



GREAT SERVICES

TOP NOTCH

VERY GOOD

I AM HAPPY

SUPERB

HIGH QUALITY

EXCELLENT

SUPERFINE

IMPRESSIVE

FIVE STAR PRODUCTS & SERVICES

PERFECTLY

Segra360: Release 8.0 Feature Tour

About the Feature Tour

This document provides a quick “screen-shot” tour of the major updates in Release 8.0 of the Segra360 customer portal.

The document illustrates the updates and explains their purpose and benefits.

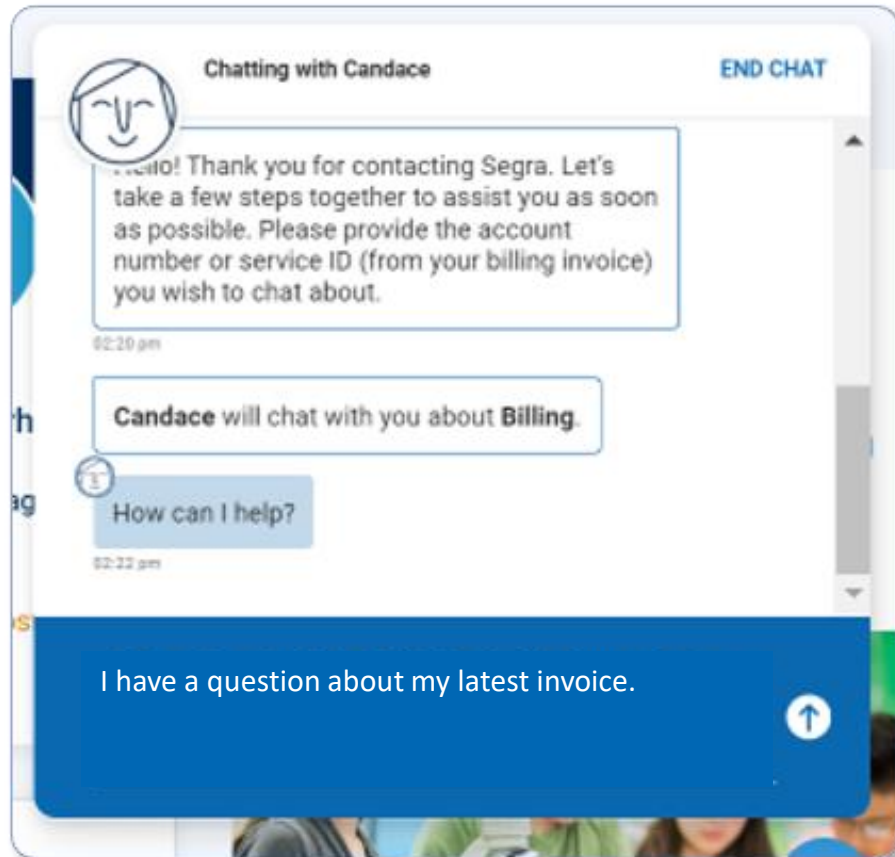


Release 8.0 Features, Functions, and Benefits

Module	Feature	Function	Benefit
All Modules	Google Chat	<ul style="list-style-type: none">Allows customers to communicate with the Segra Customer Service Center (CSC) using chat, from any module in the portal	<ul style="list-style-type: none">Improved experience with Segra support
Homepage	Segra LinkedIn feed	<ul style="list-style-type: none">Homepage displays Segra's feed from LinkedIn instead of Twitter	<ul style="list-style-type: none">Better portal experience
Orders	Automatic updates to phone equipment list <i>Note: Only relevant for government customers</i>	<ul style="list-style-type: none">Updates the phone equipment list automatically when there are changes to the equipment Segra provides	<ul style="list-style-type: none">Improved experience with voice orders placed via Segra360
Service Utilization	Controlled access to Advanced Call Reports	<ul style="list-style-type: none">Limits report access to customers paying for the report service	<ul style="list-style-type: none">Better Segra experience

Customers can use Google Chat from any portal module to engage Segra's Customer Service Center.

Improves the customer experience by providing another communication channel for support

