

SEGRA®

SEGRA®360
FEATURE GUIDE 2.0

Release Notes

SEGRA®

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Release Number	Enhancement	Description	Benefit	Module
2.0	Display Options Bar	Provides filtering, sorting, and grouping of data	More control of data display to hone-in on desired information	<ul style="list-style-type: none"> • Orders • Services • Bills • Support
2.0	Guided Look and Feel	"Breadcrumb" highlighting of active portal module and breadcrumb links	Easier system navigation	<ul style="list-style-type: none"> • All modules
2.0	Orders Module	Shows customer orders	Easier access to order data	<ul style="list-style-type: none"> • Orders
2.0	Service-Category Tabs with Tool Tips	View services by product category	Easier navigation of services data	<ul style="list-style-type: none"> • Services
2.0	My Segra Team Tab	Show and call account team contact	Easier to access Segra account team	<ul style="list-style-type: none"> • Support
2.0	Updated Column Names	Account Number and Account Name changed to Customer ID and Customer Name	Better alignment with data nomenclature in other Segra systems	<ul style="list-style-type: none"> • Customer Master

New Release Screenshot Tour

DISPLAY OPTIONS BAR: MORE CONTROL OF DATA DISPLAY

With Filter, Sort, and Group Buttons

Display Options Bar with Filter, Sort, and Group Button
Hones in on information

Results Bar
Shows number of records matching the criteria on the Display Options Bar

Expand & Collapse Buttons
To drill-down and roll-up detail

Order ID	Status	Monthly Charges	One Time Charge	Due Date
1834300	Active	\$0.00	\$0.00	04/29/2020
2029898	Active	\$72.00	\$0.00	10/27/2020

DISPLAY OPTIONS BAR: DISPLAY DATA IN TABLE FORMAT

Using the Table Option on the Group-By Button

Group by Table
Displays data in a table format

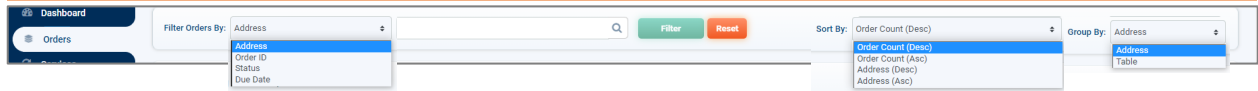
Sort by Column Headers
In ascending and descending order

Order ID	Status	Address	Monthly Charges	One-Time Charge	Due Date
1579336	Active	3106 Westgate Pkwy Dothan, AL 368...	\$60.01	\$0.00	12/01/2020
1588250	Closed		\$0.00	\$0.00	08/25/2020

