

# SIEBEL SELF-SERVICE FOR COMMUNICATIONS



*With Oracle's Siebel self-service and e-billing solutions, companies empower their business and consumer customers to manage all their billing and account-related activities online at the company Web site. As a result, companies are able to improve the quality of customer care, reduce support costs, and deepen customer relationships.*

## Solving Communications Service Providers' Unique Business Problems

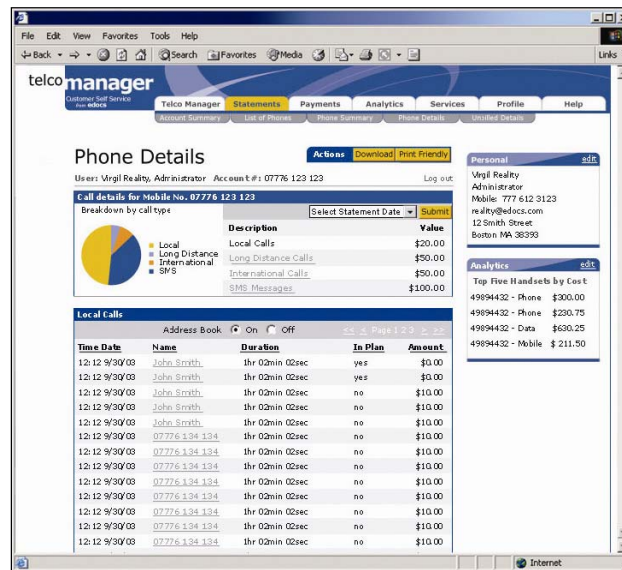
The Siebel Self-Service for Communications suite includes the following out-of-the-box applications tailored to solve communications service providers' distinct business problems and to meet industry-specific process requirements:

### Siebel Communications Billing Manager – Business and Consumer Editions

Siebel Communications Billing Manager is a complete e-billing application for communications service providers that gives business and consumer customers valuable and convenient access to their communications bills, along with the ability to make online payments. Siebel Communications Billing Manager contains the advanced functionality required by today's enterprise customers, such as customizable hierarchies, account consolidation, and out-of-the-box reporting. It also contains advanced features for consumer customers such as rich payment functionality, service-level consolidation, and consumer reporting.

#### KEY FEATURES

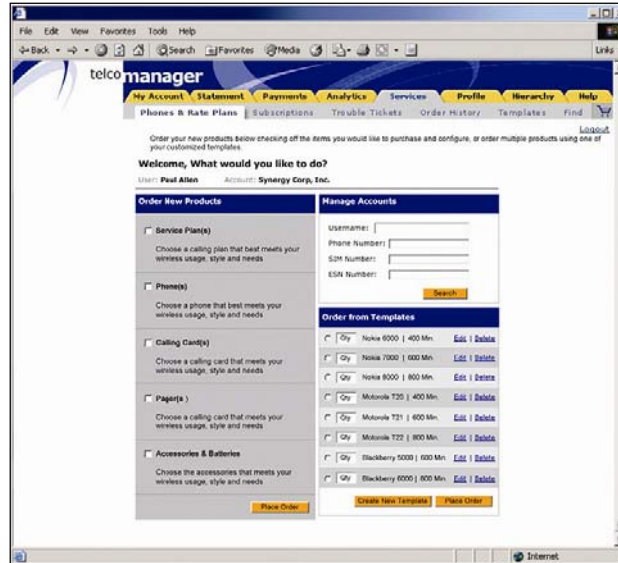
- E-billing and payment
- Customer self care
- Customer reporting and analytics
- Self-service rate plan advice



With Siebel Communications Billing Manager, customers can view recent activity online.

### Siebel Communications Self-Service Manager

Siebel Communications Self-Service Manager enables business and consumer customers of communications service providers to manage every aspect of their service relationship online. From a single convenient interface, customers can easily activate and manage subscriptions, order new services, and report and resolve problems. Business customers are able to complete these activities for individual employees, as well as departments and divisions, across their entire organization.



