



Abstract

This application is for the Telecom Operators like ISPs, Broadband and Cable Operators or other providers who does Flat Rate billing, or Operators provide different maintenance services to the corporate and execute contracts for other vendors.

Description

Telecom Order Management can work well with the Salesforce CRM application to create and manage service plans. The application can be configured to allow users to create multiple service plans to be activated with multiple equipments. Operators can find the current install Base details very easily and change the services or equipments, all the rates and rentals are calculated automatically. The install base and service plans data can be used to generate for the billing system. Operators can create and maintain their product offerings, service plans easily and rollout quickly.

Highlights

Name	Description	Type
Service Plan	This application provides easy steps to manage the Service Plans with all plan details, like Billing information, rates, deposits, default payment term, Access line information.	■ ⚡
Equipment	Define the equipment details, rental fees, which need to be deployed for the connection.	■ ⚡
Quote	Operators can create multiple Quotes based on the opportunity. Quotes are more required to sell corporate.	■ ⚡
Service Order	Simple and easy to create complex order, order lines are automatically copied from Quote lines.	■ ⚡
Work Order	Work orders are created from the order lines to execute the orders using S-Control	◆
Initial Base	Initial Base has all the current service information and installed equipment information for an Account.	■ ⚡

■ = Custom Object, ⚡ = Custom Tab, ◆ = Custom Link, ◆ = Custom S-Control

▲ = Plug-In, X = Composite Component



Features & Benefits

- **Multiple Plans** - Can handle multiple Service Plans, multiple equipments, specially required for the corporate order, which are complex.
- **End-to-End Flow** - customers can use the Salesforce CRM to create leads and Order Management can be further processed by this application for Order Capture and execution.
- **Complete Telco Order Cycle** - In Telecom Order processing is not one-time job, all the order information should be captured in Install Base or Customer Assets properly, because the business model works on subscription basis, so customer should be able to change service plan or additional service, upgrade equipments etc.
- **Provisioning Integration** - Salesforce mash-up techniques can be used to integrate any web-based provisioning system easily, order data can be integrated with the Order Management.
- **Billing Integration** - Customer can use the Install Base and Service Plan data to generate bills, which can download easily from Salesforce and upload to Billing system. Usually bill processing is the centralized IT job, but the CRM or Order Management should be accessible by multiple people in distributed fashion.

Requirements

Salesforce.com Edition

Professional
Enterprise
Developer
Team

Specifications

Publisher
Type
Salesforce.com Certification
Pricing

ChikPea Inc,
Composite
None
FREE



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Service Plan
Residential Broadband

Service Plan Name Residential Broadband

Service Code RSL001B

Plan Start Date 4/14/2007

Plan Description Residential Broadband service.

Plan Rate \$100

Plan Type Bronze

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Basic Service Broadband

Service Provider Self

Plan Expiry Date

Plan Feature provide the highest levels of performance, reliability and survivability

SLA Details Guarantees a Service availability of 99.9% of the total applicable time for service. In the event of a service outage, otherwise a Service Credit will be provided to the Eligible Customer.

Customer Care Option

Last Modified By Bhaasikar.Roy_4/28/2007 11:09 PM

Access Information

Access Type DSL

Minimum Access Lines 1

Chargeable Lines 1

Billing Information

Billing Cycle Monthly

Payment Term Net 30

Deposit Required

Limited Plan

Recent Items

- Residential Broadband
- Activation
- Cisco Catalyst 3550 Series
- Broadband
- ChikPea Logo
- B - BroadBand01
- W0-00019
- B_Sandbox1 - BroadBand01

Recycle Bin

Access Information

Coverage Area Bay Area

Maximum Access Lines 2

Free Lines 0

Free Period (Days) 10

Custom Payment Term

Deposit Amount \$150