

**SMART ENTERPRISE**  
S O L U T I O N S

Welcome to Smart Enterprise Solutions

**USER MANUAL**  
**TELEMARKETER**

# CONTENTS

USER FUNCTIONALITY	PAGE #
<b>WEBSITE /LANDING PAGE</b> -----	<b>5</b>
<b>REGISTRATION</b> -----	<b>6</b>
<i>REGISTRATION – SELECT TYPE OF REGISTRATION</i> -----	<i>7</i>
<i>REGISTRATION - ENTITY LOGIN /SINGUP PAGE</i> -----	<i>8</i>
<i>REGISTRATION - SELECT COMPANY LOCATION</i> -----	<i>9</i>
<b>NEW TELEMARKETER REGISTRATION</b> -----	<b>10</b>
<i>NEW TELEMARKETER REGISTRATION - FEE DETAILS</i> -----	<i>11</i>
<i>NEW TELEMARKETER REGISTRATION - SIGN UP/ MOBILE VERIFICATION</i> -----	<i>12</i>
<i>NEW TELEMARKETER REGISTRATION - EMAIL CONFIRMATION LINK</i> -----	<i>13</i>
<i>NEW TELEMARKETER REGISTRATION - EMAIL VERIFICATION CONFIRMATION</i> -----	<i>14</i>
<b>ENROL TELEMARKTER (ALREADY REGISTERED)</b> -----	<b>15</b>
<i>TELEMARKETER ENROLMENT – INITIATION</i> -----	<i>16</i>
<i>TELEMARKETER ENROLMENT – SUBMISSION OF TM ID</i> -----	<i>17</i>
<i>TELEMARKETER ENROLMENT – OTP /EMAIL VERIFICATION PROCESS</i> -----	<i>18</i>
<i>TELEMARKETER ENROLMENT - SUCCESSFUL REQUEST SUBMISSION</i> -----	<i>19</i>
<i>TELEMARKETER ENROLMENT - LOGIN PANEL</i> -----	<i>20</i>
<i>TELEMARKETER ENROLMENT – TWO WAY AUTHENTICATION PROCESS</i> -----	<i>21</i>
<i>TELEMARKETER ENROLMENT – MOBILE / EMAIL PROCESS</i> -----	<i>22</i>
Pending Entity Request Process -----	23

# CONTENTS

	PAGE #
USER FUNCTIONALITY	
PE TM Binding Process-----	24
ENTITY REQUEST APPROVAL – PROCESS -----	25
ENTITY REQUEST APPROVAL – STATUS -----	26
TELEMARKETER – ENTITY REVOCATION FUNCTION -----	27
TELEMARKETER-ENTITY REVOCATION – ENTITY SELECTION -----	28
TELEMARKETER-ENTITY REVOCATION – CONFIRMATION -----	29
TELEMARKETER-ENTITY REVOCATION – STATUS -----	30
REPORTS -----	31
TELEMARKETER REPORTS -----	32
PROFILE -----	33
PROFILE PAGE -----	34
PROFILE UPDATE PAGE-----	35

# CONTENTS

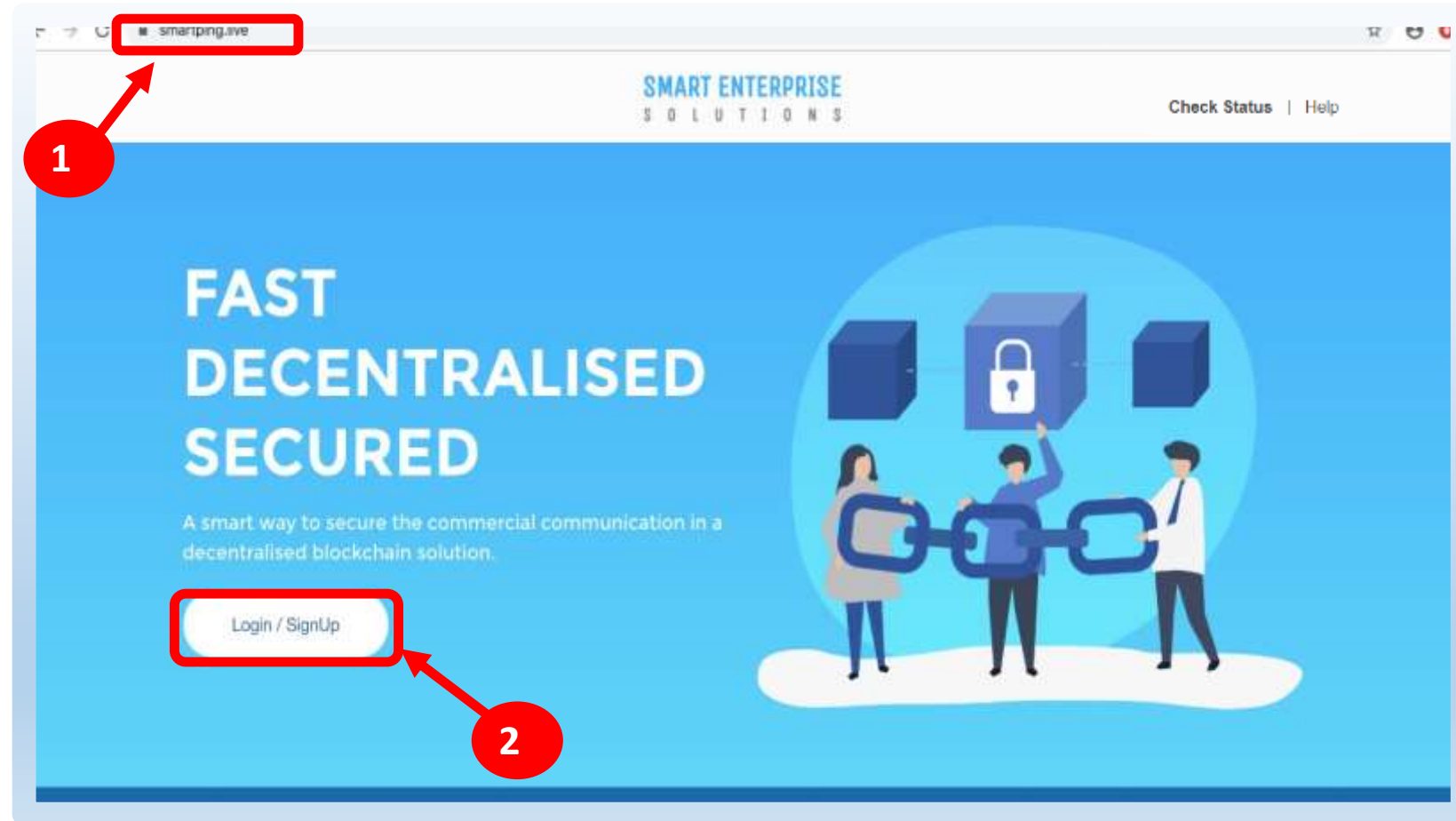
## USER FUNCTIONALITY

PAG

<i>PROFILE – CHANGE PASSWORD</i> -----	36
<i>CHECK STATUS</i> -----	37
<i>APPLICATION – STATUS CHECK</i> -----	38
<i>STATUS CHECK – SELECTION OF MODULE</i> -----	39
<i>CHECK STATUS – REFERENCE ID SUBMISSION</i> -----	40
<i>TM APPLICATION RE-SUBMISSION</i> -----	41
<i>CHECK STATUS – REFERENCE ID SUBMISSION</i> -----	42
<i>SYSTEM REQUIREMENTS</i> -----	43
<i>SYSTEM REQUIREMENT - SPECIFICATIONS</i> -----	44
<i>Thank You !</i> -----	45

# WEBSITE / LANDING PAGE

- 1 Visit [www.smartping.live](http://www.smartping.live) URL to Login/Register yourself as Entity/Telemarketer
- 2 Click on Login/Signup button to Login or register yourself as Entity/Telemarketer



# REGISTRATION

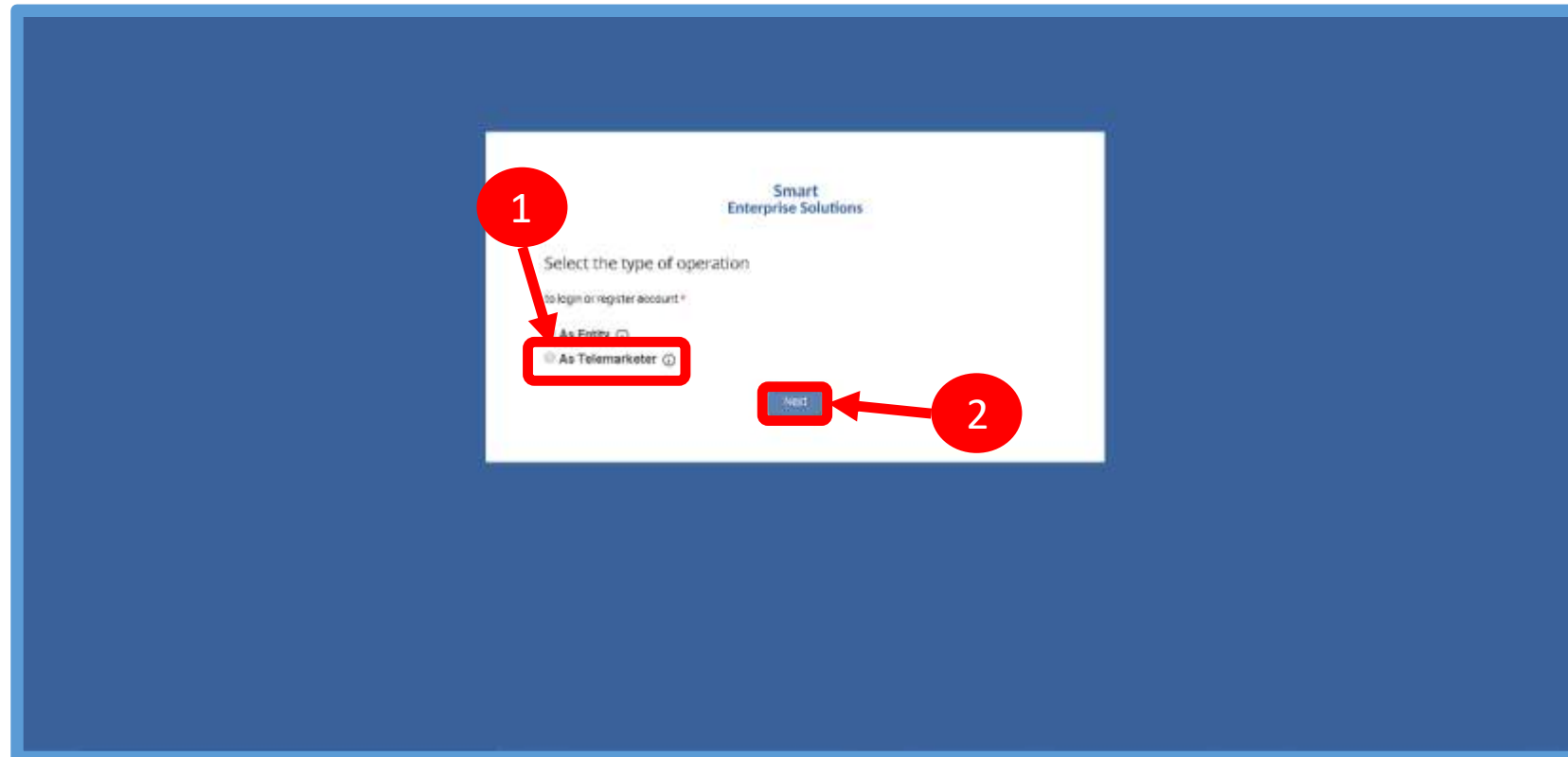
# REGISTRATION – SELECT TYPE OF REGISTRATION

**1** To register yourself as a Telemarketer on the portal, select the “**As Telemarketer**” option in the Type of Operation.



