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 Pop-Up Message –** *for government customers only*	• The pop-up message includes the street address, city, state and zip code, so the user doesn't have to search for this info	• Better user experience
Orders, Services, Support	**Orders, Services, and Support Modules Default to Priority information**	• These modules automatically show the information users want to check on first, such as open orders, new services, and open tickets.	• Better user experience
Bills	**Bills Module Groups Invoices by Account Info**	• The Bills module automatically groups invoices by account name and number, which users prefer.	• Better user experience
Services	**Product Column in Table View Displays Product Info**	• The Product column lists the product associated with a service ID instead of the facility type.	• Better user experience
All	**Global Filter Uses Correct Address Format**	• The city, state and zip code information appears in the proper order.	• Better user experience

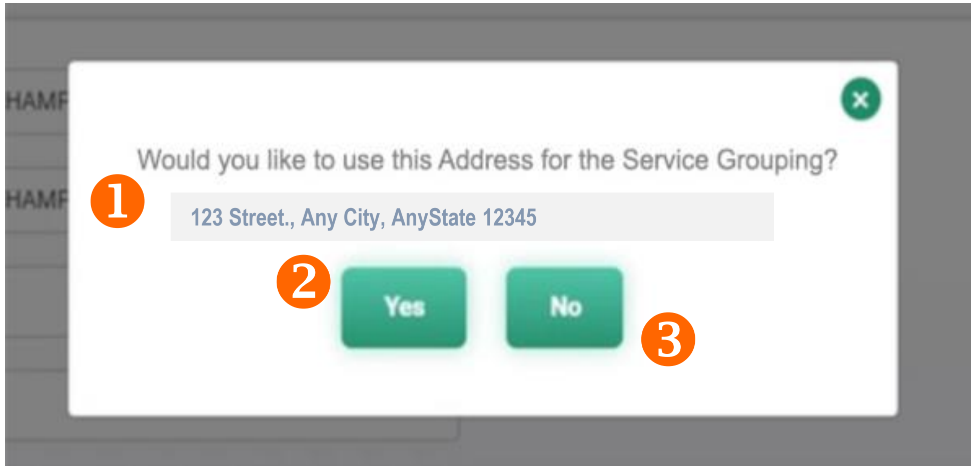
For Government Customers Only

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.

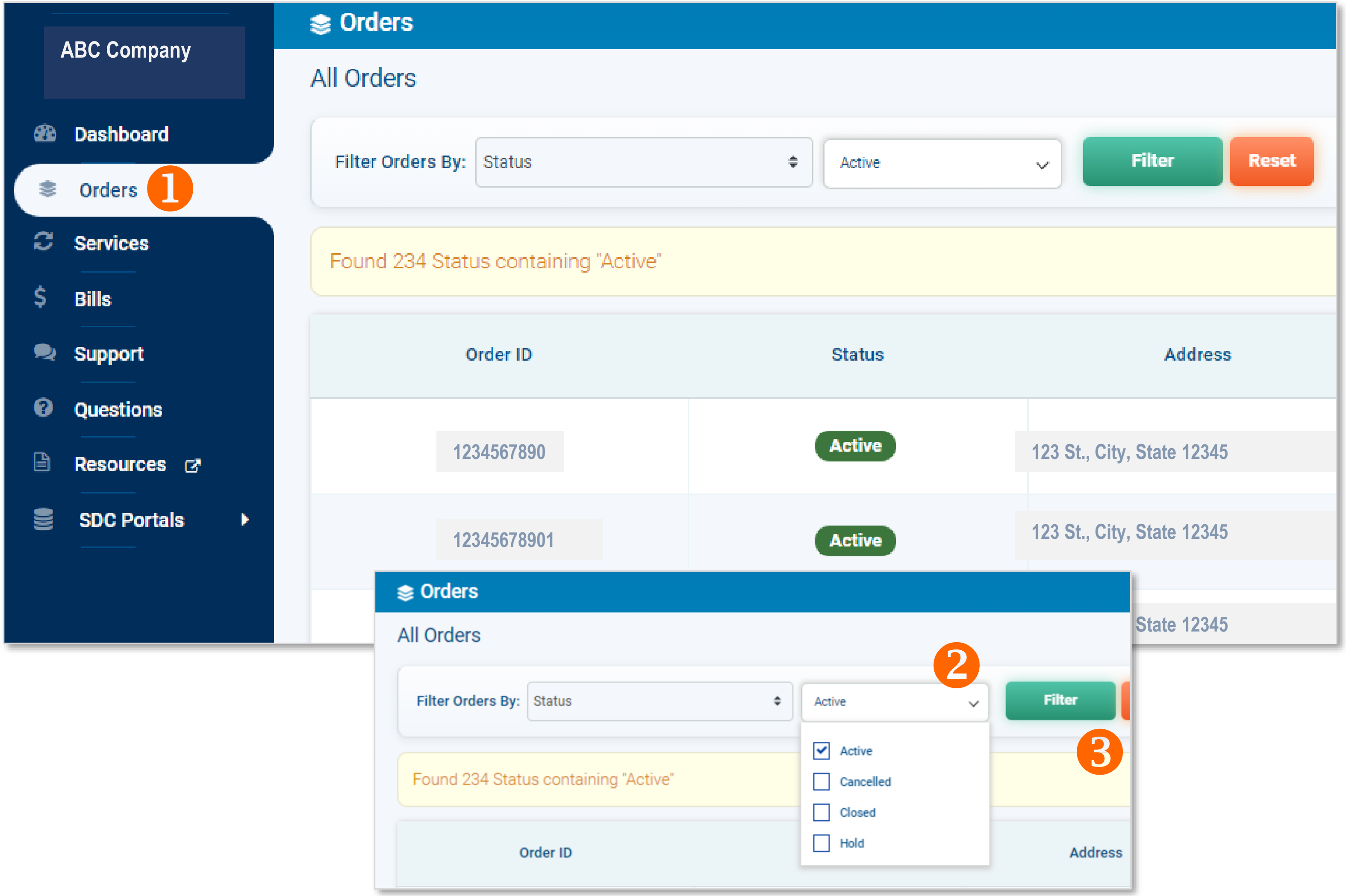
The default view can be changed by selecting different status values, sorting the column data, or grouping the information differently.

