KALIWEB SYSTEM

Field Service & Ticketing System

Internet Providers

Business guide — step by step, with screenshots
How your team works with KALIWEB SYSTEM every day

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1. KALIWEB SYSTEM for internet providers

For fibre, wireless and hotspot providers: installations, faults and relocations; your network on a map; your MikroTik routers and OLTs read live; and every monthly payment matched to the right customer. Your office, NOC, store and field teams work in one system.

This guide walks you through how a internet provider runs its day on KALIWEB SYSTEM: from the first call of a customer to the money in your account. Every step is shown with the screens your team will use. Kaliweb Systems sets the system up with you, trains your team and stays on WhatsApp and phone for support.

1.1 Before and after

Today	With KALIWEB SYSTEM
Installation requests and faults arrive on many phones and WhatsApp groups	Every request gets a ticket number and the customer gets an SMS tracking link
Nobody knows exactly where every FAT and closure is, or which ports are free	Every FAT, closure and manhole is on the map with GPS, photos and free ports
"Is there coverage at my house?" needs a technician to go and look	Check coverage in seconds from the location the customer sends on WhatsApp
You learn a customer is down when they call	You see who is online and every ONU's light level; a fault ticket opens by itself on LOS
Paybill payments are matched by hand and unpaid customers are cut by hand	Payments match themselves; unpaid customers are suspended and reconnected automatically
Routers, ONTs and cable leave the store with no record	Every unit is scanned out and recorded at the customer; cable is counted in metres

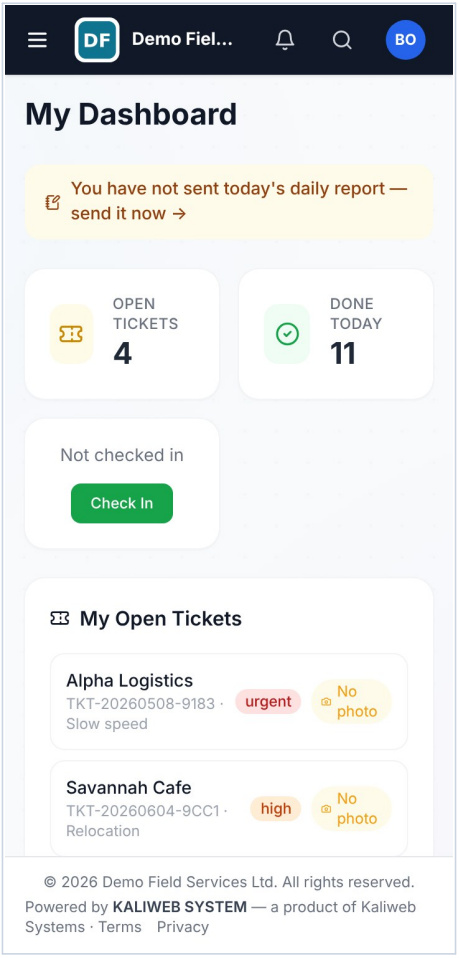
1.2 Who uses it in your company

Everyone signs in with their own username and only sees what their job needs. You can add your own roles (for example *store keeper* or *cashier*).

Person	What they do in the system
Customer care	Logs installations and faults, checks coverage, sees each customer's internet status
NOC / supervisor	Assigns jobs, watches the live network and the events, reviews job reports
Technicians	Jobs on the phone, map FATs and closures with GPS and photos, record materials and Rx readings
Store	Issues routers, ONTs and cable; receives faulty units
Accounts	Invoices, payments, suspend / reconnect, collections
Manager	Dashboards, approvals, reports and targets

1.3 Works on any phone, even without internet

Technicians open the system in the phone's browser and press *Add to Home screen*: it works like an app, with nothing to install from a store. Job reports, photos, signatures and materials used are kept on the phone when there is no network and are sent by themselves when the phone is back online.



The technician's dashboard on a phone.

2. Your first week

Kaliweb Systems prepares the system with you. This is what happens in the first days, so you know what to have ready.

1. **Company details and logo.** Your name, logo, address, phone and tax PIN go on every invoice, quotation, receipt and report.
2. **Branches and staff.** Add each branch and every staff member with their role. Technicians receive their login by SMS.
3. **Your services and job types.** Typical job types are set for you: *new installation*, *fault*, *relocation*, *upgrade / downgrade*, *router replacement*, *survey*.
4. **Customers.** Your customer list (name, phone, account number, plan, location) is imported from Excel. The account number is what customers type when they pay to your paybill.
5. **Stock.** Routers, ONTs and radios are set with serial numbers; drop cable, patch cords and fibre in metres (rolls of 1,000 m, boxes of 305 m).
6. **Payments.** Your own M-Pesa paybill or till (or MTN / Airtel) and your bank account are connected, so customer payments are matched by themselves. The money goes straight to your account; Kaliweb never holds it.
7. **Network and devices.** Your technicians start mapping the network (chapter 4), and our team connects your MikroTik routers and OLTs to the system (chapter 5).

TIP Start with one branch and a few technicians for the first week, then bring in everyone. Most teams are comfortable within two weeks.

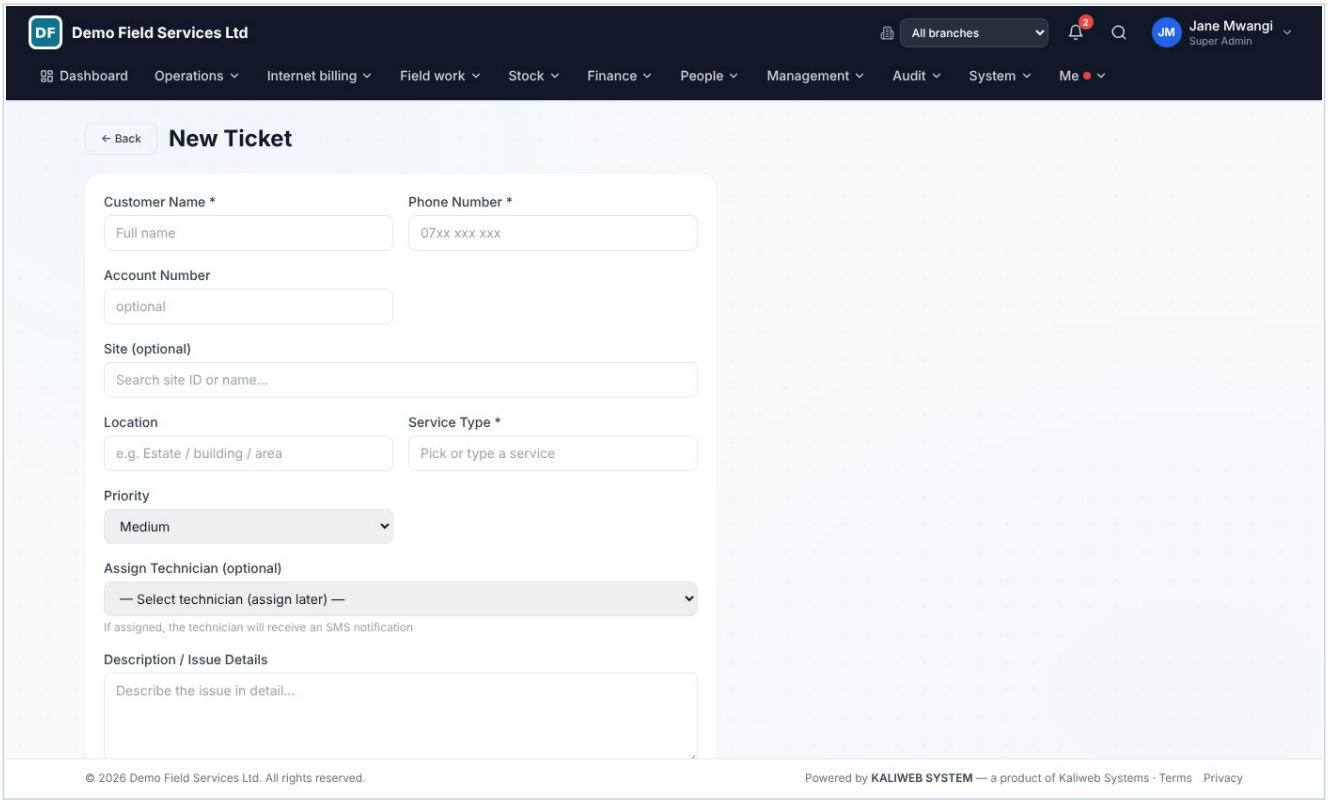
3. Every request is a ticket

A **ticket** is one customer request: a new installation, a fault, a relocation, an upgrade. It gets a number such as `TKT-20261001-B101` and the customer receives an SMS with a private **tracking link**.

