

## Next-Generation Telco

The next-generation telco lab telecom solution is the design, development, and implementation of the functionalities where the customers will purchase products and consume our services via agents. All these

functionalities include product creation, order management, and appointment tracking. This application will be used by the agents on behalf of the end users to maintain customer data and to track their orders and appointments using

the Microsoft Dynamics CRM 2015 as the user interface.

Here MSD is integrated with multiple systems such as Sigma, Comptel, and Click Software via TIBCO.



### Solution benefits

#### Agents and administrators

- Increased productivity and collaboration
- Enhanced commission revenue due to increased productivity
- Easy-to-use, relevant

#### Customers

- Ability to make informed product choices
- Product available with discount
- Better value for money
- High quality, flexible service

### Operational relevance

**Applicability:** Telecom industry

**Capability:** Unified user experience, multichannel support, seamless document management, enterprise application integration, capture and prefill utility, knowledge management, intelligent work routing, security and access control, audit history, and multilingual support

**Compatibility:** Works on all operating systems supported by Microsoft CRM 2015 and is operational in both on-premise and online modes

## Solution features

### Product catalog configuration

- First sigma will create the product bundle and share the product details in the form of an XML file via TIBCO to MSD
- MSD will show the products and their pricing information to the end customer
- Product bundle is the combination of relevant products which are bundled together and packed for selling
- All existing products are available to the customer. According to the customer choice, the agent can select the existing products and can go for the order

### Order fulfillment

- Here the agent can order the products for an existing or new customer
- In case of an existing customer, the agent can go to the order page and create the order with the existing products
- In case of a new customer, the agent has to capture the customer details as lead details and then convert it to an opportunity
- Generate contact and account details from the current opportunity
- Add the quotes to the customer and proceed with the order

### Service availability check

- In service availability check, two things are examined:
  - A:** Area code
  - B:** Product
- The service availability check is passed if a particular product is available for a specified area code. The area code is a 4-digit number

### Credit check

- Credit check will give a gentle reminder of the balance to the customer
- From the pop-up message, the customer will be alerted and can decide whether to proceed with the order for that particular product

### Appointment reservation

- A suitable slot will be booked according to the customer availability and the desired technician will reach out to the customer location for the service

### Social media integration

- Facebook

### Additional features

- Yammer integration
- Email router configuration

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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