*A legal entity or person, who on behalf of entity or entities is connected with telecom service provider directly or indirectly for the purpose of aggregation or delivery or both for SMS or voice communication.*

**2** Click **Next** button for further steps towards registration.



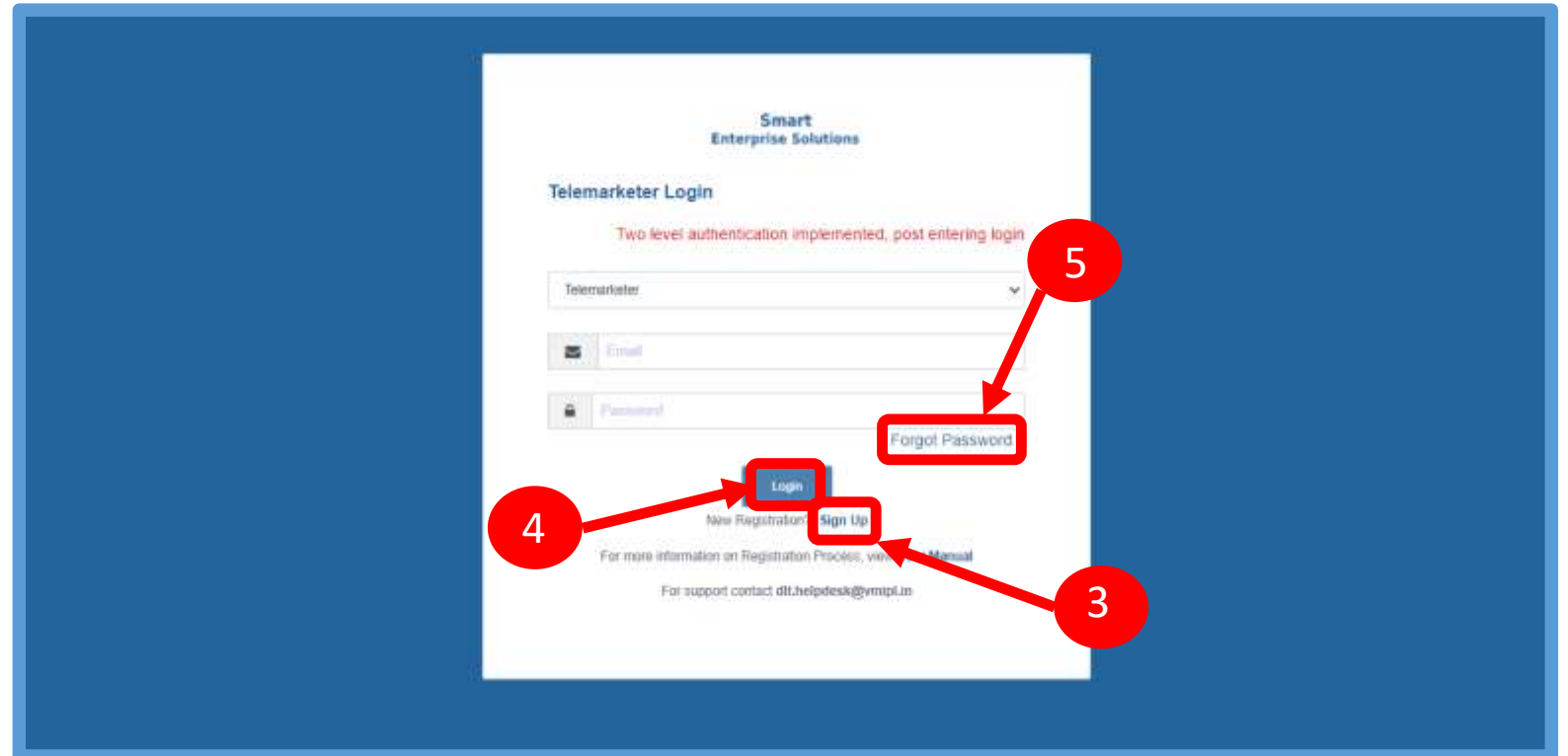
# REGISTRATION - TELEMARKETER LOGIN /SIGNUP PAGE

**3** Click **Sign Up** Button to start registration process.

**4** Put in Email ID & Password and Click **Login** Button to access the panel, if you already registered as Telemarketer.

**5** Click [Forgot password?](#) in case you forgot the password.

*(The New Password will be sent to your Registered Email ID.)*



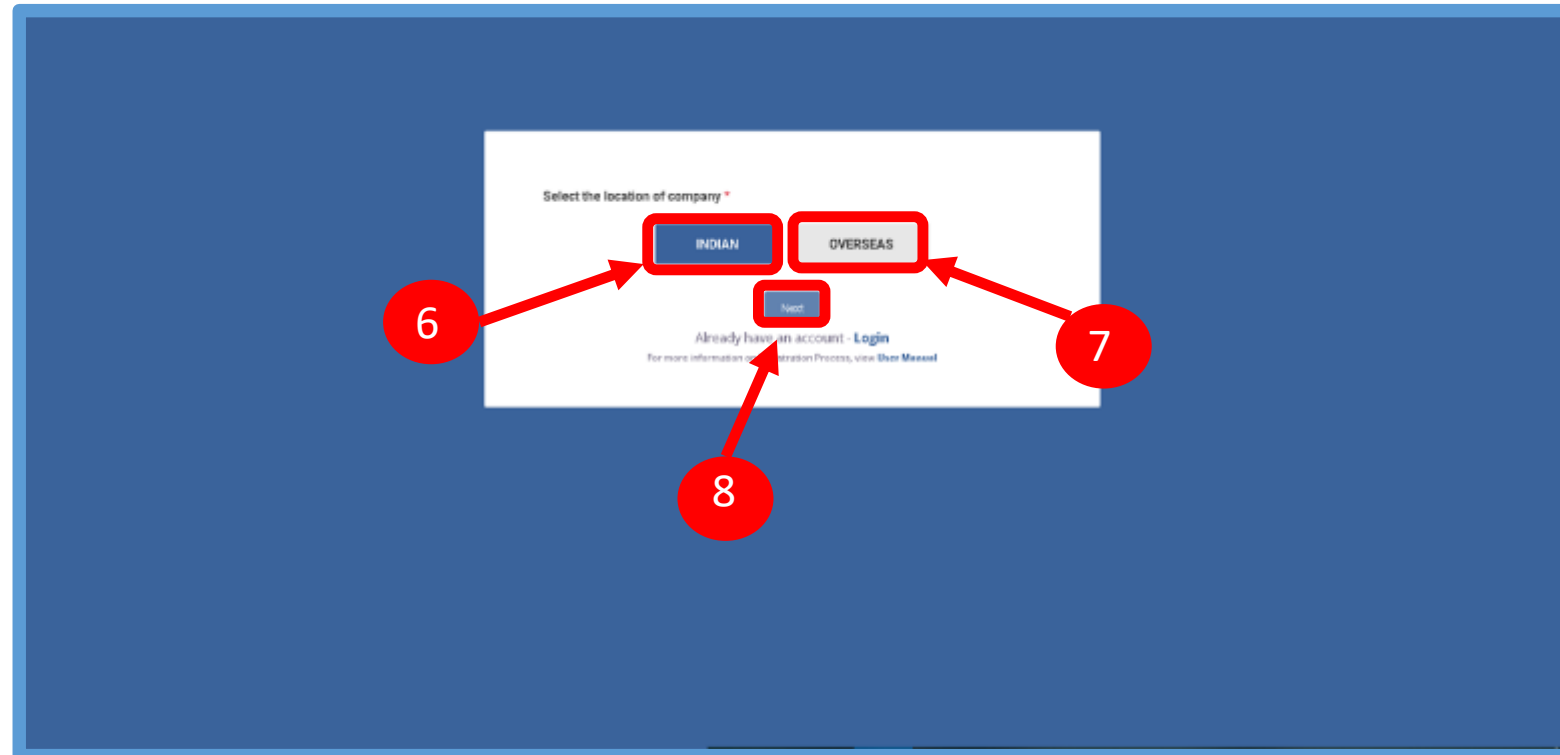


## REGISTRATION - SELECT COMPANY LOCATION

6 Select the Location of Company. Choose **Indian** if your company is Indian Origin.

7 Choose **Overseas** if your company is Overseas origin.

8 After selecting the company's location click **Next** Button for further steps.



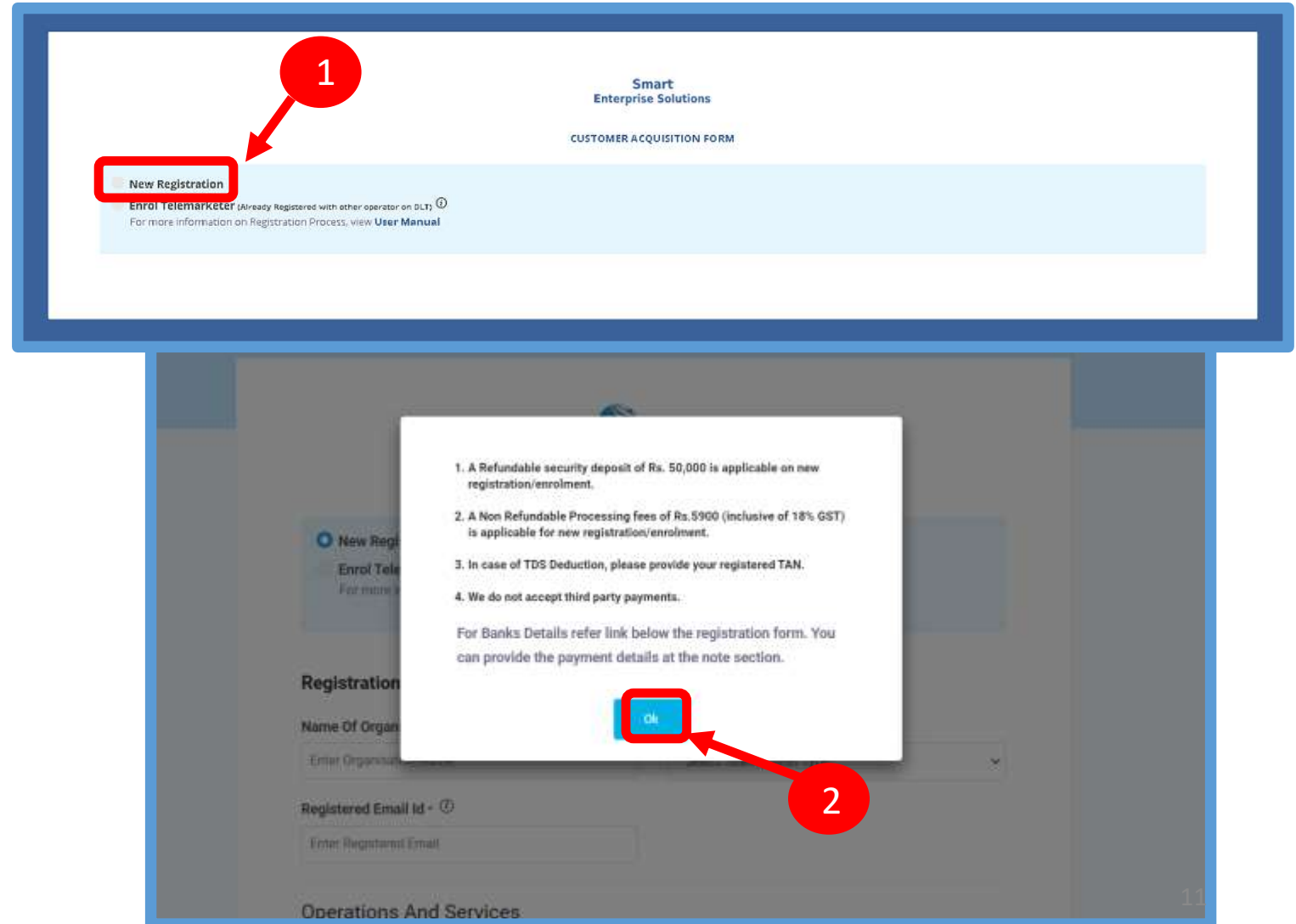
# NEW TELEMARKETER REGISTRATION

# NEW TELEMARKETER REGISTRATION

**1** Select the Registration type. Choose **New Registration** if you are registering for the first time.

**2** After Selecting NewRegistration, confirm the Payment terms by clicking **Ok** button.

Duly fill the customer acquisition form and submit.