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.

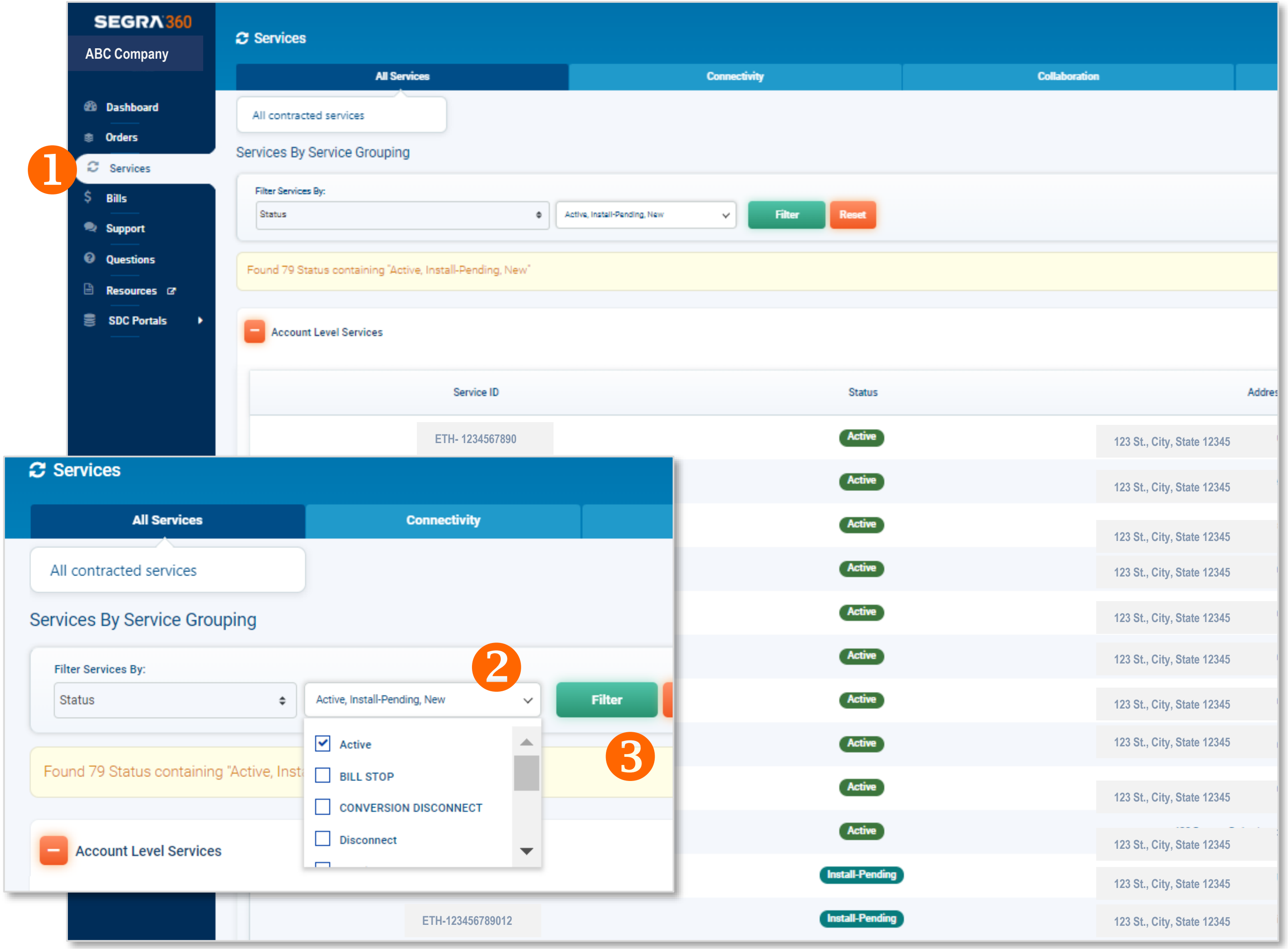


The Services module automatically displays services that are active, pending install, or new.

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.

