

Customer Care and Billing

Unified customer, product and service management and billing

Unified BSS (business support system) featuring customer care, product catalog, self care portal, inventory and billing enabling **rapid deployment and quick return on investment**.

Reduce customer care costs by allowing customers to directly manage their accounts.

Quickly generate new revenues with on-line ordering.

Single pane of glass **presenting complete customer information** (CP device status, raised tickets, billing information, history of purchases, payments).

Built-in provisioning inventory for **easy provisioning** with Verax Integration Engine or other tools.

Overview

Verax Customer Care & Billing (CCB) enables **prepaid and postpaid billing** of products and services.

It unifies four business applications (**Customer Care, Product Catalog, Self Care and Billing**) into one, **reducing the cost and time required for integration** and enabling **quick time-to-market at a competitive price**.

CCB is pre-integrated with Verax OSS applications (**NMS & APM, Service Desk, Provisioning**) **simplifying OSS-to-BSS integration** and providing "looking glass" functionality for **end-to-end customer information**.

Customer care

- Post-sale CRM with management of hierarchical customer accounts (customer information, contact information, service addresses, etc.).
- Individual and business customers.
- Contracts: terms, renewals, activation dates, billing cycles, etc.
- Billing information: purchased services, subscriptions, associated contracts and invoices.
- History of customer-related incidents and help desk tickets (from Verax Service Desk).
- Full account history tracking.

Product catalog

- Offered products and services inventory (name, description, logo, attachments, etc.).
- Product hierarchy, bundles and dependencies.
- Rate plans, pricings, credit classes and payment terms.
- Flexible, fully user-configurable billing cycles.
- Product categories (e.g. WiFi, WiMax, hardware, etc.).
- Market segments for defining product availabilities.
- Additional, user-defined product provisioning information.

Billing

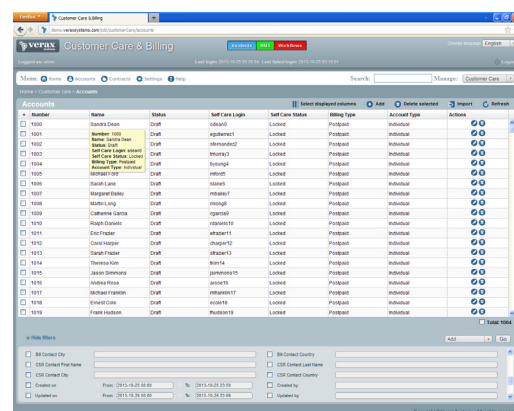
- Retrieval of usage data (UDRs/CDRs) from various sources.
- Rating engine, rate plans and charges.
- Customizable invoice templates.
- Multi-currency support.
- Tax codes and regions.

Self Care Portal

- Customer self-management of contracts invoices and issues.
- On-line ordering of additional products and services.
- Fully customizable – a framework with configurable styles (CSS), layouts (HTML), etc.

Inventory

- Full management of resellers, underlying service providers (e.g. link or content providers).
- Customer premise (CP) devices inventory with provisioning profiles and service addresses.
- Available service address inventory for provisioning and network planning.



More information and live demo

More information and live are available at: www.veraxsystems.com/en/products