

Small Medium Business (SMB)

omnichannel screens

Scenario 1: Onboarding New SMB Customer

CSP Agent View

Customer Interaction Manager

File Connect View Create Search Workflow Actions Help Lab

nxt CUSTOMER ACCOUNT Search... Search

Alex Johnson (CSR ID#32871) 3h, 23m

Account Bill & Charges Product & Services Support

Interaction Toolbox

Interaction title...

CALL REASONS Accuracy: 96%

- 1. New Account Inquiry 87%
- 2. New Subscription Inquiry 79%
- 3. Product/Services Inquiry 42%

QUICK ACTIONS

- Setup SMB Account ▶
- Create New Order ▶
- Activation Guidance ▶

Notes:

Alerts

- Customer Value:
- Churn Alert:
- SM Influence:
- Open Cases:
- Last Contact:

show more alerts (6) ▼

Open Windows +

Setup SMB: 1 Select Offer 2 Select Device 3 Subscriber/s 4 Summary





Setup SMB by selecting/adding devices and shared plans to be used by each business group

SMB Select Template Zip Code: Search

Setup SMB Agreement and Offers

Managers' Group Field Technician Group +

DEVICES

- iPhone 5 
- Galaxy 4s 
- HTC 1 
- BlackBerry Storm 

[Add Device](#)

SHARED VOICE PLANS

- Local Calls 15,000 Min
- International Calls 20,000 Min
- Roaming NA 10,000 Min
- Roaming Europe 15,000 Min

SHARED DATA PLANS

- Unlimited
- 1,000 GB Data
- 300 GB Data
- 100 GB Data

SHARED MESSAGING PLANS

- Unlimited
- 10,000 SMSs
- 5,000 SMSs
- 700 SMSs

SHARED DISCOUNTS

- Local Calls UC discount 50%
- LDN Calls UC Discount 40%
- LDI Calls UC Discount 35%
- SMS Calls UC Discount 50%

Save Next Close

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show more alerts (6)

Open Windows

Setup SMB: 1 Select Offer 2 Select Device 3 Subscriber/s 4 Summary

Select a shared plan and one or more services for each business group

Managers' Group Field Technician Group

<p>Unlimited</p> <p>Additional Shared Voice Plans International calls 20,000 minutes USA, Europe, Asia Tethering</p> <p>Messaging 10% discount on UC depends on data 25% discount on UC depends on RC</p> <p>RC: \$25.00 OC: \$15.00</p>	<p>Talk & Messages BlackBerry</p> <p>Additional Shared Data Plans 10GB data</p> <p>BlackBerry Access</p> <p>Messaging 100 SMSs and 500 minutes 25% discount on UC depends on RC</p> <p>RC: \$55.00 OC: \$15.00</p>	<p>Roaming</p> <p>Additional Shared Messaging Plans 10,000 SMSs USA, Europe, Latin America International Roaming</p> <p>Messaging 500 SMSs</p> <p>RC: \$25.00 OC: \$15.00</p>
<p><input type="checkbox"/> Enhanced IP Flex</p>  <p>Enhanced BVoIP IP Flexible Reach for US Offering</p>	<p><input type="checkbox"/> Cloud Infra Services</p>  <p>Cloud Infra Services</p>	<p><input type="checkbox"/> Host - Mobile Apps Development</p>  <p>a virtual machine hosted on the network (cloud) with preconfigured licensed application specific for mobile apps development</p>

Save Back Next Close

Customer Interaction Manager

File Connect View Create Search Workflow Actions Help Lab

nxt

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CUSTOMER ACCOUNT Search... Search

Account Bill & Charges **Product & Services** Support

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QUICK ACTIONS

- Setup SMB Account
- Create New Order
- Activation Guidance

Notes:

Alerts








- Customer Value:
- Churn Alert:
- SM Influence:
- Open Cases:
- Last Contact:

show more alerts (6)

Open Windows

Setup SMB: 1 Select Offer 2 **Select Device** 3 Subscriber/s 4 Summary

NEW DEVICES

<p>iPhone 5</p>  <p>Quantity: <input type="text"/></p>	<p>Galaxy 4s</p>  <p>Quantity: <input type="text"/></p>	<p>HTC 1</p>  <p>Quantity: <input type="text"/></p>	<p>BlackBerry Storm</p>  <p>Quantity: <input type="text"/></p>
<p>LG Optimus</p>  <p>Quantity: <input type="text"/></p>	<p>Nokia Lumina</p>  <p>Quantity: <input type="text"/></p>	<p>Motorola Droid</p>  <p>Quantity: <input type="text"/></p>	

Bring Your Own Device (BYOD)


Serial Number: Serial Number:

Standard SIM Standard SIM

+

SIM Types

Standard Micro Nano



Save Back **Next** Close



CUSTOMER

Simba Computers Ltd.