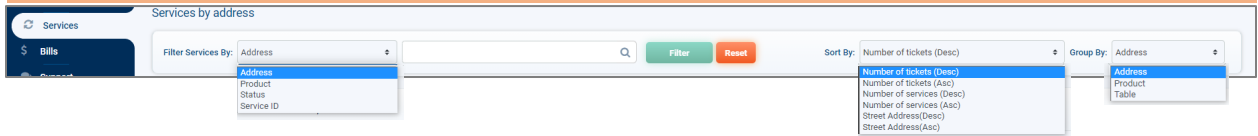
DISPLAY OPTIONS BAR: PROVIDED IN MODULES WITH CUSTOMER DATA

Orders, Services, Bills, and Support Modules

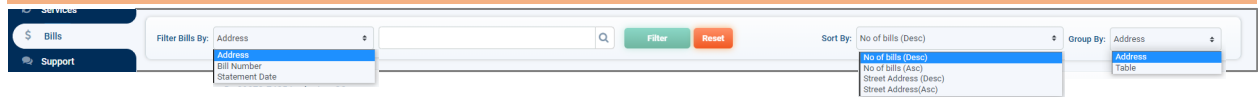
Display Options Bar in Order Module



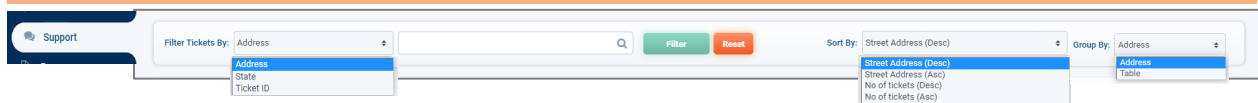
Display Options Bar in Services Module



Display Options Bar in Bills Module



Display Options Bar in Support Module



DISPLAY OPTIONS BAR: FILTER, SORT, AND GROUP OPTIONS BY MODULE

Module	Filter Options	Sort Options	Group Options
Orders	<ul style="list-style-type: none"> Address Order ID Status Due date 	<ul style="list-style-type: none"> Order Count Address 	<ul style="list-style-type: none"> Address Table
Services	<ul style="list-style-type: none"> Address Product Status Service ID 	<ul style="list-style-type: none"> Number of tickets Number of Services Street Address 	<ul style="list-style-type: none"> Address Product Tab
Bills	<ul style="list-style-type: none"> Address Bill Number Statement Date 	<ul style="list-style-type: none"> Number of bills Street Address 	<ul style="list-style-type: none"> Address Table
Support	<ul style="list-style-type: none"> Address State Ticket ID 	<ul style="list-style-type: none"> Street Address Number of tickets 	<ul style="list-style-type: none"> Address Table

GUIDED LOOK AND FEEL: EASIER SYSTEM NAVIGATION

With Breadcrumb Highlighting and Breadcrumb Back Links

Breadcrumb Back Links
Guided return to module home page after drilling down on details

Breadcrumb Highlighting
Indicates which module is being used

Service Information

Service ID	(803) 381-3956
Service Type	Dynamic SIM
Status	Active
Billing Account#	5177763
Tickets	You have 1 open tickets. Hide all

ORDERS MODULE: EASIER ACCESS TO ORDER INFORMATION

Shows Customer Orders with Ability to Filter, Sort, and Group Data

Orders Module

Display Options Bar for Orders Module
With Filter, Sort, and Group buttons to manipulate order data

Order by address

Filter Orders By: Address [v] [Filter] [Reset]

Sort By: Order Count (Desc) [v] Group By: Address [v]

+ 4211 Irving	180 Orders
+ 123 Main Street, State	176 Orders
+ 123 Main Street, State	
+ 123 Main Street, State	145 Orders

SERVICE-CATEGORY TABS W/ TOOL TIPS: EASIER DATA NAVIGATION

Tabs Group Services by Category

Service-Category Tabs
Tabs are dynamic, based on a customer's services, and are displayed automatically

Tool Tips
List the services included in a category

Connectivity services include Ethernet WAN, Long-Term Evolution, Managed LAN, Managed WiFi, etc.

Service ID	Status	Address	Service Name	Open Tickets
8037567637	Install-Pending	420 Davega Dr Lexington, SC 29073-7485	TN New	0
8037567639	Install-Pending	420 Davega Dr Lexington, SC 29073-7485	TN New	0

MY SEGRA TEAM TAB: EASIER ACCESS TO SEGRA ACCOUNT TEAM

For "In-App" Access to Account Representative

My Segra Team Tab
View account representative's contact card and call or email them from the portal

Marnie Browder
Account Manager
marnie.browder@segra.com

CUSTOMER MASTER MODULE: UPDATED COLUMN NAMES

For Better Alignment with Data Nomenclature in Other Segra Systems

The screenshot shows the SEGRA 360 interface. On the left is a dark blue sidebar with the SEGRA 360 logo and menu items: 'Customer Master' (with a person icon) and 'Customer Assignment' (with a list icon). The main content area has a top bar with 'Onboarded Customers' and 'CRM Customers' tabs. Below the tabs is a 'records per page' dropdown set to '100'. A table header is visible with columns for 'Customer ID', 'Customer Name', and 'Type'. Two callout boxes with orange backgrounds and dashed lines pointing to the table headers provide details:

- Customer ID Column**
View account representative's contact card and call or email them from the portal
- Customer Name Column**
View account representative's contact card and call or email them from the portal

