



GREAT SERVICES

TOP NOTCH

VERY GOOD

I AM HAPPY

SUPERB

HIGH QUALITY

EXCELLENT

SUPERFINE

IMPRESSIVE

FIVE STAR PRODUCTS & SERVICES

PERFECTLY

Segra360: Release 7.0 Feature Tour

About the Feature Tour

This document provides a quick “screen-shot” tour of the major updates in Release 7.0 of the Segra360 customer portal.

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



Release 7.0 Features, Functions & Benefits

Module	Feature	Function	Benefit
Orders	Address Details for Order Requests Provided on <u>Pop-Up Message</u> – <i>for government customers only</i>	<ul style="list-style-type: none">The pop-up message includes the street address, city, state and zip code, so the user doesn't have to search for this info	<ul style="list-style-type: none">Better user experience
Orders, Services, Support	<u>Orders, Services, and Support</u> Modules Default to Priority information	<ul style="list-style-type: none">These modules automatically show the information users want to check on first, such as open orders, new services, and open tickets.	<ul style="list-style-type: none">Better user experience
Bills	Bills Module Groups <u>Invoices by Account Info</u>	<ul style="list-style-type: none">The Bills module automatically groups invoices by account name and number, which users prefer.	<ul style="list-style-type: none">Better user experience
Services	<u>Product Column</u> in Table View Displays Product Info	<ul style="list-style-type: none">The Product column lists the product associated with a service ID instead of the facility type.	<ul style="list-style-type: none">Better user experience
All	Global Filter Uses <u>Correct Address Format</u>	<ul style="list-style-type: none">The city, state and zip code information appears in the proper order.	<ul style="list-style-type: none">Better user experience

For Government Customers Only

The address pop-up message for order requests provides address details.

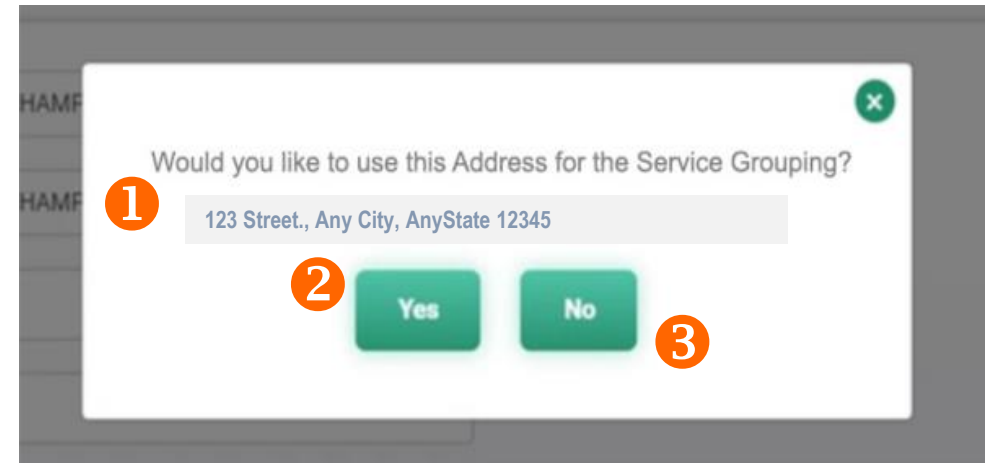
Streamlines the user experience

In the order request process, a pop-up message appears asking about the address for the order. The message now includes the address details for the service grouping associated with the order, so the user doesn't have to search for this information.

The user can also specify a different address for the order.

How It Works

- 1 The pop-up message appears with the address for the Service Grouping.
- 2 To use the address on the order request form, click Yes.
- 3 To use a different address, click No.



The Orders module automatically shows active orders.

Minimizes clicks needed to view priority information

Users can now see their active orders as soon as they go to the *Orders* module, with no additional clicking or filtering.

The default view can be changed by selecting different status values, sorting the column data, or grouping the information differently.

How It Works

- 1 Open the *Orders* module, which defaults to active orders.
- 2 To change the default view, click the *drop-down arrow* in the status value field and choose different statuses. Multiple status values can be selected or deselected.
- 3 To filter on the selected values, click the *Filter* button.

