



RT-SelfCare™ enables Telecom Operators to reduce operating costs and enhance the customer experience by empowering customers with instant access to the service features on their Ericsson Intelligent Network (IN) platform.

Overview

RT-SelfCare™ allows customers to confidently and efficiently manage their own subscription configurations. Customers can, using a simple and intuitive web-delivered interface, initiate NTS subscriptions against pre-allocated numbers and construct associated routing plans. They then have immediate access to their routing plans and can apply any necessary changes by leveraging the service features available on the Ericsson IN platform.

Changes in business requirements are quickly and conveniently implemented on carrier networks by the customer without the need to engage the Operator's own staff. This enables the Operator to release skilled resources to focus on delivering value add services in other areas of the business.

RT-SelfCare™ provides the Operator with full control over the configuration of this powerful service feature functionality. The Operator can allocate functionality to a customer

on a feature by feature basis, thereby controlling access for security and revenue stream purposes. RT-SelfCare™ additionally allows the Operator to delegate the configuration of a reseller's customers to the reseller.

Benefits

- Retains and expands existing customer base by supporting customers' demands to manage their own complex call routing plans;
- Significantly enhances the customer experience through the use of on-line interactive self-care tools;
- Increases operational efficiency and hence reduces costs by decreasing the effort spent by skilled staff in supporting customers' routing plan configurations;
- Supports revenue growth by relinquishing skilled staff to deliver value add services in other areas of the business;
- Assists Operators in achieving key business objective of profitability through enhanced sales and operational efficiency.

Service Plan Builder

The Service Plan Builder provides users with a graphical representation of service plans to facilitate amendment and creation of CTP subscriptions.

Service features are added using a toolbox of available service features. The selected service feature is then tailored to suit the user's needs by modifying its displayed properties.

Security Hierarchy

The integral hierarchical security model enables administrators to manage the portfolio of customers and associated users, specifying access levels and the available IN service features. This model extends to support resellers wishing to self-manage their portfolio of customers and associated users.

Number Management

RT-SelfCare™ includes a number management database integrated with the hierarchical security model, ensuring users can only manage subscriptions to which they have been assigned access.

Scheduler

Changes to service plans may be applied to the IN platform immediately or the user can choose to schedule the changes to be applied and a date and time in the future.

Audit Trail

A full audit trail of changes to provisioned service plans is delivered through the RT-SelfCare™ interface.

IN Integration

RT-SelfCare™ is specifically designed for use with an Operator's IN platform. Real Time has a preferred and exclusive development partner agreement with Ericsson.

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