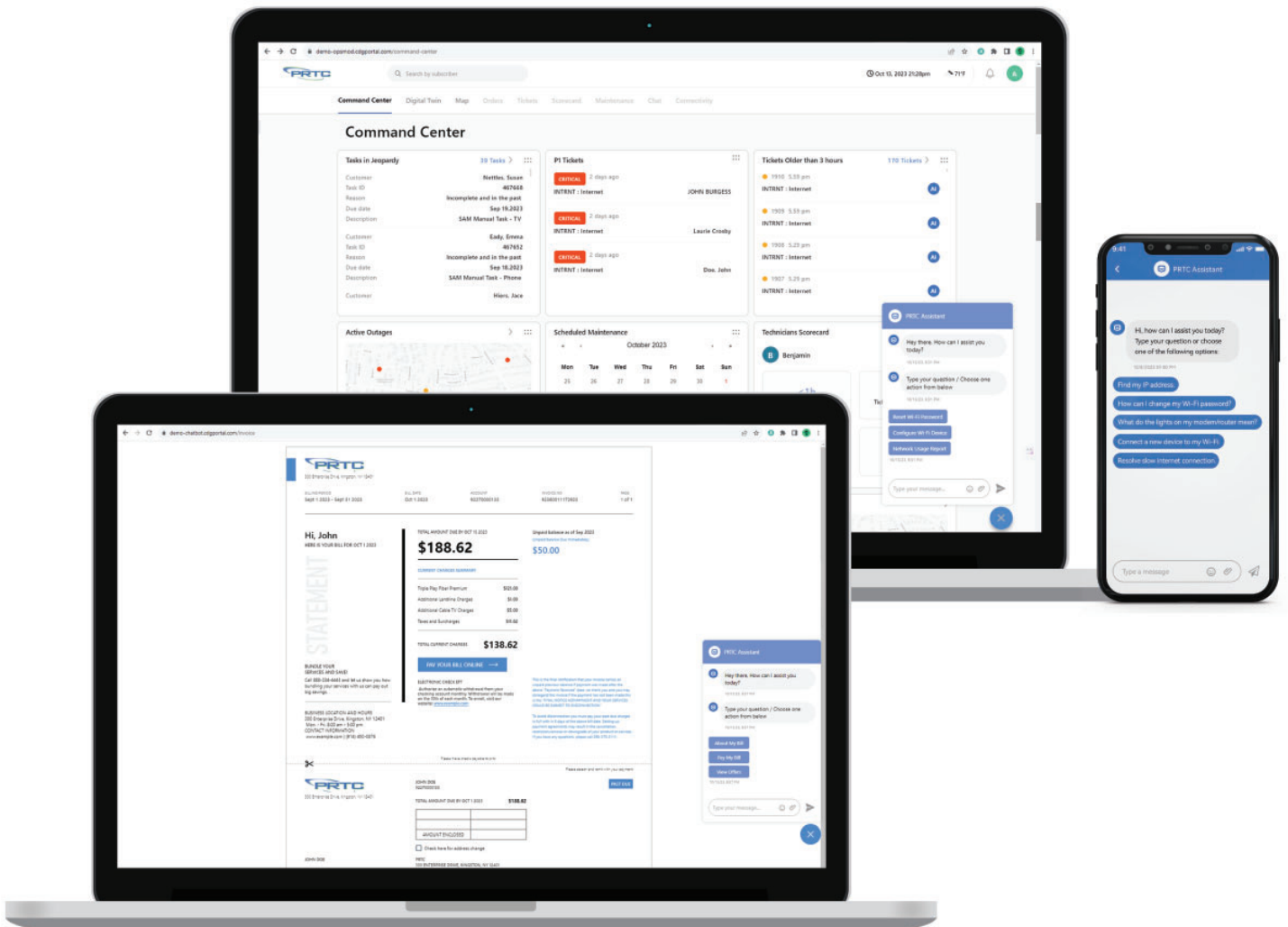# Modularity Billing System (MBS):
MBS Ops

