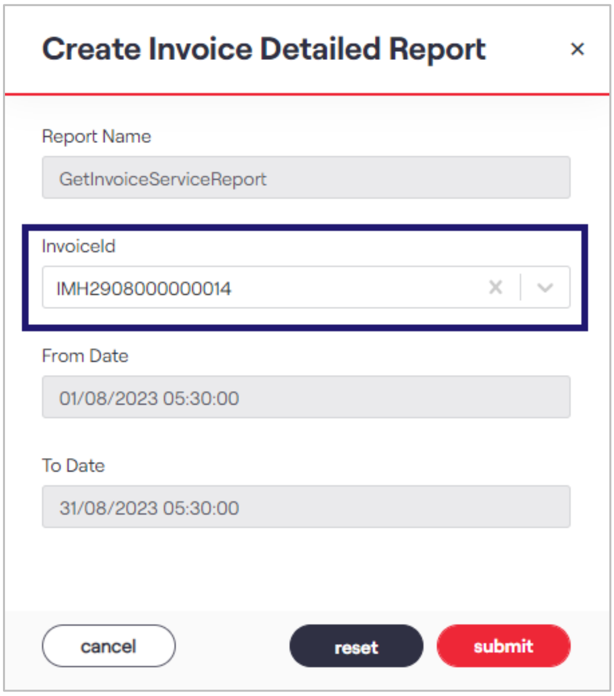
1. On the **My Account** screen, click **Detailed Report** tab. The following screen is displayed.



2. On the **Detailed Report** screen, click the **Create Invoice Detailed Report** button. Refer to the following screen.



3. After clicking the **Create Invoice Detailed Report** button, the following screen is displayed.



4. Select the **Invoice ID** in the drop-down list.

Note:

By default, **From Date** and **To Date** will be taken by the system.

5. Click the **Submit** button.

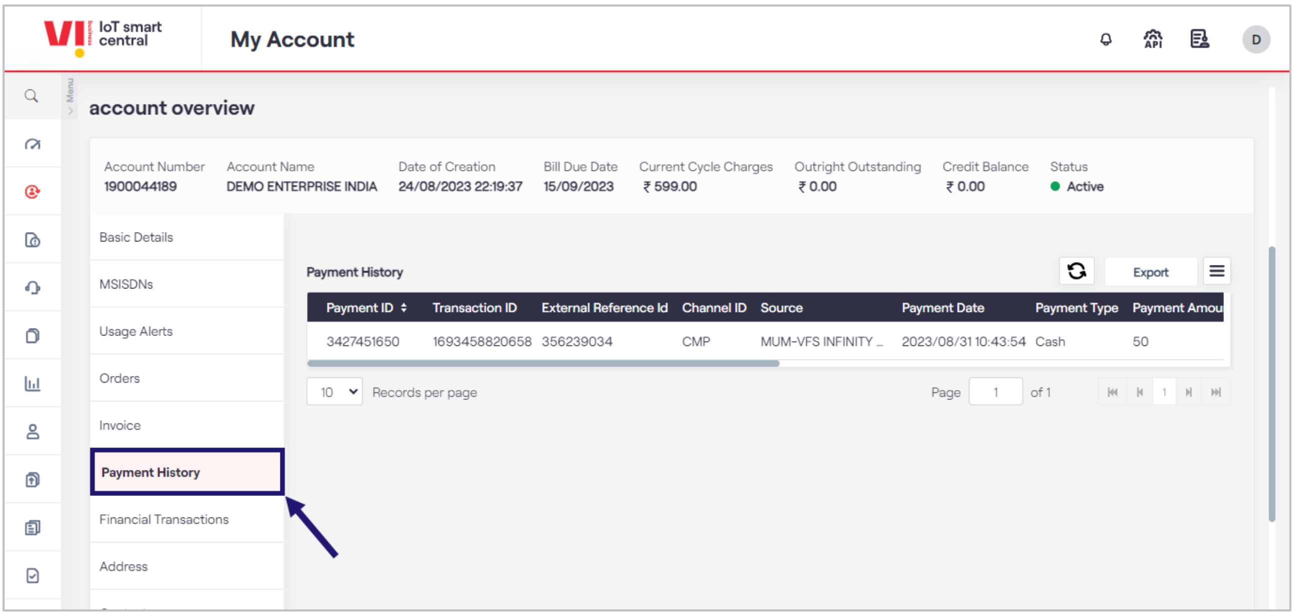
The detailed invoice report will be generated successfully.

Payment History

This option allows enterprise selfcare users to view the payment details. Enterprise Users will have the flexibility to view the payment history of orders.

To manage the Payment History:

1. On the **My Account** screen, click the **Payment History** under accounts. The following screen is displayed.

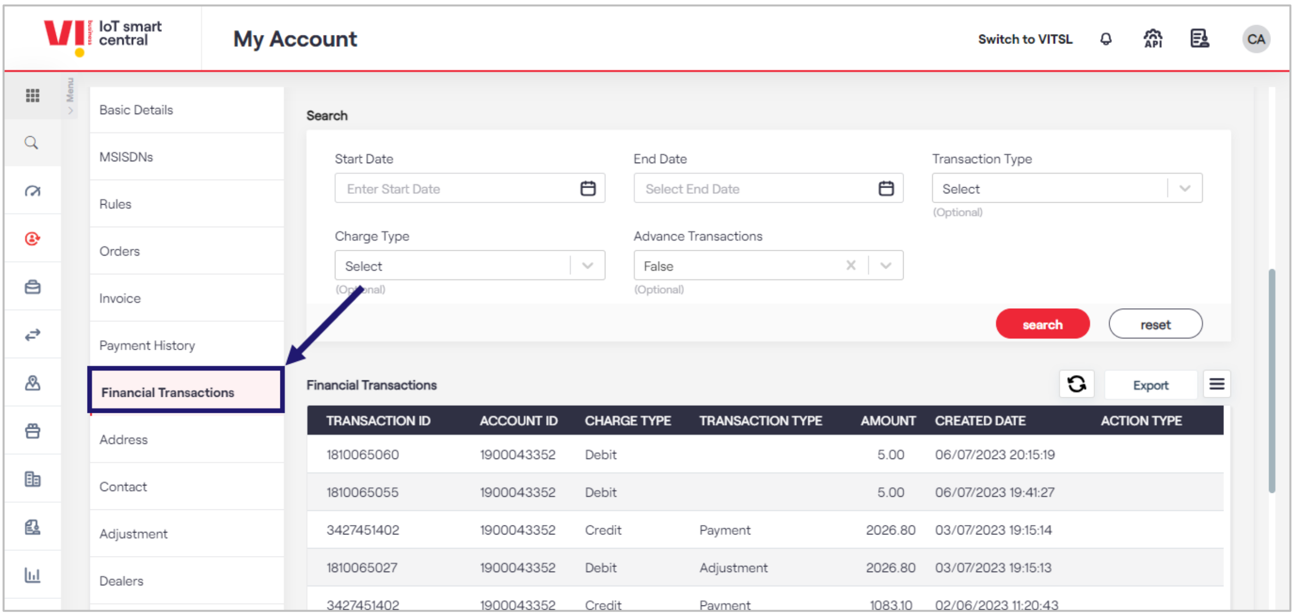


The payment history details are displayed on the screen.

Financial Transactions

This option allows enterprise selfcare users to view the total financial transaction summary under the account.

1. On the **My Account** screen, click the **Financial Transactions** under accounts. The following screen is displayed.



The transaction history is displayed on the screen.

- Enterprise selfcare users can select the **Start Date**, **End Date, Transaction Type, Charge Type,** and **Advance Transactions** in the corresponding fields and click the **Search** button.

The transaction history is displayed in that specific period only.

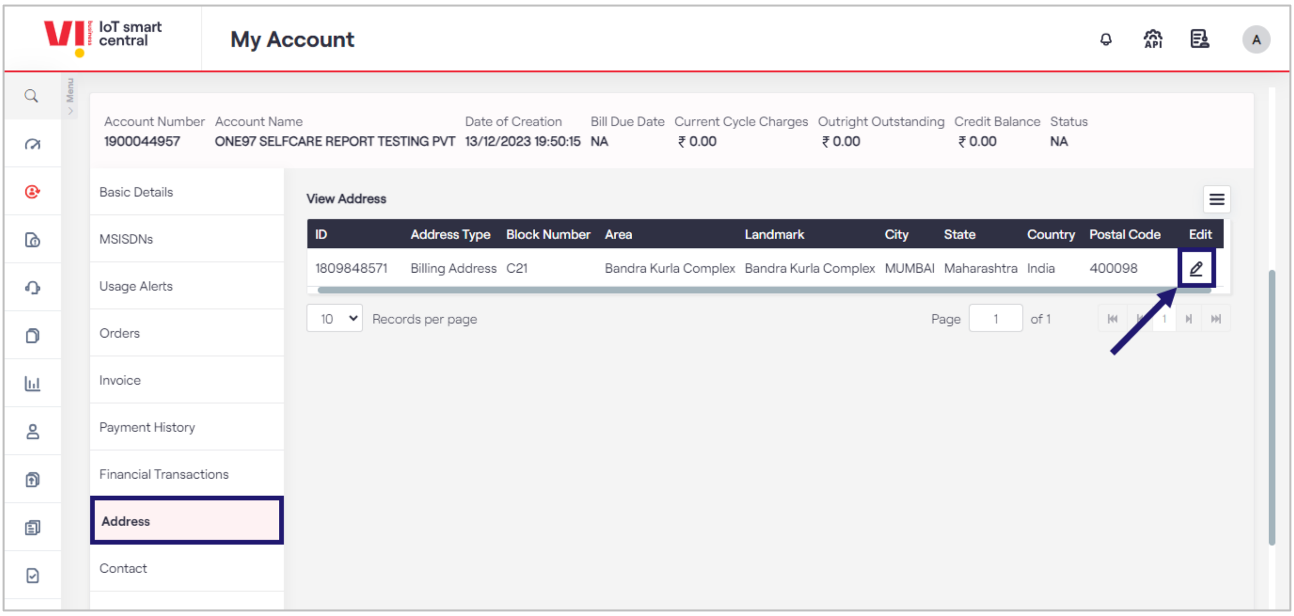
- You can view the **Transaction ID, Account ID, Charge Type, Transaction Type, Amount,** and **Created Date** details.

Address

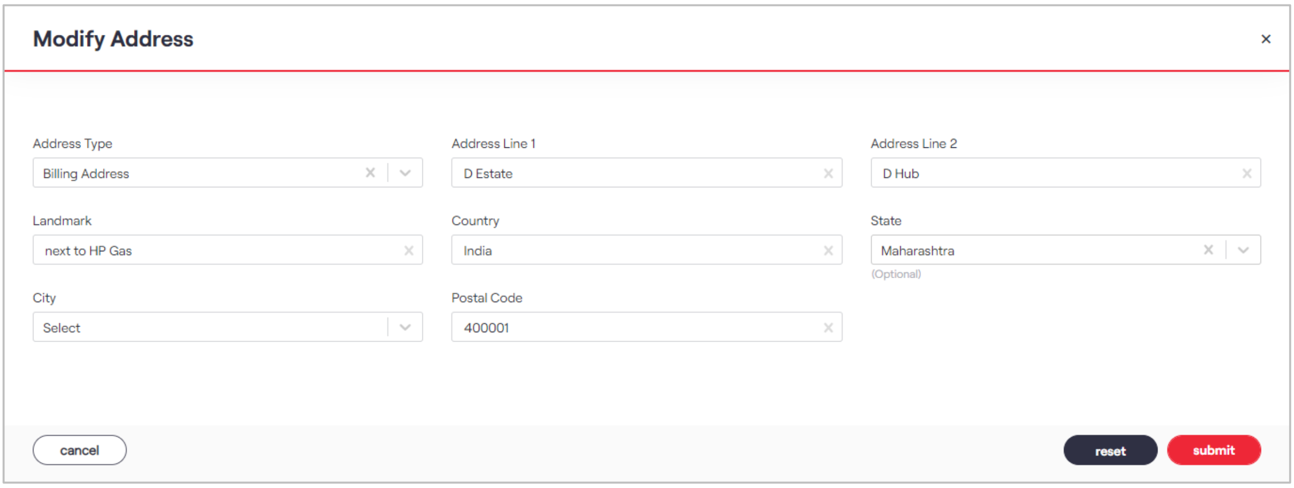
This option allows enterprise selfcare users to view the customer address details, and the address type can be Permanent Address, Resident Address, and Billing Address. They can also edit the address details under the account.

To manage the Address details:

1. On the **My Account** screen, click the **Address** under accounts. The following screen is displayed.



2. Click the **Edit** button  to edit the address details. Refer to the above screen.
3. After clicking the **Edit** button, the following screen is displayed.



4. Edit the necessary address details and click the **Submit** button.

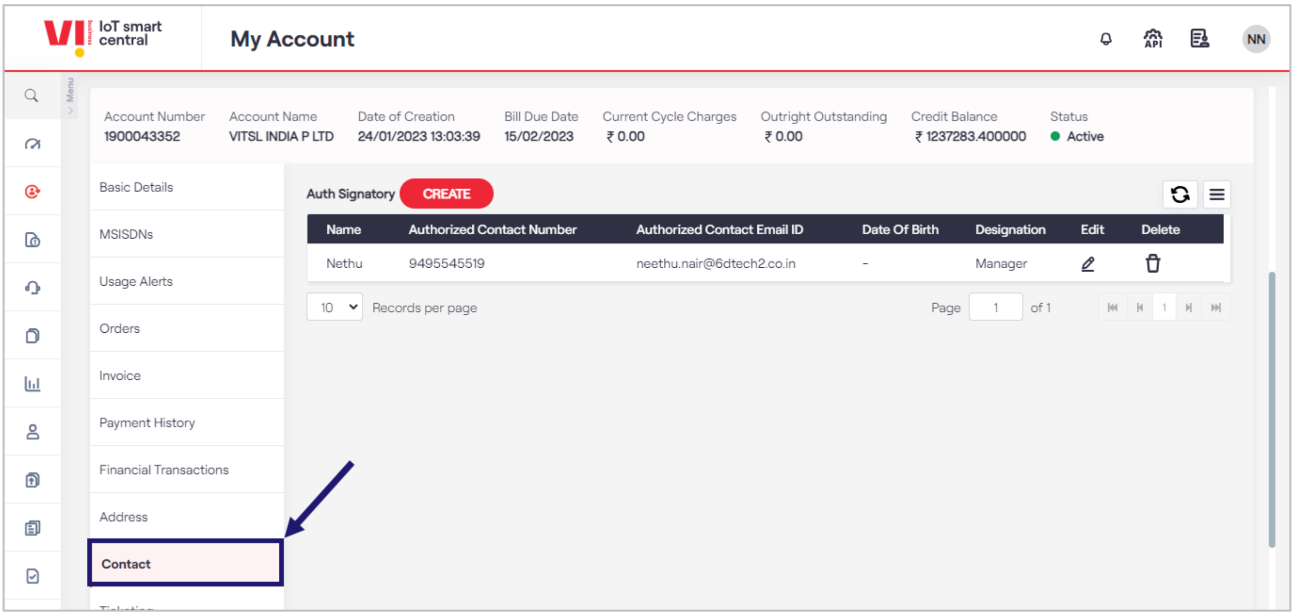
A success message is displayed, indicating that the address details are updated successfully.

Contacts

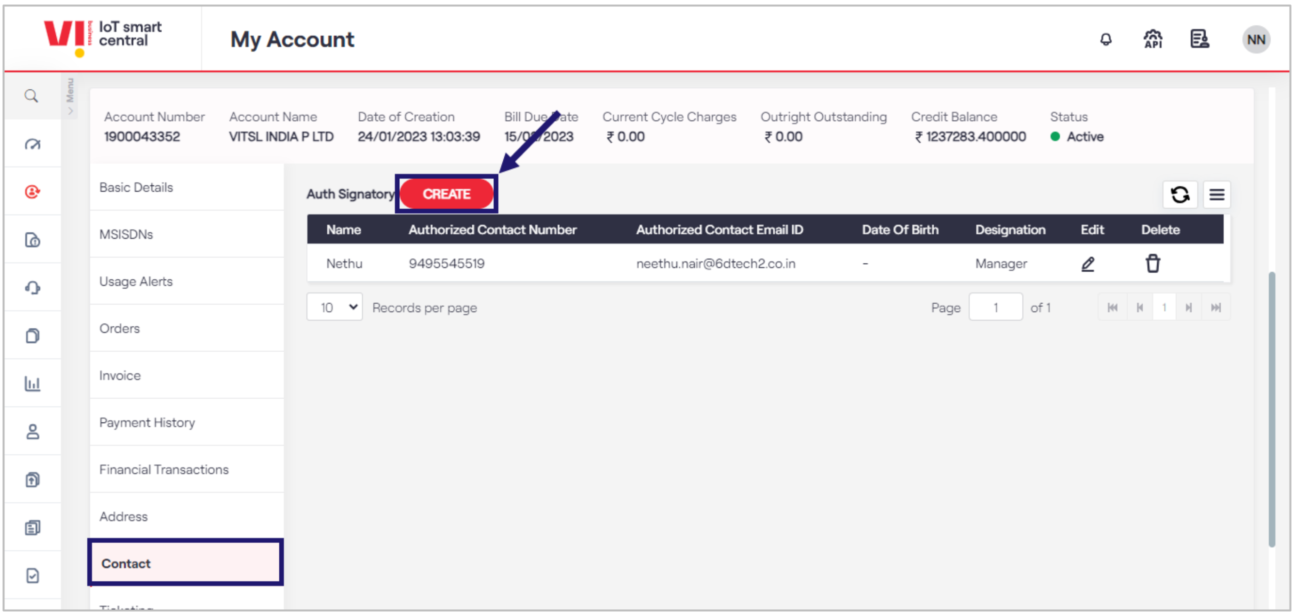
Using this option, enterprise selfcare users can create the authorized signatory by providing the required details. It helps to reach them when the customer is not responding.

To manage the Contacts:

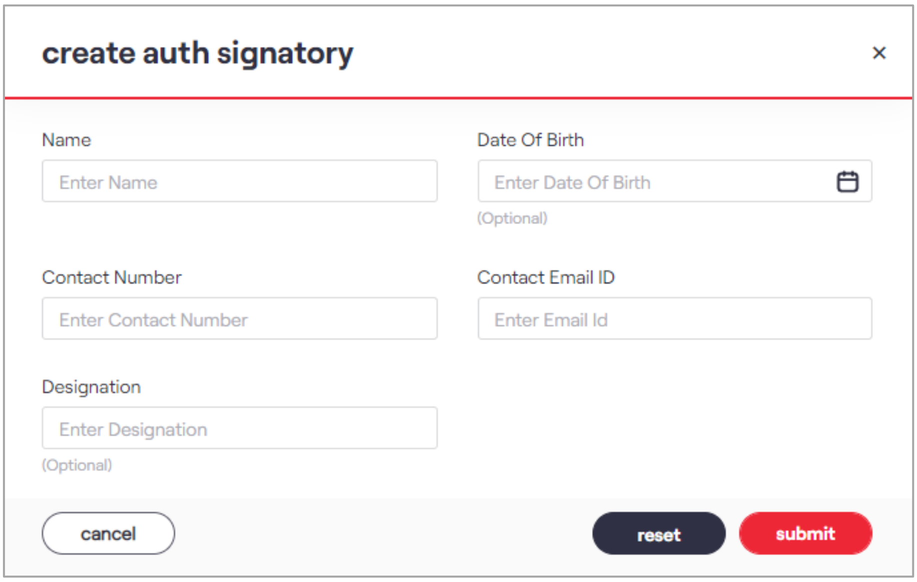
1. On the **My Account** screen, click the **Contacts** under accounts. The following screen is displayed.



2. Click the **Create** button to create a new contact. Refer to the following screen.



3. After clicking the **Create** button, the following screen is displayed.



4. Enter/Select the following details in the corresponding fields.

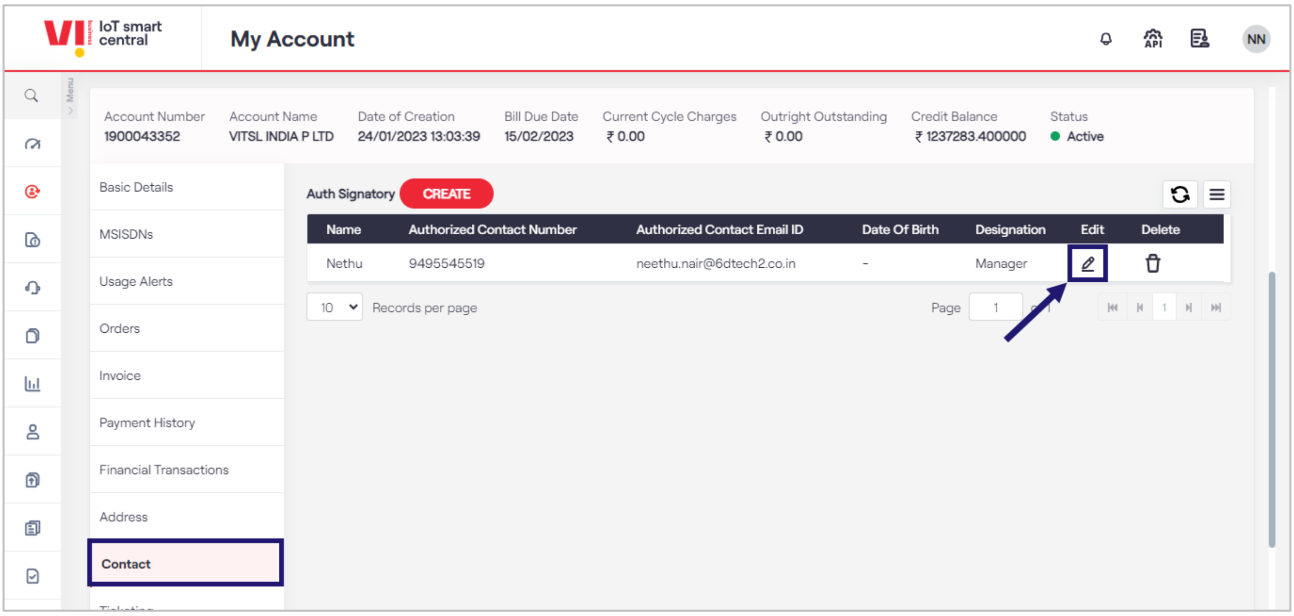
Field	Description
Name	Enter the name of the authorized signatory.
Date Of Birth	Enter the authorized signatory's date of birth in the calendar.
Contact Number	Enter the authorized signatory mobile/phone number.
Contact Email ID	Enter the authorized signatory email ID.
Designation	Enter the authorized signatory designation.

5. After entering all the required details, click the **Submit** button.

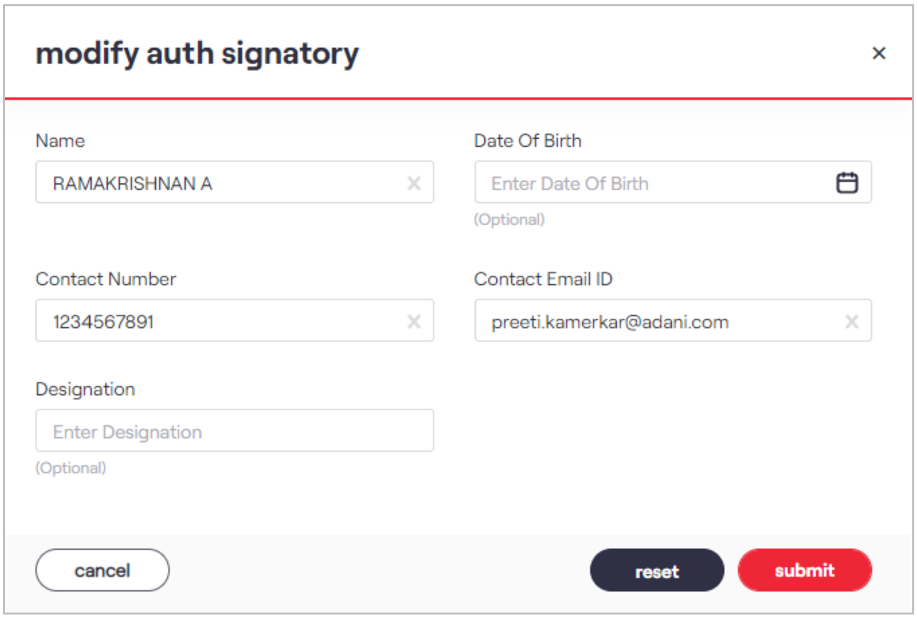
A success message is displayed, indicating that the authorized signatory is created successfully.

To Modify the Contact:

1. On the **Contacts** screen, click the **Modify** button. Refer to the following screen.



2. After clicking the **Modify** button, the following screen is displayed.

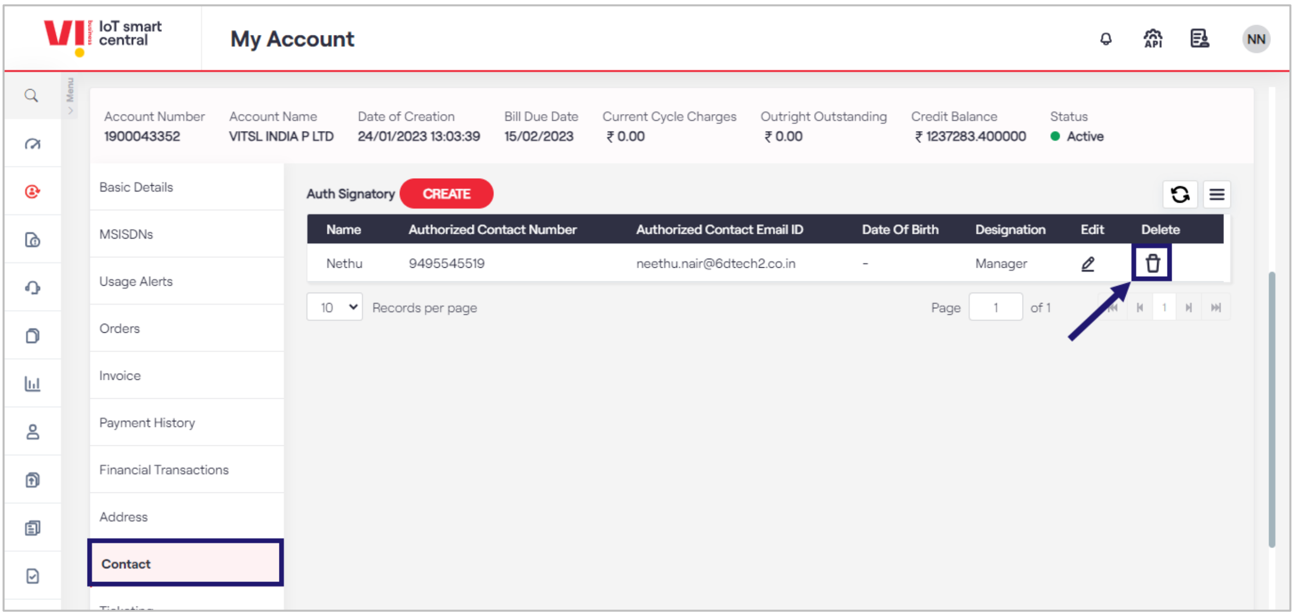


3. Modify the necessary fields and click the **Submit** button.

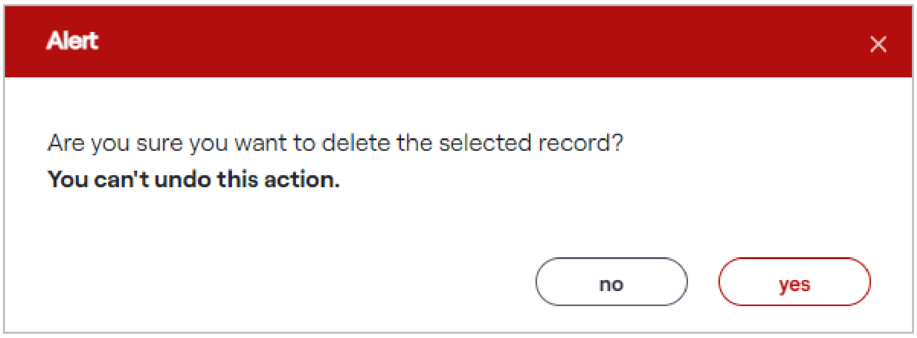
A success message is displayed, indicating that the authorized signatory is modified successfully.

To Delete the Contact:

1. On the **Contacts** screen, click the **Delete** button . Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation window is displayed.



3. If you receive this message, "**Are you sure you want to delete the selected record? You can't undo this action**". Click the "**Yes**" to continue the action.

   A success message is displayed, indicating that the selected authorized signatory is deleted successfully.

   Or

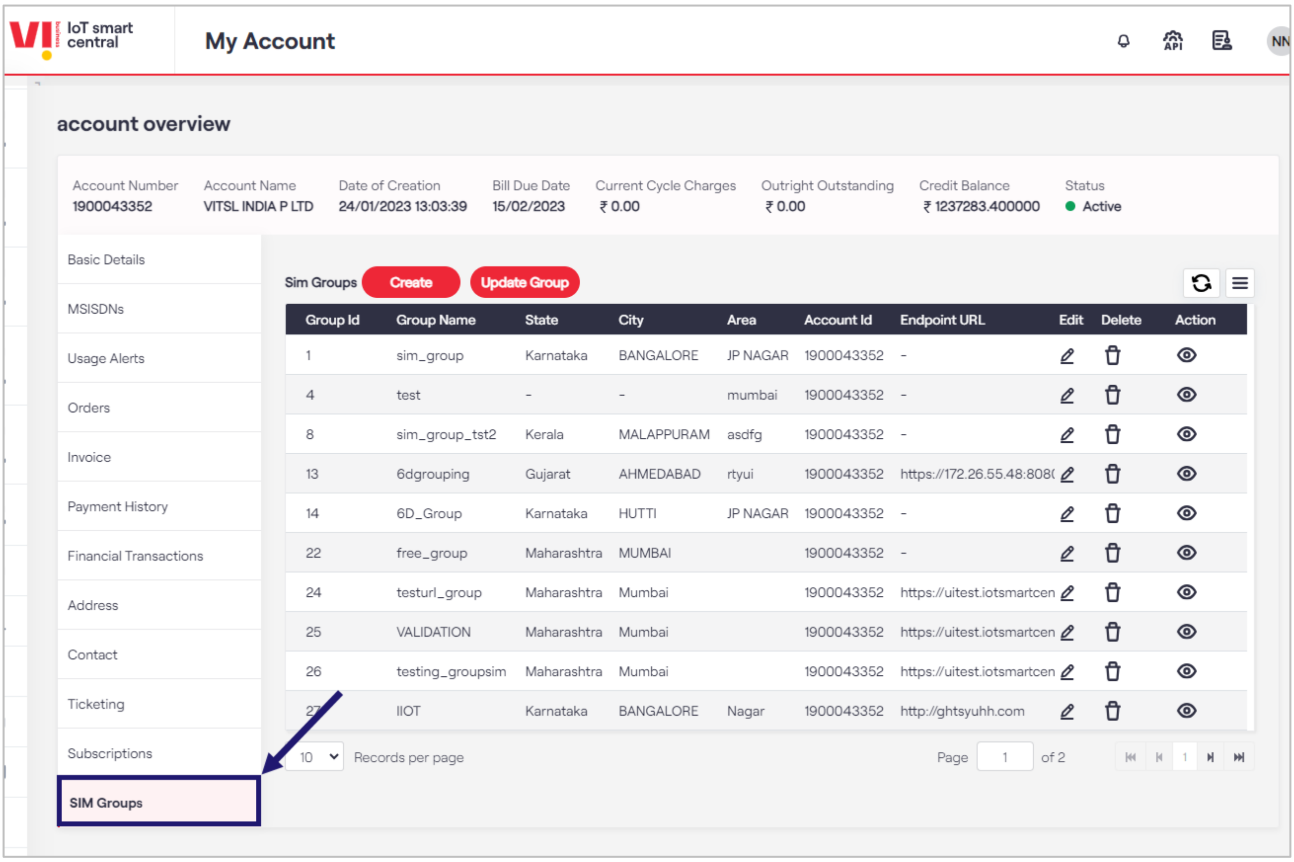
   Click "**No**" to discard the action.

SIM Groups

Using this option, enterprise selfcare user can create the SIM groups. These SIMS groups can be used to categorize users based on their subscription plans or access levels. enterprise selfcare user can also view, update, and delete the existing SIM groups.

