

# **MTNL SELFCARE ANDROID APPS**

**(ONLY FOR MTNL MUMBAI)**

## **INTRODUCTION**

### **1. Product Perspective**

It is designed to work in a wireless environment, where the mobile gadgets get connected to the internet providers via GPRS or Wi-Fi preferably requires 3G net connectivity, from where it is in turn connected to the main Server via web services. Web services are the programming interface that manages this system. Web Service act as a middleware service which connects the frontend application and backend database through web server and internet cloud of MTNL. Content is gathered from android form, validated and then submitted to the respective web service. The data is then processed at the server, and result is retrieved from database and then formulated and displayed on screens of android device.

### **2. Product Function**

#### **2.1 Registration:**

Registration modules include three sub-modules namely new user registration, duplicate registration receipt, new line registration which includes landline registration and broadband registration. In new user registration, a new user gets registered and receives a customer account number after registration. In landline registration, an existing user can register for broadband connection.

#### **2.2 Leased Circuit Booking**

Leased Circuits are dedicated link which interconnects important nodal centres and sites. The Leased Circuits are popular medium which is being utilized Enterprises to connect their data centres, operational sites, call centres etc. to run their business applications. A leased circuit may be a speech circuit, a data circuit or a telegraph circuit. MTNL provides different types for Leased Circuits.

### **2.3 Bill Payment:**

Bill payment module includes two sub modules namely online bill payment and duplicates bill payment receipt. Bill payment module allows user to pay bill online using MTNL bill payment gateway. Users can also view their duplicate bill receipt by signing in.

### **2.4 Complaint Booking :**

It provides the customers of MTNL with an option to book a complaint regarding faults in Landline and Broadband connection. For each complaint related with a particular service, user is provided with a docket no which indicates that complaint has been registered. The docket no. determines the nature of complaint and the necessary action to be taken.

### **2.5 E-bill Registration:**

E-bill Registration helps customer to register Email ID once in MTNL database and customer can then receive Landline Bill by Email every month .Customer can register up to two email ids and also can change and update the email ids as required

### **2.6 Tracking:**

Tracking module includes two sub modules namely Fault Tracking and Work order tracking. Fault tracking basically helps the user to get the information about the complaint status, i.e. whether their fault has been corrected or not. Work Order Tracking help the user to get the tracking report of the new line registered.

### **2.7 Feedback, Contact Us and About Us:**

Feedback module provides an option for the customers of the MTNL to give their valuable feedback about whether the necessary action is taken on time, whether you are satisfied with the working portal or not, how's the look and feel of the application etc. Contact us provides a contact detail of the company in case any customer want to address some opinions face to face.

### **3. Operating Environment**

This system is designed to work on android operating system. The application requires GPRS, 3G net connection or a wireless network in android gadget. The users cannot use the application in an offline mode as most of the functions work only in online mode.

The Intended user of the product can be a user of any age with basic knowledge of using mobile application. Such user will find the application useful. User can be a person of any age having any educational qualification or experience or expertise.

He / She can use the application for registering for New Line Connection, User Registration, Making an Online bill payment, Booking a complaint regarding faults in Landline and Broadband connection and providing feedbacks. Users can even Sign In to manage and Update their profile.

### **4. Assumptions and Dependencies**

It is assumed that for the application to work,

- The users should have the devices with specified hardware and software requirements for the use of application.
- There must be internet connection available.
- The user must have a bank account or credit card for making payment via internet.

### **5. User Interface**

The users will have to use this App using the Android gadget.

The following screens will be provided.

**5.1 Home Page:** This is the first screen of our application .It includes icon of registration, leased circuit, complaint booking, bill payment, e-bill registration and tracking. There is a drop down list which has link to Facebook, Twitter and YouTube. There is also a menu which includes feedback, contact us and about us options .On top of the home page screen we have a link for sign-in page and at bottom we have link for MTNL Selfcare site.

**5.2 Registration:** It provides three options in a list view new user registration, new line registration and duplicate registration receipt.

**5.3 Leased Circuit:** It opens the registration form for leased circuit connection.

**5.4 E-Bill Registration:** It opens the Sign In form for e-bill registration.

**5.5 Bill payment:** It provide two options in a list view namely online bill payment and duplicate bill payment receipt.

**5.6 Complaint booking:** On clicking this icon user can book a complaint for either landline or broadband.

**5.7 Tracking:** It includes two sub modules namely Fault tracking and Work Order tracking.

**5.8 Feedback, Contact Us & About Us:** User can get the Contact detail of MTNL Authority and About US provide description about the application, Feedback links to the feedback form.