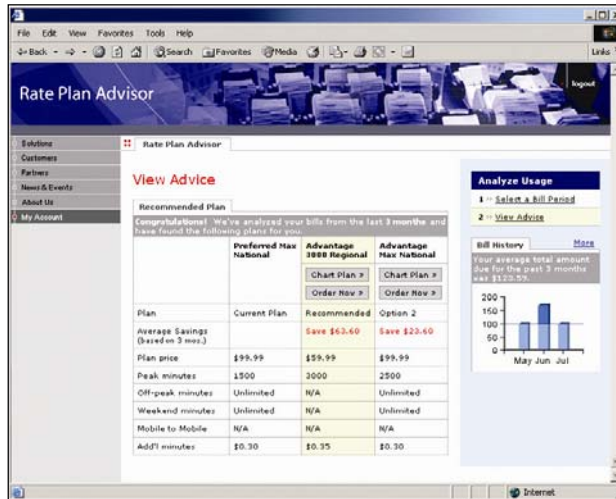
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### Siebel Communications Billing Analytics

Siebel Communications Billing Analytics is a reporting solution that empowers individual employees as well as business managers to analyze and understand their communications costs and usage by investigating and identifying trends and patterns across multiple views of their own unique organization. The heart of the solution is business customers' ability to access their rich billing data, but extends well beyond simply viewing an electronic copy of a conventional paper bill. This powerful

KEY SIEBEL SELF-SERVICE  
COMMUNICATIONS  
CUSTOMERS

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

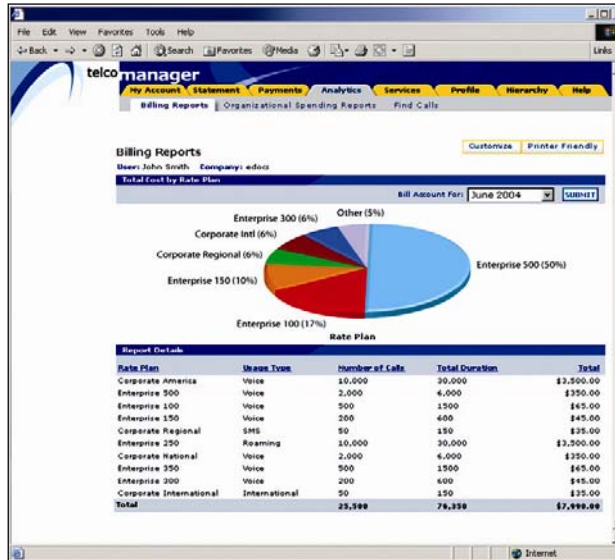


**Siebel Communications Billing Analytics transforms traditional billing data into a rich and powerful source of business intelligence.**

business tool significantly enhances the customer experience and improves the retention and acquisition of high-value business customers by transforming traditional billing data into a rich and powerful source of business intelligence. Users can create and manage multiple cost allocation hierarchies for call cost reporting, enabling detailed cross-analysis and the ability to sort, drill up, down, and across hierarchies; import/export; and download detail. Coupled with the up-to-date and flexible hierarchical model of the organization, call analysis reporting provides business customers with a detailed and comprehensive understanding of their communications investments.

### **Siebel Communications Rate Plan Advisor**

Siebel Communications Rate Plan Advisor is a Web-based application that recommends the ideal rate plan for wireless subscribers in real time. Individual consumers as well as large businesses can analyze their actual historical voice/mobile/data usage, find the best-fit rate plans, and compare the features offered by those plans. With its intuitive wizard user interface, Siebel Rate Plan Advisor quickly guides end customers or customer service representatives through the entire analysis process. In addition, a service provider's customer care and marketing groups can use Siebel Rate Plan Advisor to identify prechurn subscribers, simulate new rate plans, and run predictive analytics.



With Siebel Communications Rate Plan Advisor customers can analyze their actual historical voice/mobile/data usage, find the best-fit rate plans, and compare the features offered by those plans.

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