



TATA
CONSULTANCY
SERVICES



Cell C Skin Project

Visual Design Screens

Login Page



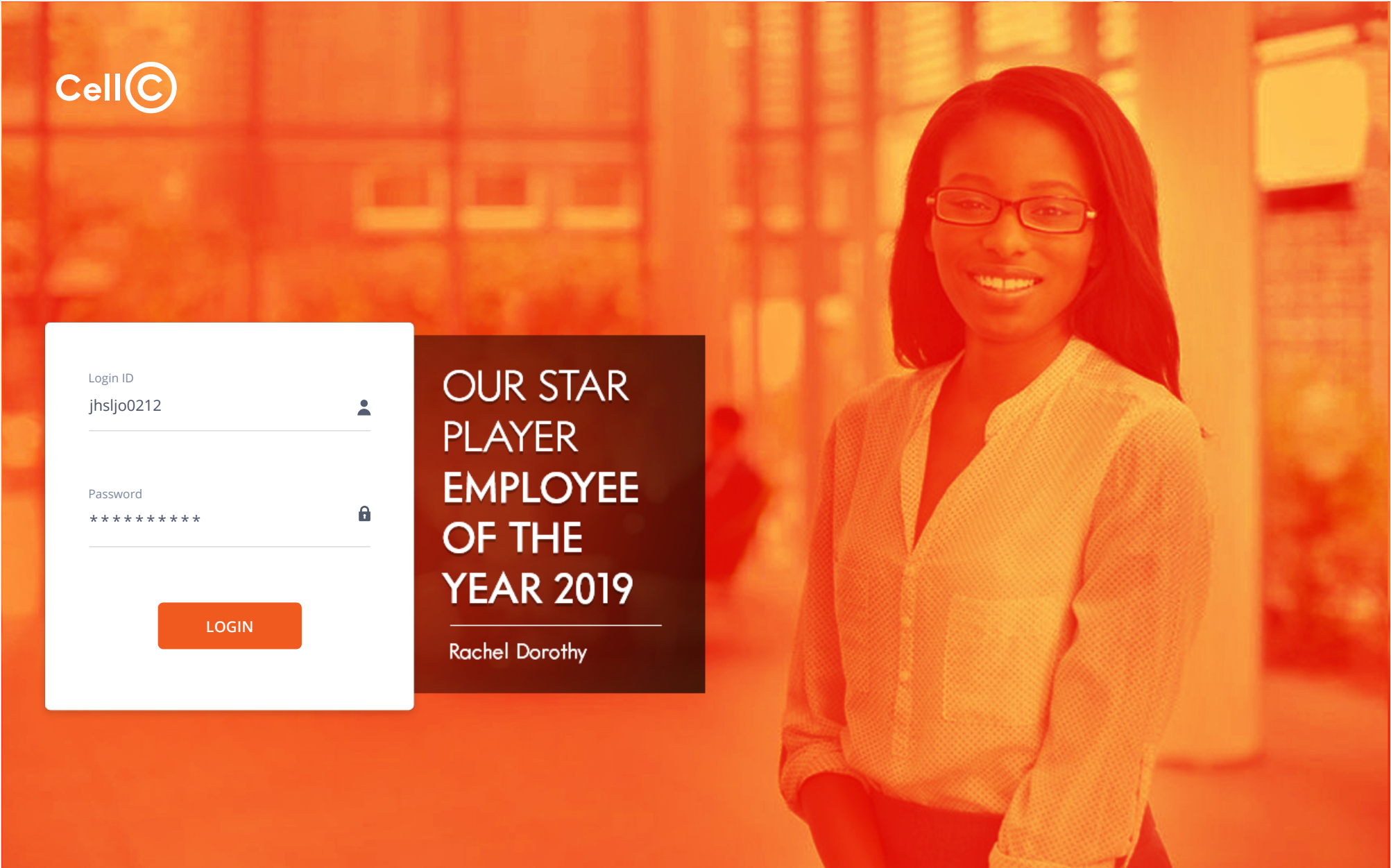
Login ID
jhs1jo0212



Password



LOGIN





Login ID
jhslo0212



Password



LOGIN

SPRING INTO SUCCESS BRUNCH

Team of the year 2020
Sales Retention Team Unit



Login ID
jhslo0212



Password



LOGIN

OUR
TODAY'S
BIRTHDAY
SMILES



360 Degree Profile

CellC

Search by MSISDN / South Africa ID / Account Number...

Lorrencia

Dashboard

Account Management

Customer Profile

Product

Kaya Botha

Active

★★★★★ 4

SA-9008084800089

+27 87 221 1913

Customer Value

Gold

Potential Silver

iPhone XR Details

Cell C Mobile App Send App URL

Last Interaction

10 May 2019

Customer since

19 Feb 2018

Greetings ! How may I help you today?

Account ProfileView All

Current OutstandingView All

System Check

Recent InteractionsView All

Interaction Trend

SubscriptionView All

Current Usage PatternView All

Social Profile

Owner

Mrs. Kaya Botha

Type

Sub

Subscription

Contract

Bank Account

STANDARD

Billing Address

Manhattan 64 Sunninghill,
Sandton, Johannesburg

Email

kaya25@gmail.com

Debit Date

29

Current Outstanding

R1039

Payment due on 30 Apr 2019

Previous Arrears

30

R539

60

R400

90

R0

120

R0

System Check

Account is in Bundle

Line is Active

Account is in Bill Limit

Not eligible for SIM SWOP

Recent Interactions

Bill Limit Increase
10 Apr 2019 less than a minute ago

Bill Dispute | #3729261
25 Mar 2019 2 hours ago

Handset Repair | #7583922
20 Mar 2019 10:20 am

Interaction Trend

WeekMonth6 Month

15

10

05

00

Dec

Jan

Feb

Mar

Apr

Subscription

MSISDN

Deals

Type

Status

Outstanding

Debit Date

Due time

074 412 8923

Contract - MediaPlayer 10...

Master

Active

R650.40

26

2 Months

087 221 1913

Contract - Pinnacle250

Sub

Active

R1039

29

8 Months

There is Fiber connection mapped with your RSA ID! You can link the account with this register mobile number

LINK ACCOUNT

Account

Package

FNO

Status

Monthly

Next Recharge

117853422

VUMA 10mbps

VUMA

Deactive

R699

Overdue

Current Usage Pattern

OfferedUsed

DATA

AIRTIME

SMS

300

200

100

0

Recommended Deals

Whatsapp Bundle

1GB

valid for 30 daysR20

2GB

valid for 30 daysR29

Data Bundle

1500MB

valid for 30 daysR80

4GB

valid for 30 daysR199

FIBRE

VUMA 10mbps available in this location

Get VUMA Fibre

Network coverage

Social Profile

Twitter

Kaya Botha

@Sandton, JH

Experiencing a network outage in my area, need immediate assistance @CellC_support

1734

Tweets

677

Followers

908

Following

Facebook

Kaya Botha

@Sandton, JH

Thank you guys for providing immediate support to my network query, it is solved now #ThankYouCellC #ConnectYourWay @CellC.SouthAfrica

01-360 Degree Profile (Authentication)

CellC

Search by MSISDN / South Africa ID / Account Number.

Llorencia

Dashboard

Account Management

Customer Profile

Product

Kaya Botha
Active
★★★★★ 4

SA-9008084800089
+27 87 221 1913

Customer Value

Customer Potential Gold Silver

iPhone XR Details

Cell C Mobile App Send App URL

Last Interaction
10 May 2019

Customer since
19 Feb 2018

Greetings ! How may I help you today?

Account Profile

OwnerTypeSubscription

Mrs. Kaya BothaSubContract

Billing AddressManhattan 64 Sunninghill,
Sandton, JohannesburgEmailkaya25@gm

Recent Interactions

Bill Limit Increase
10 Apr 2019 less than a minute ago

Bill Dispute | #3729261
25 Mar 2019 2 hours ago

Handset Repair | #7583922
20 Mar 2019 10:20 am

Subscription

MSISDNDealsTypeStatusOutstandingDebit DateDue time

074 412 8923Contract - MediaPlayer 10...MasterActiveR650.40262 Months

087 221 1913Contract - Pinnacle250SubActiveR1039298 Months

There is Fiber connection mapped with your RSA ID! You can link the account with this register mobile numberLINK ACCOUNT

AccountPackageFNOStatusMonthlyNext Recharge

117853422VUMA 10mbpsVUMARed DeactiveR699Overdue

Current Usage Pattern

Recommended Deals

FIBRE

System Check

Social Profile

Authentication

Before we proceed I need to ask you a few questions

What is your home address
63 Sandton

What is your postal code
2198

What is your birthday
21/09/1980

KBSAuthenticate

03-360 Degree Profile (Prepaid)

Lorrenxia ▾

Dashboard

Account Management

Customer Profile

Product

Kaya Botha

● Active

★★★★★ 4

SA-9008084800089

+27 87 221 1913

Customer Value

Customer

Potential

Gold

Silver

Samsung J1

[Details](#)

Cell C Mobile App

[Send App URL](#)

Last Interaction

10 May 2019

Customer since

19 Feb 2018

Greetings ! How may I help you today?

Account Profile

View All

Owner

Mrs. Kaya Botha

Type

Sub

Subscription

Prepaid

Billing Address

Manhattan 64 Sunninghill,
Sandton, Johannesburg

Email

kaya25@gmail.com

Available Balance

View All

R100.20

Last recharge done on 25 Apr with R229

Voice

107 Min
of 200 Min

Data

12.15GB
of 50 GB

SMS

0
of 0 SMS

System Check

✓ Account is in Bundle

✓ Line is Active

✓ Not eligible for SIM SWOP

Subscription

View All

	MSISDN	Deals	Type	Status	Balance	Last Recharge	Expiry
	074 412 8923	Prepaid - ULTRABONUS	Master	● Active	R100.20	R229	20 Jan 2019

Add on Bundles

Whatsapp Bundle 1GB | @R29 (30 days)

Once Off | Expiry 29 May 2019

610 MB

1GB

Current Usage Pattern

Offered

Used

DATA

AIRTIME

SMS

Recommended Deals

Whatsapp Bundle

1GB

valid for 30 days

R20

2GB

valid for 30 days

R29

Data Bundle

1500MB

valid for 30 days

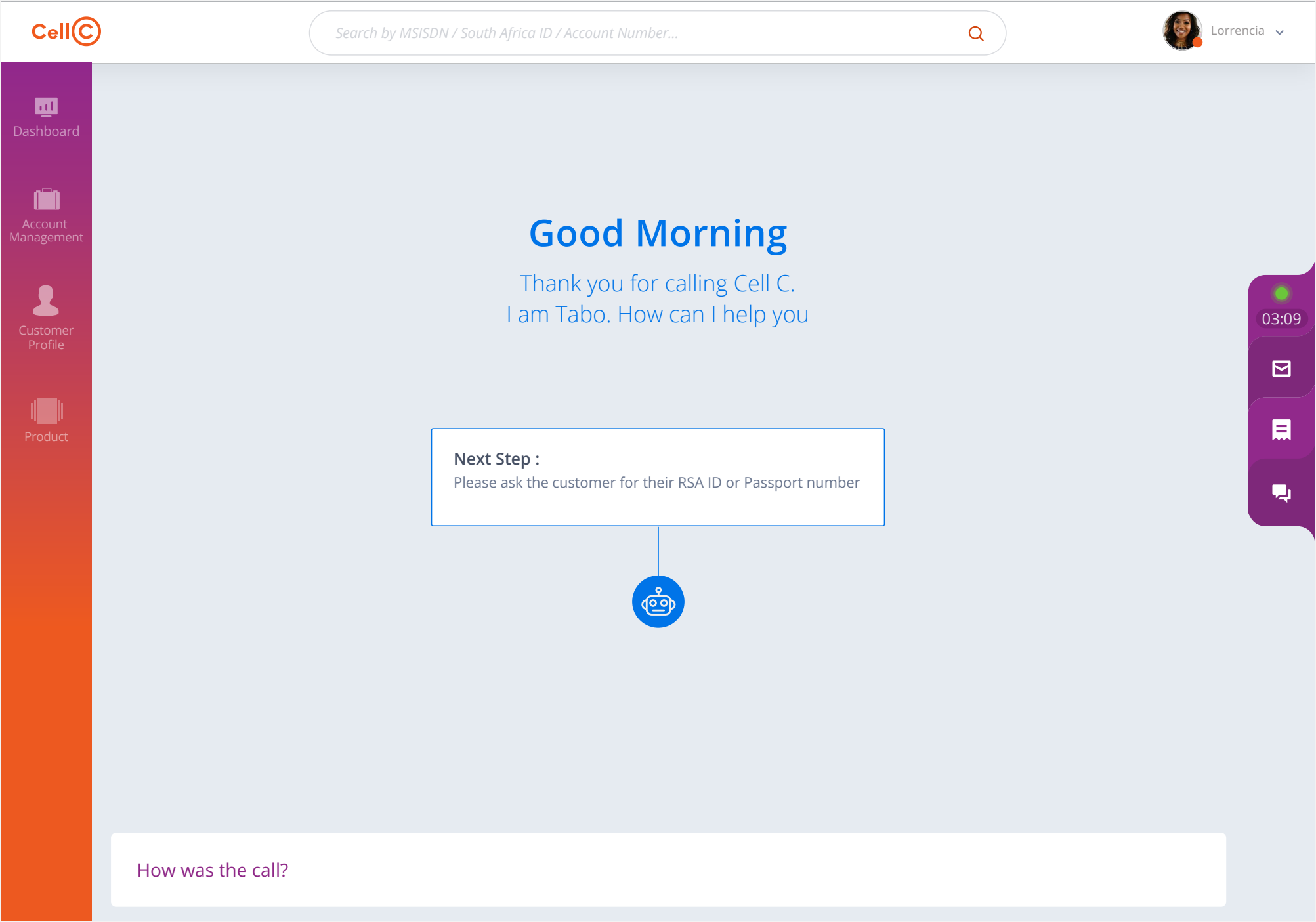
R80

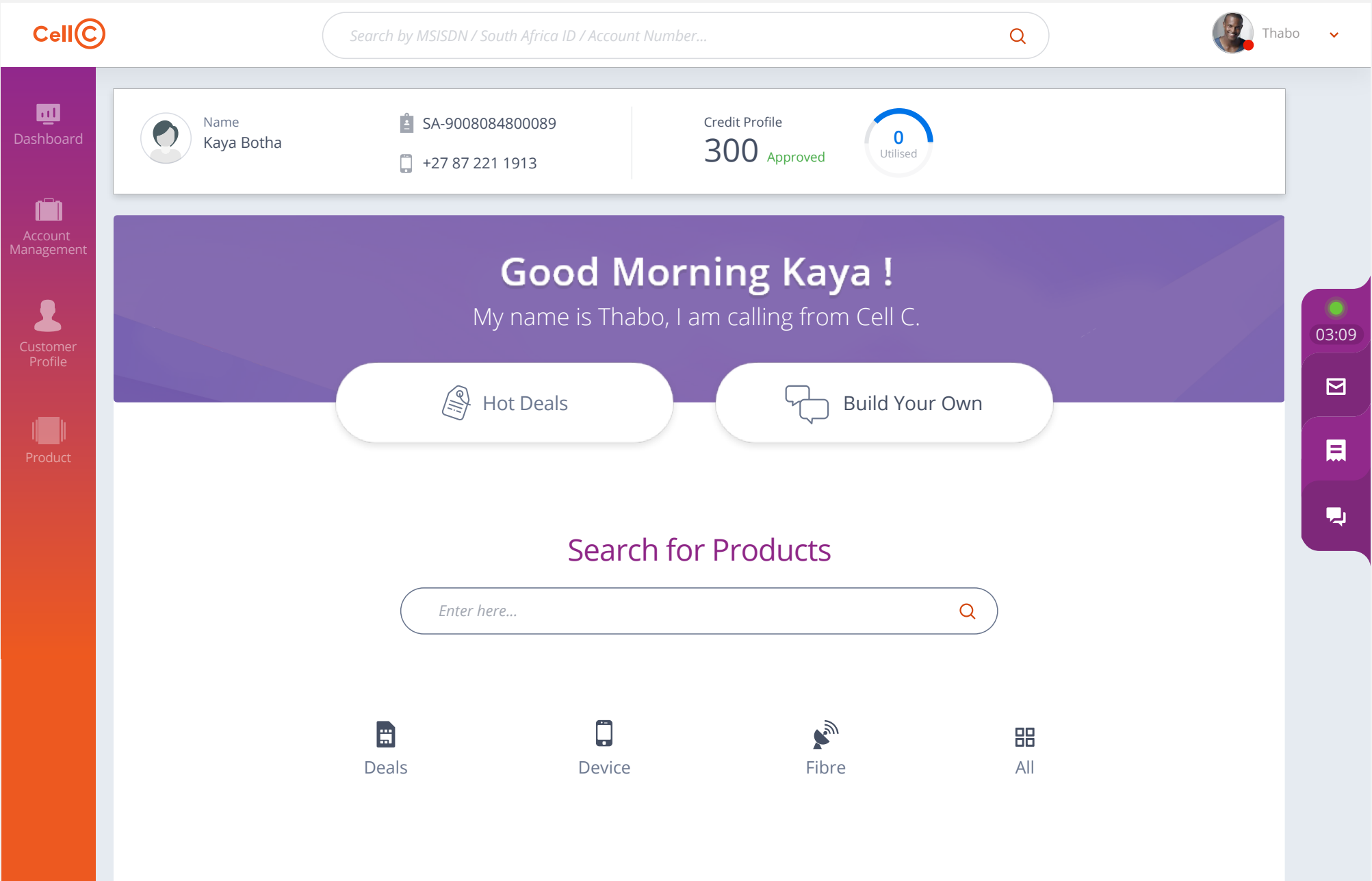
4GB

valid for 30 days

R199

Sales Inbound





CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

Hot Deals

Build Your Own

Search for Products

Samsung|

Deals

Device

Fibre

All

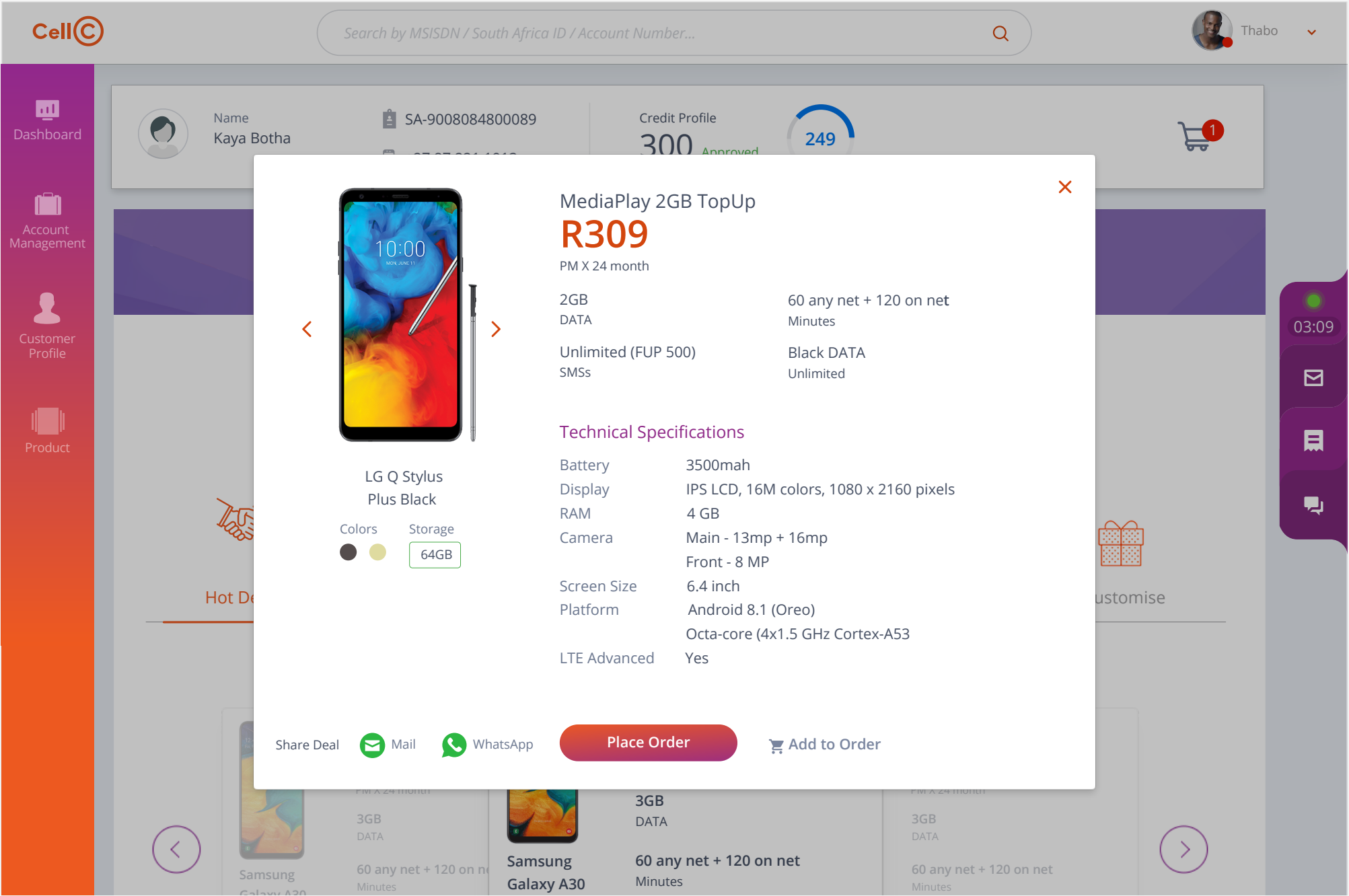
Advanced Filter

Sort by : Price Low to High

Deals	Price	Period	Device	Deal Type	Status
MediaPlay Mobile 1.5 GB	R199	24	LG K11 BLACK 16GB Bundle	Friday Deal	In stock
MediaPlay Mobile 1.5 GB TopUp	R199	24	LG Q7 Bundle	Hero Deal	In stock
MediaPlay Mobile 1.5 GB TopUp	R339	24	LG Q STYLUS PLUS BLACK	Halala	In stock
MediaPlay Mobile 1.5 GB	R269	24	SONY Xperia Xa2 Black 32gb	Friday Deal	Not in Stock Till 12-06-2019
MediaPlay Mobile 1.5 GB TopUp	R209	24	CELL C Empire E8 Blue	Hot Deal	In stock

Showing 1 to 10 of 50 Items

Items per page: 5Jump to: 12...404142



CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

Hot Deals

Build Your Own

Best recommended Deals

for you

Hot Deals

Device Only

SIM

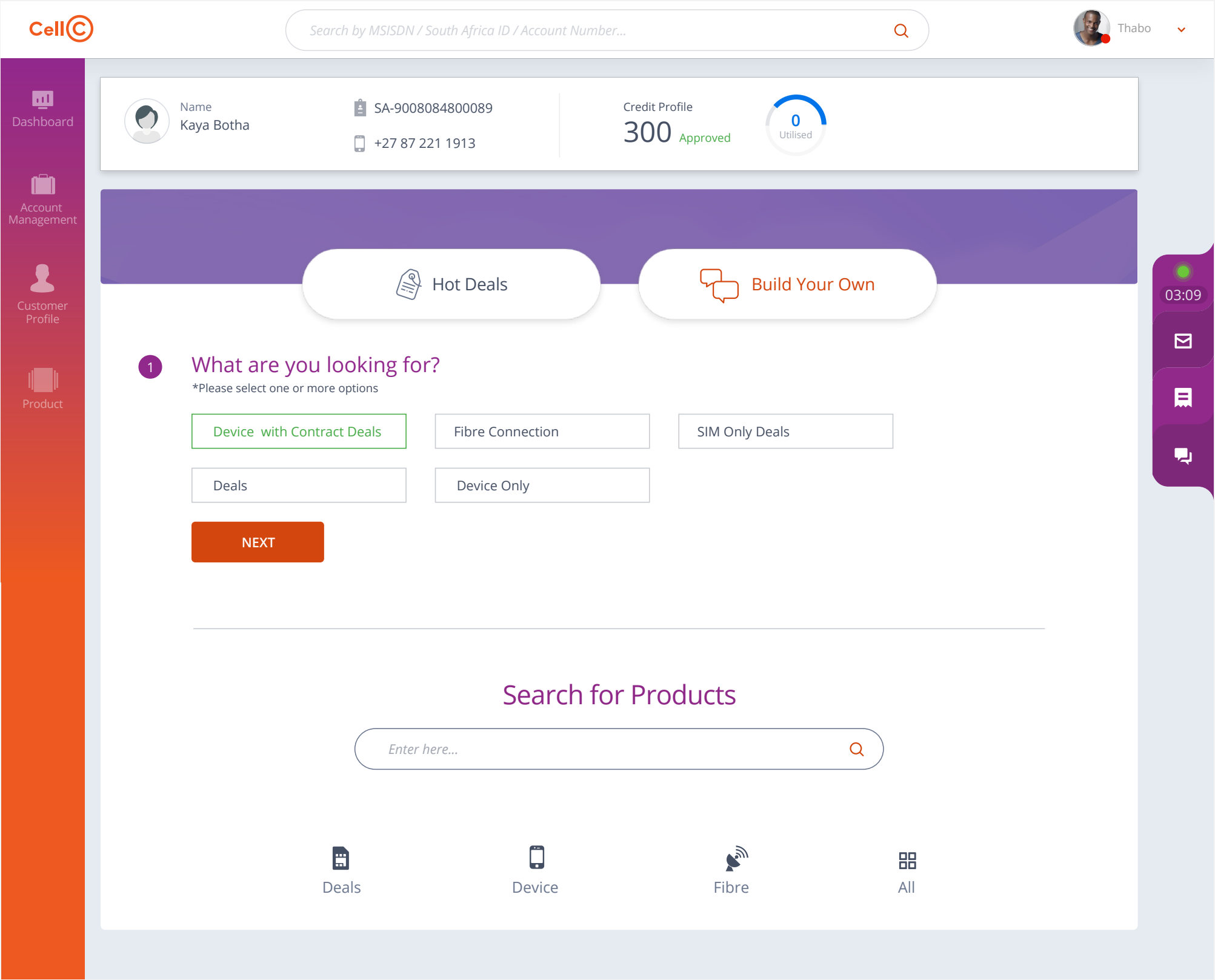
Fibre

Customise

Please check Fibre coverage to proceed

Search Address

03:09



CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

☐

Port this number

Address

Resident Type

Rented

Address

Postal Code

City

☒ Delivery Address

☒ Billing Address

Communication

☒ SMS

☒ Email

☒ Call

☐ Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Port this number

Address

Resident Type

Rented

Address

Postal Code

City

Delivery Address

Billing Address

Communication

SMS

Email

Call

Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Port this number

Address

Resident Type

Rented

Address

Postal Code

City

Delivery Address

Billing Address

Communication

SMS

Email

Call

Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Pro-Rata

R120.00

for this month

Back to Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

☐

Port this number

Address

Resident Type

Rented

Address

Manhattan Sunning Hill, Sandton, Johannesburg

Mansion Avenue, Rivonia, Johannesburg

Mancester Palace, Rivonia, Johannesburg

☒ Delivery Address

☒ Billing Address

Communication

☒ SMS

☒ Email

☒ Call

☐ Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Port this number

Address

Resident Type

Rented

Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg

Postal Code

2191

City

Johannesburg

Delivery Address

Billing Address

Shipment will be delivered between Mon to Fri during official hours, Applicant must be present to perform RICA