# NEW TELEMARKETER REGISTRATION - SIGN UP/ MOBILE VERIFICATION

**3** You will receive an OTP on your registered Mobile number to verify mobile number. Enter OTP and click **Submit** button.

**4** If in case OTP not received, click **Resend** button

The screenshot shows a web form for mobile verification. At the top, there is a section for 'Other Documents' with a text input 'Enter Document Type' and a 'Choose File' button. Below this is the 'Authorized Person Information' section, which includes fields for 'Name' (filled with 'Khaana Khajana'), 'Designation' (filled with 'Ceo'), 'Authorization Document' (with a 'Choose File' button and a filename), and 'Email' (filled with 'testtm12@yopmail.com'). The 'Mobile No.' field is marked as '(Not Verified)' and contains '+91 8851564598' with a 'Verify Now' button. A message below states: 'OTP has been sent to Authorized person's Mobile number 8851564598 and company's email id testtm12@yopmail.com and if you want to edit this number click here.' Below the message is an 'Enter OTP' input field. At the bottom of this section are two buttons: 'Resend' and 'Submit'. Red callouts with the number '4' point to the 'Resend' button, and red callouts with the number '3' point to the 'Submit' button. At the very bottom, there is a 'Payment Details' section with a link 'click here for bank details' and a text input 'Please provide the payment details'.

# NEW TELEMARKETER REGISTRATION - EMAIL CONFIRMATION LINK

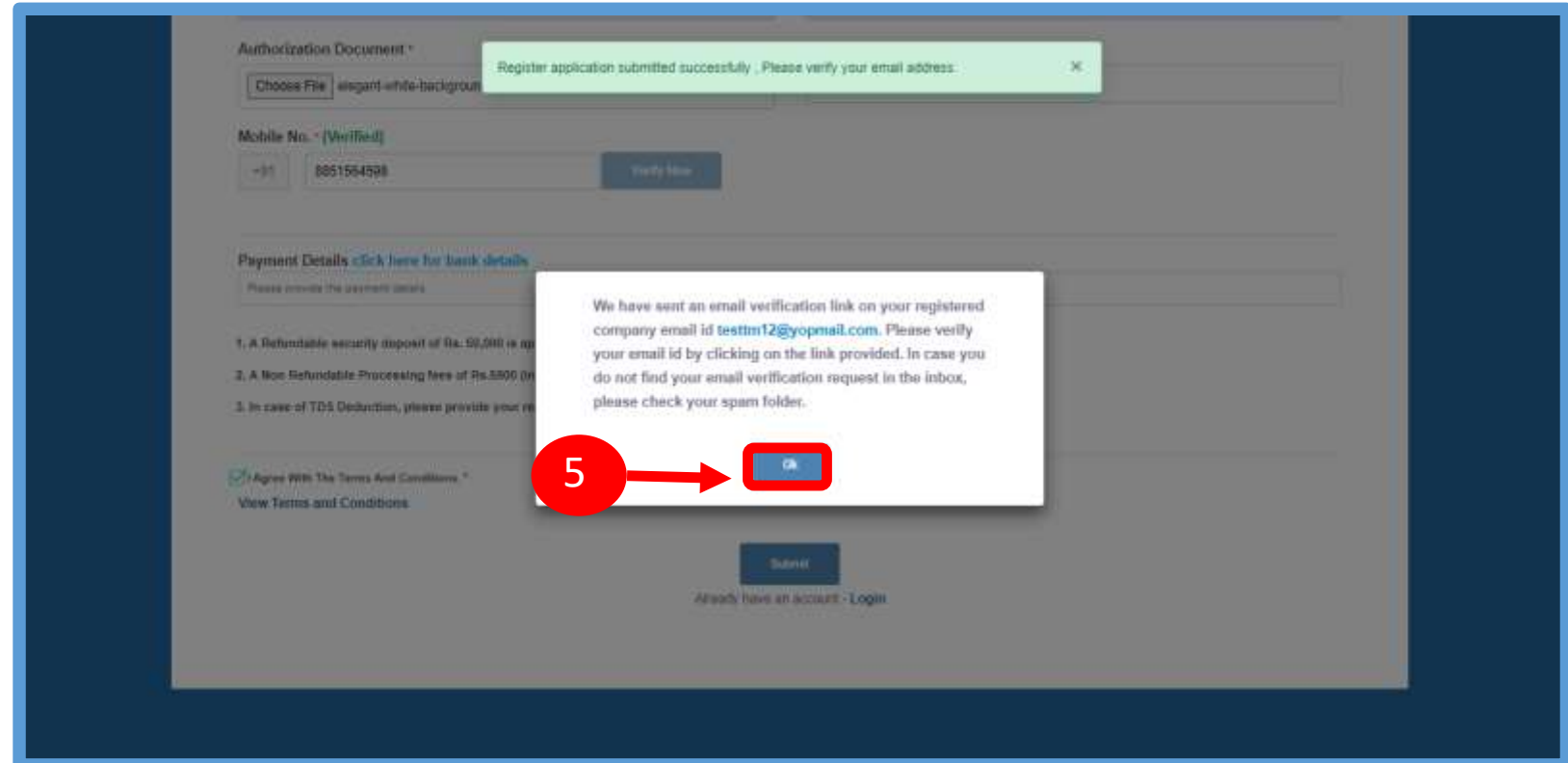
5

After verifying OTP, Click on **Submit** button.

Once submitted verification link will be sent to your registered email Id.

Click **OK** button once you read the message and validate your mail by clicking the verification link received on your registered email id.

Please check your email inbox as well as spam folder for the verification link.



# NEW TELEMARKETER REGISTRATION - EMAIL VERIFICATION CONFIRMATION

**6** On successful email id verification you will receive a message confirming the submission of your application, press **OK** after reading the message to close the notification.

Once Operator approves your application, you will receive login credentials on your registered email id.

**7** Use the login credentials sent by the operator to access the Telemarketer portal and Click **Login**



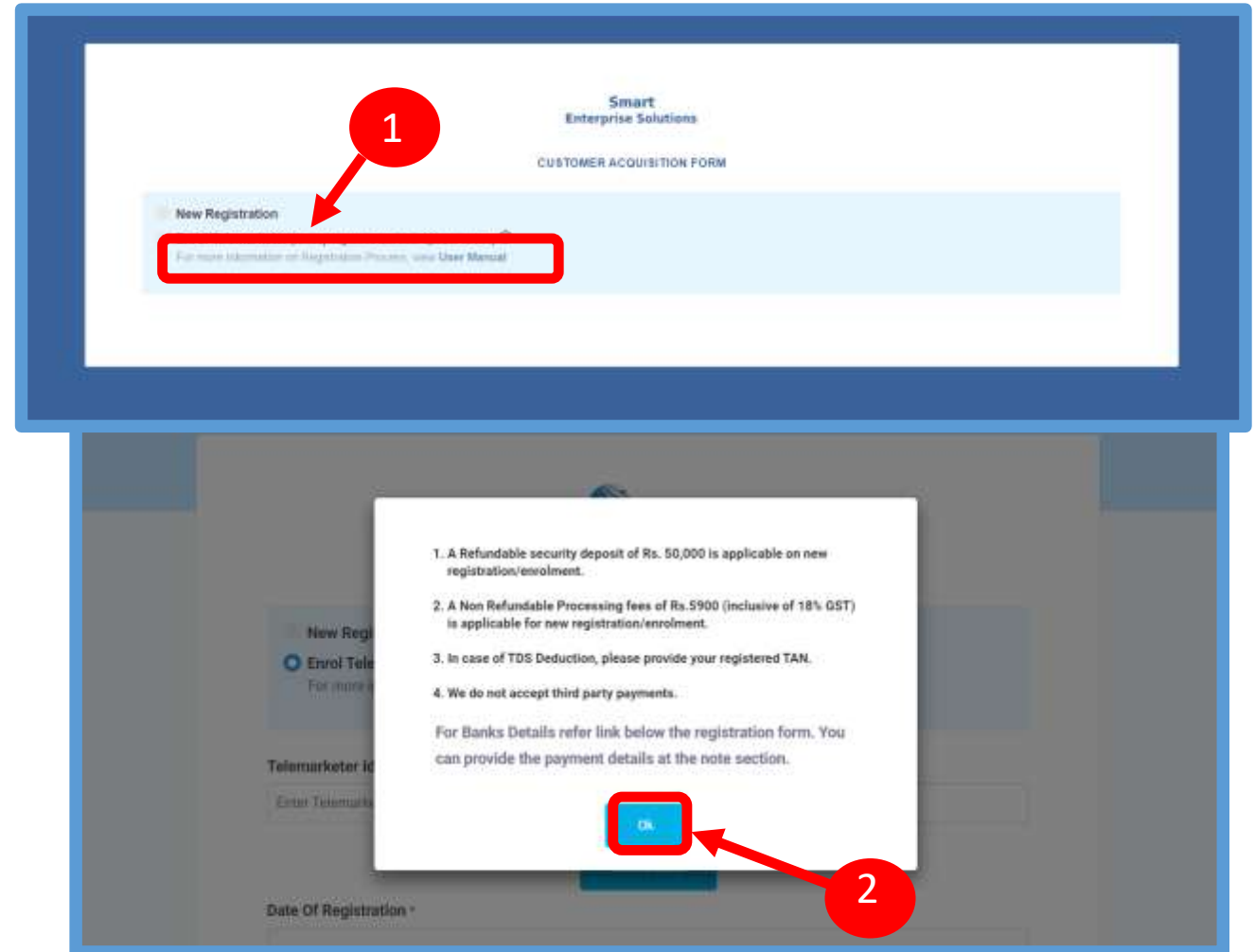
# ENROLL TELEMARKETER (ALREADY REGISTERED)

# TELEMARKETER ENROLMENT – INITIATION

**1** Choose **Enrol `Telemarketer** if your company is already registered on different operator and Fill out the form.

**i** *Telemarketer already registered with other operator on DLT can enrol by providing Telemarketer ID (DLT Registration Number)*

**2** After Selecting Enrol Telemarketer. Confirm the Payment terms by Clicking **OK** button. Price change





# TELEMARKETER ENROLMENT – SUBMISSION OF TM ID

3

Type in the already registered **Telemarketer Id** and click View details button. Duly Fill the form and click Submit.

3

The screenshot displays the 'Smart Enterprise Solutions' interface for a 'CUSTOMER ACQUISITION FORM'. Under the 'New Registration' section, there is a radio button selected for 'Enrol Telemarketer (already Registered with other company or B2B)'. Below this, the 'Telemarketer Id' field is highlighted with a red rounded rectangle. A red arrow points from a red circle containing the number '3' to the 'Telemarketer Id' input field. A 'View Details' button is located to the right of the input field. Other fields visible include 'Date Of Registration', 'Registration Form', 'Name Of Organisation', and 'Telemarketer Type'.

# TELEMARKETER ENROLMENT – OTP /EMAIL VERIFICATION PROCESS

**4** You will receive an **One Time Password (OTP)** on your registered Mobile number and Email ID to verify mobile number. Enter OTP and click **Submit** button.

