

WebConnect™

Web-based Account Management and Provisioning System for NACT Telecom Solutions

Product Features

The NACT WebConnect delivers web-based tools for account activation, account management, card balance tracking, and card recharging, enabling service providers to improve customer service while lowering costs and improving margins.



- > Strengthen your competitive edge
- > Enhance service capabilities while lowering costs
- > Allow easy access to consumer usage records, account balance and bills
- > Provide convenient web-based access to authorized CSRs and channel agents
- > Create a seamlessly integrated web portal that matches the design of your web-site
- > Support multiple business models, including prepaid, postpaid, wireless, residential long distance and more

Strengthen Your Competitive Edge

Online tools are making business more competitive, and the ever-changing world of telecom is no exception. As service providers fight to succeed in an increasingly competitive environment, most find themselves chasing increasingly sophisticated customers and partners with easy access to information and product alternatives. No matter what your business model, from prepaid or postpaid long distance to wholesale carrier services, it seems that now, more than ever, creating and managing successful, profitable relationships with both customers and channel partners has become mission-critical.

Enhance Service Capabilities While Lowering Management Costs

Built for service providers who want to reduce operational costs, improve customer service and gain access to new markets, NACT's WebConnect is a component of NACT's Telecom Solutions that enables service providers to provide a user-friendly web interface for consumers, channel partners and internal customer service representatives. With self-serve features for account activation, account maintenance, card balance tracking and card recharging, WebConnect helps you improve service capabilities while lowering costs and improving profit margins.

Strengthen Your Channel Relationships

NACT's WebConnect Agent for channel partners and WebConnect for internal customer service representatives (CSRs) are modules that include browser-based card and account management tools that give the freedom to activate, provision, and manage cards and accounts over your private intranet or secure extranet. With options that can be customized to fit your specific business needs, both modules enable you to deliver superior service and products, have secure access to account information and view usage reports generated by the NTS, giving you the tools you need to be more successful. Additionally, WebConnect has built-in agent security features that ensure you maintain complete control over account activation, customer credits, system changes and other sensitive operations.

Increase Margins and Attract New Customers

NACT's Account Connect API (Application Programming Interface) module is a software toolkit for the WebConnect system that allows service providers to create a web site that follows their own corporate image and still have all of the functional and operational access to the data stored on the NTS 2000 billing system. Image is more important today than ever because customers become comfortable with the way their service providers do business. Service providers need to control the way their customers access information and the functions that they can use. When service providers use Account Connect API, customers can create their own accounts, assign ANI/CLI numbers to accounts, make accounts either prepaid or post paid, make prepaid payments to their account, pay an invoice, and even look up the calls that they just made or made months ago. Account Connect API gives you, as a service provider, access to your data via a controlled environment but with the flexibility and functionality you require to provide services your customers want.



Key Features

- Convenient, secure provisioning and account management
- Browser-based access to customer care, technical support and trouble ticket information
- Comprehensive end-to-end call detail records and CSR transaction reports
- Itemized call routing detail, including origination and termination reporting
- Itemized call rating detail, including surcharges, fees, and taxes
- Remote batch upload of information
- Flexible, customizable business rules and terminology
- Flexible post-call rating options

Customer Features

- Account creation and access
- Account usage and balance tracking
- Billing statement and call detail record access

WebConnect Server

- Dell PowerEdge™ 1850
- Pentium Xeon® Processor
- 2 GB RAM
- Dual channel RAID controller
- 2 x 73 GB hot-swappable hard drives, RAID 1
- Dual 10/100/1000 Mbps Ethernet ports
- CD-ROM drive
- 1U form factor
- Redundant power supplies (1+1)
- Redundant fans
- 700 watts typical power consumption
- UPS 700 VA
- Red Hat Linux ES

Agent Management Features

- Management/Administrator-controlled security system and comprehensive audit trails
- Flexible, customizable, highly-specific data partitioning and access groups

Key Control Functions

- Account creation
- Account activation and deactivation
- CDR query
- ANI/CLI provisioning
- ANI/CLI assignment to prepaid entity
- Balance query
- Funds addition and deduction
- Provision prepaid accounts
- Make payments on postpaid invoices
- Retrieve invoice information
- Prepaid transaction query

Customer Service Features

- Self-serve, provisioning and account data access
- Integrated data access into existing CSR interface
- Full access to invoicing and statement information
- Crediting and recharging of account balances

The WebConnect is a component of NACT Telecom Solutions

