

# SIEBEL COMMUNICATIONS SELF-SERVICE MANAGER



## KEY BENEFITS

- Increase revenue by having customers activate new services and subscriptions quickly and easily.
- Improve customer service without increasing costs by allowing customers to understand and manage their own accounts.
- Remove deployment risk with out-of-the-box reference workflows and business logic.

*Oracle's Siebel Communications Self-Service Manager lets business and consumer customers of communications service providers manage every aspect of their service relationship online. From one interface, business customers can easily activate and manage subscriptions and report and resolve problems for individual employees, as well as departments and divisions, companywide.*

### **Enable Online Subscription Management**

The market for communications services is highly competitive, and providing exceptional customer service can mean the difference between a happy customer and one that churns. The challenge is offering superior customer service without breaking the bank. By providing carriers' customers with convenient and secure online access to a comprehensive range of self-service features, Siebel Communications Self-Service Manager helps carriers address these challenges. Customers can manage their own subscriptions online, enabling communications service providers (CSPs) to exceed customer demands for service response, decrease churn, and improve average revenue per customer while controlling and reducing support costs.

### **Create a Valuable Service Channel for Customers**

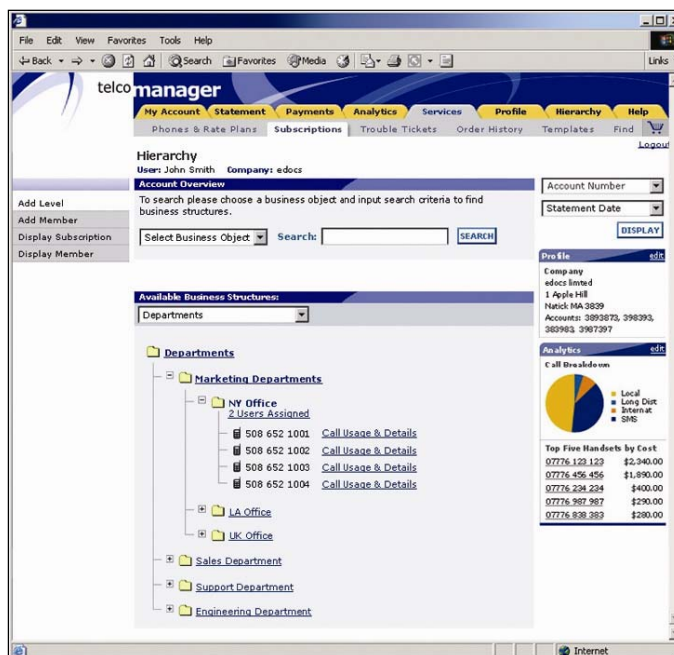
Siebel Communications Self-Service Manager transforms the Web into a valuable service channel for business and consumer customers. Integration with Siebel Communications Billing Manager enables customers to do everything from validating billing data and making payments to making necessary changes to their subscriptions, such as changing rate plans, reassigning contracts, and subscribing to and configuring new services.

### **Manage Users and Subscriptions**

Business administrators and communications managers can easily monitor and control their communications services online. Unique organizational hierarchies can be defined for all customers, allowing multiple contracts and services to be assigned to and managed for individual employees as well as company departments and divisions. When the application is integrated with Siebel Communications Billing Analytics, users and administrators can create additional models of the enterprise to review their organization's costs, usage, and self-service transactions from multiple perspectives: by department, geography, handset type, contract, and the like. Access and security rights for each feature of the application are enforced through

predefined roles that constrain users to specific areas of the hierarchy for increased security. Key features and functions include