**5** If in case OTP not received, click **Resend** button

**6** After verifying OTP, a verification link will be sent to your registered email Id. Click **OK** button once you read the message and validate your mail by clicking the verification link received on your registered email id.

Please check your email inbox as well as spam folder for the verification link.

The screenshot displays the 'Authorized Person Information' form. At the top, a green notification box states 'Otp sent successfully.' The form includes fields for Name (Testing), Designation (CEO), Authorization Document (elegant-white-background-with-shiny-lines\_1017-17580.jpg), and Email (testingdata1@yopmail.com). Below these is a 'Mobile No. \* (Not Verified)' section with a '+91' country code, the number '9350007683', and a 'Verify' button. A message below the mobile number field states: 'OTP has been sent to Authorized person's Mobile number 9350007683 and company's email id testingdata1@yopmail.com and if you want to edit this number click here.' There is an 'Enter OTP:' input field. At the bottom of the form, there are 'Resend' and 'Submit' buttons. Red callout circles with numbers 4, 5, and 6 point to the 'Submit', 'Resend', and 'Submit' buttons respectively. An inset window shows an email verification message: 'We have sent an email verification link on your registered company email id testingdata1@yopmail.com. Please verify your email id by clicking on the provided link. If you are not able to find verification email in your inbox, please check spam folder.' A red callout circle with the number 6 points to the 'OK' button in this inset window.

# TELEMARKETER ENROLMENT - SUCCESSFUL REQUEST SUBMISSION

**1** On successful email id verification you will receive a message confirming the submission of your application, press **OK** after reading the message to close the notification.

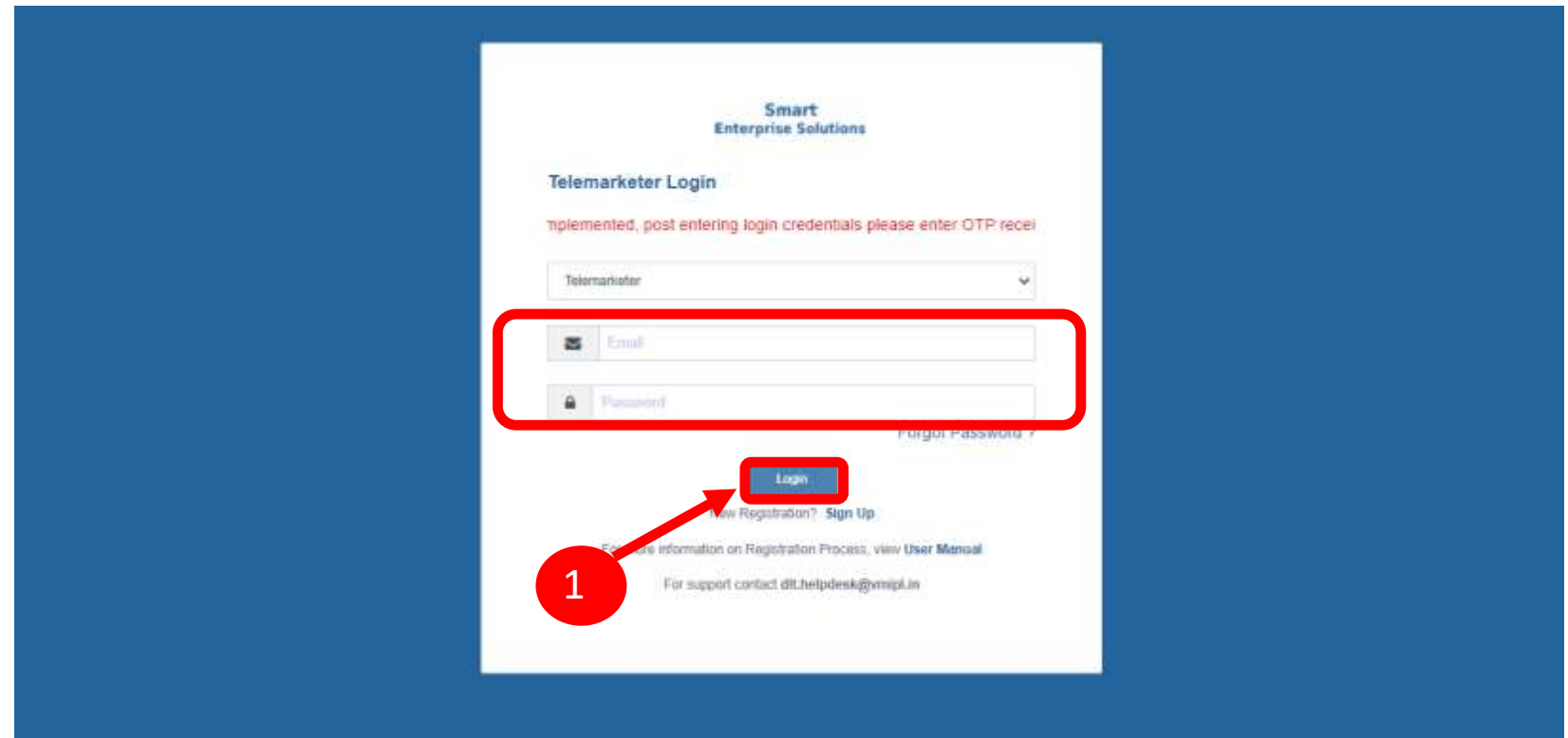
Once Operator approves your application, you will receive login credentials on your registered email id.



# TELEMARKETER ENROLMENT - LOGIN PANEL

1

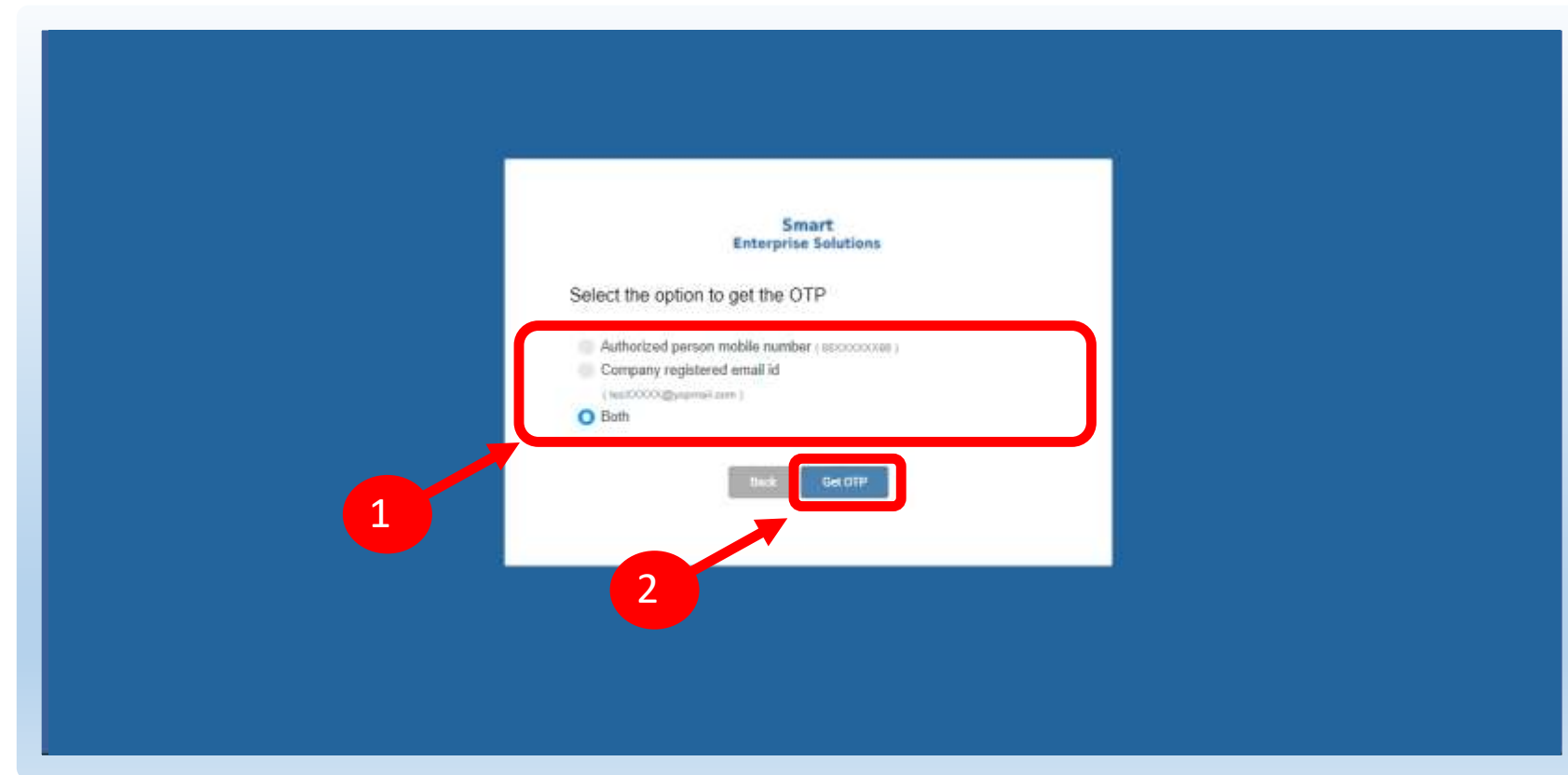
If you already registered as Telemarketer, put your Email ID & Password and Click **Login** Button to access the panel.



1

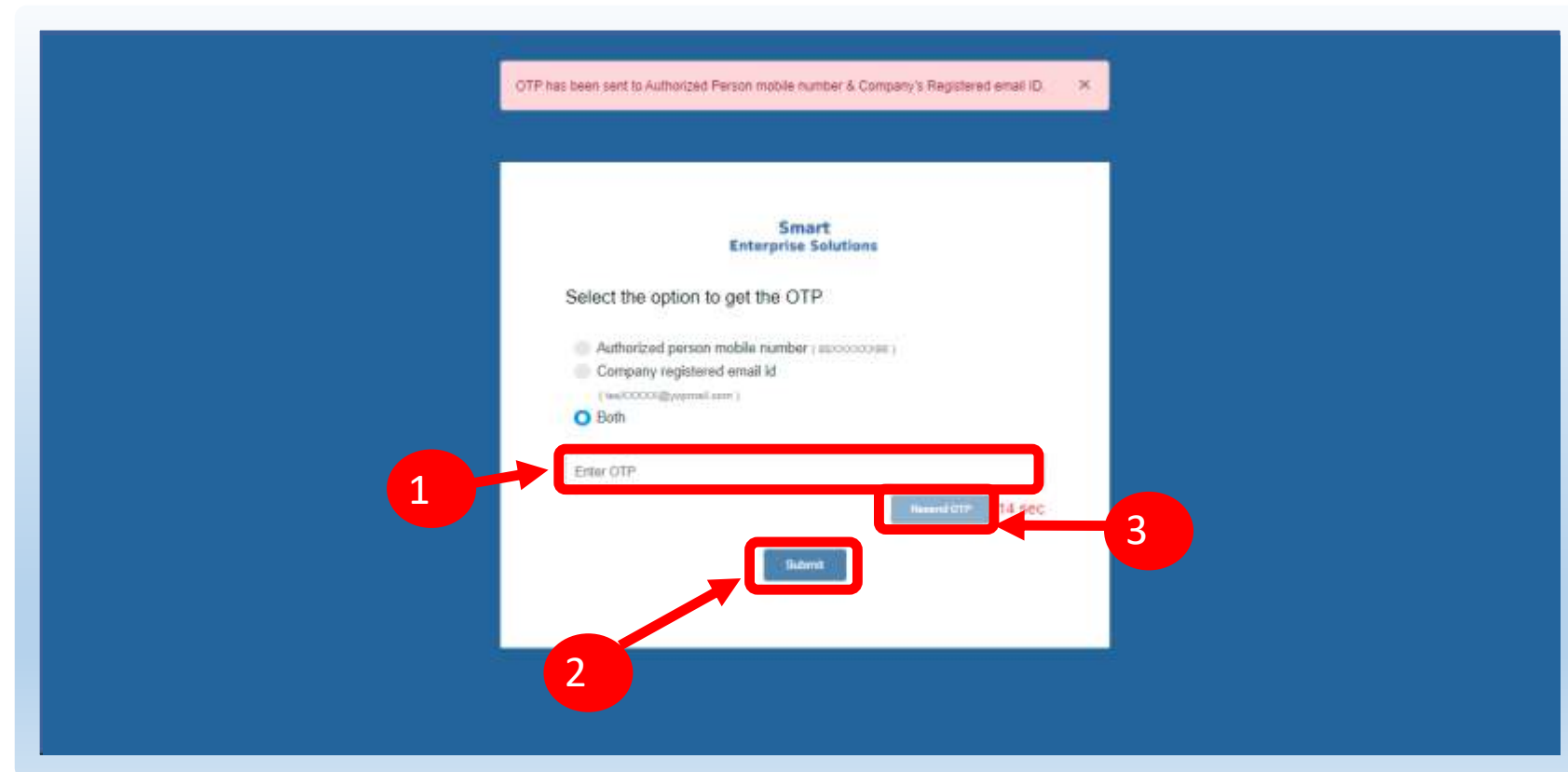
# TELEMARKETER ENROLMENT – TWO WAY AUTHENTICATION PROCESS

- 1 The user will have to complete Two way Authentication process by selecting the given options.
- 2 Press the **Get OTP** button to receive one time password for Two way Authentication.