Segra360 Foundation Features

SEGRA360 HOME PAGE

Dashboard of the Customer's Business Essentials

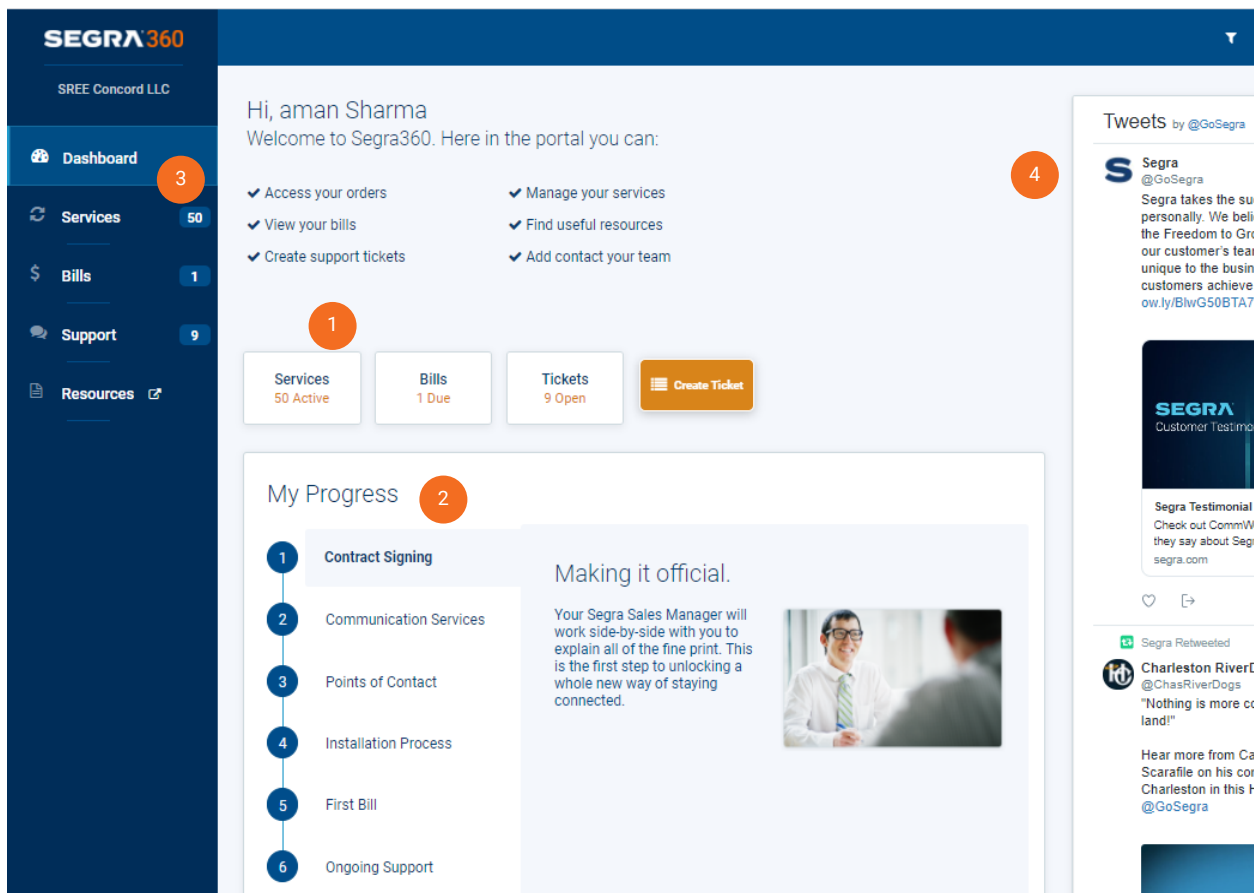
- 1 Summary Metrics from Portal Modules**

At a glance 'vitals' for a customer's Segra business
- 2 Overview of Segra Contract Process**

What to expect next, from contract signature through first bill
- 3 Menu of Portal Modules**

