

ICSS™

INTELLIGENT CUSTOMER SUPPORT SYSTEMS™



Reliable. Agile. Proven. *That is ICSS.*

Inventory Management

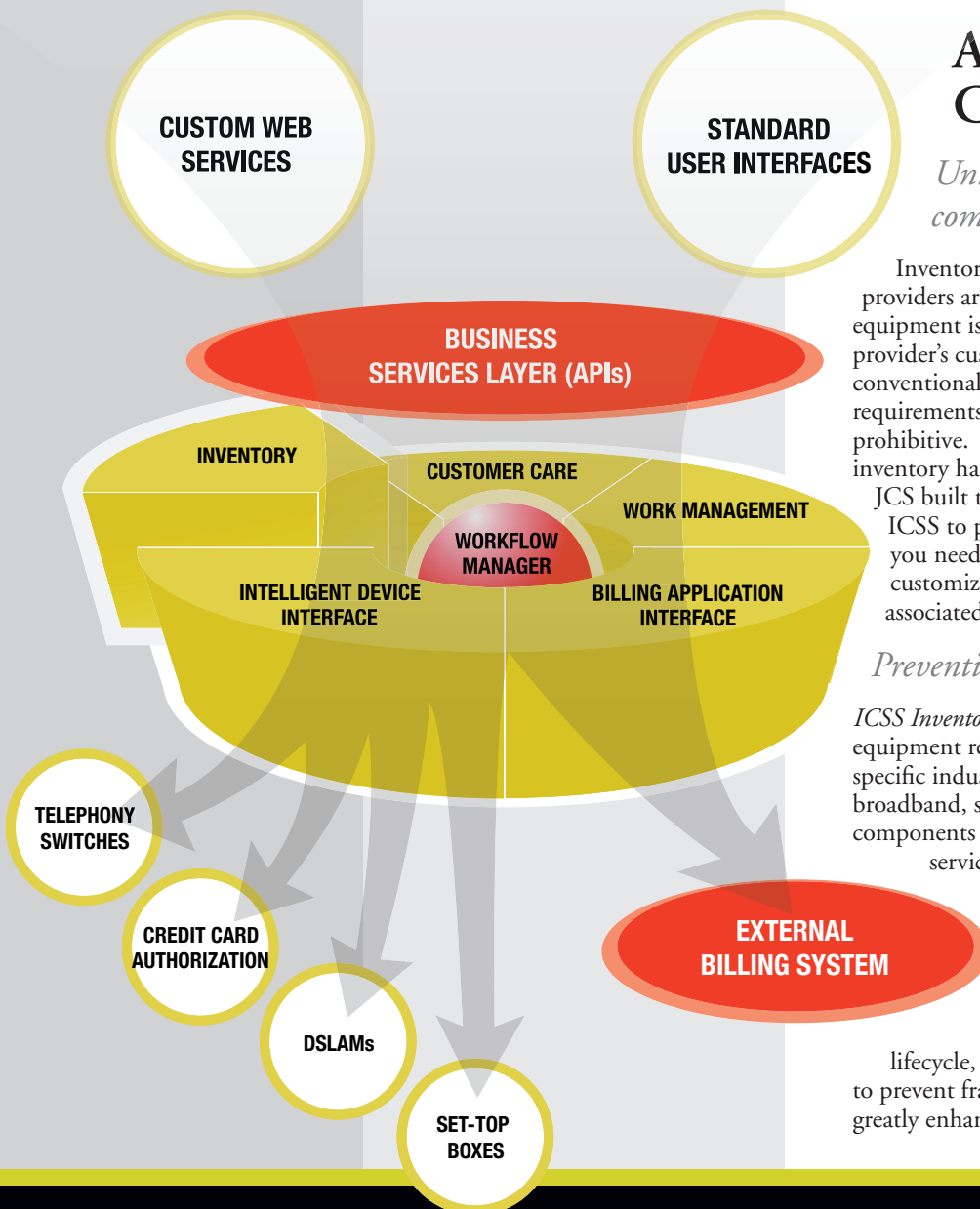
AN ESSENTIAL COMPONENT

Uniquely designed for communications providers

Inventory management requirements for communications providers are unique. Managing customer-assigned equipment is an essential component of any communications provider's customer management system, but adapting conventional inventory management systems to fit the requirements of a communications provider is often cost-prohibitive. Using our knowledge of the unique role that inventory has in communications provider operations, JCS built the *Inventory Management* component of ICSS to provide the out-of-the-box functionality that you need, enabling you to avoid much of the costly customizations and integration efforts normally associated with the use of generic inventory packages.