The screenshot displays the 'Orders' module interface for 'ABC Company'. The left sidebar contains navigation options: Dashboard, Orders (highlighted with a red '1'), Services, Bills, Support, Questions, Resources, and SDC Portals. The main content area is titled 'Orders' and 'All Orders'. It features a filter section with 'Filter Orders By: Status' and a dropdown menu currently set to 'Active'. A green 'Filter' button and an orange 'Reset' button are visible. Below the filter, a yellow banner states 'Found 234 Status containing "Active"'. A table lists orders with columns for Order ID, Status, and Address. Two orders are shown, both with a green 'Active' status tag. A red '2' is placed over the status dropdown menu, which is open to show options: Active (checked), Cancelled, Closed, and Hold. A red '3' is placed over the 'Filter' button.

Order ID	Status	Address
1234567890	Active	123 St., City, State 12345
12345678901	Active	123 St., City, State 12345

The Services module automatically displays services that are active, pending install, or new.

Reduces clicks to key data

When a user goes to the Services module, they immediately see their services that have a status of active, install pending, or new. No additional clicks are needed.

The default view can be changed by selecting different status values, sorting the column data, or grouping the information differently.

How It Works

- 1 Open the *Services* module, which defaults to active orders.
- 2 To change the default view, click the *drop-down arrow* in the status-value field and select different statuses. Multiple status values can be selected.
- 3 To filter on the selected values, click the *Filter* button.

The screenshot displays the SEGRA 360 Services module interface. The top navigation bar includes 'All Services', 'Connectivity', and 'Collaboration'. A sidebar on the left contains navigation options like 'Dashboard', 'Orders', 'Services', 'Bills', 'Support', 'Questions', 'Resources', and 'SDC Portals'. The main content area shows 'All contracted services' and a 'Filter Services By:' section with a dropdown menu for 'Status' set to 'Active, Install-Pending, New'. A 'Filter' button is visible. Below the filter, a message states 'Found 79 Status containing "Active, Install-Pending, New"'. The table below shows 'Account Level Services' with columns for 'Service ID', 'Status', and 'Address'. The status column contains green 'Active' buttons and blue 'Install-Pending' buttons. A zoomed-in view of the filter dropdown menu is overlaid, showing options: 'Active' (checked), 'BILL STOP', 'CONVERSION DISCONNECT', and 'Disconnect'. Three numbered callouts (1, 2, 3) highlight the 'Services' menu item, the status dropdown, and the 'Filter' button respectively.

The Support module automatically lists open tickets.

Minimizes clicks to essential information

As soon as a user opens the Support module, their open tickets are displayed, without additional navigation, filtering, or sorting.

The default view can be changed by selecting different status values, sorting the column data, or grouping the information differently.

How It Works

- 1 Open the *Support* module, which defaults to open tickets.
- 2 To change the default view, click the *drop-down arrow* in the status-value field and select different statuses. Multiple status values can be selected.
- 3 To apply the selected filters, click the *Filter* button.

The screenshot displays the SEGRA 360 Support module interface. On the left is a dark blue sidebar with navigation options: Dashboard, Orders, Services, Bills, Support (highlighted with a red circle '1'), Questions, Resources, and SDC Portals. The main content area is titled 'Support' and shows a notification: 'Data Center tickets cannot be submitted or viewed using Segra360.' Below this, a section titled 'All Tickets' features a filter dropdown set to 'Open' (highlighted with a red circle '2') and a 'Filter' button (highlighted with a red circle '3'). A yellow banner indicates 'Found 7 State containing "Open"'. A table lists three tickets with IDs ELITE-PM-123456, ELITE-PM-1234567, and ELITE-PM-12345996, each with an 'Open' status button. An inset window shows the filter dropdown menu with options: Open (checked), Deferred, Closed, and Cleared.

The Bills module automatically groups invoices by account name and number, and provides detail for the invoices.