Supporting information for summary metrics
- 4 Segra Twitter feed**

Bite-size view of Segra business and community news



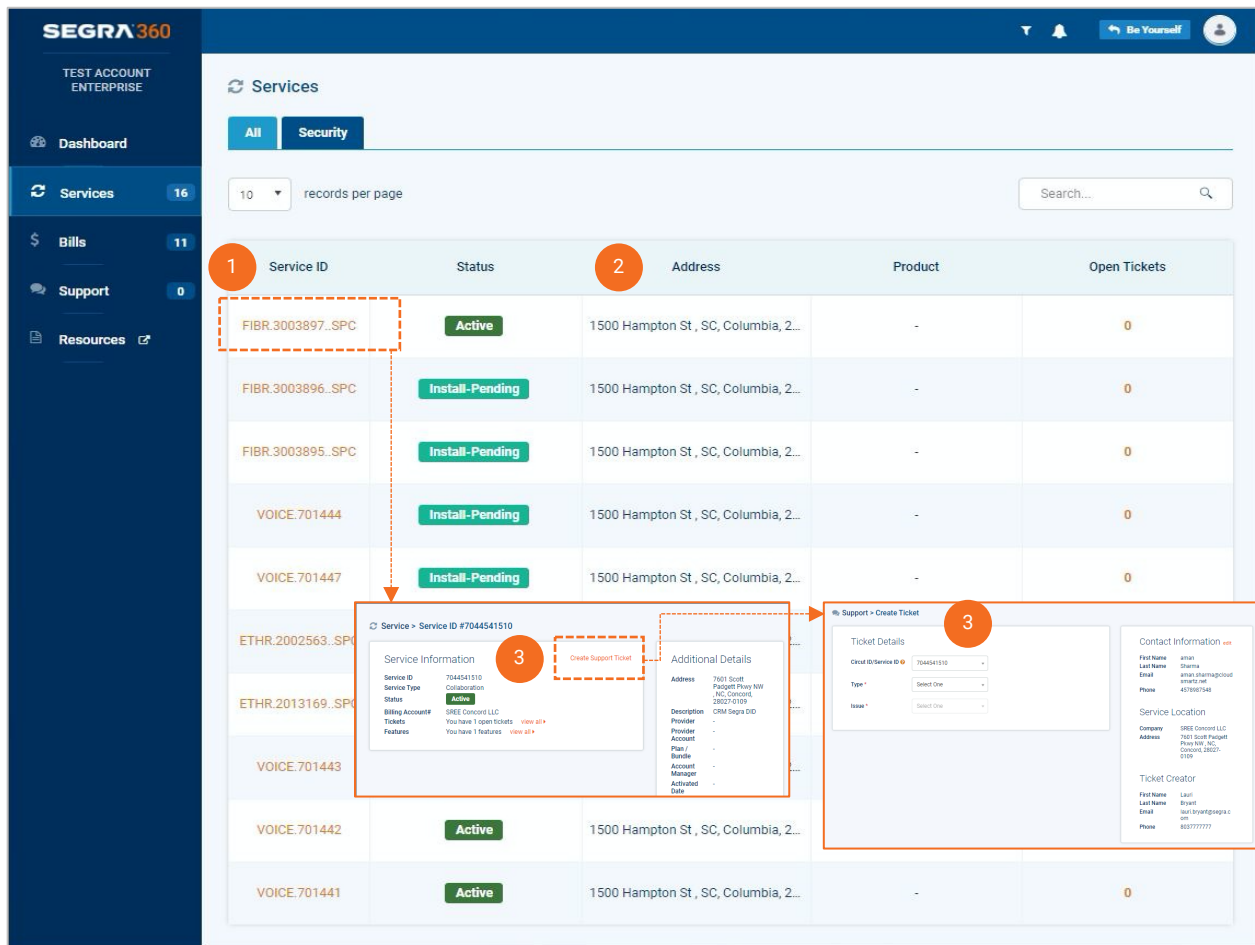
SERVICES MODULE

Single, Intuitive, Searchable View of Services

1 Core Service Information

2 Table Format
For easy scanning, searching, and sorting

3 Drill-down Detail
By Clicking on Service ID



SERVICES MODULE

Single, Intuitive, Searchable View of Services

1 Core Ticket Information

2 Table Format
For easy scanning, searching, and sorting

3 Drill-down Detail
By clicking Ticket ID

4 Ticket Creation

Support

Tickets **0**

10 records per page

1 Ticket ID	State	Description	Location	Created On
CSC DATA-110620-344267	Closed	Type of Request: Move, Please describe the i...	1500 Hampton St , SC, Columbia,...	11/06/2020 17:45
CNOC-110620-344202	Closed	Jake Wuz herels there a dial tone?: Yes, Does...	1500 Hampton St , SC, Columbia,...	11/06/2020 15:18