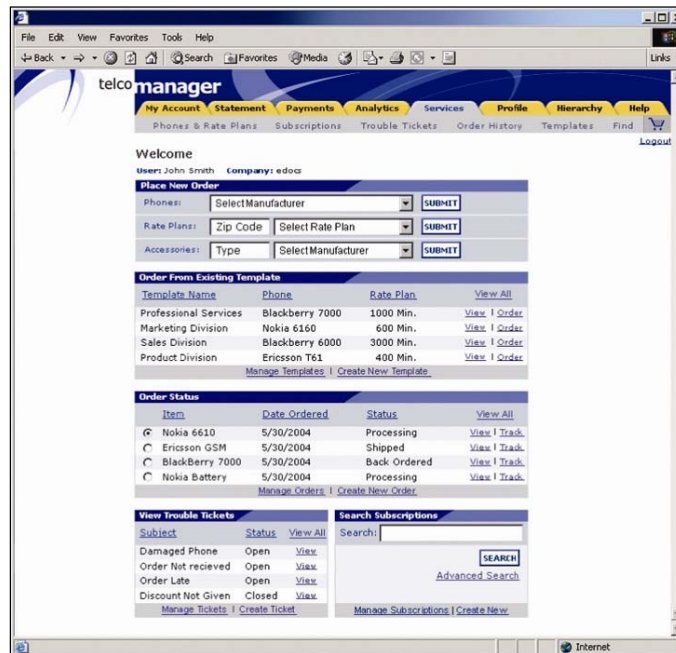
- Hierarchical navigation of accounts/subscriptions/users
- Creation of custom hierarchy views (organized by business requirements: function, geography, cost center)
- Hierarchical scope control for management tasks (add SMS to all users in Western sales, change rate plan for international sales)
- Searching for service specifics (rate plan, phone number, service type)
- Configuring subscription services
- Upgrading phones
- Changing rate plans
- Adding/deleting services
- Suspending/unsuspending subscriptions
- Making bulk changes
- Roles and privileges for access control/security



**Business administrators and communications managers can easily monitor and control their communications services online.**

Siebel Communications Self-Service Manager also serves the needs of consumers, who can add services to their contracts or remove services they no longer need. They can also change rate plans as their calling habits change or even upgrade their phones. Furthermore, the application supports number porting requests, so that

customers can move their service simply from within their account management portal. Finally, Siebel Communications Self-Service Manager allows users to add and delete lines or handsets for either a common multiline user or for one of the newly popular family plans. With these subscription management functions, users are better able to serve themselves online instead of calling the carrier's call center.



**Siebel Communications Self-Service Manager gives consumers the ability to add services to their contracts or remove services they no longer need.**

### **Enable Customer Self-Care**

Oracle's Siebel Communications Self-Service Manager contains compelling user self-care functionality. With these features, users can resolve common service issues or make changes to their service without needing to involve customer care or their account rep. Administrators can monitor all user requests, so they can provide additional assistance, such as assigning a temporary contract if users report their handset lost or stolen. When necessary, customers can escalate issues by submitting trouble tickets to their service provider. Providers' account managers can also use the application to keep current with client issues, resolving problems themselves online or forwarding details to customer care managers. Major features/functions include

- Change profile information
- Change a phone number associated with a subscription
- Change an Electronic Serial Number (ESN)
- Create a trouble ticket
- Check the status of a trouble ticket
- Initiate a number port

KEY SIEBEL SELF-SERVICE  
COMMUNICATIONS  
CUSTOMERS

- British Telecom
- Cingular Wireless
- GCI
- KPN
- mm02
- Sprint
- Telecom Italia
- Telstra
- T-Mobile
- Verizon Wireless
- Vodafone

### **Siebel Self Service for Communications**

The Siebel Self-Service application suite for telecommunications includes every capability that service providers need to enable a complete online customer self-service experience at their Web site. The suite combines comprehensive e-billing and online self-service functionality with extensive industry domain expertise. The out-of-the-box applications are tailored to solve communications service providers' distinct business problems and to meet industry-specific process requirements. The suite includes Oracle's Siebel Communications Billing Manager, Communications Self-Service Manager, Communications Billing Analytics, and Communications Rate Plan Advisor.

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