Preferred Time

10.00 AM - 02.00 PM

Communication

SMS

Email

Call

Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

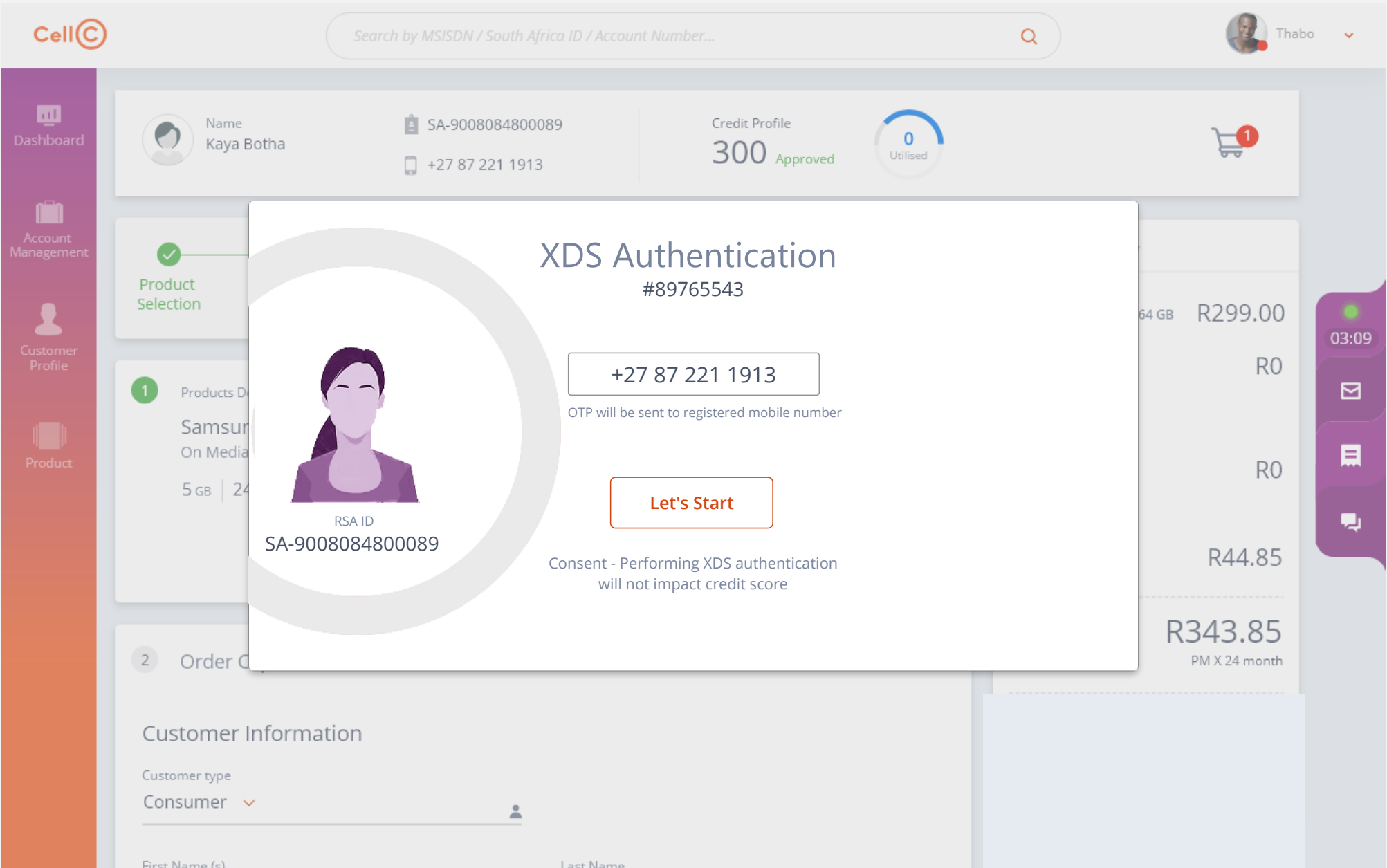
Back to Order

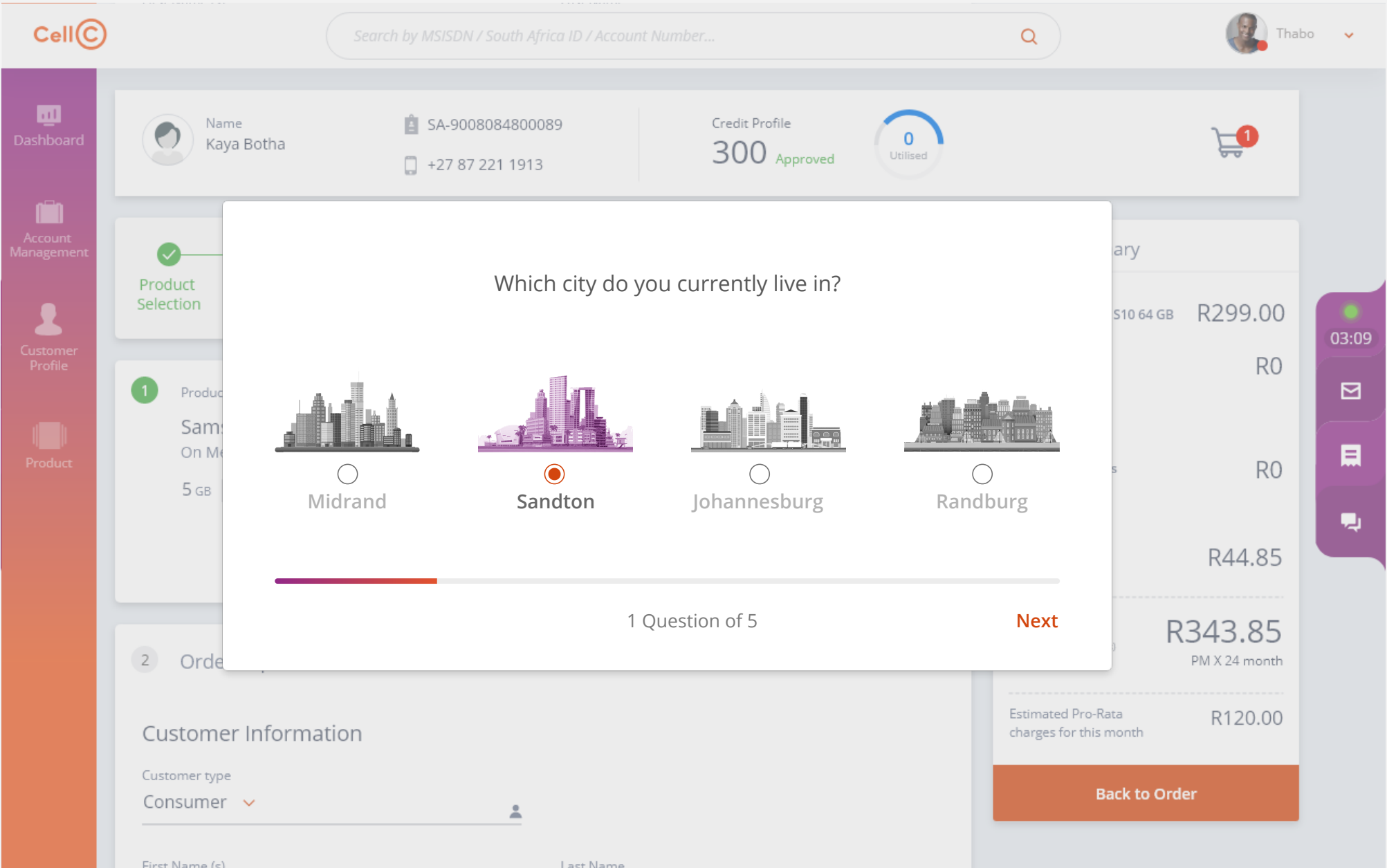
03:09

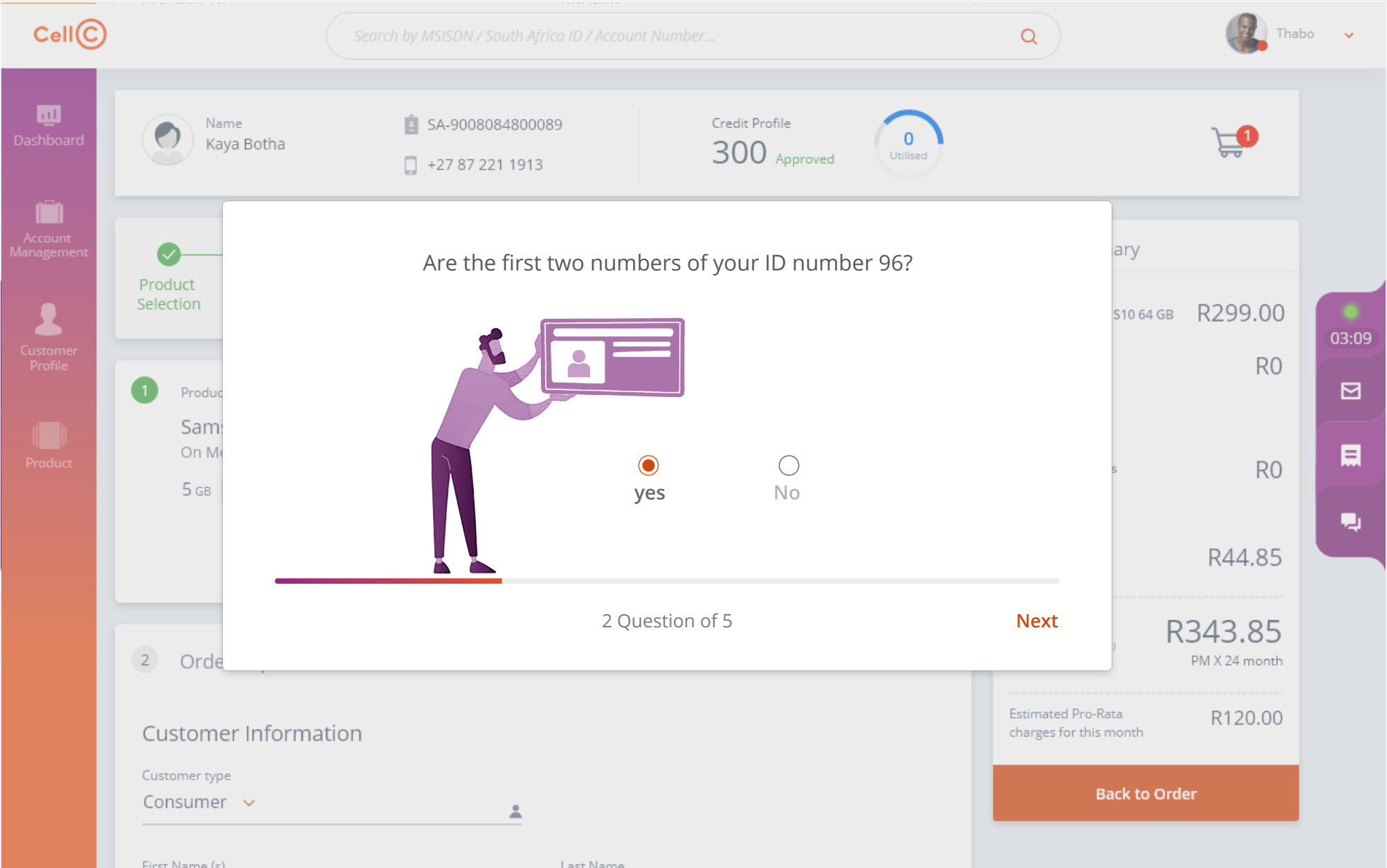
Next Step:

Fibre coverage is available at this address

Guide me through the next steps







CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

Product Selection

1

Product

Sam

On M

5 GB

2

Order

Customer Information

Customer type

Consumer

First Name (s)

Last Name

ary

S10 64 GB

R299.00

R0

R0

R44.85

R343.85

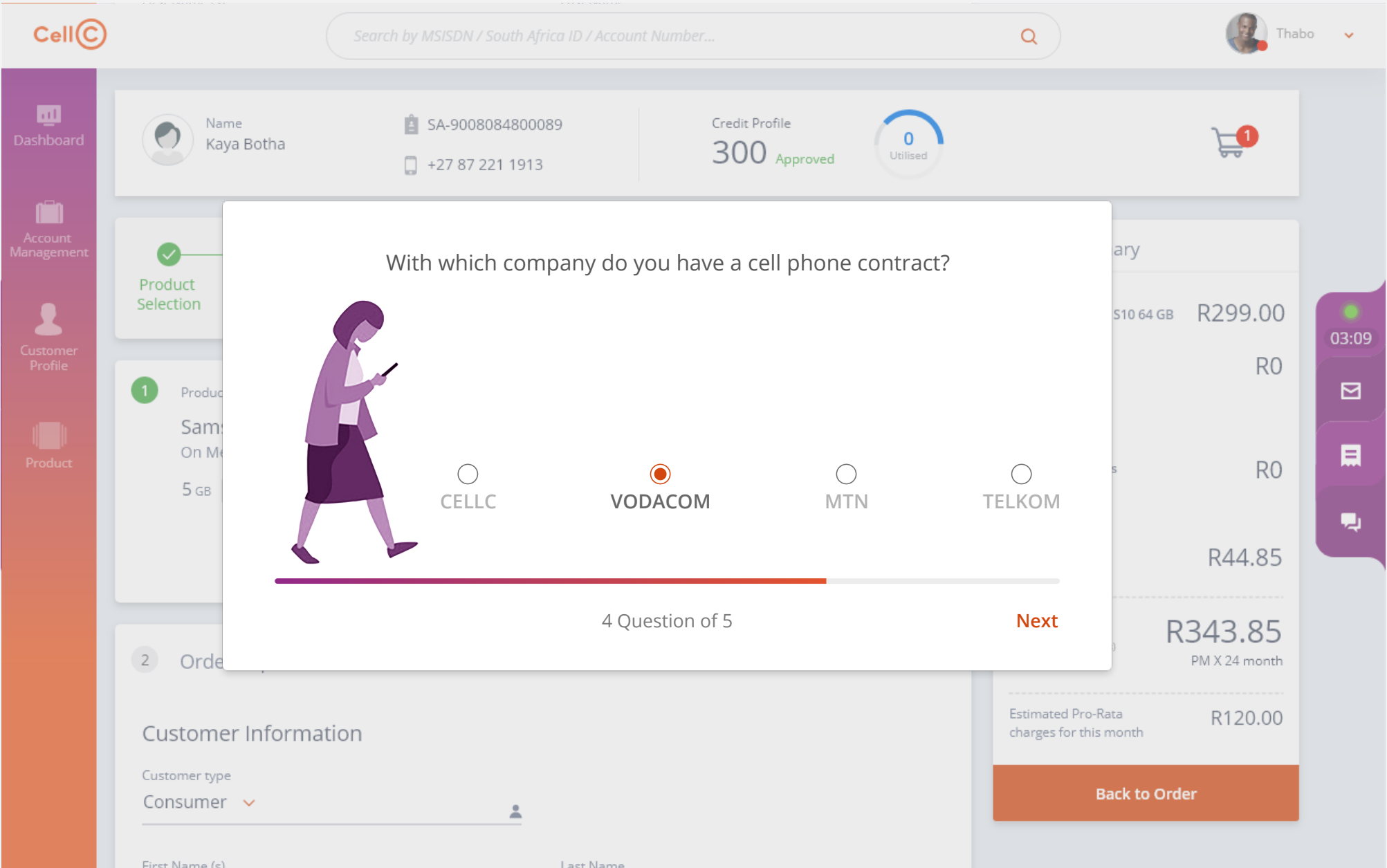
PM X 24 month

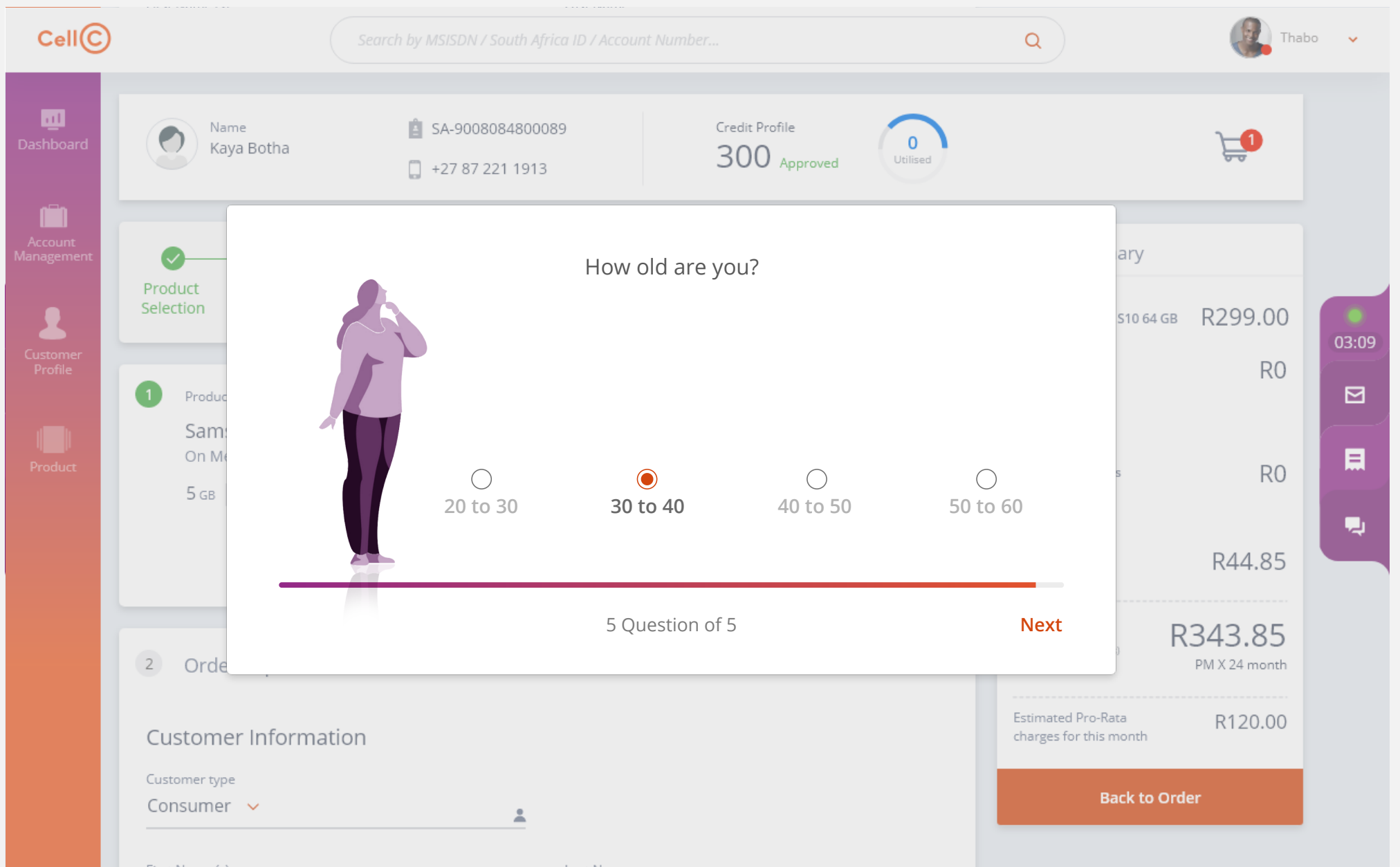
Estimated Pro-Rata charges for this month

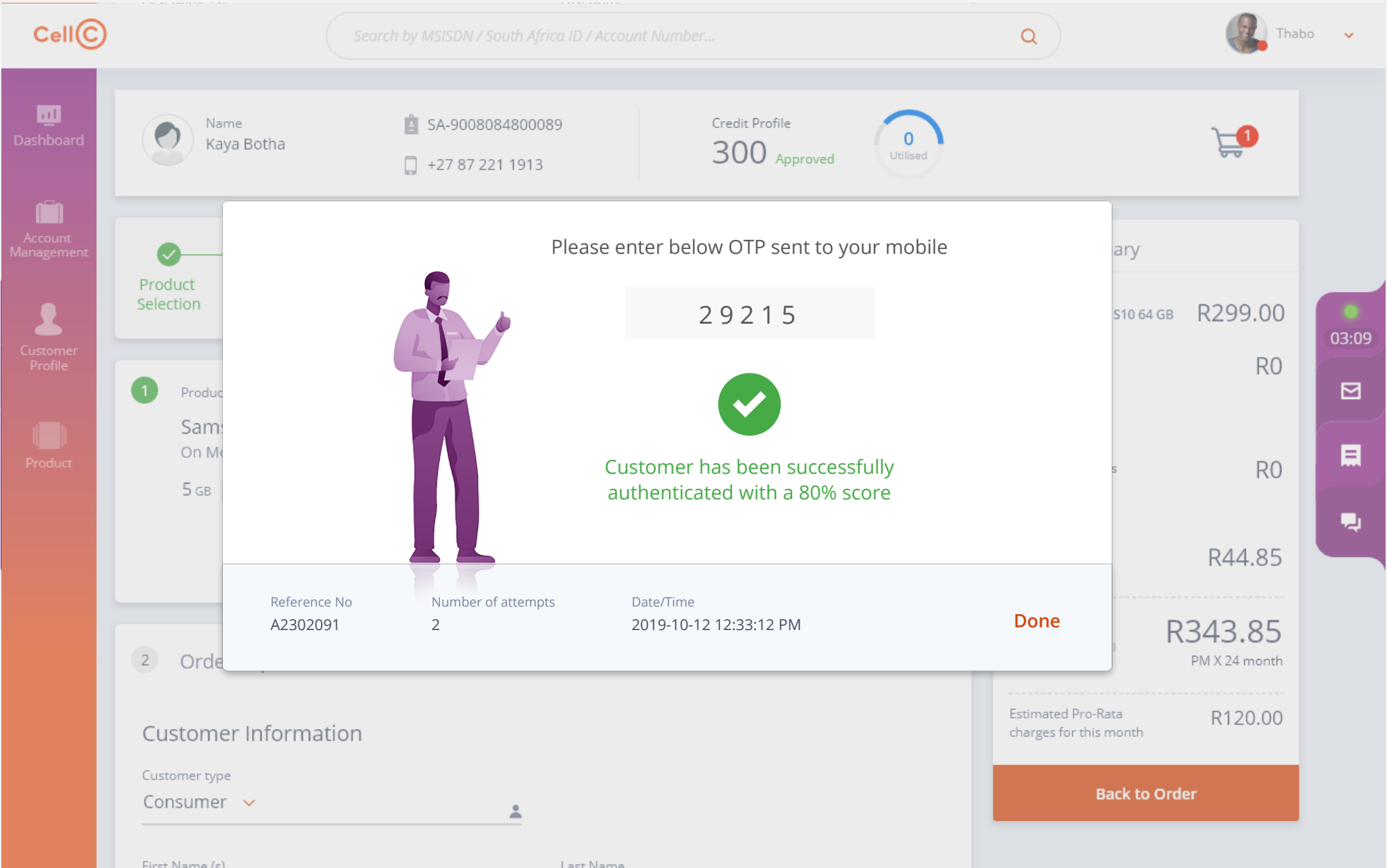
R120.00

Back to Order

03:09







CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

Product Selection

Order Capture

XDS Authentication

Bank AVS

Debit Check

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlay 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Resident Type

Rented

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Validated

Please perform full order vetting

A full credit check will be performed on your order details and give you final confirmation

Perform Full Vetting

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

Screen 29 (Upfront Payment Scenario)

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

✓

Product Selection

✓

Order Capture

✓

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

WhatsApp Bundle

1 GB valid for 30 Days

Csurance

All Risk Cover - Theft, Accidental Damage & Accidental Loss

Accessories

Samsung Galaxy S10 Case, Galaxy S10 Case, MAIKEZI

2

Order Capture

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Validated

Debit Date

25

Please perform full order vetting

A full credit check will be performed on your order details and give you final confirmation

Full Vett

Credit Referral!