To manage the SIM groups:

1. On the **My Account** screen, click the **SIM Groups** under accounts. The following screen is displayed.

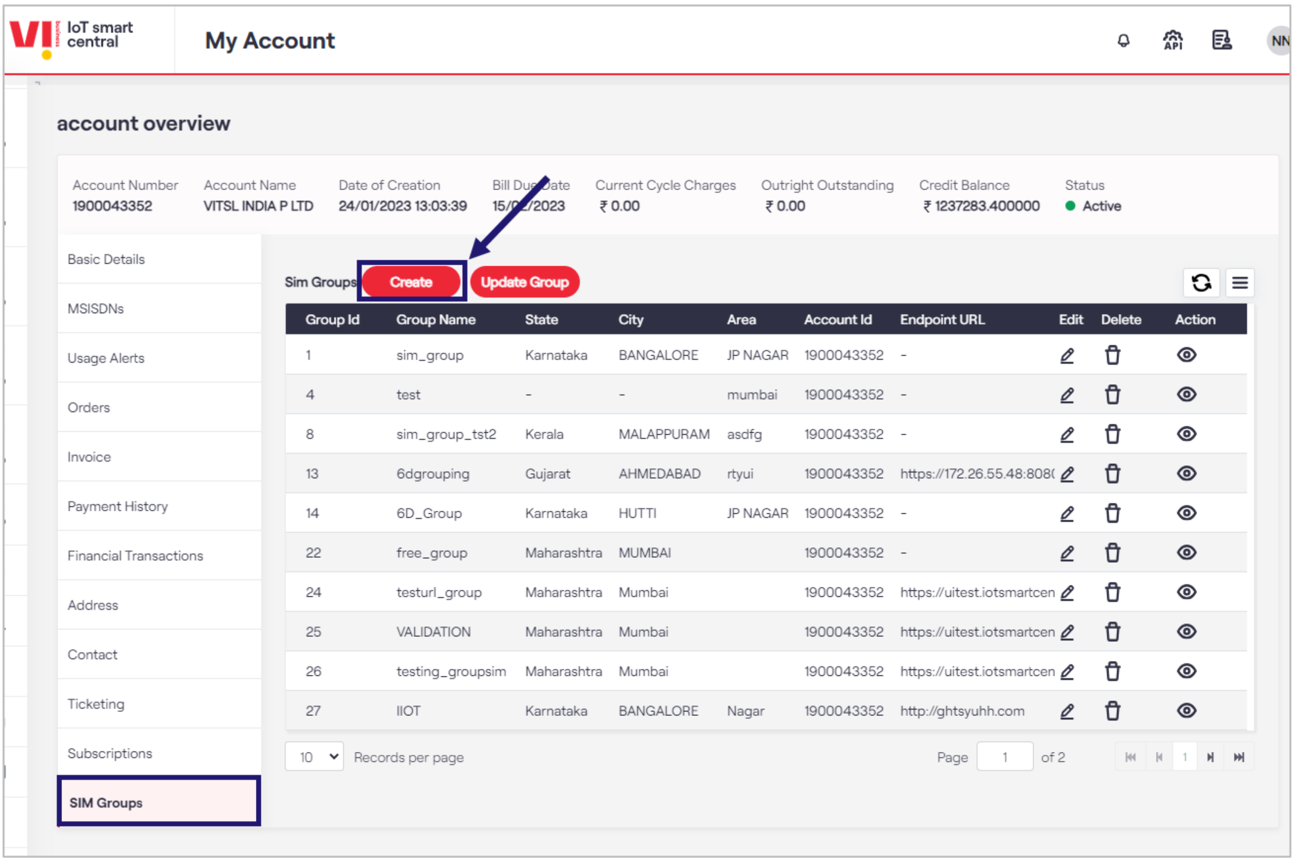


Create SIM Group

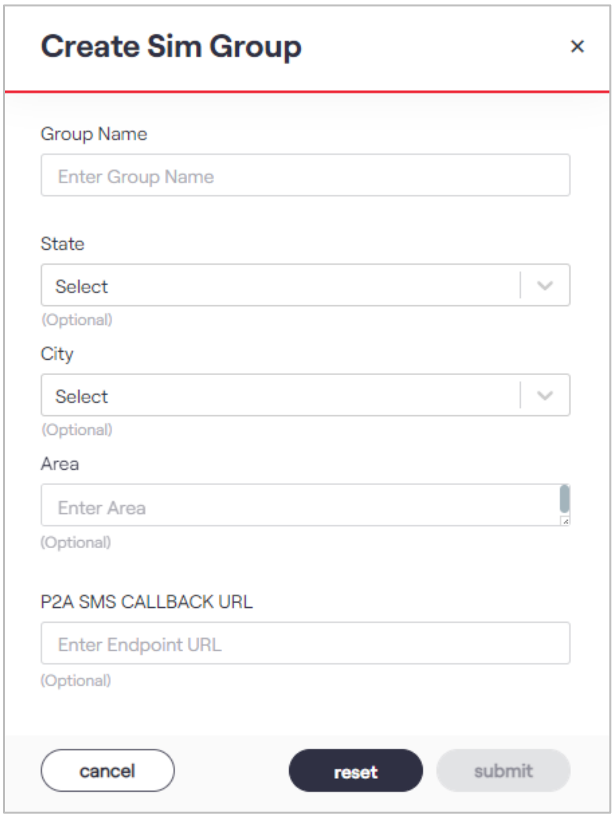
Using this option, enterprise selfcare users can create a new SIM group.

<u>To create a new SIM group:</u>

2. On the **SIM Groups** screen, click the **Create** button. Refer to the following screen.



3. After clicking the **Create** button, the following screen is displayed.



4. Enter/Select the following details in the corresponding fields.

Field	Description
Group Name	Enter the name of the group.
State	Select the required state in the drop-down list.
City	Select the required city in the drop-down list.
Area	Enter the name of the area.
P2A SMS Callback URL	Enter the callback URL for P2A SMS.

5. After entering all the required details, click the **Submit** button.

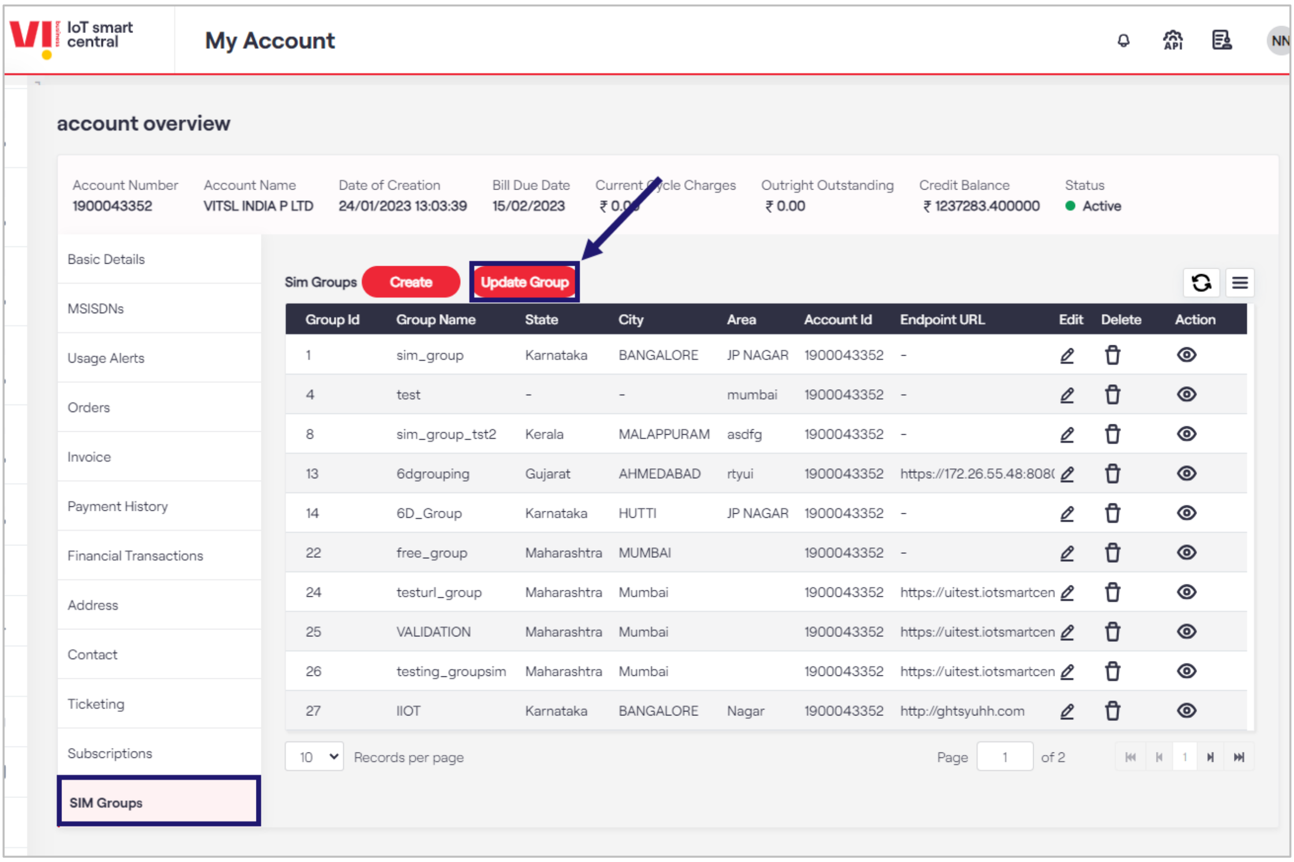
A success message is displayed, indicating that the SIM group is created successfully.

Update SIM Group

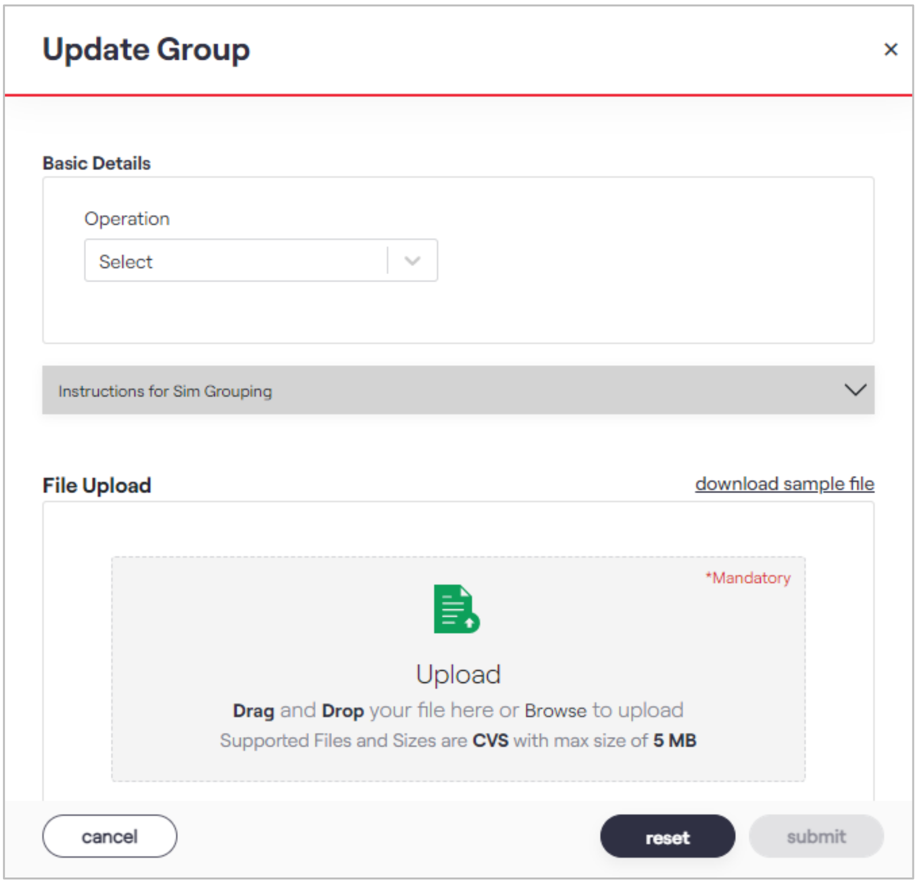
Using this option, enterprise selfcare users can add/modify, and remove the existing SIM groups.

To manage the update SIM group:

1. On the **SIM Groups** screen, click the **Update Group** button. Refer to the following screen.



2. After clicking the **Update Group**, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

Field	Description
Operation	Select the operation as "**Add/Modify**" or "**Remove**" in the drop-down list. If you want to add/modify the existing SIM group, select this option. If you want to remove the MSISDN's from SIM group, select this remove operation.
SIM Groups	Select the existing SIM groups in the drop-down list. **Note**: This field is displayed when the operation is selected as add/modify.
Upload	Click Upload button to upload the "**Add/Modify**" or "**Remove"** operation SIM group file.

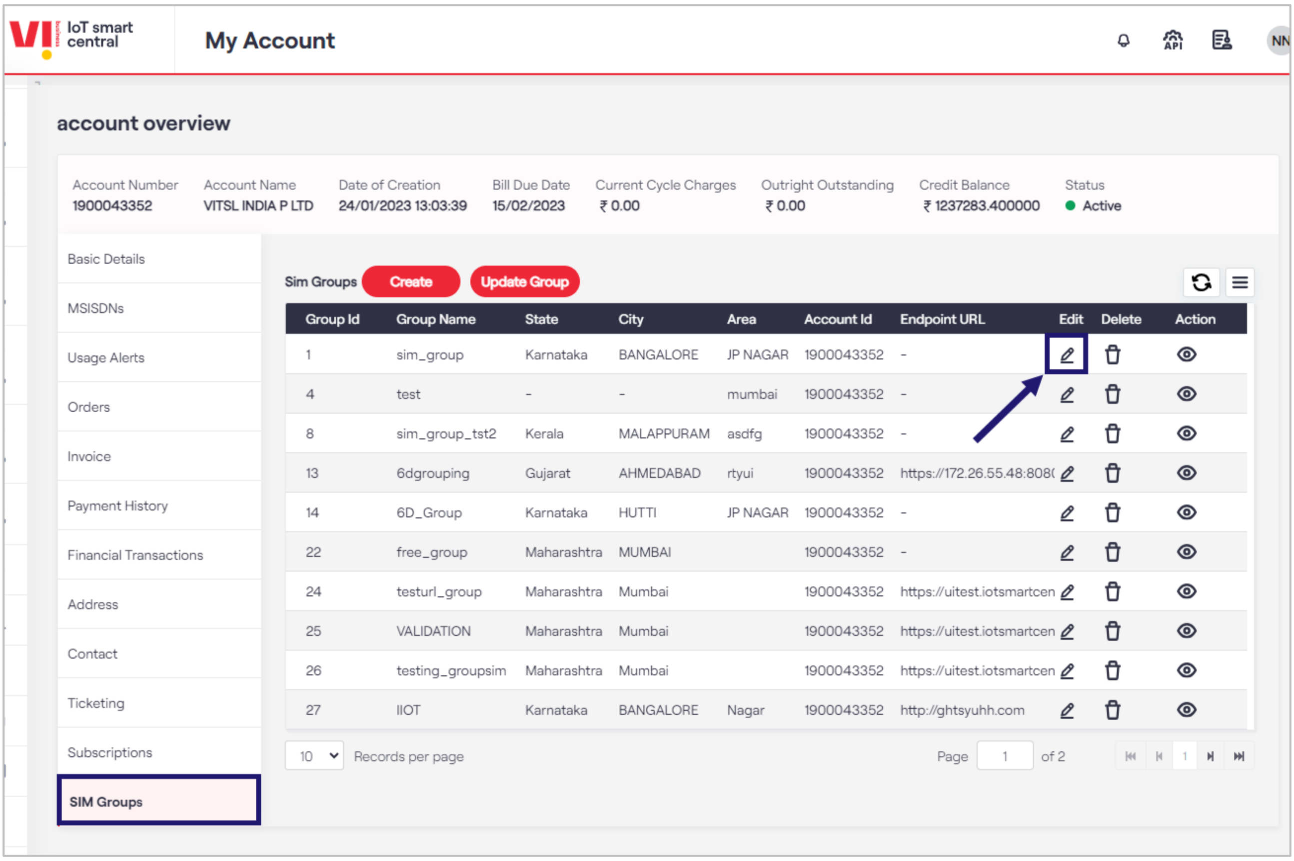
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the update group file is uploaded successfully.

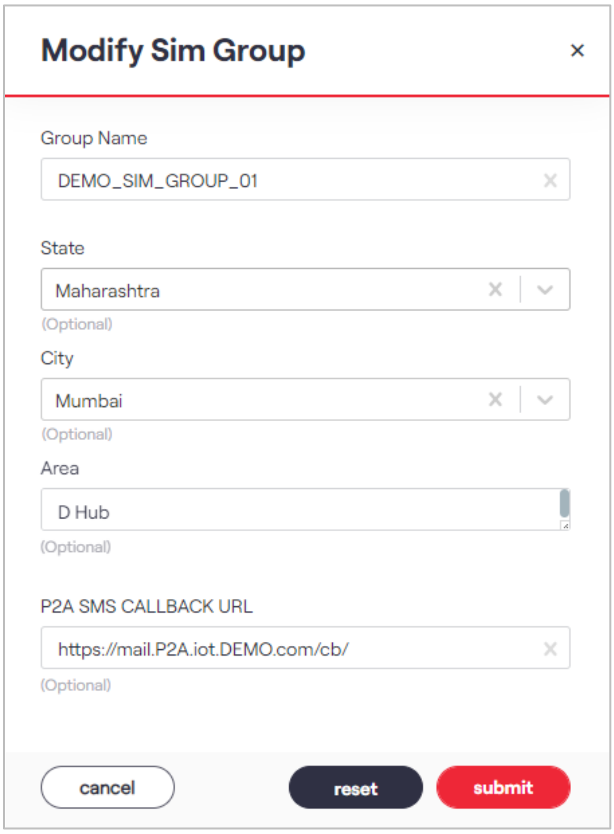
To modify the SIM Group details:

Using this option, enterprise selfcare users can modify the existing SIM group details.

1. On the **SIM Group** screen, click the **Modify** button . Refer to the following screen.



2. After clicking the **Modify** button, the following screen is displayed.

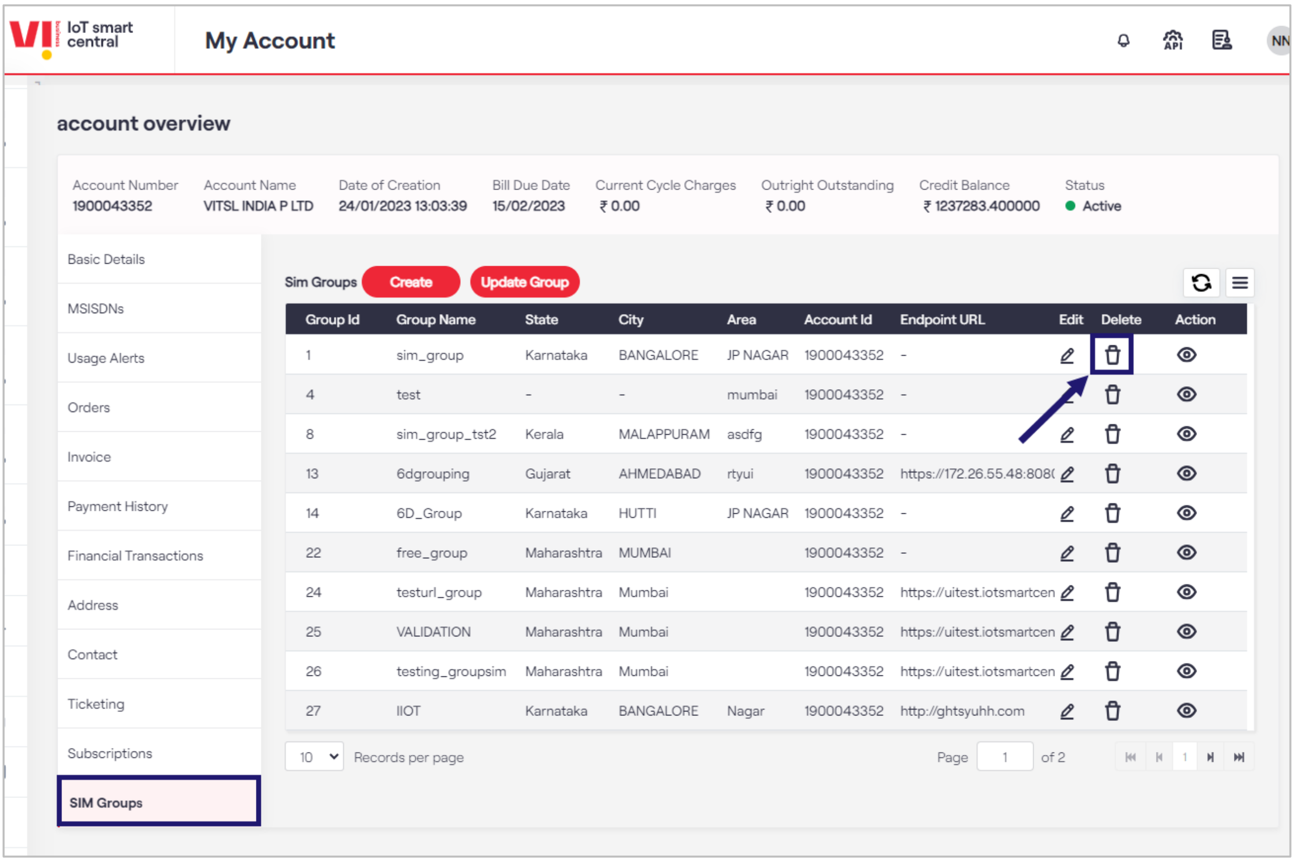


3. Modify the necessary editable fields and click the **Submit** button.

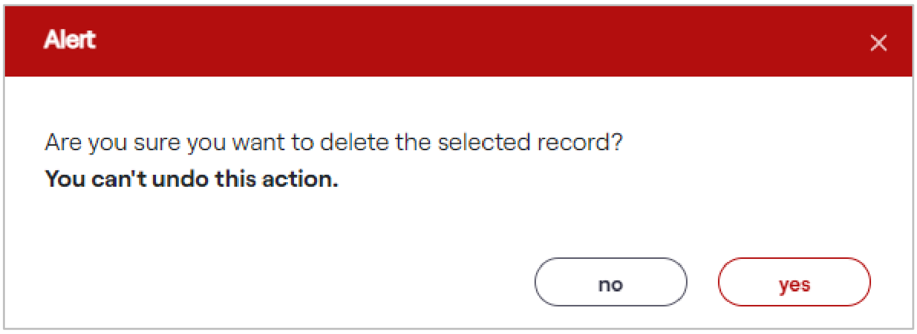
A success message is displayed, indicating that the sim group is updated successfully.

To Delete the SIM Group:

1. On the **SIM Group** screen, click the **Delete** button . Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up message is displayed.



3. If you receive this confirmation message, "**Are you sure you want to delete the selected record? You can't undo this action**". Click "**Yes**" to confirm the action.

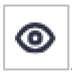
   A success message is displayed, indicating that the rule is deleted successfully.

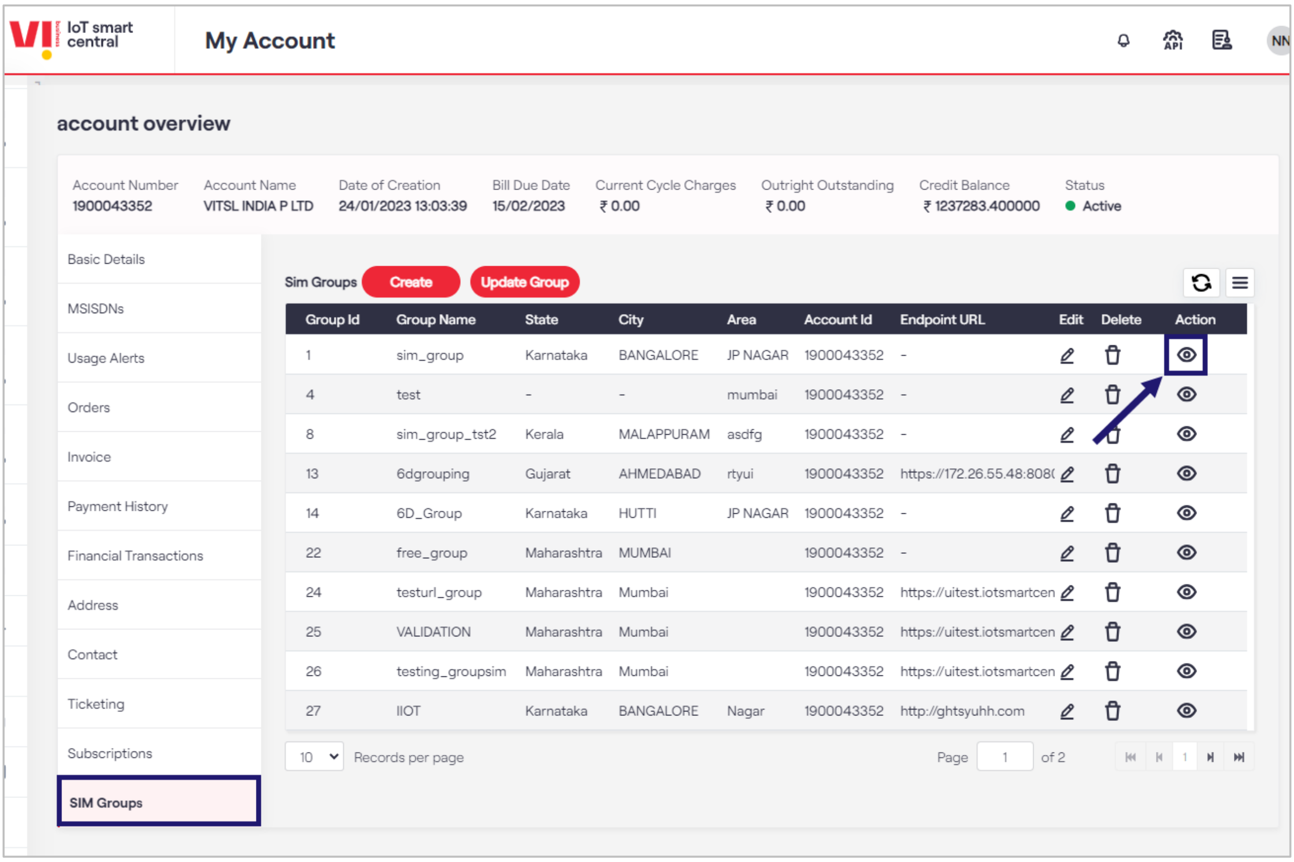
   Or

   Click "**No**" to discard the action.

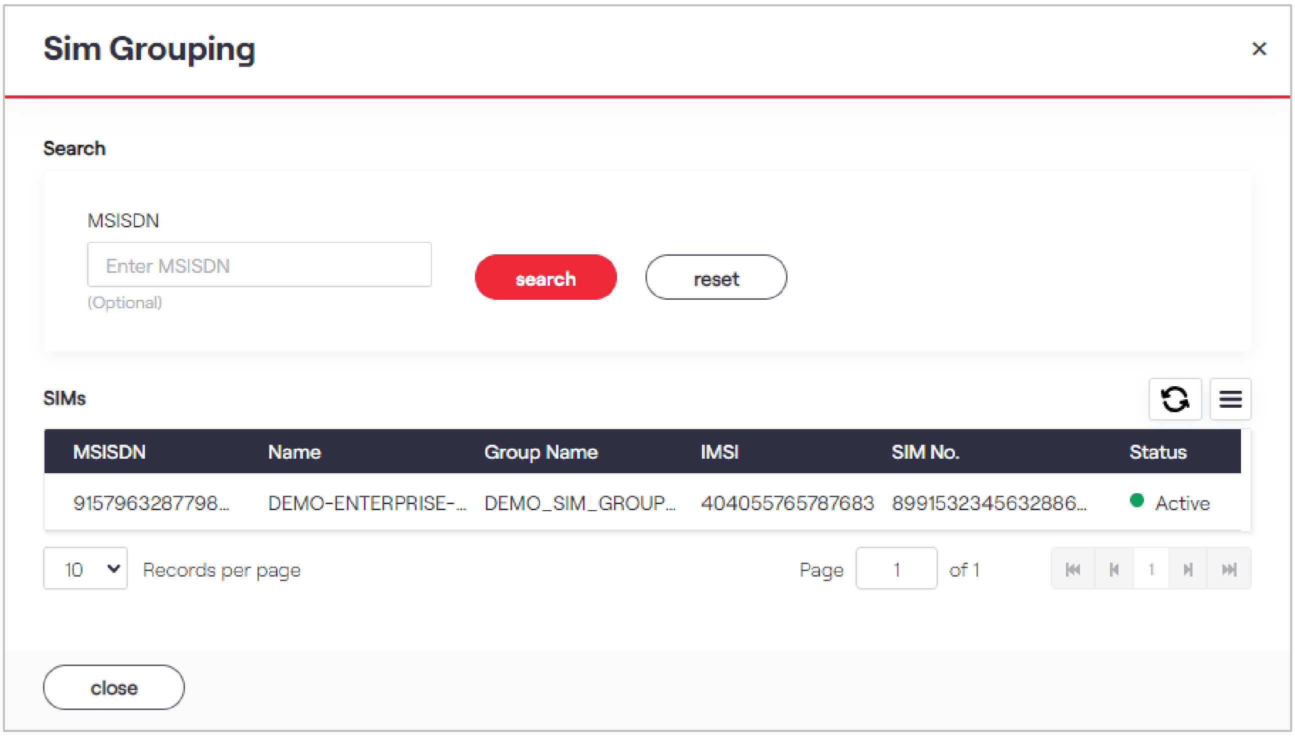
To view the SIM Group details:

Using this option, enterprise selfcare users can view the existing SIM group details.

- On the **SIM Group** screen, click the **View** button . Refer to the following screen.



4. After clicking the **View** button, the following screen is displayed.



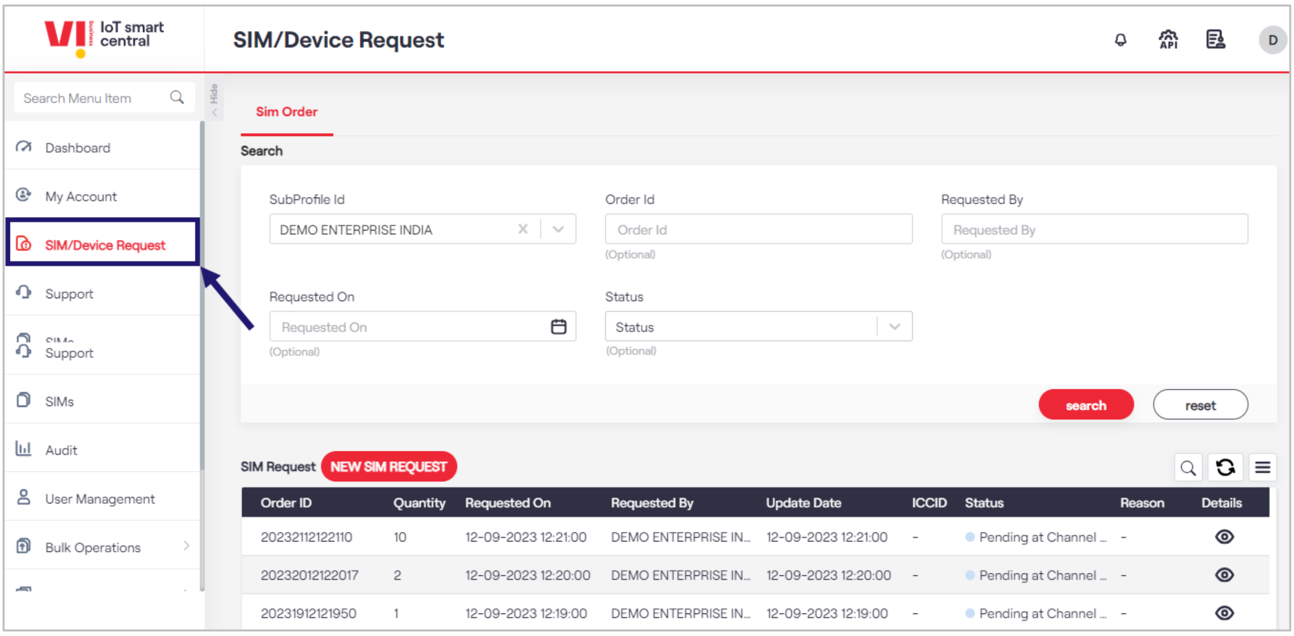
The SIM grouping details are displayed on the screen.

SIM/Device Request

Vi Business IoT Smart Central Platform provides a feature for enterprise users to place a request for new SIM cards by providing all the required details. Enterprise users can request a channel partner for new sim cards. If the channel partner also doesn't have enough SIM cards, CP can request VIL.

To manage the SIM/Device request:

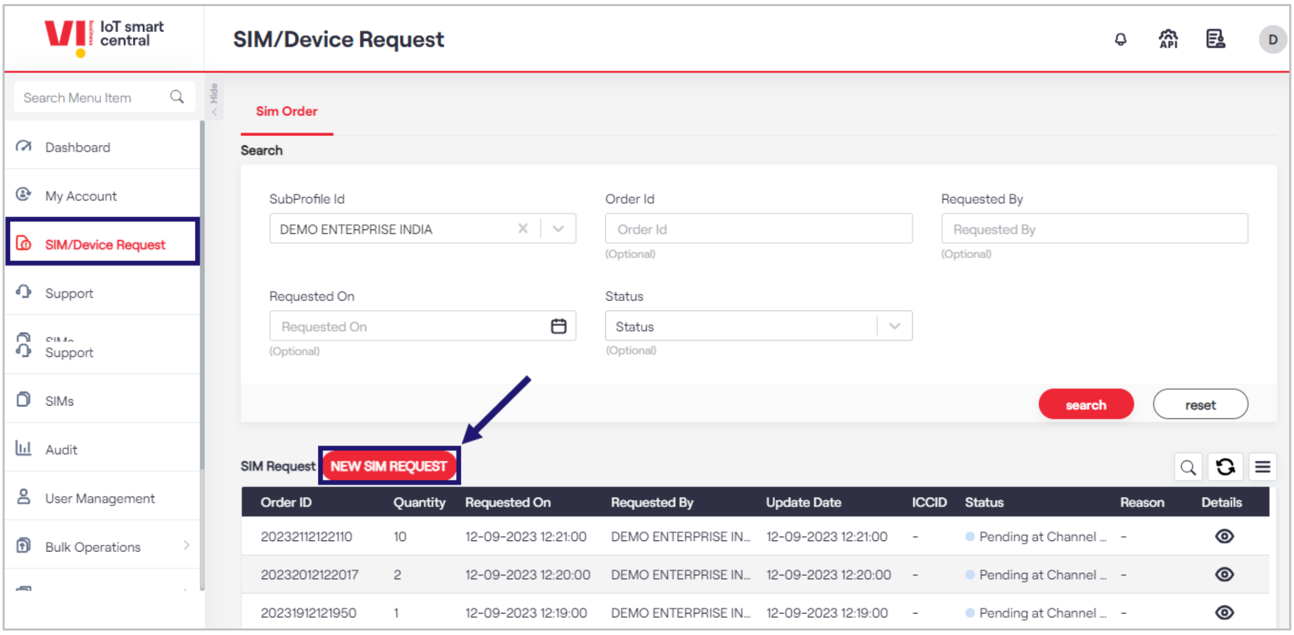
1. On the side menu, click **SIM Requests** to view the sim request details. Refer to the following screen.



