

The Client

The client is the India's leading high-speed wireless connection provider. It provides GSM (Voice, 2G, 3G, 4G) mobile services, fixed line broadband and voice services, DTH depending upon the areas of operation.



Business Challenges

Centralized system for handling and responding to queries

Adequate tracking and management of queries Efficient routing of queries to functional heads

Areas of Engagement

- Query registration
- · Forwarding queries to functional heads
- · Publish solution to end users
- Experts' solution
- Discussion Board
- FAOs
- Lessons Learnt

Technology Used

- .Net Framework 4.0
- MVC
- SQL Server 2008
- SQL Server Reporting Services (SSRS) 2008
- IIS 7.0
- Entity Framework 4.0

Engagement Brief

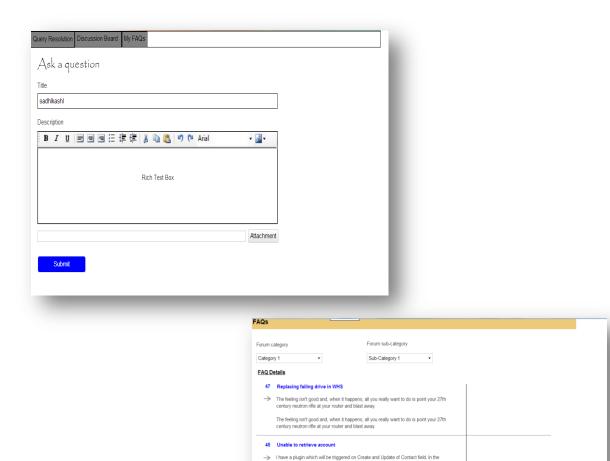
Webdunia developed a query management system whereby the end users can register all their queries related to the specified categories and sub-categories. The users also had the option to choose the priority of their query. According to the category selected by the users, the system forwards the query to respective SME/Functional head. Thereafter, the experts view and resolve the queries and publish the solution for end users.

- Centralized query management system
- Categories and sub-categories helps user to specify their queries clearly
- User friendly interface
- According to the category selected by the user, the queries are forwarded to the specified SME/Functional Head
- Discussion board, featuring all active users to give their views and opinion for the queries

- FAQs to help users to view queries raised by the sub-ordinates
- FAQs category filtrations to view topics of interest
- Option to SMEs to resolve/ reject
 /forward gueries to Functional Head
- Functional Head can view unassigned queries and then forward them to the experts

Business Benefits

- · Streamlined workflows with fast and automated query management system
- Easy management of large pool of queries
- Increased service quality with in-line and proper routing of issues
- Quick response in resolving queries with universal view of information
- · Track and monitor progress of issues to improve turnaround times



Plugin I want to access related (Account) entity

Plugin I want to access related (Account) entity

the power button, the monitor's power light comes on

40 pc's power supply not working

I have a plugin which will be triggered on Create and Update of Contact field. In the

you are working on a computer that beeps and shows drive activity when you press the power button, the monitor's power light comes on

you are working on a computer that beeps and shows drive activity when you press

About Webdunia

Webdunia, is a CMMI Level 3, localization and software solutions provider to businesses across the world. With over 15 years in the industry, we deliver industry-led localization, translation, multilingual content management, and software solutions and services to address specific needs of particular business requirements. We have a proven delivery record of offering high quality solutions to help our clients excel globally on any technology platform.