You have been referred to credit vetting for this deal with a revolving credit score of R300

Current Score

300

Updated Score

300

Credit Relief options

Payable Amount

R1200.00

Send Payment URL

*Payment link will be sent to customer email address lbo**@gmail.com, link will be de-activated within 24 hour.

Credit Referral

300

Referral

#8596738626

*We might require additional supporting documents. Document upload link will be sent to customer email address lbo**@gmail.com.

☒ EMAIL

☐ SMS

☒ Bank Statement

☐ Salary slip

☐ Proof of Residence

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

✓

Product Selection

✓

Order Capture

✓

XDS Authentication

✓

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Credit Score

300

✓

AVS Confirmed

Edit

4

Submission

Order Reference No.

#12348996789

Expected Delivery Date

22nd Oct 2019

Shipment will be sent to

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Contact Person

Kaya Botha

+27 87 221 1913

kaya25@gmail.com

Order Details

DebiCheck

DebiCheck authentication is required for debit order details to be successfully captured

Perform DebiCheck

Terms and Conditions

Terms and Conditions have to be accepted in order to proceed further

✓

Send via Email

Send via SMS

Send to IVR

Send

DONE

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

✓

Product Selection

✓

Order Capture

✓

XDS Authentication

✓

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Resident Type

Rented

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Detail Address

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Credit Score

300

✓

AVS Confirmed

Edit

4

Submission

Order Reference No.

#12348996789

Expected Delivery Date

22nd Oct 2019

Shipment will be sent to

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Contact Person

Kaya Botha

+27 87 221 1913

kaya25@gmail.com

Order Details

DebiCheck

DebiCheck authentication is required for debit order details to be successfully captured

✓

Done

Terms and Conditions

Terms and Conditions have to be accepted in order to proceed further

✓

Send via Email

Send via SMS

Send to IVR

Send

DONE

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

✓

Product Selection

✓

Order Capture

✓

XDS Authentication

✓

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Credit Score

300

✓

AVS Confirmed

Edit

4

Submission

Order Reference No.

#12248006780

DebiCheck

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐

Csurance

R0

☐

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

How was the call?

Sales Done

Interested

Not interested

☒ Reason Code 1

☐ Follow up

☐ Reason Code 3

☐ Reason Code 4

Follow-up Calls

Follow up

25-07-2019

Time

8.00 PM to 4.00 PM

☒ Customer survey

Rate the customer

★

★

★

★

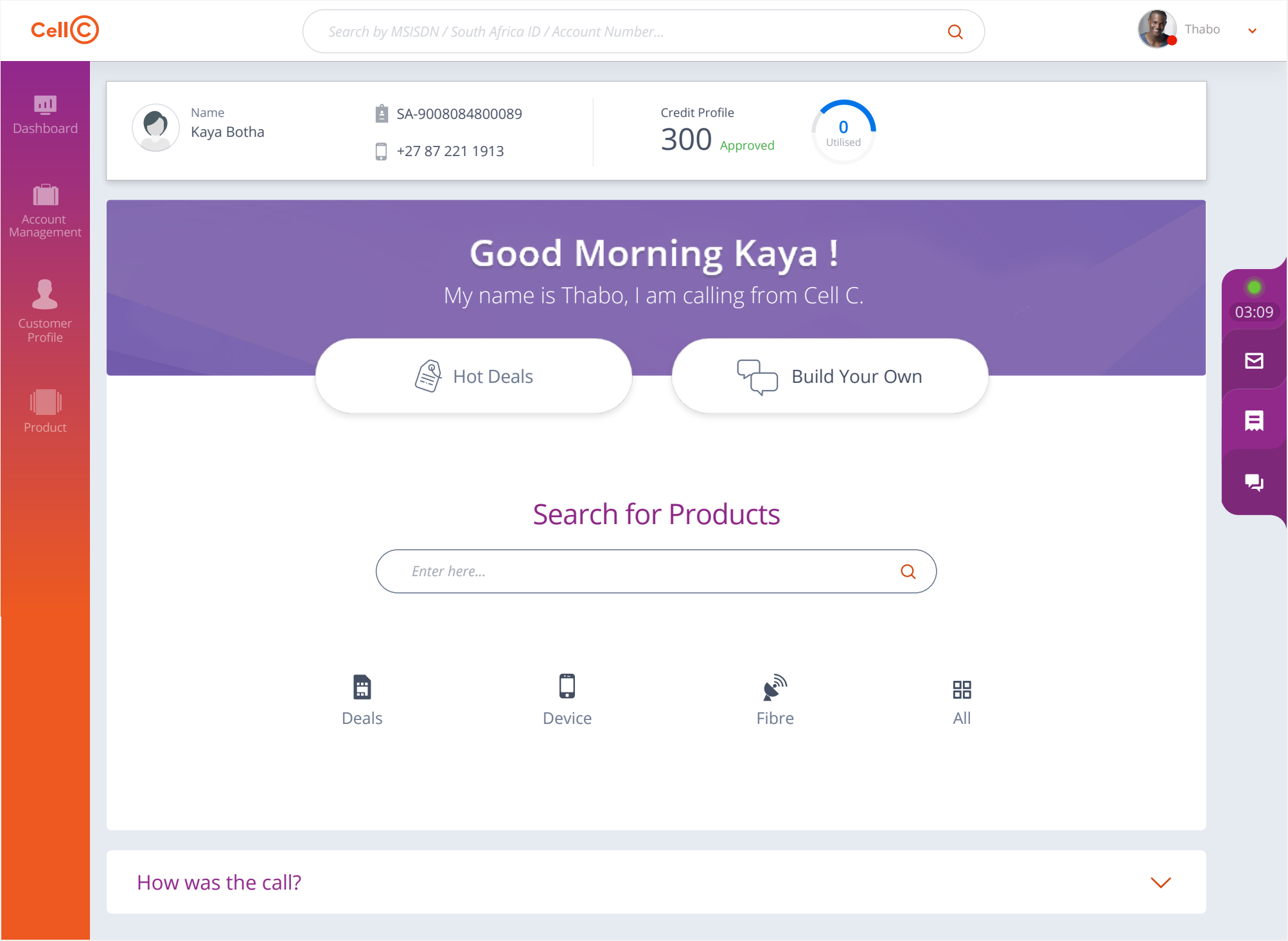
★

Comments if any...

200 words

Submit

Sales Outbound



CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

Hot Deals

Build Your Own

Search for Products

Samsung

Deals

Device

Fibre

All

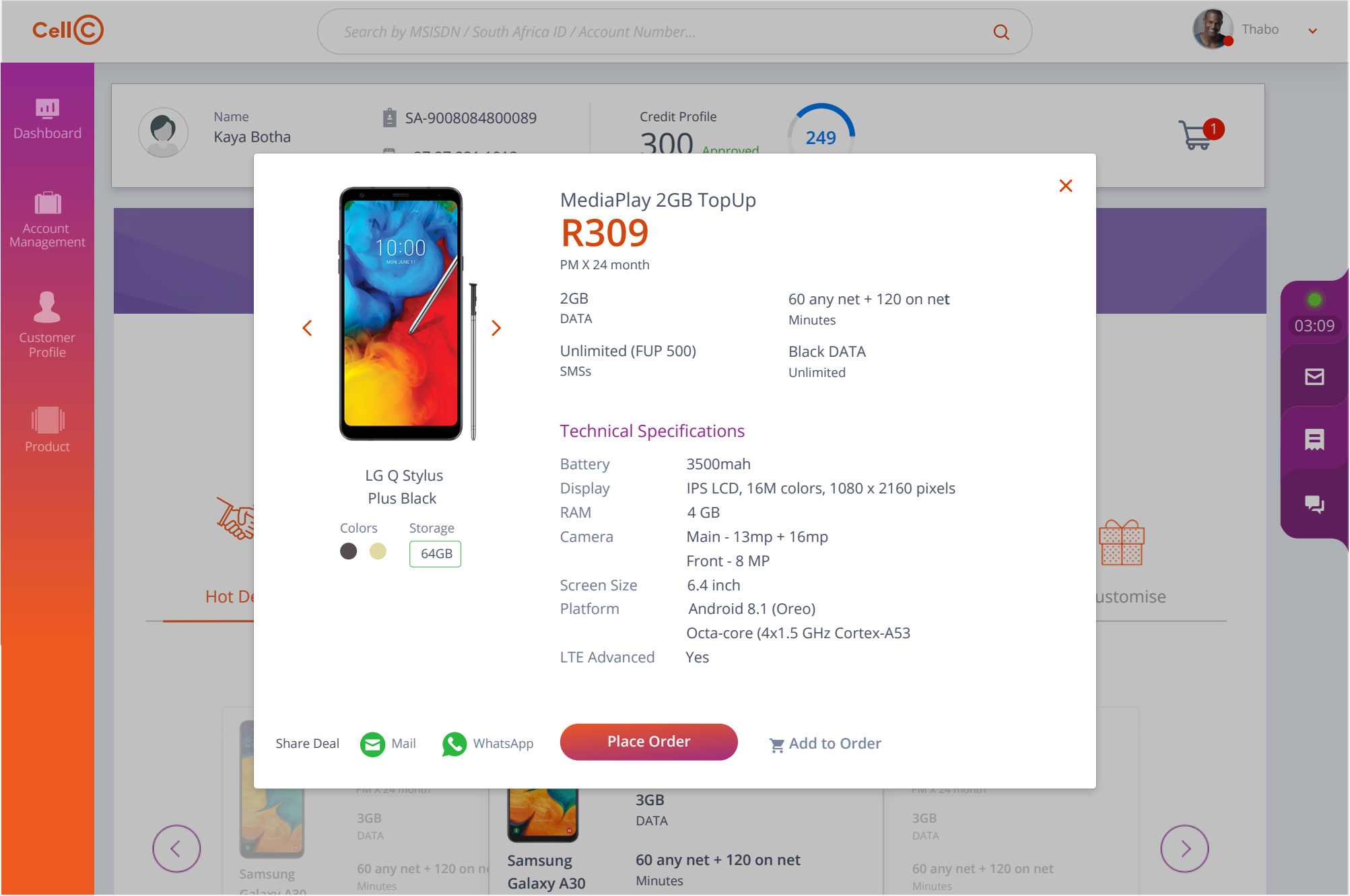
Advanced Filter

Sort by : Price Low to High

Deals	Price	Period	Device	Deal Type	Status
MediaPlay Mobile 1.5 GB	R199	24	LG K11 BLACK 16GB Bundle	Friday Deal	In stock
MediaPlay Mobile 1.5 GB TopUp	R199	24	LG Q7 Bundle	Hero Deal	In stock
MediaPlay Mobile 1.5 GB TopUp	R339	24	LG Q STYLUS PLUS BLACK	Halala	In stock
MediaPlay Mobile 1.5 GB	R269	24	SONY Xperia Xa2 Black 32gb	Friday Deal	Not in Stock Till 12-06-2019
MediaPlay Mobile 1.5 GB TopUp	R209	24	CELL C Empire E8 Blue	Hot Deal	In stock

03:09

All



CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

Hot Deals

Build Your Own

Best recommended Deals

for you

Hot Deals

Device Only

SIM

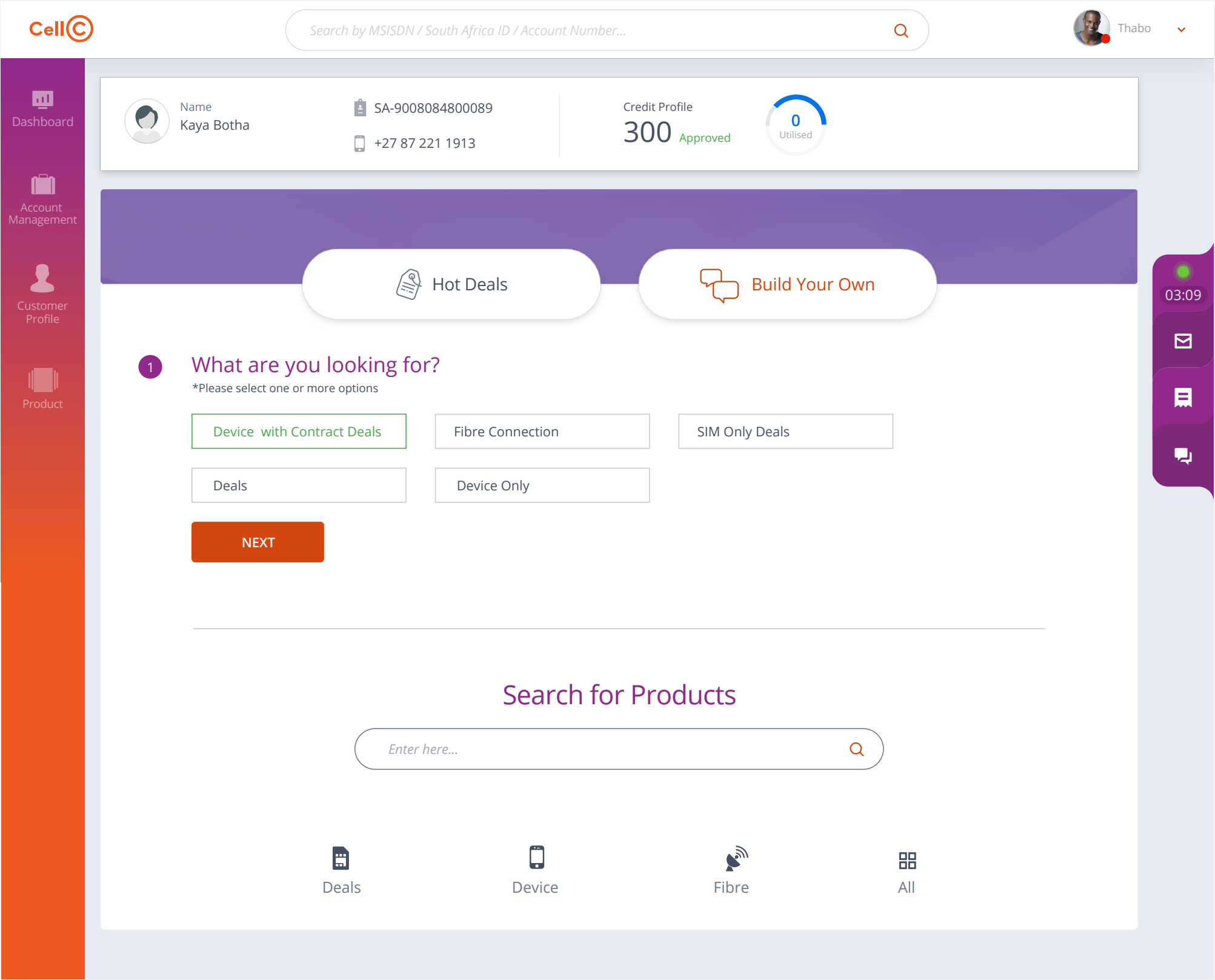
Fibre

Customise

Please check Fibre coverage to proceed

Search Address

03:09



0
Utilised

Build Your Own

☐ No

All

CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

Hot Deals

Build Your Own

1

What are you looking for?

*Please select one or more options

Device with Contract Deals

2

Do you have any specific Requirements?

*Please select appropriate options

DEVICE BRAND

Yes

No

Cell C

Apple

Samsung

LG

Huawei

DATA

3 GB

0200 GB

MINUTES

300 Min

01000 MN

SMS

Yes

No

NEXT

Search for Products

Enter here...

Deals

Device

Fibre

All

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

☐

Port this number

Address

Resident Type

Rented

Address

Postal Code

City

☒ Delivery Address

☒ Billing Address

Communication

☒ SMS

☒ Email

☒ Call

☐ Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Port this number

Address

Resident Type

Rented

Address

Postal Code

City

Delivery Address

Billing Address

Communication

SMS

Email

Call

Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

Estimated Pro-Rata charges for this month

R120.00

Back to Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Port this number

Address

Resident Type

Rented

Address

Postal Code

City

Delivery Address

Billing Address

Communication

SMS

Email

Call

Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Pro-Rata

R120.00

for this month

Back to Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

☐

Port this number

Address

Resident Type

Rented

Address

Manhattan Sunning Hill, Sandton, Johannesburg

Mansion Avenue, Rivonia, Johannesburg

Mancester Palace, Rivonia, Johannesburg

☒ Delivery Address

☒ Billing Address

Communication

☒ SMS

☒ Email

☒ Call

☐ Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer Information

Customer type

Consumer

First Name (s)

Kaya

Last Name

Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

☐

Port this number

Address

Resident Type

Rented

Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg

Postal Code

2191

City

Johannesburg

☒ Delivery Address

☒ Billing Address

Shipment

will be delivered between Mon to Fri during official hours, Applicant must be present to perform RICA

Preferred Time

10.00 AM - 02.00 PM

Communication

☒ SMS

☒ Email

☒ Call

☐ Do Not Disturb

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

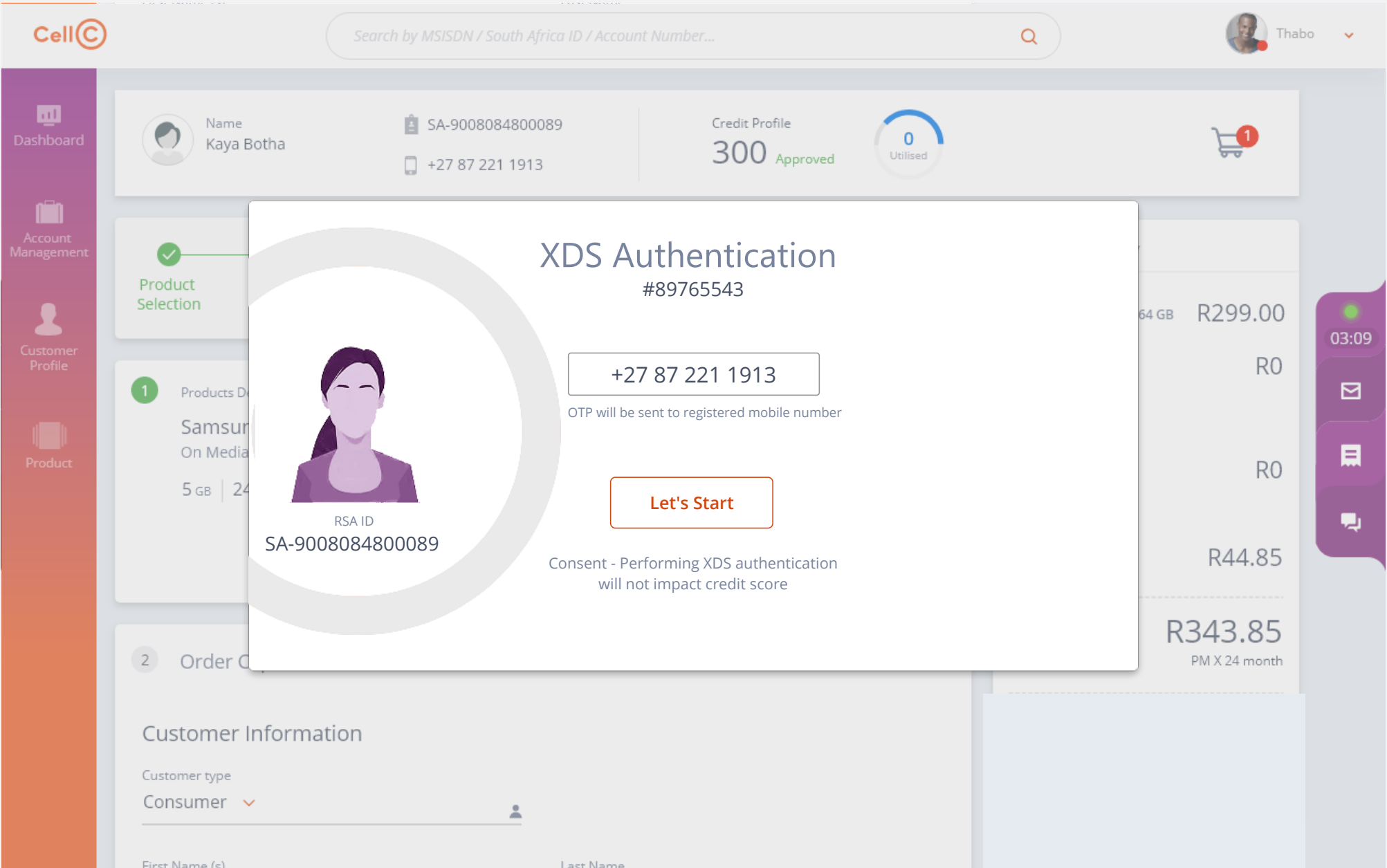
PM X 24 month

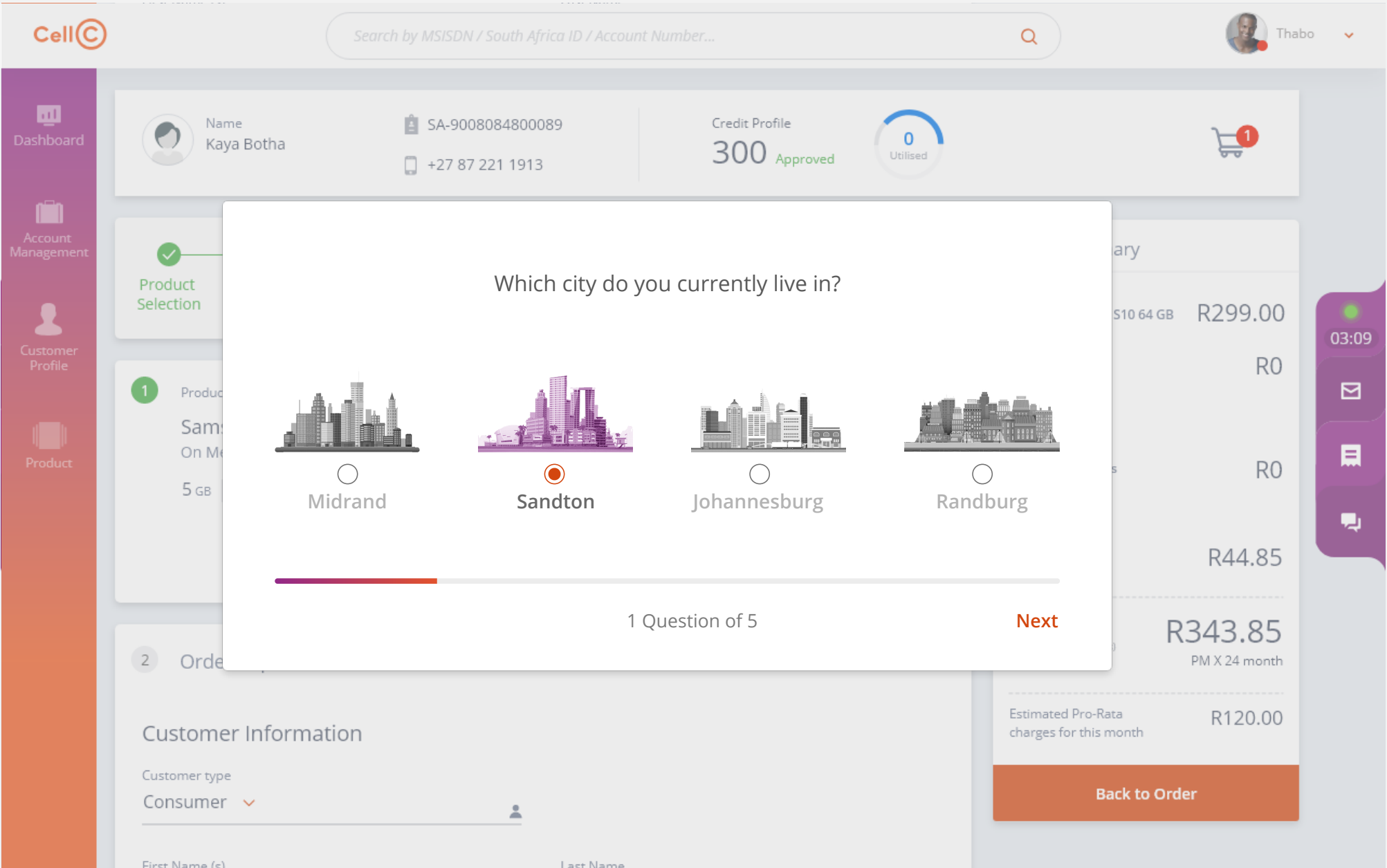
Estimated Pro-Rata charges for this month

