SEGRA 360
FEATURE GUIDE 3.2

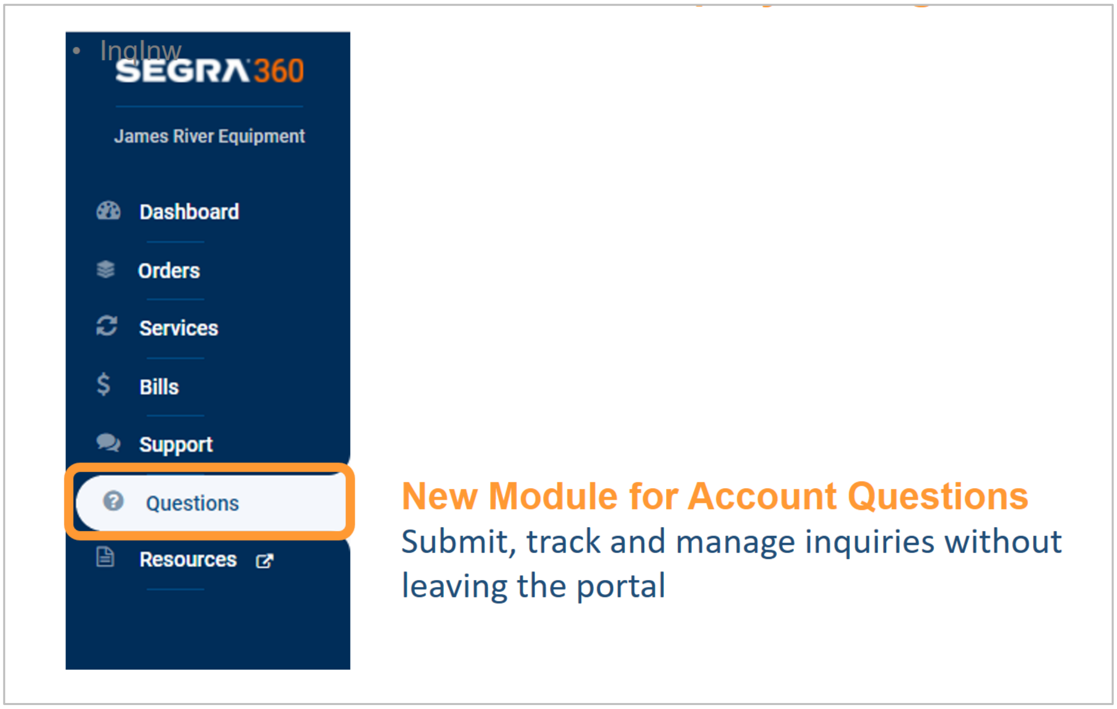
Release Notes

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	• Orders • Services • Bills • Support
2.0	Guided Look and Feel	"Breadcrumb" highlighting of active portal module and breadcrumb links	Easier system navigation	• All modules
2.0	Orders Module	Shows customer orders	Easier access to order data	• Orders
2.0	Service-Category Tabs with Tool Tips	View services by product category	Easier navigation of services data	• Services
2.0	My Segra Team Tab	Show and call account team contact	Easier to access Segra account team	• 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	• Customer Master
3.2	Need Helo? Button for Inquiry Submission	Submits a question about billing and services	Improved efficiency and customer experience	• Inquiry Management
3.2	Messaging Interface for Inquiry Dialog	Provides intuitive messaging format to interact with Segra about a submitted question	Improved efficiency and customer experience	• Inquiry Management
3.2	Close Button for Inquiry Closure	Closes inquiry when a customer is satisfied with the question response	Improved efficiency and customer experience	• Inquiry Management
3.2	Inquiry Navigation Options	View, filter and sort submitted questions	Improved efficiency and customer experience	• Inquiry Management

Release 3.2 Screenshot Tour

INQUIRY MANAGEMENT

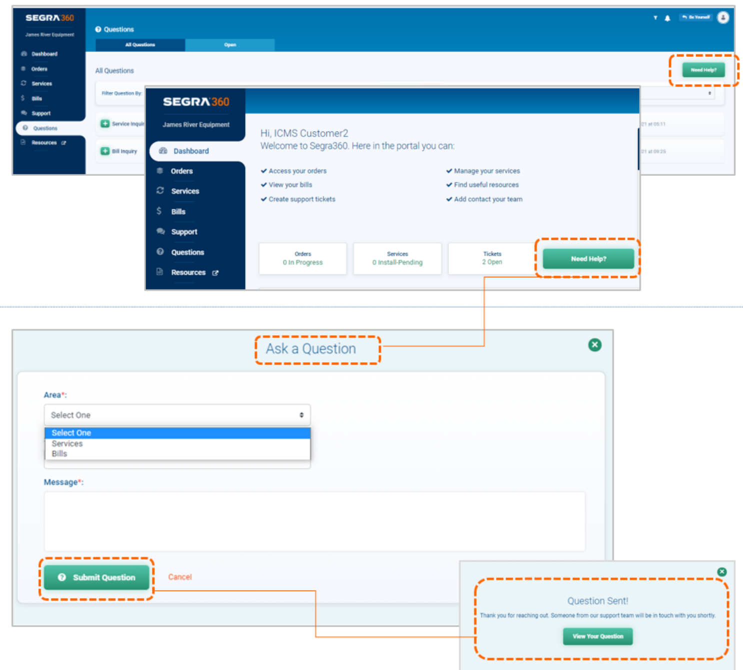
Submit, track and manage inquiries without leaving the portal



INQUIRY SUBMISSION

Enter a question with the Need Help button.