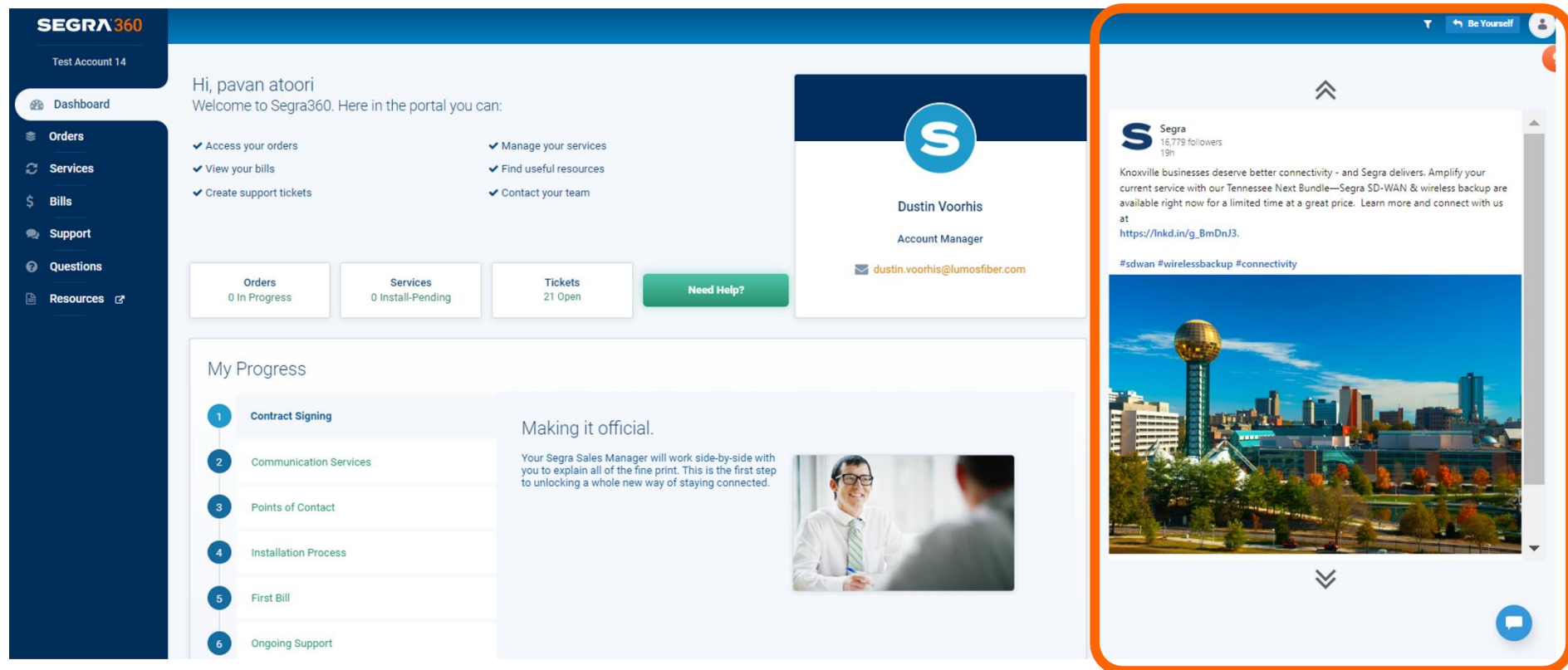


How Chat Works in Segra360 for Customers

- Customers must be logged into Segra360 to use the chat.
- Chat is available from 8 am – 5 pm Monday through Friday.
- Use the chat widget to start a chat session. The widget is displayed on all pages of the portal.
- A chat session is ended after five minutes of inactivity.
- Customers receive a one-question satisfaction survey after ending a chat.

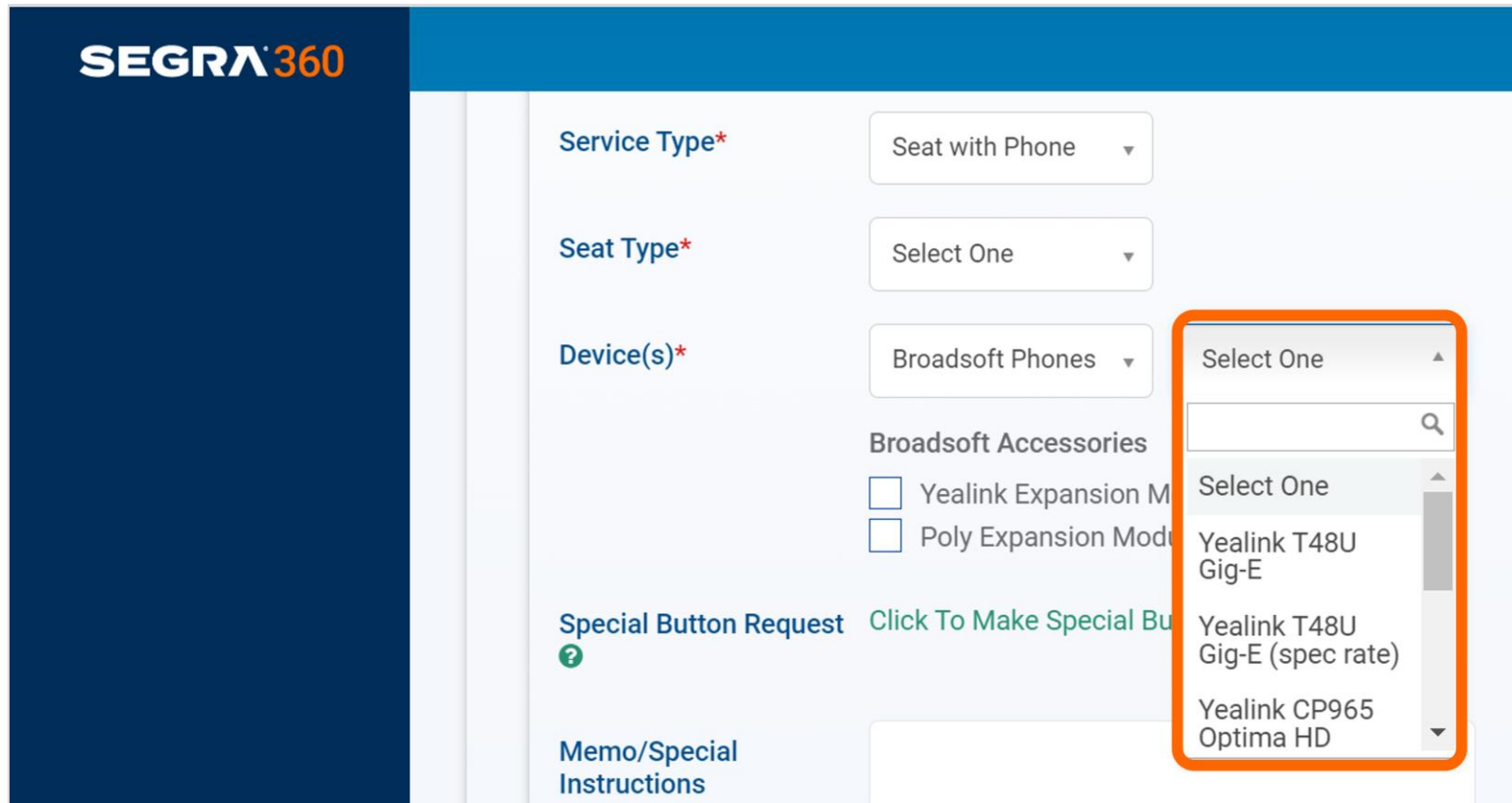
The Segra360 homepage now displays Segra's feed from LinkedIn instead of Twitter.