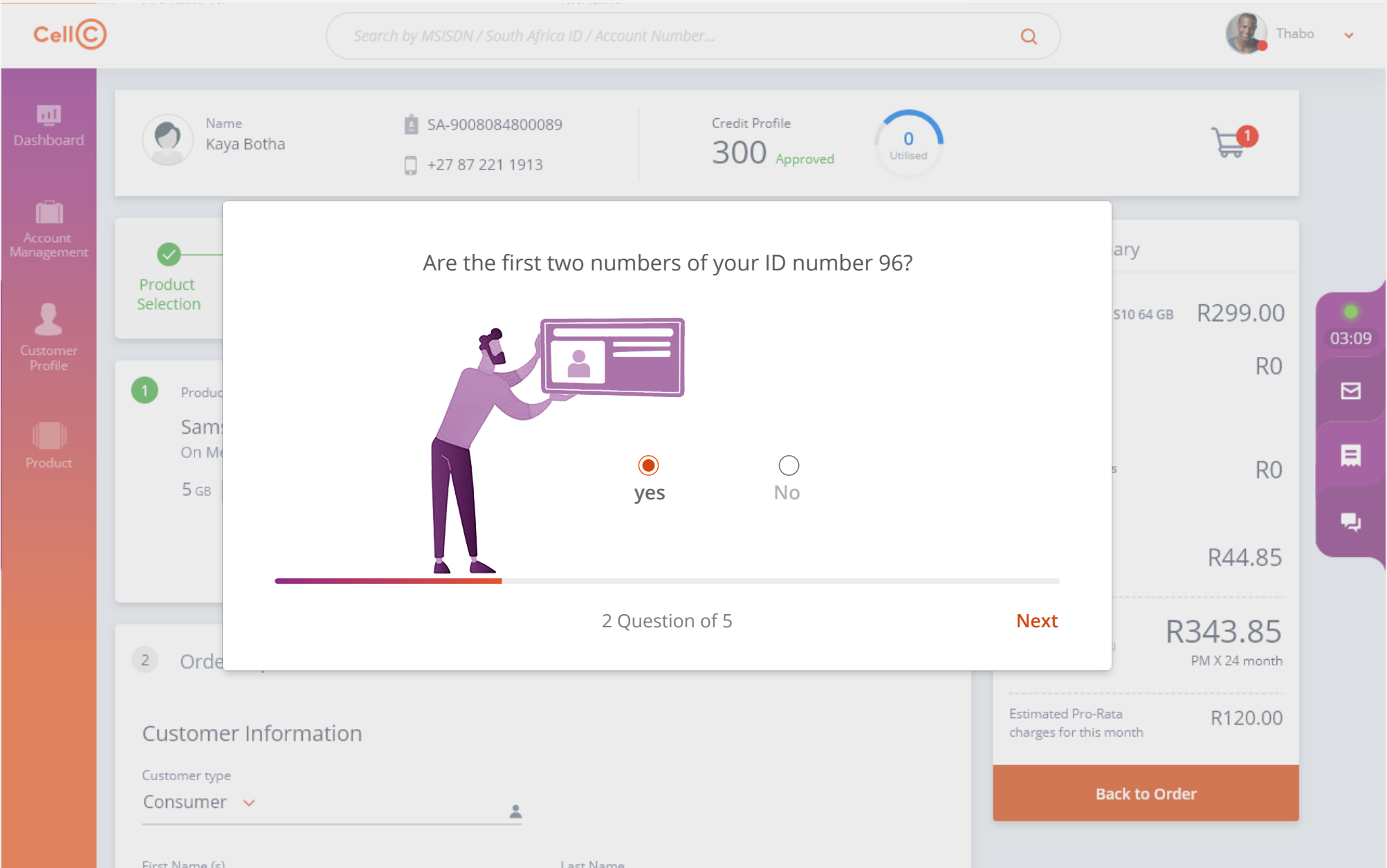
R120.00

Back to Order

03:09







CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

Product Selection

1

Product

Sam

On M

5 GB

2

Order

Customer Information

Customer type

Consumer

First Name (s)

Last Name

ary

S10 64 GB

R299.00

R0

R0

R44.85

R343.85

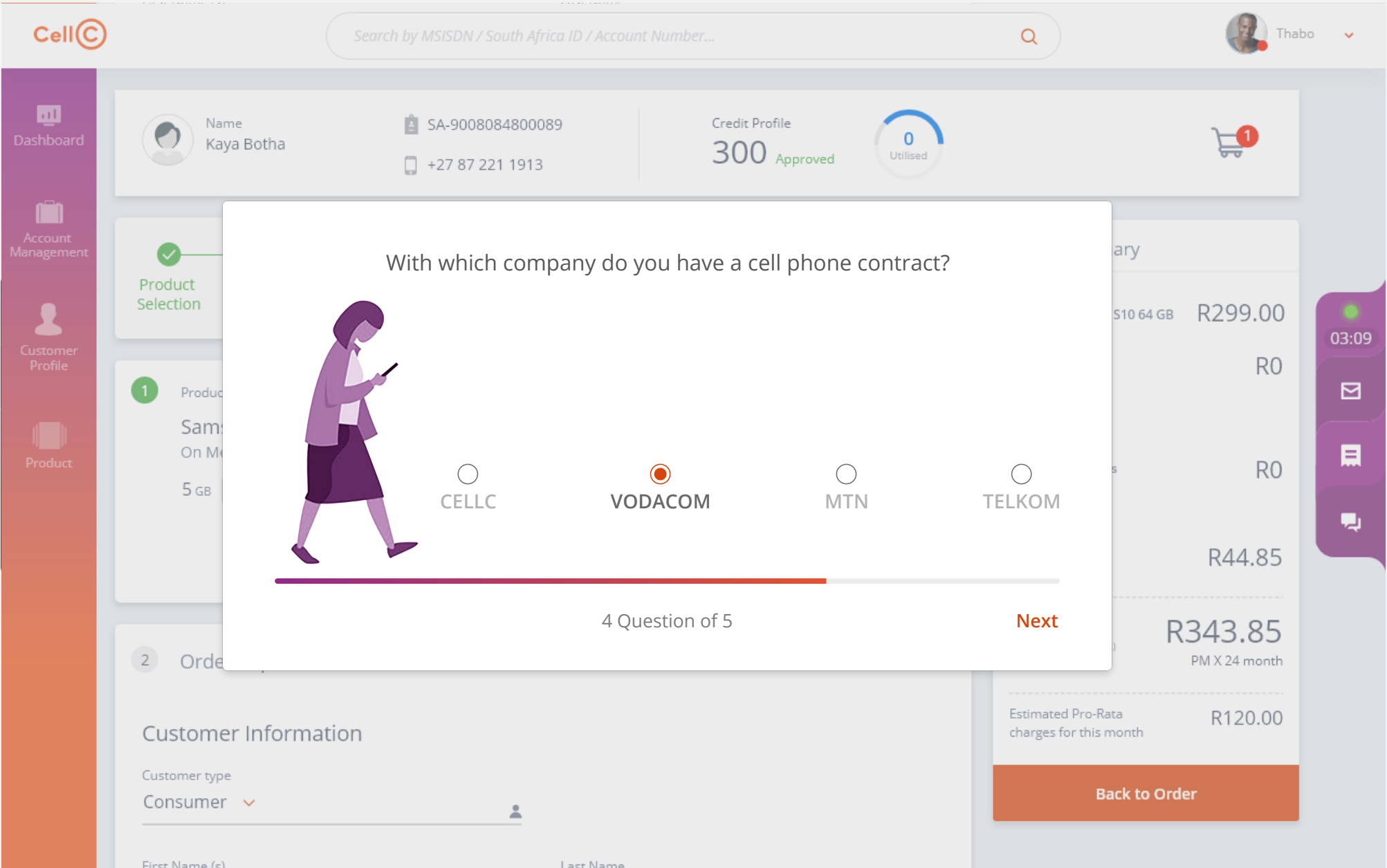
PM X 24 month

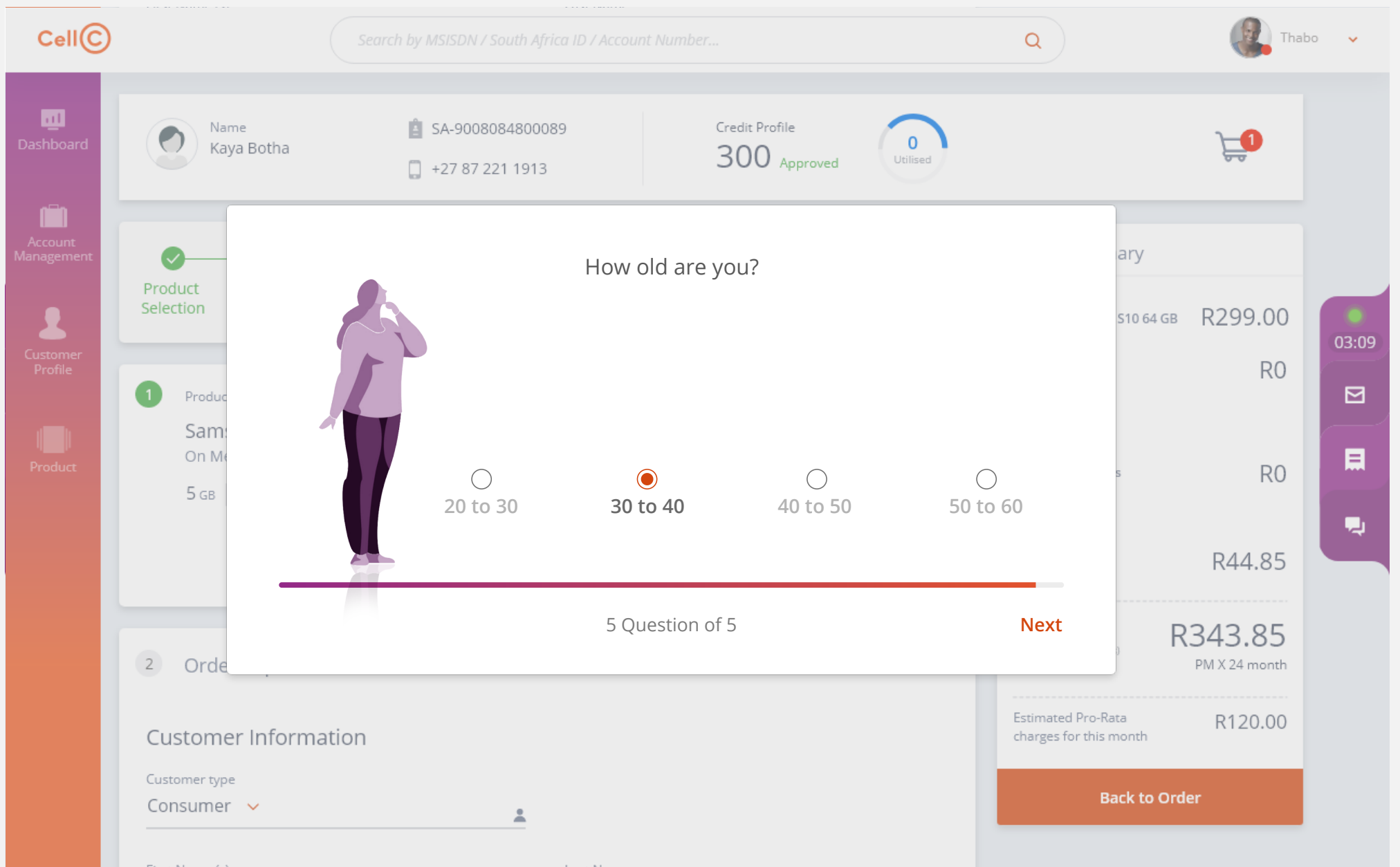
Estimated Pro-Rata charges for this month

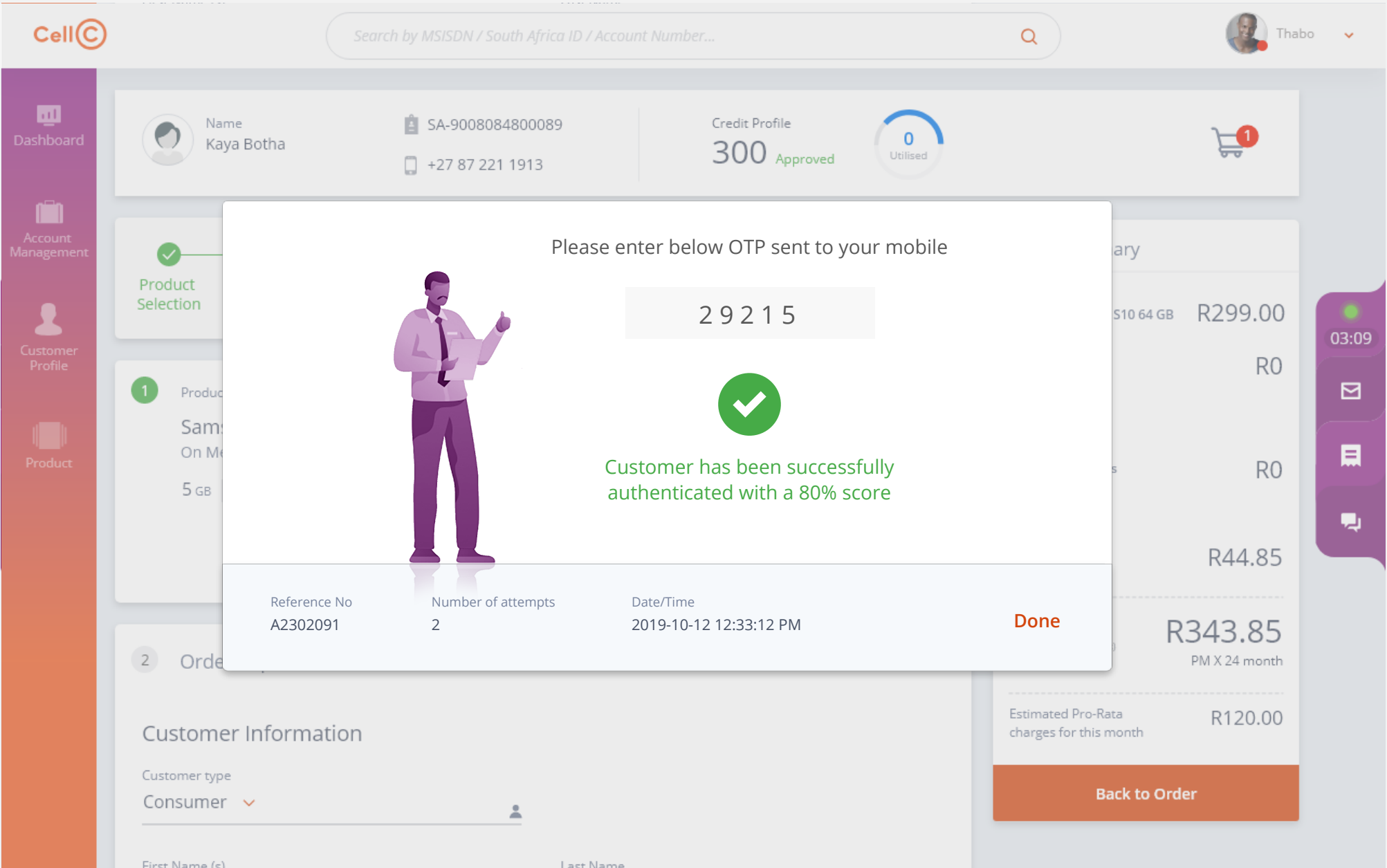
R120.00

Back to Order

03:09







CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Resident Type

Rented

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Detail Address

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Address

Sandton

Debit Date

25

Account Number

8w3q019 0123

Please enter valid account number

Branch Code

12234

Validate

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

(Incl. all service charges)

R343.85

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

Product Selection

Order Capture

XDS Authentication

Bank AVS

Debit Check

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlay 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Resident Type

Rented

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Validated

Please perform full order vetting

A full credit check will be performed on your order details and give you final confirmation

Perform Full Vetting

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number

Thabo

Dashboard

Account Management

Customer Profile

Product

Name
Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

✓
Product Selection

✓
Order Capture

✓
XDS Authentication

4
Bank AVS

5
Debit Check

6
Terms & Conditions

1 Products Details

Samsung Galaxy S10 | Black 64 GB
On MediaPlay 5GB TopUp
5 GB | 240 MIN | Unlimited SMS | 24 Month

R299
PM X 24 month

Edit

2 Order Capture

Customer type
Consumer

Resident Type
Rented

Name
Kaya Botha

Email
kaya25@gmail.com

Mobile Number
+27 87 221 1913

Detail Address
64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

3 Payment Information

Bank
Standard Bank

Account Number
8019 0123

Address
Sandton

Branch Code
12234

Debit Date
25

Validated

Please perform full order vetting
A full credit check will be performed on your order details and give you final confirmation

Full Vett

Congratulations!
You have been approved for this deal with a revolving credit score of R600

Current Score
300

Updated Score
400

NEXT

Order Summary

Samsung Galaxy S10 64 GB
R299.00

☐

Csurance
R0

☐

Accessories
R0

VAT Service
R44.85

Sub Total
(Incl. all service charges)
R343.85
PM X 24 month

Estimated Pro-Rata
charges for this month
R120.00

Back to Order

Save Draft

Cancel Order

03:09

Screen 29 (Upfront Payment Scenario)

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

1

Product Selection

2

Order Capture

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

WhatsApp Bundle

1 GB valid for 30 Days

Csurance

All Risk Cover - Theft, Accidental Damage & Accidental Loss

Accessories

Samsung Galaxy S10 Case, Galaxy S10 Case, MAIKEZI

Edit

2

Order Capture

Customer type

Consumer

Resident Type

Rented

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Validated

Debit Date

25

Please perform full order vetting

A full credit check will be performed on your order details and give you final confirmation

Full Vett

Credit Referral!

You have been referred to credit vetting for this deal with a revolving credit score of R300

Current Score

300

Updated Score

300

Credit Relief options

Payable Amount

R1200.00

[Send Payment URL](#)

*Payment link will be sent to customer email address lbo**@gmail.com, link will be de-activated within 24 hour.

Credit Referral

300

[Referral](#)

#8596738626

*We might require additional supporting documents. Document upload link will be sent to customer email address lbo**@gmail.com.

☒ EMAIL

☐ SMS

☒ Bank Statement

☐ Salary slip

☐ Proof of Residence

NEXT

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

Product Selection

Order Capture

XDS Authentication

Bank AVS

Debit Check

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Resident Type

Rented

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Credit Score

300

AVS Confirmed

Edit

4

Submission

Order Reference No.

#12348996789

Expected Delivery Date

22nd Oct 2019

Shipment will be sent to

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Contact Person

Kaya Botha

+27 87 221 1913

kaya25@gmail.com

Order Details

DebiCheck

DebiCheck authentication is required for debit order details to be successfully captured

Perform DebiCheck

Terms and Conditions

Terms and Conditions have to be accepted in order to proceed further

Send via Email

Send via SMS

Send to IVR

Send

DONE

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

Product Selection

Order Capture

XDS Authentication

Bank AVS

Debit Check

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlayer 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Resident Type

Rented

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Credit Score

300

AVS Confirmed

Edit

4

Submission

Order Reference No.

#12348996789

Expected Delivery Date

22nd Oct 2019

Shipment will be sent to

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Contact Person

Kaya Botha

+27 87 221 1913

kaya25@gmail.com

Order Details

DebiCheck

DebiCheck authentication is required for debit order details to be successfully captured

Done

Terms and Conditions

Terms and Conditions have to be accepted in order to proceed further

Send via Email

Send via SMS

Send to IVR

Send

DONE

Order Summary

Samsung Galaxy S10 64 GB

R299.00

Csurance

R0

Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

03:09

CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

0

Utilised

1

Product Selection

Order Capture

XDS Authentication

Bank AVS

Debit Check

Terms & Conditions

1

Products Details

Samsung Galaxy S10 | Black 64 GB

On MediaPlay 5GB TopUp

5 GB | 240 MIN | Unlimited SMS | 24 Month

R299

PM X 24 month

Edit

2

Order Capture

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Credit Score

300

AVS Confirmed

Edit

4

Submission

Order Reference No.

#12248006780

DebiCheck

Order Summary

Samsung Galaxy S10 64 GB

R299.00

☐ Csurance

R0

☐ Accessories

R0

VAT Service

R44.85

Sub Total

R343.85

(Incl. all service charges)

PM X 24 month

Estimated Pro-Rata charges for this month

R120.00

Back to Order

Save Draft

Cancel Order

How was the call?

Sales Done

Interested

Not interested

☒ Reason Code 1

☐ Follow up

☐ Reason Code 3

☐ Reason Code 4

Follow-up Calls

Follow up

25-07-2019

Time

8.00 PM to 4.00 PM

Customer survey

Rate the customer

★ ★ ★ ★ ★

Comments if any...

200 words

Submit

Sales Store

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Cell C Store

Mall of Africa

Hot Deals

Build Your Own

Search for Products

Samsung|

Q

Deals

Device

Fibre

All

Advanced Filter

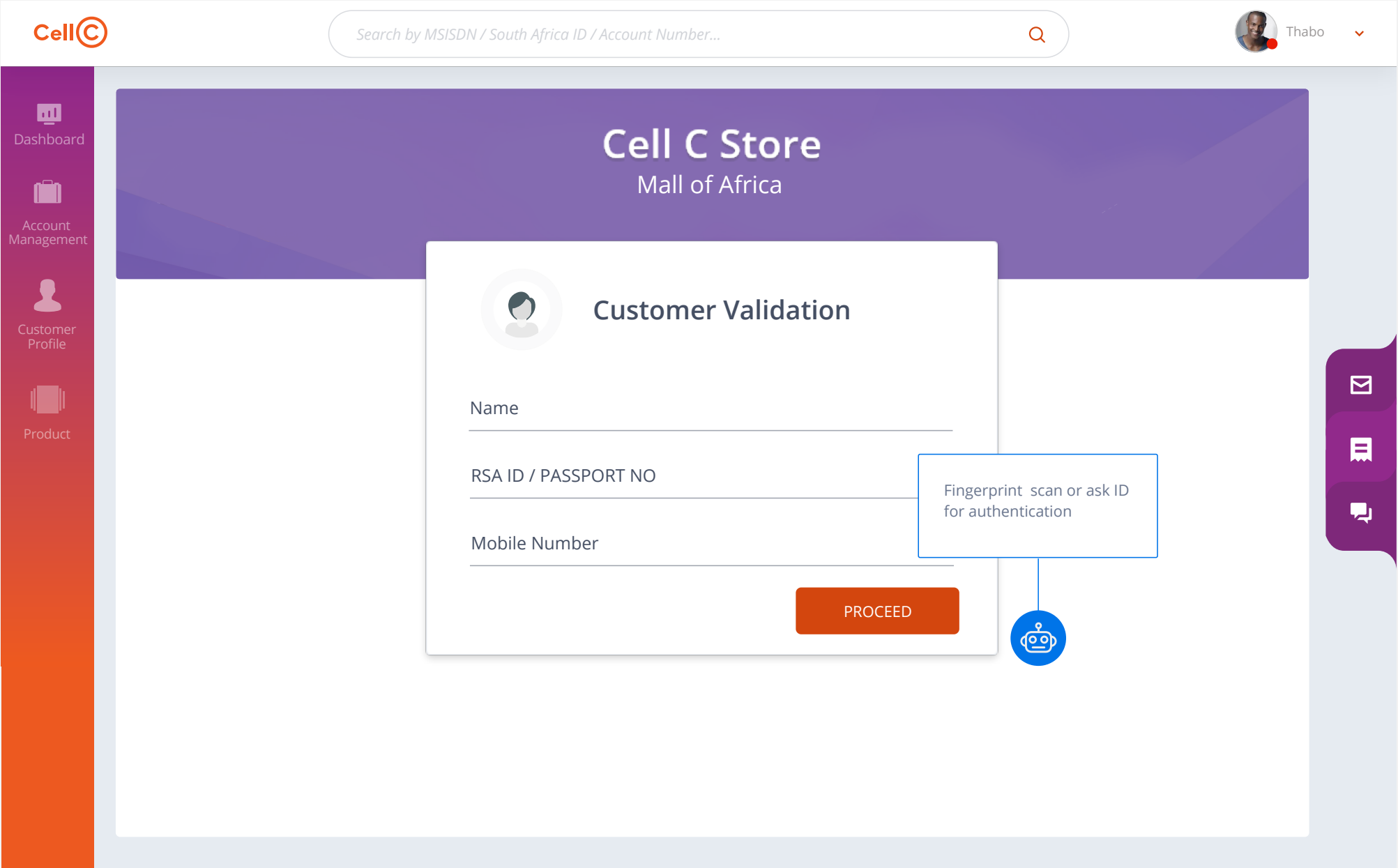
Sort by : Price Low to High

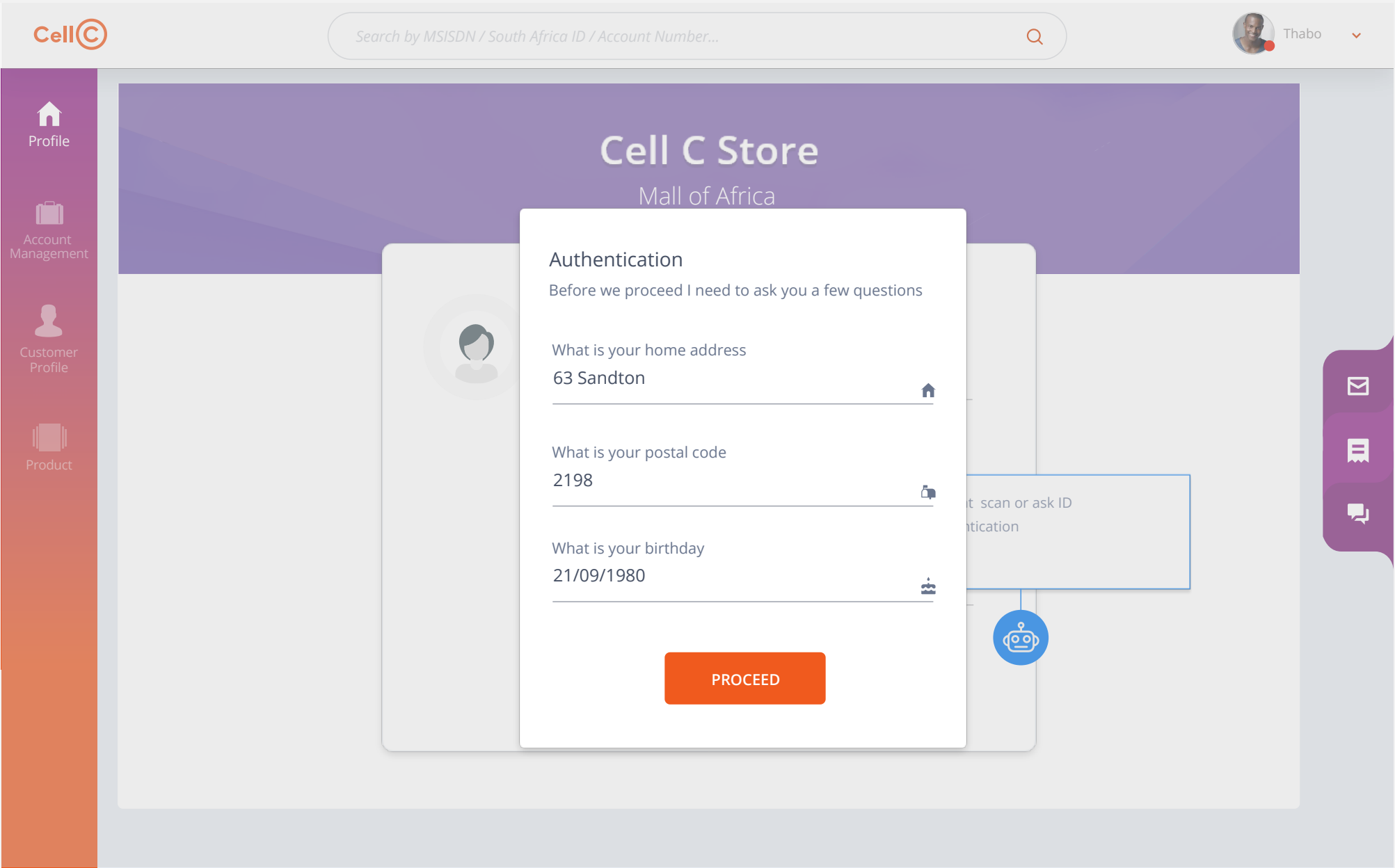
Deals	Price	Period	Device	Deal Type	Status
MediaPlay Mobile 1.5 GB TopUp	R799	24	SAMSUNG Galaxy S9 Plus	Friday Deal	In stock
MediaPlay Mobile 1.5 GB	R799	24	SAMSUNG Galaxy S9 Plus	Hero Deal	In stock
Smart Data 10 GB	R1050	24	SAMSUNG Galaxy S9 Plus	Halala	In stock
Smart Data 20 GB	R1259	24	SAMSUNG Galaxy S9 Plus	Friday Deal	Not in Stock Till 12-06-2019
Smart Data 50 GB	R1650	24	SAMSUNG Galaxy S9 Plus	Hot Deal	In stock

