

Modularity Billing System (MBS): Task Management

CDG's Task Management module allows you to manage all of your business's tasks and workflow associated with prospects, implementations, trouble tickets, and anything else needed to manage your subscribers' accounts and services from the office or in the field.

OVERVIEW

The Task Management module provides tools for creating, assigning, managing, and completing tasks associated with your business's workflow processes. From scheduling trouble ticket repairs and network upgrades to service installations, changes, and disconnects, Task Management can help you manage it all. The interactive calendar can help show you the bigger picture of what is assigned to whom and when, while also helping prevent scheduling conflicts. Employees can use Task Management in the office using the desktop version or in the field using MBS Mobile.

TASK MANAGEMENT FEATURES

- Create, assign, track, and complete tasks associated with all aspects of your business.
- Assign, schedule, and manage tasks directly through the Task Management interactive calendar (Fig 1).
- Manage tasks and your personal calendar in the field through MBS Mobile (Fig 1).
- Generate documents and obtain e-signatures from the field through MBS Mobile.
- Manage customer premise equipment from the field, including sending provisioning requests directly to the MBS SAM (service provisioning) module.

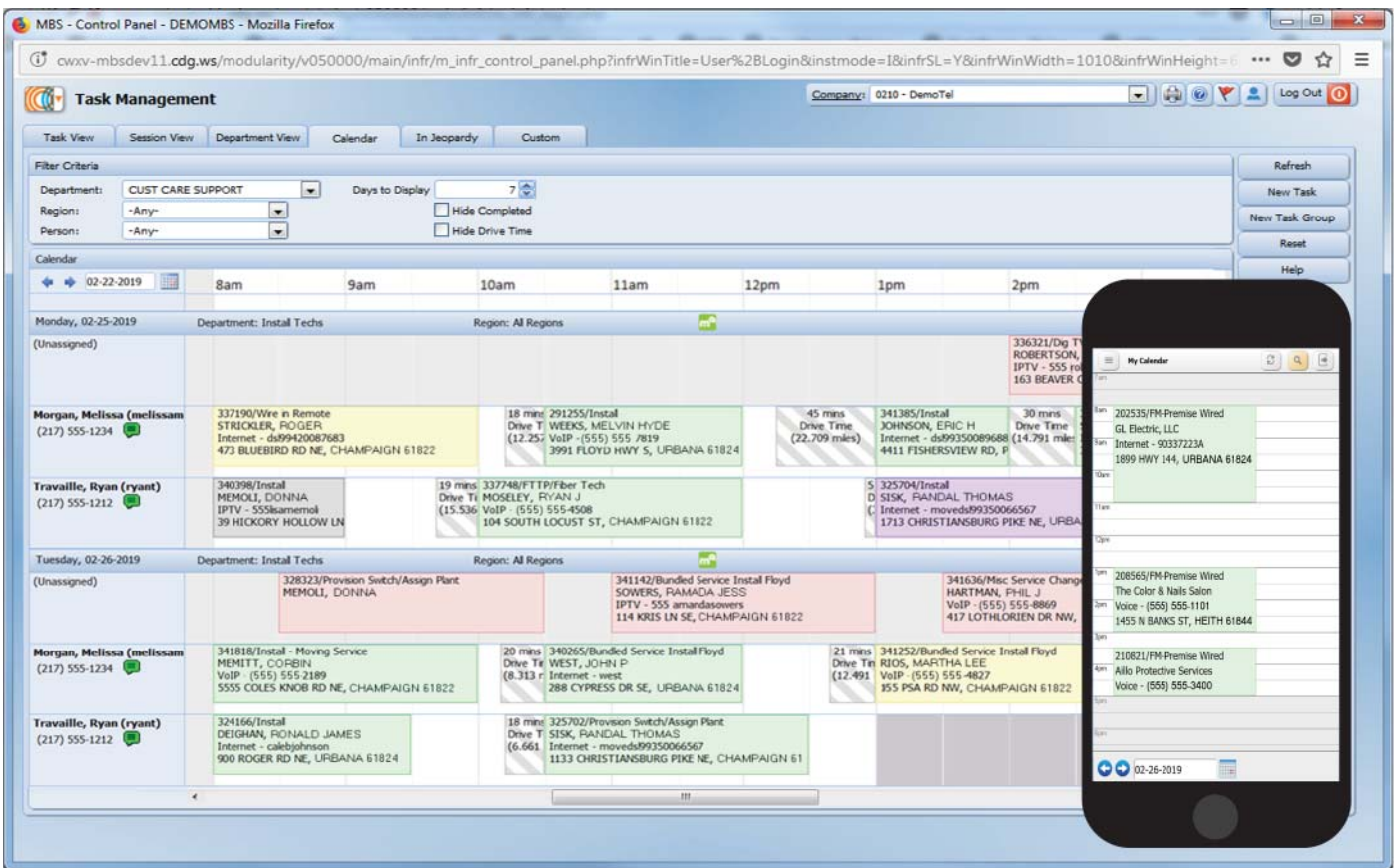


Fig. 1 Task Management Module Interactive Calendar and MBS Mobile Tasks Calendar

TASK MANAGEMENT FEATURES

- Search for tasks using a variety of different views, including by task information, department, or tasks that are in jeopardy (Fig 2).
- Text messaging capabilities (powered by Twilio).
- Help maximize the efficiency of your workforce with enhanced mapping tools and drive time calculations (Fig 2).
- Access metrics and analytics through Dashboard.

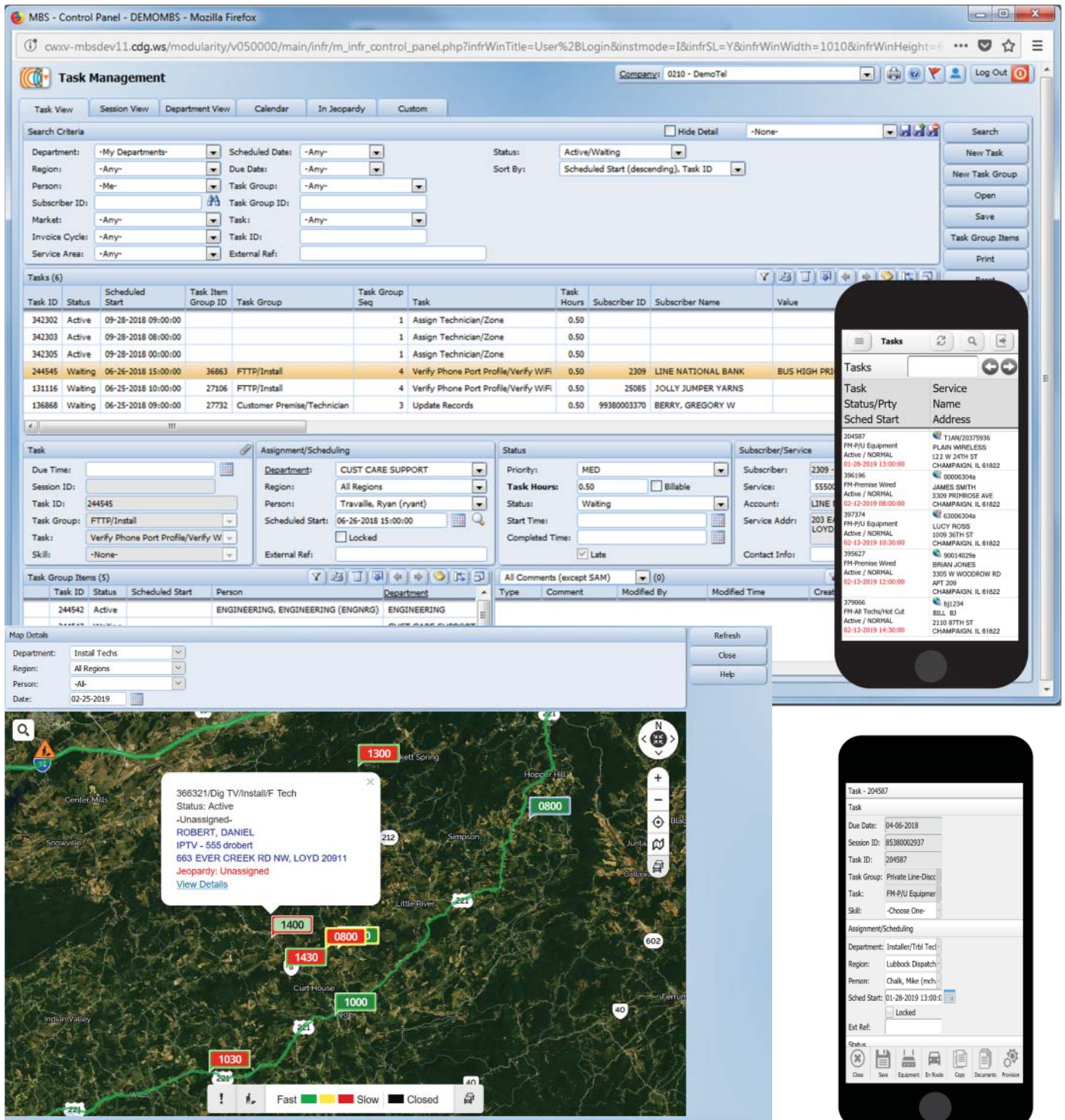


Fig. 2 Task Management Module Task View, MBS Mobile Tasks, Map Details, and MBS Mobile Task Details