

Modularity Billing System (MBS): Mobile

Your company’s jobs don’t just take place in the office. To effectively manage your operations, field technicians, sales, and other members of your staff need to be able to work while they are out in the field. MBS Mobile provides the tools needed to get work done on the go, which can also help improve your efficiencies and customer support.

OVERVIEW

MBS Mobile 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 trouble tickets, and handling tasks through your personal calendar to managing prospective clients, MBS Mobile can help with it all. With improved mobile access and text messaging support, MBS Mobile can also help improve your overall customer support and the efficiency of your workforce.

MBS MOBILE FEATURES

- Create, update, and complete trouble tickets.
- Work on Task Management module assignments.
- Manage tasks through your personal calendar.
- Add and update CRM prospects.
- Generate documents and obtain e-signatures.
- Manage customer premise equipment from the field, including sending provisioning requests directly to the MBS SAM (service provisioning) module.
- Easy access to equipment “pick lists.”
- Text messaging capabilities (powered by Twilio).

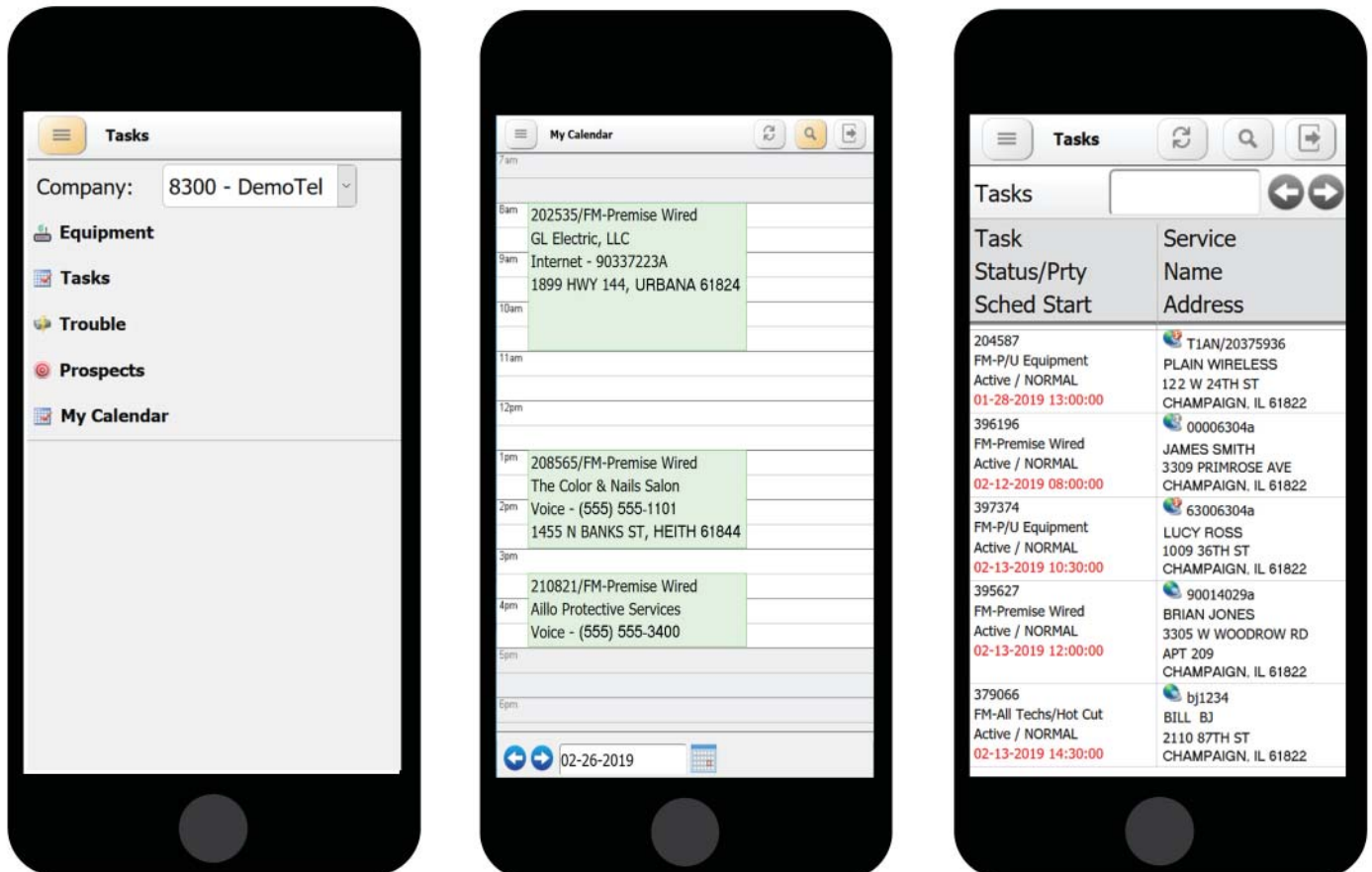


Fig. 1 MBS Mobile - Main Menu, Calendar, and Tasks