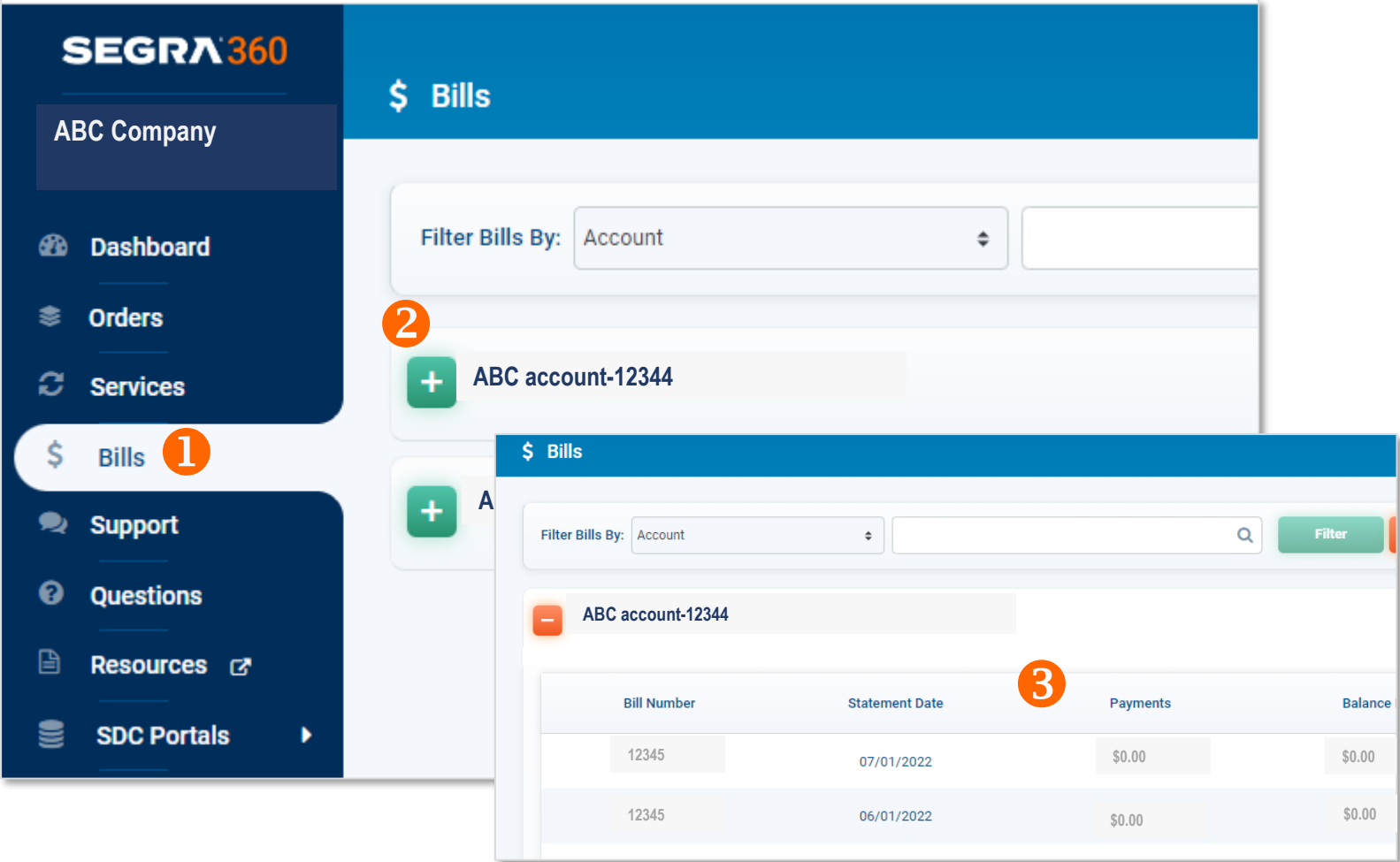
Streamlines clicks to key data

When a user goes to the Bills module, their invoices are already organized by account name and number. They don't need to do any additional filtering or sorting to view the information in this manner.

The Bills module now shows details for each invoice, such as payments, balance forward, current charges, etc..

How It Works

- 1 Open the *Bills* module, which has the invoices grouped by account name and number.
- 2 Expand the account with the invoices you want to view.
- 3 A list of the account's invoices appears, with additional billing details.



In the Table view of services, the Product column lists the product associated with a service ID.

Improves information usability

In the Services module, the Table view has a Product column, which now lists the product associated with a service ID instead of the facility type. This improves the usability of the Table view.

How It Works

- 1 Open the *Services module*.
- 2 On the Group By: menu, click Table.
- 3 Use the Product column to see the product associated with a service ID.

