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Cable Guy

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Abstract: ***Cable Guy-Cable Management Software is the fastest growing Cable TV Collection App in India enabling the Local Cable Operators to save substantial amount of time in entering manually and thereby increasing revenues. In this cloud-based Software you will get these components, firstly it is a Web portal which can be accessed by Desktop/Laptop from anywhere through Internet. You can manage your customers (Add/Edit/View), Packs (Base Pack/Addon/ Channel), Collection agents, Technicians. You can see collection report, check unpaid customers and can send SMS reminders to them all by yourself. Secondly, mobile app for collection agents and technicians and of course for owners to manage cash collections, attend customer complaints. Thirdly, mobile app for customers from which they can pay online using Instamojo Payment Gateway, which gets credited to cable operators bank account.***

Keywords: cable guy, AWS (Amazon Web Service), Lambda function, validation, JSON, ajax.

I. INTRODUCTION

CableGuy CRM is highly useful for cable TV operators, LCOs, local cable TV Owners (Agents). Operator got more benefits like user management, agent area mapping, managing roles (admin/mobile/supervisor), customer management (add/view/edit), subscription expiry report, manage subscription, generating monthly bill. For Operators they contain all the features as same as Agents but difference is Operators can see the entire users list with no area restriction. Operators will get details of monthly collection, daily collection and due amount. Operators also get details of amount collected by every agent thereby preventing agent in misusing the collection amount. He can keep track of each agent transaction.

II. LITERATURE SURVEY

Cable TV service provider must manage the encryption/decryption keys to ensure that only the authorized set-top boxes can decrypt the pay-TV channels, and ITU recommended a key management scheme for this purpose. Nevertheless, some crackers crack and reproduce set-top boxes for profit, and many people use the pirated set-top boxes to decrypt and watch the pay-TV channels without paying subscription fee. We enhance the key management scheme to protect the service provider's revenue against piracy. Using the enhanced scheme, even if a cracker could crack and reproduce set-top boxes, the pirated set-top boxes are only applicable in a small geographical region (i.e.,they have limited spatial applicability) and they will not function within one charging period (i.e., they have limited temporal applicability)[1].

III. PROBLEM DESCRIPTION

In manual system it becomes difficult for the operator to keep track of how much amount agent has collected in a single day, because there may be a possibility of misusing the collected amount in agent side. Using this CRM it helps operator to get exact details of daily collection report, monthly collection amount, due amount can be calculated easily. Bill generation at the month end simplifies the manual calculation process.

IV. METHODOLOGY

Cable Guy CRM is implemented using PHP jQuery and MySQL for storing and also AWS (Amazon Web Service) Lambda function which is an event-driven, serverless computing platform provided by Amazon. The two main subject of this Web application are Admin and User. Admin have rights to add the user based on whether he is web user or mobile user, add customers by giving personal and Set-top box details, and can add area, and mapping area to particular users, and can add complaints, and can generate monthly bill, and can get various kinds of report regarding their collection. The modules of web application include:

1) *Profile Module* – Allows admin to view and edit the profile information.
2) *Adding User Module* – Allows the admin to add new user based on whether he is web user or mobile user and also it allows to edit already existing user.
3) *Adding Customer Module* – This module allows the admin to add new customer by giving personal details and Set-top box details. And also, it allows to view and edit the existing customer details.
4) *Activity Log Module* – Displays the log details about the browser, IP address, user id, login and logout date time of every user.

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5) *Auto Renewal Module* – This module automatically renewal the customer pack by every month if and only if they are active customer and there is no change in their subscription pack.
6) *Bill Generation Module* – This module helps the admin to generate monthly bill for each customer.
7) *Report Module* – This module contains various reports like Subscription expiry report, Collection report, STB report, Unpaid customers report, Disconnection report, Rebate report, Excess collection report, Counter bill report.
8) *Complaint Management Module* – This module displays the list of complaints from the customers and also it allows to add the complaints.

Benefits of choosing Cable Guy

A. Monthly collection by agents are simplified.
B. Auto Monthly Billing and part payments are allowed.
C. Single bill for multiple services.
D. Reminders can be sent to customer for bill payments.
E. Analytical reports to show the trend.
F. GST ready receipt for customer.