**MTNL SELFCARE APPS**  
**(DEMO SCREEN SHOTS)**



Figure 1 :Splash Screen Snapshot

**Home Page**

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## MTNL Selfcare Mobile Application (Android)



### Feedback, Contact Us and About Us

Feedback module provides an option for the customers of the MTNL to give their valuable feedback about whether the necessary action is taken on time, whether you are satisfied with the working portal or not, how's the look and feel of the application etc. Contact us provides a contact detail of the company in case any customer want to address some opinions face to face



Figure 2 Home Page Snapshot

**Registration Page:**

Registration modules include three sub-modules namely new user registration, new line registration and duplicate registration receipt. New line registration enables users to register for MTNL landline and broadband connection. In new user registration, a MTNL user can register which provides sign up functionality can register for landline connection. Duplicate Registration receipt allows user to view duplicate receipt of new line registration.



Figure 3 : Registration Snapshots

**Leased Circuit Booking:**

It opens the registration form for leased circuit connection. Customers can register for this enterprise solution of MTNL by providing the details in the requested format. They receive confirmation after successful completion of registration.

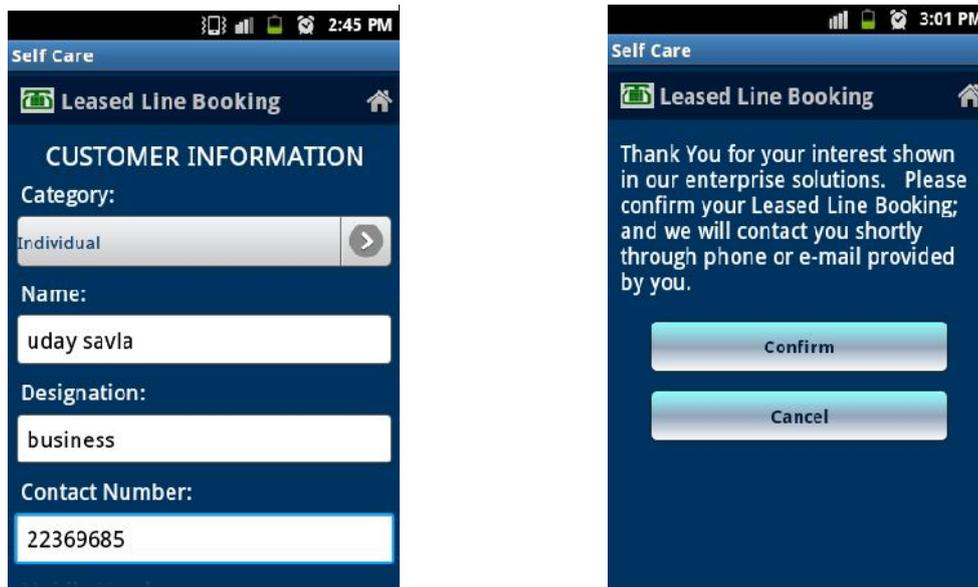


Figure 4 : Leased Circuit Snapshots

**Ebill Registration:** It opens the Sign In form for e-bill registration. E-bill Registration helps customer to register Email ID once in MTNL database and customer can then receive Landline Bill by Email every month. Customer can register up to two email ids and also can change and update the email ids required



Figure 5 : Ebill Registration Screenshot

**Complaint Booking:** On clicking this icon user can book a complaint for either landline or broadband. It provides the customers of MTNL with an option to book a complaint regarding faults in Landline and Broadband connection. For each complaint related with a particular service, user is provided with a docket no which indicates that complaint has been registered. The docket no. determines the nature of complaint and the necessary action to be taken.

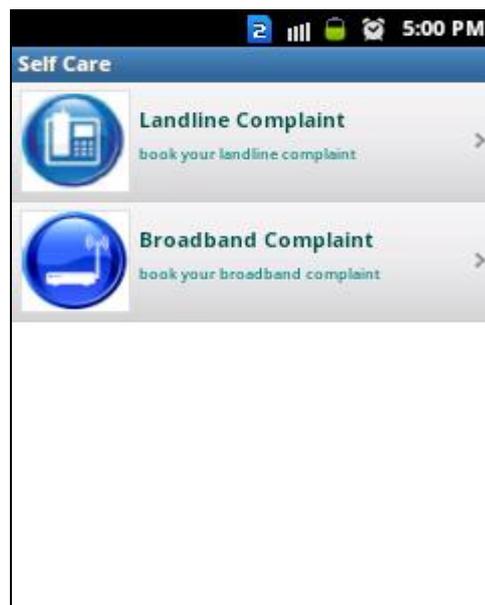


Figure 6 : Complaint Booking Snapshots

**Bill Payment:** Bill payment module includes two sub modules namely online bill payment and duplicates bill payment receipt. Bill payment module allows user to pay bill online using MTNL bill payment gateway. Users can also view their duplicate bill receipt by signing in.