The screenshot displays the SEGRA 360 Services module interface. The sidebar on the left contains navigation options: Dashboard, Orders, Services (marked with a red circle 1), Bills, Support, and Questions. The main content area shows the 'Services By Service Grouping' view. A 'Filter Services By:' section includes a 'Status' dropdown and a filter for 'Active, Install-Pending'. A 'Sort By:' dropdown is set to 'Number of tickets (Desc)'. A 'Group By:' dropdown (marked with a red circle 2) is open, showing options: Service Grouping, Address, Product, and Table (highlighted in blue). Below the filters, a message states 'Found 100 Status containing "Active, Install-Pending"'. The table below (marked with a red circle 3) has columns for Service ID, Status, Address, and Product. The table data is as follows:

Service ID	Status	Address	Product
ETH- 1234567890	Install-Pending	123 St., City, State 12345	Ethernet
1234567890123	Install-Pending	123 St., City, State 12345	Voice
1234567890123	Install-Pending	123 St., City, State 12345	Voice

The Global Filter lists address information in the correct format.

Improves the user experience

The city, state and zip code for addresses on the filter are in the proper order.

How It Works

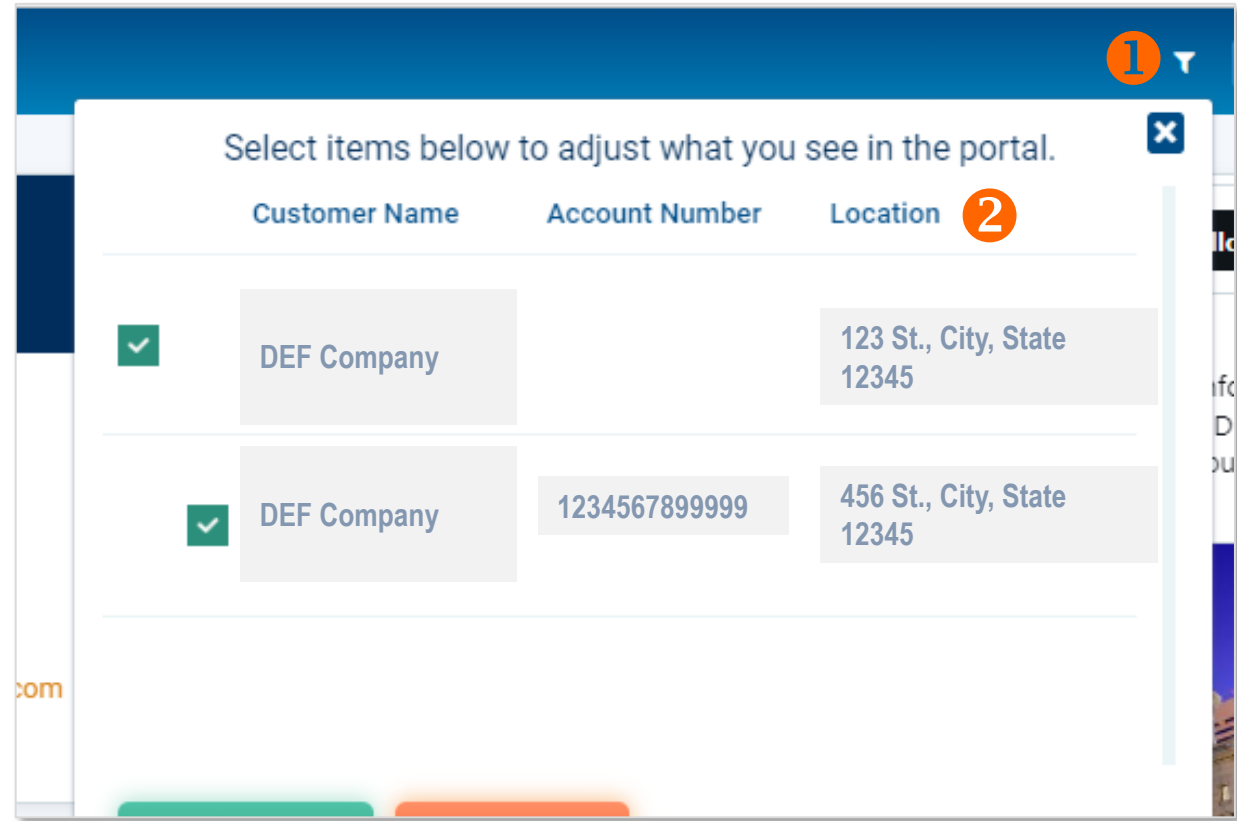
1

Open the *Global Address Filter* in the right corner of the portal's top tool bar.

The address filter is available on every screen in the portal.

2

View the address listed on the filter.



Was this document helpful?

- Yes
- No
- Comments

