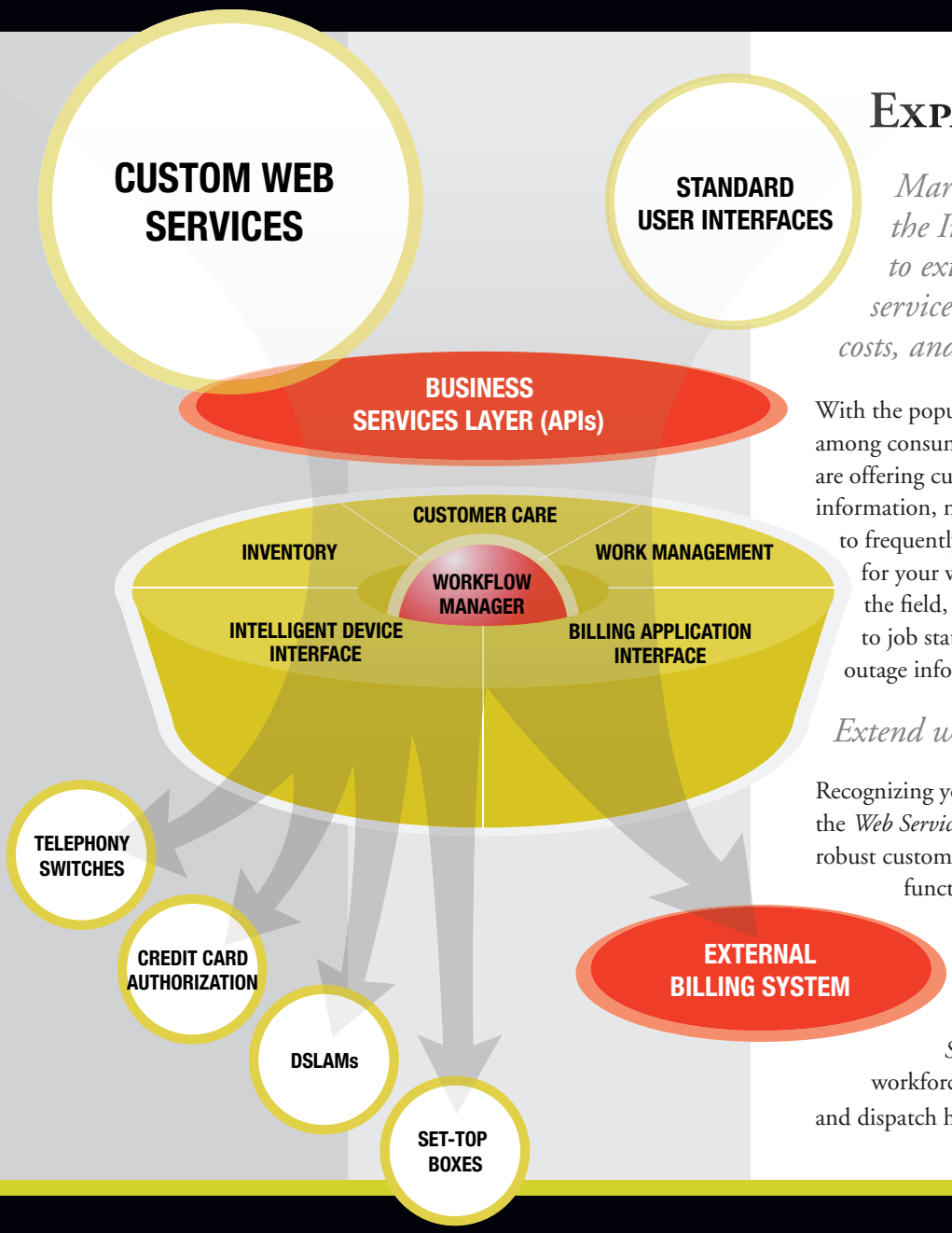
ICSS™

INTELLIGENT CUSTOMER SUPPORT SYSTEMS™

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

Web Services



EXPAND AND IMPROVE

Market leaders continue to turn to the Internet and wireless technologies to extend and improve their customer service organizations, reduce service costs, and increase customer satisfaction

With the popularity of the Internet and World Wide Web among consumers, more and more communications providers are offering customers the ability to view account and billing information, manage their accounts, obtain quick answers to frequently asked questions, and make payments. And, for your workforce organization located remotely in the field, it is essential that they have real-time access to job status, last-minute changes to work schedules, outage information, and customer information.

Extend with the Web

Recognizing your evolving business needs, JCS provides the *Web Services* component, which extends our robust customer management and work management functionality to the Web. *Web Services* enables your customers to use the Internet for self-care and EBPP, reducing costly support loads on your call center. When combined with *Work Management, Web Services* also supports your mobile or remote workforce in the field and ensures that field staff and dispatch have the most up-to-date information.

JONES CYBER SOLUTIONS,® LTD.
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Web Services

WEB SELF-CARE

Included within the ICSS solution is a set of open APIs that allow an external Web application to access ICSS business logic at the *Business Services* layer. With the support of *Jones Cyber Solutions' Professional Services* or through your own internal organization, you can customize the self-care process to match your unique business culture.

***Web Self-Care* features supported through *Web Services* include:**

- Access to view and update account information
- Access to available products and services at the customer's address
- View of summary and detail invoice information, for current and past months
- Ability to post payments and define recurring payments on the account
- Ability to order packages and products for services selected

MOBILE WORKFORCE

Extending *Web Services* to your technical workforce increases customer satisfaction as your technicians are provided real-time updates and immediate service activation requests through the job update process.

***Mobile Workforce* features supported through *Web Services* include:**

- Access to work schedules, including service and customer information
- Ability to send updates back to dispatch once the work is complete, or if changes need to be made to the original scope of work
- Access to technician alerts and outage information
- Ability to send upgrades or other service adjustments to the customer order

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.

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