WEB SELF CARE

Sri Lanka Telecom Web Self Care (WSC) Service

Sri Lanka Telecom Web Self Care (WSC) service provides service to Sri Lanka Telecom customers. They can access account / usage / bill information and functions over the Internet. Users need to have a web browser, hardware to run it on and access to the Internet.

Sri Lanka Telecom Web Self Care (WSC) service provide many services including,

Available up-to-date information 24 hours a day, 7 days a week from anywhere in the world.

- View product/service details consume by the user.
- View latest status of SLT account including, balance, last bill amount, last payment, unbilled usage etc..
- View all bill summaries for the account.
- View images of generated invoices online without waiting for hard copy.
- View usage / Call details.
- View usage statistics (Eg. How many calls / charge taken to specific number)
- Request / buy new services online, forward any fault/complain/suggestion etc.
- Online payments.
- View budget center details
- Password changing facility to prevent information disclosure to unauthorized parties.

WSC provides Access in different levels:

 ---- **Customer Reference** (Eg: CR123456789) (Shows all account/usage details belongs to the **Customer**)

   --- **Account Number** (Eg: 0012345678) (Shows all account /usage details belongs to the **Account**)

     ----- **Event Source** (Telephone Number / User Name ...)

       (Shows all account details AND usage details belongs to the **Event Source**)

     ----- **Product Label** (Telephone Number / User Name/Data Circuit name/number..)

       (Shows all account details AND usage details belongs to the **Product Label**)

User can request his access level and SLT decide user access level.

Password is case sensitive & contained alphanumeric TEN (10) Characters
User should change the password at the first login and advised to change frequently, using the password change facility.
It is user's responsibility to secure the password to prevent information disclosure to unauthorized parties.

Web Self Care views:

Welcome page

The WSC welcome page provides features of WSC, SLT payment locations, link to forward any requirement/suggestion or comment **without login to WSC .**
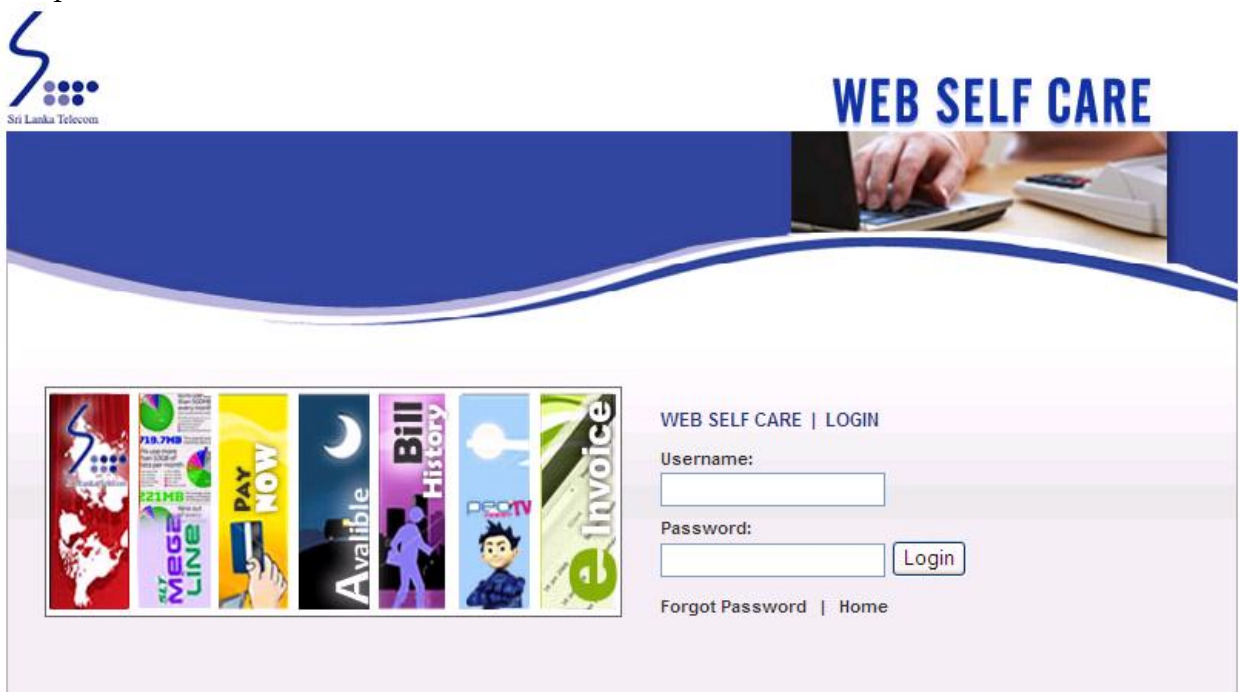Also information and application form available for users who intend to access WSC.
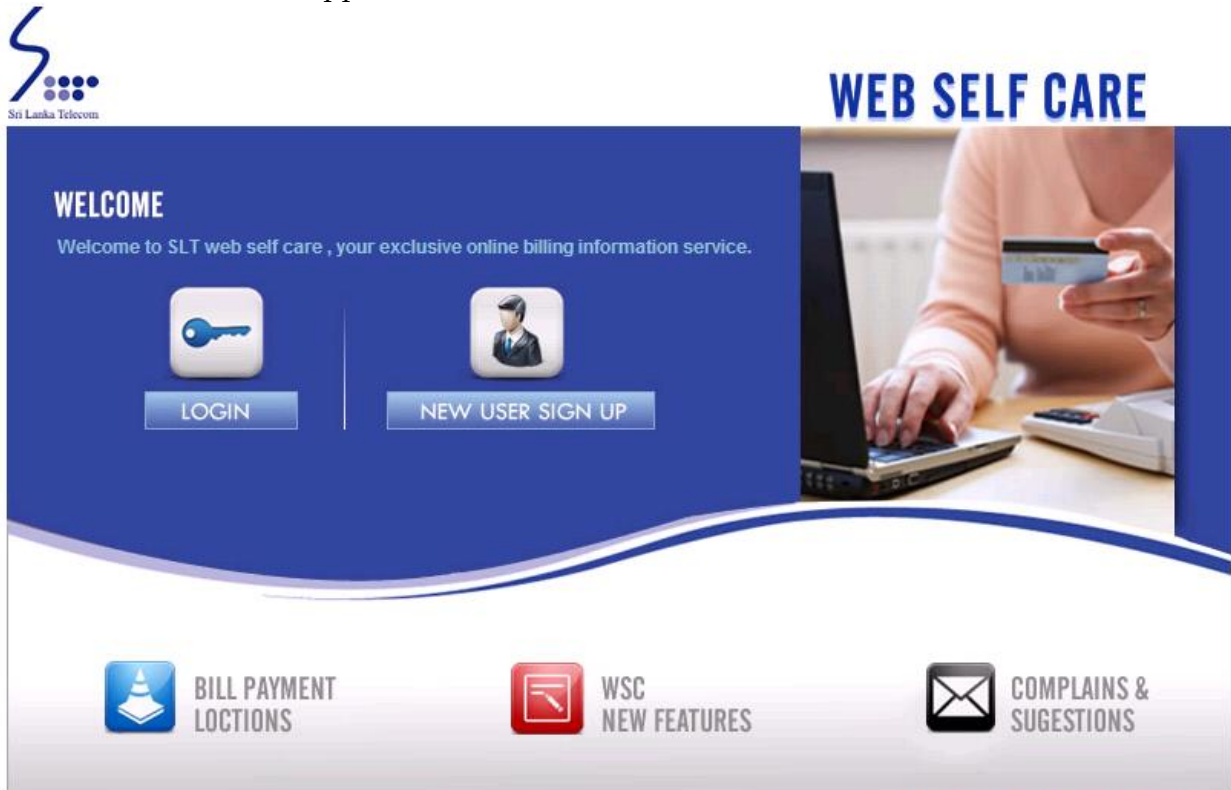
- **Login Page**

The Login page enables the User to login in to the application by the given username and the password.

- **Select Account Screen:**

In this the different accounts for the particular customer is displayed through which the user will select one for viewing.

- **Customer Home Page**

This is the Home page which will display the Account Status as the default screen. The Links that are present in the home screen are:

- ➢ Select Account.
- ➢ Account Status.
- ➢ View Products.
- ➢ Contacts.
- ➢ Budget Centres.
- ➢ Bill History.
- ➢ Analyse Usage.
- ➢ Change Login Info.
- ➢ Logout.

- **Select Account Link.**

In this the different accounts for the particular customer is displayed through which the user will select one for viewing.

- **Pay Now Link**

Make payments on-line

- **New Service Request link**

Use to buy products/services and make any complain / suggession or comments. This provides link to identified authorised user to access another service/site.