3.1 Logging a request

Customer care opens **New Ticket**:

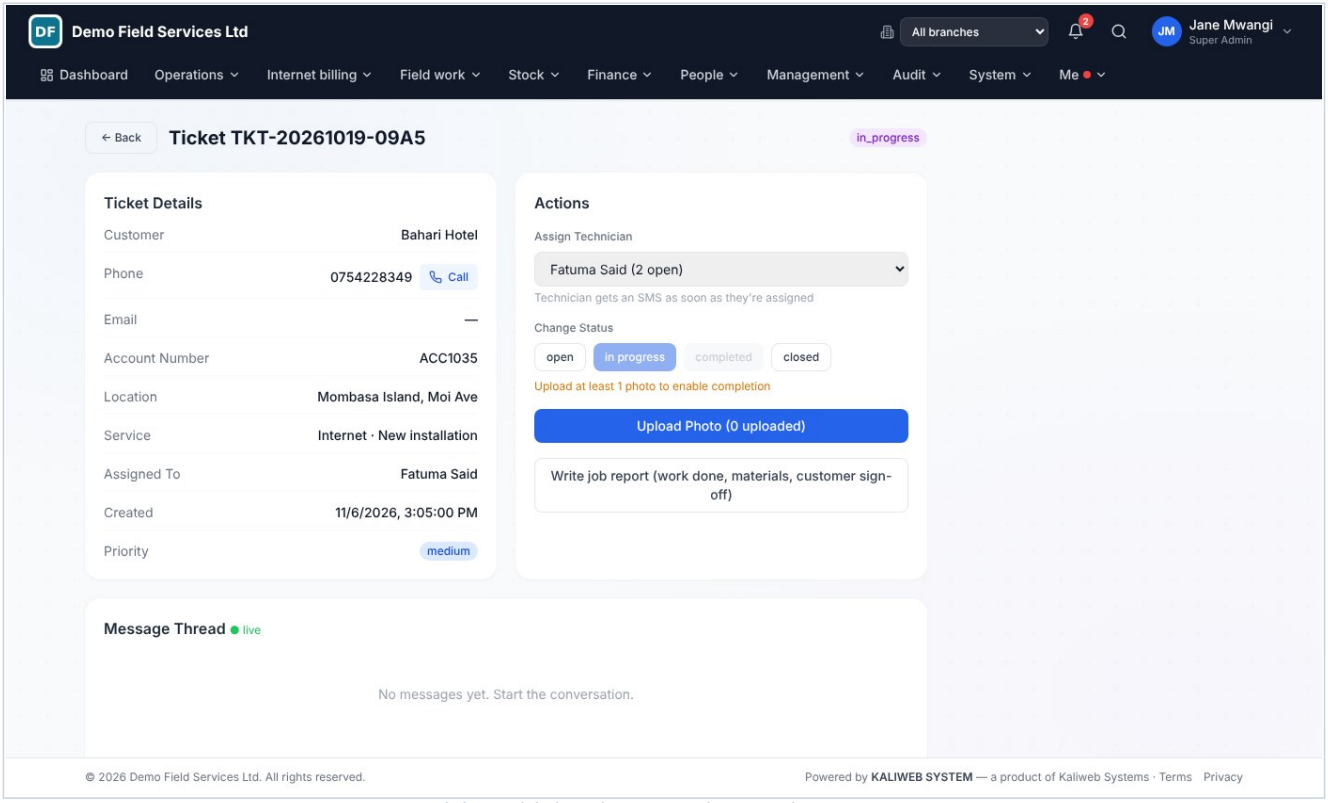
1. Type the customer's **phone number** — returning customers are recognised and their details filled in.
2. Add the **account number** (the customer's internet account) and the **location**.
3. Choose the **job type** (new installation, fault, relocation…), the **priority** and describe the problem.
4. Assign a **technician** now or later. A technician with an expired certificate is marked with a warning.
5. Press **Create Ticket & Send SMS**.



Logging a new ticket.

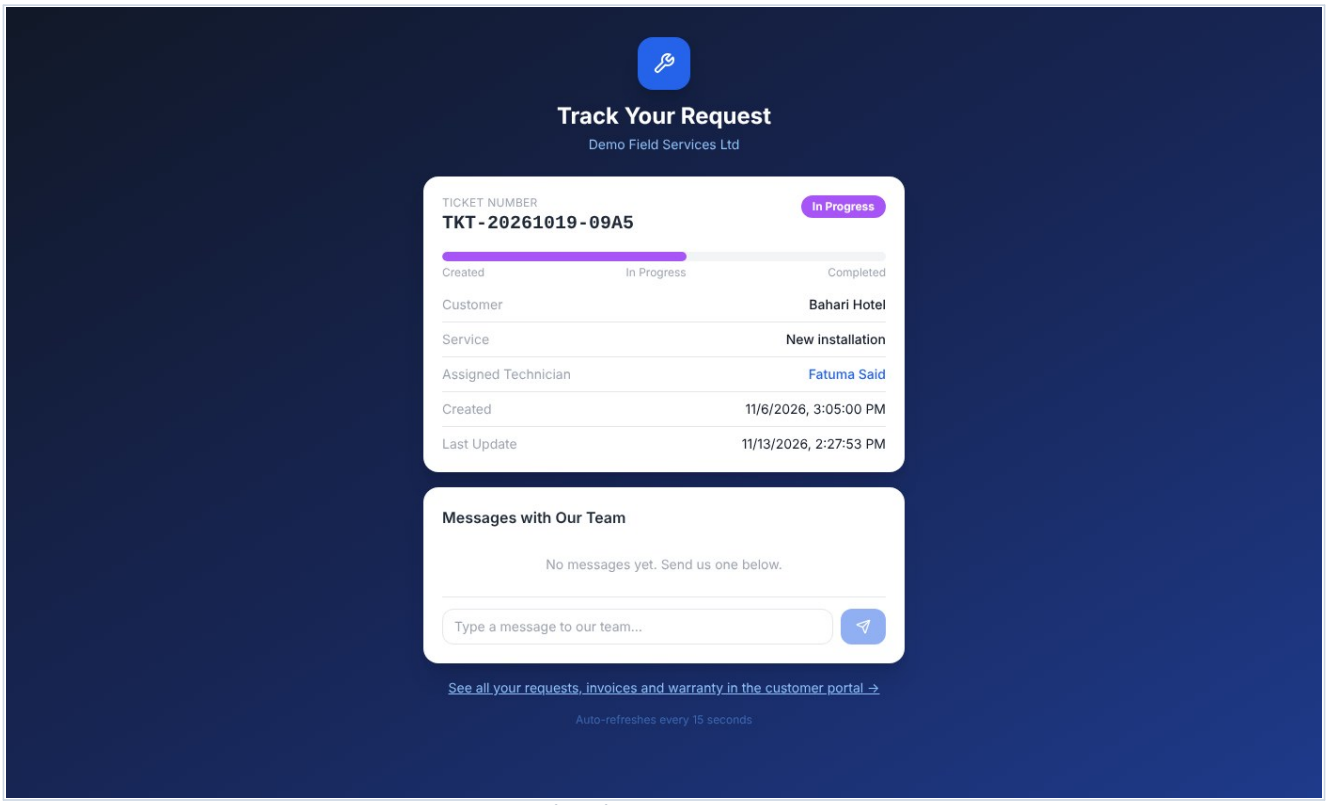
3.2 Following the work

The ticket list shows every request with its status — *open, assigned, in progress, completed, closed* — the technician and how long it has been waiting. Open a ticket to see everything about it: the customer, photos before and after, the message thread with your team and the customer, and the job report.



A ticket with its photos, actions and messages.