Showing 1 to 2 of 2 items < Previous **1** Next >

Support > Create Ticket

Ticket Details

Circuit ID/Service ID

Type *

Issue *

Contact Information edit

First Name Lauri
Last Name Bryant
Email laurenmichele63@msn.com
Phone 8037777777

Service Location

Company TEST ACCOUNT ENTERPRISE
Address 1500 Hampton St, SC, Columbia, 29201-2936

Ticket Creator

First Name Lauri
Last Name Bryant
Email laurenmichele63@msn.com
Phone 8037777777

Segra360 Powered by CloudSmartz

BILLS MODULE

Searchable View of Invoices, with Link to Bill Pay

1 Core Invoice Information

2 Table Format
For easy scanning, searching, and sorting

3 Drill-down Detail
By clicking Bill No.

4 Link to Online Bill Pay
After drilling down on an invoice

5 Download Invoices
Via Excel or PDF

The screenshot displays the SEGRA 360 Bills module interface. On the left is a navigation sidebar with options: Dashboard, Services (16), Bills (11), Support (0), and Resources. The main content area is titled '\$ Bills' and includes a search bar and a table of bills. The table has columns for Bill No., Status, Amount Due, Amount Paid, Due Date, and Download. A callout box for bill #400154 shows detailed information and a 'Pay Now' button. At the bottom right, there are icons for downloading the bill as Excel or PDF.

Bill No.	Status	Amount Due	Amount Paid	Due Date	Download
400154	Overdue	\$ 0.56	\$ 0.00	12/26/2018	Download
390641	Overdue	\$ 0.56	\$ 0.00	11/26/2018	Download
387994	Overdue	\$ 1.12	\$ 0.00		
377425	Overdue	\$ 0.56	\$ 0.00		
375995	Overdue	\$ 252.24	\$ 0.00		
370006	Overdue	\$ 251.68	\$ 0.00		
360388	Overdue	\$ 251.12	\$ 0.00		
353535	Overdue	\$ 0.56	\$ 0.00		
350956	Paid	\$ 0.00	\$ 0.00		
342440	Overdue	\$ 9.24	\$ 0.00	03/26/2018	Download

\$ Bills > Bill ID #400154

Bill Information

Bill Number: 400154
 Due Date: 12/26/2018
 Status: **Overdue**
 Total Amount: \$ 0.56
 Amount Paid: \$ 0.00
 Amount Due: \$ 0.56
 Notes: -

\$ Pay Now

MOBILE ACCESS

Ticket Creation and Account-Team Contact On-the-Go

- 1 Ticket Creation
- 2 Status of Latest Tickets
- 3 Account Manager Contact Information

The screenshot displays the SEGRA mobile app interface. At the top, the SEGRA logo and a hamburger menu icon are visible. Below the header, a greeting reads "Hi, Jessica. Here in the portal you can:" followed by two checked items: "Create support tickets" and "Contact your team". A green "Create Ticket" button with a hamburger icon is highlighted with a red circle labeled "1". Below this, the "Latest Tickets" section is highlighted with a red circle labeled "2". It shows two identical "In Progress" tickets for CSC-192817-13183, created on 02/27/2020 at 12345 Jefferson Ave. Each ticket card includes a placeholder text: "Applications may found some glaring issues and we need to have someone...". A "View all tickets" link is positioned below the tickets. At the bottom, the account manager's profile is highlighted with a red circle labeled "3". It features a circular profile picture of Tim Dawson, his name, the title "Account Manager" with a help icon, and the phone number "(704) 432-1234".