# TELEMARKETER ENROLMENT - OTP / EMAIL VERIFICATION PROCESS

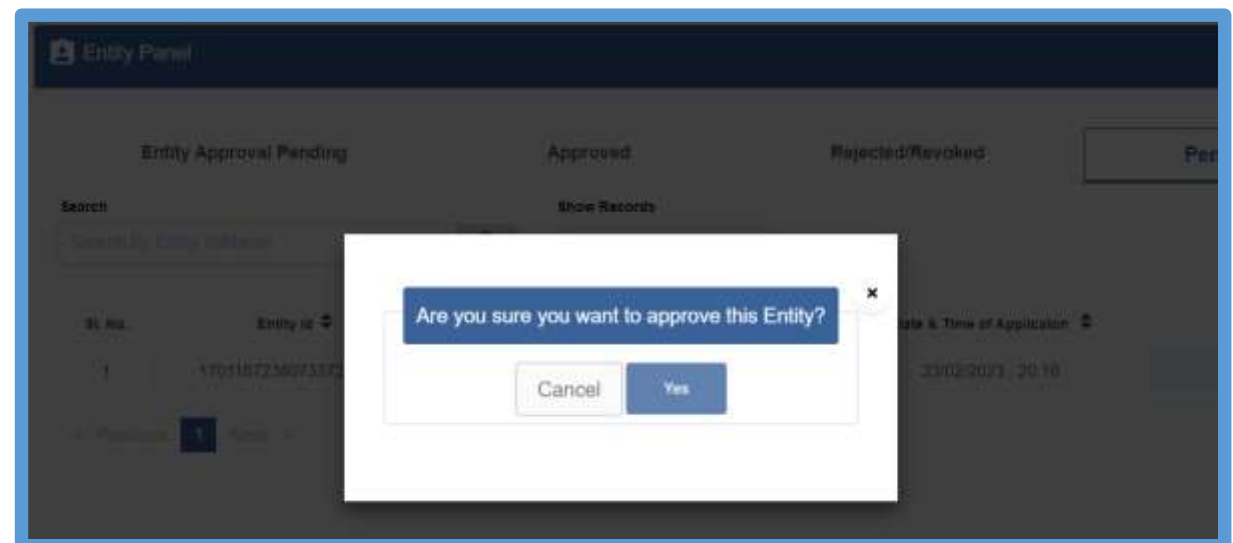
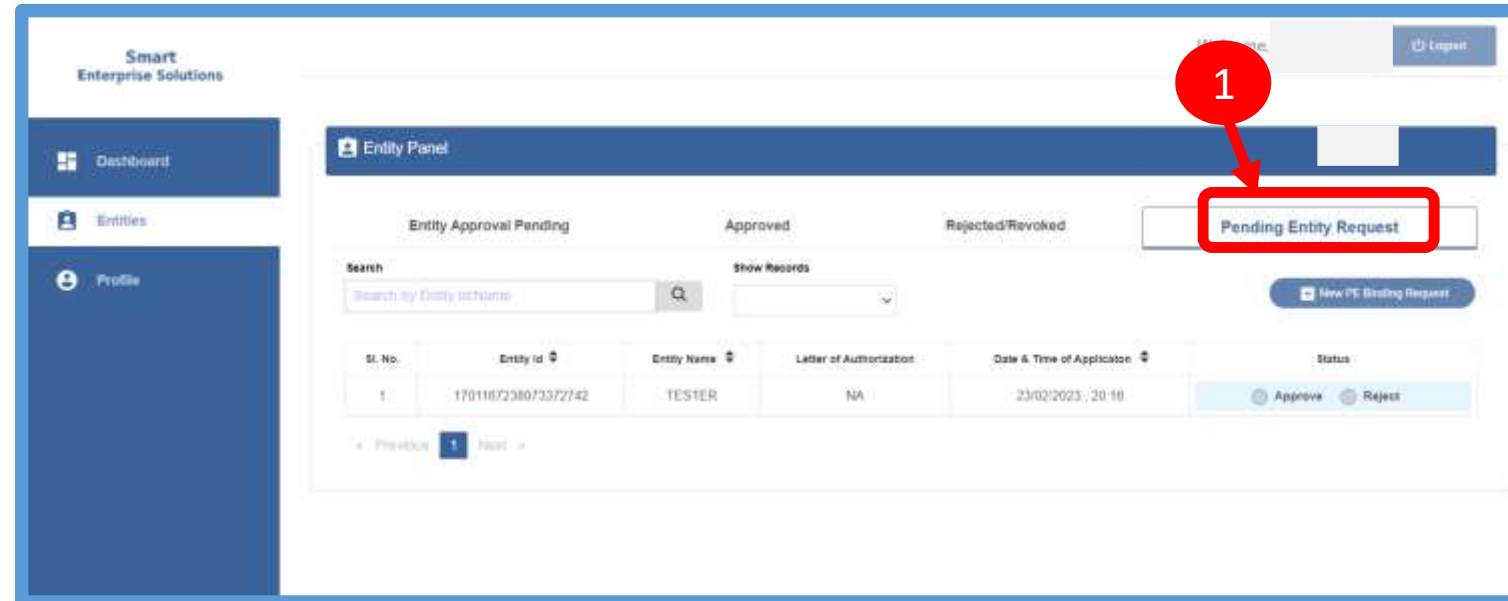
- 1 Put the one time password as per the chosen option received on users registered mobile number / email Id in the given section.
- 2 Press Submit button to Authenticate for Login.
- 3 In case User doesn't receive OTP on registered mobile number or email Id then Press **Resend** button,



## Pending Entity Request Process

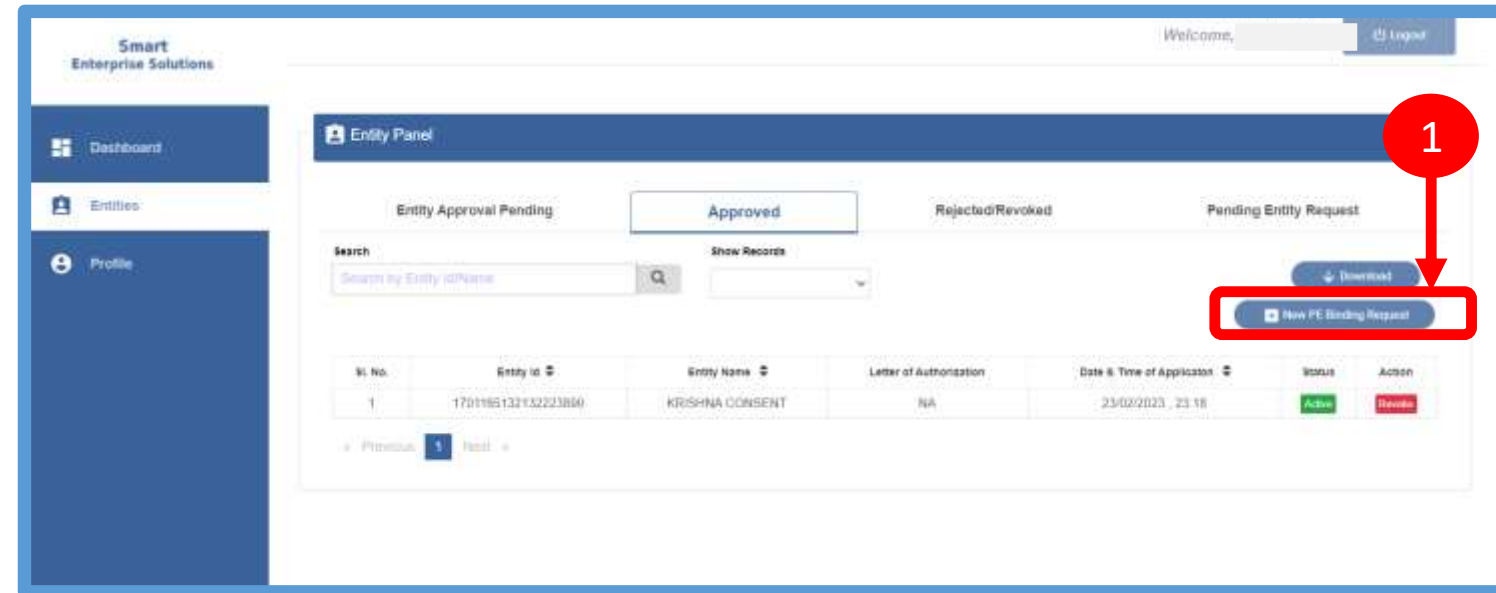
To associate with Telemarketer for commercial communication Entities will be sent an online request for approval to the Telemarketer from their respective Entity portal. To view the Request:

- Select the Entities Tab from the sidebar
- Click on Pending Entity Request to view the pending request sent by Entities for association
- Select Approve radio button to approve the request.
- A pop-up will appear to confirm the action, press **Yes** to approve.
- If you do not want to approve press **Cancel**