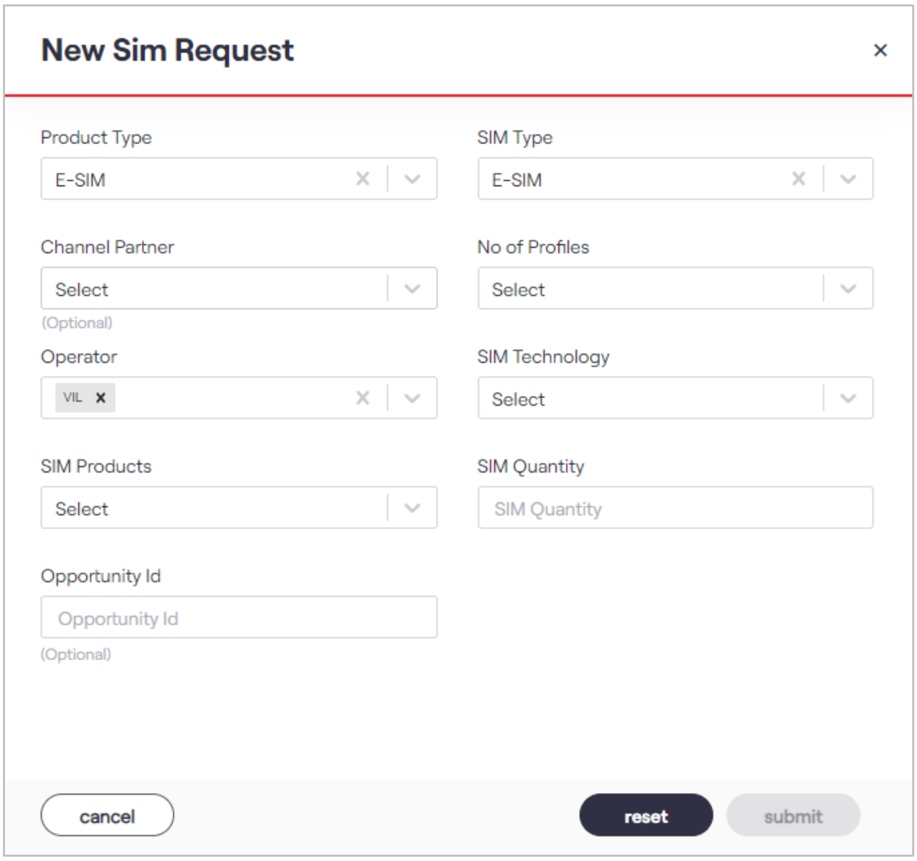
Create SIM Request

Using this option, enterprise users can create a new sim request by providing all the necessary details.

1. On the **SIM Requests** screen, click the **New SIM Request** button to create a new request. Refer to the following screen.



2. After clicking the **New SIM Request** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

Field	**Description**
Product Type	Select the product type in the drop-down list. The product type can be selected as **E-SIM** or **IIOT**.
SIM Type	Select the SIM type in the drop-down list. For example, "**E-SIM**". Note: When the product type is selected as IIOT, the sim type can be selected as **E-SIM** and **M2M.**
Channel Partner	Select the required channel partner in the drop-down list.
No of Profiles	Select the number of profiles in the drop-down list.
Operator	Select the required operator in the drop-down list.
SIM Technology	Select the SIM technology in the drop-down list. For example, "**E-UICC**".
SIM Products	Select the SIM products in the drop-down list.
SIM Quantity	Enter the quantity of the sims.
Opportunity ID	Enter the opportunity ID in this field.

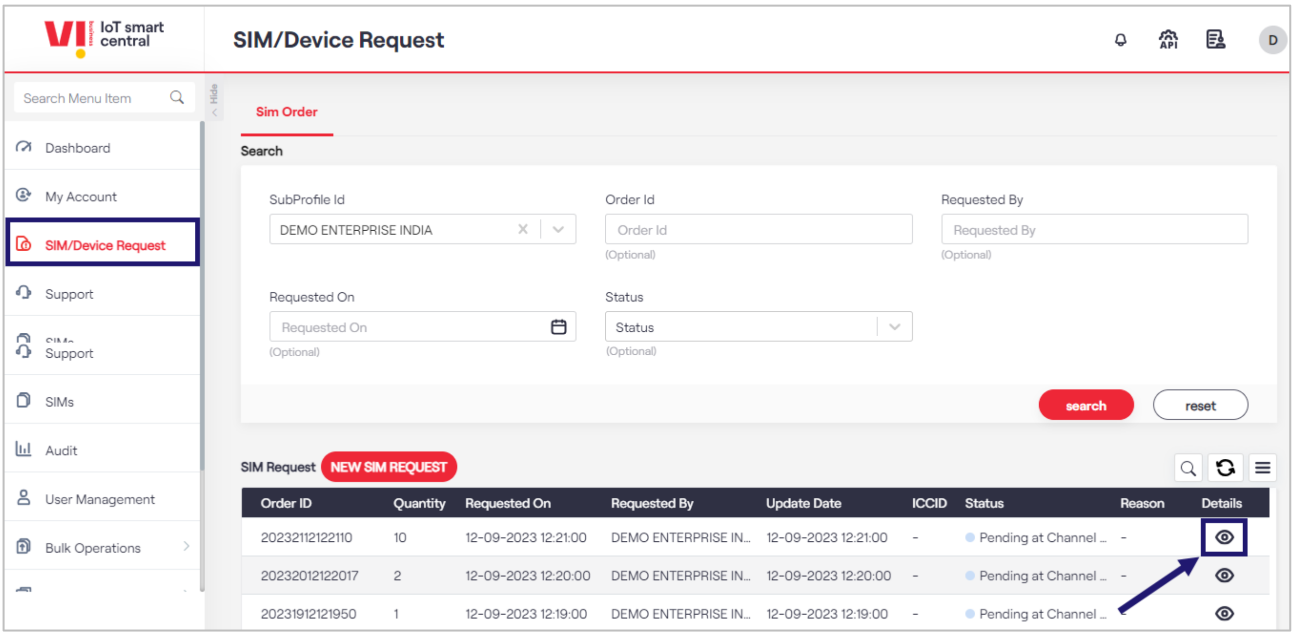
4. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the new sim request is created successfully.

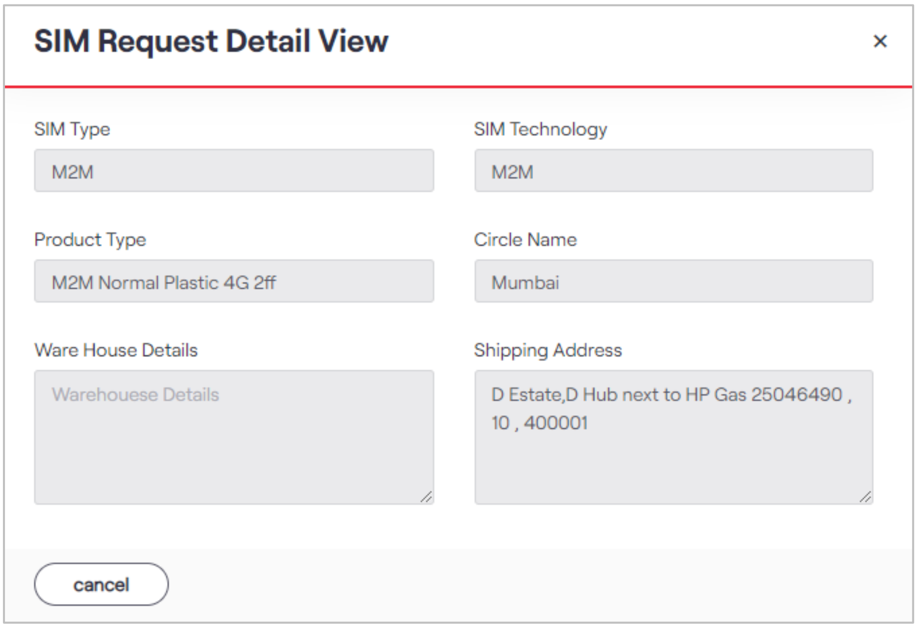
<u>To view SIM Request details:</u>

Using this option, enterprise selfcare users can view the existing sim request details.

1. On the **SIM Requests** screen, click the **View** button  to view the sim requests details. Refer to the following screen.



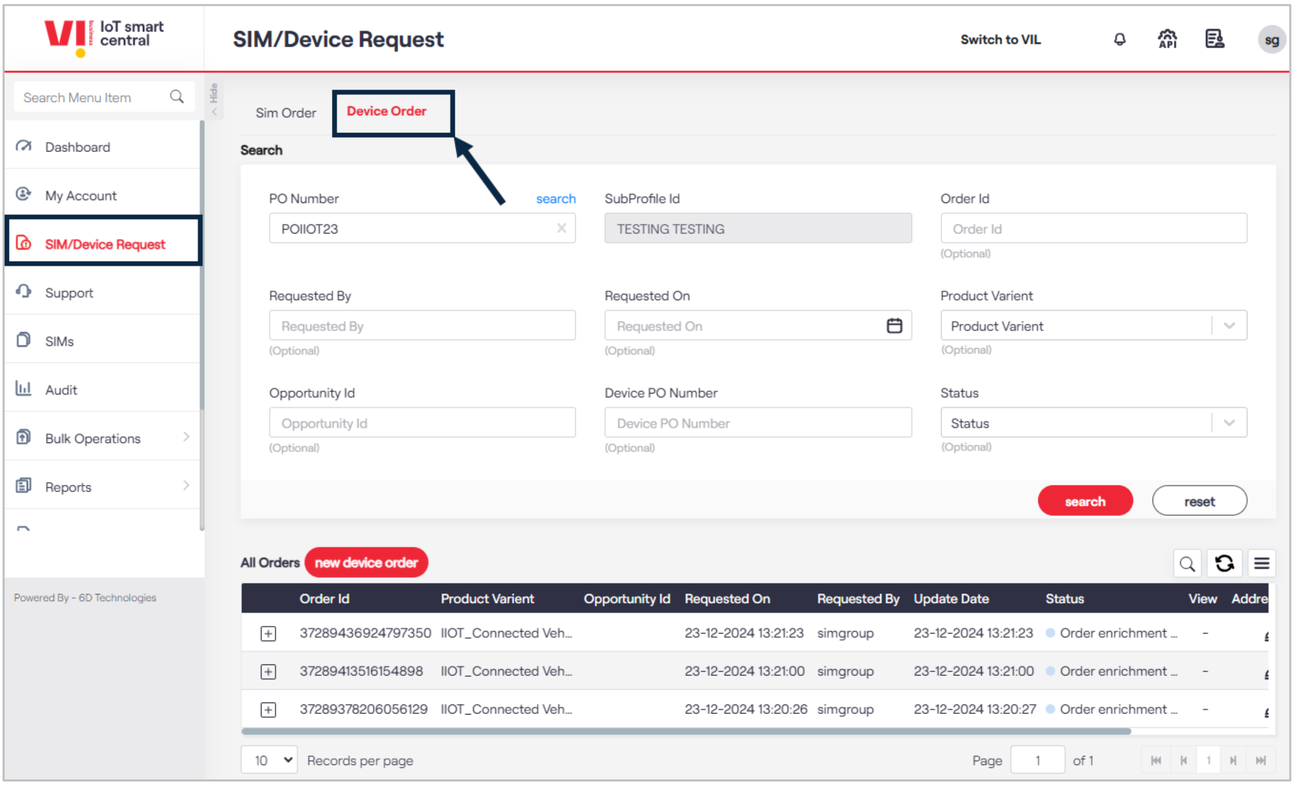
2. After clicking the **View** button, the following screen is displayed.



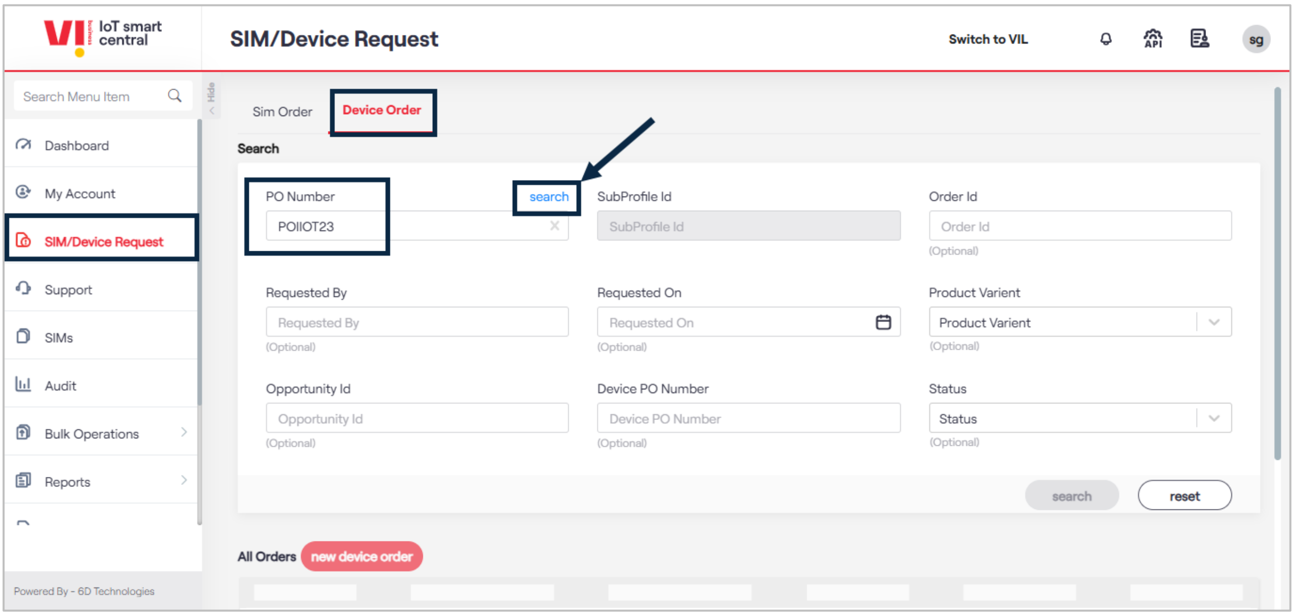
Create Device Order

Using this option, enterprise users can create a new device order by providing all the necessary details.

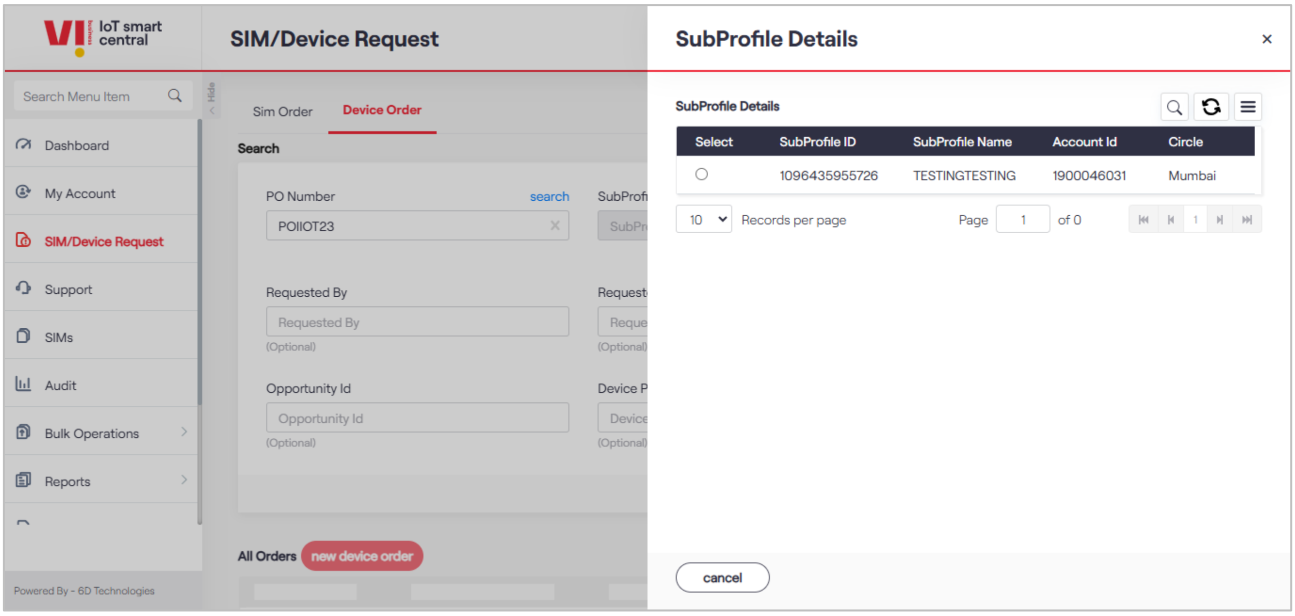
1. On the **SIM/Device Requests** screen, click the **Device Order** tab to view device order details. Refer to the following screen.



2. Enter the **Purchase Order** number and click the **Search** button to select the sub-profile details under PO. Refer to the following screen.

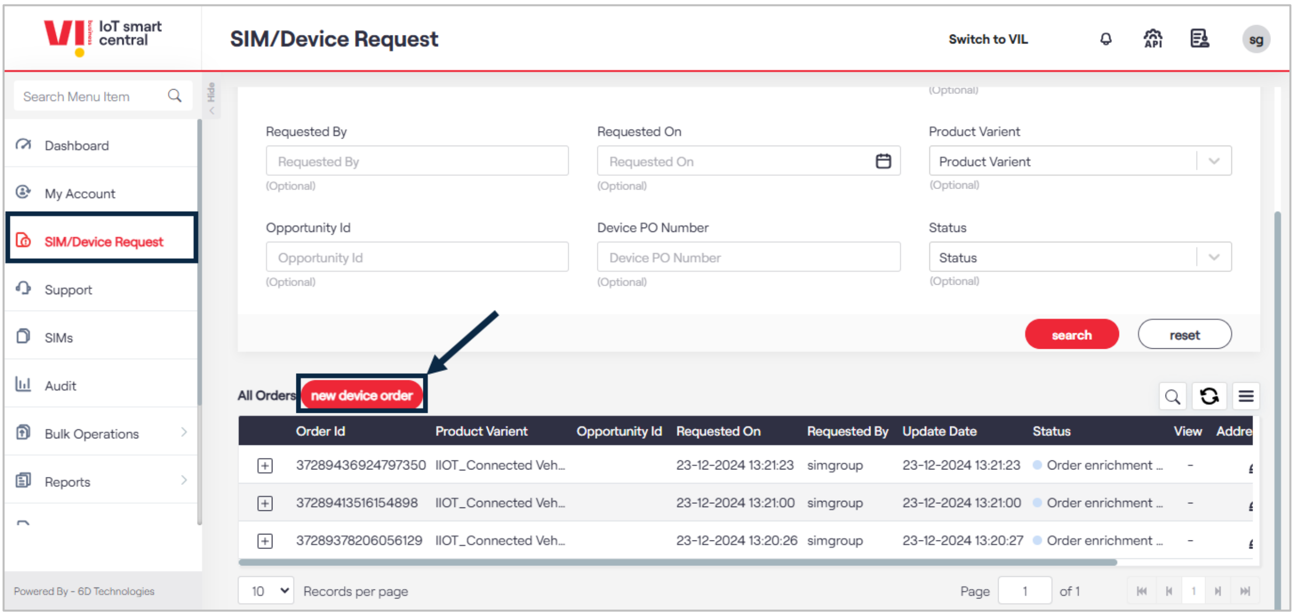


3. After clicking the **Search** button, the following screen is displayed.

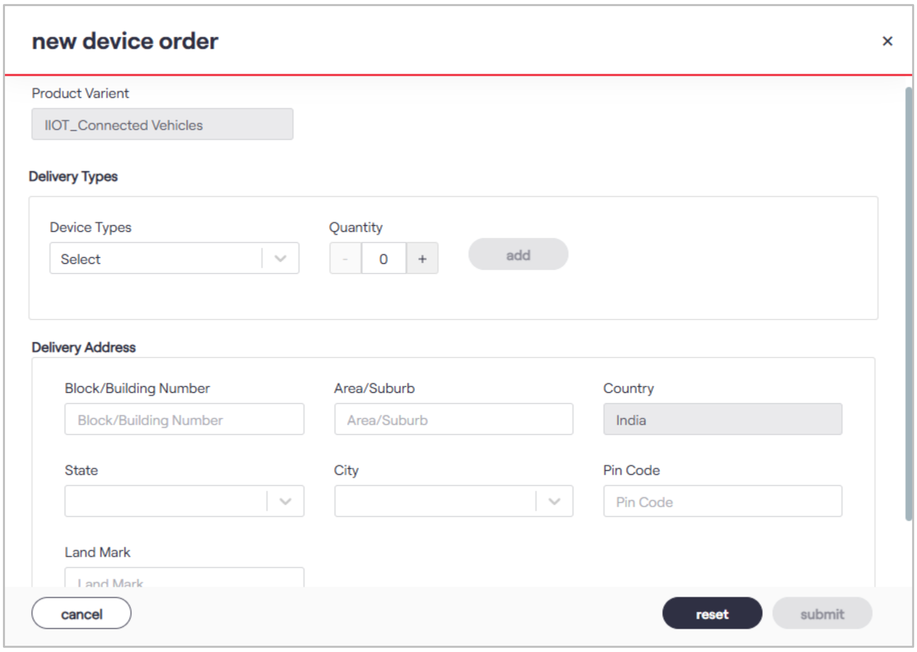


4. Select the required sub-profiles.

5. On the **SIM/Device Requests** screen, click the **New Device Order** button to create a new device order. Refer to the following screen.

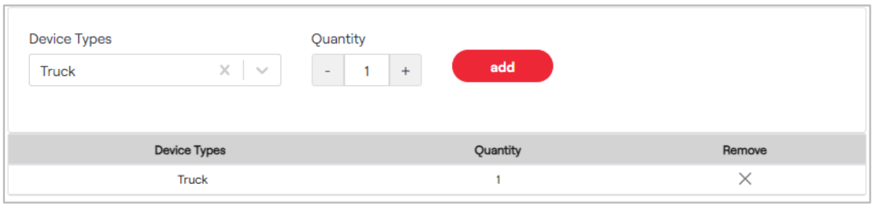


6. After clicking the **New Device Order** button, the following screen is displayed.



7. Enter/Select the following details in the corresponding fields.

Field	**Description**
Product Variant	By default, the Product Variant is displayed for the selected account.
Delivery Types	
Device Types	Select the required device type in the drop-down list.
Quantity	Enter the device quantity in this field.

Field	Description
	After entering the quantity click **Add** button to add the device. The following screen is displayed. 
Delivery Address	
Block/Building Number	Enter the block/building number in this field.
Area/Suburb	Enter the area/subarea in this field.
Country	By default, the country name is displayed as “**India**”.
State	Select the state in the drop-down list.
City	Select the city in the drop-down list.
Pin Code	Enter the pin code of the city.
Land Mark	Enter the landmark in this field.

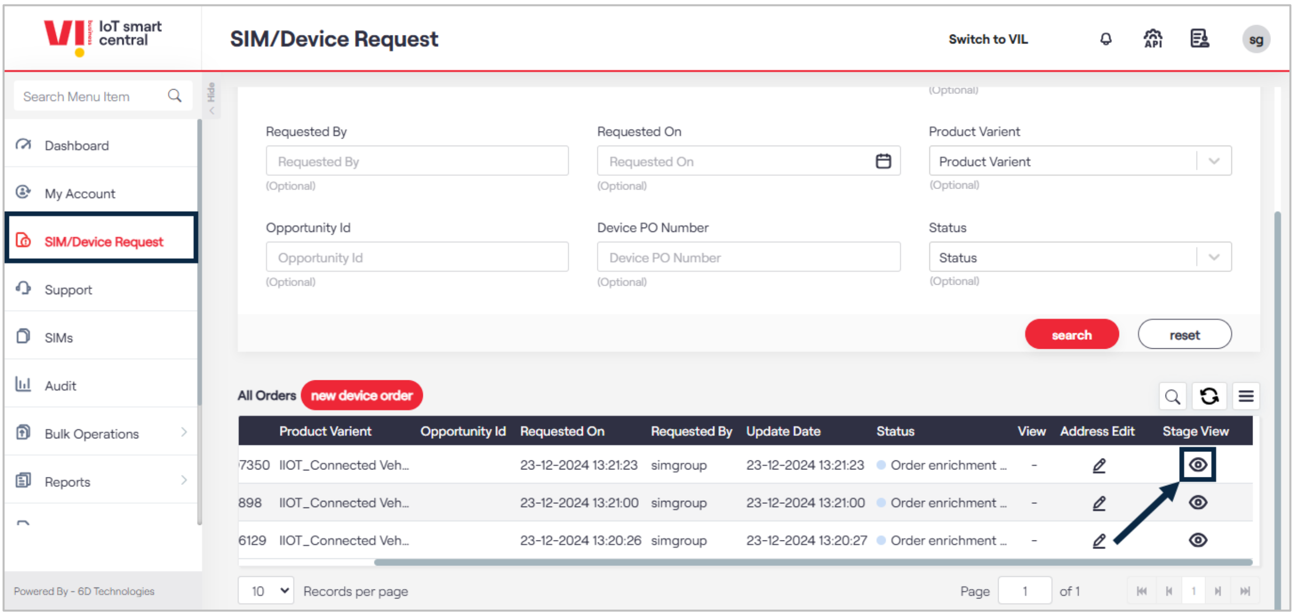
8. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the new device order is created successfully.

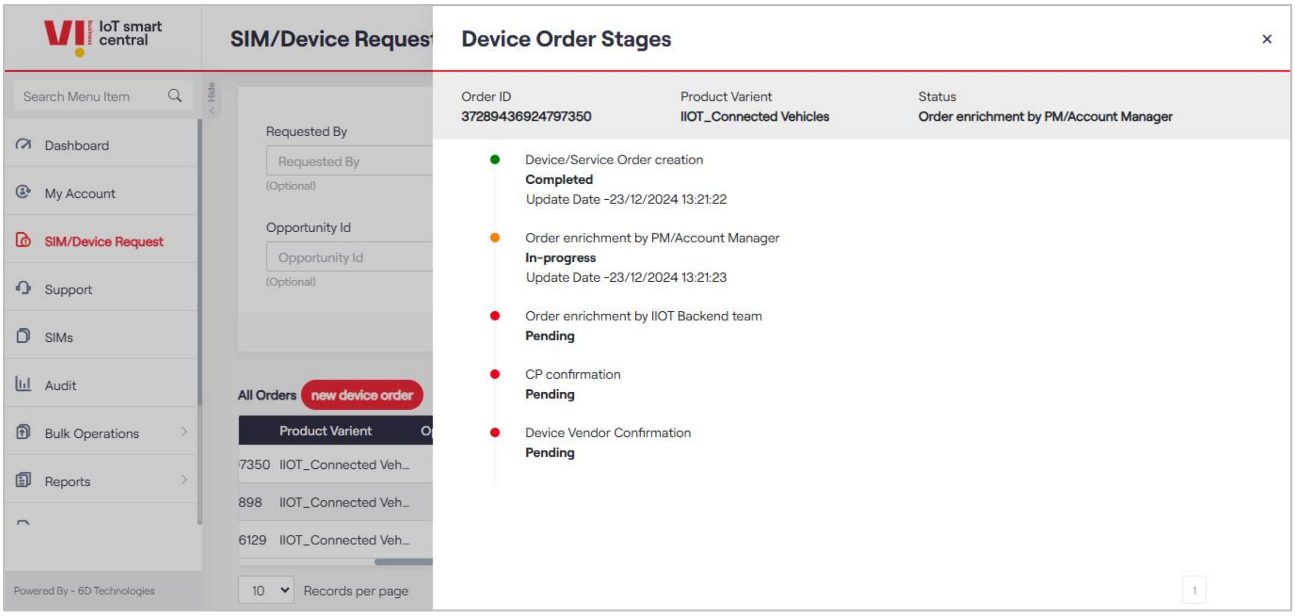
To view the device order stages:

Using this option, enterprise selfcare users can view the device order stages.

1. On the **SIM/Device Requests** screen, click the **View** button  to view the device order stages. Refer to the following screen.

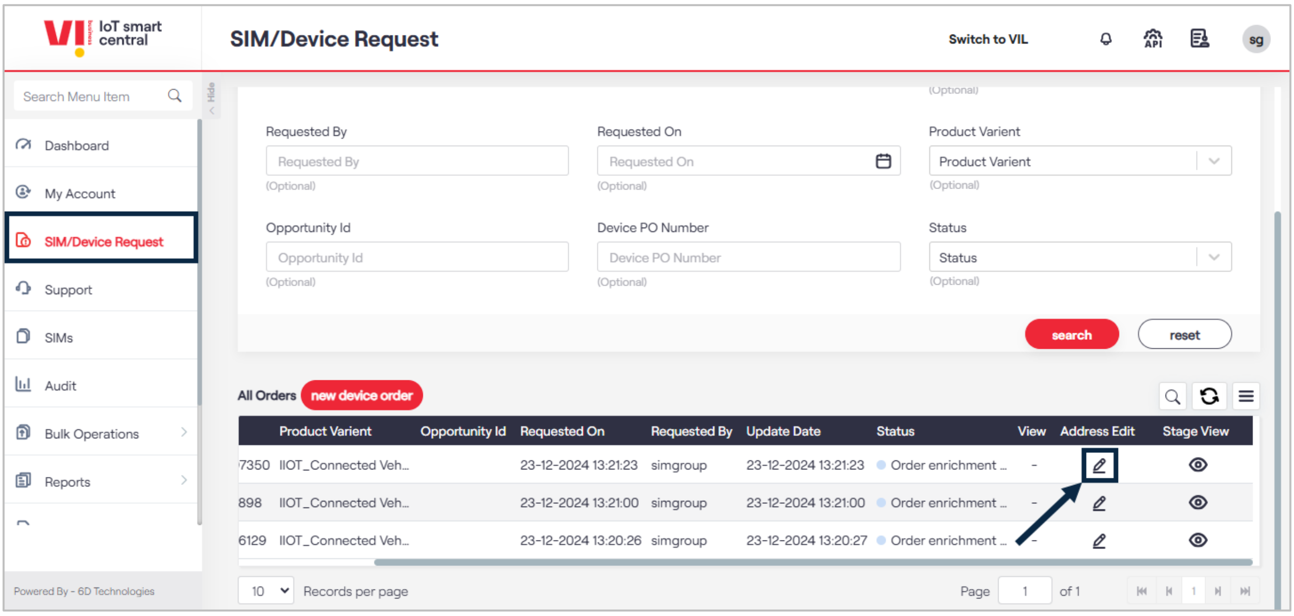


2. After clicking the **View** button, the following screen is displayed.

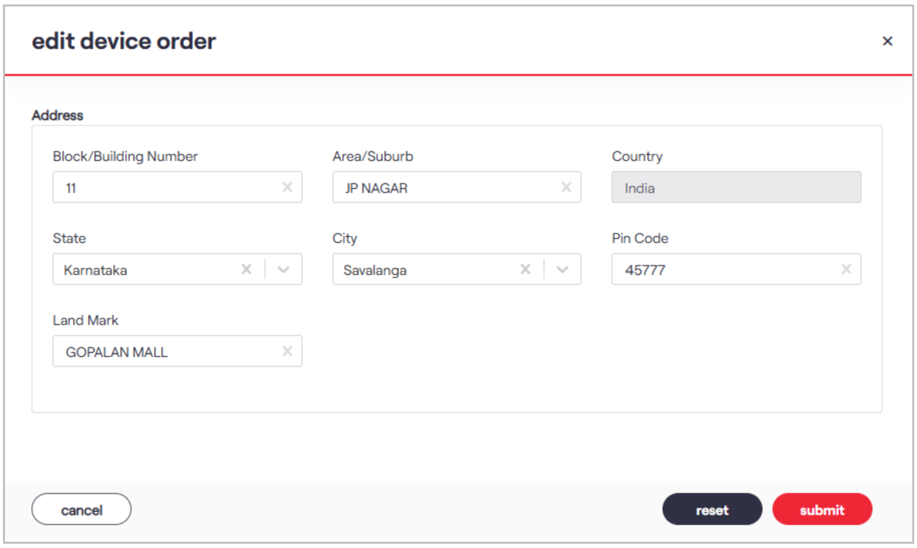


To Modify the Device Order Address Details:

1. On the **SIM/Device Requests** screen, click the **Modify** button  to modify the device order address details. Refer to the following screen.



