CUSTOMER SELF-SERVE WEBSITE

Trigon's Customer Self-Serve Website is a web-based solution for qualification and ordering of Digital Subscriber Line (DSL) services. Customer Self-Serve Website is integrated with Vitria Technology Inc.'s BusinessWare® to provide flow-through ordering and provisioning. The integrated solution allows wholesale and retail service providers to rapidly deploy and automate on-line ordering for DSL.

PRODUCT OVERVIEW

STRATEGIC ADVANTAGES

Enhanced Revenues
Resulting from faster access to orders from customers, reduced time on the phone answering questions about order status, and reduced time administering user access privileges.

Process Automation
Enables customers to manage their orders electronically, and to administer their own web access privileges, saving time and minimizing errors.

FEATURES

Customer Self-Serve Website includes:
- Service Availability for DSL *(see separate product sheet)*
- Order Management
- Self-Administration

ORDER MANAGEMENT FEATURES

Order Management features include:
- Creation of new orders
- Viewing the details of existing order
- Tracking the provisioning status of orders
- Canceling orders

Creating New Orders
- Service availability verification identifies product options
- Data is organized in logical groupings and covers the possibility of multiple contacts – user, primary, building management, technical
- Asterisks (*) identify mandatory data entry items

- Online data entry screens include edits to reduce the possibility of errors
- A *printer friendly* version of the order can be printed for review and filing
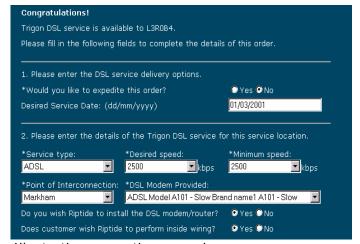- Use of the *submit* button transmits the order from the ISP to the DSL provider for provisioning

Illustration – creating an order

Viewing Orders
- Once submitted, the details of orders are retrievable for online viewing and re-printing
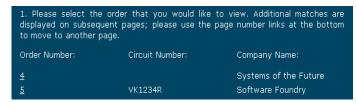- Search options include company name, order number, circuit number, and order date

Illustration – selecting an order to view

Tracking Orders

- The provisioning status of submitted orders is available in real-time
- Search options include company name, order number, circuit number, and order date
- High level provisioning steps are presented to the ISP account, as well as start times and end times for started and completed steps

Order Status:	Task Start:	Task End:
Order Received	26/10/2000 16:53	26/10/2000 16:53
Circuit Assignment	26/10/2000 16:53	27/10/2000 09:55
Loop Ordered	27/10/2000 09:55	27/10/2000 15:54
Loop Tested	27/10/2000 16:02	27/10/2000 16:12
Order Completed	27/10/2000 16:37	27/10/2000 16:37

Illustration –status of a submitted order

Canceling Orders

- Submitted orders that have not yet finished the complete provisioning process can be cancelled online by ISP accounts
- Key information about a selected order is presented for confirmation, and the user is prompted for a cancellation reason
- The cancellation request is submitted to the DSL provider, and the order is moved from the current provisioning step to a cancellation queue
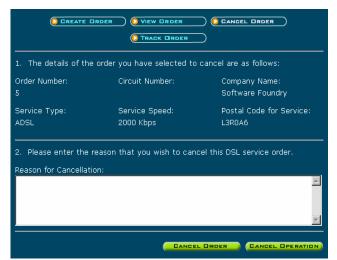
Illustration – canceling a submitted order

SELF-ADMINISTRATION FEATURES

Self-Administration features include:
- Changing passwords
- Creating new user profiles
- Changing existing user profiles
- Deleting user profiles

Changing Passwords
- All ISP representatives can change their own passwords

Creating New User Profiles
- Authorized ISP representatives can create new user profiles
- Privileges control access to Administration functions, as well as to the creation and canceling of orders

Illustration – creating a new user profile

Changing Existing User Profiles
- Authorized ISP representatives can modify existing user profiles

Deleting User Profiles
- Authorized ISP representatives can delete user profiles

SYSTEM REQUIREMENTS

Server
- Windows NT™ version 4.0, Service Pack 6

Client
- Web Browser - Windows Explorer or Netscape