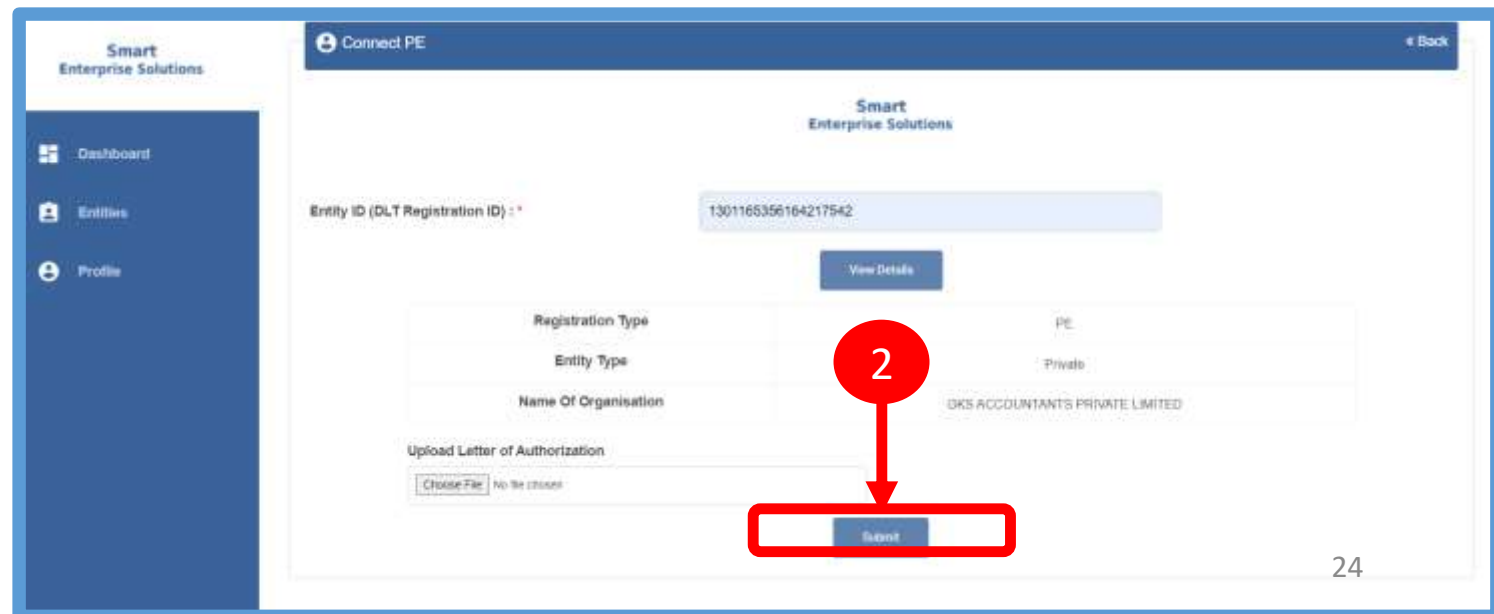
# PE TM Binding Process

1 Select PE TM Binding Tab from the sidebar.



2 Enter the PE ID with whom the TM wants to bind for Business Relationship.

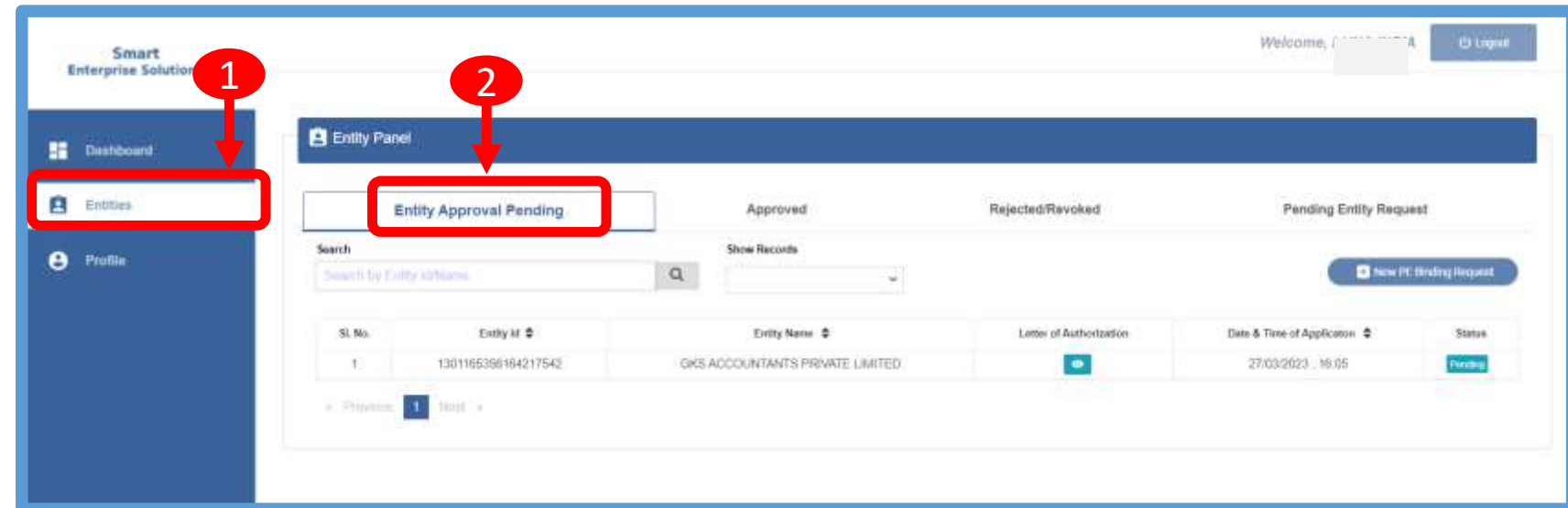
Once you click on the submit Button request has been sent to the Entity for approval and can be seen under Entity Approval Pending Tab.





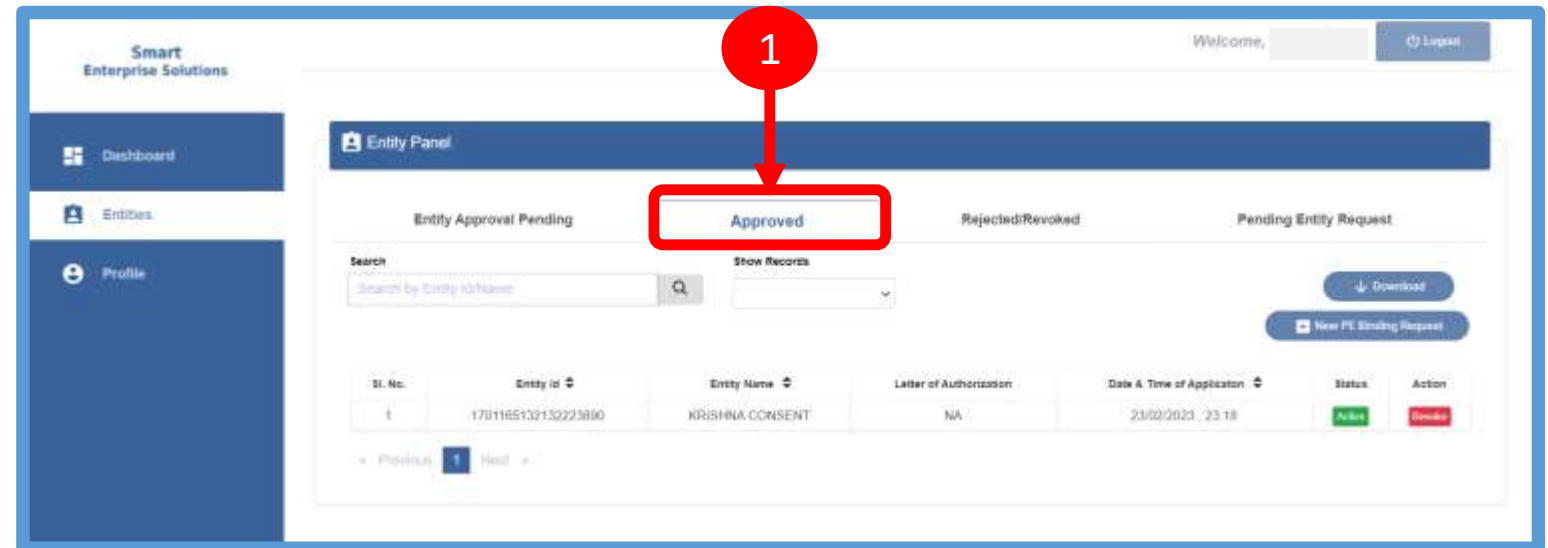
# ENTITY REQUEST APPROVAL - PROCESS

- 1 Select **Entities** Tab from the Sidebar
  - 2 Click on the **Entity Approval Pending** Tab the tab has pending entities that are waiting for approval from the Entity.
- As per the action taken it will move into Approved or Rejected tab.



# ENTITY REQUEST APPROVAL – STATUS

1 Approved Entities can be viewed in the Approved Section Tab of Entities with the status Active.

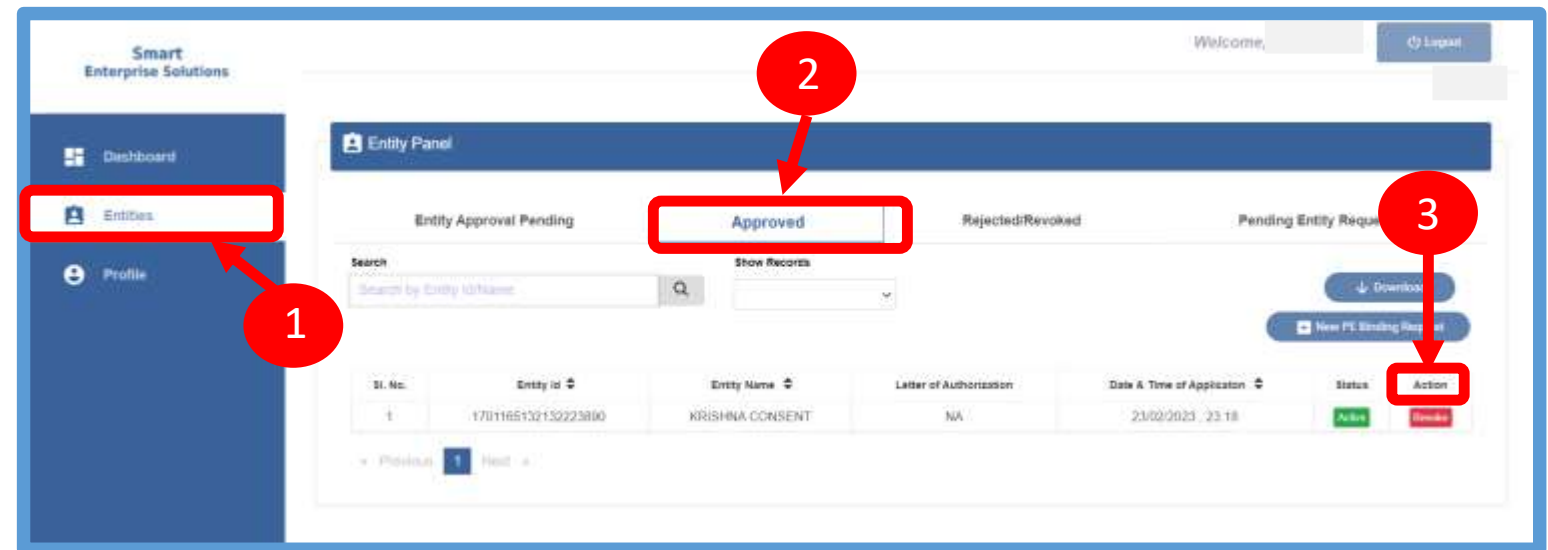


# TELEMARKETER – ENTITY REVOCAATION FUNCTION

# TELEMARKETER-ENTITY REVOCATION – ENTITY SELECTION

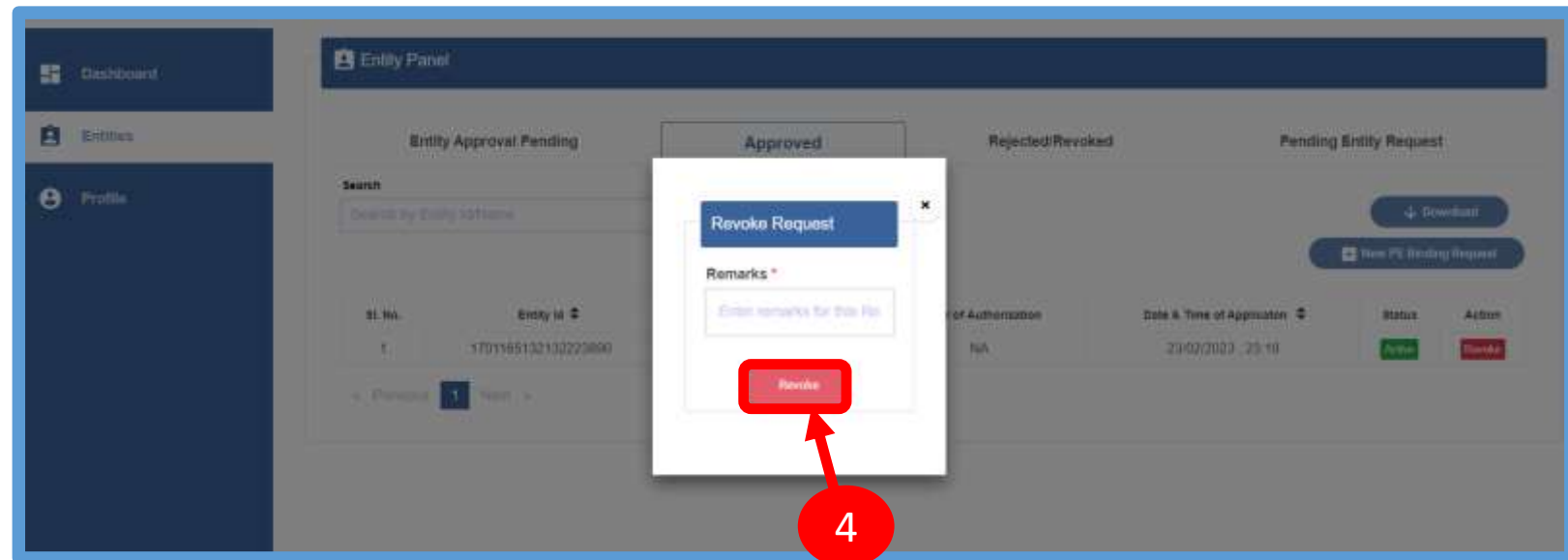
The Telemarketer can Revoke the business relationship with any of its associated Entities from the DLT panel.