Preventing Shrinkage and Fraud

ICSS *Inventory Management* manages the customer-assigned equipment required for all communications services, with specific industry functionality for fixed line, mobile, cable, broadband, satellite, and Internet services. Since all ICSS components are pre-integrated, your workforce and customer service organizations can access and manage inventory status from either the *Customer Care* or *Work Management* components. Inventory can be tracked throughout its entire lifecycle as it is assigned to certain locations, to customers and technicians. By tracking the location and status history of each item throughout its lifecycle, your ability to manage asset "shrinkage" and to prevent fraudulent use of service-related inventory is greatly enhanced, positively impacting your bottom line.



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Inventory Management

CUSTOMER-ASSIGNED EQUIPMENT

Inventory Management allows users to bulk load inventory items from suppliers (pallet loads and bar coding), view current inventory, assign inventory to technicians, assign inventory to customers' accounts, troubleshoot inventory with the customer, and assign inventory to repair status. Since inventory items can be linked to workflow, ICSS automatically passes orders to your technicians with detailed equipment information as they prepare to deliver service to customer addresses.

- Flexible search criteria to locate and manage inventory
- Automatic tracking of inventory as it moves between inventory locations (e.g., from warehouse to customer premises)
- Management of both physical inventory and logical addresses, including IP addresses and telephone numbers
- Ability to define inventory classes and models and define required and default attributes
- Mass inventory assignment from one location to the next
- Mass load inventory from external applications
- Ability to initialize and troubleshoot customer-assigned equipment directly from ICSS

INDUSTRY COMPONENTS

As each type of customer equipment has unique configuration requirements, ICSS provides templates that have attributes that are specific to different types of equipment. And, if you require additional information than these templates provide, you can easily configure the templates to track information specific to your business and the services you provide.

Cable/Satellite

- Manage addressable converters, non-addressable decoders, game boxes, and smart cards

Broadband

- Manage DSL modems, cable modems, and cable telephony attributes

Mobile/Wireless Telephony

- Manage headset and SIM card information
- Mass generate mobile telephone numbers
- Manage mobile number portability
- Manage telephone number status, including churn status

Fixed-line/Wireline Telephony

- Mass generate fixed-line or wireline telephone numbers
- Manage telephone number status
- Assign easy-to-remember or vanity numbers, such as two pair (33) and three of a kind (777)

JONES CYBER SOLUTIONS

Providing innovative and scalable software products

Jones Cyber Solutions is a leading provider of innovative and scalable software products for the communications, entertainment, and education industries. Its premier customer account and order management product, *Intelligent Customer Support Systems* (ICSS), empowers communications operators to efficiently handle multiple service and product offerings in a single comprehensive platform with a complete view of each customer.

Jones Cyber Solutions has a proven track record of delivering excellence in its products and professional services, and is known for its dedication to its customers' success. It is a leader in customer care solutions for companies providing fixed and mobile telephony, cable and satellite television, ISP, wireless, and other broadband data services. ICSS is enhancing subscriber loyalty and lowering the total cost of ownership for market-leading communications operators in Europe, India, and Australasia. **For more information, visit www.jonescyber.com.**

Headquartered in Englewood, Colorado U.S.A., *Jones Cyber Solutions* is part of the family of companies owned by *Jones International,™ Ltd.* The Jones companies provide a wide range of products and services, from the world's first fully online, accredited university (*Jones International University®*), to radio and TV programming reaching more than 75 million listener/homes (*Jones Media Networks™*), to high performance software solutions.