2. After clicking the **Modify** button, the following screen is displayed.



3. Modify the necessary editable fields and click the **Submit** button.

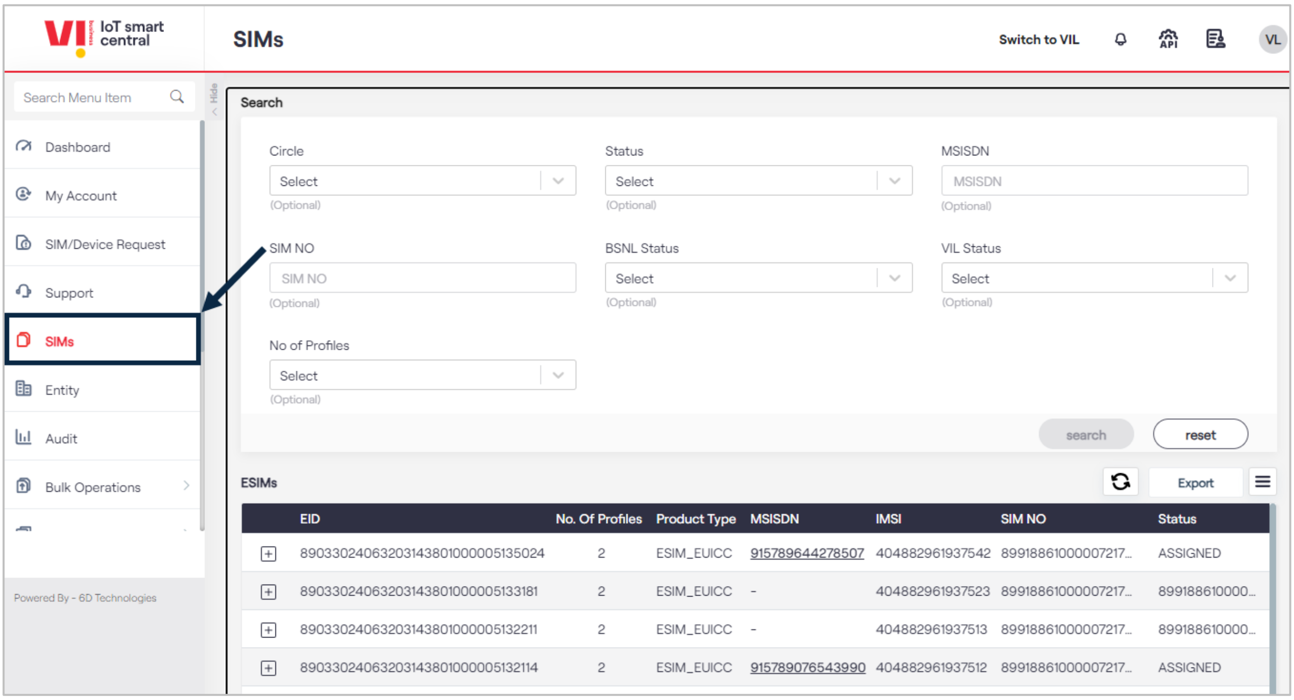
A success message is displayed, indicating that the device order details are updated successfully.

SIMs

Vi Business IoT Smart Central Platform provides a feature for enterprise selfcare users to view the basic SIM details with MSISDN.

<u>To view the SIM details:</u>

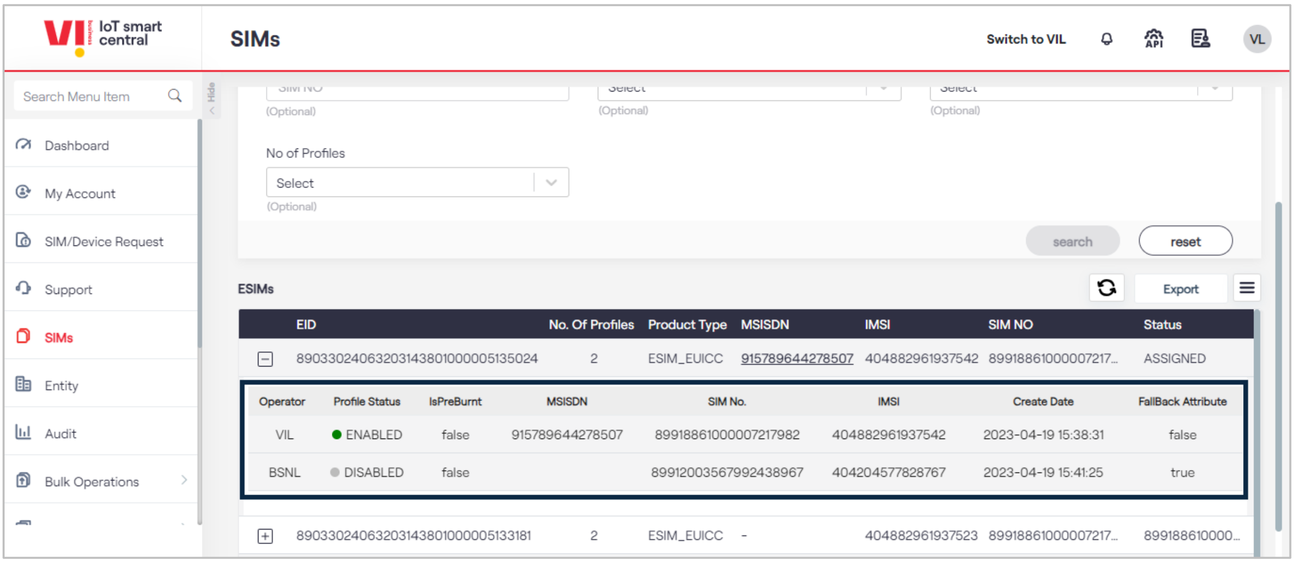
1. On the side menu, click **SIMs** to view the sim details. Refer to the following screen.



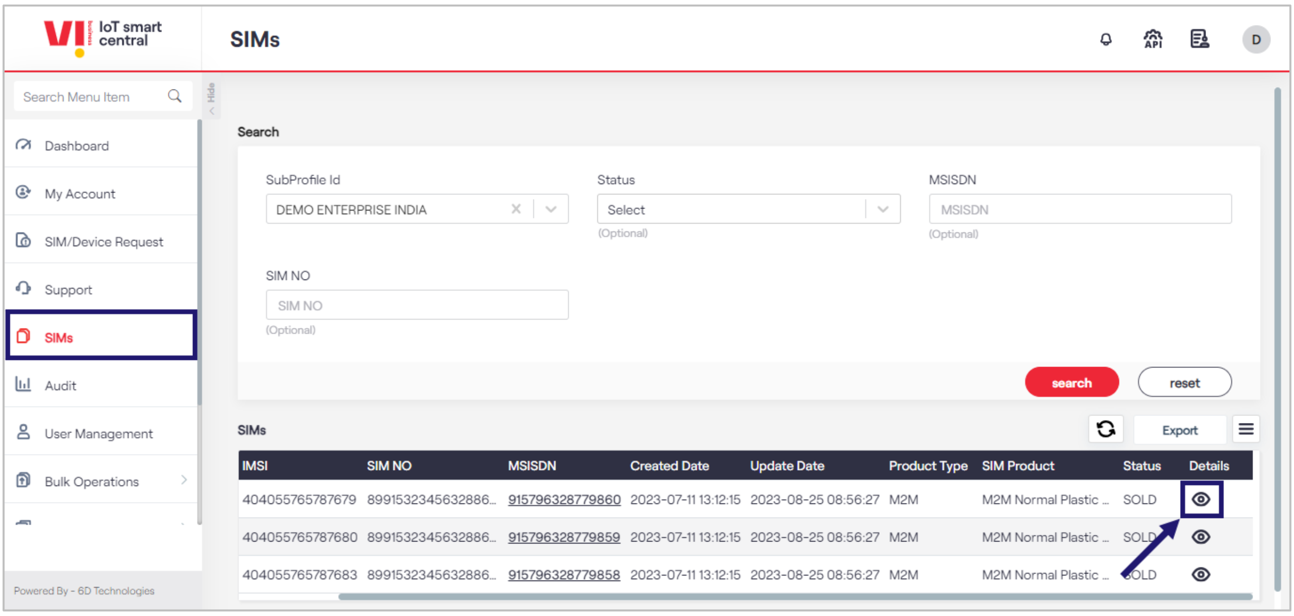
The following details are displayed under SIMs.

- Unique ID for Asset
- SIM IMSI Number
- SIM Number
- SIM MSISDN Number
- SIM Create Date
- SIM Update Date
- Product Type
- SIM Product Name

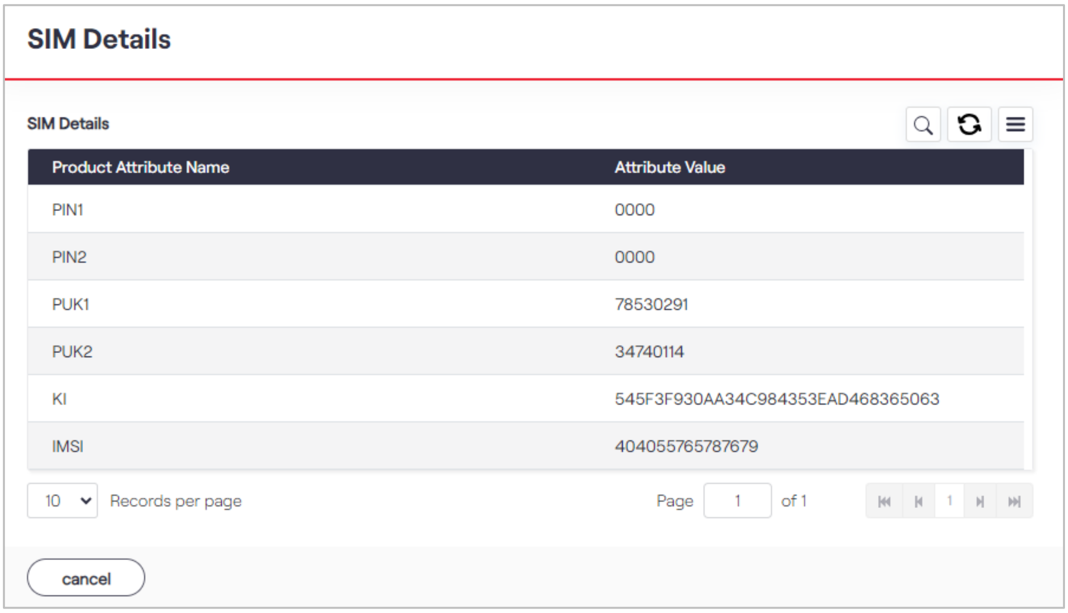
2. Click the **Expand** button to view the SIM details. Refer to the previous screen.
3. After clicking the **Expand** button, the following screen is displayed.



4. On the **SIMs** screen, click the **View** button to view the sim details. Refer to the following screen.

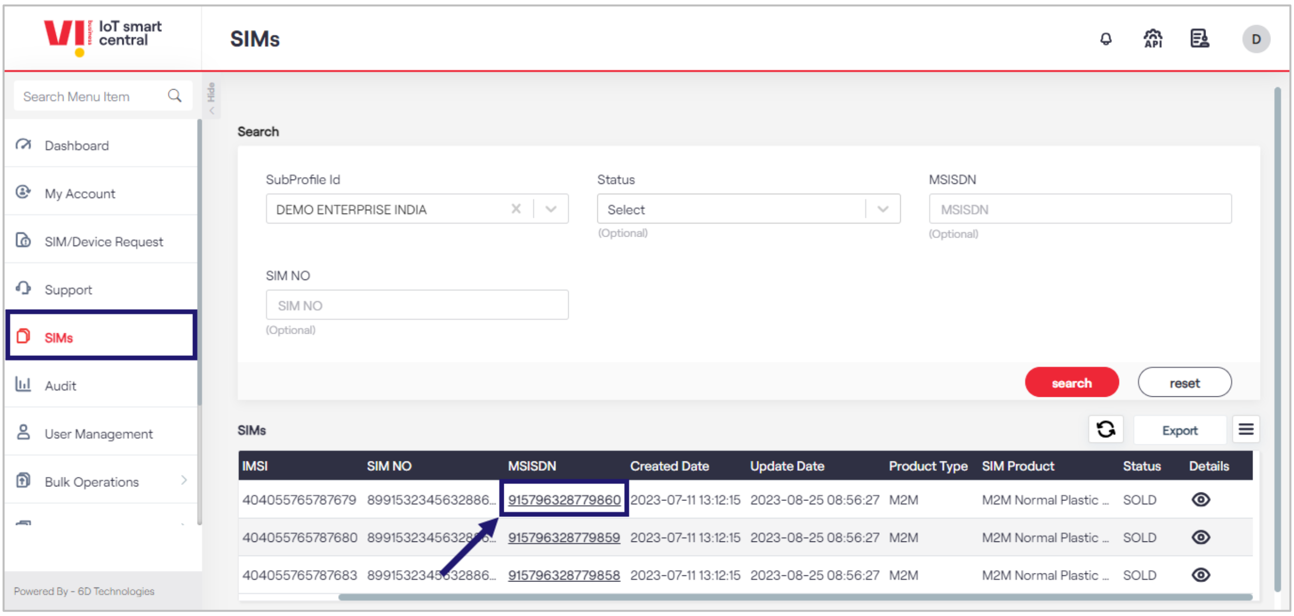


5. After clicking the **View** button, the following screen is displayed.

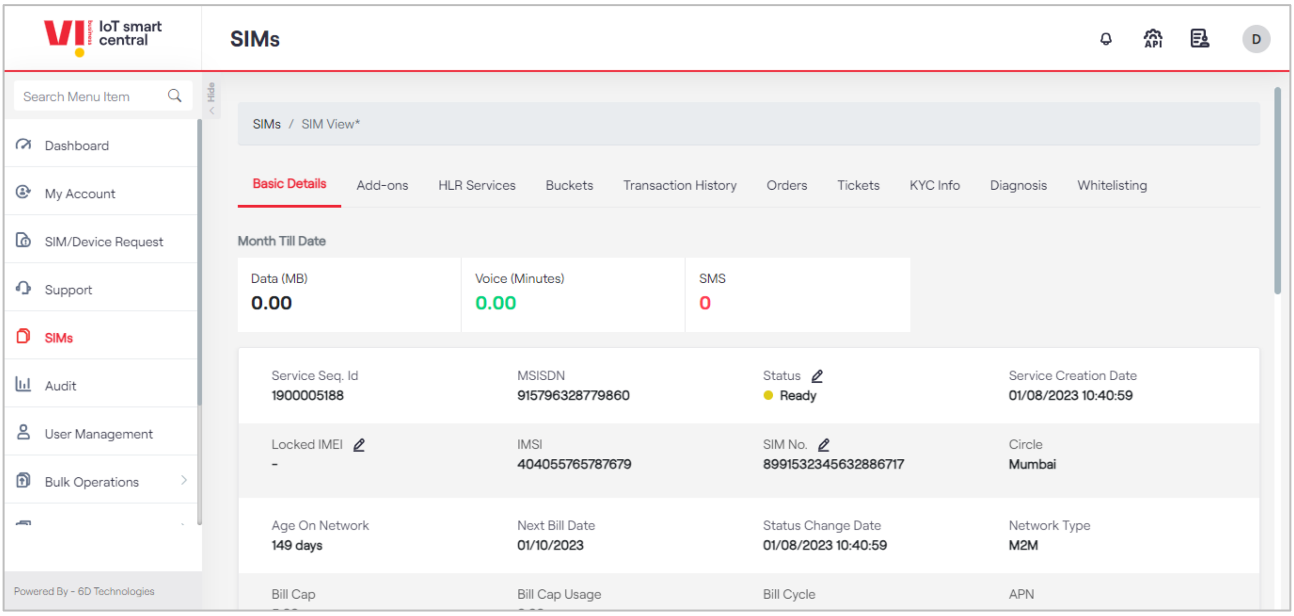


The **Product Attribute Name** and **Attribute Value** are displayed under SIM details.

- On the **SIMs** screen, click the **MSISDN** hyperlink to view the MSISDN details. Refer to the following screen



- After clicking the **MSISDN** hyperlink, the following screen is displayed.



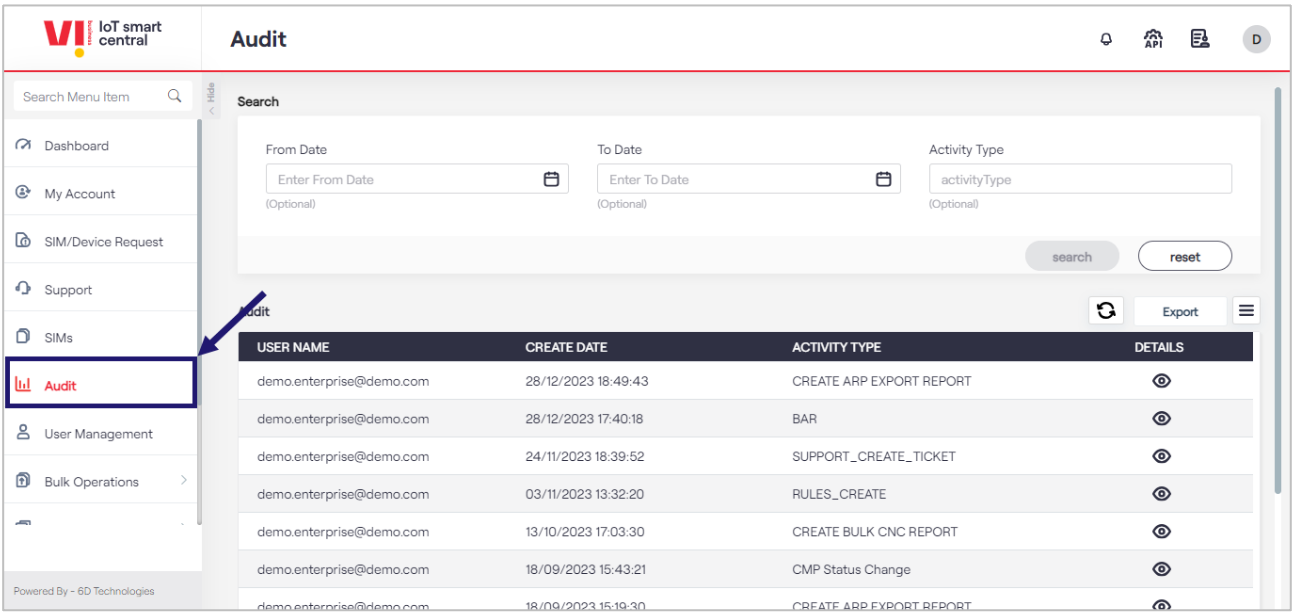
To manage the MSISDN details, refer to the section *MSISDNs*.

Audit

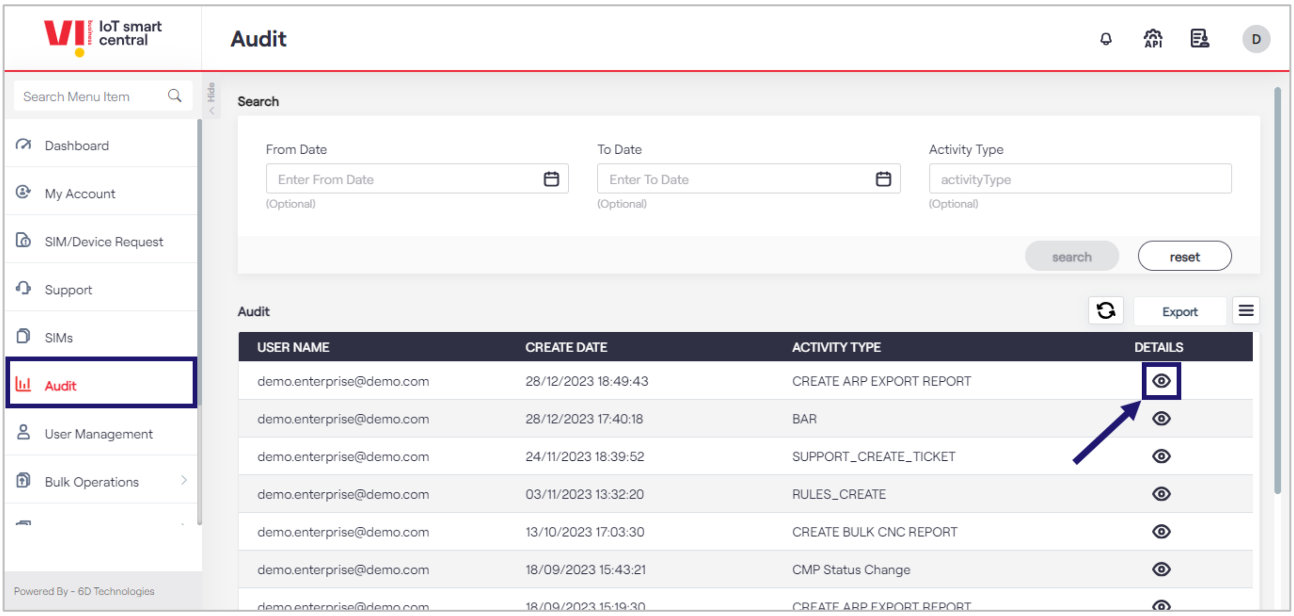
This option allows the enterprise selfcare user to view the audit details. It displays all the activity details that are done in the Vi Business IoT Smart Central portal.

To view the Audit details:

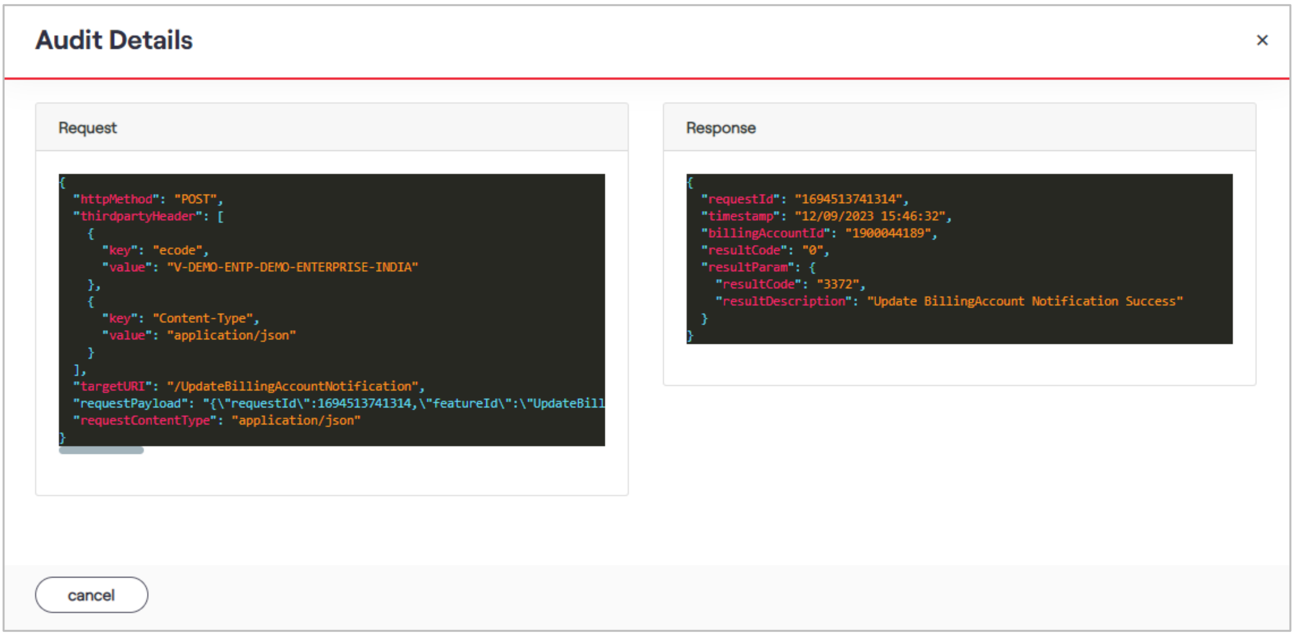
1. On the side menu, click **Audit** to view the audit details. Refer to the following screen.



2. On the **Audit** screen, click the **Details** button  to view the audit details. Refer to the following screen.



3. After clicking the **Detail** button, the following **Request** and **Response** details are displayed.

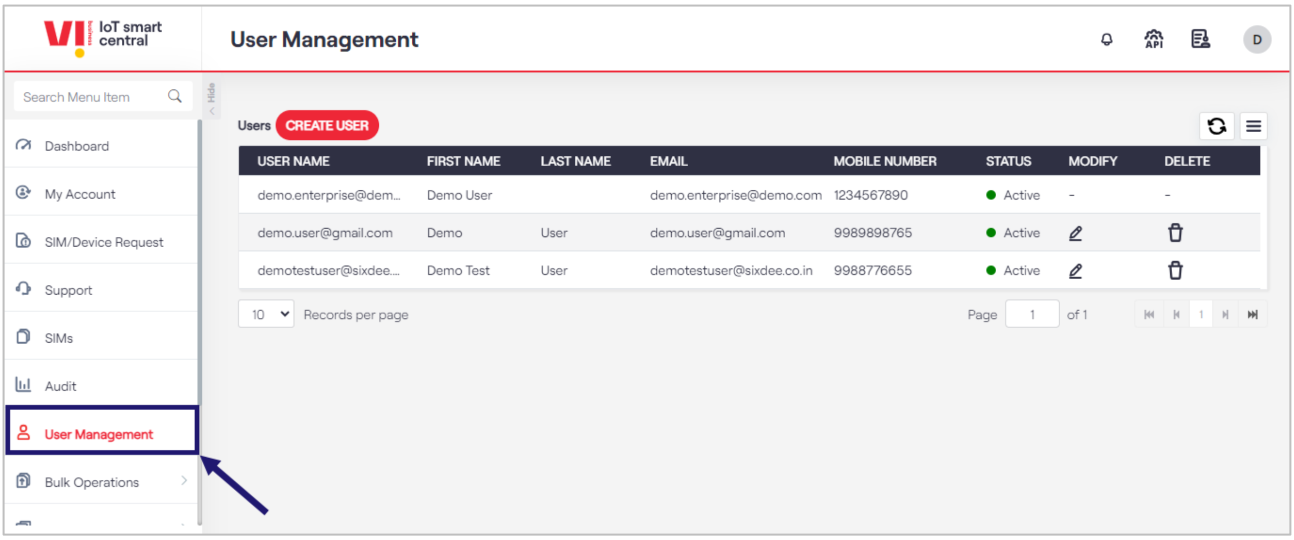


User Management

This option allows the enterprise selfcare user to create the users in the system. Enterprise selfcare users can assign specific roles and add the circle to the users. Enterprise users can modify and delete the existing user details.

To manage the user management:

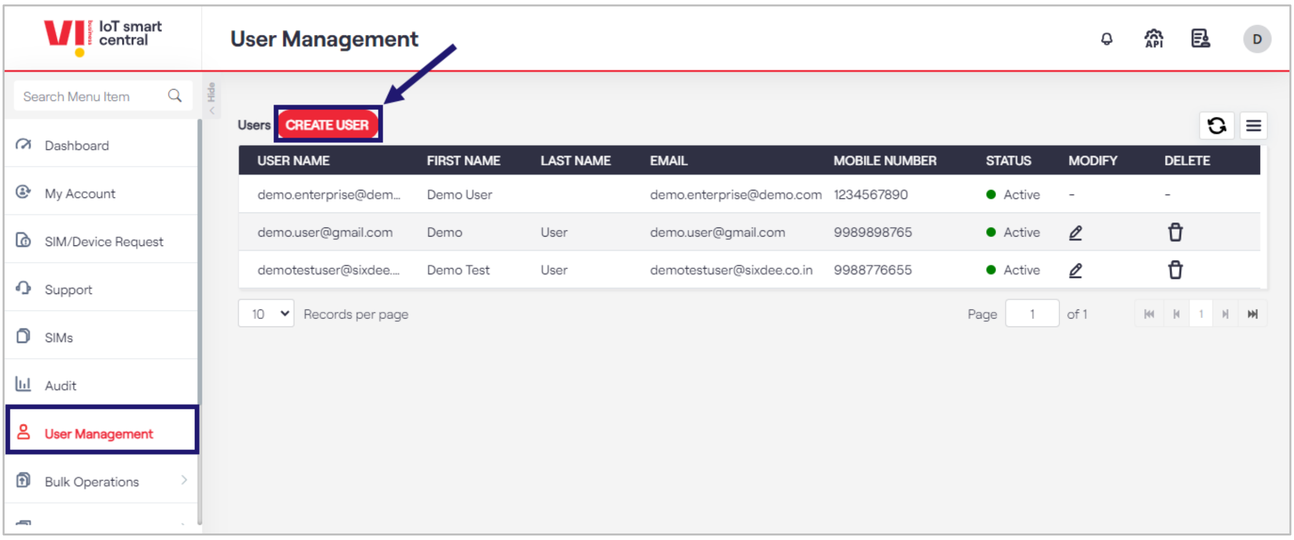
1. On the side menu, click **User Management** to view the user details. Refer to the following screen.



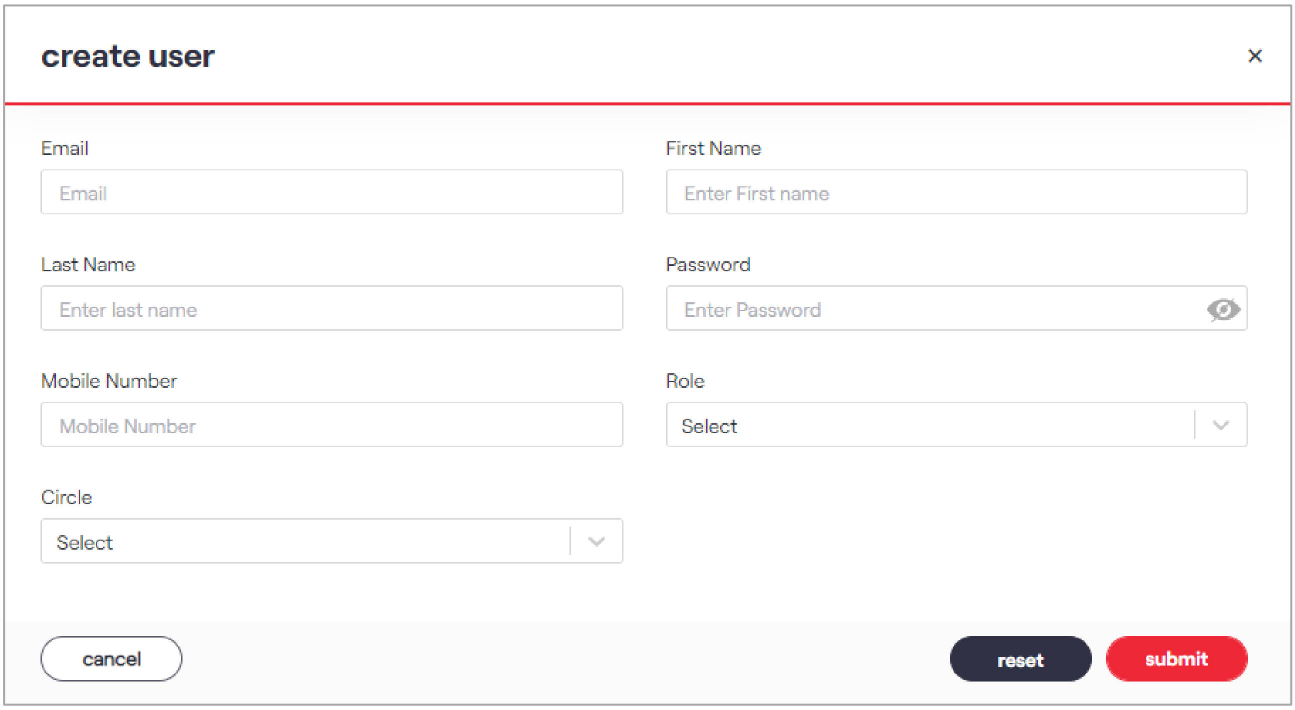
Create, Modify and Delete User

Using this option, Vi can create a new enterprise user.

1. On the **User Management** screen, click the **Create User** button to create a new user. Refer to the following screen.



2. After clicking the **Create User** button, the following screen is displayed.



3. Enter/Select the following details in the corresponding fields.

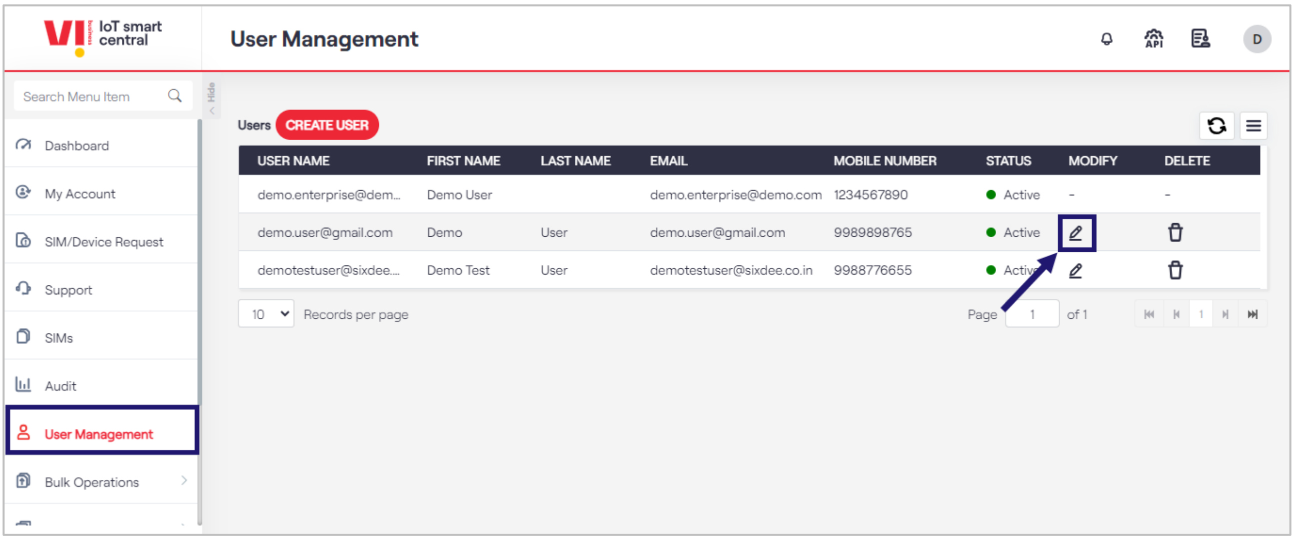
Field	Description
Email	Enter the email address of the user.
First Name	Enter the user's first name.
Last Name	Enter the user's last name.
Password	Enter a secured password for a user account.
Mobile Number	Enter the user's mobile number.
Role	Select the user role as Admin or Viewer or Editor in the drop-down list.
Circle	Select which circle the user belongs to.

