

सूचना प्रौद्योगिकी सेल
Information Technology Cell
मुख्य महाप्रबंधक का कार्यालय,
O/o Chief General Manager
तमिलनाडु दूरसंचार परिमंडल
Tamilnadu Telecom Circle
चेन्नई /Chennai – 600 002



भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

BSNL 3G))) BSNL LIVE
Faster than your thoughts 2010

No. IT/C102-9/CDR project/ 2009-10/

28 December 2010

To

URGENT

All Head of SSAs,
BSNL,
TamilNadu Circle.

Sub: Land line Do Not Call Registry -1909 call– registration procedure

Ref: Letter No.CS/II/T-3/2009 dated 14 December 2010

The procedure to register the land line Do Not Call request in the CRM is given below.

1. Click on the services menu in CRM.
2. Give the service id (phone number) of the customer, requesting for PDNC registration.
3. Click on the service account name -> contacts ->name->more info.
4. In that window Do Not Call (DNC), select the check box and save by ctrl S .

The above procedure may be followed for DNC request received directly at CSCs.

For 1909 DNC calls, which are directly landing on Call centre operator positions via IVRS the above procedure may be explained to call centre operators.

The screen shot is given as annexure for reference.

- Signed -

Asst. General Manager (IT),

O/O CGMT, Chennai-2.

Copy to:

1. DE (Call centre), Trichy – for kind information and necessary action please
2. DGM (CS-CM), Greams Road, Chennai-6 – for kind information please

Annexure

CDR Customer Relationship Management - Windows Internet Explorer
http://ps35cri1.sdc.bsnl.co.in/siteminder_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=&SWEHo=ps35cri1.sdc.bsnl.co.in

File Edit View Navigate Query Tools Help

Services:LandLine (201567896) > Account:NATARAJAN R > Contact: Saved Queries: []

Home **Contacts** Customer Accounts Billing Accounts Orders Services Trouble Tickets Service Requests Franchisee EStapled A

Contacts Home | **Contacts List**

NATARAJAN R -

Menu | New Query Auto Order **Please click Auto Order only for the Residential Account.**

Title: [] Status: Active [] Home #: [] Influential Contact:

Surname: * - Preferred Communication Method: * Mail [] Mobile #: []

Name: * NATARAJAN R Preferred Communication Language: * English-American [] Fax #: []

Father/Husband Name: [] Work #: [] Email: []

More Info | Addresses | Credentials | Accounts | Orders | Services

Menu | New Query

Title: [] Best Time: [] Email: [] Religion: []

Surname: * - Work #: [] Educational Qualification: [] Disability Percentage: []

Name: * NATARAJAN R Home #: [] Job Title: [] Do Not Email:

Father/Husband Name: [] Mobile #: [] Annual Income: [] Do Not Call:

Gender: [] Fax #: [] Marital Status: [] Do Not Mail:

Date of Birth: [] Age: [] Marriage Date: [] Do Not SMS:

Nationality: [] Mother Tongue: [] Household Size: []

FOR ANY QUERIES OR ISSUES, PLEASE CONTACT CDR SUPPORT TEAM. FOR CRM ISSUES PLEASE CALL 040-27071661 AND FOR PMS ISSUES PLEASE CA

Done Internet | Protected Mode: Off

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