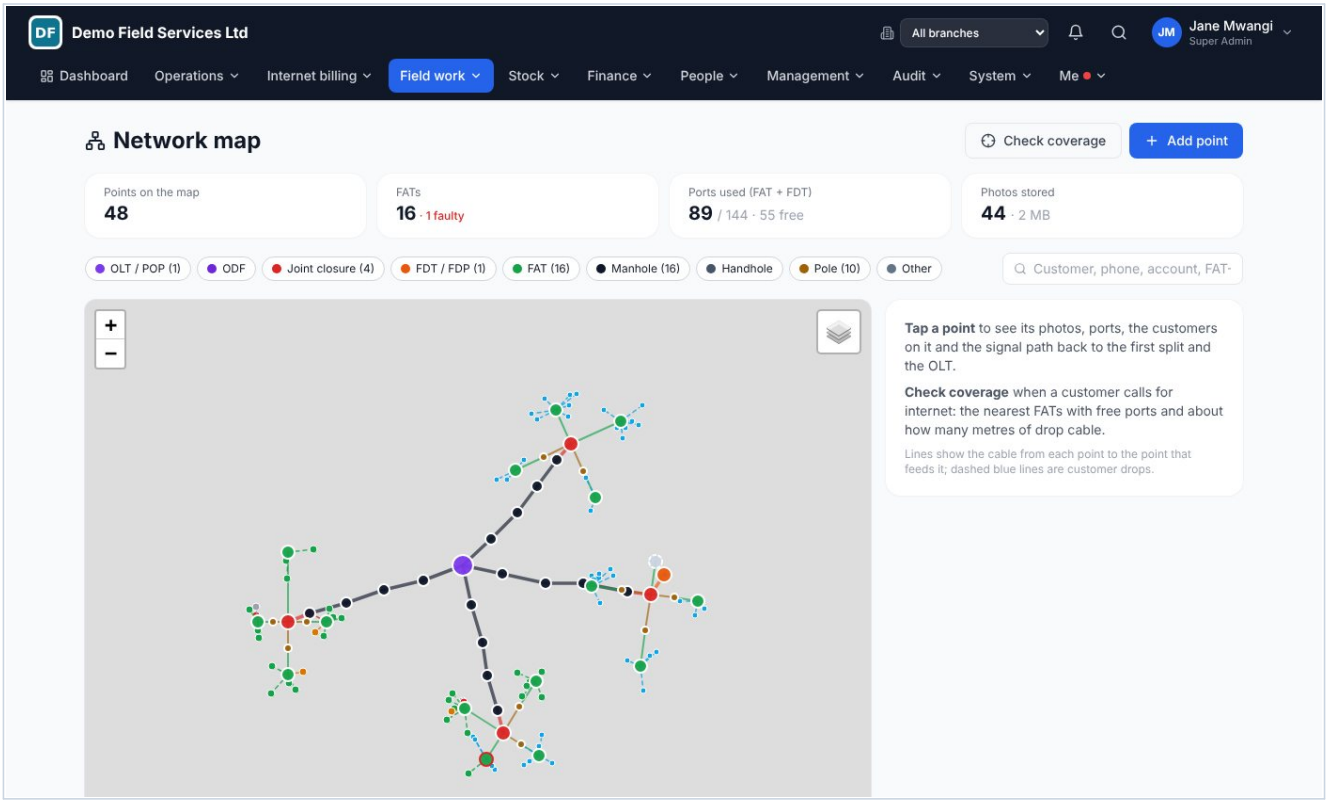
The customer follows the same job on their tracking page and can send a message to your team without calling.



What the customer sees.

4. Your network on the map

Field work → Network map shows your whole fibre network: every OLT / POP, ODF, joint closure, FDT, FAT, manhole and pole at its exact GPS position, with photos. A line joins each point to the point that feeds it, so the map draws your cables; dashed blue lines are customer drops.

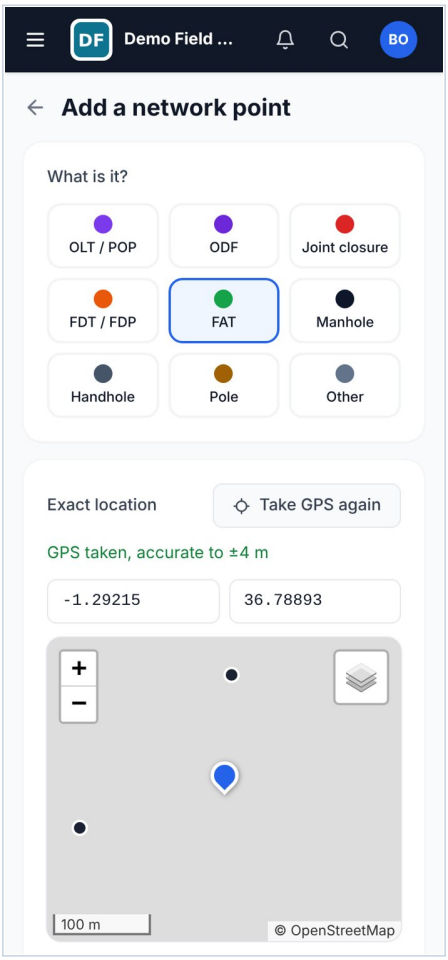


The network map with a FAT, its photos, ports and the signal path to the OLT.

4.1 Mapping a FAT or closure in the field

The technician stands next to the FAT, closure or manhole and presses **Add point**:

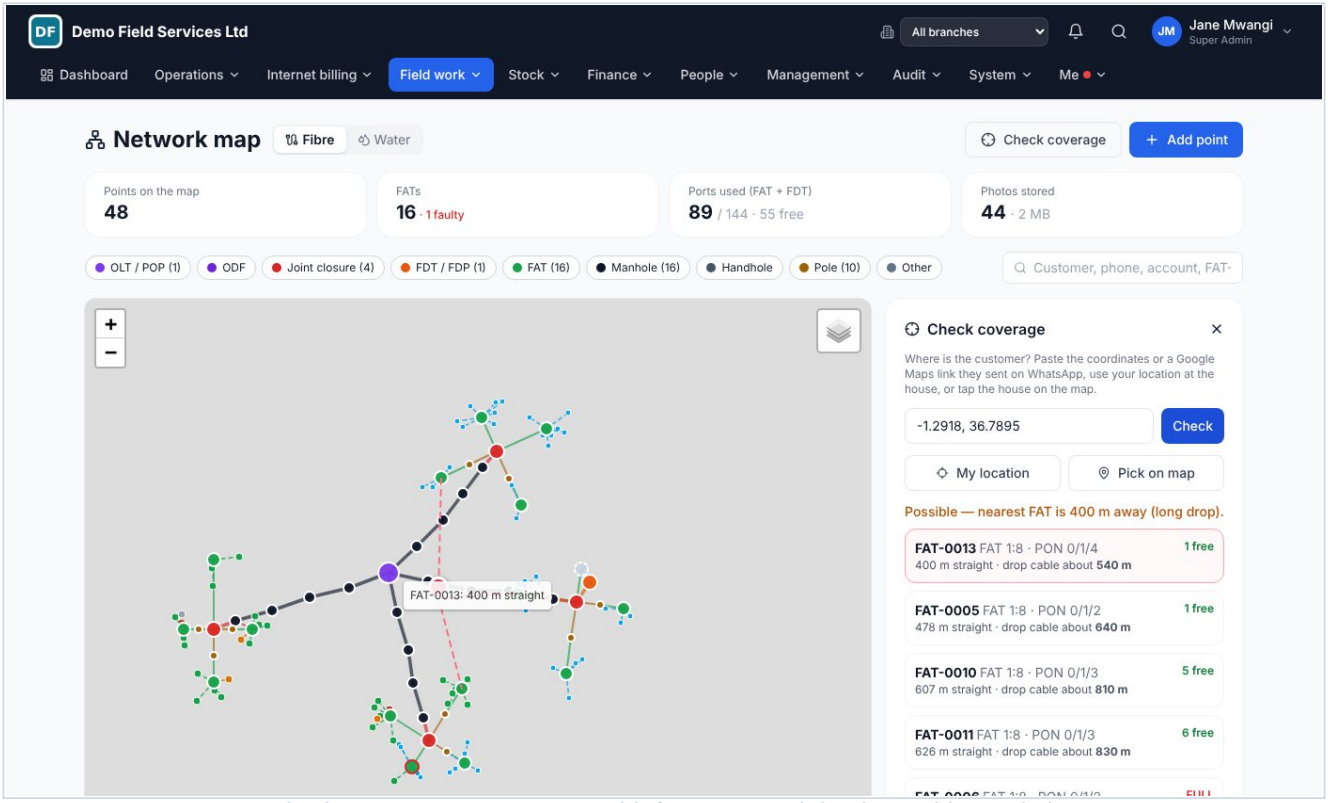
1. Choose what it is: FAT, closure, manhole, pole…
2. The phone takes the **GPS position** and shows how accurate it is — wait for ±5 m or better, in the open.
3. Choose the **splitter** (1:8, 1:16…) and how many ports are already used.
4. **Fed from:** pick the closure or FDT the cable comes from — the nearest points are listed with their distance. Add the cable type and length.
5. On the first closure after the OLT, enter the **PON port** that feeds it (for example *0/1/3*). Every point after it is on the same PON by itself.
6. Take **photos**: outside, inside with the splitter, and the label. Press **Save** — the code (FAT-0012, CL-0003…) is given automatically.



Adding a FAT from the phone: GPS accuracy, the point it is fed from and photos.

4.2 "Do you have coverage at my house?"

Press **Check coverage** and give the customer's location: paste the coordinates or the Google Maps link they sent on WhatsApp, press **My location** at the house, or pick it on the map. You get the **nearest FATs with free ports**, the distance and **about how much drop cable** is needed. Within 250 m is shown as covered.



