

# Automated Fault Repair System



**Automated Fault Repair System** is a product from MIC's *i-Call suite* and a fully computerized one with interactive voice response.

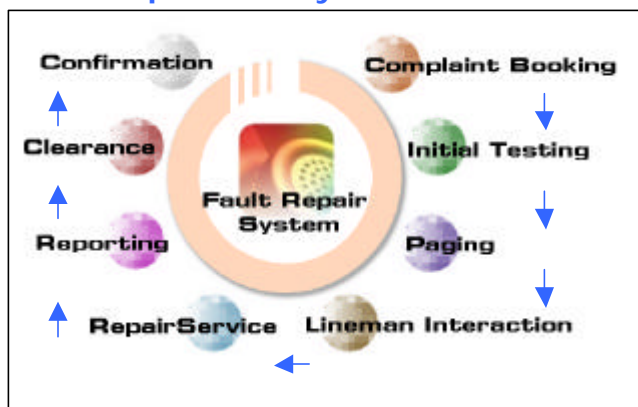
This system is specifically developed and customized to meet the fault repair services provided by Mahanagar Telephone Nigam Limited, one of the India's largest basic telecom service providers, to their subscribers in their PSTN network.



This can be integrated with DDE-ORG, COMMANDIR, DOTSOFT, and TRICHUR systems as per TEC GR No.G/VRS/01/03.JAN 98.

Prior to the introduction of this system, fault rectification time was very high and it was drastically reduced after introduction of this system.

## Fault Repair Life Cycle

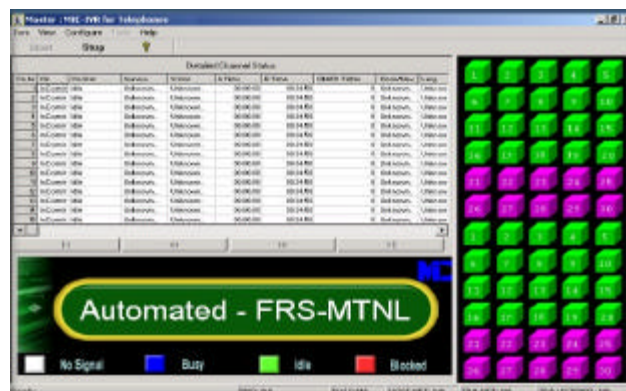


The following are the course of actions followed for handling a complaint.

- ❖ Calls on 198/2198 are received by the IVR system. The system registers the complaint, generates a docket, records the date and time of registration and gives the docket number to the subscriber for reference.
- ❖ The system conducts **initial line testing** on faulty telephone numbers and notices the nature of the fault.

- ❖ Moves the docket to SFC position for ordering lineman for rectifying the fault, if external service is required. **Pages** complaint message to a lineman.
- ❖ Conducts **final line testing** after the fault is repaired and reported by the lineman, makes a call to subscriber for confirmation, and finally closes the docket.

## Snap Shot of Automated FRS-IVRS in operation



## System supports the following features

- Registration of complaints and issuing dockets
- The system shall be able to reject non-genuine complaints based on the following
  - Under TDPN (Temporary Disconnection due to Non-Payment)
  - Safe Custody
  - Disconnected due to shift
  - Disconnected due to misuse
- Automatically fixing appropriate priority for 'VIP', 'NON-VIP' category of telephone numbers
- Online and detailed monitoring of all the channels
- Complaint booking for remote exchange numbers
- Generation of the statistical report, status and periodical reports on faults handling and performance
- Maintenance of **redundant database** between master and slave system to give no-fail operation even when the Host FRS is not functional
- Offering reported telephone numbers for initial testing according to priority
- Does not register complaints for numbers under **cable breakdown** and other **known faulty conditions**. The system informs the caller about the faulty condition and the tentative restoration date.