MBS Ops module is built to help BSPs increase their productivity, leverage and enrich institutional knowledge, and radically improve customer satisfaction, while increasing revenue and minimizing truck rolls and associated costs.
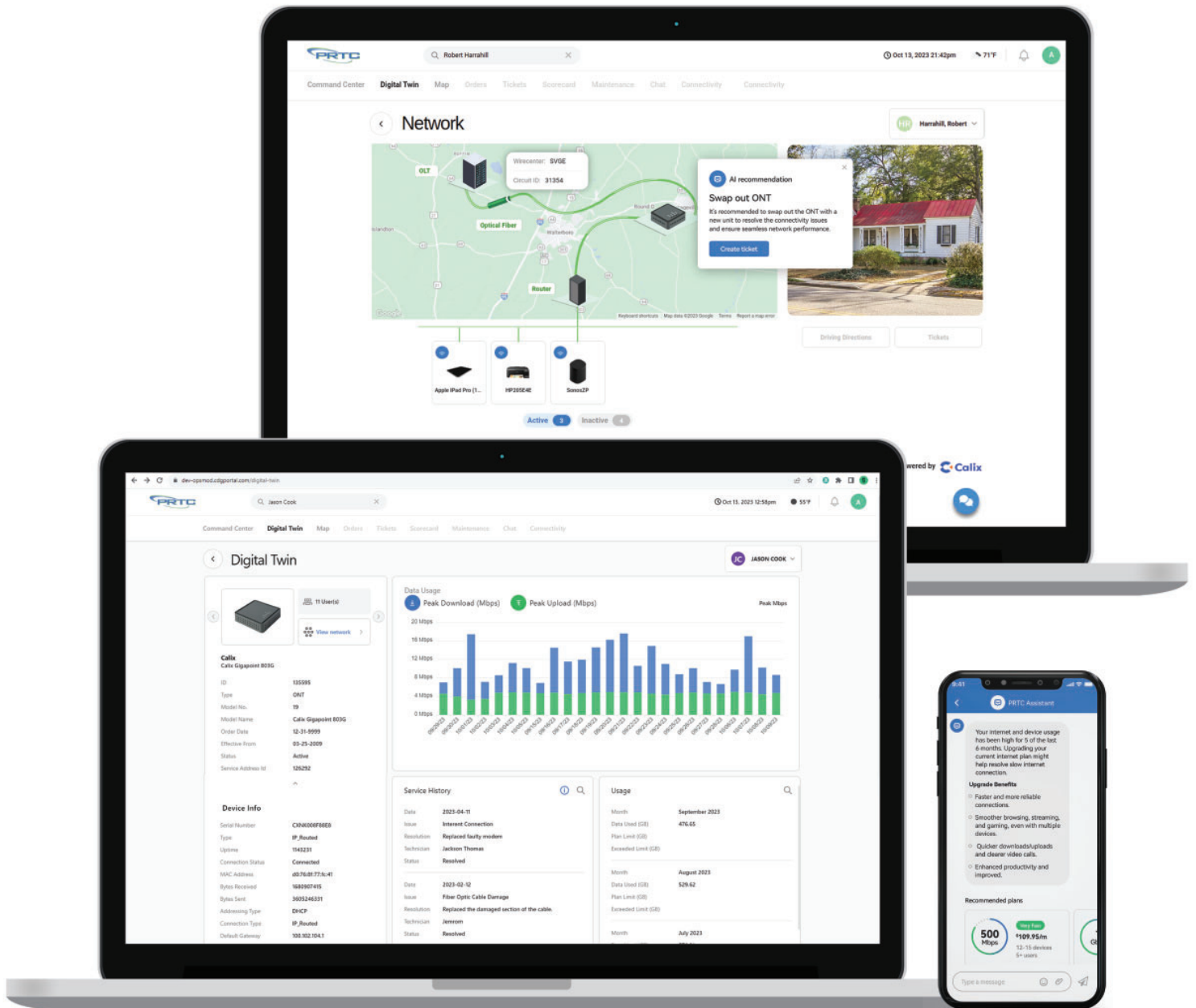
OVERVIEW

MBS Ops, is an open, multi-tenant operations engagement platform with hyper personalized automation and self service capabilities. Hosted on the AWS public cloud, MBS Ops transforms the support and subscriber experience and makes use of AI/ML powered insights for chatbot conversations, anomaly detection, corrective action recommendations, and situational awareness.

MBS OPS FEATURES

- Self-service AI chatbots for empowering NOC agents, support agents and subscribers.
- Integrates data for single-pane-of-glass empowerment.
- Access digital twins of devices and networks.
- Proactively detects issues, recommends corrective actions, and creates tickets.
- Integrate and visualize insights from your Data Lakehouse.
- Personalize experiences while ensuring brand identity.

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SUBSCRIBER BENEFITS

- Self-Service Empowerment: Easily reboot and resolve slow internet issues, putting control in your subscribers' hands.
- Proactive Notifications: Subscribers receive real-time notifications on their smartphone, suggesting upgrades or reboots when needed, ensuring a seamless experience.
- Voice Integration: Seamlessly integrates with Alexa for a hands-free, voice-controlled experience.

SUPPORT AGENT BENEFITS

- Comprehensive Issue Visibility: Gain a comprehensive view of all ongoing issues to enhance troubleshooting and resolution efficiency..
- AI-Powered Recommendations: Access AI/ML-driven recommendations to streamline issue resolution, providing data-driven insights.
- Personalized ChatBot/OpsMod: Customize your ChatBot/OpsMod, tailoring its appearance and functionality to match your preferences and branding.

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