- **Account Status Link**

This page will show the status of an Account i.e., it show the last bill date, last payment date, next bill due date etc..,
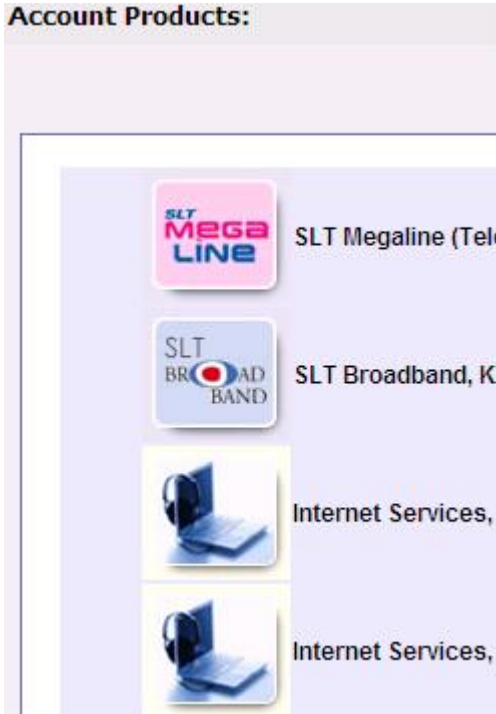
Account Status:

Account Status as of 06/07/2011

Balance
Credit Limit
Unbilled usage
Last bill date
Last bill amount
Last payment date
Last payment amount
Next bill due on

- **Account Products**

This page will show all active products & their details including rental charges.

Account Products:

SLT MEGA LINE	SLT Megaline (Tele
SLT BROAD BAND	SLT Broadband, K
	Internet Services,
	Internet Services,

- **Bill History Link**

In this the user can view the bill history of his bills and Images of latest 12 invoices with all details in same format on the printed invoice.

Bill History:

Invoice number	Billing Period		Charges for the period	Arrears	Total Payable	View Bill
	From	To				
0001085182-0940	2011/04/01	2011/04/30	Rs2,504.10	Rs0.00	Rs2,504.10	Image

Bill Image

Analyse Usage Link (Usage / Call Details)

In this the user can view the different usages/call details made by the user with in latest six months.WSC provides facility, user to analyse & get statistics on his usage.

Customer: CR000692874, MR PRIYANTHA MANORATHNE
Account: 0006928749

Usage Breakdown:

For all usage records where Calling Number = 0382233858

Date & Time	Calling Number	Called Number	Duration	Charge	Call Type
2011-04-05 19:28:59	0382233858	0714373446	00:00:13	Rs0.00	DD

- **Budget Centres Link.**

In this page the user can view the budget centres for all the accounts.

WSC is capable on facilitate add a new budget centre and new budget centre report and also delete the existing one and modify by the user himself. (This facility deactivated until confirm)

Click on the name of a budget center to get more information about it.

- ADDL.G M - C M R OFFICE
- ADDL.G M - COOP SERVICES OFFICE
- ADDL.G M - N & C OFFICE
- ADDL.G M - POLICY PLANING OFFICE
- ADDL.G M - S & E OFFICE
- ADDL.G M - WESTERN OFFICE
- CHAIRMAN OFFICE
- CHARMAN'S
- D G M -P & A DIVISION
- G M OFFICE

- **Contacts Link.**

In this the user can view his address and contact details.

WSC is capable on facilitate to modify the existing address and the contacts by the user himself. (This facility deactivated until confirm)
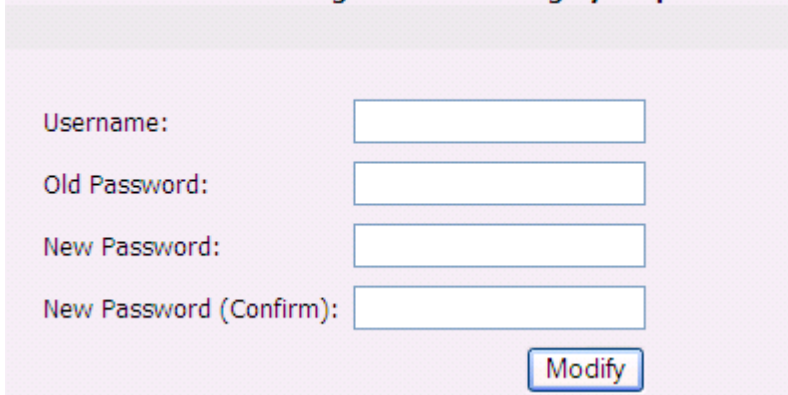
Contact Details:

Title	
First Name	
Initials	
Last Name	
ID	
Language	
Daytime Tel.	
Daytime Tel. ext.	
Evening Tel.	
Evening Tel. ext.	
Fax	
Mobile	
EDI Address	

- **Change Login Info Link**

 In this the user can change the Username and the Password for the login utility.

It has been advice to change user's password regularly to prevent unauthorised access.

Please enter the following details to change your password:

Username: [   ]

Old Password: [   ]

New Password: [   ]

New Password (Confirm): [   ]

[Modify]

- **Logout Link.**

The user can logout through this Link.