- 1 Choose the **Entities** from the sidebar.
- 2 Select the **Approved** section to view all the active Entities associated with the Telemarketer.
- 3 Click on the Action section to revoke the Entity.



# TELEMARKETER-ENTITY REVOCATION – CONFIRMATION

4 A **Pop-up** will appear to confirm the revocation process, the user needs to enter Revoke request Remarks & click on Revoke



# TELEMARKETER-ENTITY REVOCATION – STATUS

**11** To see the revoked entries select the **Rejected/Revoked** section.

**12** The revoked Entities will be visible in the table with **Rejected/ Revoked** status.

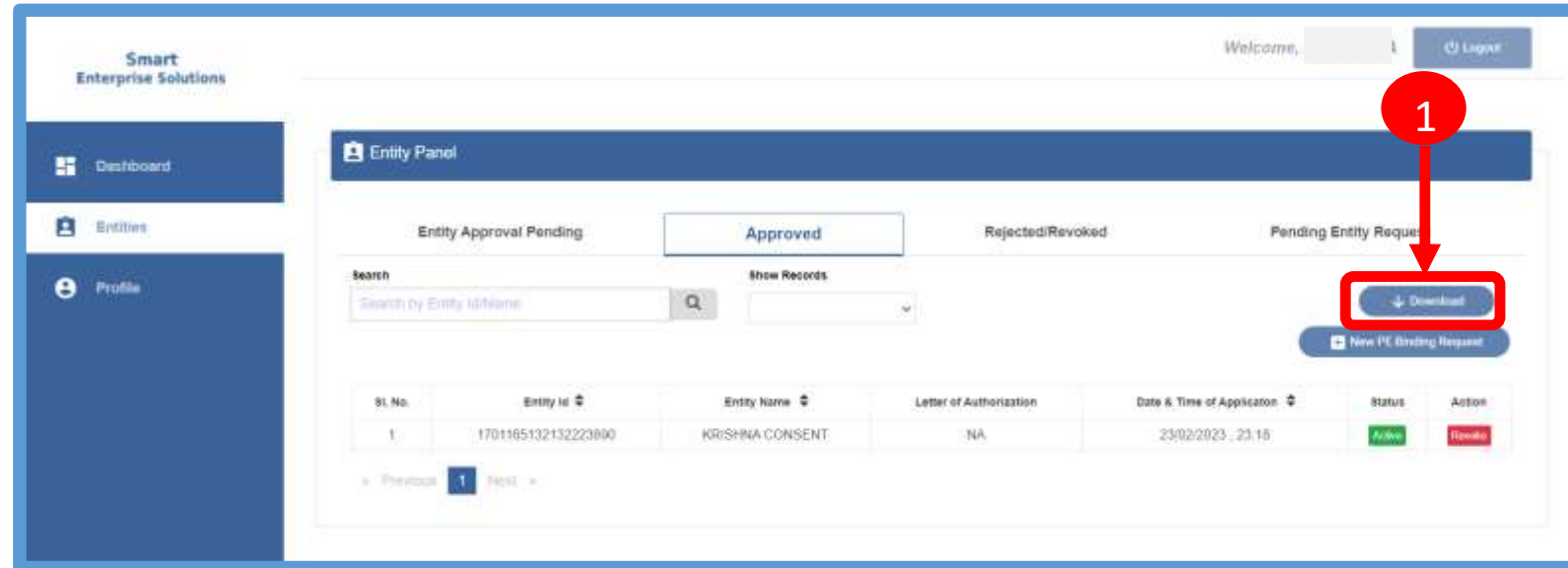
The screenshot shows the 'Entity Panel' interface. At the top, there are four tabs: 'Entity Approval Pending', 'Approved', 'Rejected/Revoked', and 'Pending Entity Request'. The 'Rejected/Revoked' tab is highlighted with a red box and labeled '11'. Below the tabs, there is a search bar and a 'Show Records' dropdown. A table displays the following data:

Sl. No.	Entity Id	Entity Name	Letter of Authorization	Date & Time of Application	Remarks	Status
1	1701165132132223890	KRISHNA CONSENT	NA	23/02/2023 , 23:11	Bad req	Rejected
2	1701165132132223890	KRISHNA CONSENT	NA	23/02/2023 , 23:10		Rejected

The 'Status' column for both rows shows 'Rejected', with the second row's status highlighted by a red box and labeled '12'. Navigation buttons for 'Previous' and 'Next' are visible at the bottom of the table.

# REPORTS

**1** The user can download the report for Approved, Rejected/ revoked from respective sections.





# PROFILE

# PROFILE PAGE

Profile Page contains the details of the Entity and the Authorized Representative of the Company..

**1** Click on the **Profile** available on the sidebar

**2** Click on the **Edit** button to update or change the Authorized Person's details.

**3** Click on the **Click Here** link to change the password.

The screenshot shows the 'Smart Enterprise Solutions' interface. On the left sidebar, the 'Profile' menu item is highlighted with a red box and labeled '1'. The main content area displays a profile for 'LUNA INDIA' with various details. An 'Edit' button is highlighted with a red box and labeled '2'. At the bottom, a 'Click Here' link is highlighted with a red box and labeled '3'. Below the profile details, there is a link to change the password: 'If you want to change your password account then, click here'.

Registration Type	Telmarketer
Organization Name	LUNA INDIA
Registration ID	170216400988210222
Organization Type	Government
Approved By	VM
Registered Mobile Number	9999703712
Date & Time of Application	08/04/2022 , 11:17
Date & Time of Registration	08/04/2022 , 11:17
Registered E-mail Id	luna@yopmail.com
Status	Active
<b>OPERATIONS AND SERVICES</b>	
Operations Type	Scrubbing & Delivery
Service Type	SMS & Voice
<b>AUTHORIZED PERSON INFORMATION</b>	
Name	itsdada
E-mail	dsney@yopmail.com
Mobile No.	9999703712
Designation	dsdad
License Number	170216400988210222
To Generate API Access Token	<a href="#">Click Here</a>

If you want to change your password account then, click here

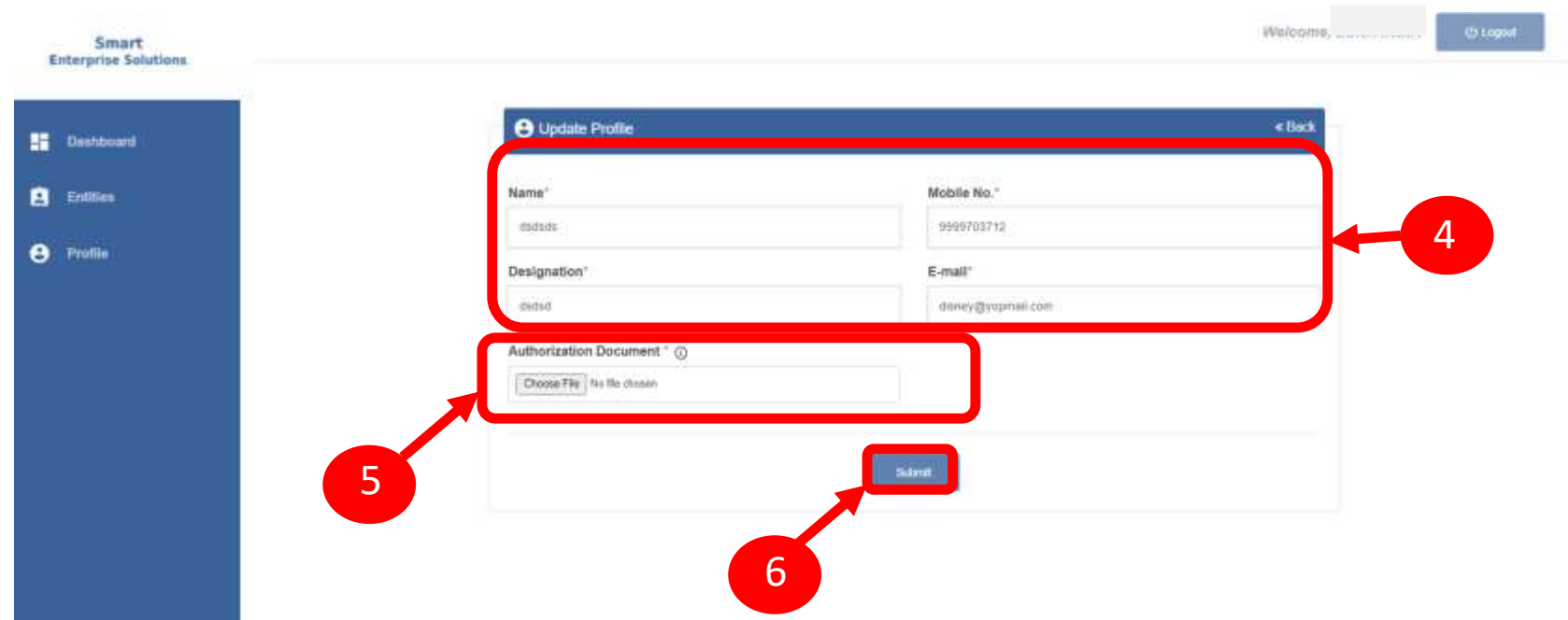
# PROFILE UPDATE PAGE

**4** In the **Update Profile** page user can update the following details:

- Name of the Authorized Person
- Designation of the Authorized Person
- Mobile number of the Authorized Person
- Email ID of the Authorized Person