ACCOUNT

Simba Computers

Search...

Search

Alex Johnson (CSR ID#32871) 3h, 23m



Simba Computers Ltd.

215 Jackson St NE
Atlanta, GA 39929

Total Due:

Due Date:
Last Bill:

nxt X-Pack

nxt Blast

nxt Plus

nxt Voice

Account

Bill & Charges

Product & Services

Support

Interaction Toolbox

Interaction title...

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Create New Order ▶

Activation Guidance ▶

Notes:

Alerts

- ▶ Customer Value:
- ▶ Churn Alert:
- ▶ SM Influence:
- ▶ Open Cases:
- ▶ Last Contact:

show more alerts (6) ▾

Open Windows



Setup SMB:

1

Select Offer

2

Select Device

3

Subscriber/s

4

Summary

Add Subscriptions (Bulk)

Mobile numbers are allocated automatically. Click *Change* next to the allocated number to change it manually

Managers' Group

Subscriber	Email	Device	Allocated Number
✓ Hilary Klonton	hilkinton@provider.com	Apple iPhone 5	404-777-2222
✓ Jack Frampton	jackframpton@provider.com	Samsung Galaxy 4s	404-123-3322
✓ Lisa Rosen	lisarosen@provider.com	BlackBerry Storm	404-456-3009

Add Subscription

Field Technician's Group

Subscriber	Email	Device	Allocated Number
✓ Darla Smith	darlasmith@provider.com	Apple iPhone 5	404-444-9999
✓ Joseph Chen	jsephchenn@provider.com	Samsung Galaxy 4s	404-123-3322
✓ Peter Gavirol	petergavirol@provider.com	BlackBerry Storm	404-456-3009

Add Subscription

Add Subs Manually

Save

Back

Next

Close

Scenario 2: Add/Change Subscription

Admin Self Service View

Welcome to Nxt SMB Management

SMB management is an intuitive, easy to use system to manage all your business telco needs conveniently located in one place.

Learn more...

- [Subscriber Management](#)
- [Billing Management](#)
- [Ordering](#)
- [Reports](#)
- [Support](#)



Watch Video

User Name

Password:

Remember Me

Login

or

register

[Forgot Username?](#) | [Forgot Password?](#)
[Not yet Registered? Register Now](#)

Special Offers



Cases



Shake Things Up

Keep your style fresh with iPhone® 5 cases starting at \$5

shop now

CHAT 
WITH AN
AGENT

chat

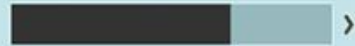
Choose group: Managers Group

Allowances

Voice Min. 702 / 1,250 Min.



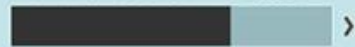
Internationals Voice Min. 125/600 Min.



Messages. 125/600 Msgs.

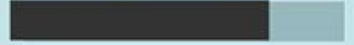


Internationals Voice Min. 125/600 Min.

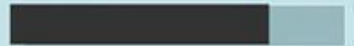


Shared Allowances

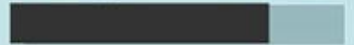
5,000 Minutes 4112 / 5,000 Min.



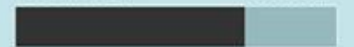
600 Minutes 412 / 600 Min.



900 Messages 750 / 900 Msgs.



1000 MB Data 780 / 1000 MB



Total Usage Charges: \$75

Not including tax, monthly charges and discounts

[Add Subscriber](#)
[Pay Bill](#)
[Open Ticket](#)

[Manage Groups](#)
[Manage Subscriptions](#)
[Troubleshoot](#)

Latest Bills

Financial Account 1:	\$1,042.40	!
Financial Account 2:	\$801.40	
Financial Account 3:	\$2,400.55	

Current Usage Charges

Total: **\$4,243.95**
 Pay by 05-Jun-2014
 Next bill: 31-Aug-2014

Pay Bills

Total Charges

Last 12 Months

- Financial Account 3
- Financial Account 2
- Financial Account 1



Top Spenders (28)

May 2014 bill

Subscription	Usage Charges
Lisa Simpson	\$181.00
Robert Moore	\$151.00
Michael Taylor	\$96.60
Richard Smith	\$78.00
Margaret Johanson	\$52.45
James Williams	\$52.45