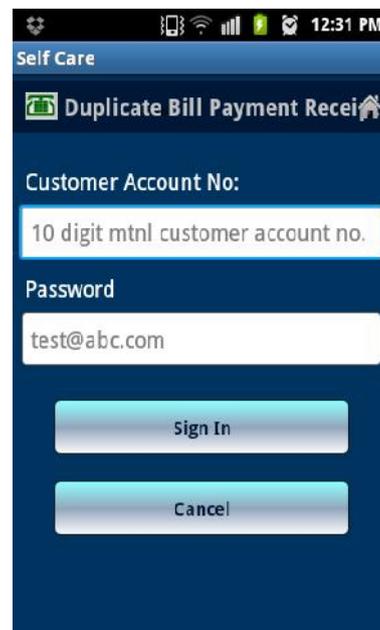
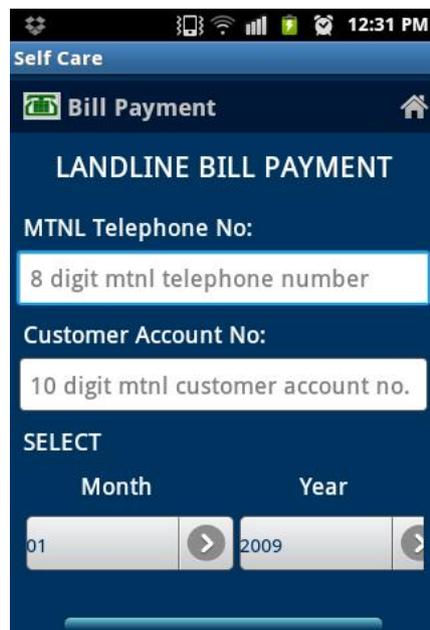


Figure 7 : Bill Payment Snapshots

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**Tracking:** It includes two sub modules namely Fault tracking and Work Order tracking. Tracking module includes two sub modules namely Fault Tracking and Work order tracking. Fault tracking basically helps the user to get the information about the complaint status, i.e. whether their fault has been corrected or not. Work Order Tracking help the user to get the tracking report of the new line registered.

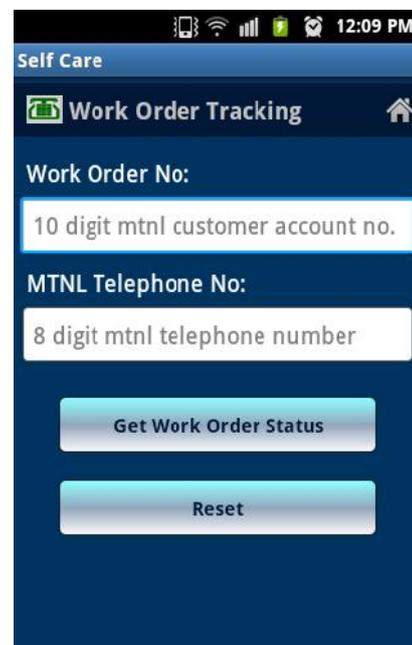
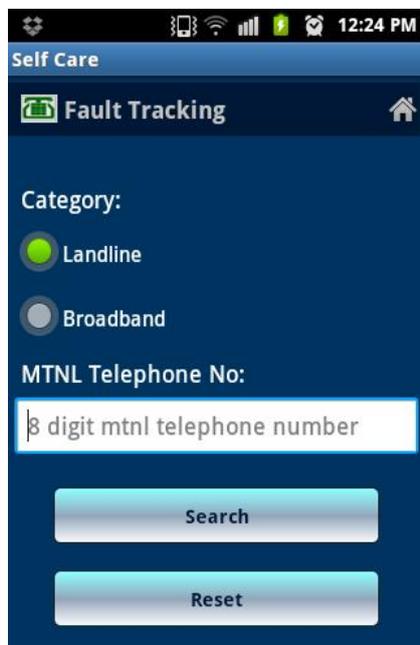


Figure 8 : Tracking Snapshot

## **6. Hardware Requirements**

- Android OS based Mobile device or Tablet with Following Features.

<b>Hardware Type</b>	<b>Requirement</b>
Processor	500 MHz and above
RAM	Min 150MB
Internal Memory	100 MB
External Memory	2GB

**This product can even work on the laptops having android device emulator.**