

# WATEEN CRM SYSTEM

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# WATEEN CRM

## Home Page



A World Telecom International Group Company

### WATEEN CRM

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User Que Authentication

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# Add Customer




A World Telecom International Group Company

## Add Customer

Main Page Search Contract

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Connection Type  POST PAID

Contract No.

Customer Name  Mr

Access Type

CSAF Number

Company Name

Customer Type  SELECT

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### Customer Information

#### Customer Billing Address

House <input type="text"/>	Street <input type="text"/>
Block <input type="text"/>	Area <input type="text"/>
City <input type="text"/>	
Landline <input type="text"/>	Office <input type="text"/>
Mobile <input type="text"/>	Fax <input type="text"/>
E-Mail Address <input type="text"/>	
CNIC (New) / Passport <input type="text"/>	CNIC (Old) / Passport <input type="text"/>
STN <input type="text"/>	NTN <input type="text"/>

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#### Reference 1

Name

Address

Contact #

CNIC #

E-Mail Address

#### Reference 2

Name

Address

Contact #

CNIC #

E-Mail Address

---

### Product & Services Information

Telephony	Customer Services Address	Comments
1 <input type="text"/>	<input type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
2 <input type="text"/>	<input type="text"/>	
3 <input type="text"/>	<input type="text"/>	
Internet	Customer Services Address	Comments
1 54Kbps <input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
2 54Kbps <input type="checkbox"/> <input type="text"/>	<input type="text"/>	
3 54Kbps <input type="checkbox"/> <input type="text"/>	<input type="text"/>	
Data	Customer Services Address	Comments
1 54Kbps <input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
2 54Kbps <input type="checkbox"/> <input type="text"/>	<input type="text"/>	
Multimedia	Customer Services Address	Comments
1 ANALOG TV <input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
2 ANALOG TV <input type="checkbox"/> <input type="text"/>	<input type="text"/>	

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# Search Customer

## Search Customer

[Main Page](#) [Add Contract](#)

Contract Number	<input type="text"/>	Customer Name	<input type="text"/>
Home Telephone #	<input type="text"/>	Office Telephone #	<input type="text"/>
Mobile #	<input type="text"/>	Fax #	<input type="text"/>
CNIC (New)	<input type="text"/>	CNIC (Old)	<input type="text"/>
House	<input type="text"/>	Street	<input type="text"/>
Block	<input type="text"/>	Area	<input type="text"/>
City	<input type="text"/>	Access Type	<input type="text"/>

# Add Inquiry for Existing Customer

## Add Inquiry for Existing Customer

[Main Page](#) [Search Contract](#)

Contract No	<input type="text"/>	<input type="button" value="View Inquiry"/>
Access Type		
Existing Customer Inquiry	<input type="checkbox"/>	
Existing Customer Complaint	<input type="checkbox"/>	
Comments	<input type="text"/>	

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# Add Inquiry for Anonymous Customer

## Add Inquiry for Anonymous Customer

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Called No	<input type="text"/>	<a href="#">View Inquiry</a>
City	SELECT <input type="button" value="v"/>	
Name	<input type="text"/>	
CNIC	<input type="text"/>	
Customer Type	SELECT <input type="button" value="v"/>	
Company Name (If applicable)	<input type="text"/>	
Address	<input type="text"/>	
Area	<input type="text"/>	
Landline	<input type="text"/>	
Mobile	<input type="text"/>	
Email (if applicable)	<input type="text"/>	
Where did you hear about us (source)?	<input type="text"/>	
Kind of Service Interested in?	<input type="checkbox"/> TELEPHONY <input type="checkbox"/> DATA <input type="checkbox"/> INTERNET <input type="checkbox"/> MULTIMEDIA	
Inquiry Name	<input type="button" value="v"/>	
Comments	<input type="text"/>	

[Reset](#) [Submit](#)

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# Add Inquiry for LDI Calling Card Customer



## Add Inquiry for LDI Calling Card Customer

[Main Page](#) [Search Contract](#)

CLI No	<input type="text"/>	<input type="button" value="View Inquiry"/>
Access Type	<input type="text" value="▼"/>	
Existing Customer Inquiry	<input type="text" value="▼"/>	
Existing Customer Complaint	<input type="text" value="▼"/>	
Comments	<input type="text"/>	

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# Task View (Assigned & In-Ques)

## Task View

[Main Page](#)

Search by Contract Number

**All Tasks** **Contract Tasks** **New Task**



# VIEW ALL TASKS

## VIEW ALL TASKS


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Select

Select Que

Customer Type

Access Type

From (mm/dd/yyyy)  

To (mm/dd/yyyy)  

[View](#) [Reset](#)




# Reports

## Reports

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Select

From Date  

To Date  



# Add New Tasks

## Add New Tasks

[Main Page](#)

Prepaid / Postpaid	<input type="text" value="SELECT"/>
MAX Task Type Code	<input type="text"/>
Task Type Code	<input type="text"/>
Task Type Name	<input type="text"/>
KPI	<input type="text" value="SELECT"/>
Access Type	<input type="text" value="SELECT"/>
Status	<input type="text" value="SELECT"/>



# Add New Inquiry

## Add New Inquiry

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MAX Inquiry Code

Inquiry Code

Inquiry Name

Access Type  ▼

Status  ▼

# Add New Access Types

## Add New Access Types

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Access Type Name	<input type="text"/>
Access Type Category	<input type="text" value="SELECT"/>
Status	<input type="text" value="SELECT"/>
<input type="button" value="Reset"/> <input type="button" value="Submit"/>	