Check coverage: nearest FATs with free ports and the drop cable needed.

4.3 The signal path and the PON

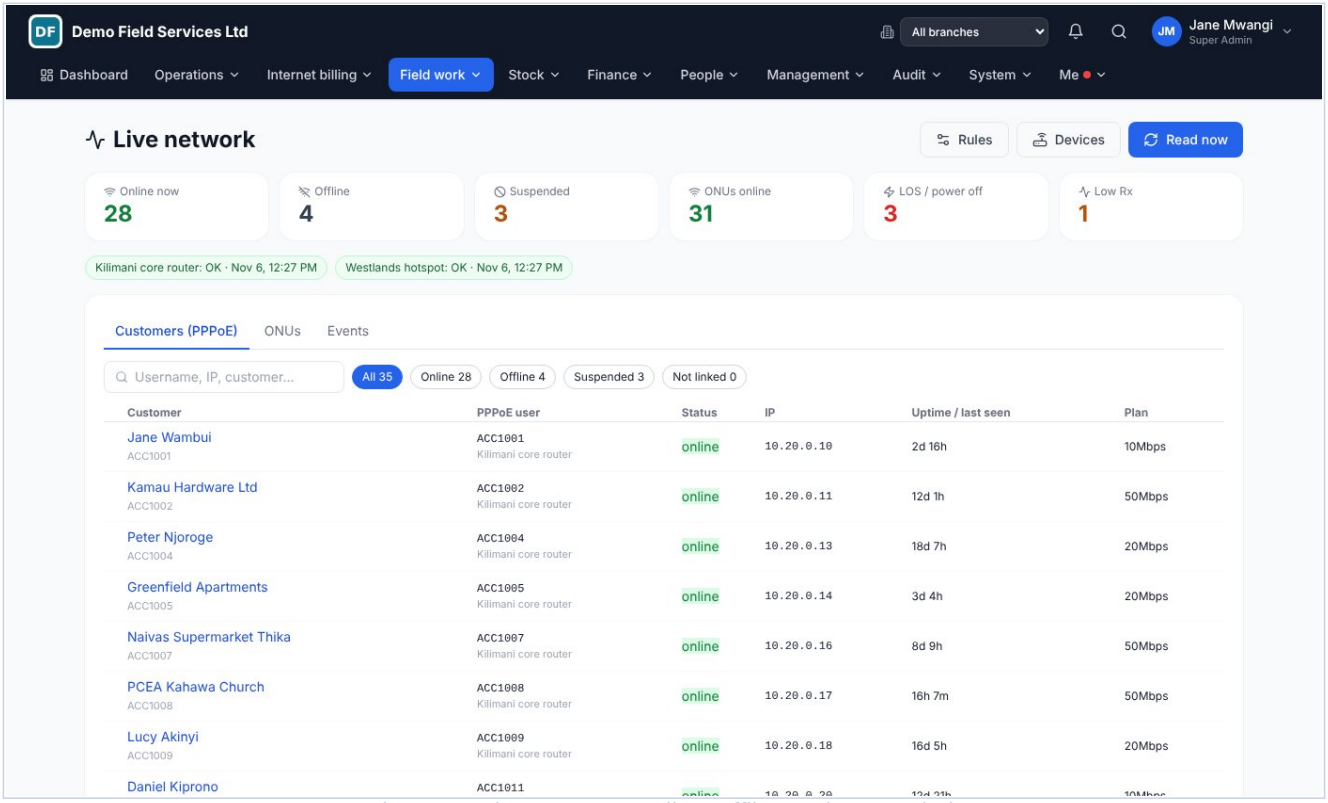
Tap any point to see its photos, free and used ports (red **FULL** when none is left), the **signal path** from the OLT down to it with the **first split** marked, the total split (for example 1:4 × 1:8 = 1:32), the fibre length and an estimated loss. On an OLT you see each PON port: the closure it starts at, how many FATs and how many customers.

4.4 Connecting a customer to a FAT

On the FAT press **Connect customer**: choose the customer, the port, the ONT serial, the drop length and the Rx power, and save the house location. Type a customer's name, phone or account number in the search above the map and the map goes to their house, draws the drop to the FAT and shows the path back to the OLT.

5. Live network: MikroTik and OLT

Once your devices are connected, the system reads them every few minutes.

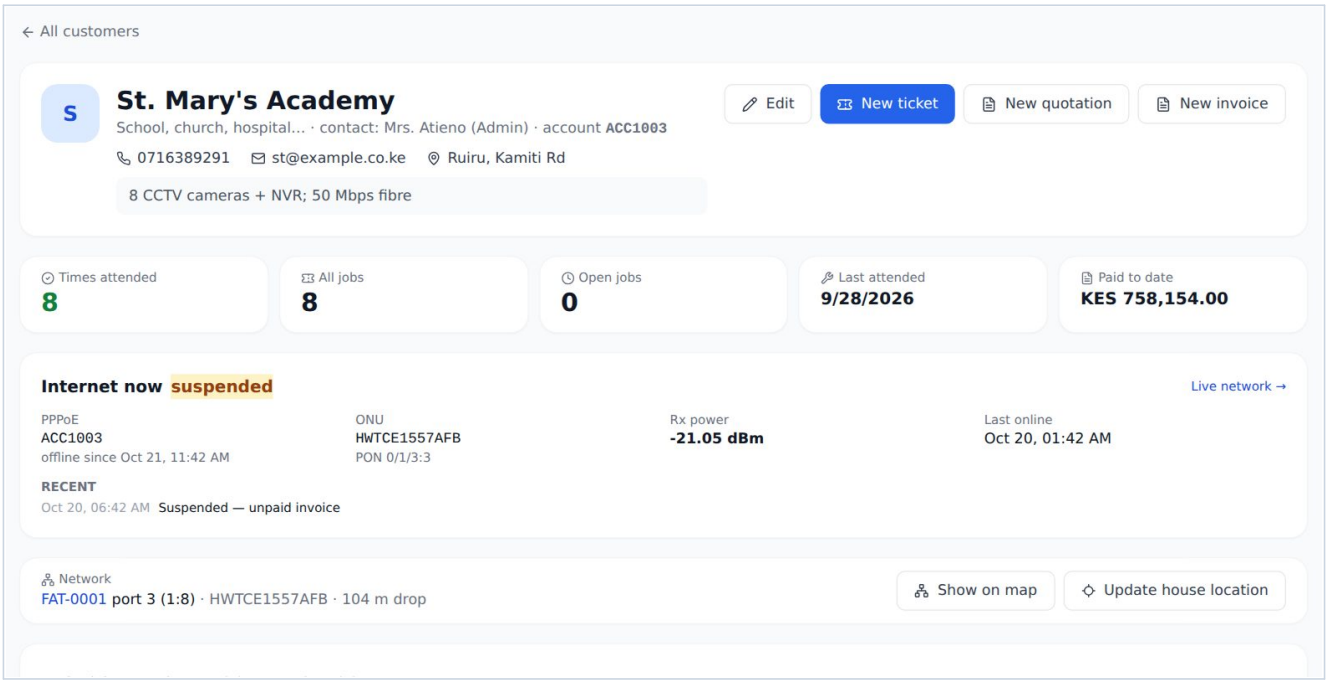


Live network: customers online, offline and suspended.

Field work → Live network has three tabs:

- **Customers** — every PPPoE and hotspot user: online, offline or suspended, IP, uptime and plan. Users not yet linked to a customer are linked once with *link customer*.
- **ONUs** — every ONU with its PON, serial, status (online, **LOS** = no light, **power off**) and **Rx power**; low light is shown in red.
- **Events** — went offline, back online, LOS, low Rx, suspended, reconnected.

On the **customer's page** the card **Internet now** shows their status, IP, uptime, ONU, PON and Rx power, with **Suspend** and **Reconnect** buttons for the people allowed. On the map, drops are coloured: green online, grey offline, amber suspended, red LOS.



The customer's page: internet now, ONU and Rx power.

5.1 Rules that work for you

Under **Live network → Rules** the administrator chooses:

- **Suspend unpaid customers automatically** when an invoice is more than *N* days overdue. The customer is **reconnected by itself as soon as they pay** — by M-Pesa, bank or at the office.
- **Open a fault ticket** when a customer's ONU loses light (only if they have no open ticket).
- The **low Rx** limit (normally −27 dBm).

> **TIP** A customer who calls about slow internet: open their page first. If the ONU shows −29 dBm, send a technician to clean the connector or check the drop — before replacing the router.