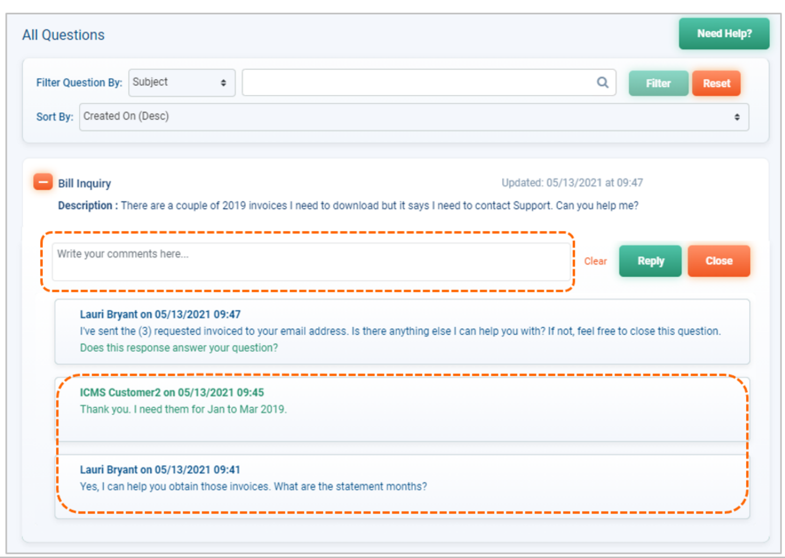
- **Need Help Button**
  Available on the portal dashboard and in the Questions module.
- **Inquiry Card**
  Select the question type, enter the question subject and description, and submit the question.
- **Submission Confirmation**
  Appears after submitting a question



INQUIRY DIALOG

Use the intuitive messaging interface to interact with Segra about a submitted question.

- **Message Box**
  Reply or send additional information.
- **Message Color-Coding**
  Eases conversation tracking (green text for customers and blue text for Segra)

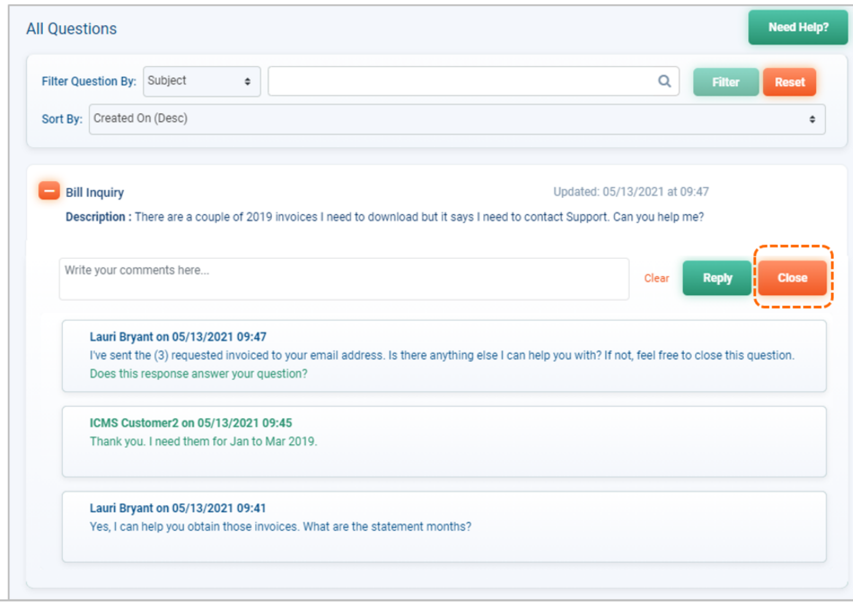


INQUIRY CLOSURE

A customer closes a question when they are satisfied with the answer.

- **Close Button**
  Appears when a question is expanded

  Questions are only closed by the customer.



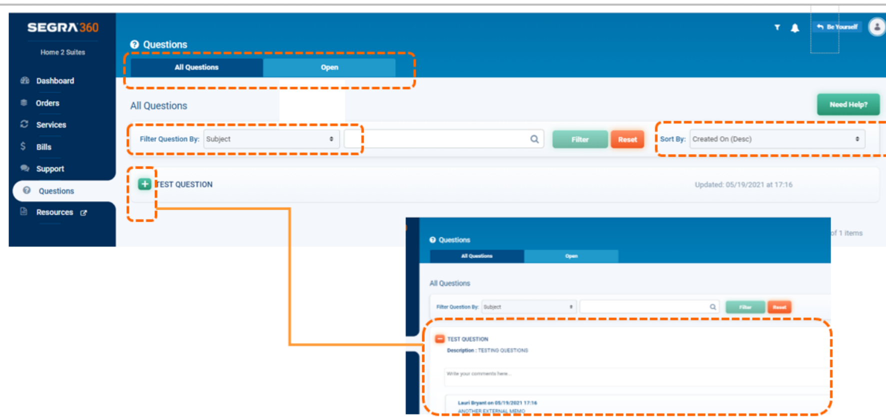
INQUIRY NAVIGATION

View, filter and sort submitted questions.

- **Tabbed Navigation**
  See all questions or open questions.

- **Filter and Sort**
  Filter questions by subject or description.

- **Expandable Inquiry Cards**
  Click the **+** button to see the question dialog.



- **Inquiry Details**
  Clicking the question title displays the inquiry details