

R.Radha, I.T.S.
General Manager (BP & IT)
Tamilnadu Telecom Circle



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

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No.TN- IT/C106-3/CDR/Call Centre/63 dtd at Chennai the 01/03/2013

To

All the Head of SSAs

Sub : Managing of 1500 and 1504 Calls by SSAs –Reg

1500 Calls and 1504 Calls are handled by CDR IVRS South Zone. Whenever Customer presses the option for Call Centre executive, the call will be transferred to the Agents. The calls for the agents were managed by M/s Prithvi Information Solution Ltd so far. As the Prithvi has suspended the operation from 21.02.2013, Corporate Office has asked to manage these calls by BSNL Staff ins SSAs for time being. It is informed, in the CDR IVRS based concept, in the South Zone circle wise segregation is possible.

So in the position in the SSA, any SSA calls will be received. This call is to be answered and required service is to be provided by the BSNL Staff. In addition operation of BB Help desk in SSAs may be ensured from 08.00 to 20.00 hours.

To handle the calls by BSNL Staff the following are required.

For each staff position

1. One IP Phone
2. One Computer
3. Two IPs in the **CDR VPN range** (1- IP Phone, 2 - Computer)
4. Softwares dotnetframework 2.0, java runtime and Siebel Tool bar.

Each SSA need to arrange Computers and spare two IPs for each position. 40 IP phones available at Trichy SSA.

The necessary softwares and instructions will be made available in the Circle Intranet by IT Wing Circle Office.

The IP Phone allotment is given below

SSA	Staff Position	IP Phones	Computer	IP Addresses to be spared
COIMBATORE	3	3	3	6
CUDDALORE	2	2	2	4
DHARMAPURI	2	2	2	4
ERODE	2	2	2	4
KARAIKUDI	2	2	2	4
KUMBAKONAM	2	2	2	4
MADURAI	3	3	3	6
NAGARCOIL	2	2	2	4
OOTY	2	2	2	4
PONDICHERRY	2	2	2	4
SALEM	3	3	3	6
THANJAVUR	2	2	2	4
TIRUNELVELI	2	2	2	4
TRICHY	4	4	4	8
TUTICORIN	2	2	2	4
VELLORE	3	3	3	6
VIRUDHUNAGAR	2	2	2	4

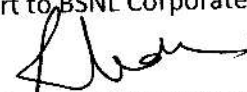
Trichy SSA will handle 197, 1909 calls in addition to 1500, 1504 calls

Trichy SSA may divert the IP phones with all accessories to the SSAs as above. The SSAs may arrange to collect the same immediately.

The SDE (Computer) / SSA CDR Coordinators of each SSA may contact the following officers for Technical Support in configuring the Call Centre Position in the SSA.

Name and Designation	MailID	Mobile No
S.Subramanian SDE(IT), Circle Office	sivamanisivalai@gmail.com	9486100738
R.UmaMaheswari SDE(WEB), Circle Office	tn_web@bsnl.co.in	9486100478
M.K.Ganesan J.T.O, Trichy SSA	mk_ganesan@yahoo.co.uk	9486103695

Compliance report may be sent to this office early to send a report to BSNL Corporate office please

1/2/13

 General Manager(IT)
 TamilNadu Circle
 Chennai -2

Copy to:

1. GM (NWP-CFA), 60, Ethiraj Salai, Chennai-600 008.
2. DGM NOW/CFA, O/o CGM, TamilNadu Circle