Aligns the homepage with the business community's growing preference for LinkedIn



The phone equipment list in Segra 360 updates automatically to reflect changes in the Hosted Voice device catalog.

Improves the customer experience by ensuring voice orders placed through the portal include phones Segra currently offers.

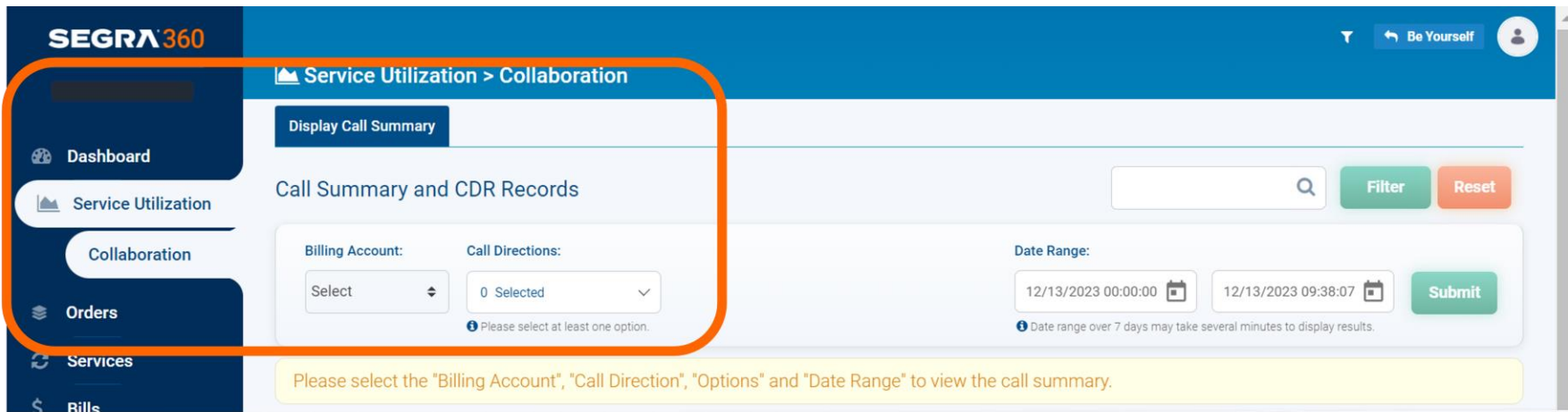


The screenshot shows the Segra 360 interface with a dropdown menu open for the 'Device(s)*' field. The dropdown menu is highlighted with an orange border and contains the following options: 'Select One', 'Yealink T48U Gig-E', 'Yealink T48U Gig-E (spec rate)', and 'Yealink CP965 Optima HD'. The 'Special Button Request' field is also visible, with a green question mark icon and the text 'Click To Make Special Bu...'. The 'Memo/Special Instructions' field is at the bottom.

Note: This enhancement only applies to government customers. Ordering via Segra360 is not available to other customer segments yet.

The portal only displays Advanced Call Reports (ACD) to customers paying for the report service.

Improves the Segra experience for ACD customers by removing unpaid access to the reports



Note: The ACD reports are located in the Service Utilization module.