6. Step by step: a new connection

1. **Coverage:** the customer sends their location on WhatsApp; customer care runs **Check coverage** and tells them the nearest FAT is 120 m away.
2. **Quotation:** installation fee and router, sent as a link; the customer accepts with a signature and pays by M-Pesa.
3. **Ticket:** *New installation*, assigned to a technician, who receives an SMS.
4. **Store:** the technician collects an ONT (scanned by serial) and a roll of drop cable.
5. **Installation:** the technician connects the customer on the FAT port, records the ONT serial and Rx power, 140 m of cable, photos and the customer's signature.
6. **Live:** the customer's PPPoE account appears online; their page shows the ONU and Rx power. Monthly payments to your paybill with their account number now match by themselves.

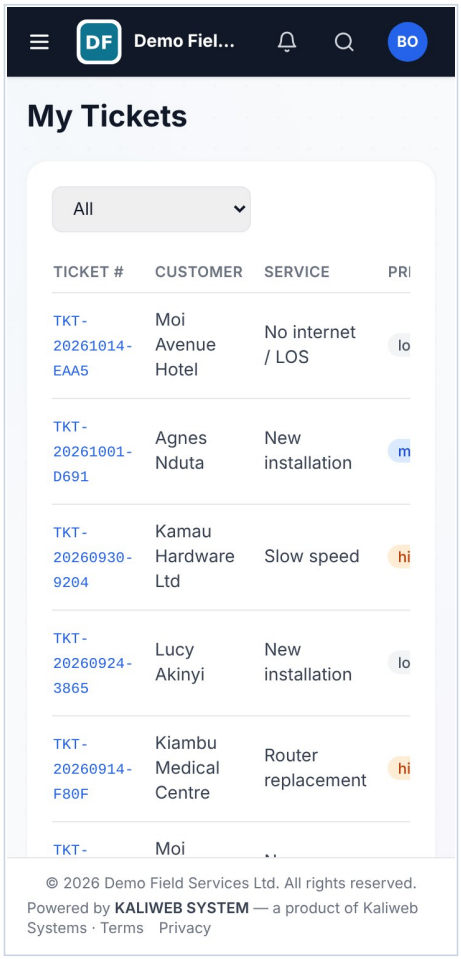
7. Step by step: a fault

1. The customer's ONU goes into **LOS** at 2 a.m.; a fault ticket is opened by itself and the NOC sees the event.
2. In the morning the supervisor checks the map: three customers on the same FAT are in LOS — the problem is the FAT or the cable feeding it, not the customers' routers.
3. One ticket is assigned; the technician follows the **Directions** to the FAT, finds the cut cable and fixes it.
4. The ONUs come back **online**, the events show it, and the job report closes the ticket with photos.
5. If a router had to be replaced, the faulty unit is recorded and returned to the store.

8. The technician's day

8.1 Jobs and attendance

On arrival the technician presses **Check in**; **My Tickets** shows only their jobs for the day, with the customer's phone, location and directions.

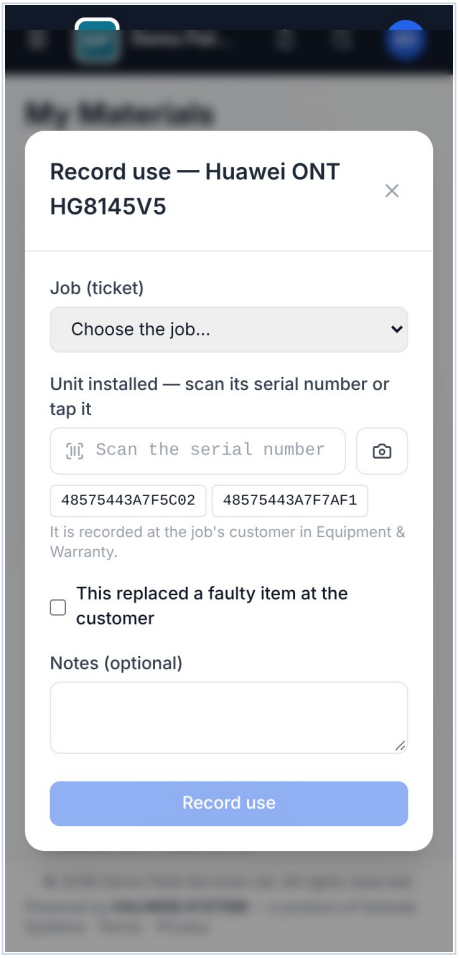


My tickets on a phone.

8.2 Materials

The store issues items to the technician; **My Materials** shows what they hold. After each job they press **Record use**:

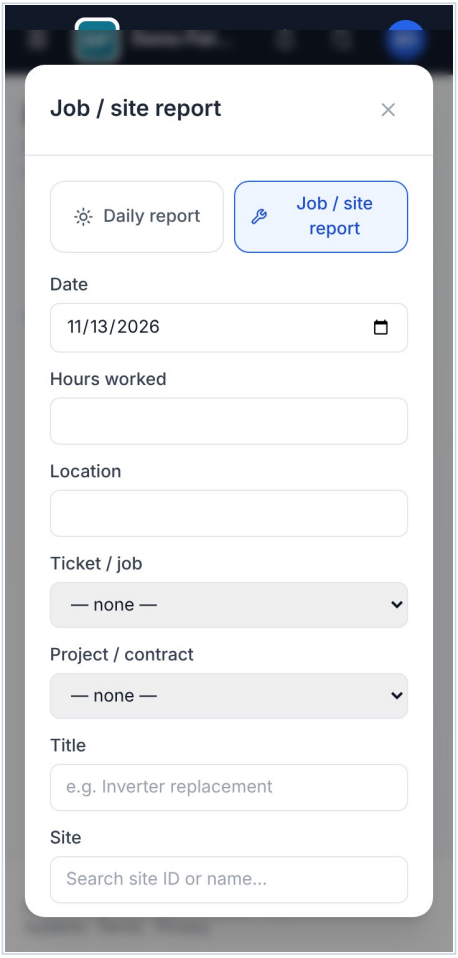
- Drop cable is recorded in metres: issued one roll of 1,000 m and used 300 m, the technician enters *300* and the system shows 700 m left with them.
- Items with serial numbers (routers, ONTs, radios) are scanned with the phone camera and recorded at that customer, with the installation date and warranty.
- A faulty item replaced at the customer is ticked as *replaced a faulty item* and must be handed in at the store.



Recording what was used on a job.

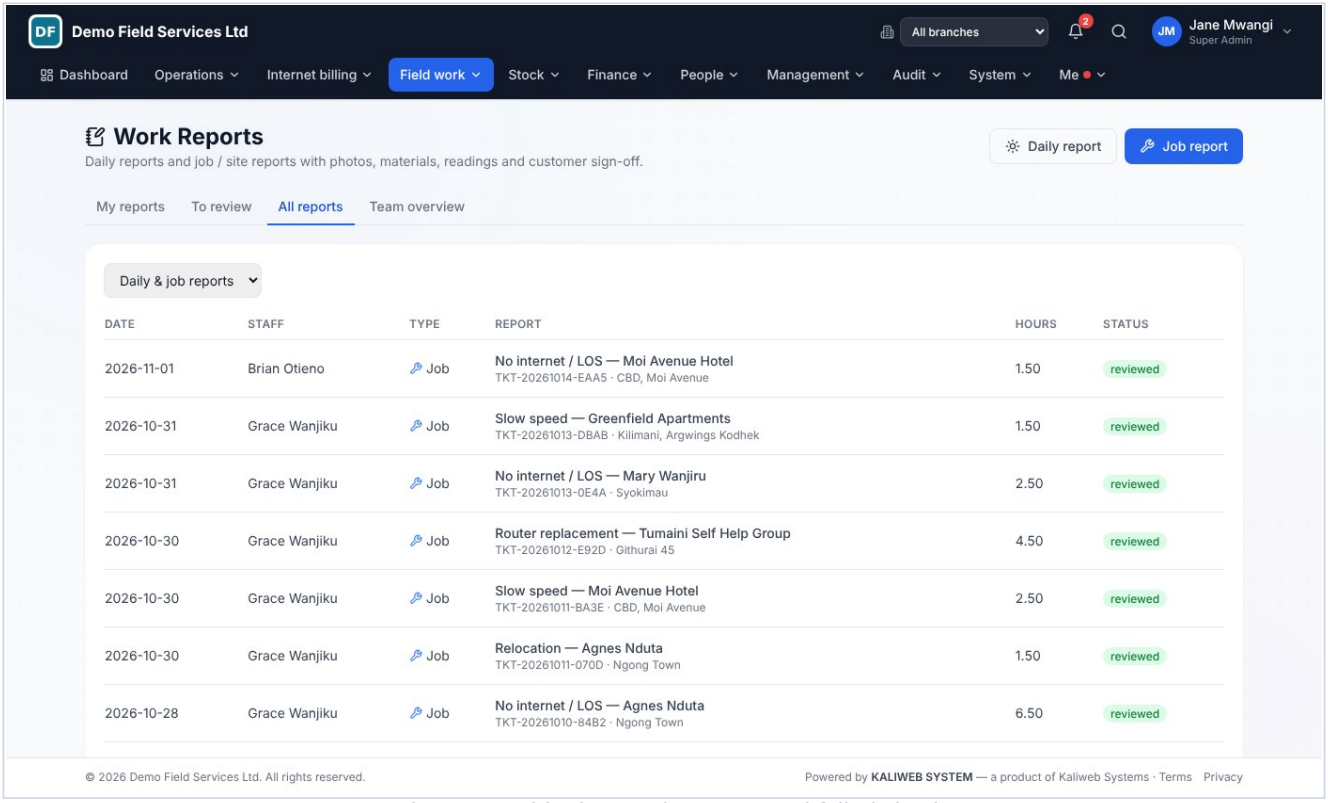
8.3 The job report

At the end of every visit the technician fills in the **job report** on the phone: work done, materials used, **signal readings (Rx power, speed test)**, photos and the **customer's name and signature** on the screen. A checklist for work at height can be added for pole work.



