

Modularity Billing System (MBS): Modules

CDG's convergent, scalable BSS/OSS system, MBS, is highly flexible and functional. Designed for fast, easy data retrieval, MBS provides the ultimate subscriber management and invoicing experience. It simplifies the complexities associated with bundling services, makes credit adjustments a breeze, and provides the self care features today's subscribers demand. Improve invoice accuracy, optimize staff efficiency and gain control of revenue with CDG's modern, modular billing solution.

Customer Care

Customer Care provides fast, easy account setup and offers a universal search feature for improving customer service, and Customer Care simplifies complex charges by building custom packages and bundles. The flexible account structure, multilevel security protection, and efficient cycle billing, including multiple invoice distribution, make maintaining end-user account information simple and accessible. Credit adjustments can easily be made directly on a bill image. Customer Care is an accurate, efficient, and reliable means to manage customers, collect revenue, and use the operational systems.

Customer Care utilizes powerful and accurate bill calculations to produce effective, detailed, easy-to-understand invoices and features multiple formats and delivery methods, including print, email and web. Company and carrier logos can appear on the invoice, and customized advertising and educational messages can be included to increase your company's sales potential and inform customers about specific issues and current events.

Mediation

CDG's powerful Mediation module helps overcome the technical obstacles in billing by gathering and preparing all of your diverse data for rating, usage distribution and usage processing to standard industry formats. Mediation processes data from switches and other network systems and converts the information to manageable formats for billing, auditing and reporting purposes, including detailed reporting of all invalid toll dropped in editing. Mediation's flexible business rules, rating and scheduling also make it possible for a service provider to quickly activate new services without programming delays and accurately collect information to reliably bill consumers.

Network Elements

CDG's Network Elements module is a network design and inventory management system for defining, managing, and reflecting your core network design and end-customer circuit representations. The system provides companies the ability to define, track, and efficiently manage every aspect of their inside and outside plant network, from wire centers, racks, and circuits to end points. Assets can also be assigned custom attributes and linked to associated subscriber account services and tickets.

Ticketing

CDG's MBS Ticketing module provides easy tracking of reported trouble incidents. This system supports multiple companies and can be maintained by service, circuit, or ticket number.

Service Activation Manager (SAM) - Provisioning

Service Activation Manager automates the provisioning of customer services and features. SAM's interface to the Customer Care module facilitates service changes associated with residential or business accounts. The SAM module continually monitors service requests, searches for applicable commands, and audits the results. This valuable module communicates with data collection devices, cable TV devices, voice mail servers, Internet Service Providers' RADIUS devices, and email servers. In addition, it provides quick, efficient provisioning of new accounts, removal of existing accounts, performs a mass audit of service and billing records, and provides the ability to "test drive" promotional feature package campaigns.

E-Care

E-Care is an electronic invoice module that mirrors the corporate image presented by your website. Your customers gain password protected options for viewing monthly bills, choosing electronic payment methods, and accessing other account information such as unbilled usage, balances and service details.

Point of Sale

Point of Sale provides cash, check, debit, and credit card support for retail transactions, invoice payments, and deposits. This module calculates sales tax and change due, prints a receipt, integrates transactions with MBS's Customer Care functions, and provides a reconciliation report for balancing purposes. One installation of the Point of Sale module serves multiple remote locations and sales channels. Point of Sale compliments the full range of payment support of MBS, including optical scanner, and uses the identical search capabilities of Customer Care for easy account identification.

Patronage

Customer Care retains patron information in exportable files for use by CDG's Patronage module or a third-party product. The module is designed to calculate capital credits for the patrons of telephone cooperatives. The system provides complete control of the time frame in which patronage processing is performed and contains the flexibility to choose the capital credit allocations categories that best suit your business needs.

Workflow

Workflow is a highly customizable module that allows companies to easily create, assign, track, and complete tasks associated with the company's workflow. With options like dispatch functionality, scheduling calendars, mobile version functionality, and job automation and communication, Workflow provides the ability to interact with jobs on micro and macro levels and can help improve operational efficiencies.

Reporting

The Reporting module is a web-based query creation application that allows you to quickly set up database queries through easy-to-use "Views" and define the output that is created from the query results to create a custom report, a dashboard gadget, or a targeted email campaign.

Business Intelligence

The Business Intelligence module offers at-a-glance access to essential information allowing executives and managers to obtain high-level metrics of financial, product offering, and operational data. Interactive trending graphs, charts and data listings provide a real-time overview of your company's information and allow robust data filtering and access to more detailed information.

CRM / Prospects

The CRM / Prospects module provides a central location to record your business's prospects and manage relevant data associated with them, including contact information, prospect stage, conversion probability, projected revenue and cost, proposed products and services, contract and proposal documents, and company-specific information. You can also assign sales agents; view, assign, and complete tasks that have been associated with your prospects and sales process; get in-person or email e-signatures; and schedule prospect visits.

MBS Field Tech Mobile App

MBS Field Tech is a mobile app that provides tools for your employees to manage their work while they are in the field or on the road. From updating customer premise equipment, assigning available equipment for service orders, working tickets, and handling tasks through your personal calendar to managing prospective clients, Field Tech can help with it all. With improved mobile access and text messaging support, Field Tech can also help improve your overall customer support and the efficiency of your workforce.