Latest Tickets

Mistake in invoice calculation from 01-Aug-2013
 15-Sep I.D: 4354678A on hold

Orders With Conflicts

Add new subscription for: Alex Brown, mobile: (314) 333 1234
 15-Sep I.D: 4354678A By: Sarah Smith



Number

408-799-8823

Search

Frequent Tasks



Alerts

Jeff Redford

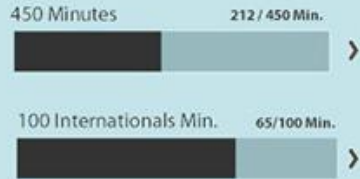
- Home
- Orders
- Billing
- Reports
- Support

Linda Smith
Regional Manager

(408) 799 8823
LindaSmith@provider.com

Type Postpaid
Role Owner

Allowances



Shared Allowances



Bill Charge

May 2014 Bill **\$248.40**

Pay by 07-Jun-2014

Your Shared Plan

500 SHARED MINUTES & MESSAGES

UPGRADE YOUR PHONE
Samsung I9300 Galaxy SIII
\$499

- Add Subscriber
- Pay Bill
- Open Ticket
- Manage Groups
- Change Device
- Troubleshoot

Most called numbers



Device

iPhone 4S



Usage

- Current Usage
- Data Usage
- Voice Usage
- Text Usage

Bill & Pay

- Bill Summary
- Pay bill
- Bill history
- Payment history
- Pay-means

Orders

- Devices
- Plans & Services
- Accessories

Support

- FAQs
- User guides
- Our forums
- Chat with an agent

More

- Report lost/stolen
- Find a store
- Send text message

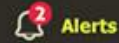


Number

408-799-8823

Search

Frequent Tasks



Jeff Redford

Home Orders Billing Reports Support

Linda Smith

(408) 799 8823

Regional Manager

LindaSmith@provider.com

Type Postpaid

Role Owner

Select a shared plan and one or more services for each business group

Managers Group

Field Technician Group

Unlimited

Additional Shared Voice Plans
International calls 20,000 min

USA, Europe, Asia
Tethering

Messaging
10% discount on UC depends on data
25% discount on UC depends on RC

RC: \$25.00 OC: \$15.00

Talk & Messages Blackberry

Additional Shared Data Plans
10GB data

Blackberry Access

Messaging
100 SMSs and 500 minutes
25% discount on UC depends on RC

RC: \$55.00 OC: \$15.00

Roaming

Additional Shared Messaging Plans
10,000 SMSs

USA, Europe, Latin America

International Roaming

Messaging
100 SMSs

RC: \$25.00 OC: \$15.00

Enhanced IP Flex

Enhanced BVoIP
IP Flexible reach for US Offering



Cloud Infra Services

Cloud infra services



Host - Mobile Apps Development

A virtual machine hosted on the network (cloud) with preconfigured licensed application specific for mobile apps development



close

submit

Usage

Current Usage
Data Usage
Voice Usage
Text Usage

Bill & Pay

Bill Summary
Pay bill
Bill history
Payment history
Pay-means

Orders

Devices
Plans & Services
Accessories















Support

FAQs
User guides
Our forums
Chat with an agent

More

Report lost/stolen
Find a store
Send text message

New Devices

 iPhone 5 More details  Quantity: <input type="text"/>	 Galaxy 4s More details  Quantity: <input type="text"/>	 HTC 1 More details  Quantity: <input type="text"/>	 Blackberry Strom More details  Quantity: <input type="text"/>
 LG Optimus More details  Quantity: <input type="text"/>	 Nokia Lumina More details  Quantity: <input type="text"/>	 Motorola Droid More details  Quantity: <input type="text"/>	

Bring Your Own Device (BYOD)

Serial Number: SIM Type:

Add another (BYOD)



SIM types

[next](#)

Usage

- Current Usage
- Data Usage
- Voice Usage
- Text Usage

Bill & Pay

- Bill Summary
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Number

408-799-8823

Search

Frequent Tasks



Jeff Redford

Home Orders Billing Reports Support

1. Select Offer 2. Select Device 3. Subscriber 4. Summary

Subscriber Info & Choosing A Group

Subscriber name: [Directory lookup](#)

Group: [change](#)

Business offer: [change](#)

Device: [change](#)

Allocated number: [change](#)

Other mobile:

Email: [change](#)

Number Allocation [Bulk number allocation](#)