A job report on a phone.

Supervisors review the report or return it with a comment. From an approved report you print a **completion / test certificate** on your letterhead with the readings, checklist results and signatures.



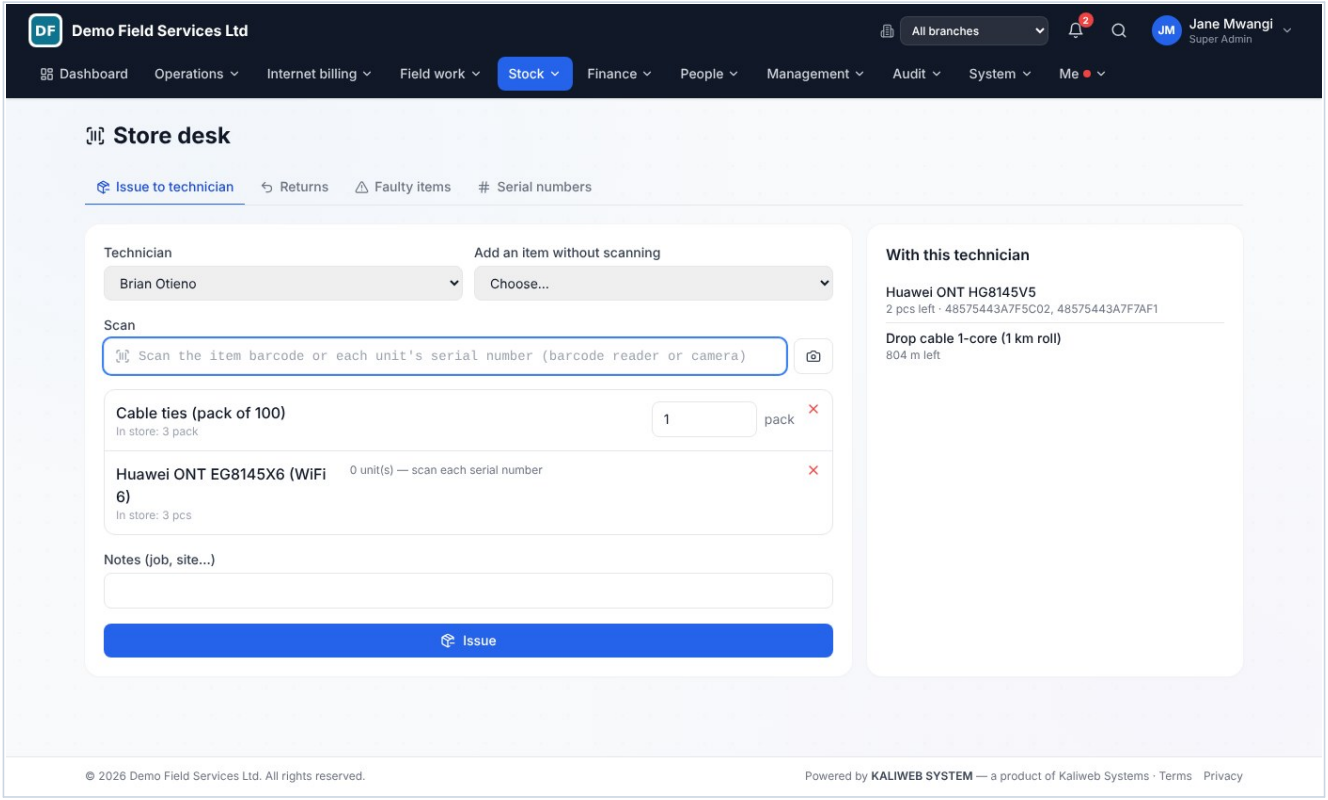
Work reports with photos, signatures and failed checks.

9. Stock: from the store to the customer

9.1 Items and the store desk

Stock → Accessories lists every item per branch with quantity and reorder level. Typical items: ONTs and routers (with serial numbers), radios, drop cable, patch cords, splitters, FAT boxes, connectors.

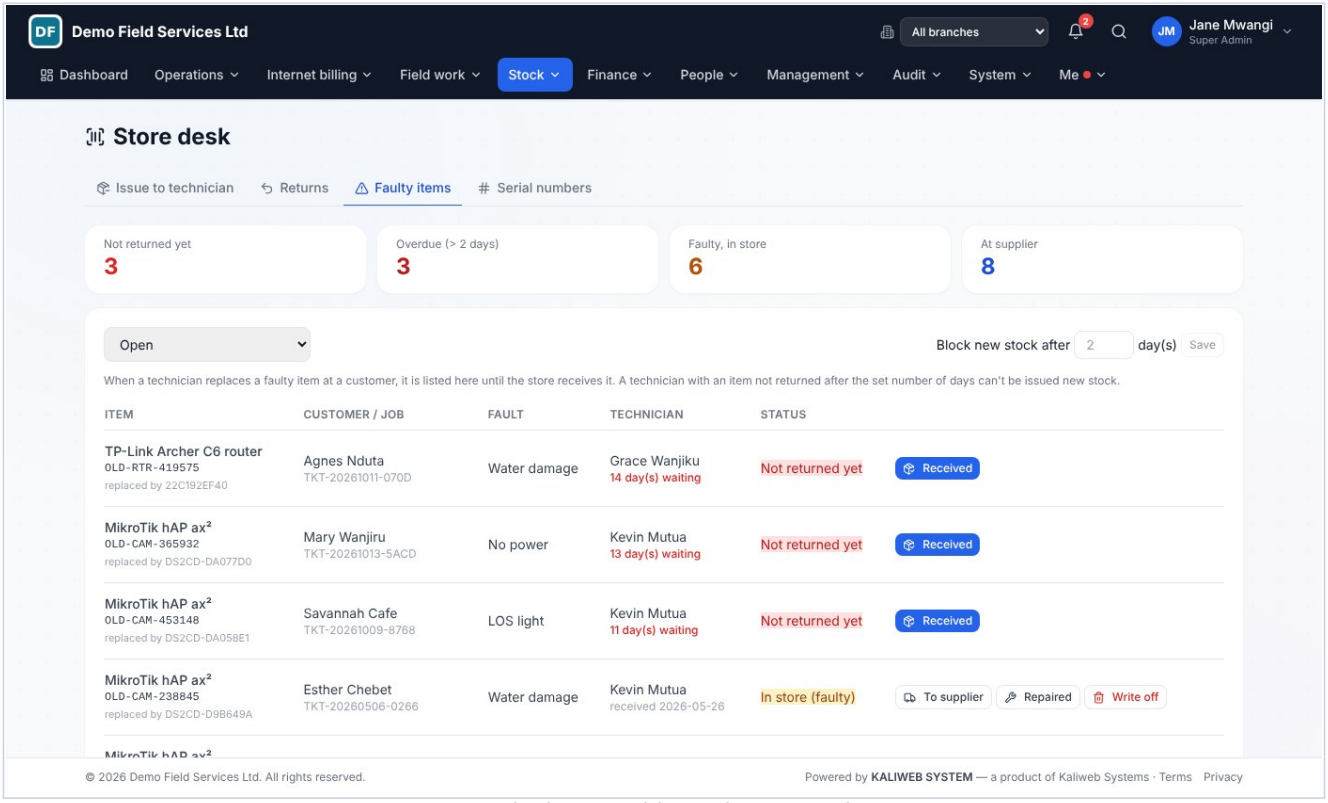
- **Cable** is kept in metres and issued by the roll or box; the technician records the metres used.
- **Serial-numbered items** are received, issued and returned by scanning, so you always know which unit is in the store, with which technician or at which customer.
- At the **store desk** the store keeper issues items to a technician by scanning; the screen shows what that technician already holds and any faulty item they still owe.



