

Modularity Billing System (MBS): Modules

CDG's convergent, scalable invoicing system, MBS, is highly flexible and functional. Designed for fast, easy data retrieval, MBS provides cycle billing with multiple invoice distribution. It simplifies the complexities associated with bundling services by using custom charge packages and makes credit adjustments a breeze from an online bill image screen. Improve invoice accuracy, optimize staff efficiency and gain control of revenue with CDG's modern, modular billing solution. The following modules are integrated for online, licensed, or customized delivery.

Customer Care

Customer Care provides fast, easy account setup. It contains a multitude of search options for improving user's 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 Invoicing

Great invoices are not only critical to a company's image, they can also impact remittance return times, postage overhead, customer satisfaction and a company's overall sales power. The MBS Customer Invoicing module utilizes powerful and accurate bill calculations to produce effective, detailed, easy-to-understand invoices. The Customer Invoicing module 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.

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.

Dashboard

CDG's Dashboard helps gauge every facet of your business. From vital financial and service performance information to workflow and troubleshooting tools, Dashboard is designed to provide the information executives and managers need at their fingertips. Included as part of the core MBS Customer Care system and fully integrated with other MBS modules, Dashboard is an indispensable tool for seeing and understanding the big picture and the small details of your business.

Query Reporting Tool (QRT)

QRT 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. Whether you need to create a custom report, a Dashboard gadget or a targeted email campaign, QRT can do it all.

Cash Drawer

Cash Drawer 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 Customer Care functions and provides a reconciliation report for balancing purposes. One installation of the Cash Drawer module serves multiple remote locations and sales channels. Cash Drawer 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.

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.

Plant Records

The MBS Plant Records module provides an improved method for representing an inside and outside plant location network for subscriber accounts. It combines the best attributes of CDG's legacy systems, and integrates with the MBS Customer Care and Trouble Reporting modules.

Trouble Reporting

CDG's MBS Trouble Reporting 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)

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.

Patronage

Customer Care retains patron information in exportable files for use by CDG's PC Patronage interface 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.