4. After entering all the required details, click the **Submit** button.

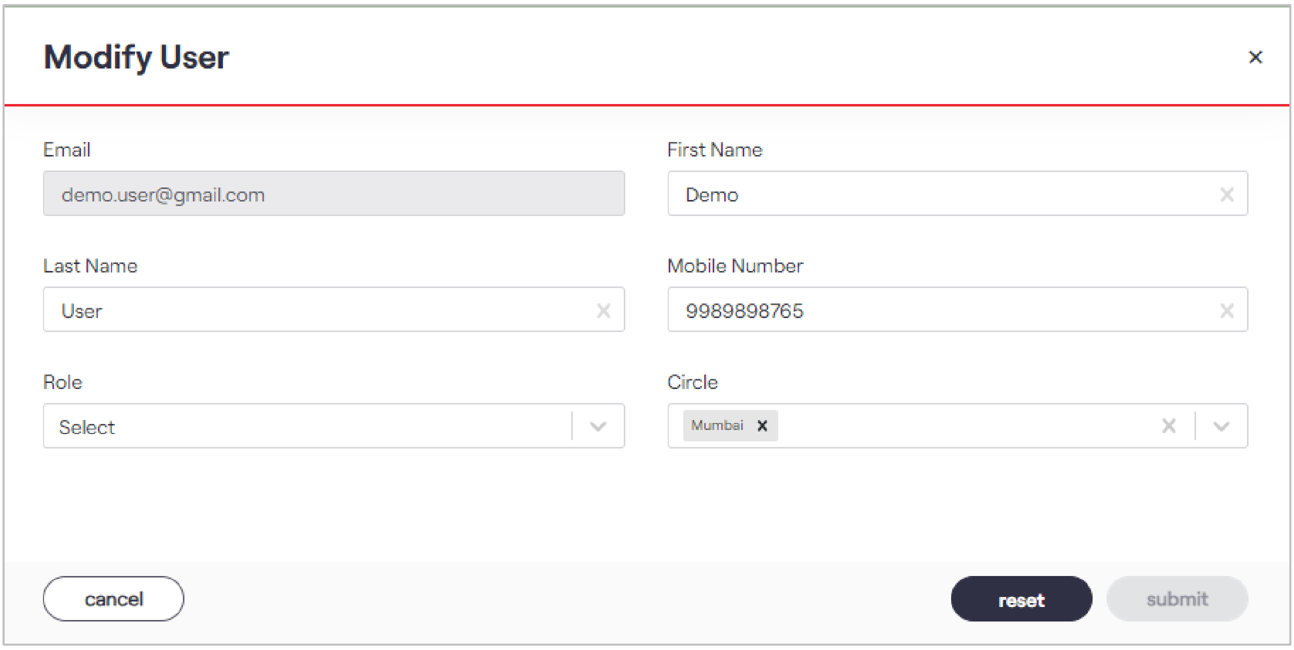
A success message is displayed, indicating that the user is created successfully.

To Modify the User Details:

5. On the **User Management** screen, click the **Modify** button . Refer to the following screen.



6. After clicking the **Modify** button, the following screen is displayed.

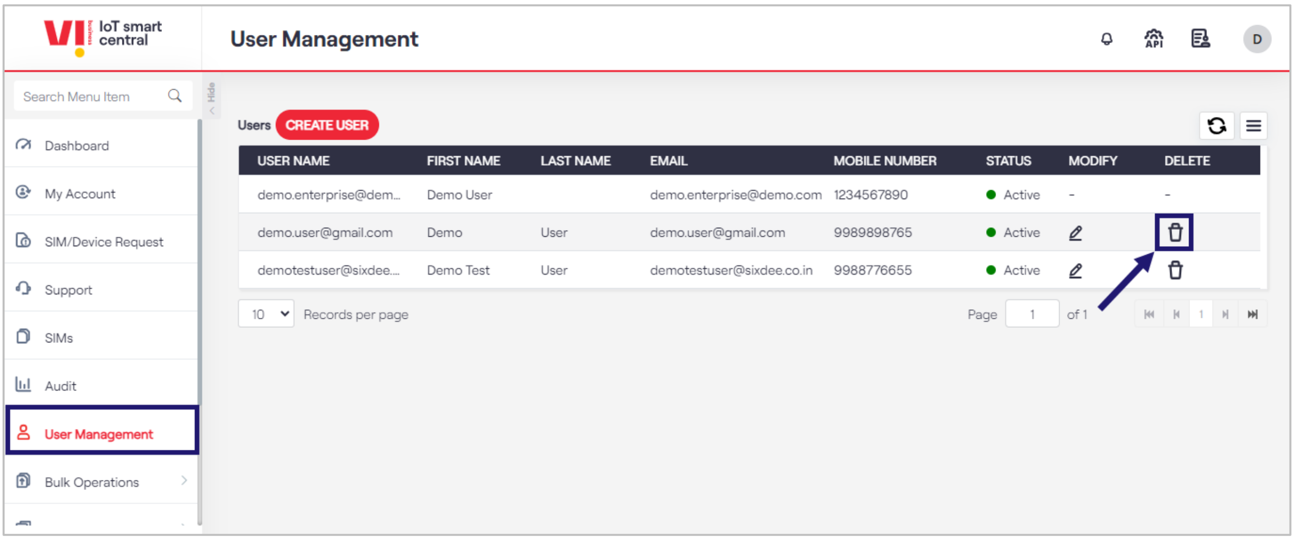


7. Modify the necessary editable fields and click the **Submit** button.

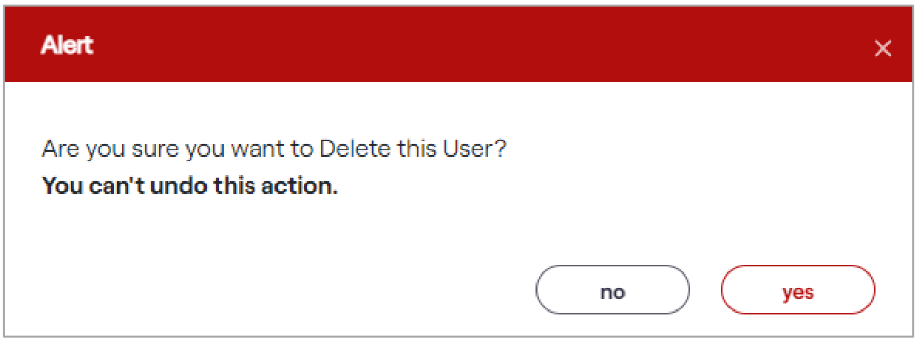
A success message is displayed, indicating that the user details are updated successfully.

To Delete the User:

1. On the **User Management** screen, click the **Delete** button 🗑. Refer to the following screen.



2. After clicking the **Delete** button, the following confirmation pop-up message is displayed.



3. If you receive this confirmation message, "**Are you sure you want to Delete this User? You can't undo this action**". Click "**Yes**" to confirm the action.

   A success message is displayed, indicating that the user is deleted successfully.

   Or

   Click "**No**" to discard the action.

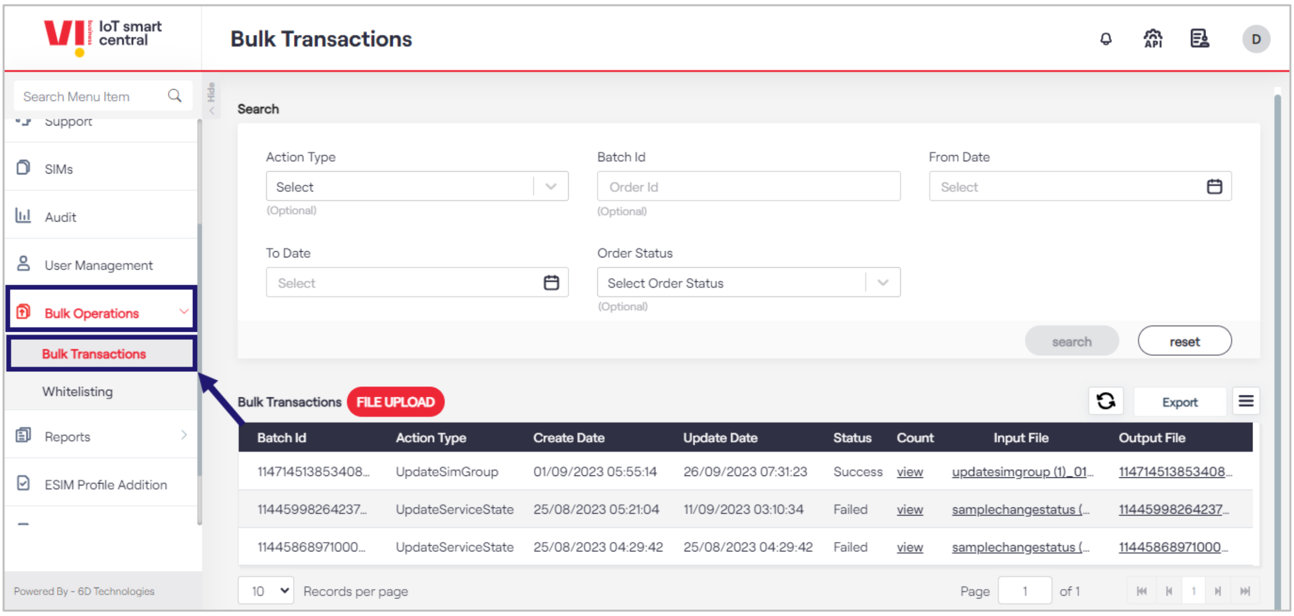
Bulk Operations

Bulk Transactions

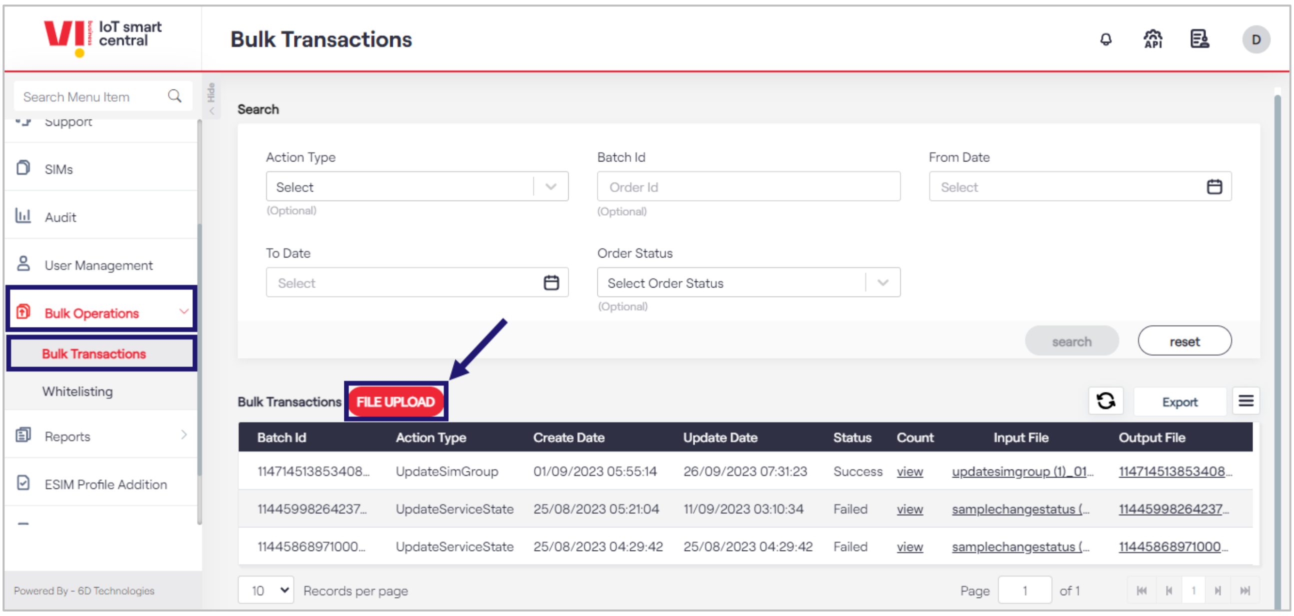
This option allows enterprise selfcare users to view all the bulk transactions that are done in the Vi Business IoT Smart Central system. They can upload a bulk file to update the bulk details by selecting the required category and action type. In these bulk updates, they can do single and bulk plan changes, state changes, and SIM refresh by selecting the category and uploading the file.

To manage the bulk transactions:

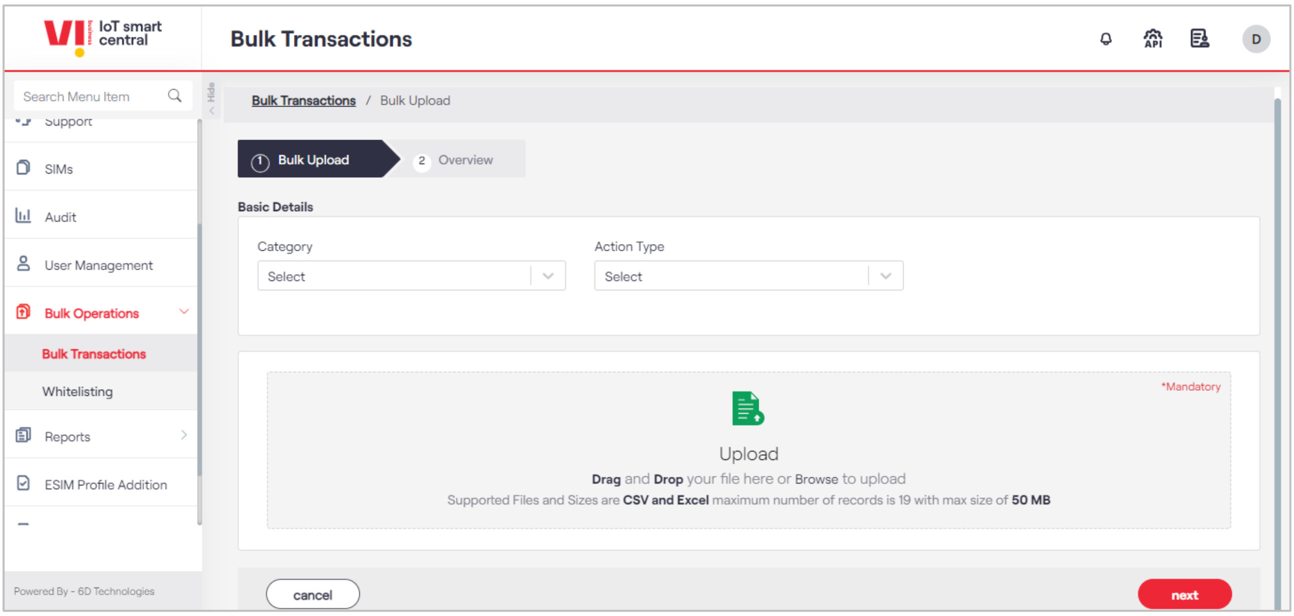
1. On the side menu, click **Bulk Operations >> Bulk Transactions** to view the bulk updates. Refer to the following screen.



2. On the **Bulk Transactions** screen, click the **File Upload** button. Refer to the following screen.

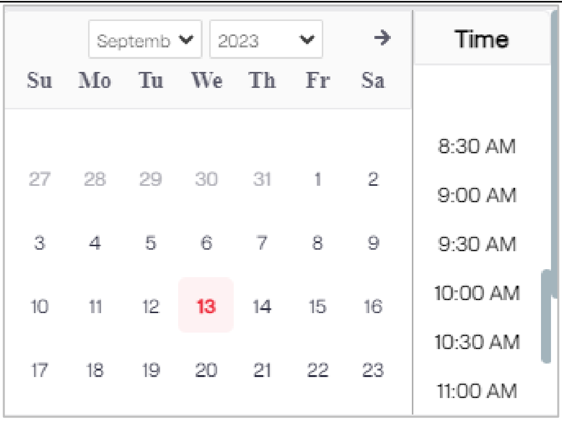


3. After clicking the **File Upload** button, the following screen is displayed.

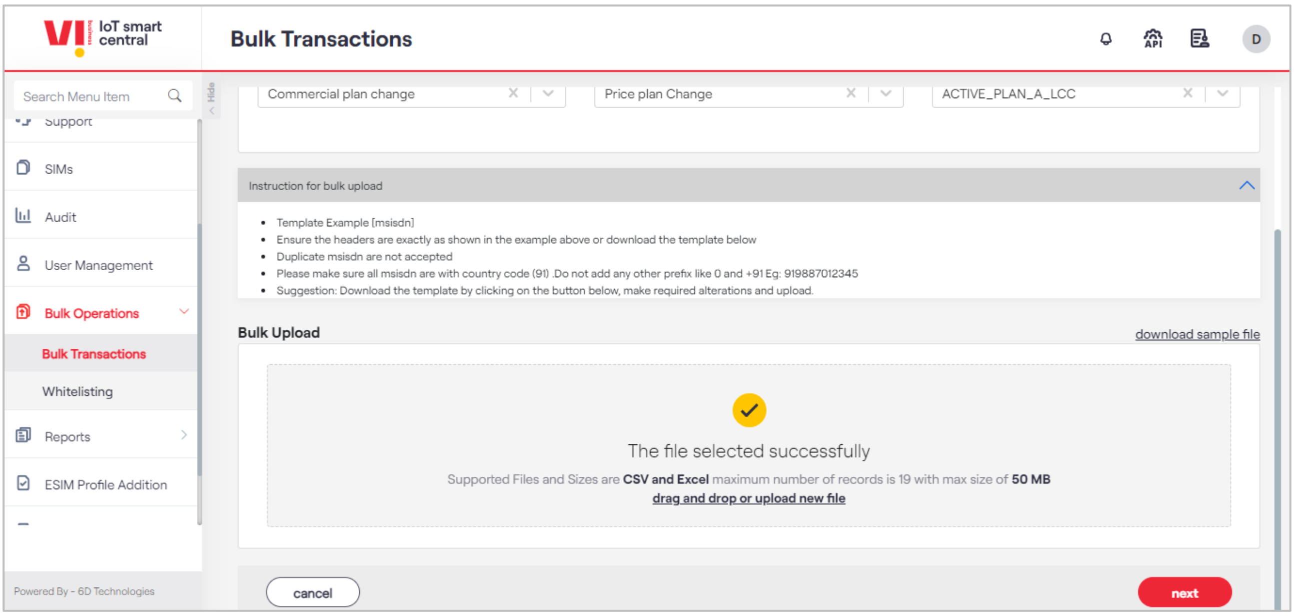


4. Enter/Select the following details in the corresponding fields.

Field	Description
Plan Change **The following details should be selected to do the plan change.**	
Category	Select the category as **Commercial Plan Change** in the drop-down list.
Action Type	Select the action type as **Change Plan** or **Add-on Activation** or **Add-on Deactivation** in the drop-down list.
Addon Plan	Select the required addon plan in the drop-down list. This field is displayed when the action type is selected as **Addon Activation** or **Addon Deactivation**.
Base Plan	Select the required base plan to change.
Upload	Click upload and select the plan change file to upload.
State Change **The following details should be selected to do the state change.**	
Category	Select the category as **State Change** in the drop-down list.
Action Type	Select the action type as **Change Status** in the drop-down list.
Status Change With	By default, the deal is selected to change the status.
New Status	Select the status as Active, Ready, and so on in the drop-down list.
Future Activation Date	Select the future activation date and time in the calendar.

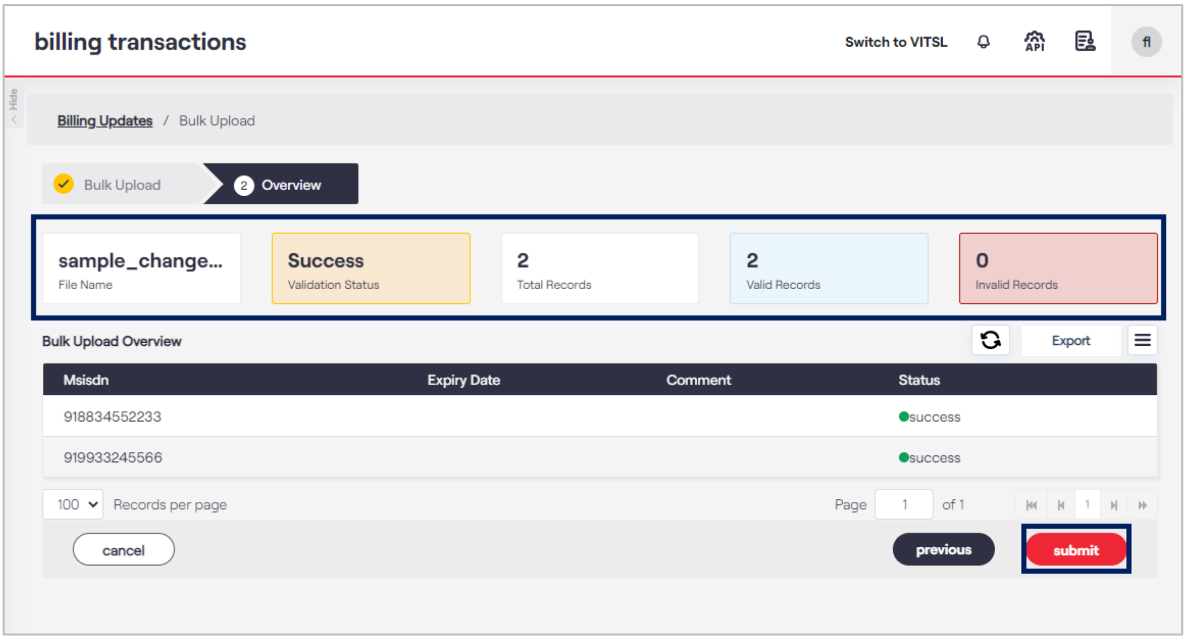
Field	Description
	
Upload	Click upload and select the state change file to upload.
Others **The following details should be selected to do the SIM Refresh.**	
Category	Select the category as **Others** in the drop-down list.
Action Type	The following actions are available under others. • Update IMEI • Bar and Unbar HLR Services • Add/Update Physical Custodian Details • Change SIM • Change Deal • Book Deposit • Transfer Deposit • Create Contract
Service	Select the required service in the drop-down list. For example, GPRS, 4G, and so on.
Contract	Select the required contract in the drop-down list. **Note**: This field is displayed when the action type is selected as “**Contract**”.
Upload	Click upload and select the SIM refresh file to upload. **Note**: Vi can attach a maximum of 10,000 MSISDNs to the file at one time.

5. After selecting the required details, upload the file. The following screen is displayed.



6. Click the **Next** button to go to the bulk upload overview.

7. After clicking the **Next** button, the following screen is displayed.



The following file details and upload status is displayed.

- **File Name**
- **Validation Status**

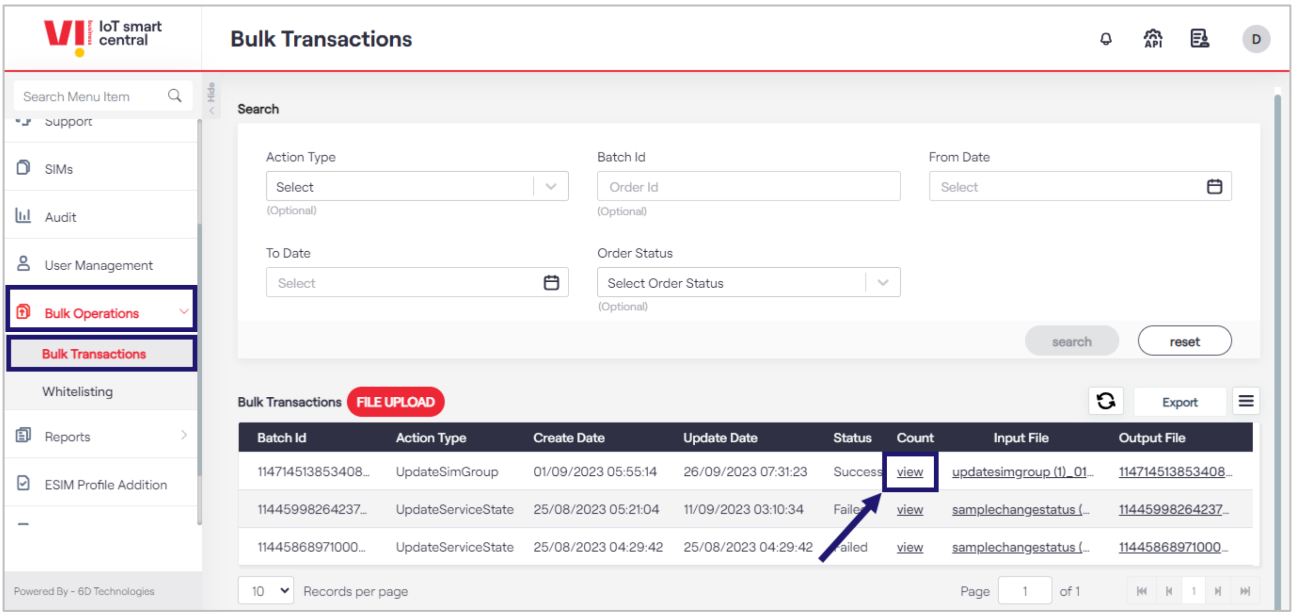
- **Total Records**
- **Valid Records**
- **Invalid Records**

8. Click the **Submit** button to change the plan.

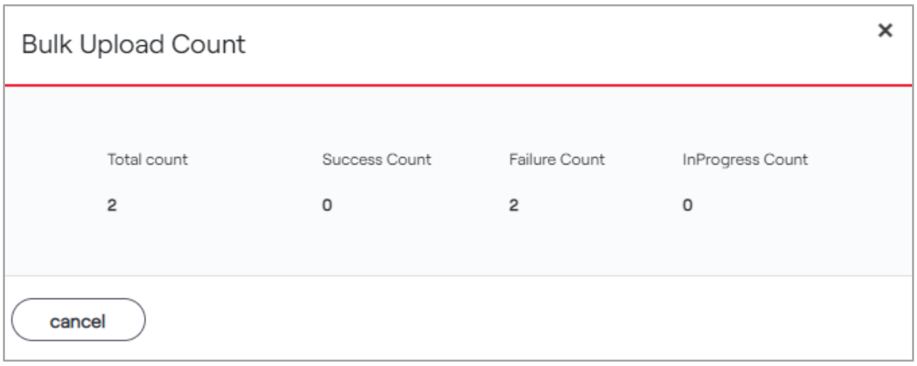
A success message is displayed, indicating that the billing transaction file is uploaded successfully.

To view the bulk upload count:

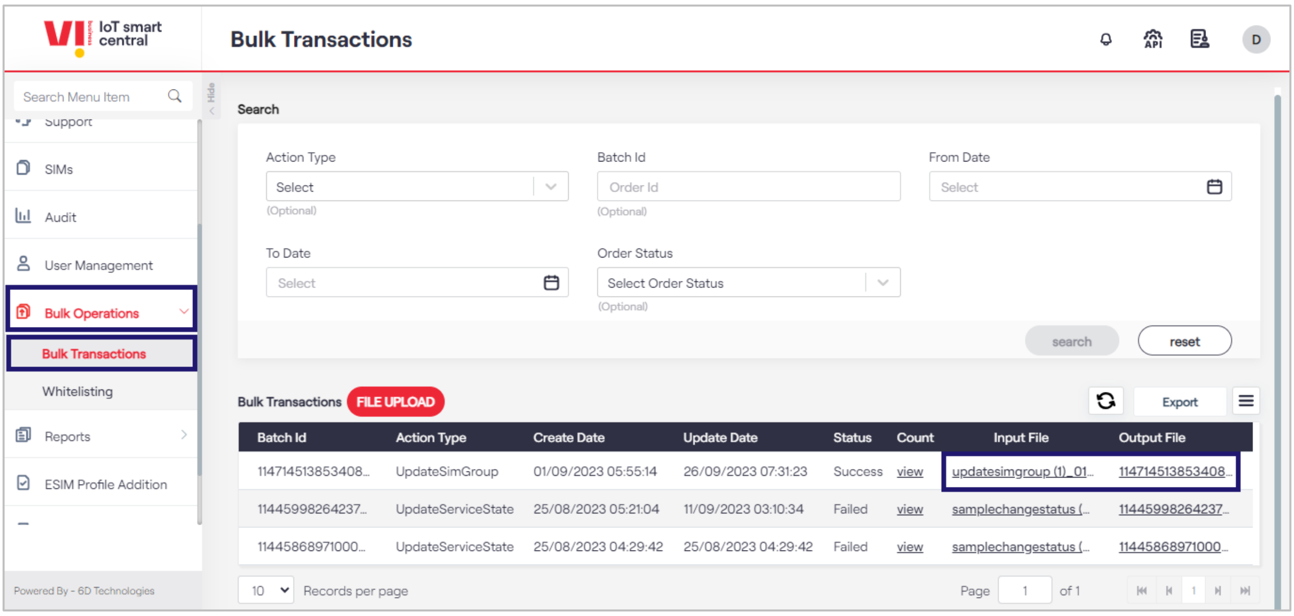
1. On the **Bulk Transactions** screen, click the **View** button. Refer to the following screen.



2. After clicking the **View** button, the bulk upload count is displayed. Refer to the following screen.



- On the **Bulk Transactions** screen, click **Input File** and **Output File** to download the files. Refer to the following screen.



The sample Input File and Output File are attached below.

status_24022023151827.csv

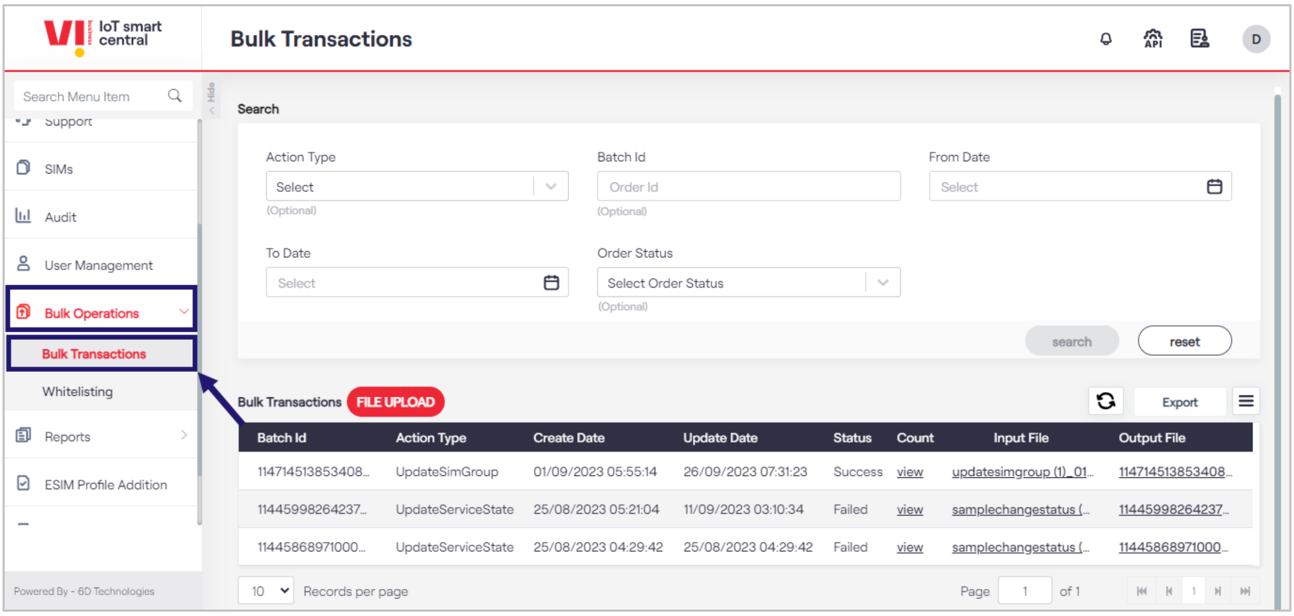
ReportDetails_1078614282582900736_2(

Physical Custodian Bulk Upload

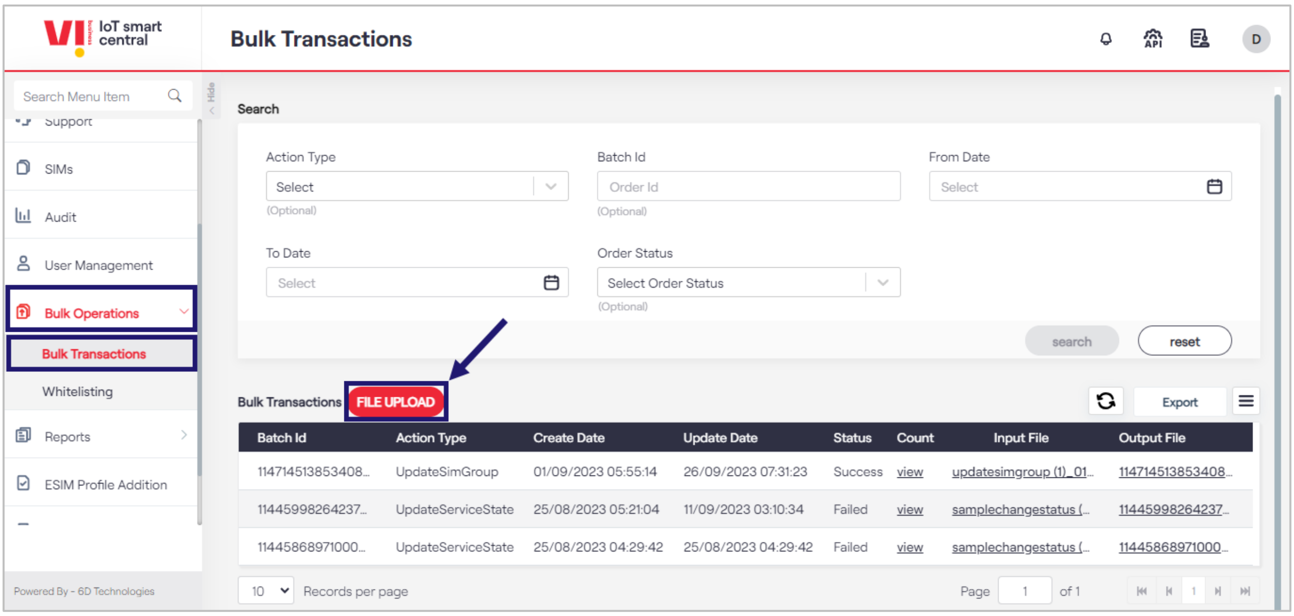
This option allows the enterprise selfcare users to upload the bulk details for physical custodian.

