

Interconnection Made Easy

The Eftia-XINTEX Joint Solution

*Optimize customer
acquisition and service
provisioning with
automated,
Web-enabled
interconnection*

Most sales activity for local and long distance carriers involves marketing to customers who already have service with an incumbent provider. Because of the razor-thin profit margins available to competitive carriers, it is imperative to minimize the costs of customer acquisition, service ordering, provisioning and activation. Providers must process more orders with fewer errors to reduce operational costs while increasing customer satisfaction. The key to achieving this goal is to automate—to the greatest extent possible—the process of acquiring customers and provisioning their services.

Eftia™ and XINTEX have joined forces to offer service providers a powerful customer-acquisition, service provisioning and maintenance function with a complete preorder and ordering gateway to outside trading partners. Competitive local exchange carriers (CLEC) benefit from an integrated solution that combines Eftia's quality service order, inventory and trouble management software with XINTEX's leading preorder and customer acquisition tools.

The integration of XINTEX's OneClickPhone™ product suite with Eftia's Master.Scribe™ Suite adds advanced preorder and customer acquisition capability to Eftia's comprehensive service order and trading partner interconnection gateway functionality. With the Eftia-XINTEX joint solution in place, service providers can:

- Provide prospective customers with Web-enabled capability to authorize the online automated retrieval of their existing customer service record (CSR) from the incumbent carrier
- Present customers with online equivalent service quotes automatically
- Enable customers to make online changes to the requested services, as well as update and accept their quotes
- Generate service orders automatically
- Manage the end-to-end fulfillment of service orders, including all related electronic interaction with the incumbent carrier

Service providers can increase order volumes while virtually eliminating order errors. Accurate and speedy delivery of services reduces provisioning costs and increases customer satisfaction.

OneClickPhone

- Provides Web-based quotation and ordering
- Automates customer setup and ordering
- Identifies customers' existing services and features with online automated retrieval of their CSR
- Presents a customized quote
- Provides a pre-populated order template
- Reduces fraud through verification process
- Identifies revenue opportunities

Master.Scribe

- Provides start-to-finish service order management, which minimizes intervals and reduces errors associated with the creation and fulfillment of customer service orders
- Includes a reliable and easy-to-use complete inventory management system
- Comes equipped to manage Internet protocol (IP) addresses and telephone numbers
- Provides trouble management and preventative maintenance to ensure ease and reliability of daily operations
- Includes centralized data storage for easy data retrieval and updates
- Maximizes customer satisfaction
- Increases revenues and decreases operational costs



www.eftia.com

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