**5** Upload the **authorization document**  
*Eg: Board Resolution copy or letter from the Authority of the Company.*

**6** **Submit** the request to update the details.  
Once the Operator approves, the details will get updated.



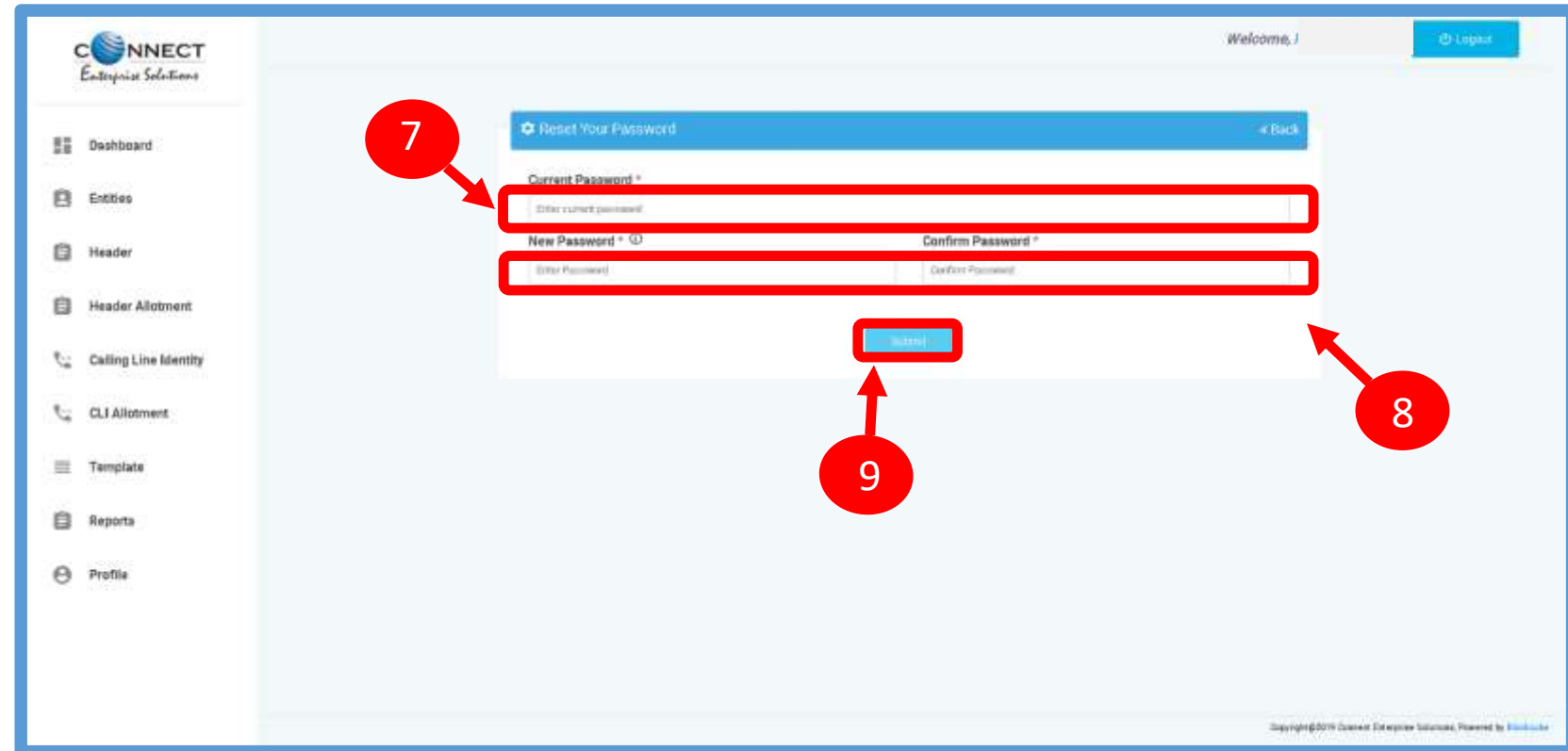
# PROFILE – CHANGE PASSWORD

In the Password Reset Page user can change the password

**7** Type the **old password** here.

**8** Type the **new password** and then confirm it again (*Check the password strength*).

**9** Press the **Submit** button and the new password will be activated instantly.

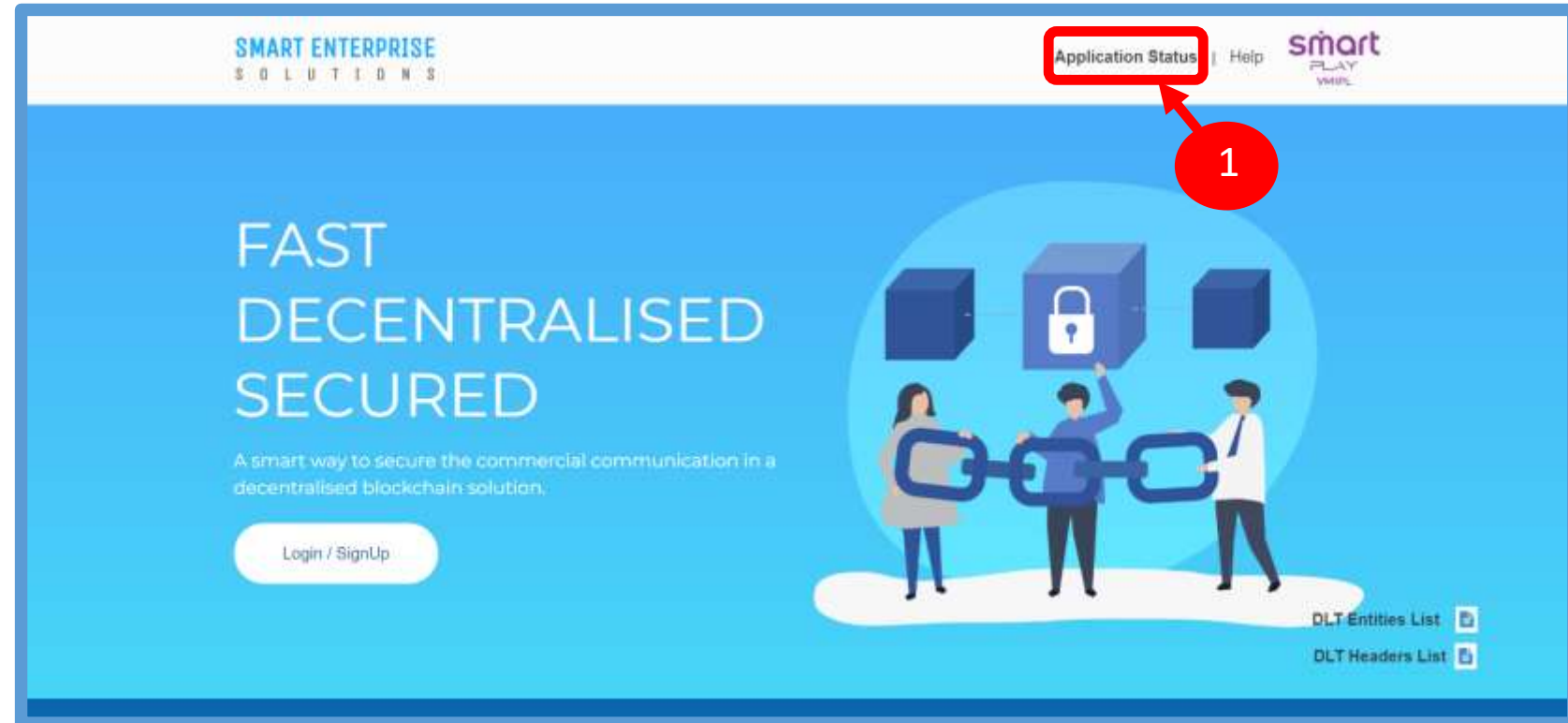


# CHECK STATUS

## APPLICATION – STATUS CHECK

1

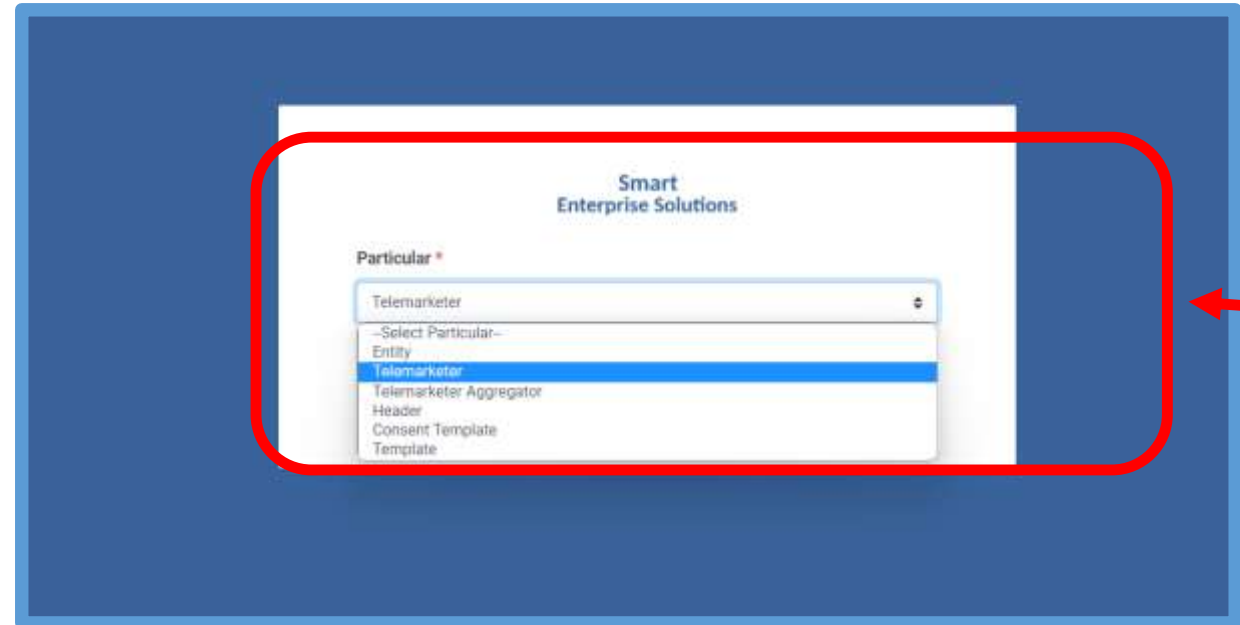
At Landing page click on check status to check the status of application submitted



## STATUS CHECK – SELECTION OF MODULE

2 Select the option from the drop down list to check the status of option chosen

3 Click on **Next Button**



# CHECK STATUS – REFERENCE ID SUBMISSION

- 4** Fill the Reference ID of Application & Click on **Submit Button**
- 5** Once submitted the status of the application can be reviewed.

**CONNECT**  
*Enterprise Solutions*

**Particular \***  
Telemarketer

**Reference ID/Telemarketer ID \***  
1702167601347484091

**Submit**

**CONNECT**  
*Enterprise Solutions*

Reference No.	Entity Name	Remarks	Status	Action
11-3YBLF2SH48Z	SELF PUBLIC	Approved on 10/03/2023	Approved	

**Back**



# TM APPLICATION RE-SUBMISSION

# CHECK STATUS – REFERENCE ID SUBMISSION

**1** If status is Rejected click on **Click Here Button** to resubmit the Registration form.

P.S : the TM can Resubmit his/her own registration form as well as for entities.

**2** Enter OTP received on registered mobile number or email Id

**3** Click on Submit Button. Once submitted pre-filled registration form will appear for resubmission.

Note: New reference ID will be generated

**Smart Enterprise Solutions**

Reference No.	Entity Name	Remarks	Status	Action
01-CM1KJLNB8A7	TEST ENTITY 84	jj	Rejected	<a href="#">Click Here</a>

Back

OTP has been sent to your registered Mobile number 9702359704 and E-mail ID testentity84@yopmail.com. Please verify the same to complete the process.

**Smart Enterprise Solutions**

Reference No.	Entity Name	Remarks	Status	Action
01-CM1KJLNB8A7	TEST ENTITY 84	jj	Rejected	<input type="text" value="Enter OTP *"/> <input type="text" value="Enter OTP"/> <a href="#">Resend OTP</a>

Back

Submit

# SYSTEM REQUIREMENTS

# SYSTEM REQUIREMENT - SPECIFICATIONS

The website is best viewed on:

Requirements	Recommended
Web Browser	Google Chrome (Latest Version), Mozilla Firefox (Version 70.0.1)
Operating System	Windows 7, 8 ,10 Ubuntu 19.10
RAM	Minimum 4 GB
Internet Connectivity	1Mbps & Above

Thank You !