To manage the physical custodian bulk upload:

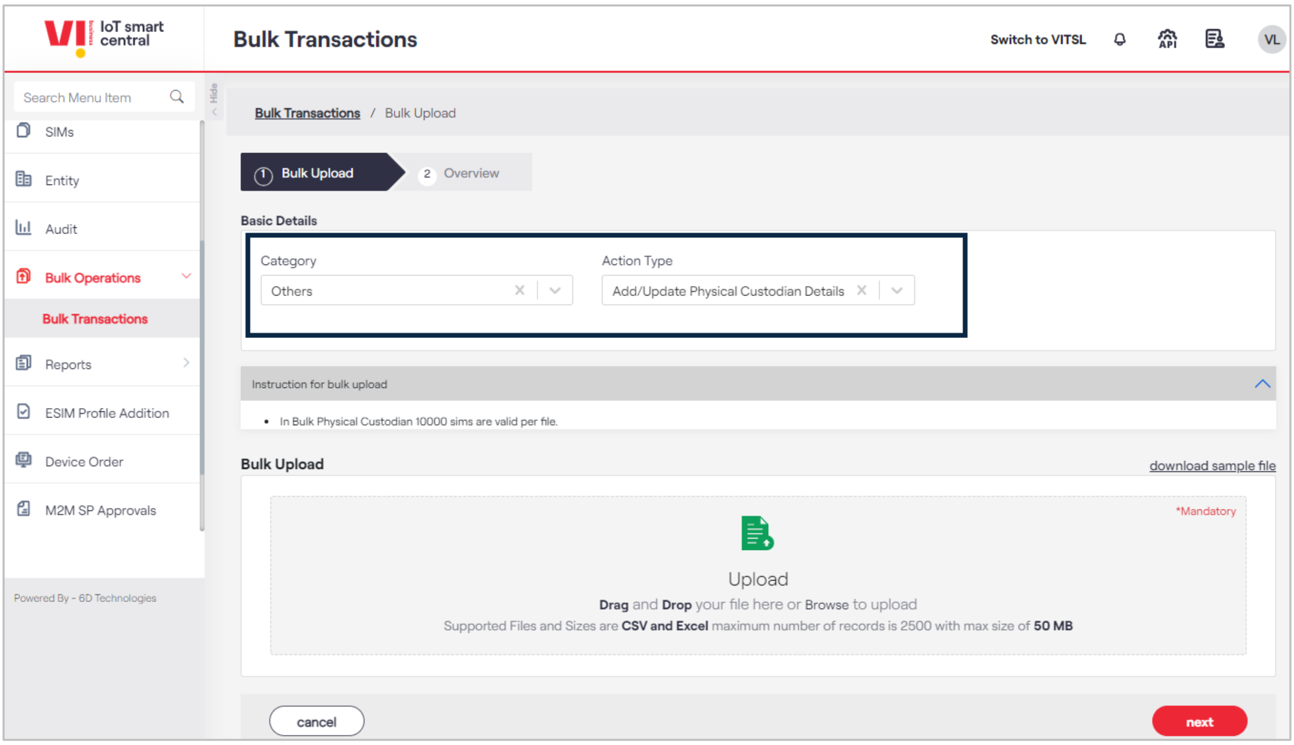
1. On the side menu, click **Bulk Operations >> Bulk Transactions** to view the bulk updates. Refer to the following screen.



2. On the **Bulk Transactions** screen, click the **File Upload** button. Refer to the following screen.



3. After clicking the **File Upload** button, the following screen is displayed.



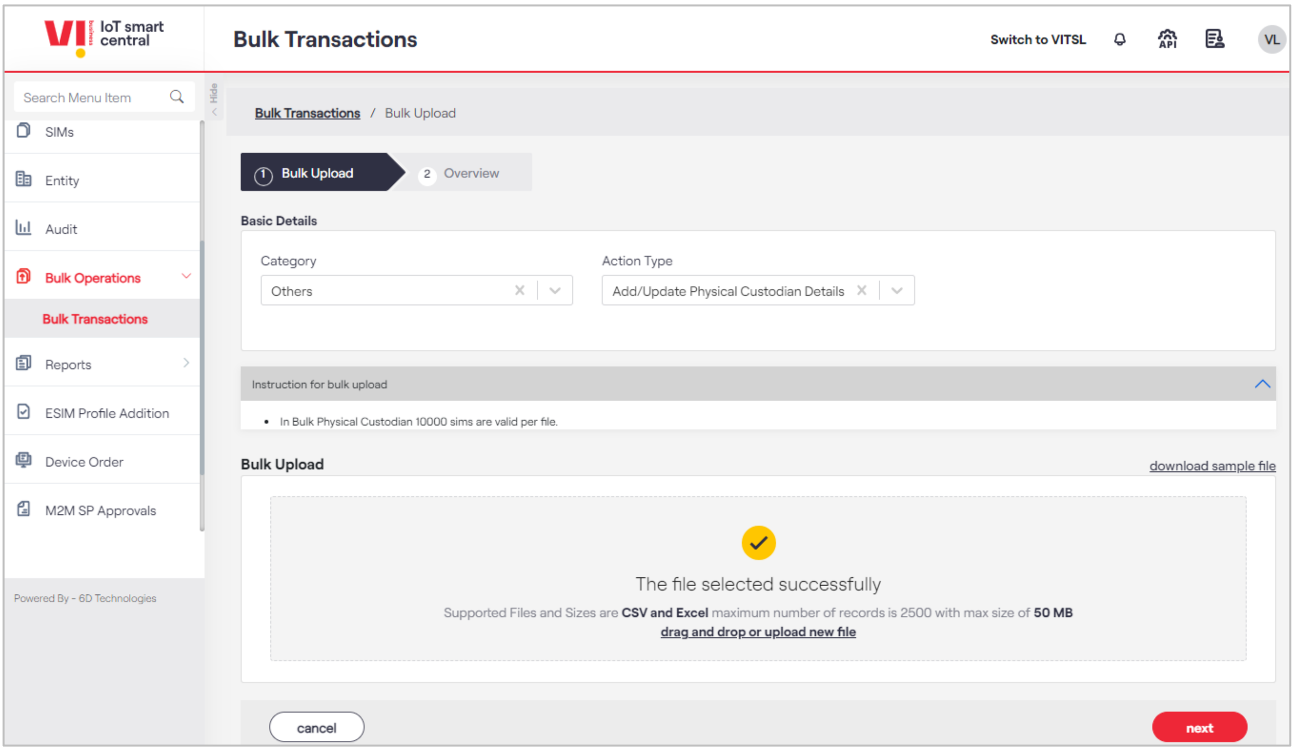
4. Enter/Select the following details in the corresponding fields.

Field	Description
Category	Select the category as "**others"** in the drop-down list.
Action Type	Select the action type as "**Add/Update the Physical Custodian Details**" in the drop-down list.
Upload	Click upload and select the Physical Custodian file to upload. **Note:** In Bulk Physical Custodian 10000 sims are valid per file.

- Click **Download Sample File** to download the sample file.

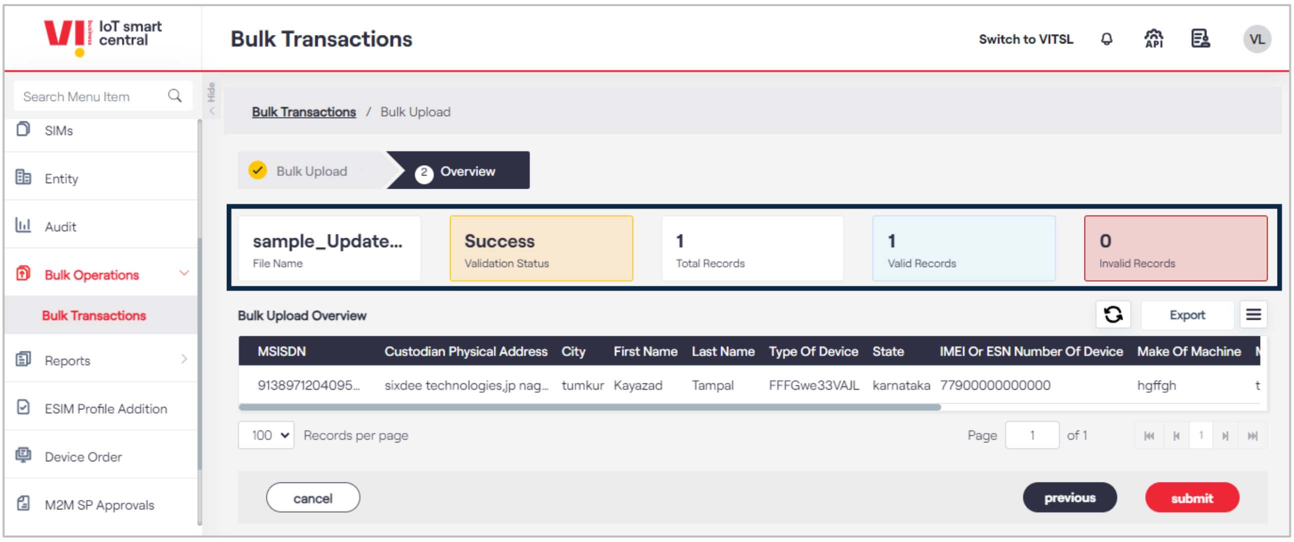
sample_PhysicalCustodianDetails.csv

5. After selecting the required details and uploading the file. The following screen is displayed.



6. Click the **Next** button to go to the bulk upload overview.

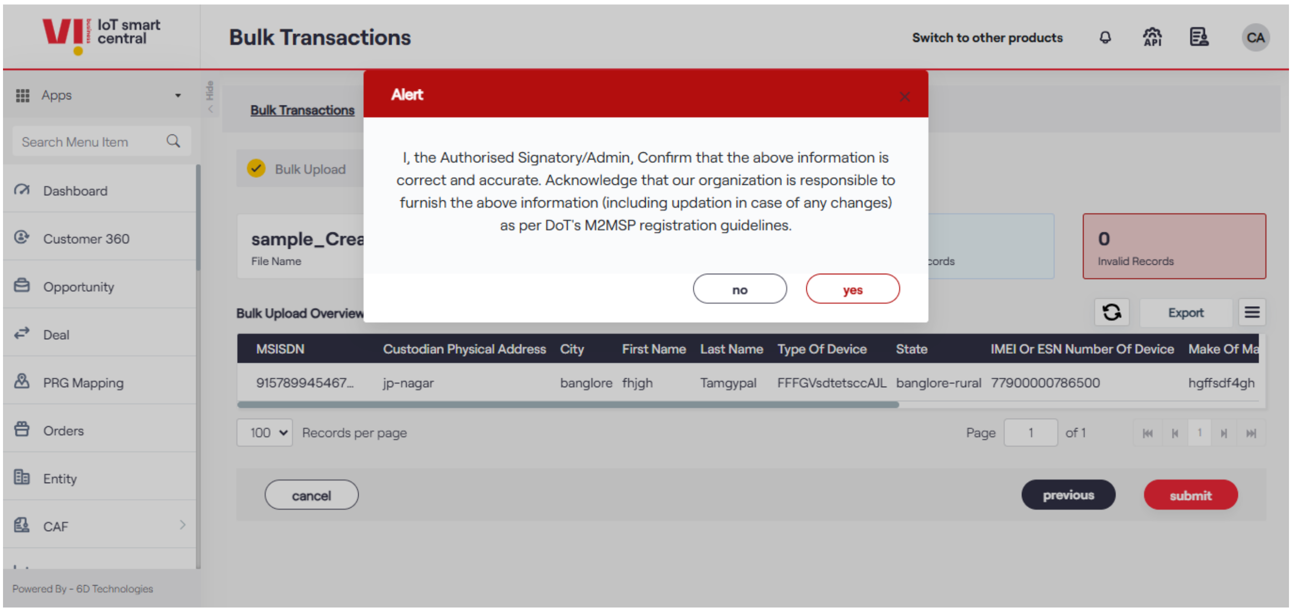
7. After clicking the **Next** button, the following screen is displayed.



The following file details and upload status is displayed.

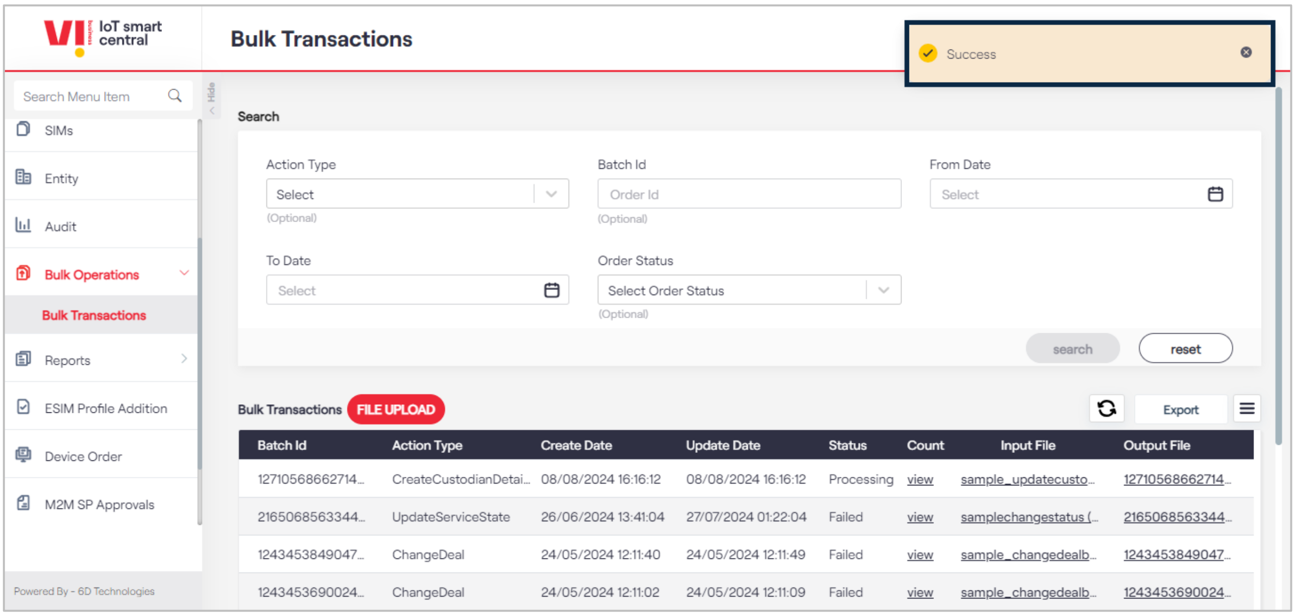
- **File Name**
- **Validation Status**
- **Total Records**
- **Valid Records**
- **Invalid Records**

8. Click the **Submit** button to submit the physical custodian bulk upload. The following alert pop-up message is displayed.



9. Click "**Yes**" to proceed.

A success message is displayed, indicating that the physical custodian file is uploaded successfully.

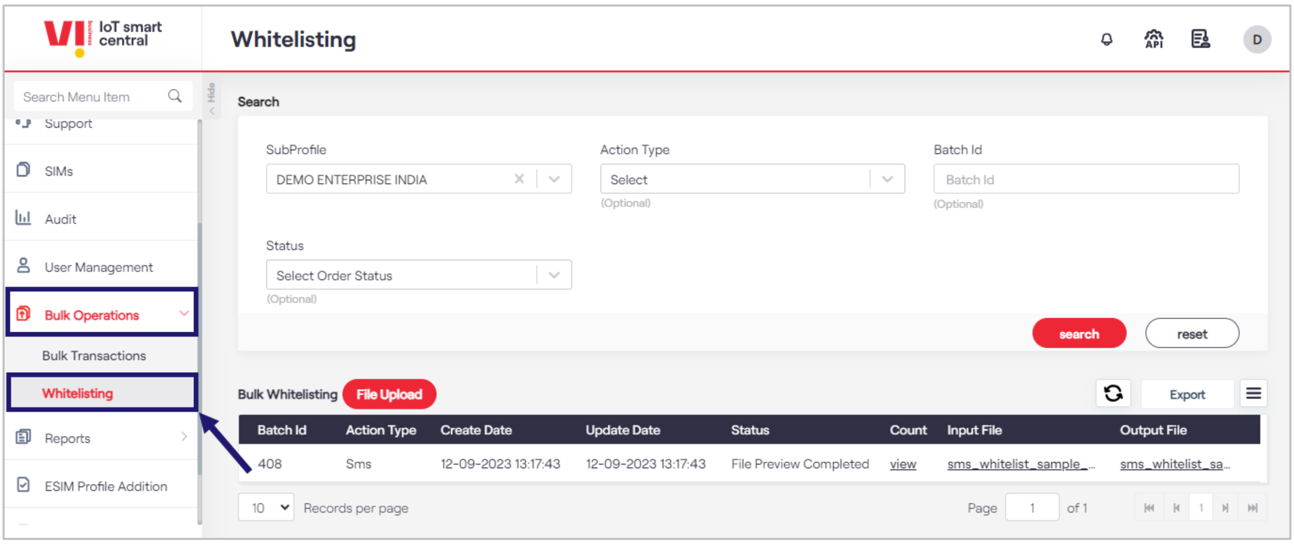


Whitelisting

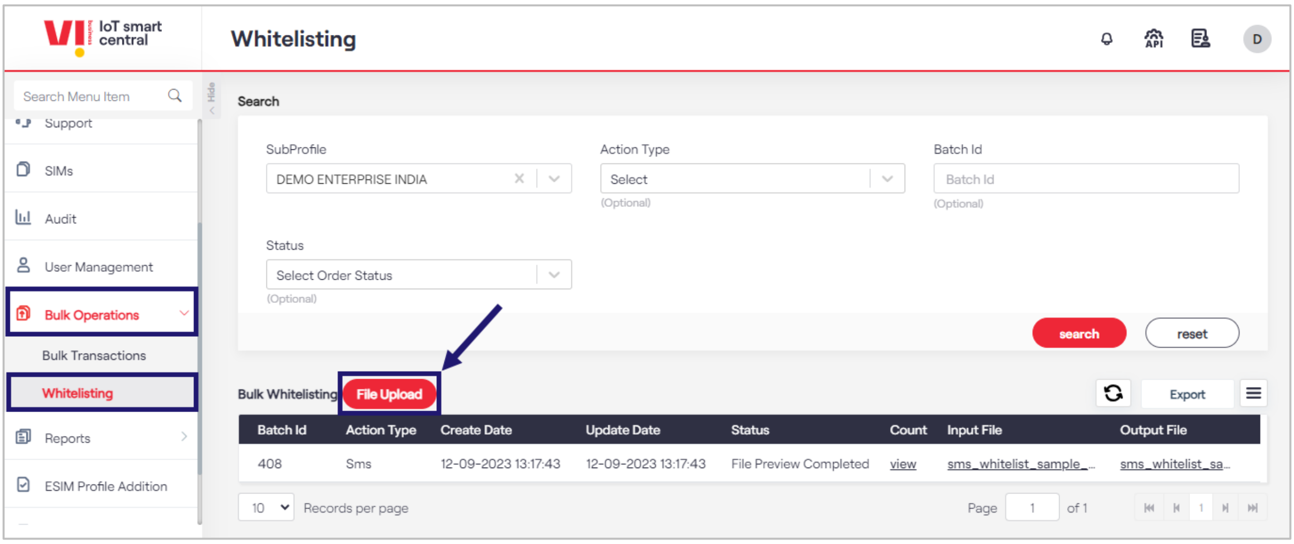
This option allows enterprise self-care users to upload the bulk whitelisting file for voice/SMS. The whitelisting can be added for incoming and outgoing numbers for voice or SMS.

To manage the whitelisting:

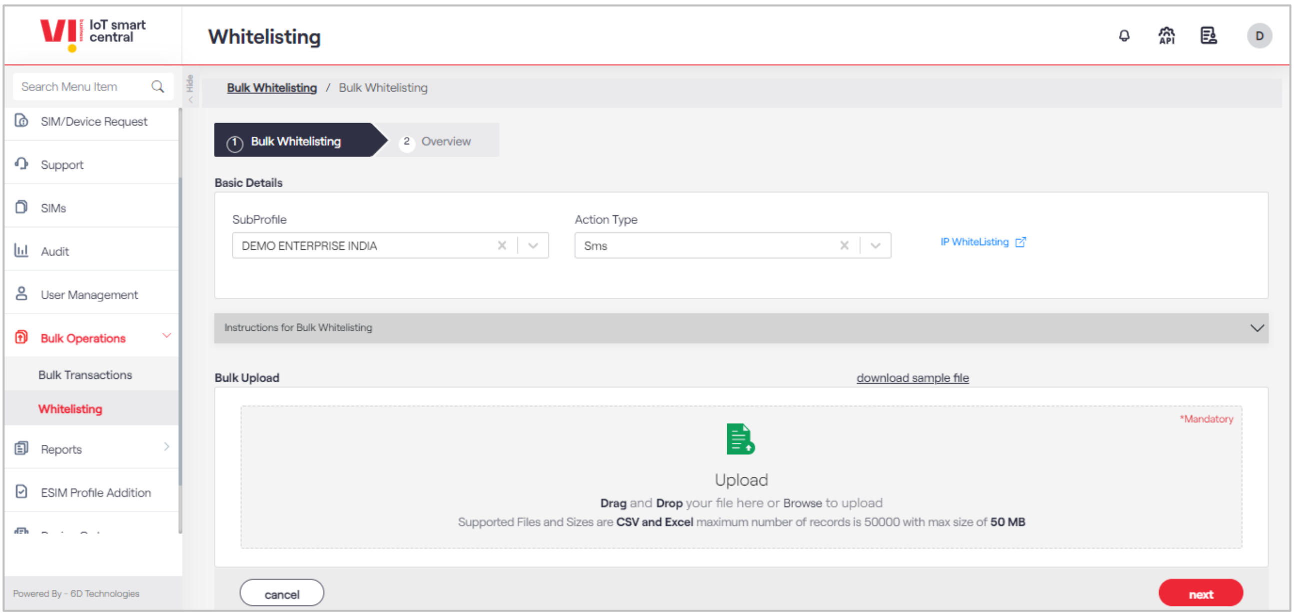
1. On the side menu, click **Bulk Operations >> Whitelisting** to view the whitelisting details. Refer to the following screen.



2. On the **Whitelisting** screen, click the **File Upload** button. Refer to the following screen.



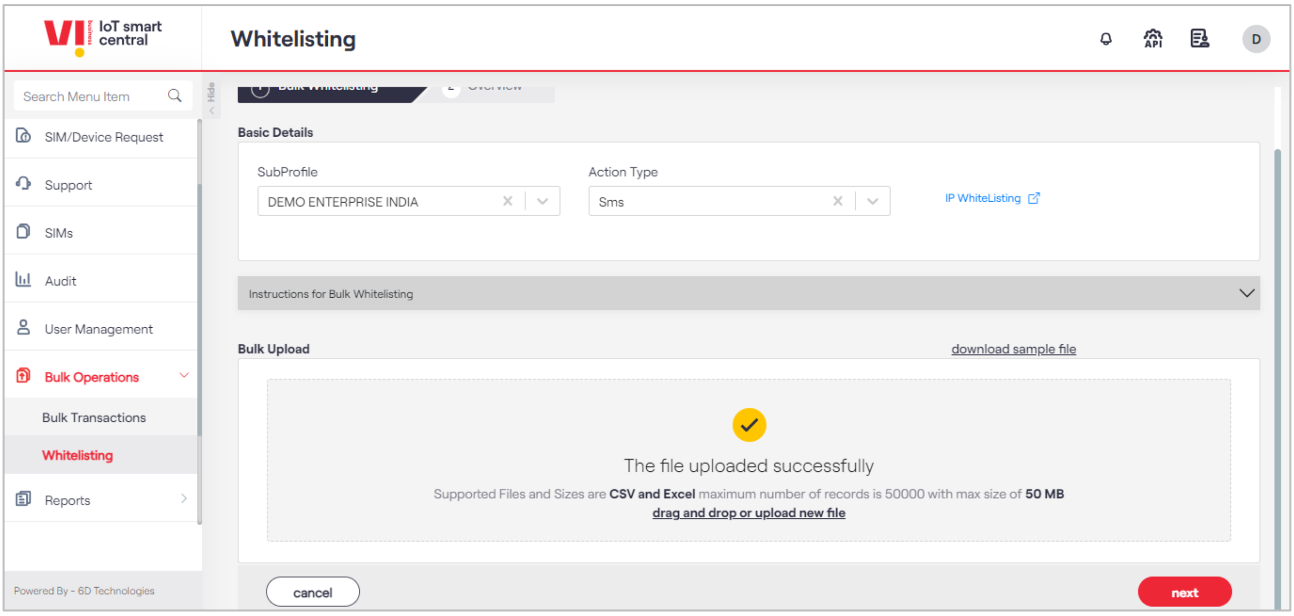
3. After clicking the **File Upload** button, the following screen is displayed.



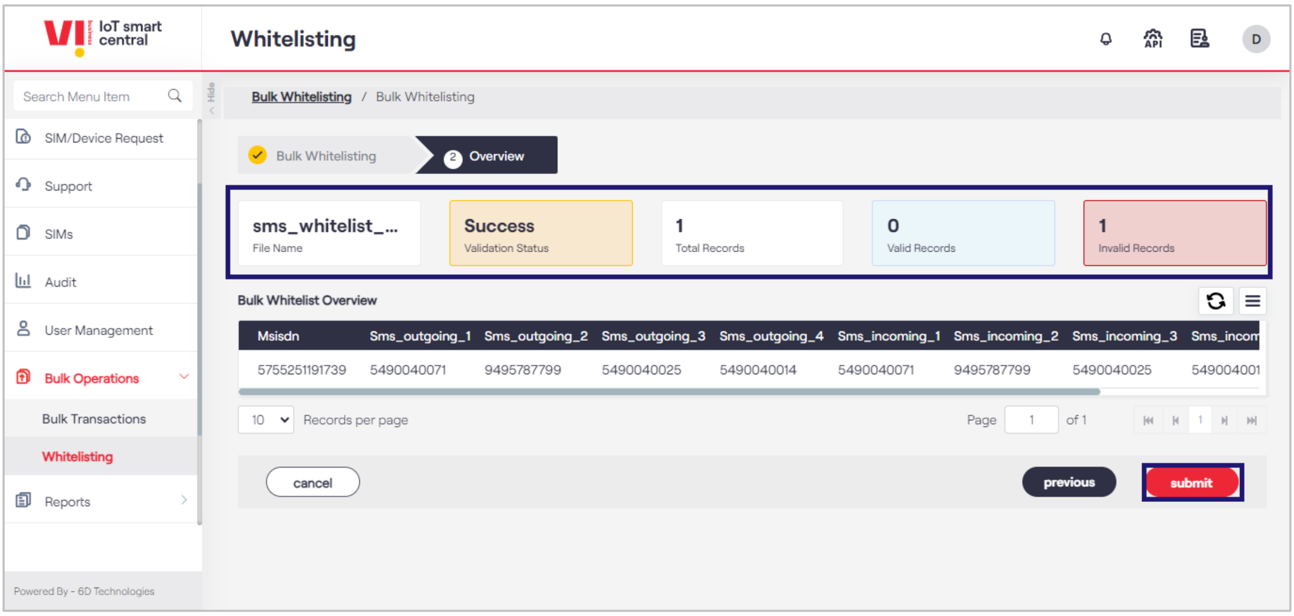
4. Enter/Select the following details in the corresponding fields.

Field	Description
Sub-profile ID	Select the required sub-profile in the drop-down list.
Action Type	Select the action type as **Voice or SMS** in the drop-down list.
Upload	Click upload and select the whitelisting file.

5. After uploading the file successfully, click the **Next** button. Refer to the following screen.



6. After clicking the **Next** button, the following overview screen is displayed.



The following file details and upload status is displayed.

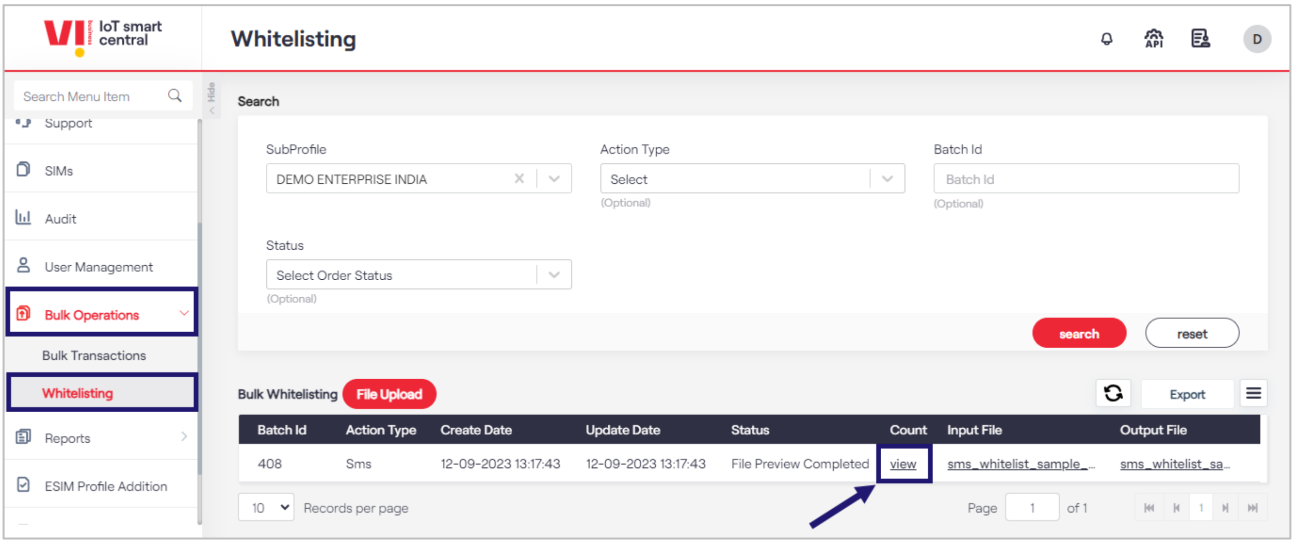
- **File Name**
- **Validation Status**
- **Total Records**
- **Valid Records**
- **Invalid Records**

7. Click the **Submit** button.

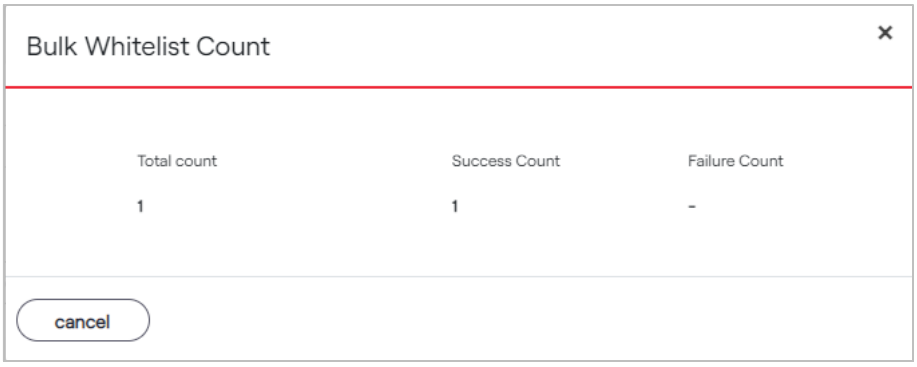
A success message is displayed, indicating that the whitelisting file is uploaded successfully.

<u>To view the bulk whitelist count:</u>

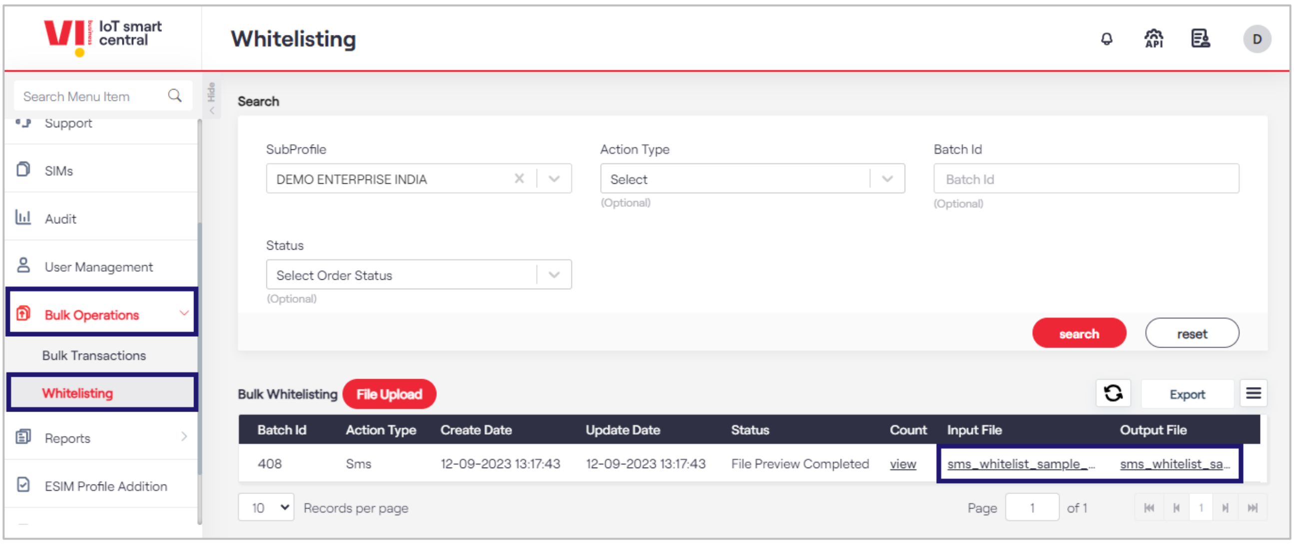
1. On the **Whitelisting** screen, click the **View** button. Refer to the following screen.



