

SEGRA[®]

SEGRA[®]360

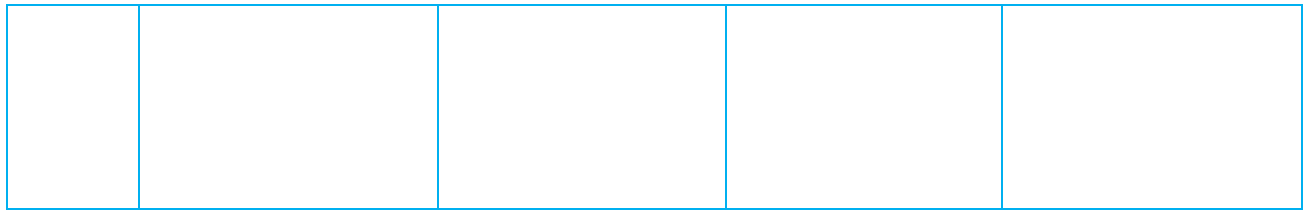
FEATURE GUIDE 5.0

Internal

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	<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
3.2	Need Help? Button for Inquiry Submission	Submits a question about billing and services	Improved efficiency and customer experience	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Inquiry Management

3.2	Inquiry Navigation Options	View, filter and sort submitted questions	Improved efficiency and customer experience	<ul style="list-style-type: none"> Inquiry Management
4.0	In-App Messaging for Support Tickets	Use the portal to discuss a support ticket with Segra	Enhanced support experience	<ul style="list-style-type: none"> Support Module
4.0	Resolution Information for Closed Tickets	View summary of resolution details for a closed ticket	Enhanced support experience	<ul style="list-style-type: none"> Support Module
4.0	Customer-Initiated Account Registration	Enables customers to initiate the start of the portal-registration process for their Segra account	Improved efficiency and customer experience	<ul style="list-style-type: none"> www.Segra.com
5.0	Notification System	Notifies customers of messages from Segra and provides a message repository	Easier access to and management of portal communications	<ul style="list-style-type: none"> Communications
5.0	Enhanced Login Page	Redesigned login screen, with guided password creation/reset and convenient access to support resources	Smoother sign-on experience	<ul style="list-style-type: none"> Login Page
5.0	Assisted Submission of Support Tickets	Enables Segra Sales Support to submit trouble tickets on behalf of customers	Streamlined support process	<ul style="list-style-type: none"> Support Module
5.0	Links to Segra Data Center portals	Allows Segra data center customers to access Segra's data center portals without leaving Segra360	Reduced swivel chairing	<ul style="list-style-type: none"> Home Screen



Screenshots of Release 5.0 Features

WHAT'S NEW IN RELEASE 5.0?

Notification System

The notification system directs customers to Segra messages.
Enhances support experience and eases message management

The notification system alerts customers to new messages from Segra, directs them to the messages, and stores the messages for convenient reference.

How It Works

- 1 The notification bell shows the number of new messages received.
- 2 Clicking the bell displays a link to each message.
- 3 The messages are stored in the Communications module, which provides a single place for the customer to view and manage them. This module is available on the portal's left navigation menu.

Note: The messages are also available in other relevant portal modules, e.g., messages about support tickets also appear in the Support module.

Enhanced Login Screen

The Redesigned Login Page provides more user assistance. *Eases sign-on process and facilitates access to key resources*

The portal login screen has been revamped to improve the sign-on experience by easing password creation and access to key resources.

How It Works

- 1 Release notes inform customers of recent portal updates.
- 2 Help pages are easily accessible.
- 3 Customers can request access to Segra360.
- 4 Password creation is guided to ensure compliance with password requirements.

Welcome to Your Segra Customer Portal

- View your account dashboard
- View current service orders
- View and pay bills
- Submit and review trouble tickets

Need Help? Visit our help pages.
[Segra360 Support Page](#)
[Customer Support Page](#)

Dec 11 2021: The system has been significantly updated. [Click to View](#)

SEGRA360

Welcome to your Segra Customer Portal

NEXT

Sign Up For Segra360

Includes at least 1 number
 Includes at least 1 special character - cannot include [^*
 Must not contain more than {2} consecutive characters or patterns

SUBMIT

Submission Assistance for Support Tickets

Support-ticket assistance allows Segra to submit tickets on behalf of customers. *Streamlines the customer support process*

Sales Support can use Segra360 to submit tickets on behalf of customers, simplifying the support experience..

How It Works

- 1 When Sales Support creates a ticket for a customer, they are listed as the ticket creator.
- 2 The customer remains the ticket contact.

Support > Create Ticket

← Back to services

Ticket Details

Client ID/Service ID: 2395972317

Type: Select One

Issue: Select One

Ticket Contact

First Name
 Last Name
 Email
 Phone

Service Location

Company
 Address
 2649 Miller Industrial Blvd
 Birmingham, AL 35210-6433

Ticket Creator

First Name: Mickal
 Last Name: Wencott
 Email: mickal.wencott@segra.com
 Phone:

Links to Segra Data Center Portals

Segra360 provides links to Segra's Data Center portals. *Reduces swivel-chairing and improves user experience*

Data Center customers can now access our data center portals without leaving Segra360. This reduces swivel-chairing between systems for a better user experience.

How It Works

- 1 Links to Segra's data center portals are provided from the portal's left-hand navigation.

Note: These links are only visible to customers with our data center services.