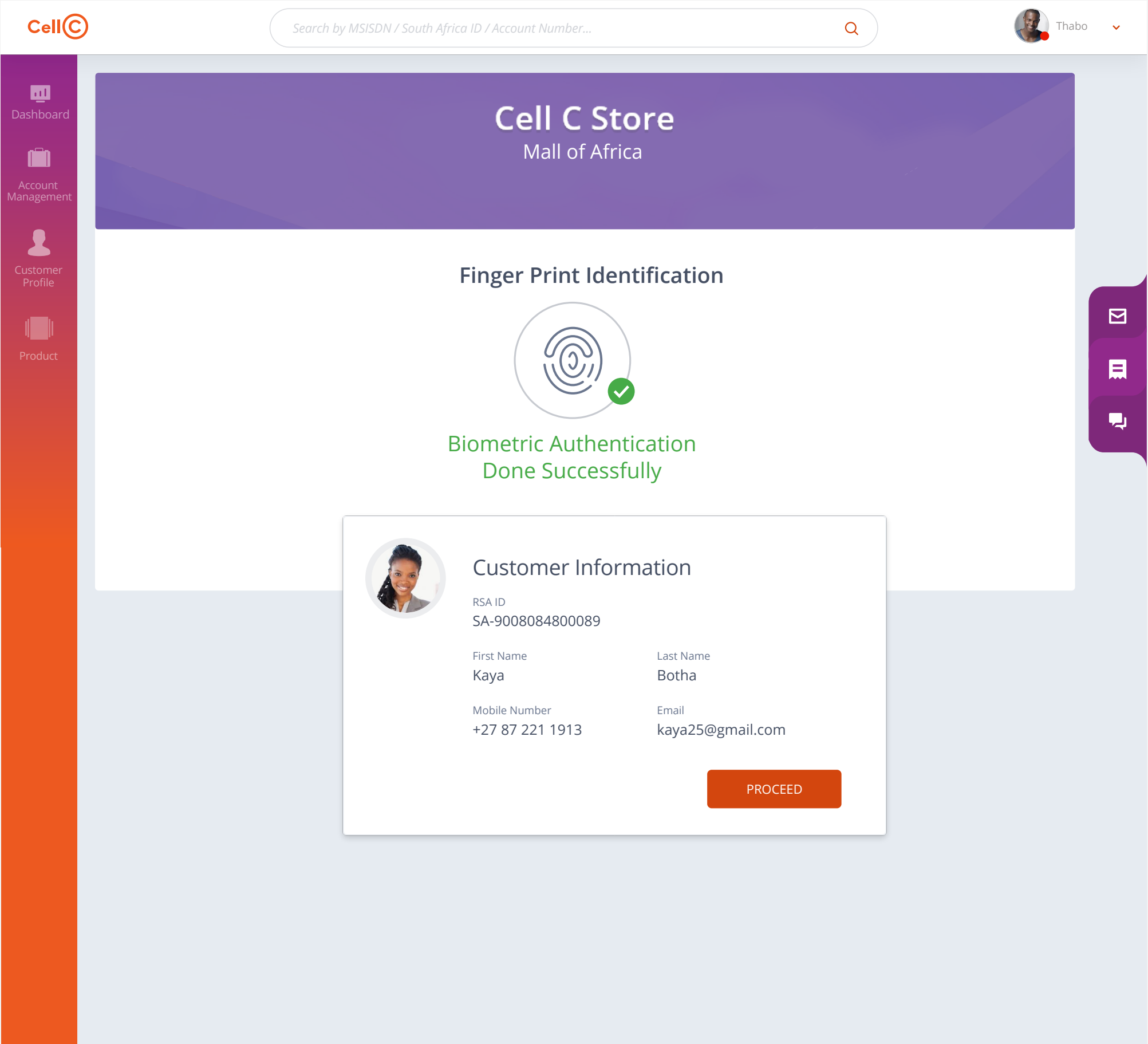
Showing 1 to 10 of 50 Items

Items per page: 5

Jump to: 1 2 ... 40 41 42







CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

249

1

Order Capture

2

Document Submission

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

7

Product Handover

1

Order Capture

Deal

On MediaPlayer 1.5GB TopUp

Serial No.

1982-1232-12345

Msdn No.

1982-1232-12345

Device Details

IMEI Number

Serial Number

Customer type

Direct Customer

Name

Kaya Botha

Email

kaya25@gmail.com

Msisdn No.

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

▼

Dashboard

Account Management

Customer Profile

Product

1

Order Capture

Deal

On MediaPlayer 1.5GB TopUp

Serial No.

1982-1232-12345

Msdn No.

+21 87221 1913

Device Details

IMEI Number

Serial Number

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Msisdn No.

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

3

Payment Information

Keep ready following mandatory documents required for submission

✓

RSA ID

▼

✓

Residential Proof

▼

Bank Statement

▼

Upload Documents

Drag and drop documents from your computer

Upload Document

Scan documents from your device

Supported Files

XLS,CSV,DOC, PPT, JPG, GIF, BMP
5 MB

Upload

OR

Scan Document

Directly Scan and Upload Document

Document Scan

Scan documents from your device

Supported Files

XLS,CSV,DOC, PPT, JPG, GIF, BMP
5 MB

Scan

Salary Slip

▼

NEXT

3

Payment Information

Keep ready following mandatory documents required for submission

✓

RSA ID

▼

✓

Residential Proof

▼

Bank Statement

▼

Upload Documents

✓

Files have been uploaded successfully

Statement Jan - May 2019 . pdf

0.12 kb

OR

Scan Document

Directly Scan and Upload Document

Document Scan

Scan documents from your device

Supported Files

XLS,CSV,DOC, PPT, JPG, GIF, BMP

5 MB

Scan


Salary Slip

▼

NEXT

CellC

Search by MSISDN / South Africa ID / Account Number...


Thabo

Dashboard


Account Management

Customer Profile


Product



Name
Kaya Botha



SA-9008084800089



+27 87 221 1913

Credit Profile

300

Approved

249

✓

Order Capture

✓

Document Submission

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

7

Product Handover

1

Order Capture

Deal

On MediaPlayer 1.5GB TopUp

Serial No.

1982-1232-12345

Msdn No.

+21 87221 1913

Device Details

IMEI Number

Serial Number

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Msisdn No.

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

3

Payment Information

✓

RSA ID

✓

Bank Statment

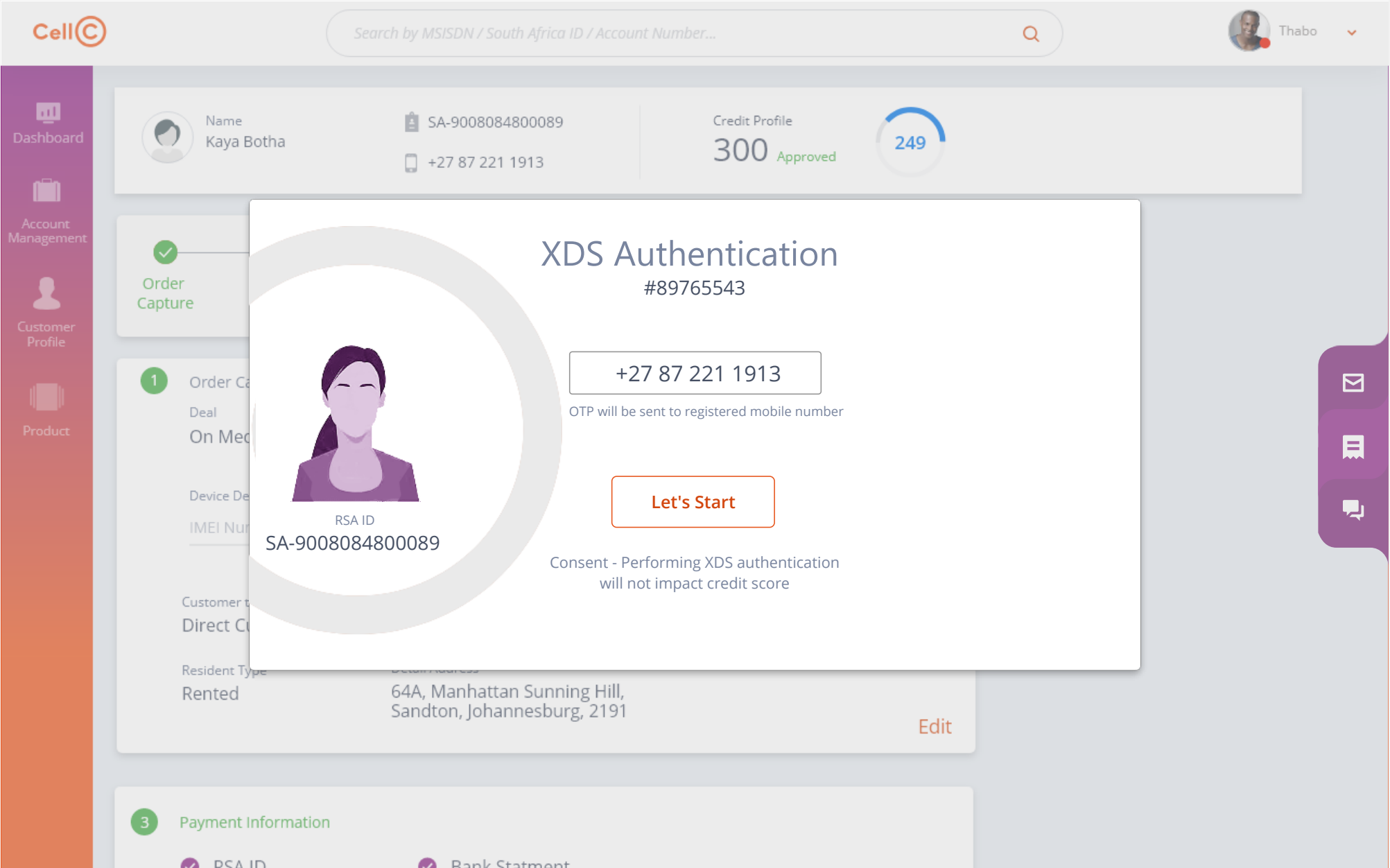
✓

Residential Proof

✓

Salary Slip

Edit



CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

249

Order Capture

1 Order Deal On M

Device IMEI

Customer Direct

Resident type Rented

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3 Payment Information

PSA ID

Bank Statment

Which city do you currently live in?

Midrand

Sandton

Johannesburg

Randburg

1 Question of 5

Next

CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

249

Order Capture

1

Order Deal On M

Device IMEI

Customer Direc

Resident type Rented

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

PSA ID

Bank Statment

Are the first two numbers of your ID number 96?

yes

No

2 Question of 5

Next

CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

249

Order Capture

1

Order Deal On M Device IMEI

Customer Direc

Residence Rented

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

PSA ID

Bank Statment

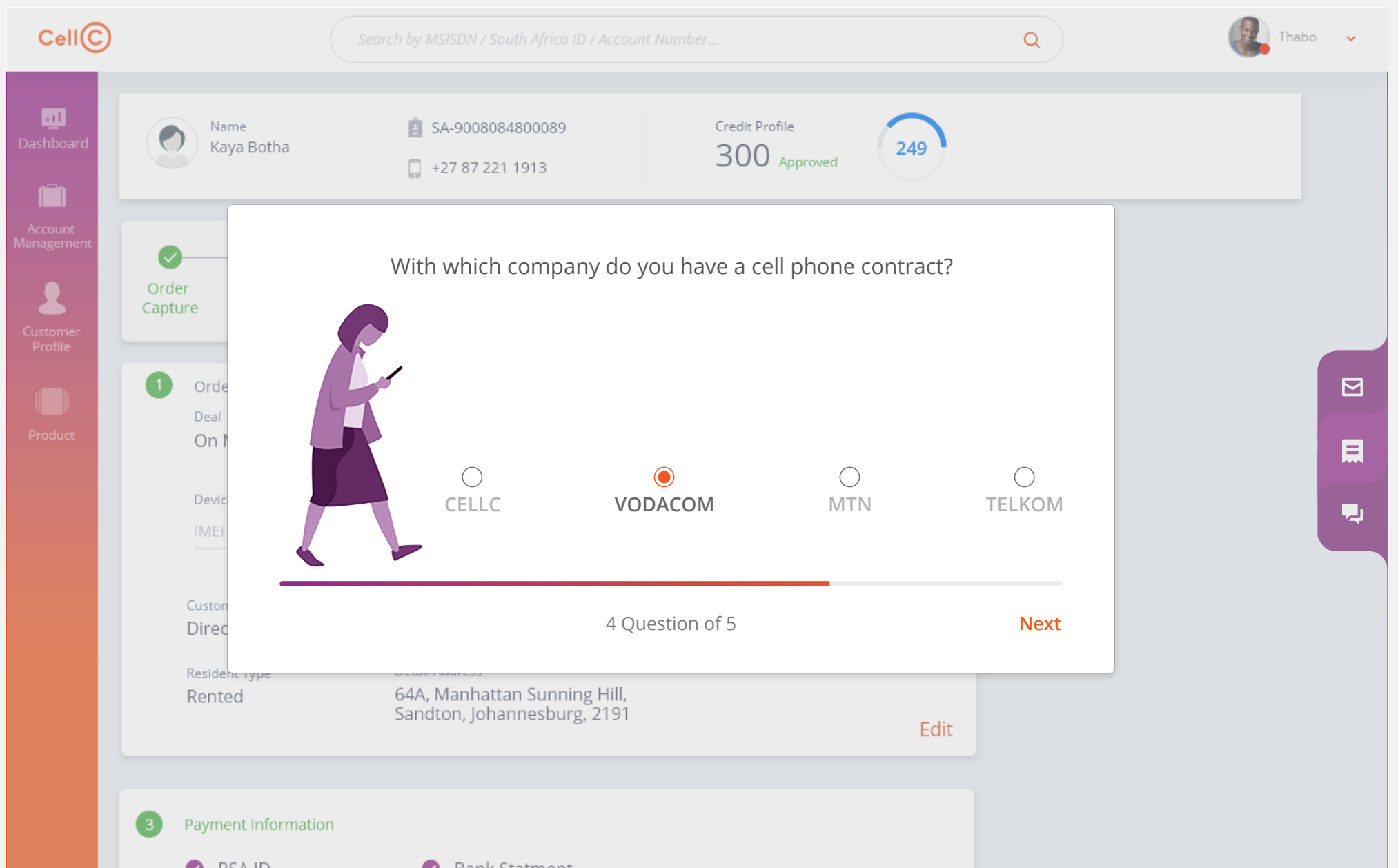
Are you currently or previously under Debt Review?

yes

No

3 Question of 5

Next



CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

249

Order Capture

1

Order Deal On M

Device IMEI

Customer Direc

Residence type Rented

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Edit

3

Payment Information

PSA ID

Bank Statment

How old are you?

20 to 30

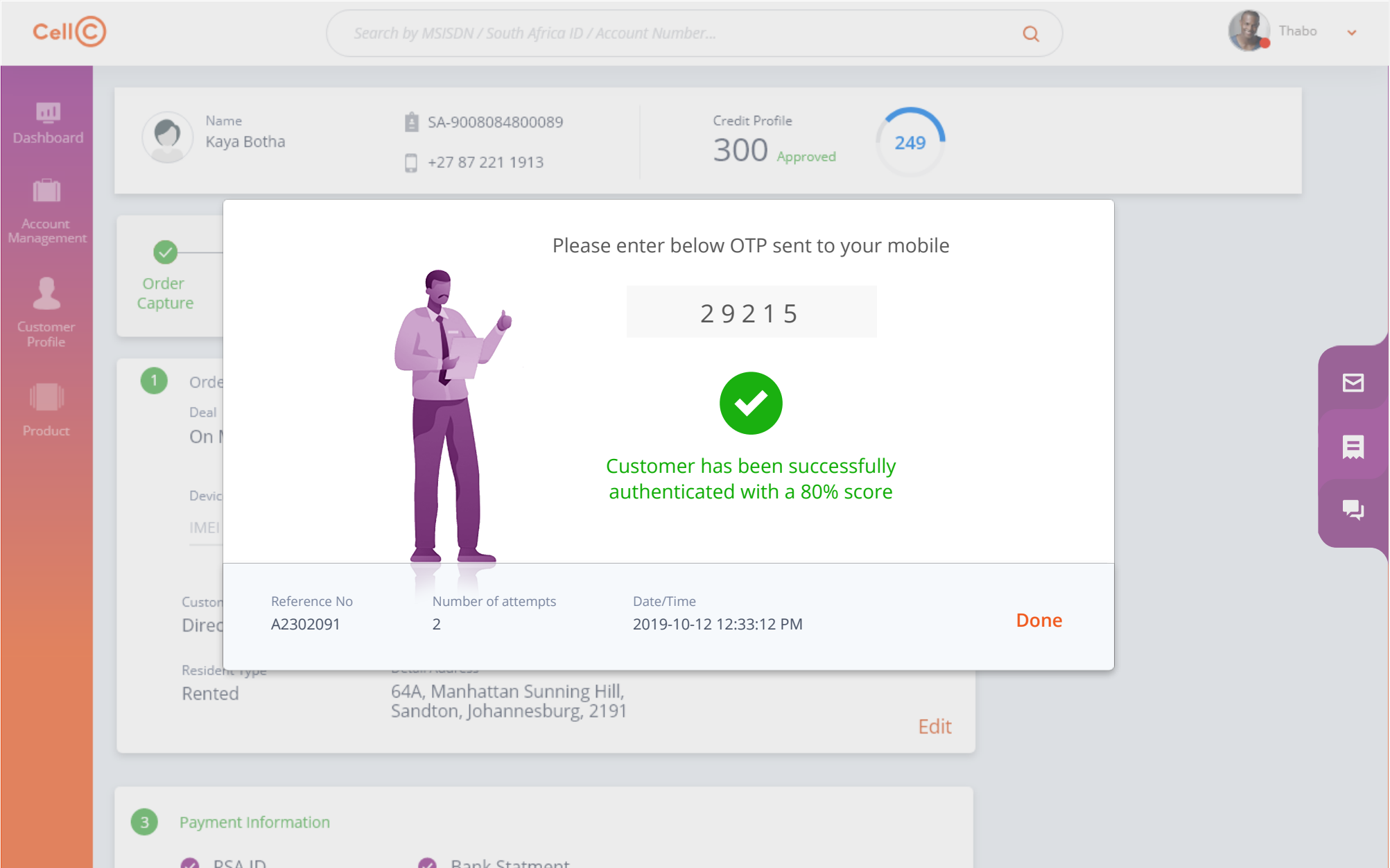
30 to 40

40 to 50

50 to 60

5 Question of 5

Next



CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

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300

Approved

249

1

Order Capture

2

Document Submission

3

XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

7

Product Handover

1

Order Capture

Deal

On MediaPlayer 1.5GB TopUp

Serial No.

1982-1232-12345

Msdn No.

+21 87221 1913

Device Details

IMEI Number

Serial Number

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Msisdn No.

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

2

Document Submission

✓

RSA ID

✓

Bank Statment

✓

Residential Proof

✓

Salary Slip

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Validated

Debit Date

25

Please perform full order vetting

A full credit check will be performed on your order details and give you final confirmation

✓

Full Vett

Congratulations!

You have been approved for this deal with a revolving credit score of R600

Current Score

300

Updated Score

600

NEXT

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

249

1

Order Capture

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Document Submission

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XDS Authentication

4

Bank AVS

5

Debit Check

6

Terms & Conditions

7

Product Handover

1

Order Capture

Deal

On MediaPlayer 1.5GB TopUp

Serial No.

1982-1232-12345

Msdn No.

+21 87221 1913

Device Details

IMEI Number

Serial Number

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Msisdn No.

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

2

Document Submission

✓

RSA ID

✓

Bank Statment

✓

Residential Proof

✓

Salary Slip

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Credit Score

300

✓

AVS Confirmed

Edit

5

Confirmation

Order Reference No.

#12348996789

Contact Person

Kaya Botha

+27 87 221 1913

kaya25@gmail.com

[Order Details](#)

DebiCheck

DebiCheck authentication is required for debit order details to be successfully captured

Perform DebiCheck

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Name

Kaya Botha

SA-9008084800089

+27 87 221 1913

Credit Profile

300

Approved

249

✓

Order Capture

✓

Document Submission

✓

XDS Authentication

✓

Bank AVS

✓

Debit Check

6

Terms & Conditions

7

Product Handover

1

Order Capture

Deal

On MediaPlayer 1.5GB TopUp

Serial No.

1982-1232-12345

Msdn No.

+21 87221 1913

Device Details

IMEI Number

Serial Number

Customer type

Consumer

Name

Kaya Botha

Email

kaya25@gmail.com

Msisdn No.

+27 87 221 1913

Resident Type

Rented

Detail Address

64A, Manhattan Sunning Hill,
Sandton, Johannesburg, 2191

Edit

2

Document Submission

✓

RSA ID

✓

Bank Statment

✓

Residential Proof

✓

Salary Slip

Edit

3

Payment Information

Bank

Standard Bank

Account Number

8019 0123

Address

Sandton

Branch Code

12234

Debit Date

25

Credit Score

300

✓

AVS Confirmed

Edit

4

Confirmation

Order Reference No.

#12348996789

Contact Person

Kaya Botha

+27 87 221 1913

kaya25@gmail.com

[Order Details](#)

DebiCheck

DebiCheck authentication is required for debit order details to be successfully captured

✓

Done

Terms and Conditions

Terms and Conditions have to be accepted in order to proceed further

☐

Contract Copy

☐

Terms and Conditions

☐

Invoice

Customer Sign

Print

Email

☒ Billing Address

Address

Resident Type
Rented



Address



Postal Code



City



☒ Delivery Address

☒ Billing Address

Communication

☒ SMS

☒ Email

☒ Call

☐ Do Not Disturb

2 Document Submission

☒ RSA ID

☒ Bank Statment

☒ Residential Proof

☒ Salary Slip

Edit

3 Payment Information

Bank
Standard Bank

Account Number
8019 0123

Address
Sandton

☒ AVS Confirmed

Branch Code
12234

Debit Date
25

Credit Score
300

Edit

4 Confirmation

Order No.
#12348996789

Terms and Conditions

☒ Contract Copy

☒ Terms and Conditions

☒ DebiCheck Confirmed

☒ Invoice

Edit

5 Product Handover



Delivery Handover

Deal Details

Deal
On MediaPlayer 1.5GB TopUp



Sim Details

Serial No.
1982-1232-12345



Msisdn No.
+27 87 221 1913



Device details

#12348996789



Contract Copy



Terms and Conditions



DebiCheck Confirmed



Invoice

Edit

5

Product Handover



Delivery Handover

Deal Details

Deal

Q On MediaPlayer 1.5GB TopUp



Sim Details

Serial No.