2. After clicking the **View** button, the bulk upload count is displayed. Refer to the following screen.



- On the **Whitelisting** screen, click **Input File** and **Output File** to download the files. Refer to the following screen.



The sample SMS Input File and Output Files are attached below.

sms_1675712872333.csv

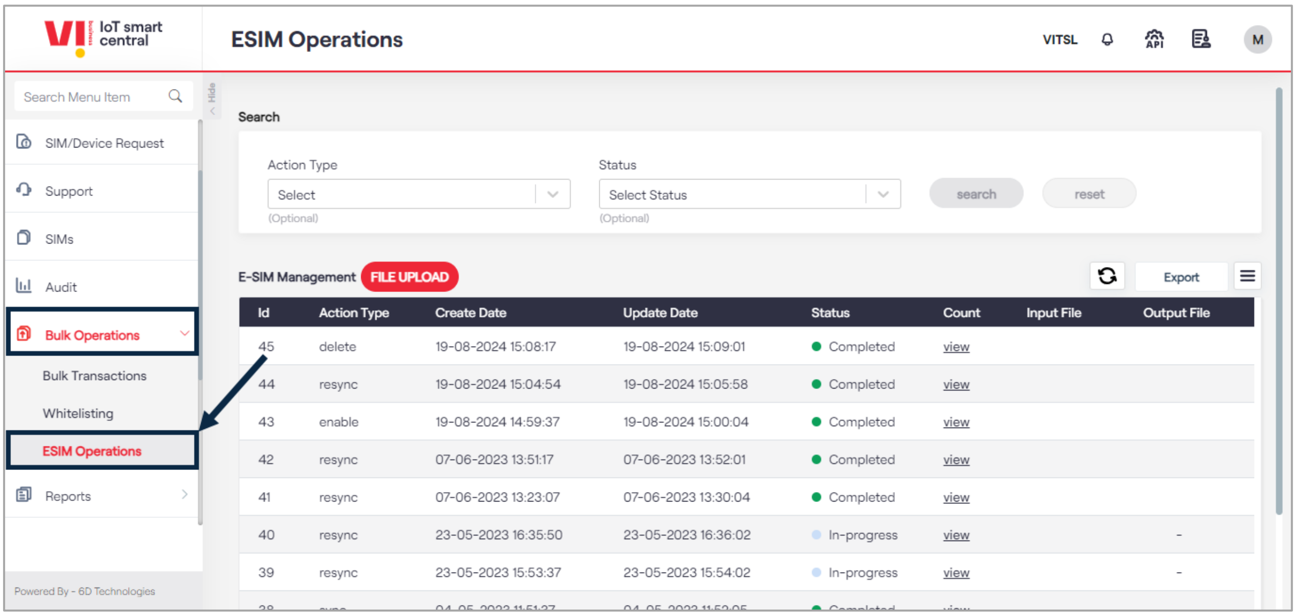
sms_1675712872333_OUT.csv

ESIM Operations

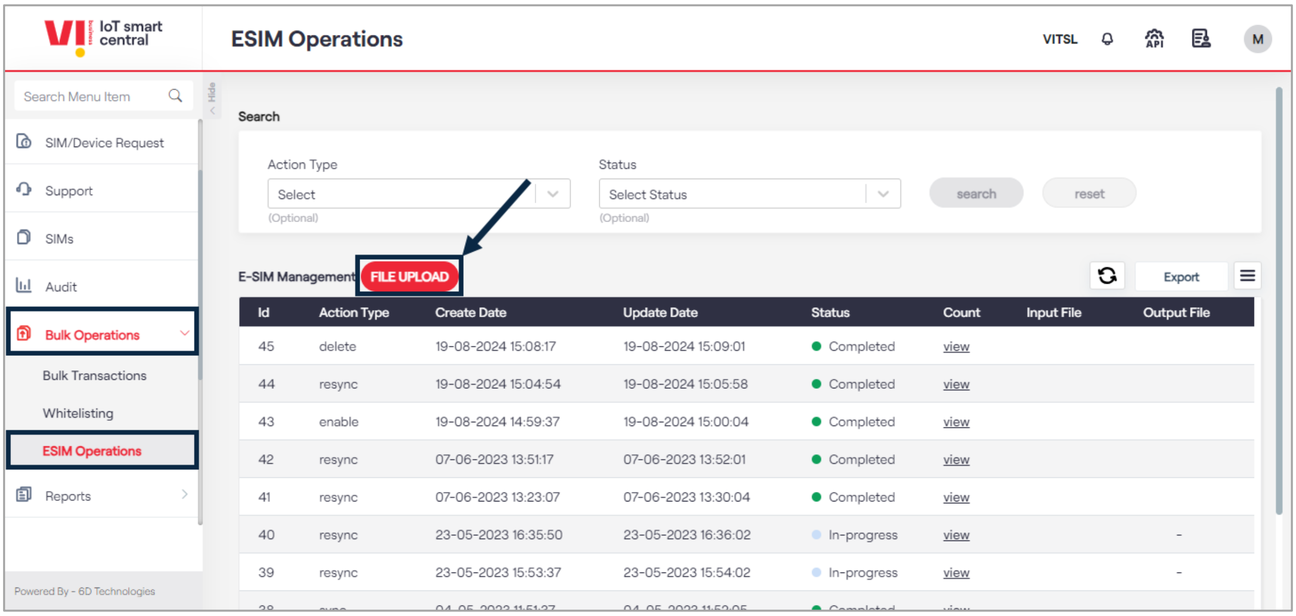
This option allow the enterprise selfcare users to view all the E-Sim operations that are done in the Vi Business IoT Smart Central system. Selfcare users can upload a bulk file to update the ESIM details by selecting the required category and action type. In these ESIM operations, selfcare users can do single and ESIM Enable Bulk, ESIM Delete Bulk, and ESIM Resync Bulk by selecting the category and upload the file.

To manage the ESIM Operations:

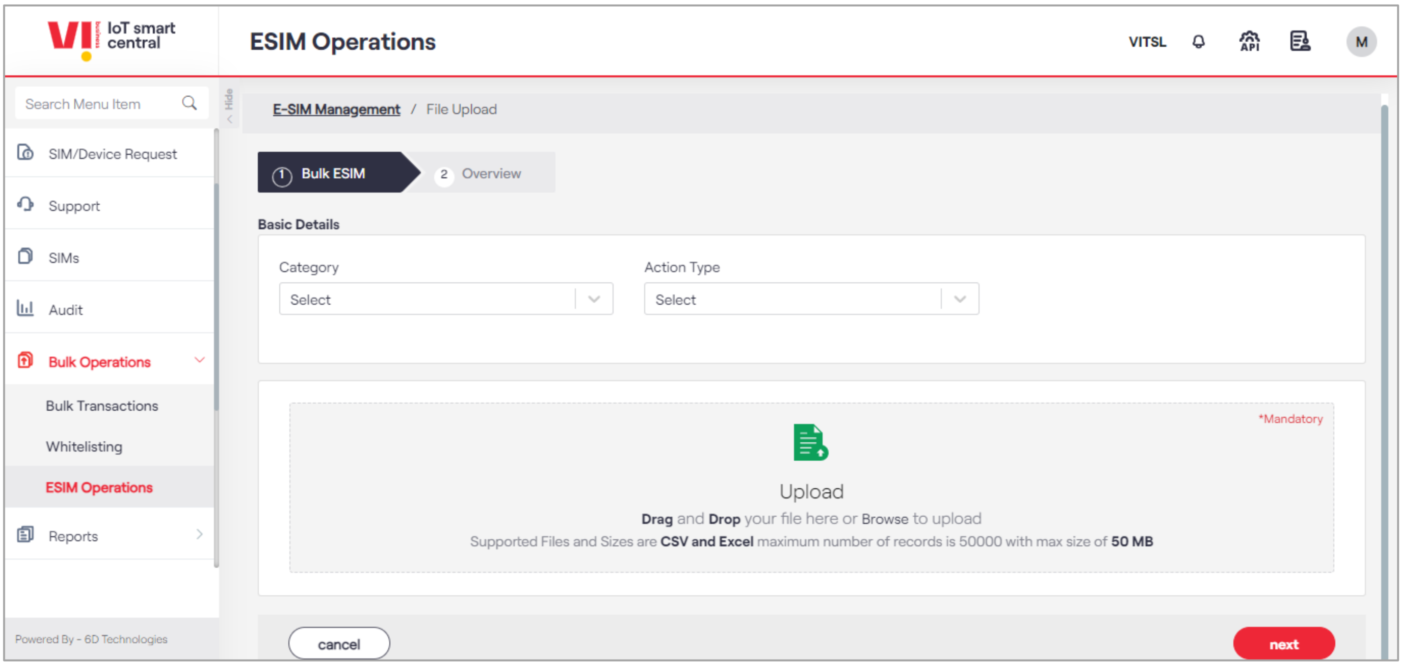
1. On the side menu, click **Bulk Operations >> ESIM Operations** to view the ESIM updates. Refer to the following screen.



2. On the **ESIM Operations** screen, click the **File Upload** button. Refer to the following screen.



3. After clicking the **File Upload** button, the following screen is displayed.

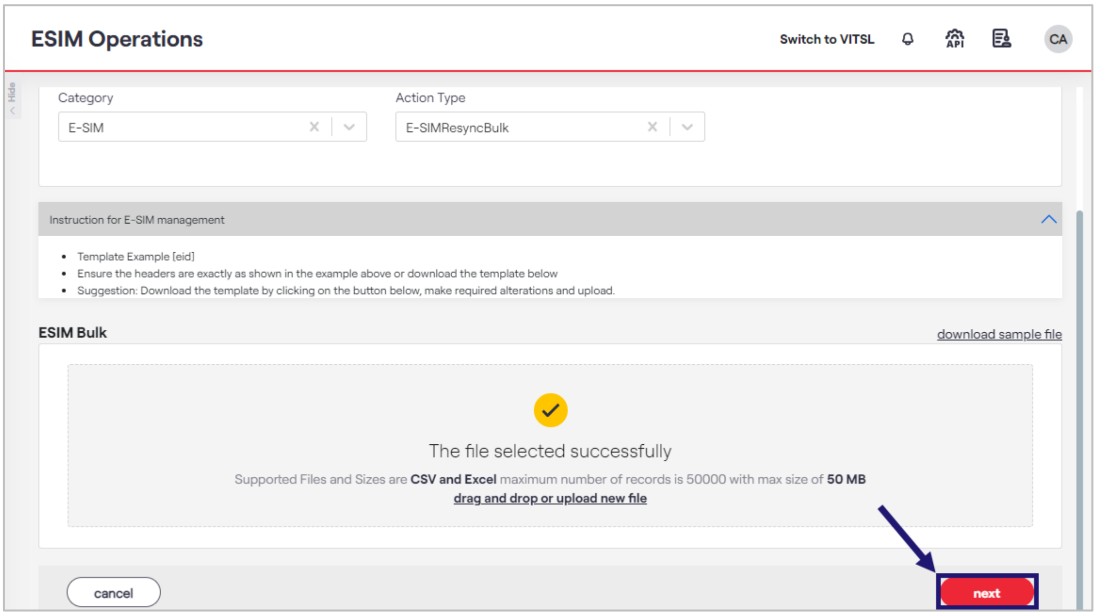


4. Enter/Select the following details in the corresponding fields.

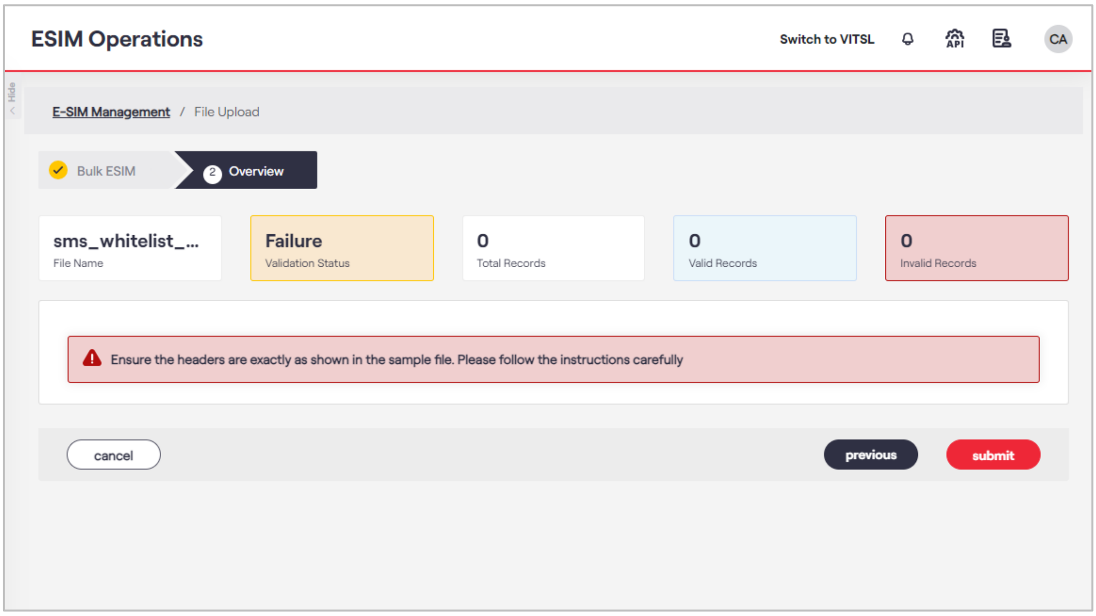
Field	Description
Category	Select the category as **E-SIM** in the drop-down list.
Action Type	The following action types are available for ESIM operations. • ESIM Enable Bulk • ESIM Resync Bulk
Upload	Click upload to upload the Esim file.

- Click **Download Sample File** to download the sample file.

5. After selecting the required details, upload the file. The following screen is displayed.



6. Click the **Next** button to go to the bulk upload overview.
7. After clicking the **Next** button, the following screen is displayed.



`

The following file details and upload status is displayed.

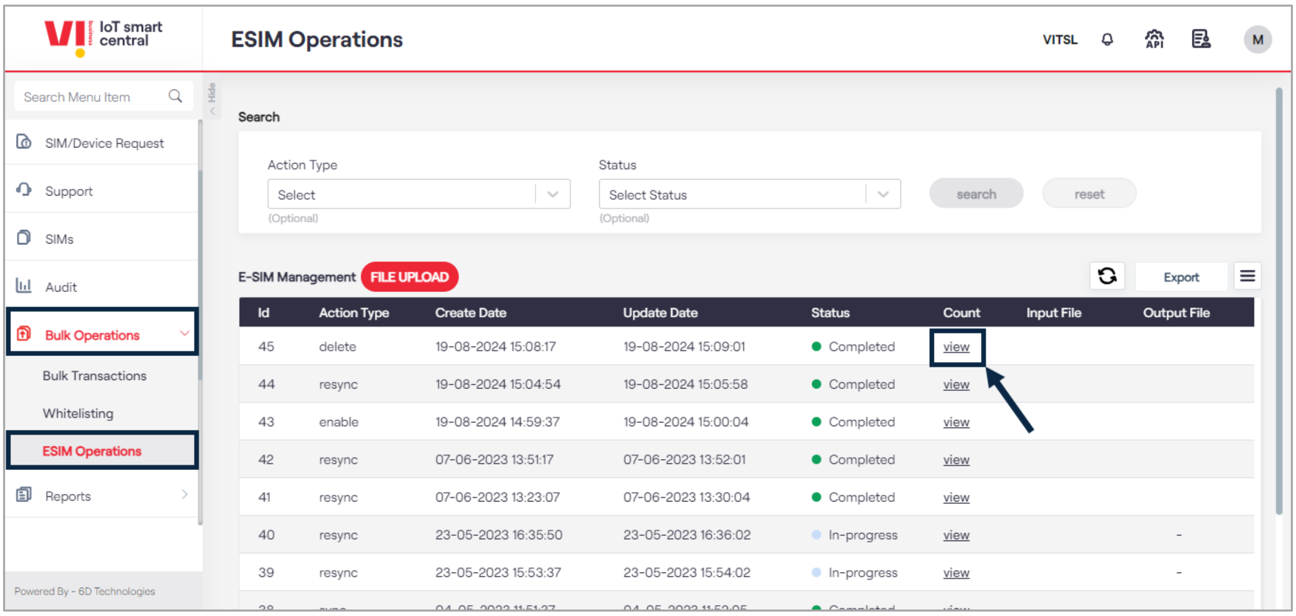
- **File Name**
- **Validation Status**
- **Total Records**
- **Valid Records**
- **Invalid Records**

8. Click the **Submit** button.

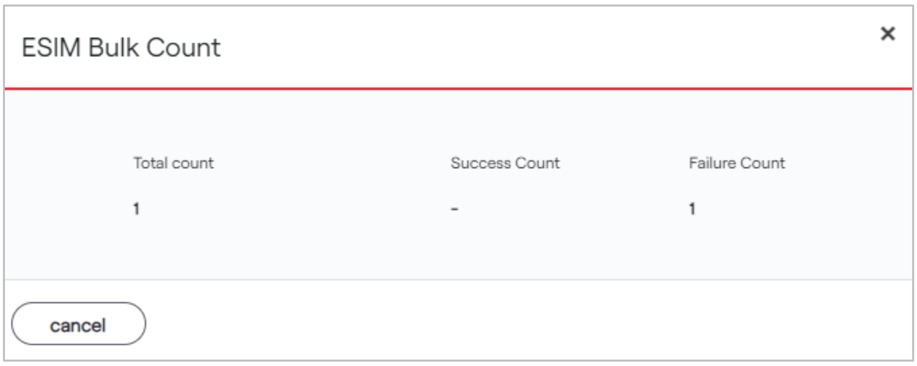
A success message is displayed, indicating that the Esim operations file is uploaded successfully.

To view the ESIM bulk count:

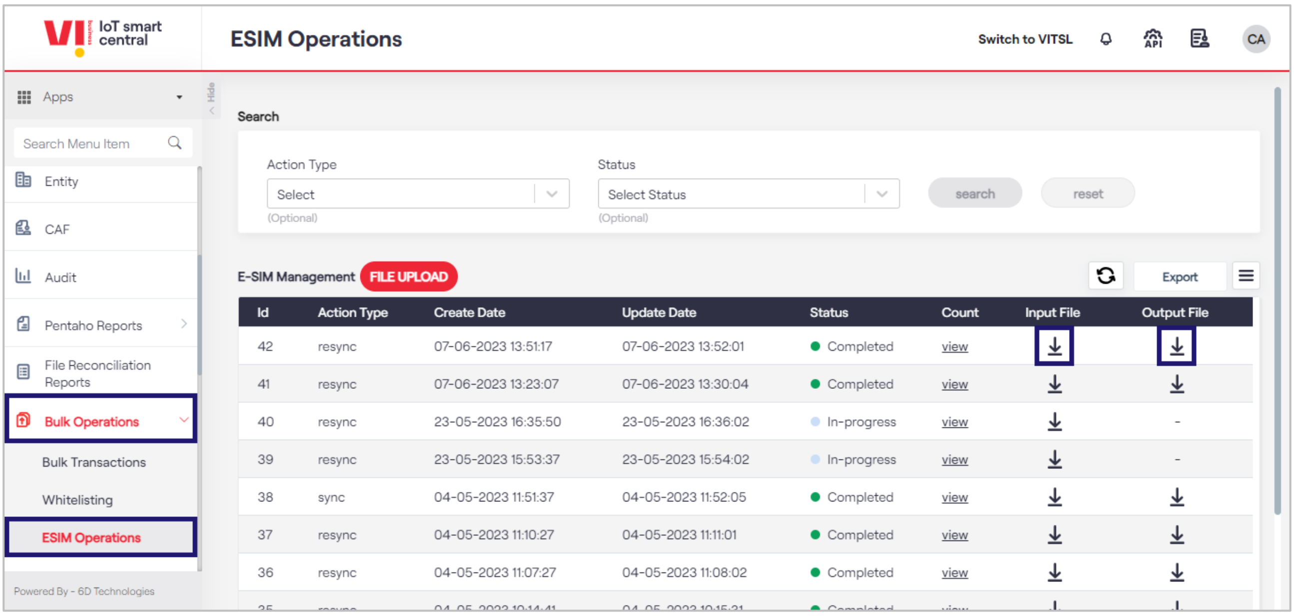
- On the **ESIM Operations** screen, click the **View** button. Refer to the following screen.



- After clicking the **View** button, the Esim bulk count is displayed. Refer to the following screen.



- On the **ESIM Operations** screen, click **Input File** and **Output File** to download the files. Refer to the following screen.



The sample Input File and Output File are attached below.

status_24022023151827.csv

ReportDetails_1078614282582900736_2

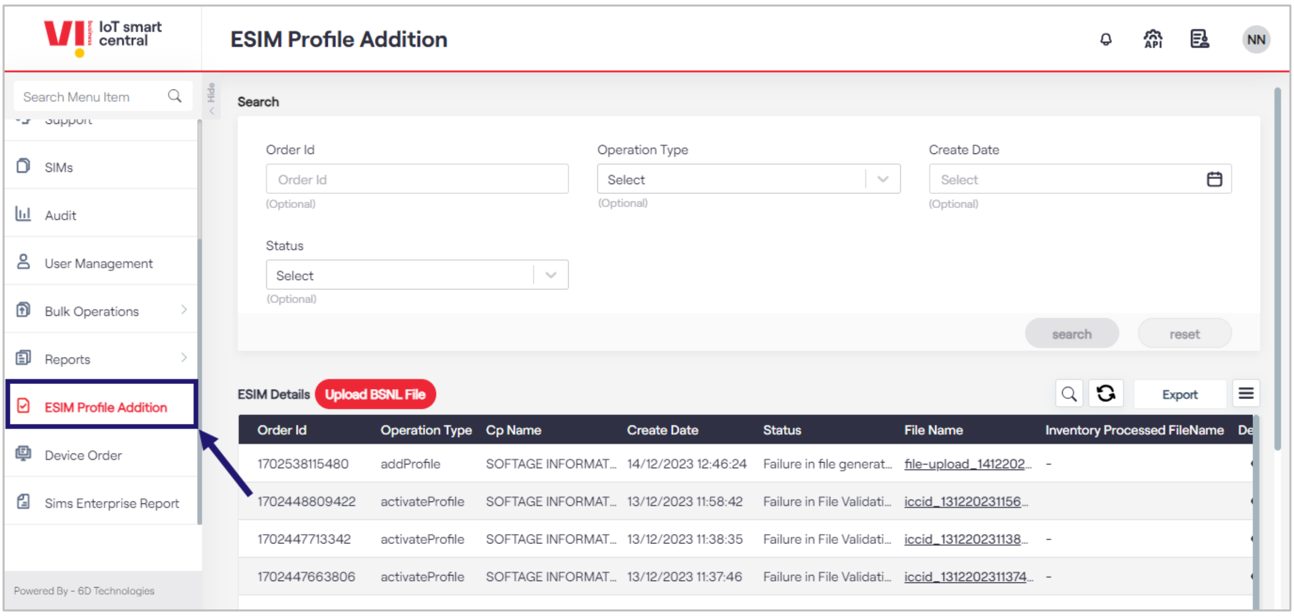
ESIM Profile Addition

Using this option, enterprise selfcare can upload the BSNL profile file. The operation type can be adding profile and activating profile. Based on the selected operation type, the profile file can be uploaded.

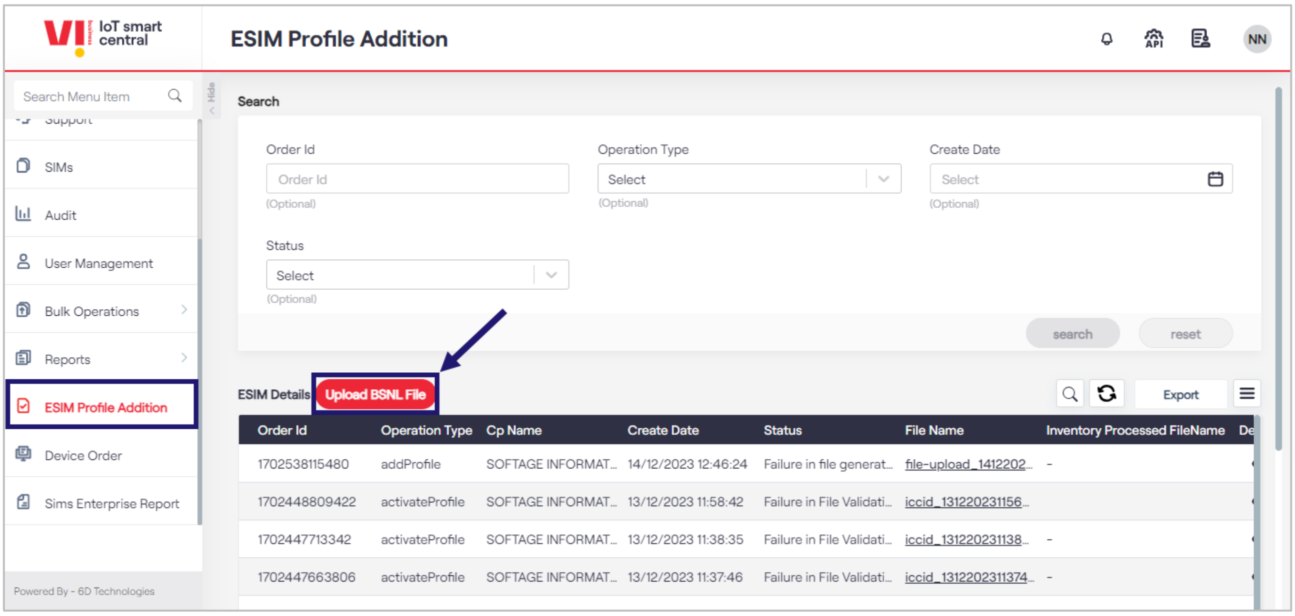
- **Add**: This operation type is to upload the customer BSNL profile file who does not have the existing profile. After the request is submitted, it goes directly to VITSL for approval and VITSL can approve/reject the request.
- **Activate**: This operation type is to upload the customer BSNL profile file that is not in activation. While uploading the file, the customer can select the channel partner. After the request is submitted, it goes to the channel partner for approval and the channel partner can approve/reject the request.

<u>To manage the ESIM profile addition:</u>

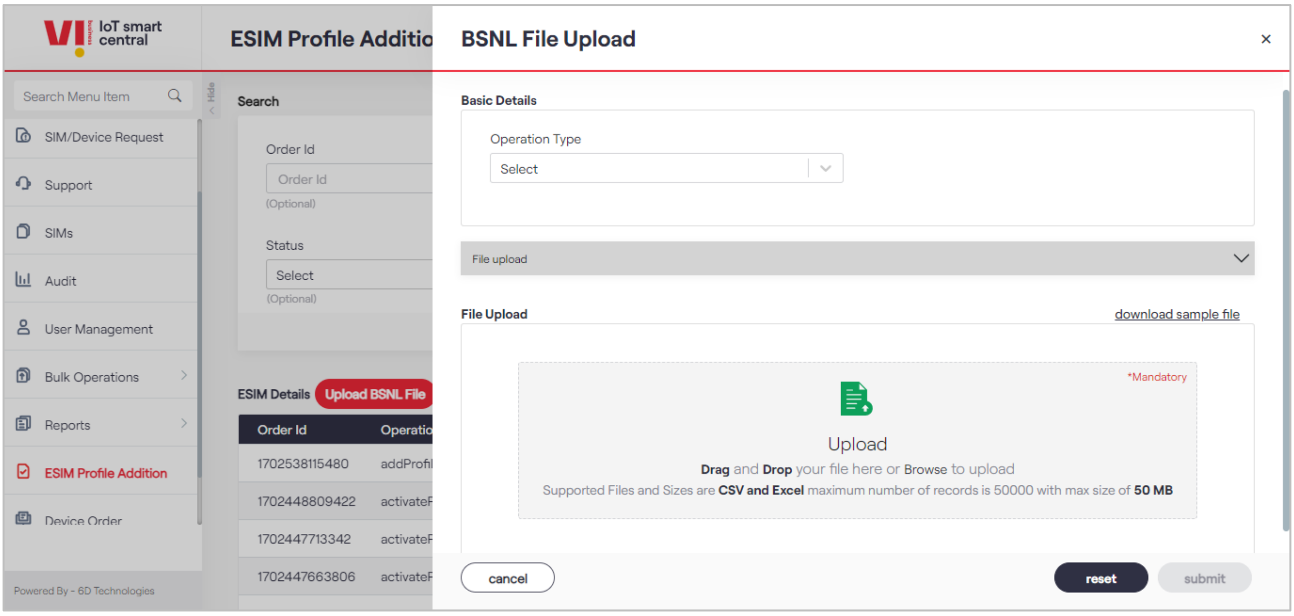
1. On the side menu, click **ESIM Profile Addition** to view the ESIM profile addition details. Refer to the following screen.



2. On the **ESIM Profile Addition** screen, click the **Upload BSNL File** button to upload the profile file. Refer to the following screen.



3. After clicking the **Upload BSNL File** button, the following screen is displayed.



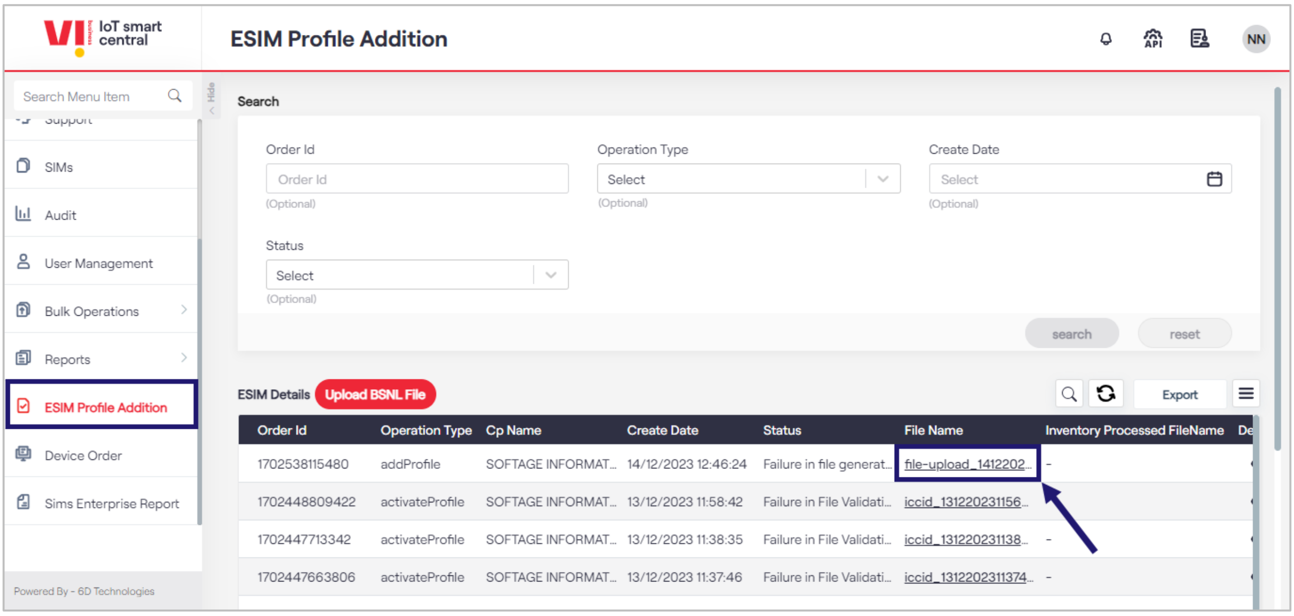
4. Enter/Select the following details in the corresponding fields.

Field	Description
Operation Type	Select the operation type as “**Add**” or “**Activate**” in the drop-down list.
Channel Partner	Select the required channel partner in the drop-down list. **Note**: This field is enabled only for Activate profile type.
File Upload	Click the **Upload** button or **Drag and Drop** the file to upload the BSNL profile file.

5. After entering all the required details, click the **Submit** button.

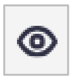
A success message is displayed, indicating that the BSNL profile file is uploaded successfully.

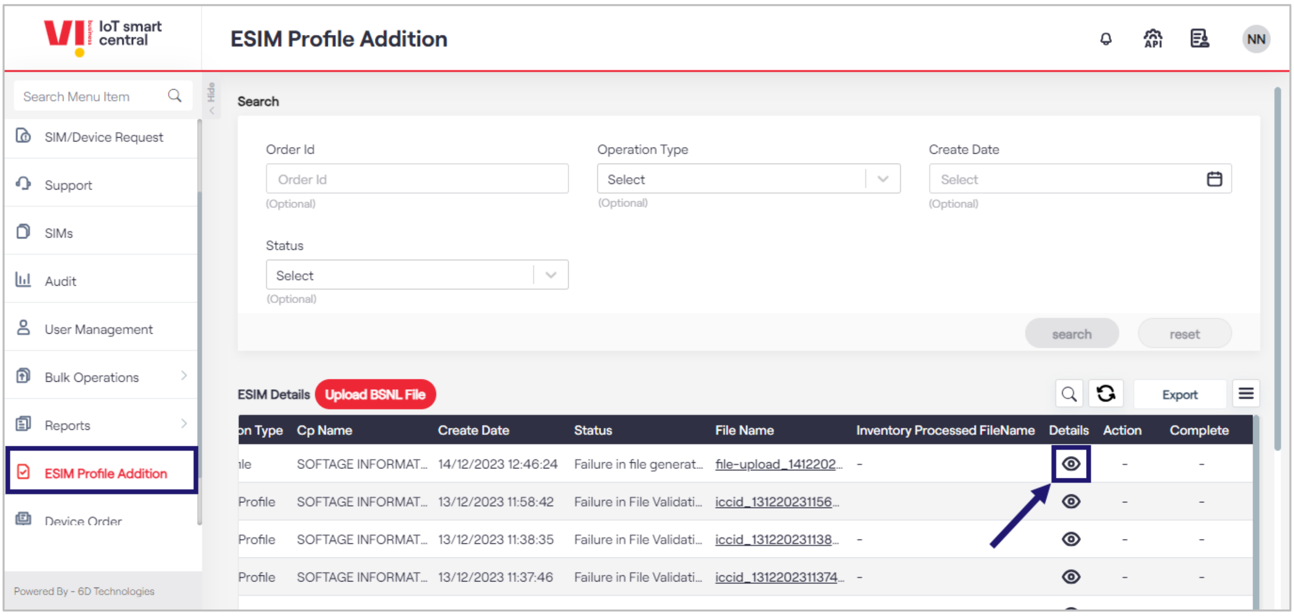
- On the **ESIM Profile Addition** screen, click the **File Name** hyperlink to download the uploaded profile file. Refer to the following screen.