V. CONCLUSIONS

The **"**CABLE GUY**"** CRM is successfully designed and developed that fulfils both cable TV operators, LCOs, local cable TV Owners (Agents). Using this website, you can manage your customers (Add/Edit/View), Packs (Base Pack/Addon/Channel), Collection agents, Technicians, customer Complaints, collection report, check unpaid customers and can send SMS reminders to them all by yourself. In manual system it becomes difficult for the operator to keep track of how much amount agent has collected in a single day. Because there may be a possibility of misusing collected amount in agent side. Using this CRM, it helps operator to get exact details of daily collection report. Monthly collection amount, due amount can be calculated easily.

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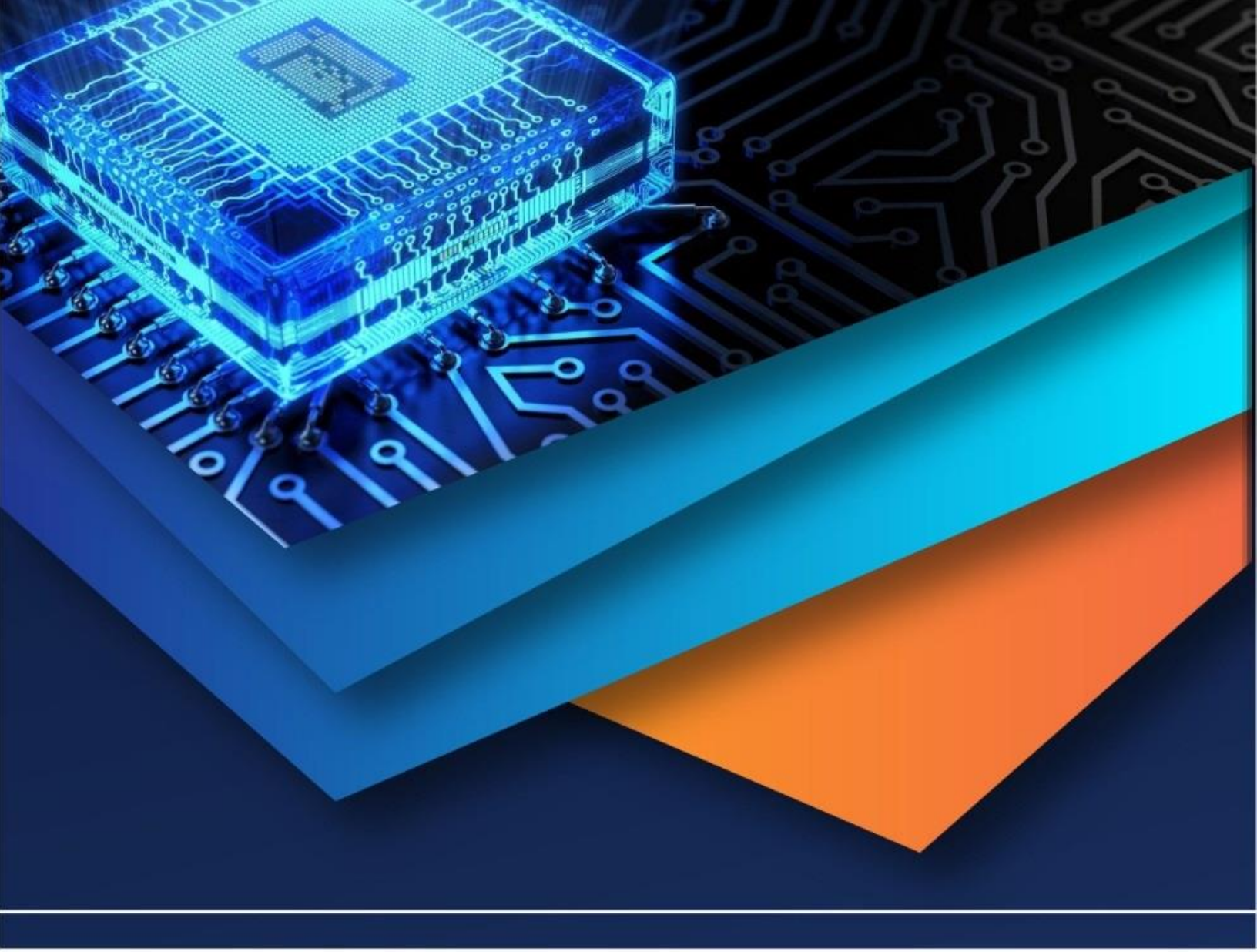

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