1982-1232-12345



Msisdn No.

+27 87 221 1913



Device details

IMEI No.

325160099000000132542

Serial No.

5AASS8133XDYT95



IMEI : 325160099000000132542



SERIAL : 5AASS8133XDYT95

Samsung S4 Black Device physically handover to Customer (Kaya Botha (SA ID- 199019200) by Agent - (Thabo | Emp ID no. 12456) at Mall of Africa (Cell Store Reg. No MA2130)

Date : 12-07-2019 Place : Cell Store -Mall of Africa

NEXT


Account Management

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

360 PROFILE

Lorrencia

Dashboard

Account Management

Customer Profile

Product

Account Management (#904759363)

3 Lines

1 Deactivated | 1 Upgrade Due

Your fibre line has been deactivated

Activate Now

No Black Subscription

Register Now

Next Step:
Congratulations!
Account is eligible for upgrade

Contract

074 412 8923
MediaPlay 10GB Top Up
Active

107
of 1000 Min

22.15
of 50 GB

25
of 100 SMS

Current Bill
R650.40

Bill Limit
R900

Contract

087 221 1913
Pinnacle 250
Active

800
of 1000 Min

2.15
of 10 GB

68
of 100 SMS

Current Bill
R539

Current Outstanding
R1039

Prepaid

064 153 0938
Pinnacle 250
Hotline

50
of 100 Min

48.76
of 50 GB

30
of 100 SMS

Current Balance
R200.40


Last recharge
R900

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

360 PROFILE

Lorrenca

Dashboard

Account Management

Customer Profile

Product


Account Management (#904759363)

3 Lines

Activate Now

Register Now

Contract

074 412 8923
MediaPlay 10GB Top Up
Active

107

of 1000 Min

22.15

of 50 GB


25

of 100 SMS

Current Bill
R650.40

Bill Limit
R900

Contract

087 221 1913
Pinnacle 250
Active

800

of 1000 Min

2.15

of 10 GB

68

of 100 SMS

Current Bill
R539

Current Outstanding
R1039

Search

Q

Account Management

Creation - 19 Feb 2018

Expiry - 20 Feb 2019

Account Holder
Mrs. Kaya Botha

MSISDN Number
087 221 1913

Payment Method
Debit order

Account Type
Contract

SIM Management

Serial Number
009808000363002

PIN Code

Signal Strength
-107 dBm 33 asu

Network Type
LTE

PUK Code
83115800

SUSPENDED

Services

International Roaming

Enable LTE

GPRS Settings

Billing & Payment

Current Outstanding
R 939

Debit Date
29 May 2019

Last Bill (pdf)
R399

Due on 30 May 2019

Previous Arrears

30
R539

60
R400

90
R0

120
R0

Make Payment

Usage

Pinnacle 250

Subscription (Incl VAT)
R229

Current Bill Limit
Unlimited

800

of 1000 Min

2.15

of 10 GB

68

of 100 SMS

Deals

Base Package
MediaPlay 10GB Top Up

Start Date
19 June 2017

Contract Tenure
24 Months

Next Upgrade
20 June 2019

Add On Deals

WhatsApp Bundle 2GB 30Days

Data Bundle 2GB 30Days

Add Deal

Device Support

Device Name
iPhone XR

OS Version
10.01

Network
4G LTE

IMEI Number
100893352935282

Status
Active

Insurance Details
Csurance

Insurance Renewal
20 June 2019

Communication

Call/SMS
DND

Date
16 April 2019

Recent Interactions

Bill Limit Increase

10 April 2019

less than a minute ago

Balance inquiry

26 Mar 2019

2 hours ago

Self Service

Open Cases

ST09475

Bill Dispute

17 Apr 2019

HIGH

In Process

ST75936

Handset repair

2 Feb 2019

HIGH

PENDING

ST58362

Network issue

17 Sep 2019

LOW

CLOSED

ST75573

Handset repair

11 Aug 2018

HIGH

CLOSED

Payment Method

Debit order

Account Type

Contract

Signal Strength

-107 dBm 33 asu

Billing & Payment

Current Outstanding

R 939



Due on 30 May 2019

Debit Date

29 May 2019

Last Bill (pdf)

R399



Previous Arrears

30

R539

60

R400

90

R0

120

R0

Make Payment

Usage

Pinnacle 250

Subscription (Incl VAT)

R229

Current Bill Limit

Unlimited

800

of 1000 Min

2.15

of 10 GB

68

of 100 SMS

Deals

Base Package

MediaPlay 10GB Top Up

Start Date

19 June 2017

Contract Tenure

24 Months

Next Upgrade

20 June 2019

Add On Deals

WhatsApp Bundle 2GB 30Days

Data Bundle 2GB 30Days

Add Deal

Device Support

Device Name

iPhone XR

OS Version

10.01

Network

4G LTE

IMEI Number

100893352935282

Status

Active

Insurance Details

Csurance

Insurance Renewal

20 June 2019

Communication

Call/SMS

DND

Date

16 April 2019

Recent Interactions

Call

😊

Bill Limit Increase

10 April 2019

less than a minute ago

Message

😞

Balance inquiry

26 Mar 2019

2 hours ago

Call

😞

Self Service

20 Feb 2019

10:20 am

Open Cases

ST09475

Bill Dispute

17 Apr 2019

HIGH

In Process

ST75936

Handset repair

2 Feb 2019

HIGH

PENDING

ST58362

Network issue

17 Sep 2019

LOW

CLOSED

ST75573

Handset repair

11 Aug 2018

HIGH

CLOSED

ST59583

Network issue

16 Jul 2018

LOW

CLOSED

Prepaid

064 153 0938

Pinnacle 250

Hotline

50

of 100 Min

48.76

of 50 GB

30

of 100 SMS

Current Balance

R200.40

Last recharge

R900


⌵

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

360 PROFILE

Lorrencia

Dashboard

Account Management

Customer Profile


Product

Account Management (#904759363)

←

Billing and Payment

Switch Account

 087 221 1913 ✓

Latest Bill

R539

Payment due on 30 April

View Bill

Itemised Bill

Your last bill

R400

Payment was due on

30 March 2019

Late Charge

R100

Arrears

30

60

90

120

Current Outstanding

R1039

R539

R400

R0

R0

Your subscription will be deactivated on 30 May 2019

Payment Options

Promise to Pay


Summary of Charges

	Rand
+ Monthly Charges	300.00
+ Usage Charges	0.00
• Call Charges	135.00
• SMS Charges	05.00
• Mobile Internet Charges	99.00
• National Roaming Charges	0.00
• International Roaming Charges	0.00
• Value Added Service Charges	0.00
+ Discounts	0.00
• Other Credits/Charges	0.00
• Miscellaneous Charges	0.00
• Taxable Value	0.00
• Tax	0.00
Charges for this Bill Period	R 539

Period


From

mm/yyyy



To

mm/yyyy









View Bills

Itemised Bills for

Last 3 Month

Last 6 Month

Share

<input type="checkbox"/>	Invoice Number	Bill Months	Amount	Debit Account	Payment Date	Status	Action
<input checked="" type="checkbox"/>	#2908201948083	April	R539	908754638	30 Feb	Paid	<div></div>
<input type="checkbox"/>	#2906593046382	March	R400	908754638	28 March	unpaid	<div></div>
<input type="checkbox"/>	#8908201948859	Feb	R300	908754638	28 April	Paid	<div></div>

Showing 1 to 3 of 10 Items

Items per page: 3


Jump to: 1 2 ... 40 41 42

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

360 PROFILE

Lorrencia

Dashboard

Account Management

Customer Profile

Product

←Usage Pattern

Switch Account
087 221 1913

MediaPlay 10GB Top Up

Contract Tenure
24 Months

Subscription (Incl VAT)
R229

UPGRADE

Next Upgrade
20 June 2019

Current Bill Limit
Unlimited

MANAGE LIMIT

800
of 1000 Min

34.15
of 50 GB

68
of 100 SMS

View Details

START 10 May 2018

EXPIRY 29 May 2019

Value Added Services

Whatsapp Bundle 2GB | @R20 (30 days)
Once Off | Expiry 29 May 2019

910 MB

Remove

Recurring

Data Bundle 1GB | @R20 (30 days)
Once Off | Expiry 29 May 2019

580 MB

Remove

Recurring


Add VAS

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

360 PROFILE

Lorrencia

Dashboard

Account Management

Customer Profile

Product

Usage Pattern

Switch Account
087 221 1913

MediaPlay 10GB Top Up

Contract Tenure
24 Months

Next Upgrade
20 June 2019

Subscription (Incl VAT)
R229

UPGRADE

Current Bill Limit
Unlimited

MANAGE LIMIT

800
of 1000 Min

34.15
of 50 GB

68
of 100 SMS

View Details

START 10 May 2018EXPIRY 29 May 2019

Manage Bill Limit

Manage Bill Limit

Manage Bundle Limit

R999

View Details

Manage your mobile spend by setting a limit that suits your budget.

This cannot be more than the maximum bill limit of R2147.85 or less than the Total Monthly Cost +R1which is R1000.

Reset

Set you Limit

Out of bundle spend

R1.75

Available bill limit

R400

Your monthly bill limit

Enter Amount

Maximum Limit R1000

CHANGE LIMIT


CANCEL

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

360 PROFILE

Lorrencia

Dashboard

Account Management

Customer Profile

Product

←SIM Management

Switch Account
087 221 1913

Suspend SIM

Serial Number
009808000363002

SIM Status
Ready

SIM Operator Code
45008

SIM Type
MS

PUK Code
83115800

IMEI
100893352935282

RESUME

Replace or Change SIM

MSISDN
087 221 1913

Current Serial Number
009808000363002

IMEI
100893352935282

New Serial Number

SUBMIT

PUK code can be used to unblock SIM

PUK Code
83115800

Unblock SIM

Change MSISDN Number

Change Number

Phone

Email

Calendar

Messages

Backoffice

CellC

Search by MSISDN / South Africa ID / Account Number...

Dashboard

Account Management

Customer Profile

Product

My Cases (32)My CasesAll Cases

Search by case number

Sort by DateFilter

06107475

Open

High

Customer has raised a query of bill dispute due to unauthorized trans...

21 Aug 9:34 PM

06107900

Open

High

Customer is unable to use USSD code *133*1#, to block content for the b...

30:13 hrs ago

06107688

Open

Medium

Customer is unable to make calls and use data service on her mobile.

12:45 hrs ago

07867346

In Progress

Low

Hi, My network is not working. There is no signal at my home location and th...

10:23 hrs ago

06127145

Closed

Mr. Patwyn has raised a query unknown transaction from their account on t...

4:46 hrs ago

06107475

Bill Dispute

Start

Reassign

Resolve

Release

Reason

Bill Dispute

Priority

High

Status

Open

Resolution

NA

Description

Customer has raised a query of bill dispute due to unauthorized transaction in the month of march on 17th of amount R140. She has also requested for an itemized bill of March month

March Bill

Charges

Service activation

OOB

cust098234_bill_Nov2019.pdf

Actions performed

(Front office associate performed following action)

Transaction History

Recent Bills

Fraud Check

Activity

Comments

History

Recordings

Mail

Contact centre agent

added a comment

- 20hrs ago

Customer is asking for cancellation of account due to bill dispute. Please resolve the query as soon as possible.

Assign Details

Assignee

Contact centre

JHB1891

Reporter

Network team

JHB1022

Case SLA

Created

21 Aug 19, 9:34 AM

Updated

24 Aug 19, 10:13 AM

SLA

36h 37min

Customer Details

Kaya Botha

RSA ID - 9008084800089

+27 87 221 1913

kaya25@gmail.com

Billing Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Credit Vetting

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Lorrencia

Dashboard

Account Management

Customer Profile

Product

My Cases (32)

My Cases

All Cases

Search by case number

Q

Sort by Date

Filter

>

06107475

Open

Referred - New Sales order

Source - Telesales

21 Aug 9:34 PM

>

06107900

Open

Referred - Upgrade

Source - Telesales

30:13 hrs ago

>

06107688

Open

Referred - Retention

Source - Referral

12:45 hrs ago

>

07867346

In Progress

Referred - New Sales Order

Source - Telesales

10:23 hrs ago

>

06127145

Closed

Referred - New Sales Order

Source - Telesales

4:46 hrs ago

>

06107688

Open

Referred - New Sales Order

Source - Telesales

12:45 hrs ago

>

07867346

In Progress

Referred - New Sales Order

Source - Telesales

10:23 hrs ago

>

06127145

Closed

Referred - New Sales Order

Source - Telesales

4:46 hrs ago

>

06107688

Open

Referred - New Sales Order

Source - Telesales

12:45 hrs ago

>

07867346

In Progress

Referred - New Sales Order

Source - Telesales

10:23 hrs ago

>

#06107475

Referred-New Order

Subscription

Deals

SAMSUNG Galaxy A30 | Black 64 GB
On MediaPlay 1.5 GB Top Up

Order Total

R350

PM X 24 Months

Customer Information

Fraud Check

Name

Mrs. Kaya Botha

SA-ID

SA-9008084800089

Email ID

kaya25@gmail.com

Mobile Number

+27 87 221 1913

Address

64A, Manhattan Sunning Hill, Sandton, Johannesburg, 2191

Shipping Address

Billing Address

Employment Information

Company Name

Accessories spares centre

Monthly Salary

R11000

Employment Duration

3.5 years

Payment Information

Verified

Account Holder

Mrs. K Botha

Account Number

241360552

Payment Method

Debit Order

Debit Date

28

Attachments

Bank_Statement.pdf

84 KB

10 minutes ago

Salary_slips.zip

2 MB

11 minutes ago

Run OCR

OCR will help you to extract the details from the attached documents and will give you required fields to check.

Document Review

Record

Current Details

Required Details

Monthly Salary

R11,000

R10,000

Annual Income

R132,000

R120,000

Banking

No Debt

No Debt

Approval

Approve

Reject

Pend

Approval Score

450

Upfront Payment

R1,000

Comments if any

SUBMIT

Assign Details

Assignee

Sales agent
SF 980327

Reporter

Credit vetting

Case Details

Order Creation

21 Aug 19, 9:34 AM

Channel

Telesales

SLA

59 mins ago

Transaction

21 Aug 2019

Status

Referred

Credit Profile

Current Score

400

Last updated on 22 May 2019

Updated Score

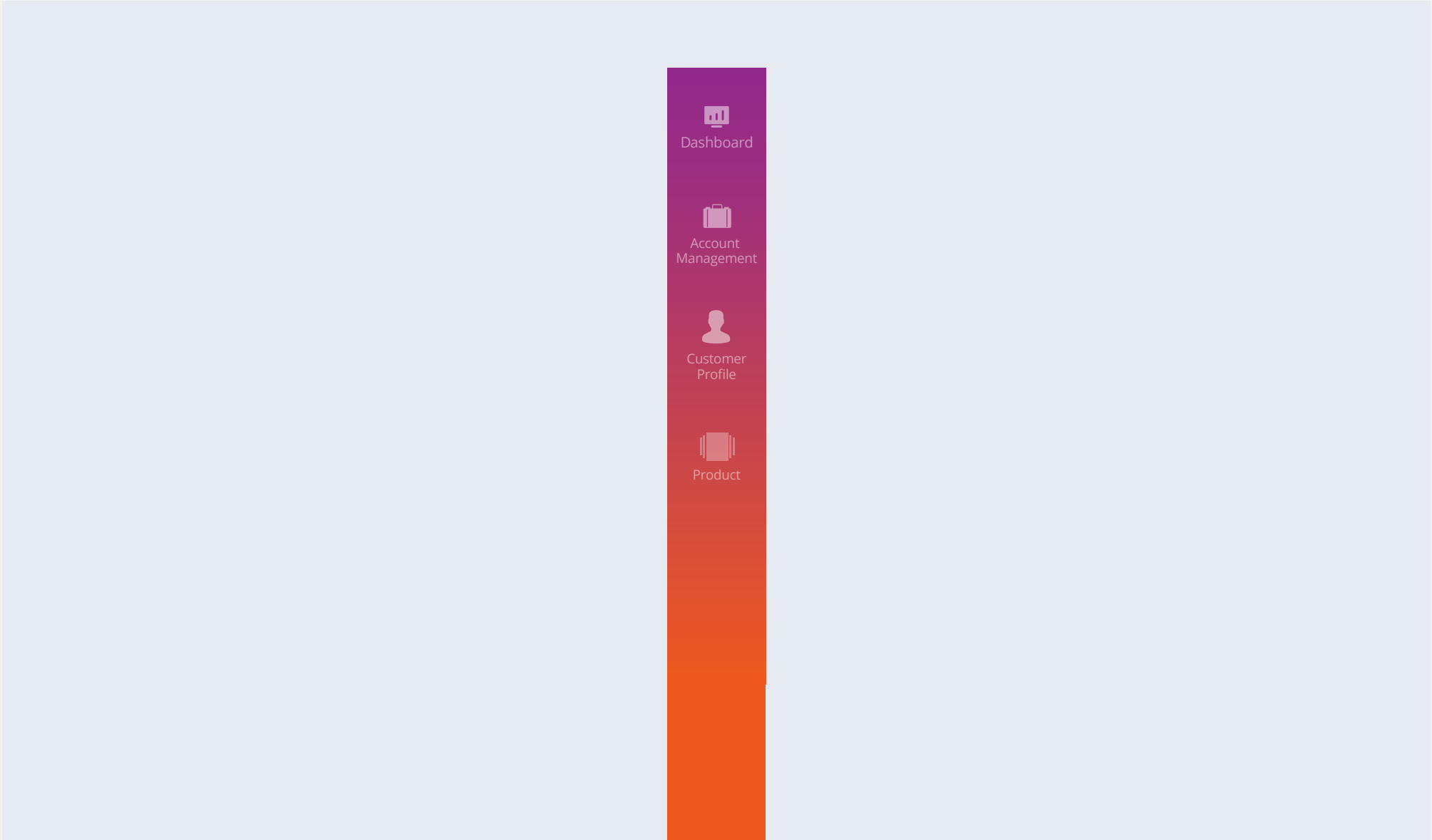
500

Last updated on 22 May 2019

GET CREDIT BUREAU REPORT

Components

Component 1 (Left Menu)

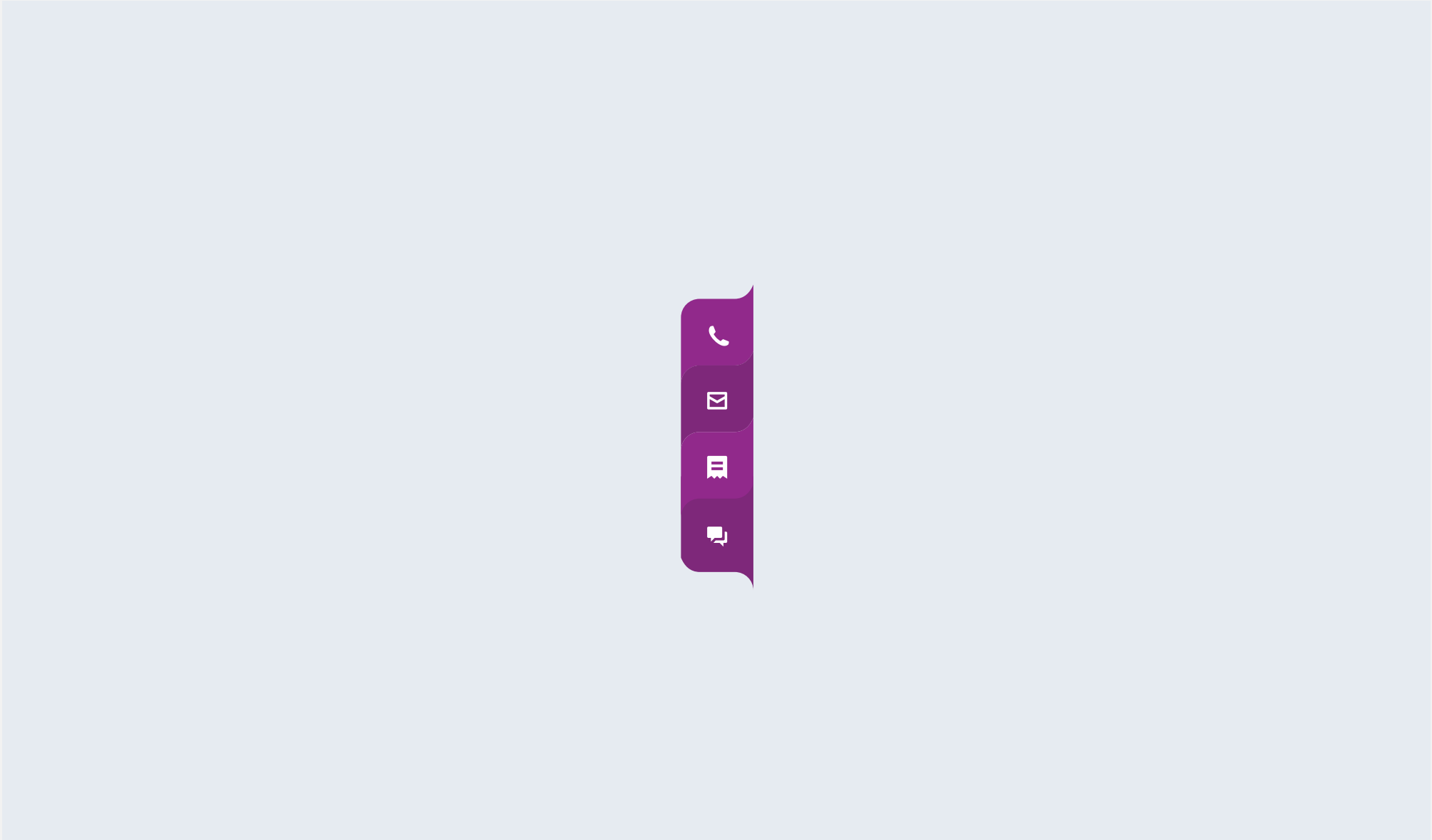


CellC

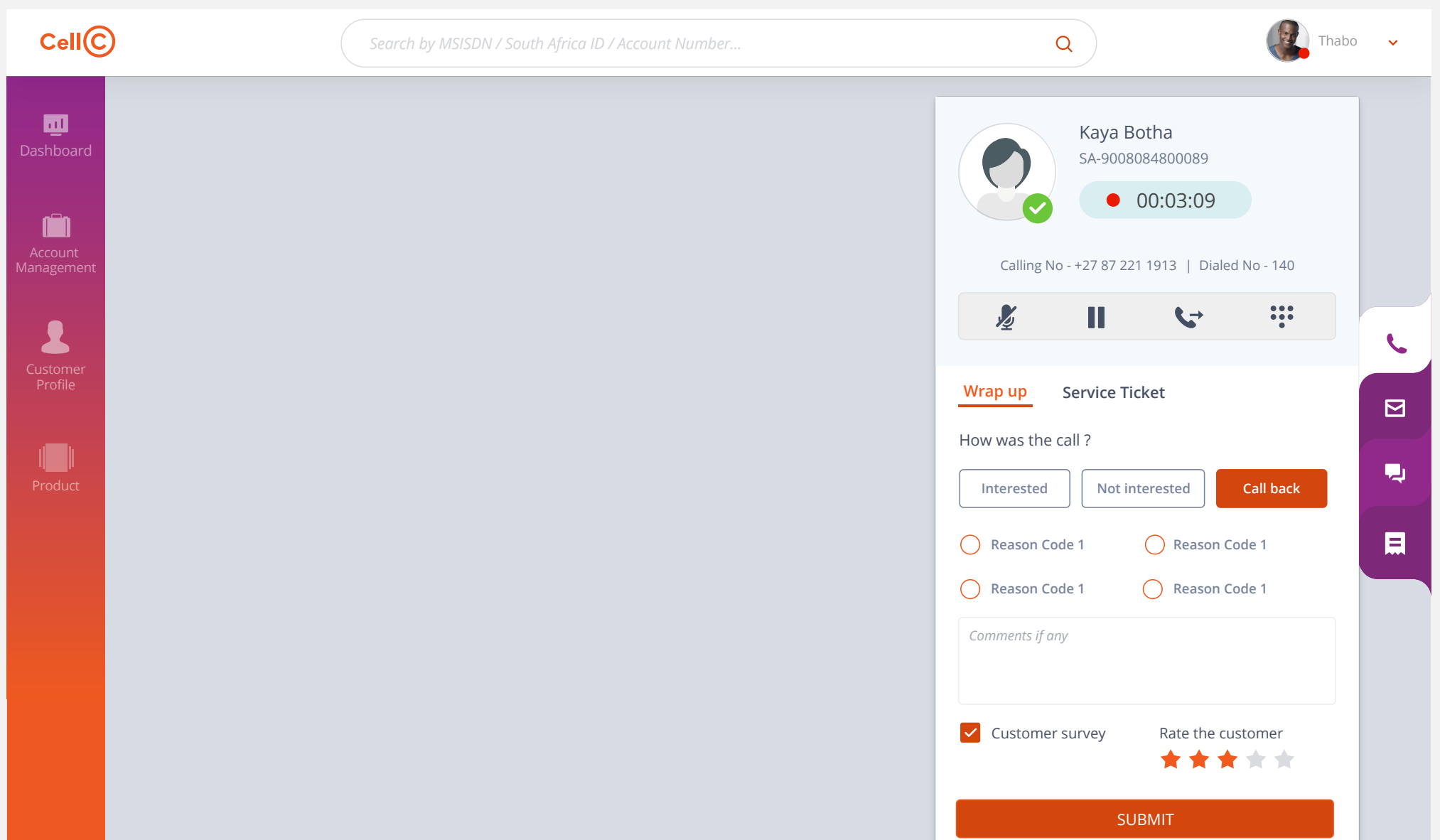
Search by MSISDN / South Africa ID / Account Number...