- Auto Number Allocation
- Select Mobile Number

back

next

Usage

Current Usage
Data Usage
Voice Usage
Text Usage

Bill & Pay

Bill Summary
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Support

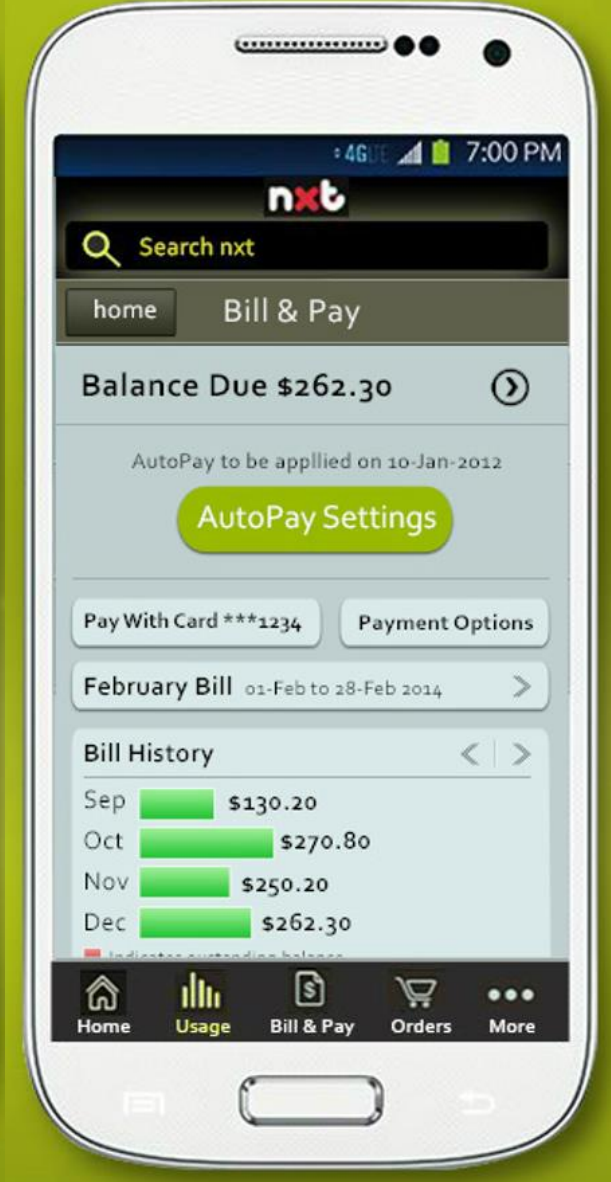
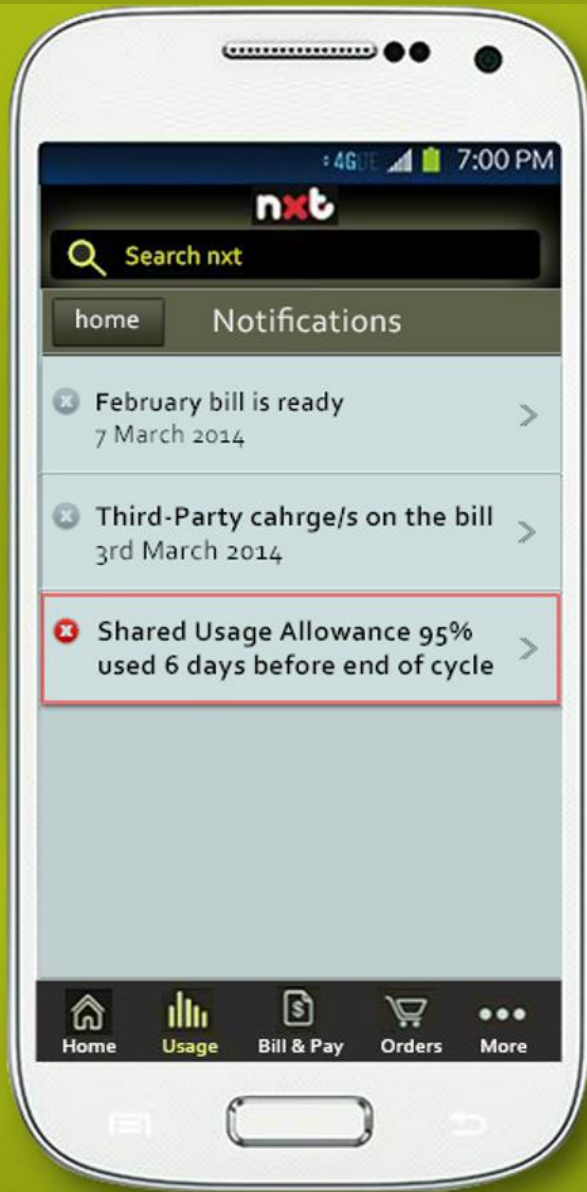
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Send text message

Scenario 3: Billing & Support

Customer Mobile View



Thank You
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