

Webdunia developed a Query Management System for a leading telecom service provider to streamline its operations in wireless connection & broadband services

Query registration

Query Management

## 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
- FAQs
- 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 queries 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

Query Resolution | Discussion Board | My FAQs

## Ask a question

Title

Description

**B I U** [Icons] Arial

Rich Text Box

 Attachment
 

**Submit**

FAQs	
Forum category	Forum sub-category
Category 1	Sub-Category 1
<b>FAQ Details</b>	
<p><b>47 Replacing falling drive in WHS</b></p> <p>→ The feeling isn't good and, when it happens, all you really want to do is point your 27th century neutron rifle at your router and blast away.</p> <p>The feeling isn't good and, when it happens, all you really want to do is point your 27th century neutron rifle at your router and blast away.</p>	
<p><b>45 Unable to retrieve account</b></p> <p>→ I have a plugin which will be triggered on Create and Update of Contact field. In the Plugin I want to access related (Account) entity</p> <p>I have a plugin which will be triggered on Create and Update of Contact field. In the Plugin I want to access related (Account) entity</p>	→ 5-10 max question/answer per page
<p><b>40 pc's power supply not working</b></p> <p>→ 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</p> <p>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</p>	

## 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.