Thabo

Component 3 (Quick Launch Right Menu)



Component 4 (Quick Launch - Calling)



Component 5 (Quick Launch - Call Duration Counter)

CellC

Search by MSISDN / South Africa ID / Account Number...

Dashboard

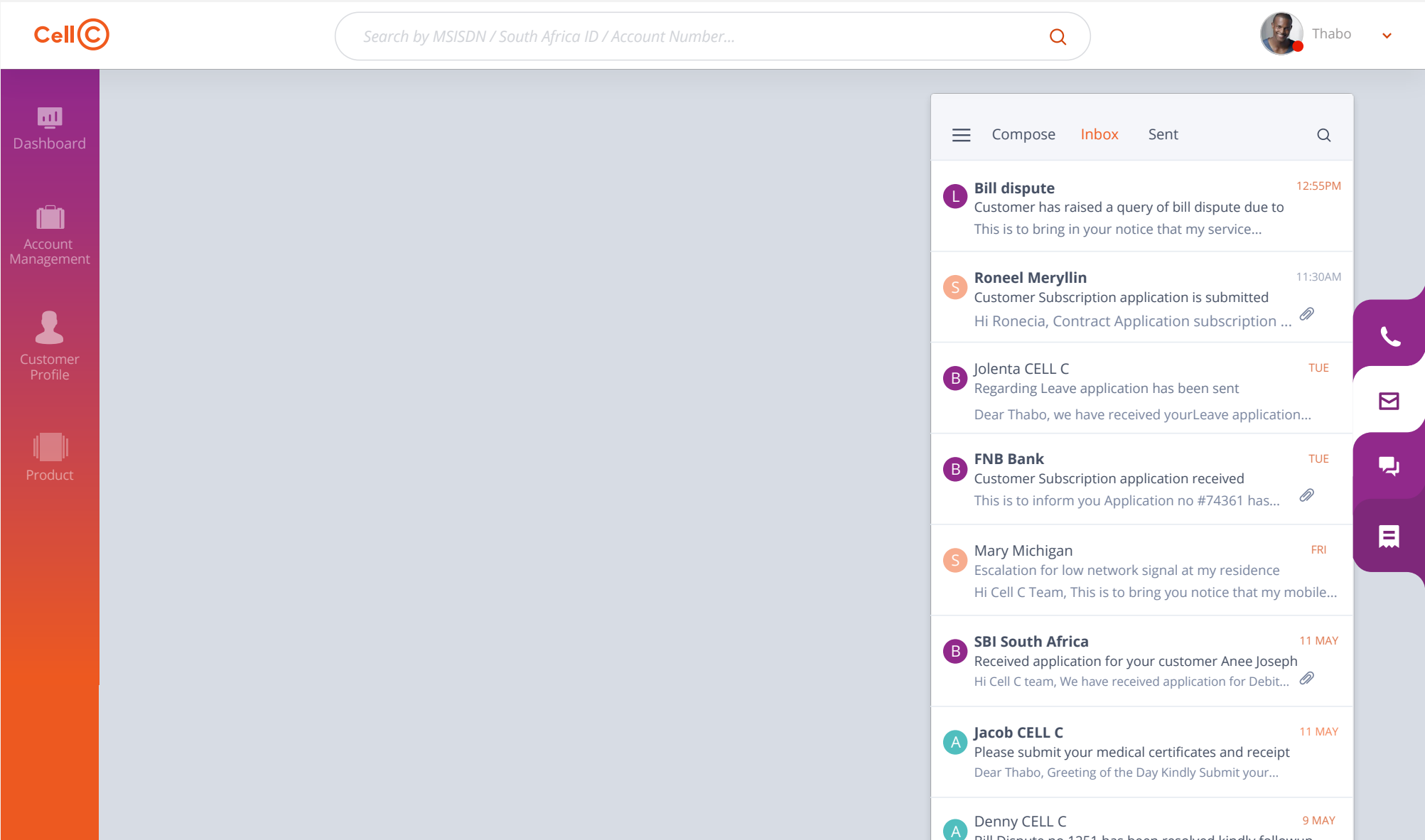
Account Management

Customer Profile

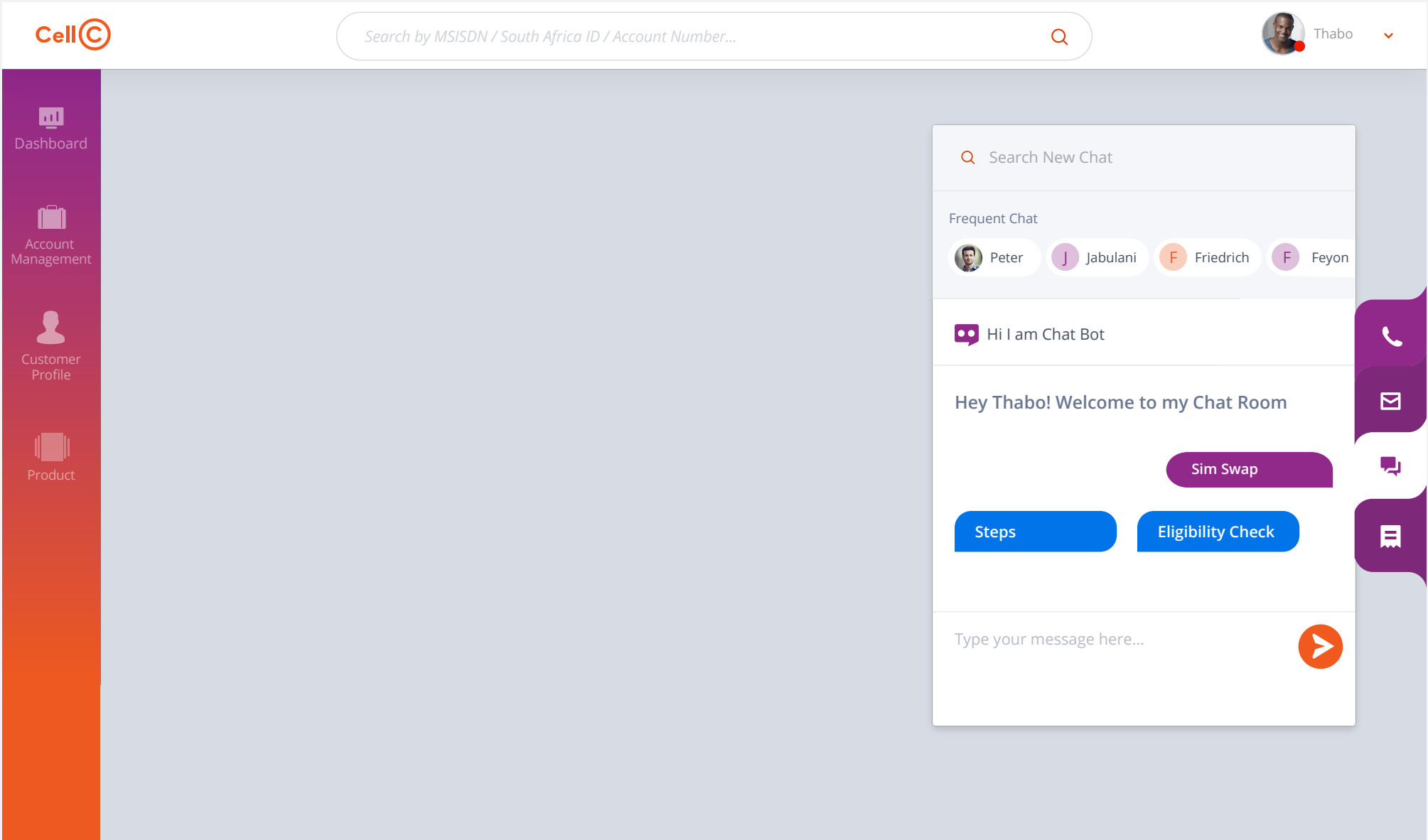
Product

03:09

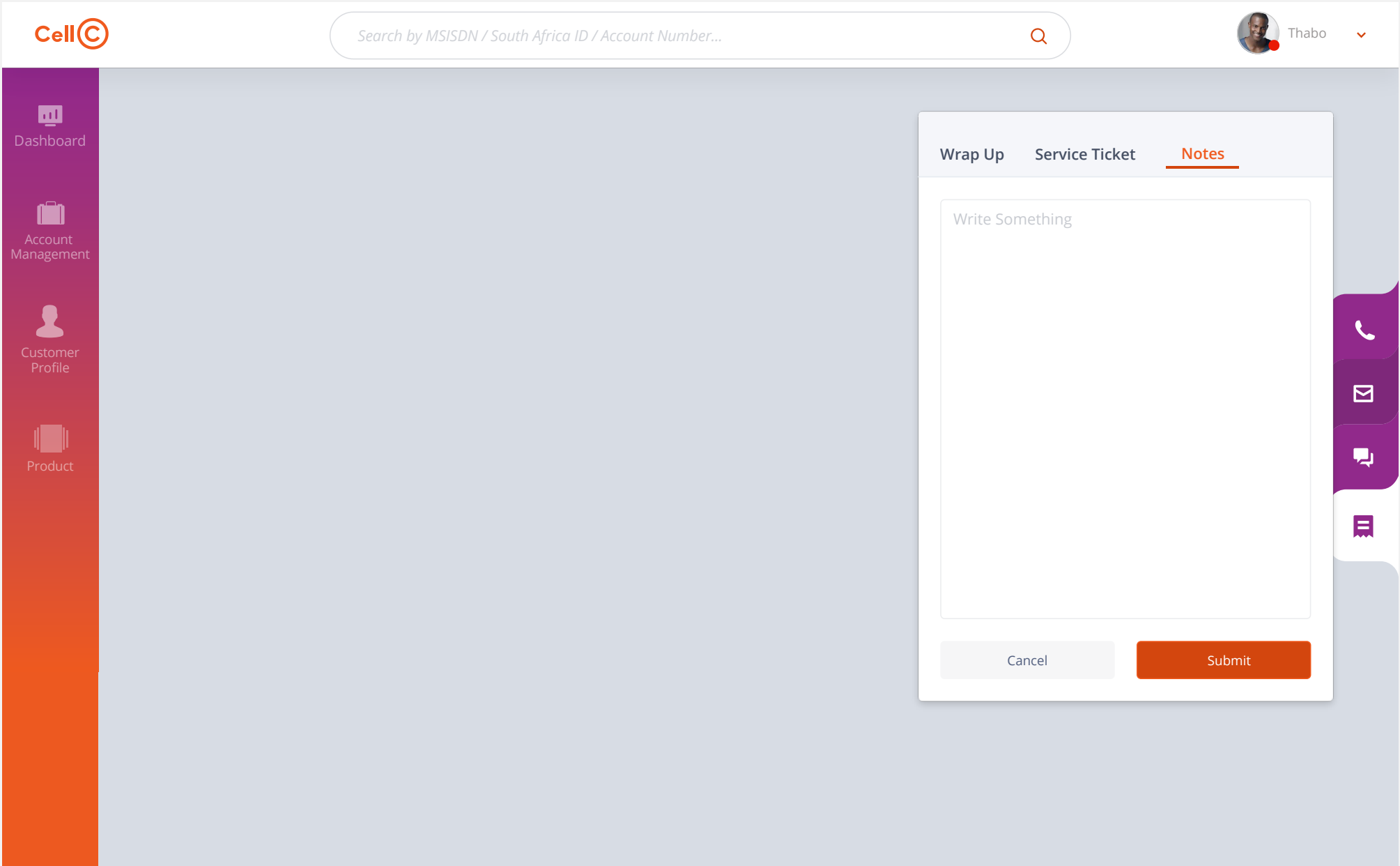
Screen 6 (System Roboto Message)



Component 7 (Quick Launch - Chat)



Component 8 (Quick Launch - Wrap Up)



Component 9 (Roboto System Mesage)

CellC

Search by MSISDN / South Africa ID / Account Number...

Dashboard

Account Management

Customer Profile

Product

Next Step:

Fibre coverage is available at this address

Guide me through the next steps

Next Step:

Please ask the customer if he/she wants to keep the same number

Guide me through the next steps

Component 12 (Authentication Pop-Up)

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Authentication

Before we proceed I need to ask you a few questions

What is your home address

63 Sandton

🏠

What is your postal code

2198

📮

What is your birthday

21/09/1980

🎂

KBS

Authenticate

📞

✉

📅

📄

CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

RSA ID

SA-9008084800089

XDS Authentication

#89765543

+27 87 221 1913

OTP will be sent to registered mobile number

Let's Start

Consent - Performing XDS authentication will not impact credit score

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Which city do you currently live in?

Midrand

Sandton

Johannesburg

Randburg

1 Question of 5

Next

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Are the first two numbers of your ID number 96?

yes

No

2 Question of 5

Next

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

Are you currently or previously under Debt Review?

yes

No

3 Question of 5

Next

CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

With which company do you have a cell phone contract?

CELLC

VODACOM

MTN

TELKOM

4 Question of 5

Next

CellC

Search by MSISDN / South Africa ID / Account Number...

Q

Thabo

Dashboard

Account Management

Customer Profile

Product

How old are you?

20 to 30

30 to 40

40 to 50

50 to 60

5 Question of 5

Next

CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Please enter below OTP sent to your mobile

2 9 2 1 5

Customer has been successfully authenticated with a 80% score

Reference No

A2302091

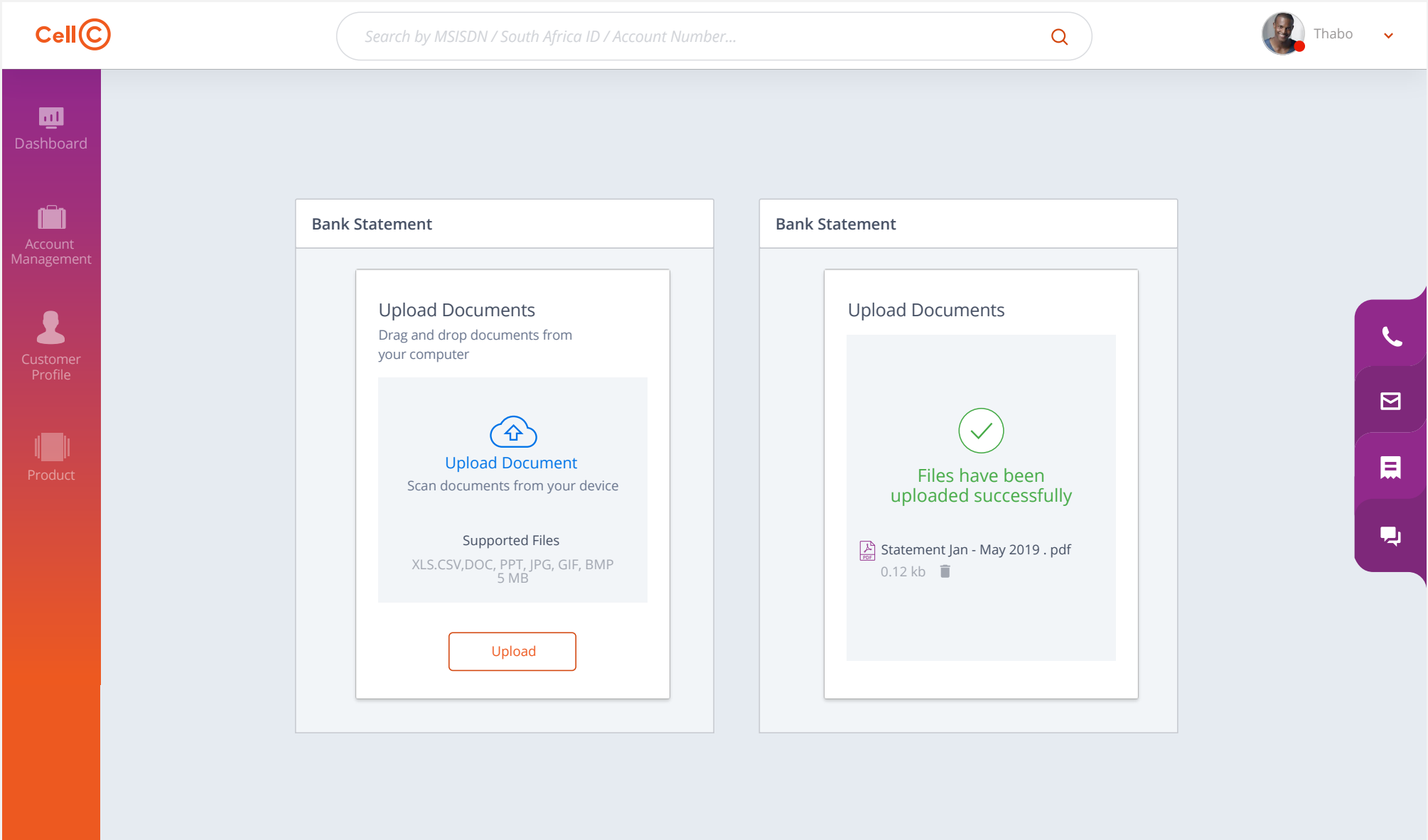
Number of attempts

2

Date/Time

2019-10-12 12:33:12 PM

Component 20 (File Uploader)



CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

Bank Statement

Scan Document

Directly Scan and Upload Document

Document Scan

Scan documents from your device

Supported Files

XLS.CSV,DOC, PPT, JPG, GIF, BMP

5 MB

Scan

Bank Statement

Scan Document

Files have been scanned successfully

SA ID_9008084800089. pdf

280 kb

Component 22 (Stepper)

CellC

Search by MSISDN / South Africa ID / Account Number...

Thabo

Dashboard

Account Management

Customer Profile

Product

✓

Product Selection

✓

Order Capture

✓

XDS Authentication

✓

Bank AVS

5

Debit Check

6

Terms & Conditions

☎

✉

📅

📄

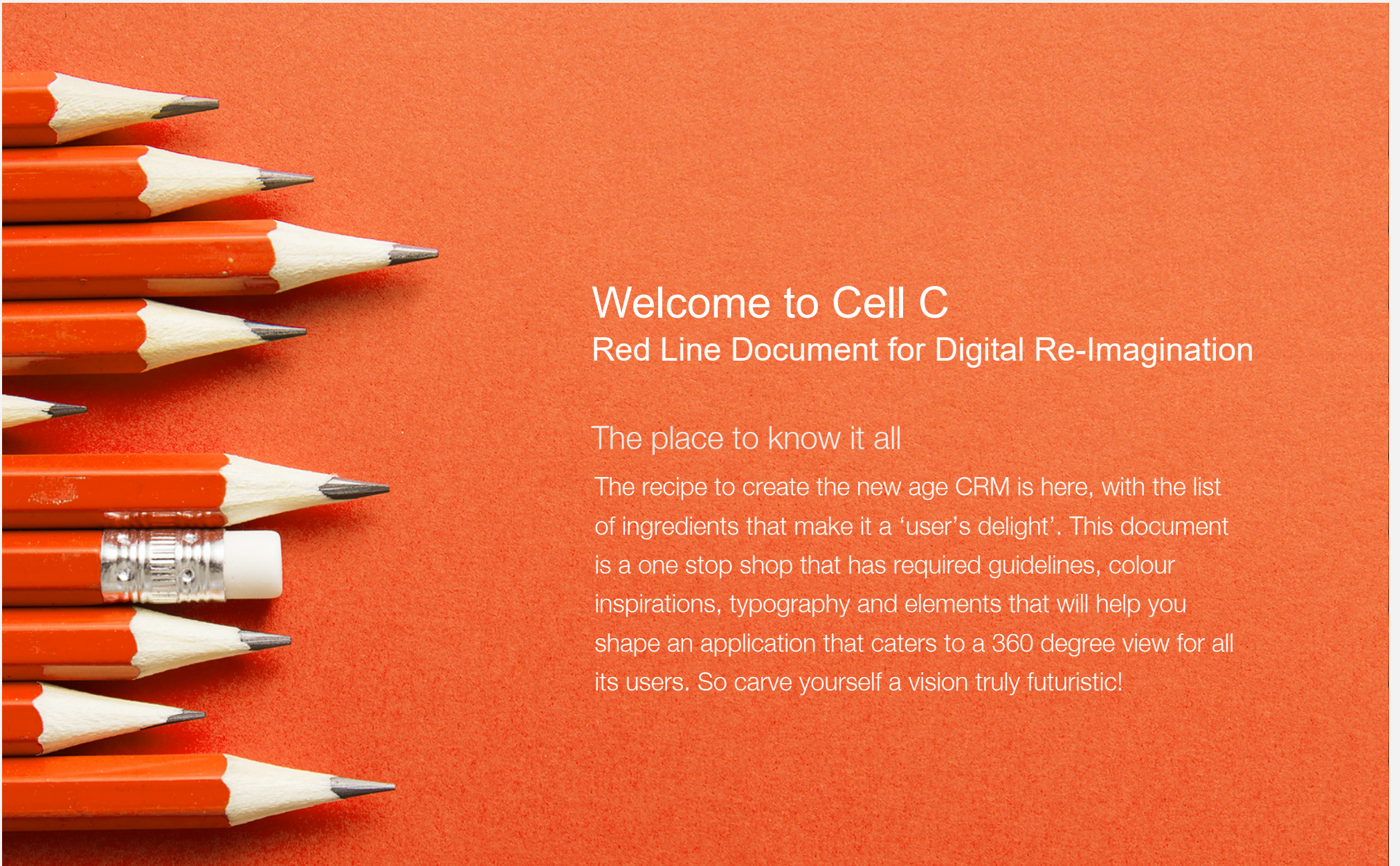
Red Line Document



CONTENT

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Welcome to Cell C

Red Line Document for Digital Re-Imagination

The place to know it all

The recipe to create the new age CRM is here, with the list of ingredients that make it a 'user's delight'. This document is a one stop shop that has required guidelines, colour inspirations, typography and elements that will help you shape an application that caters to a 360 degree view for all its users. So carve yourself a vision truly futuristic!

ALERT/NOTIFICATION

01

Alerting you always

Alert and Notification is an act of bringing something to the notice of the user.

Action Alert/Notification

Without Icon

Congratulation! You successfully created this case.

With Icon



Note: You have an item in your cart that requires an upfront payment.

Press to play

Lights camera or action would never be complete without a press of a button. This application includes buttons in the various states of activity, inactivity or state of disappearance. The response of the buttons to various actions the users make. Listed below are the 'buttons in action'

Primary Button

	Outline
Default State	<div>Start</div>
Mouse Hover State	<div>Start</div>

Secondary Button

	Outline
Default State	<div>Start</div>
Mouse Hover State	<div>Start</div>

Small Secondary Button

	Outline
Default State	<div>Start</div>
Mouse Hover State	<div>Start</div>

Tertiary Button

	Outline
Default State	<div>Submit</div>
Mouse Hover State	<div>Submit</div>

Special Button

<div>Place Order</div>	<div>LINK ACCOUNT</div>	<div>PROFILE</div>
------------------------	-------------------------	--------------------

Small Secondary Button

Outline

Default State	<div>Start</div>
Mouse Hover State	<div>Start</div>

Tertiary Button

Outline

Default State	<div>Submit</div>
Mouse Hover State	<div>Submit</div>

Special Button

Place Order

LINK ACCOUNT

PROFILE

Actionable Button

Big Size		Small Size	
Default State	<div>Perform Full Vetting</div>	Default State	<div>Perform DebiCheck</div>
Submit State	<div>Full Vett</div>	Submit State	<div>Done</div>

Information served crisp

A 'card' element is a must have to enhance user experience. We have done so by incorporating the 'card' elements at various stages of information design.

Card Title

View All

← CHECKBOX

Tick Talk Tick

It always feels great when you can choose from more than one! Checkboxes do exactly that, they give you the power to choose multiple options. We have included checkboxes in our form designs to enable the power of ‘multiple choice’

Default Stage

☐

Select Here!

Hover State

☐

Select Here!

Tap/Click State

☒

Select Here!

Re-Hover Click State

☒

Check action!

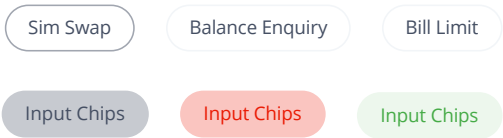
Functionally yours

Chips are compact elements that represent an input, attribute, or action. We have incorporated chips to enable easier task completion, and content easier to sort. Displayed below is one of the ways a ‘chip’ would function within this application ecosystem.

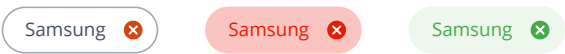
Stepper Display Chip



With Icon fill 5% Opacity (Text Color Added Color)



With Icon fill 5% Opacity (Text Color Added Color)



What appeals to all!

Colours connect the users with an emotion that has an everlasting impact. We have primarily used orange – the Cell C brand colour as it represents the newly-invigorated Cell C culture and shows the energy that Cell C brings to its products and services along with enough breathing space between various elements using white. Cell C’s orange represents the ‘unowned and vibrant’ and we try to bring the same feeling across the Application through the colour palette created.