Issuing a roll of cable and a unit scanned by its serial number.

9.2 Buying and faulty items

- **Purchasing:** one click adds every low-stock item to a purchase order; a manager approves it (never the person who raised it); goods received are added at the average cost.
- **Faulty items:** every unit replaced at a customer is tracked until it is returned, sent to the supplier, repaired or written off. A technician who keeps a faulty unit too long can't take new stock.

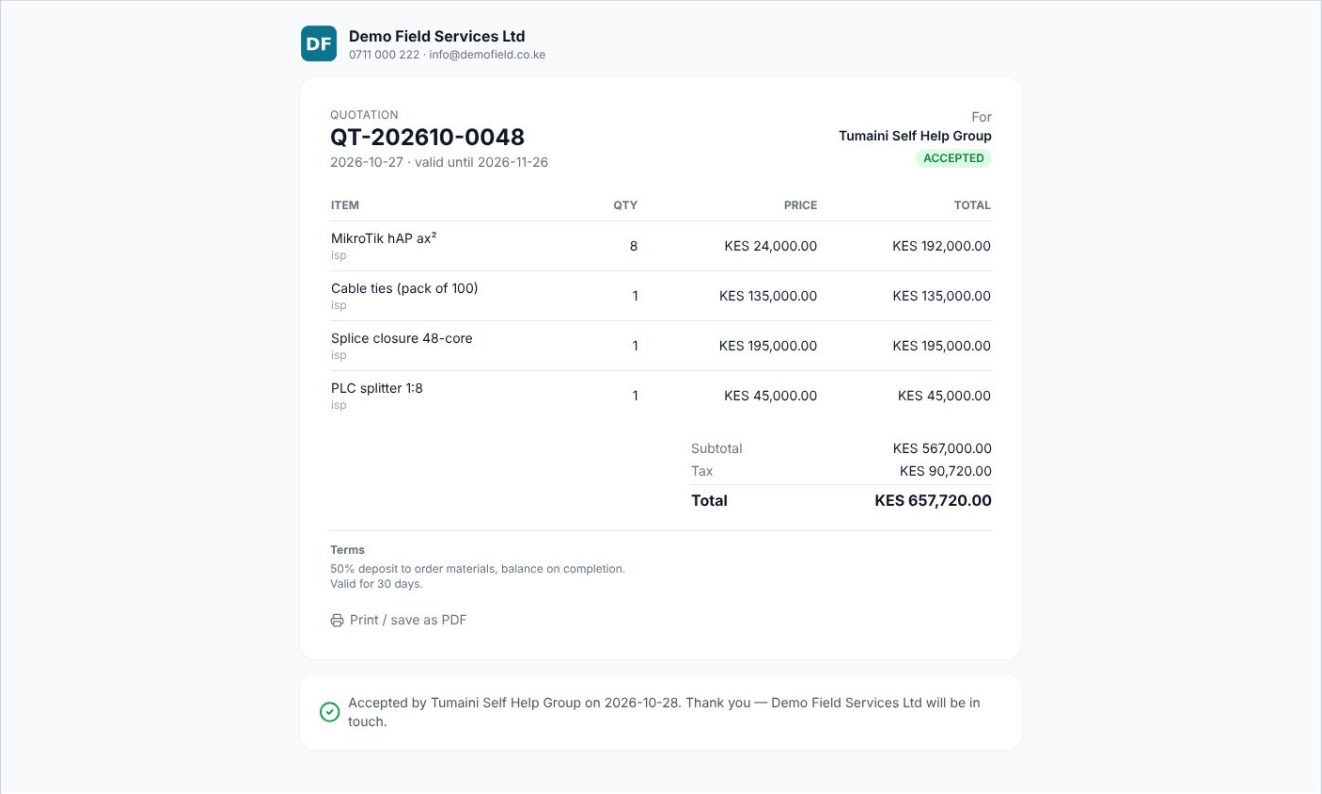


Faulty items waiting to be returned.

10. Getting paid

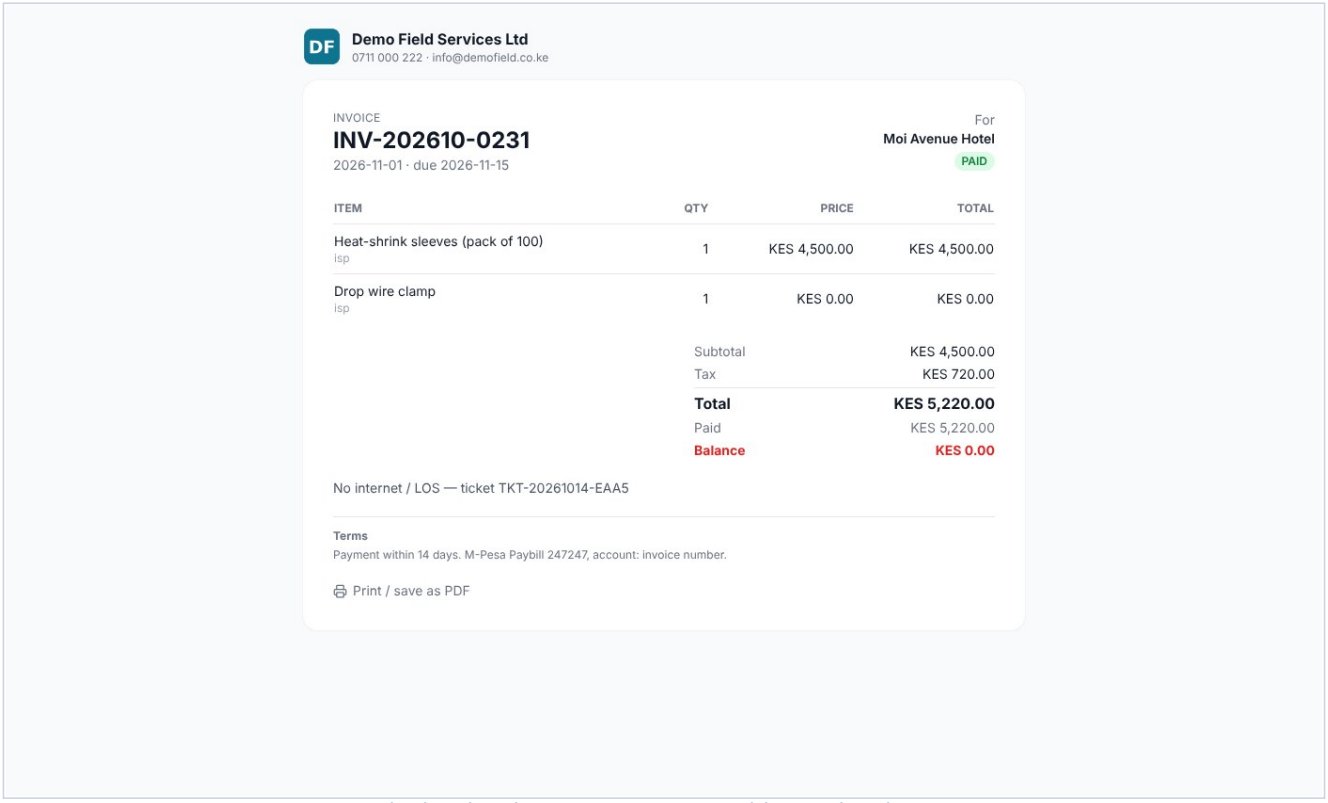
10.1 Quotations and invoices

Quotations and invoices are sent to the customer as an **SMS link**. Installation quotations can be made in a minute. The customer opens the quotation on their phone and **accepts it with their name and signature**; you are told when they open it and when they answer.



The customer accepts the quotation with a signature.