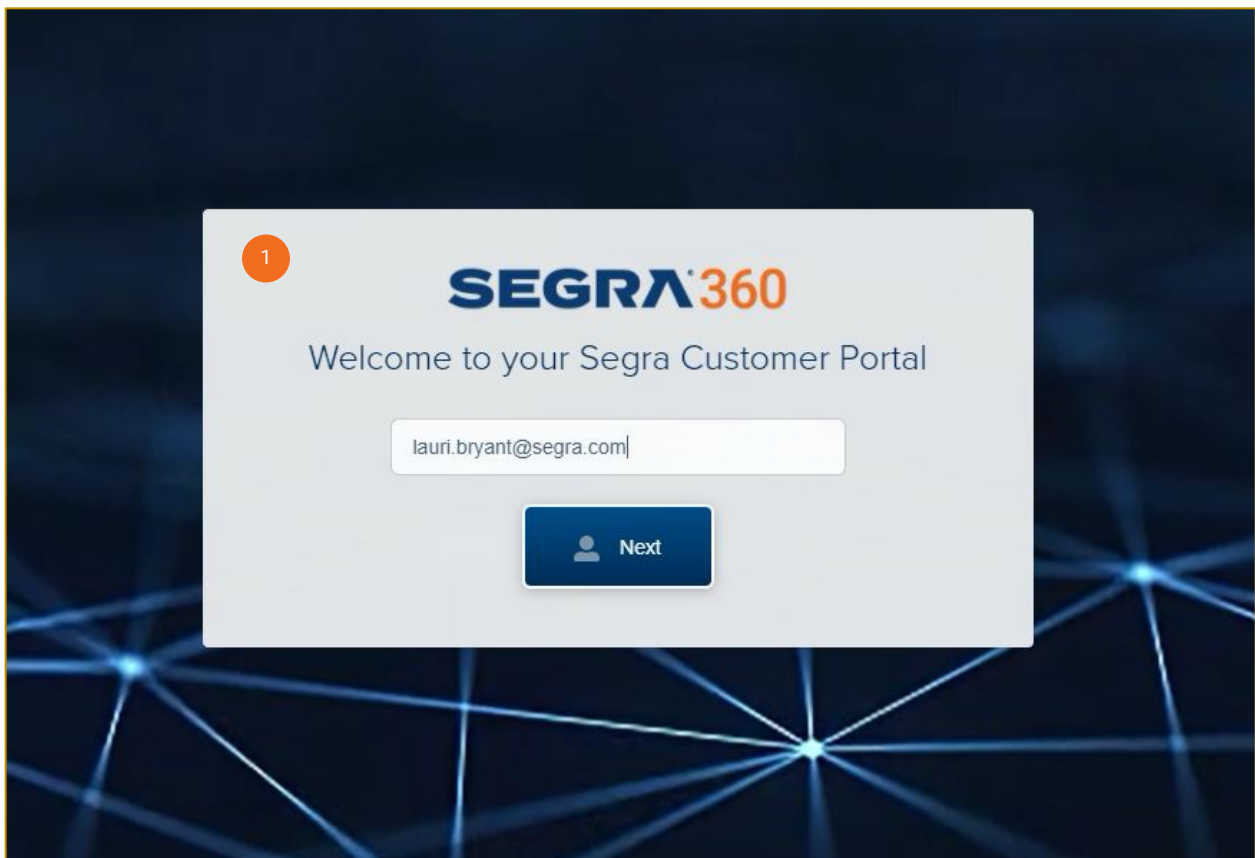
PORTAL LOGIN SCREEN FOR SEGRA EMPLOYEES

1

Sign-In for Portal User Administration Module

Where employees can:

- View, onboard, and impersonate customer portal accounts.
- Manager employee portal accounts



ADMINISTRATION MODULE FOR SEGRA EMPLOYEES

View and Impersonate Customer Accounts in the Portal

1 List of Customers Already On-Boarded to the Portal

2 Drill-Down Details

By clicking the expand arrow next to customer number

3 Account Impersonation

For mimicking a customer's portal account to address questions and technical issues with the portal

The screenshot displays the SEGRA360 Customer Master interface. The top navigation bar includes the SEGRA360 logo and user profile icons. The left sidebar contains 'Customer Master' and 'Customer Assignment' menus. The main content area shows a list of customers under the 'Onboarded Customers' tab. A search bar and 'records per page' dropdown are visible above the table. The table has columns for Account No., Account Name, Type, Portal Account Admin, Email Address, and Action. Two rows are shown, with callouts indicating the expand arrow (2) and the impersonate icon (3). Navigation arrows and a page indicator are at the bottom of the table.

Account No.	Account Name	Type	Portal Account Admin	Email Address	Action
C-5103720	TEST ACCOUNT GOVERN...	Parent	TEST USER 03	test.user.03.segra360@gmail...	[Impersonate]
C-5103642	TEST ACCOUNT ENTERPRI...	Parent	Edwin Wood	edwin.wood@spiritcom.com	[Impersonate]

Showing 1 to 2 of 2 items

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