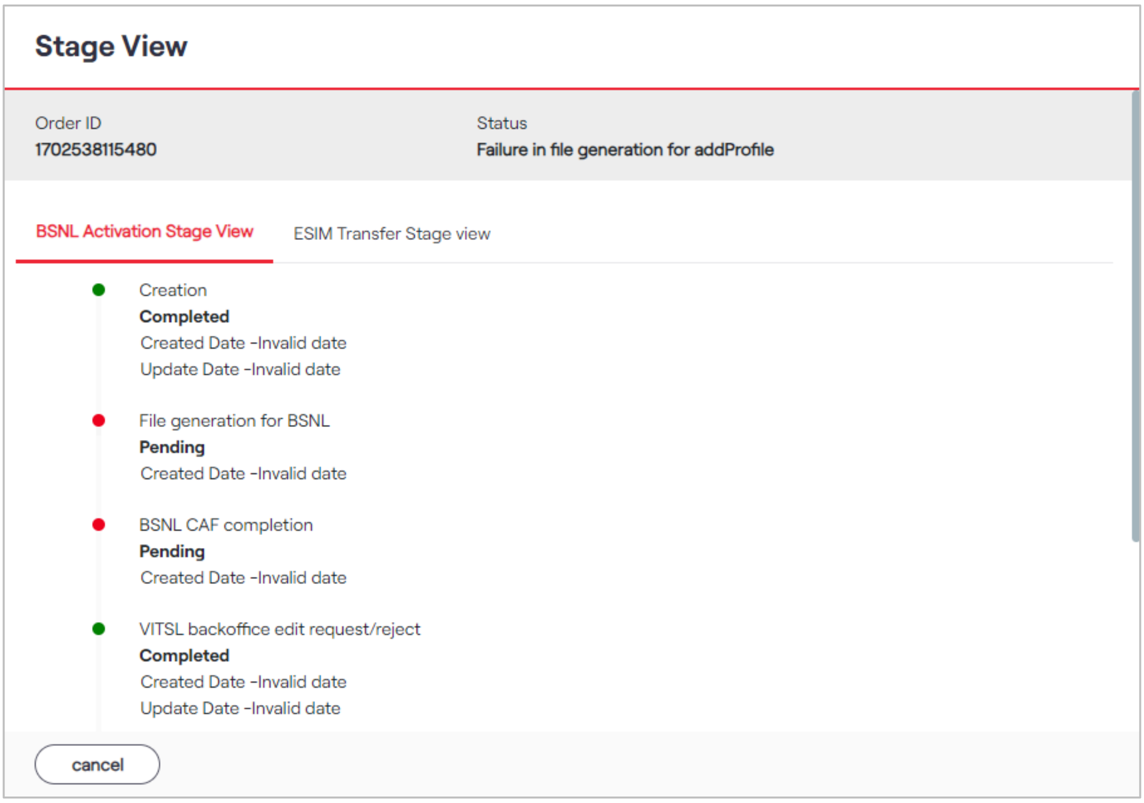
The following sample BSNL profile file will be downloaded.

addprofile_2405202
3194444.csv

- On the **ESIM Profile Addition** screen, click the **View** button  to view the ESIM profile request stage details. Refer to the following screen.



- After clicking the **View** button, the following screen is displayed.



Reports

Using this option, enterprise selfcare users can manage the following reports.

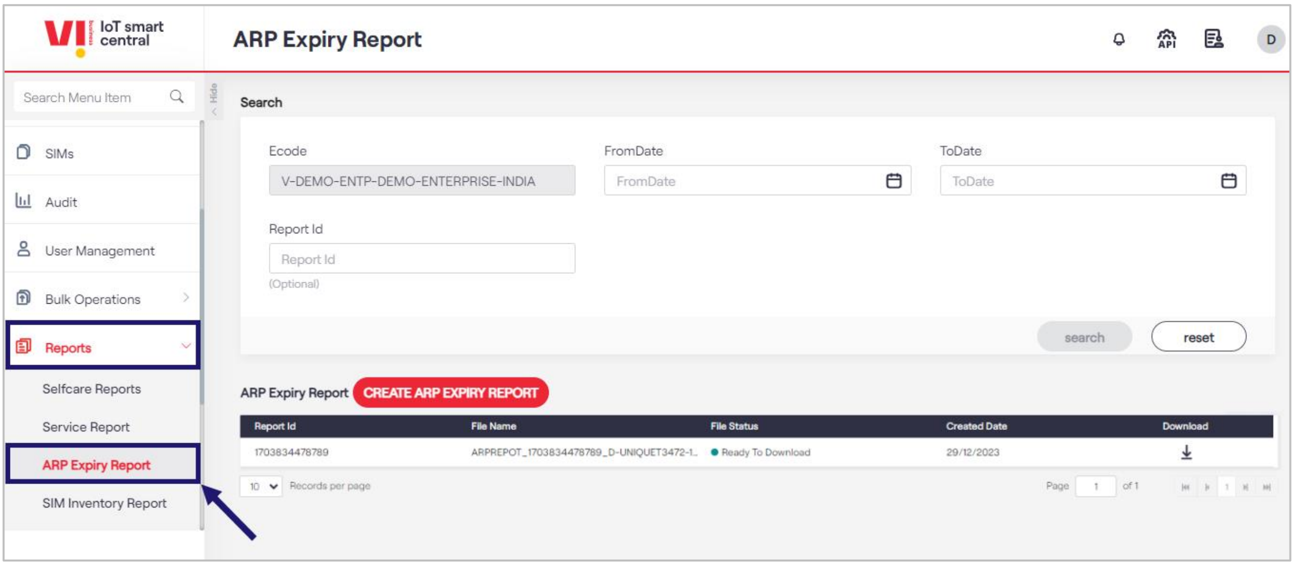
- **ARP Expiry Report**
- **SIM Inventory Report**

ARP (Advance Rental Plans) Expiry Report

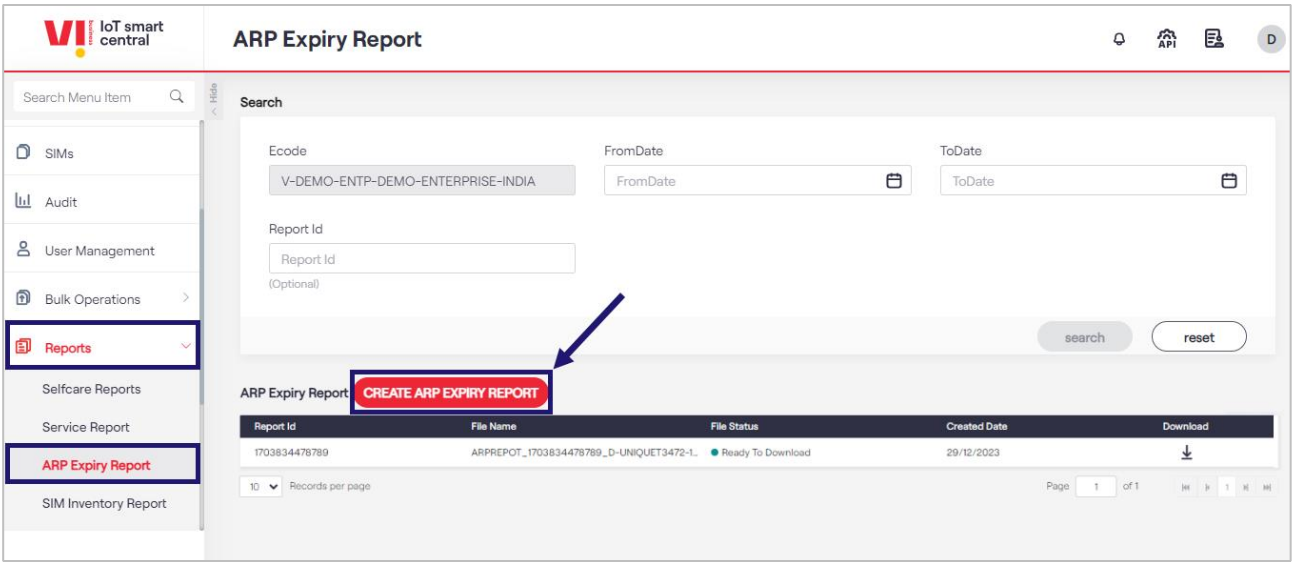
Using this option, enterprise selfcare users can generate the ARP expiry report. This ARP report will give the data expiry details of ARP plans.

To view the ARP expiry report:

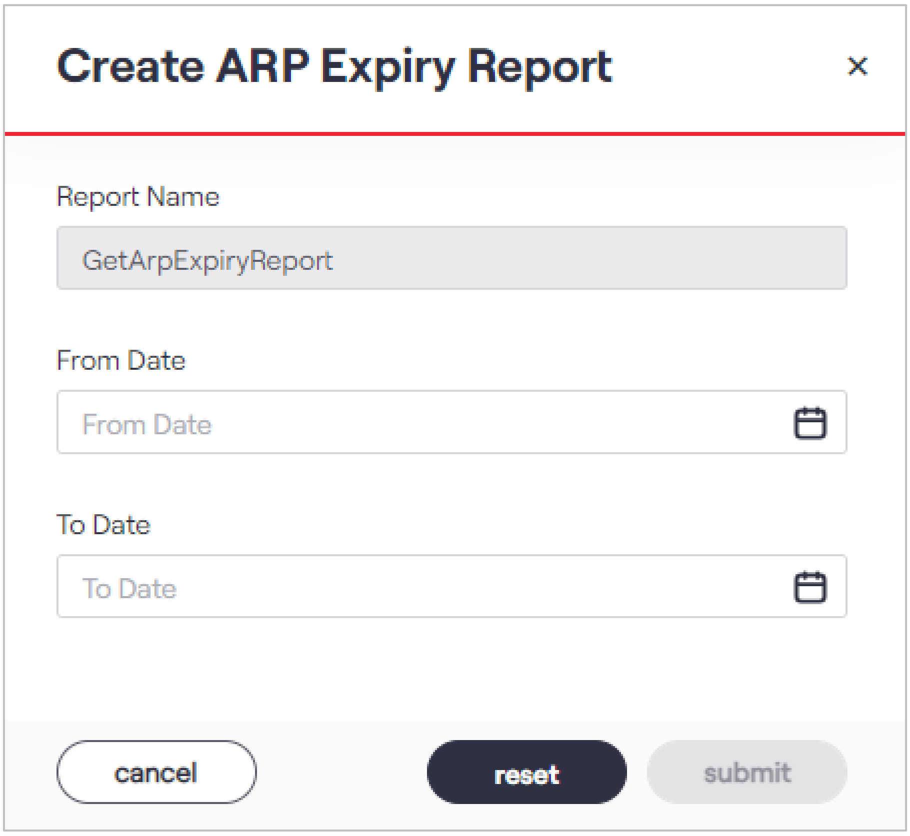
1. On the side menu, click **Reports >> ARP Expiry Report** to view the ARP expiry report details. Refer to the following screen.



2. On the **ARP Expiry Report** screen, click the **Create ARP Expiry Report** button. Refer to the following screen.



3. After clicking the **Create ARP Expiry Report** button, the following screen is displayed.



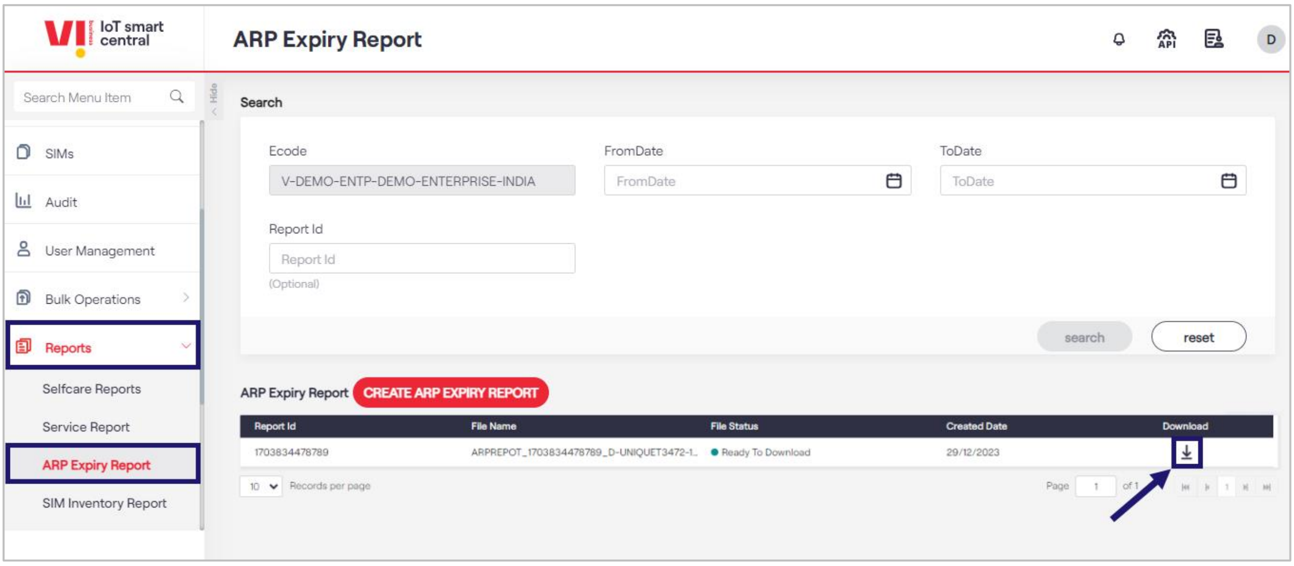
4. Enter/Select the following details in the corresponding fields.

Field	Description
Report Name	By default, the report name is displayed as get ARP expiry report.
From Date	Select from which date the report has to be started.
To Date	Select up to which date the report has to be ended.

5. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the ARP expiry report is created successfully.

- On the **ARP Expiry Report** screen, click the **Download** button  to download the ARP expiry report. Refer to the following screen.



The following sample ARP expiry report will be downloaded.

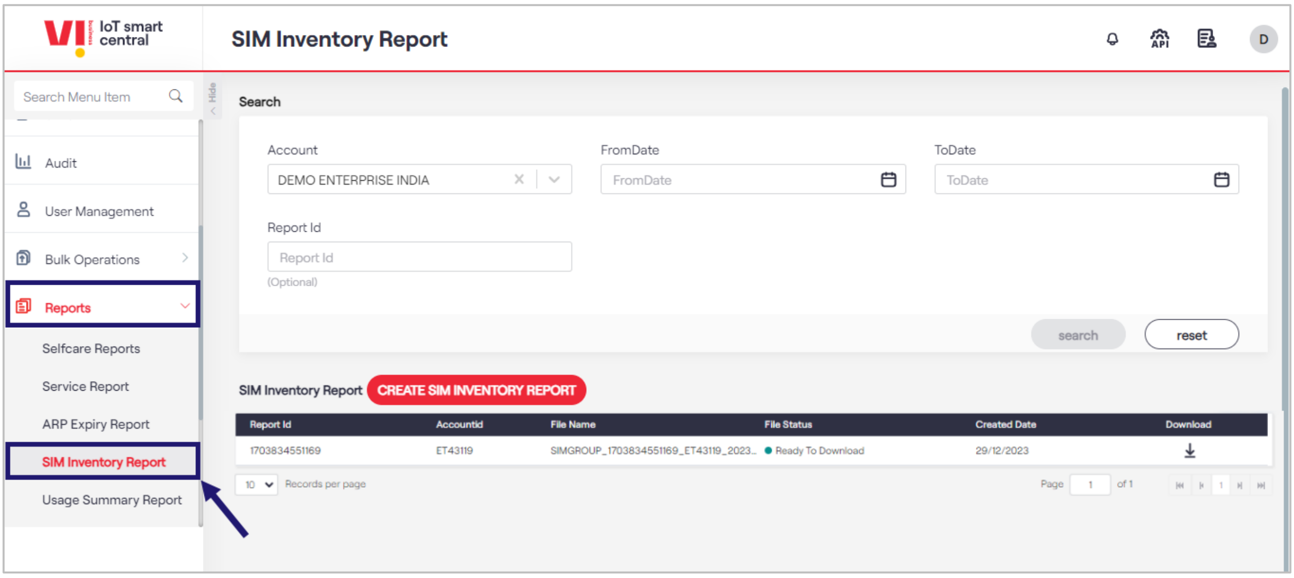
ARPREPOT_1694427
720514_V-DEMO-EN

SIM Inventory Report

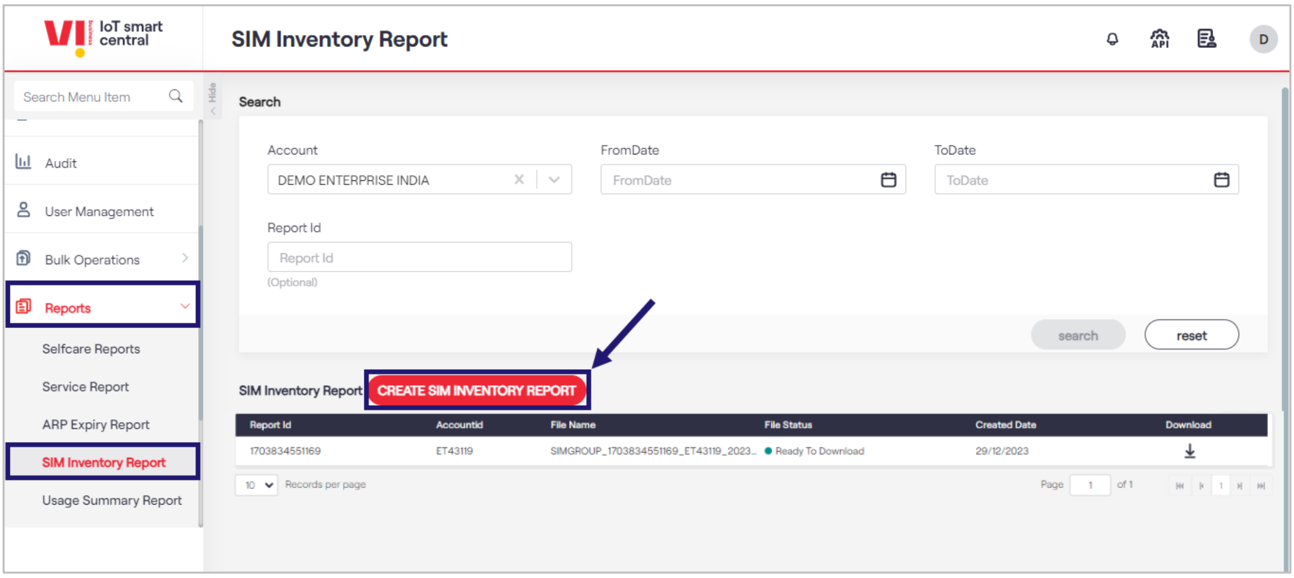
Using this option, enterprise selfcare users can generate the SIM inventory report. This SIM Inventory report will give the details about all the SIM groups under the account.

To view the SIM Inventory report:

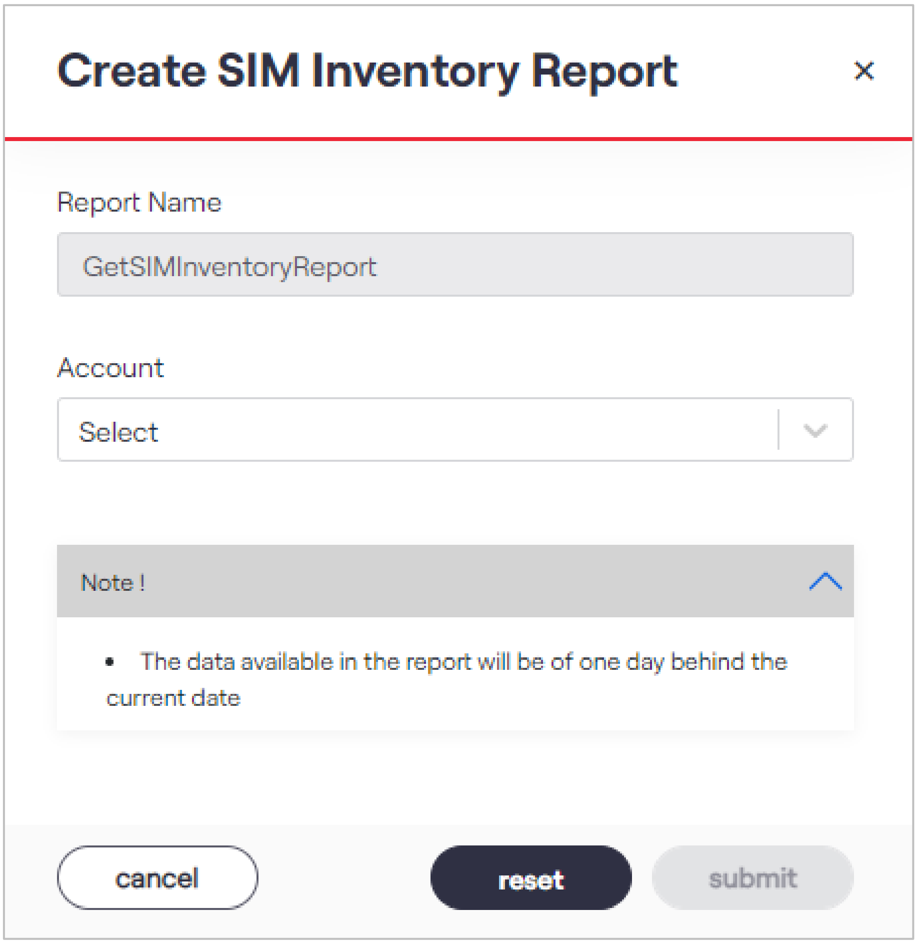
1. On the side menu, click **Reports >> SIM Inventory Report** to view the sim inventory report details. Refer to the following screen.



2. On the **SIM Inventory Report** screen, click the **Create SIM Inventory Report** button. Refer to the following screen.



3. After clicking the **Create SIM Inventory Report** button, the following screen is displayed.

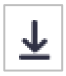


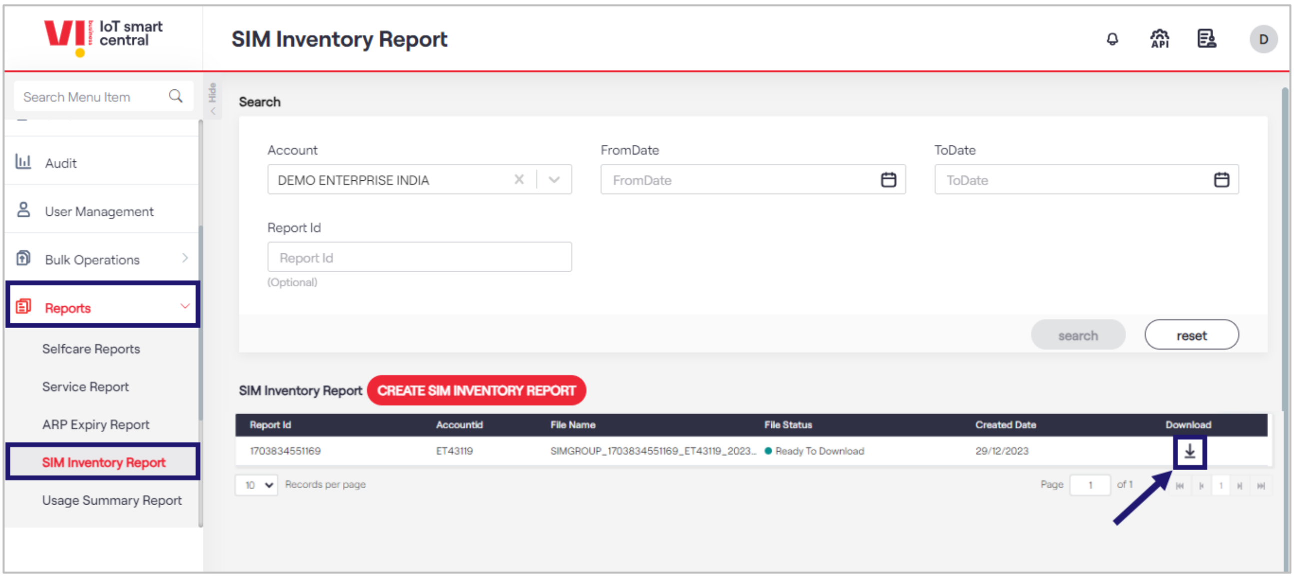
4. Enter/Select the following details in the corresponding fields.

Field	Description
Report Name	By default, the report name is displayed as get SIM inventory report.
Account	Select the account in the drop-down list.

5. After entering all the required details, click the **Submit** button.

A success message is displayed, indicating that the SIM inventory report is created successfully.

- On the **SIM Inventory Report** screen, click the **Download** button  to download the SIM inventory report. Refer to the following screen.



The following sample SIM inventory report will be downloaded.

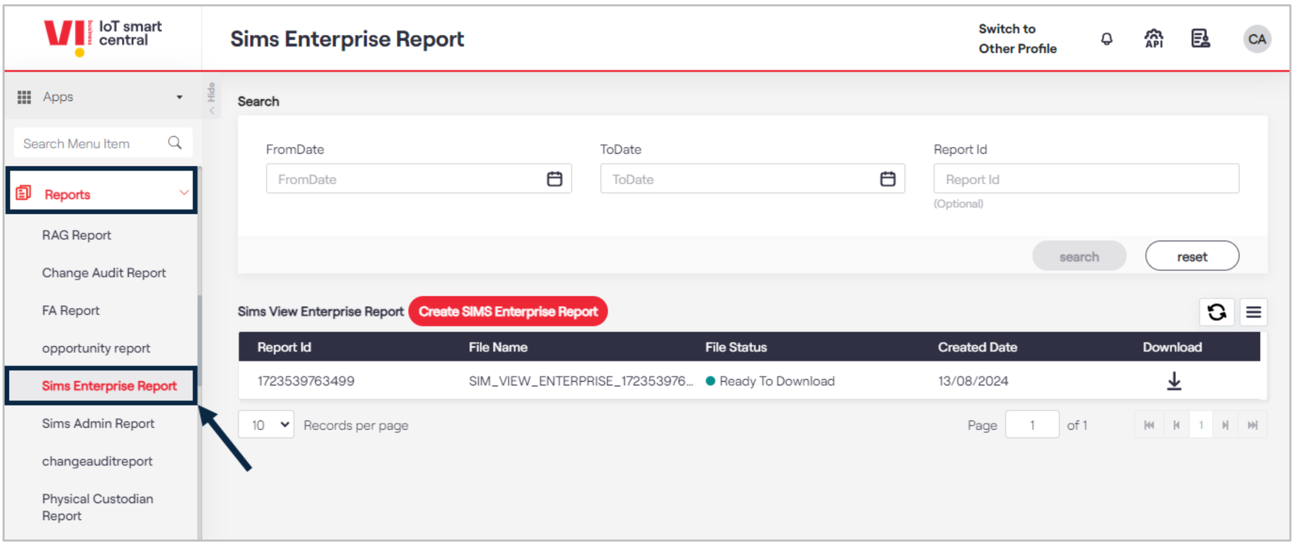
SIMGROUP_169346
7807077_190004418!

SIMs Enterprise Report

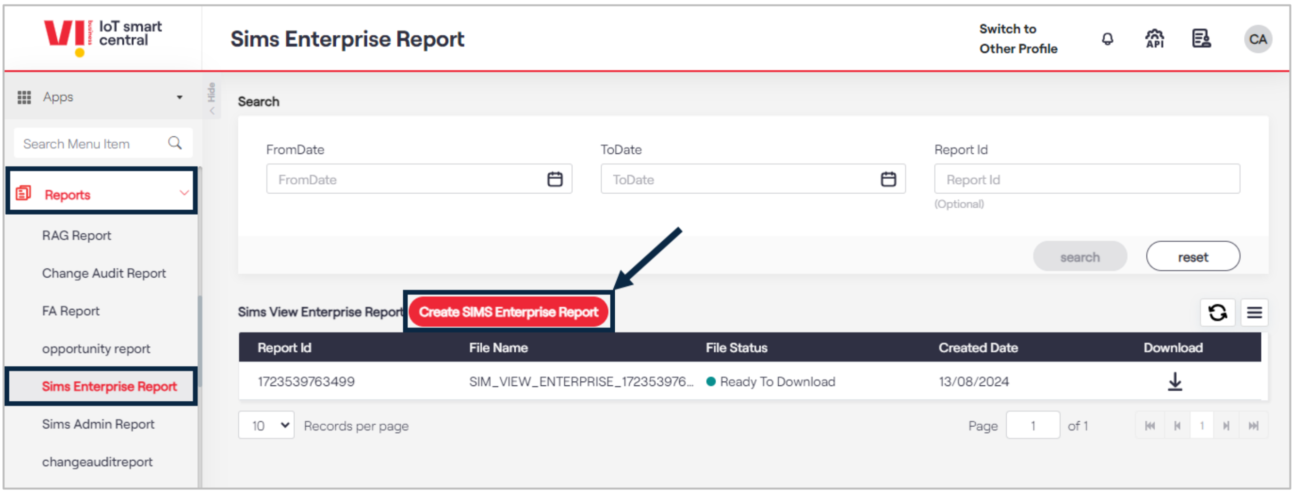
This option allows the enterprise selfcare users to create the SIMs enterprise report and vi can download the report after it is generated successfully.

To create the SIMs enterprise report:

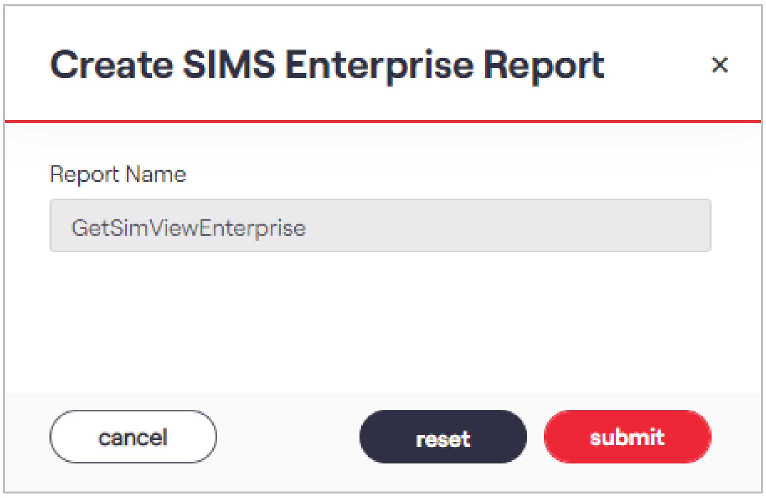
1. On the side menu, click **Reports >> SIMs Enterprise Report** to view the enterprise sim details. Refer to the following screen.



2. Click **Create SIMs Enterprise Report** to generate the enterprise sim report. Refer to the following screen.



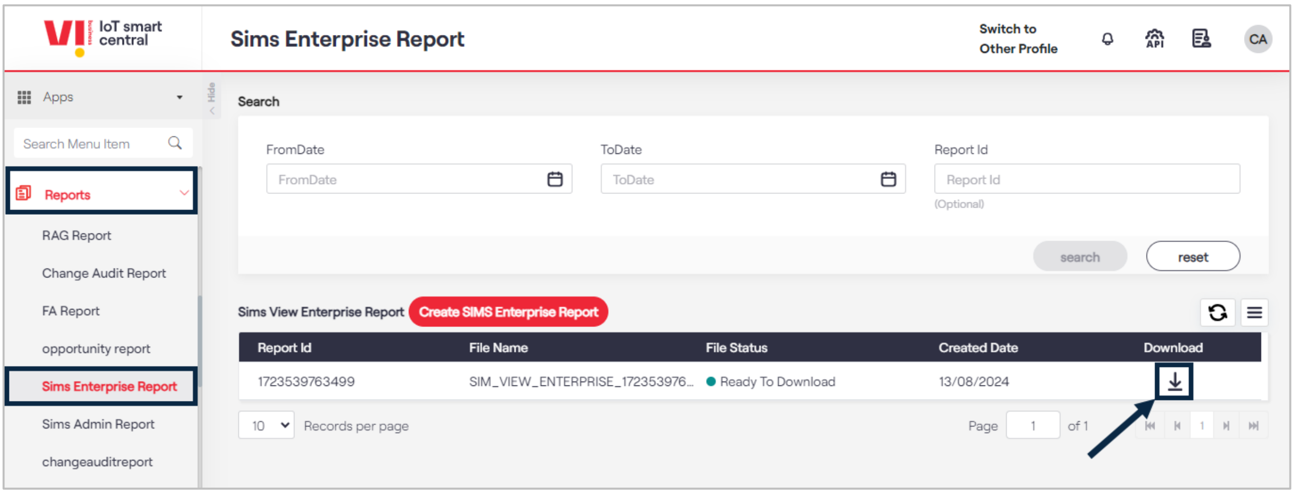
3. After clicking the **Create** button, the following screen is displayed.



4. Click **Submit**.

A success message is displayed, indicating that the SIMs Enterprise report is initiated successfully.

- Click the **Download** button to download the SIMs enterprise report. Refer to the following screen.



The following is the sample sims enterprise report.

SIM_VIEW_ENTERPR
ISE_1723539763499_

Vi business

Enterprise Mobility

Communication

Connectivity

Security

IoT

Cloud & Colocation

Connect with us

www.MyVi.in/business