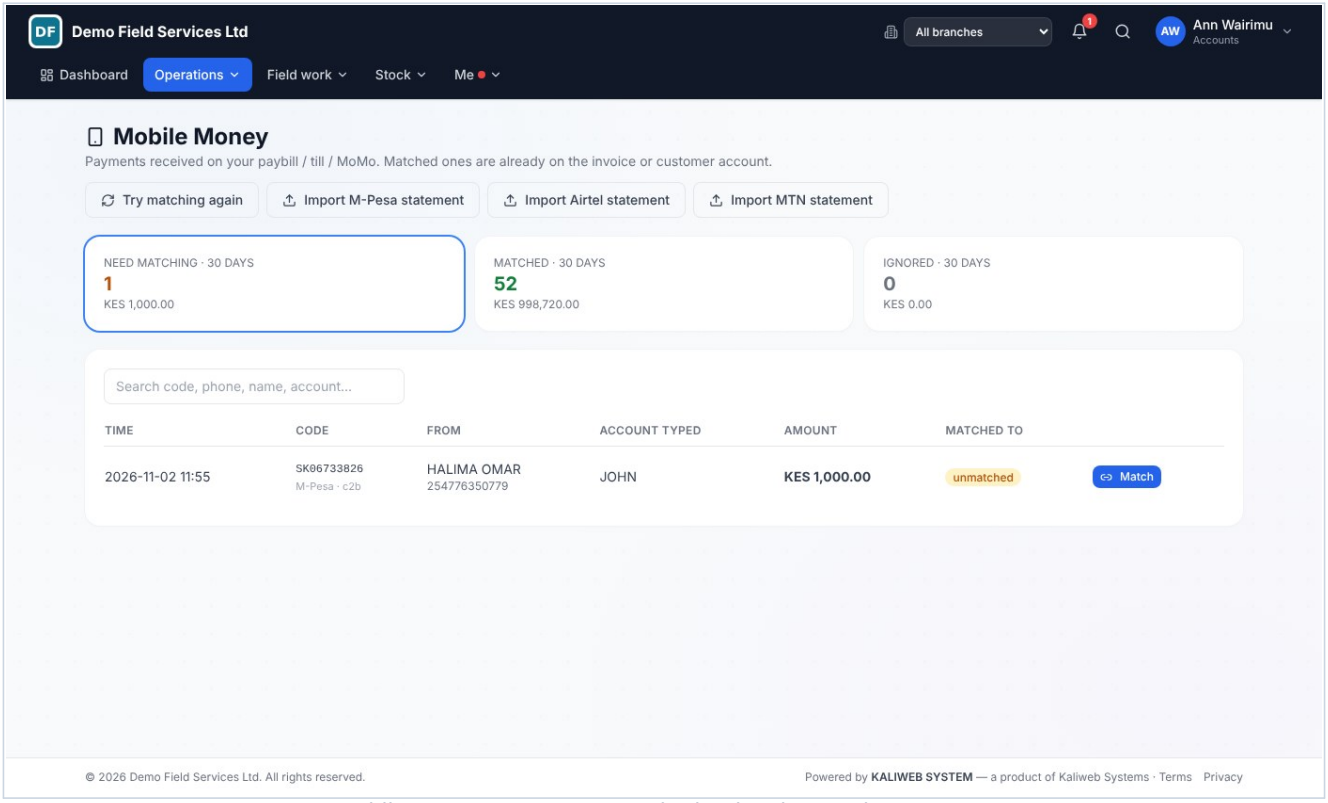
Invoices show *sent, partly paid, paid* or *overdue*. **Request via phone** sends an M-Pesa, MTN or Airtel request to the customer's phone: they enter their PIN and the invoice is marked paid.



The invoice the customer opens, with "Pay by phone".

10.2 Payments that match themselves

Each customer has an **account number**. When they pay their monthly fee to your paybill with that account number, the payment is recorded against their account. Payments to your paybill or till, and deposits in your bank, are matched to the right invoice or customer by themselves, and the customer receives a thank-you SMS. Anything the system can't match waits for one click under **Accounts → Mobile Money**.

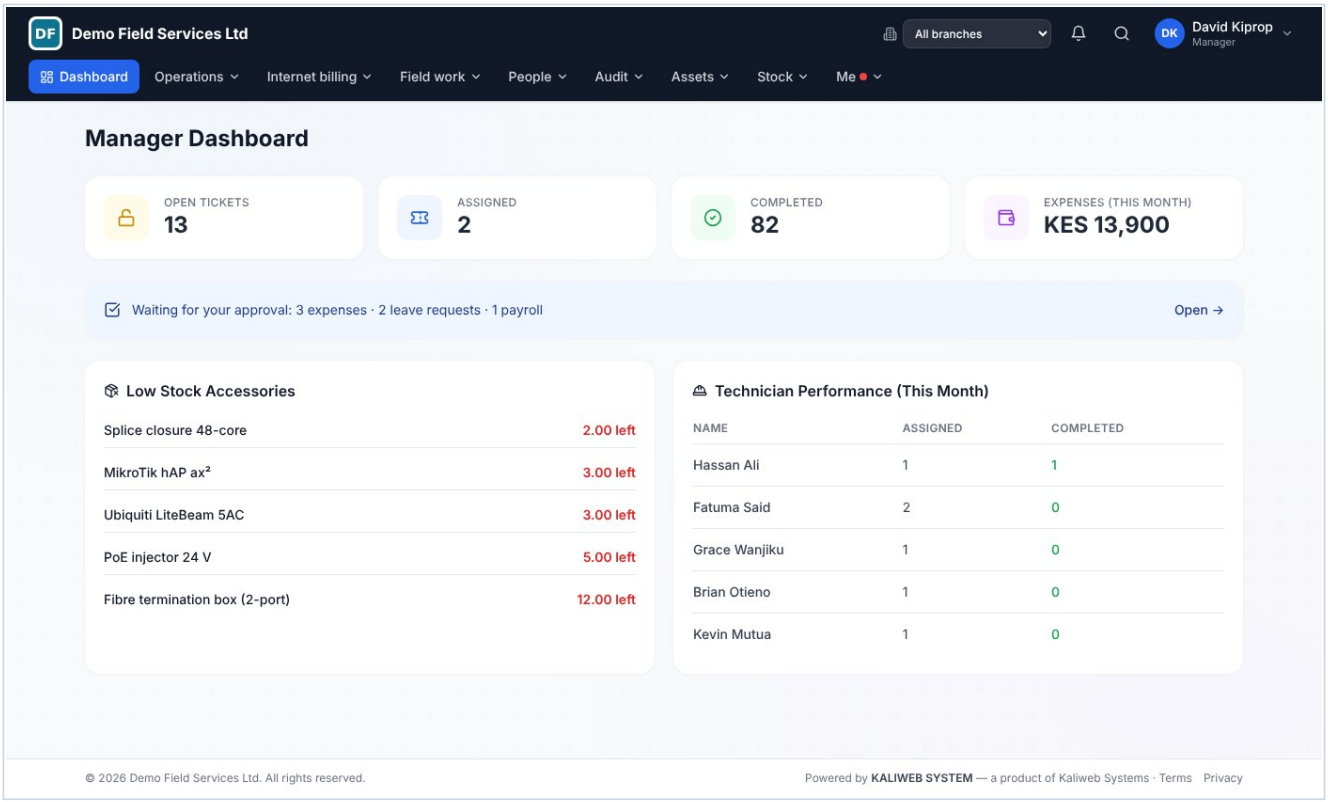


Mobile money payments matched to invoices and customers.

Every payment gets an official **receipt** on your letterhead, and expenses, salaries and supplier payments go through approval, so you always see what came in and what went out.

11. Knowing how the business is doing

- **Dashboards** for the manager, supervisor and accounts: open jobs, jobs waiting too long, today's money in, overdue invoices.
- **Reports:** revenue, expenses and profit, jobs per technician, time to complete, materials used per job, branch results — exported to Excel.
- **Performance and targets** per technician and team.
- **HR and payroll:** attendance, leave, certificates with reminders before they expire, and the monthly payroll with your country's taxes.
- **Network:** points on the map, free ports, photos used; customers online / offline / suspended; LOS and low-Rx events.



The manager's dashboard.

12. Questions internet providers ask

Question	Answer
Which OLTs and routers work with it?	MikroTik routers, and OLTs from Huawei, ZTE, VSOL, C-Data, HiOSO and others. Our team connects them for you.
Can we start with the map only?	Yes. The network map works on its own; you can add the live network later.
What if a technician has no network at the FAT?	The point and its photos are saved on the phone and sent when the network is back.
Will the automatic suspension cut customers who paid?	No. A customer is suspended only when an invoice is overdue by the number of days you choose, and is reconnected the moment it is paid.
Do the photos take a lot of space?	Yes, network photos add up. Hosted by Kaliweb there is no limit; on your own server there is a space limit and we advise you when it is getting full.
Does the money go through Kaliweb?	No. Customers pay your own paybill, till and bank account. Kaliweb never holds your money.
Can we have it on our own server?	Yes. We host it for you (with nightly backups and updates done for you) or install it on your own server.
Is it in Kenya only?	It works in Kenya, Uganda and Tanzania, with the currency, phone numbers, taxes and mobile money of your country.

Next step: see it with your own jobs

Book a free demo: we show you the system with your kind of work, on your phone and laptop, in about 20 minutes.

- **Phone / WhatsApp:** 0111 052 189
- **Email:** info@kaliwebsystem.com
- **Website:** kaliwebsystem.com