Primary Color

This palette’s primary colors are orange, purple, and grey. Orange is commonly associated with trust, success, encouragement, and stimulation. Purple is often associated with royalty, nobility, luxury, power, and ambition

Cell C Orange	Level	Cell C Purple	Level	Cell C Grey Dark	Level
#d3460e	AA	#8E2787	AAA	#454F63	AA

Secondary Color

These are accent colors to provide additional lightness and style to pages looking for a more modern flair

Cell C Grey Dark	Level	Cell C Grey Light	Cell C Grey Lighter	Cell C Grey Lightest
#454F63	AA	#A1A6B0	#C7CAD0	#ECEDEF
Cell C Grey Warm Dark	Level			
#6A768E	AA			

Tertiary Color

These colors are used primarily for content-specific needs, such as alerts and illustrations. They should never overpower the primary colors.

Cell C Blue	Level	Cell C Red	Level	Cell C Green	Level
0074E8	AA	#EA1B05	AA	#46AB47	AA
Cell C Grey Dark	Level	Cell C Green Lightest		Cell C Red Lightest	Level
#454F63	AAA	#EDF7ED		#FAC5C0	AA
Cell C Green Dark	Level				
#308282	AAA				

Level

Background Color

These colors are used largely for background blocks and large content areas.

Cell C Grey BG	Cell C Grey Lightest	Cell C Grey Lightest
#E6EBF1	#ECEDEF	#F2F5F8

←

DATA TABLE

A table that seats many

An integral part of an agent’s work is going through data. With our application we have ensured that the data is easily palatable and never becomes an overload on the user. Tables will assist the user in placing important data for the agent & helps customers easily understand data in one glance.

Customer Data

Sort by : Price Low to High

Deals	Price	Period	Device	Deal Type	Status
MediaPlay Mobile 1.5 GB TopUp	R799	24	SAMSUNG Galaxy S9 Plus	Friday Deal	In stock
MediaPlay Mobile 1.5 GB	R799	24	SAMSUNG Galaxy S9 Plus	Hero Deal	In stock
Smart Data 10 GB	R1050	24	SAMSUNG Galaxy S9 Plus	Halala	In stock
Smart Data 20 GB	R1259	24	SAMSUNG Galaxy S9 Plus	Friday Deal	Not in Stock Till 12-06-2019
Smart Data 50 GB	R1650	24	SAMSUNG Galaxy S9 Plus	Hot Deal	In stock



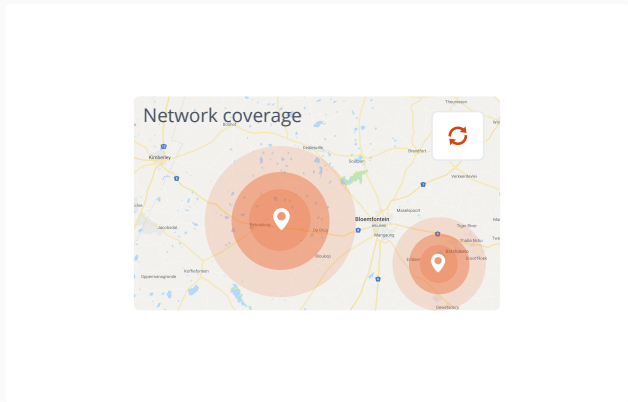
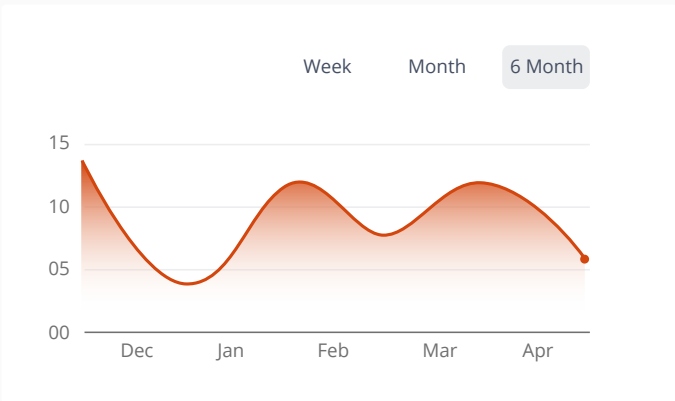
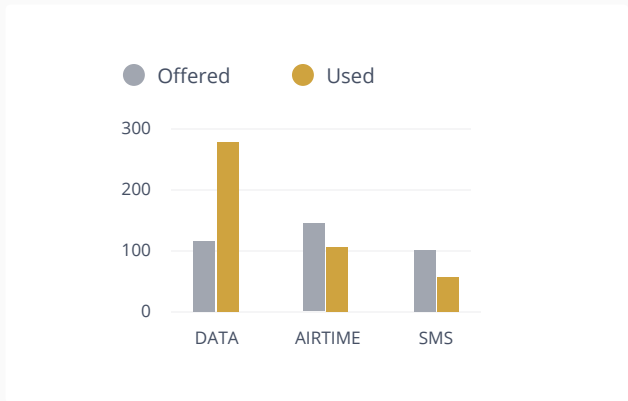
Showing 1 to 10 of 50 Items

Items per page: 5 Jump to: 1 < 1 2 40 41 42

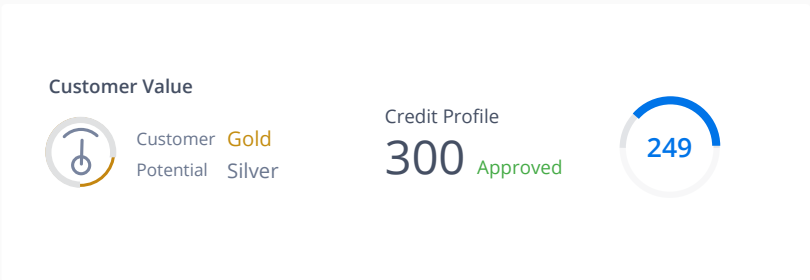
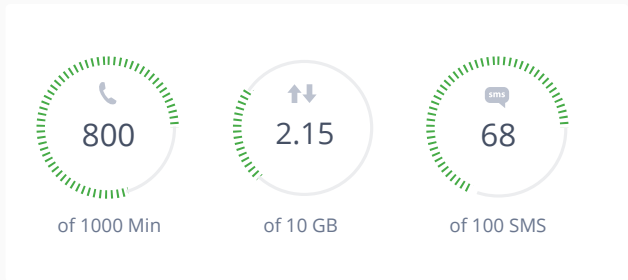
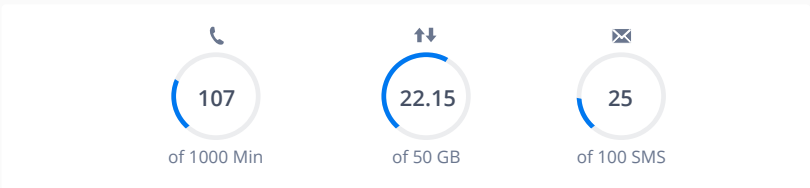
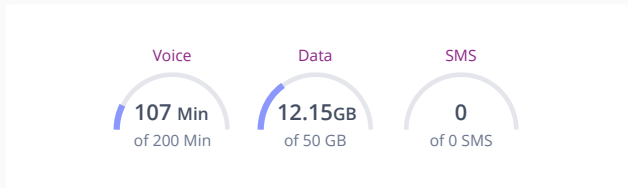
Visually yours

‘A good story teller always creates a picture in the mind’. Graph representations play a vital role in creating a story around the data. We utilized these graphs primarily in the dashboard section to display vital information upfront

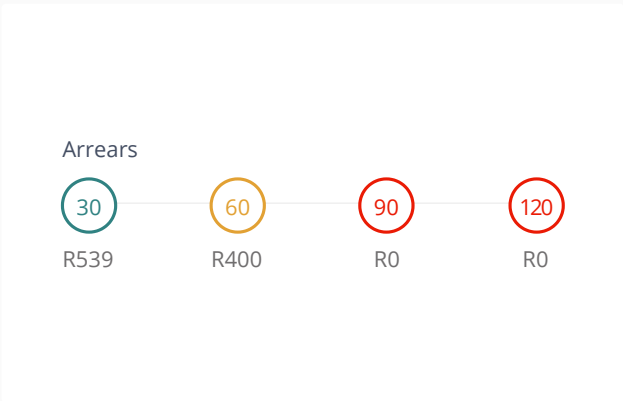
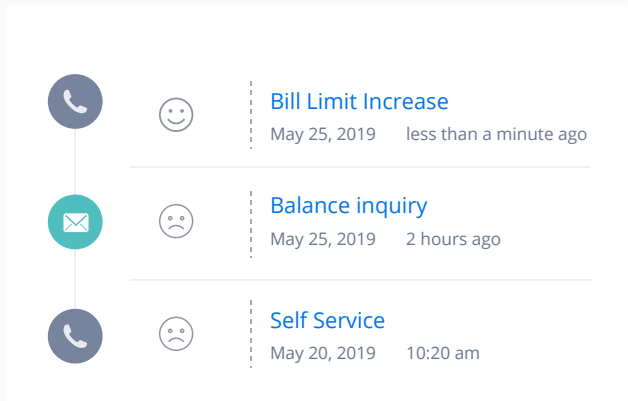
Graph Representation



Donut Pie Chart



Iconic and Infographics Representation



Iconic and Infographics Representation

Bill Limit Increase

May 25, 2019 less than a minute ago

Balance inquiry

May 25, 2019 2 hours ago

Self Service

May 20, 2019 10:20 am



Gradient Fill Representation

074 412 8923

MediaPlay 10GB Top Up

Contract

Active

107

of 1000 Min

22.15

of 50 GB

25

of 100 SMS

Current Bill

R650.40

Bill Limit

R900

23 Nov 2019

←

DROP DOWN

09

Your Palette of choices!

The power of choice begins with a simple widget. We have used the dropdown menu To ensure that user gets ample choices, dropdowns help conserve screen space & prevent users from entering erroneous data.

Components / Text Input with label

Default
Stage Type 1

Lable

Select an Option

▼

Active State
Dropdown

Lable

Select an Option

▼

Manhattan Sunning Hill, Sandton, Johannesburg

Mansion Avenue, Rivonia, Johannesburg

Mancester Palace, Rivonia, Johannesburg

Error State

Lable

Error

▼

⚠ Error Message

←

FORM ELEMENTS

10

Where words have a home

A form displays a set of related user input fields in a structured way.
forms are a particularly important interface between the user and the applications.

Input field

2

Order Capture

Customer Information

Customer type

Direct Customer

▼

First Name (s)

Kaya

Last Name

Botha

☒ Owner

Email

kaya25@gmail.com

Mobile Number

+27 613508659

☐ Port this number

Address

Resident Type

Rented

Address

Detail Address

Postal Code

2191

City

Johannesburg

☒ Delivery Address

☒ Billing Address

Communication

☒ SMS

☒ Email

☒ Call

☐ Do Not Disturb

NEXT

Normal with label	<div><div>Name</div><div></div></div>		
Hover	<div><div>Name</div><div>Text find</div><div></div></div>	Normal	<div><input type="checkbox"/> Port this number</div>
Press	<div><div>Name</div><div>Lorea Botha</div><div></div></div>	Hover	<div><input checked="" type="checkbox"/> Port this number</div>
Error	<div><div>Name</div><div>Lorea Botha</div><div></div><div>⚠ Username or password incorrect</div></div>	Select	<div><input checked="" type="checkbox"/> Port this number</div>

←

GRID STRUCTURE

11

Guidelines to perfection

These lines will help you distribute the elements proportionality in your designs and build a rhythm. These help the designs reorganise and adapt to various devices making it scalable & providing a seamless experience for the users.

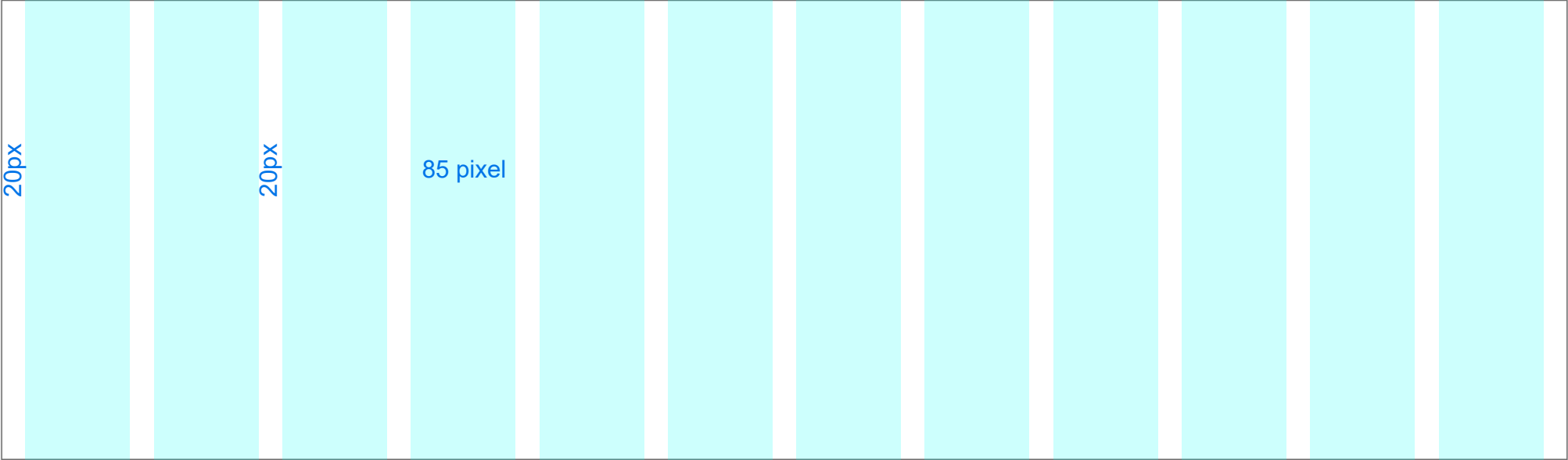
Layout Width — 1280 px

Gutter width — 20 px

Width —1280 px

Column width —20 px

Column — 12



Icon Family

Iconography or Icons serve as an important visual aid in any graphical communication. Their primary function is to serve as a common visual language, removing the possibility of open interpretation or ambiguity. ... Clever use of iconography directs users to what we want them to see. users can be motivated by the message conveyed by icons.

Primary icons



SIZE
24




COLOUR
#848FA6




OUT LINE
0


Library




Home




Account Management




Customer Profile




Product




Billing




Network




Search




Billing




Black




Billing




Text




Text




Text




Text




Text



Text




Text




Text


Account Group




Account Information




Sim Management




Billing and Payment




Package




Device Support




Services




Contact Person




Transaction History




Communication



Recent Activities



Text



Text

Secondary icons



SIZE
16




COLOUR
solid fill




OUT LINE
1≤pt


Library




Settings




Dashboard




Refresh




Edit




Call




Email




Device




Select




Deselect




Extremely happy




Happy




Fine




Neutral




Sad




Angry




Call log




Chat




Email 2




Account




Like




Celebration



Bank




Arrow




Arrow 2


Scocial




facebook




twitter




whatsapp



linkedin



instagram



youtube


←

LOADER

13


Wait for it to clear


A wait-animation progress indicator is the most common form of providing a system status for users when something is happening or loading.



LOADER-INLINE

Loader inline is lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et.


 Loading data


 Data loaded



Set of Option select and go for it

A menu is a set of options presented to the user of a system to help the user find information or execute a program function.


Header of App








 Lorrencia 

Menubar


Profile


Account Management


Customer Profile


Product

Helping you make an informed decision

A modal window is a graphical control element subordinate to an application's main window. Modal windows are sometimes called heavy windows or modal dialogs because they often display a dialog box.

BASIC DEFAULT

Are sure to accept these changes?

This is a section for additional informational or subjective context...

NO

YES

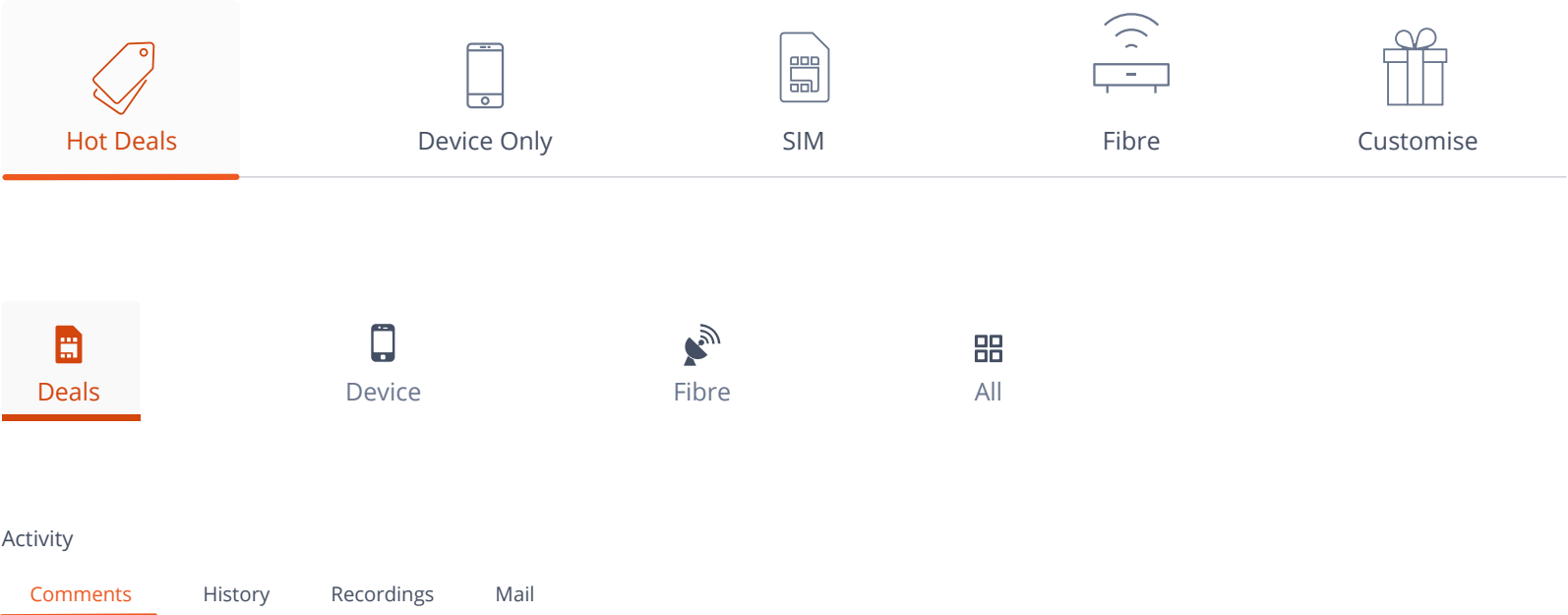
← NAVIGATION LINK AND TAB

16

What's next?

Just how 'my location' helps you on google maps , these catchy links indicates your current location in the site preventing you from losing your way in the application.

Link Bar Selection



Tab Selection



Recommended value added services



What follows!

Pagination is the process of dividing a document into discrete pages, either electronic pages or printed pages.” Wikipedia.
Pagination are an important element in web designing. Especially in content heavy websites and applications pagination is used to divide content and present in limited & digestible manner

Showing 1 to 10 of 50 Items

Items per page: 5 ▾

Jump to: 1 ▾

<

1

2

...

40

41

42

← QUICK LAUNCHER

19

Always at your service

We have tried our level best to make the in-application navigation quick simple and unintrusive. Located at the Right of your application is the Quick launch Bar. It acts as the perfect guide to assist you for your in-app journey making it simplistic at every step.

Phone Call + Dialer

Kaya Botha

SA-9008084800089

00:03:09

Calling No - +27 87 221 1913 | Dialed No - 140

Wrap up

Service Ticket

How was the call ?

Interested

Not interested

Call back

Reason Code 1

Reason Code 1

Reason Code 1

Reason Code 1

Comments if any


☒

Customer survey


Rate the customer

SUBMIT

Mail



ComposeInboxSent



L

Bill dispute

Customer has raised a query of bill dispute due to This is to bring in your notice that my service...


12:55PM

S

Roneel Meryllin

Customer Subscription application is submitted Hi Ronecia, Contract Application subscription ...

11:30AM



B

Jolenta CELL C

Regarding Leave application has been sent Dear Thabo, we have received yourLeave application...


TUE

B

FNB Bank

Customer Subscription application received This is to inform you Application no #74361 has...

TUE



S

Mary Michigan

Escalation for low network signal at my residence Hi Cell C Team, This is to bring you notice that my mobile...


FRI

B

SBI South Africa

Received application for your customer Anee Joseph Hi Cell C team, We have received application for Debit...

11 MAY



A

Jacob CELL C

Please submit your medical certificates and receipt Dear Thabo, Greeting of the Day Kindly Submit your...

11 MAY

A

Denny CELL C

Bill Dispute no 1251 has been resolved kindly followup


9 MAY

Chat


Q

Search New Chat


Frequent Chat




Peter




Jabulani



Friedrich



Feyon



Hi I am Chat Bot


Hey Thabo! Welcome to my Chat Room

Sim Swap

Steps

Eligibility Check

Type your message here...





Closing Call

Wrap Up

Service Ticket

Notes

Write Something

Cancel

Submit



←

RADIO BUTTON

20

On AIR Action

Radio buttons. Radio buttons allow the user to select one option from a set.
Radio buttons should have the most commonly used option selected by default.

Default Stage

☐ Option 1

Hover State

☐ Option 1

Tap/Click State

☒ Select Here!

Re-Hover Click State

☒ Check action!

← SLIDER

Control with a slide

Slider is a control that allows users to select a specific value (or range of values).
All too often users get the information of what the value is all about by reading the label on a slider.

Normal

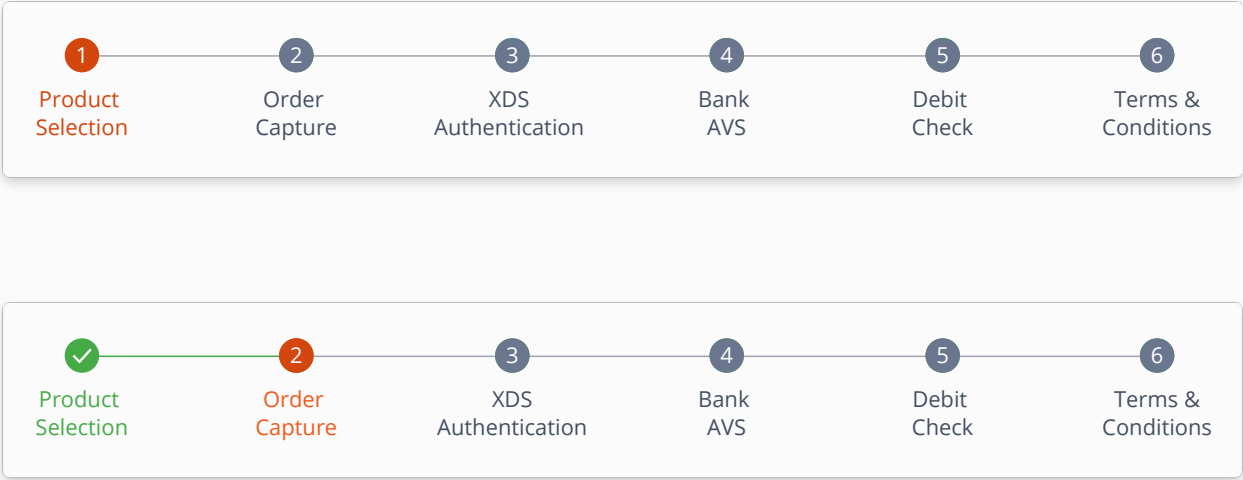


←

STEPPER

Every journey begins with a step

Steppers convey progress through numbered steps. It provides a wizard-like workflow. It display progress through a sequence of logical and numbered steps.



←

TOOLTIPS

An arrow that Guides you right


A tooltip is a brief, informative message that appears when a user interacts with an element in a graphical.

In our system we have introduced Robot tool tips which will guide and help user to follow appropriate process and action.


Robotic tool tip

Next Step:
Please ask the customer if he/she wants to keep the same number


Guide me through the next steps



Next Step:
Best recommended value added services for this product



Next Step:
Congratulations!
Account is eligible for upgrade



Field tool tip

Choose Username

SimyClarke231



Username must be a minimum of 5 characters and a maximum 32 characters.

My Type, Our Type

Typography is defined as the art and science of font style, appearance, and structure which aims at delivering the aesthetic and easily readable copy to readers.

Headings Text

H1 Heading

SIZE	SPACE	LINE
52	0.6	62.4

H2 Heading

SIZE	SPACE	LINE
43	0.6	51.6

H3 Heading

SIZE	SPACE	LINE
36	0.6	43.2

H4 Heading

SIZE	SPACE	LINE
36	0.6	36

H5 Heading

SIZE	SPACE	LINE
25	0.6	30

H6 Heading

SIZE	SPACE	LINE
21	0.6	25.2

Body Text

Body 1 Regular

SIZE	SPACE	LINE
17	0.6	25.5

Body 1 Semibold

SIZE	SPACE	LINE
17	0.6	25.5

Body 1 Bold

SIZE	SPACE	LINE
17	0.6	25.5

Body 2 Regular

SIZE	SPACE	LINE
14	0.6	21

Body 2 Semibold

SIZE	SPACE	LINE
14	0.6	21

Body 2 Bold

SIZE	SPACE	LINE
14	0.6	21

Caption Normal

SIZE	SPACE	LINE
12	0.4	18

Caption Semibold

SIZE	SPACE	LINE
12	0.4	18

Caption Bold

SIZE	SPACE	LINE
12	0.4	18

MINIMUM SIZE TEXT

SIZE	SPACE	LINE
10	0.4	15