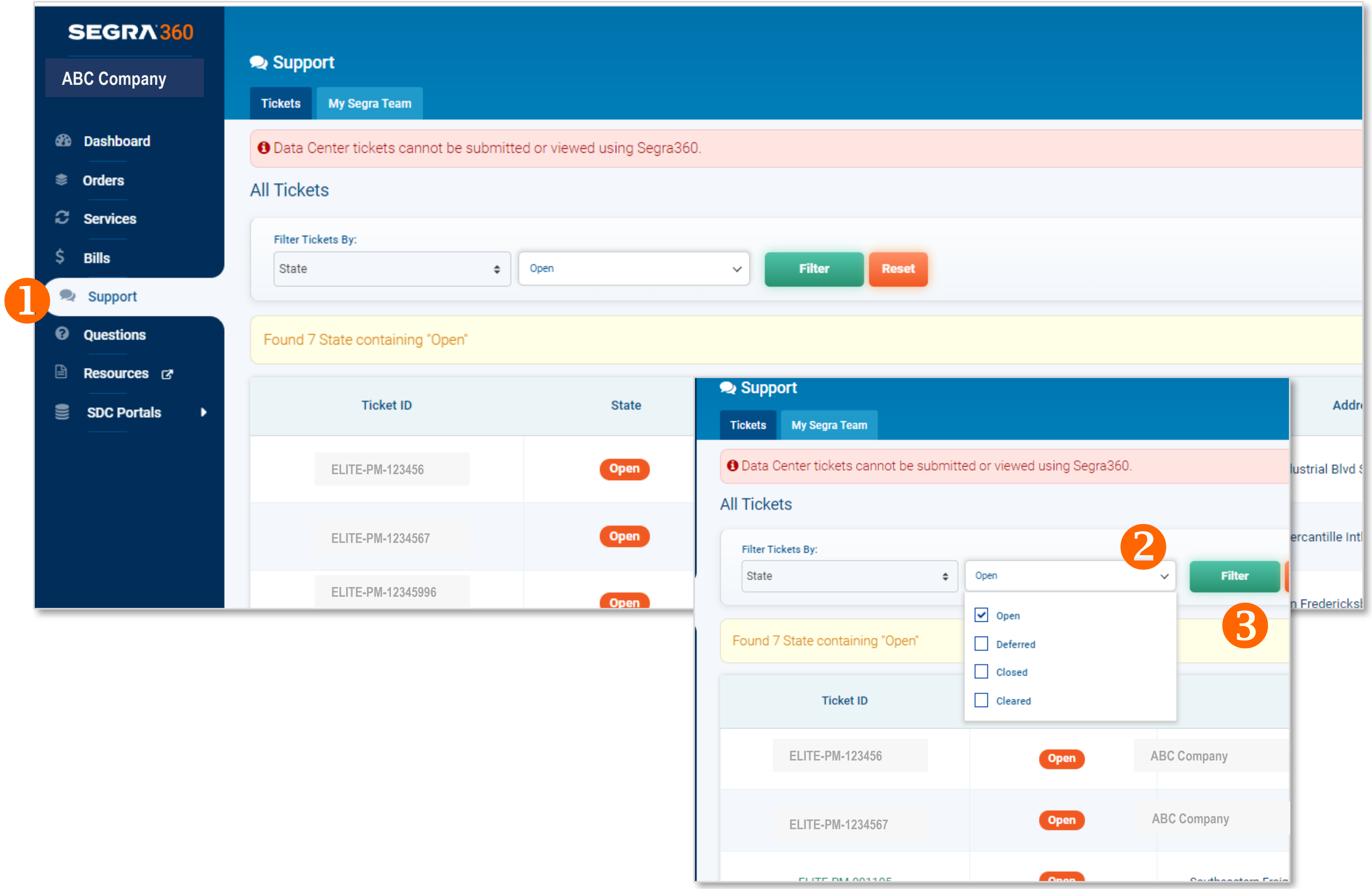
3. To filter on the selected values, click the *Filter* button.

The 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 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.

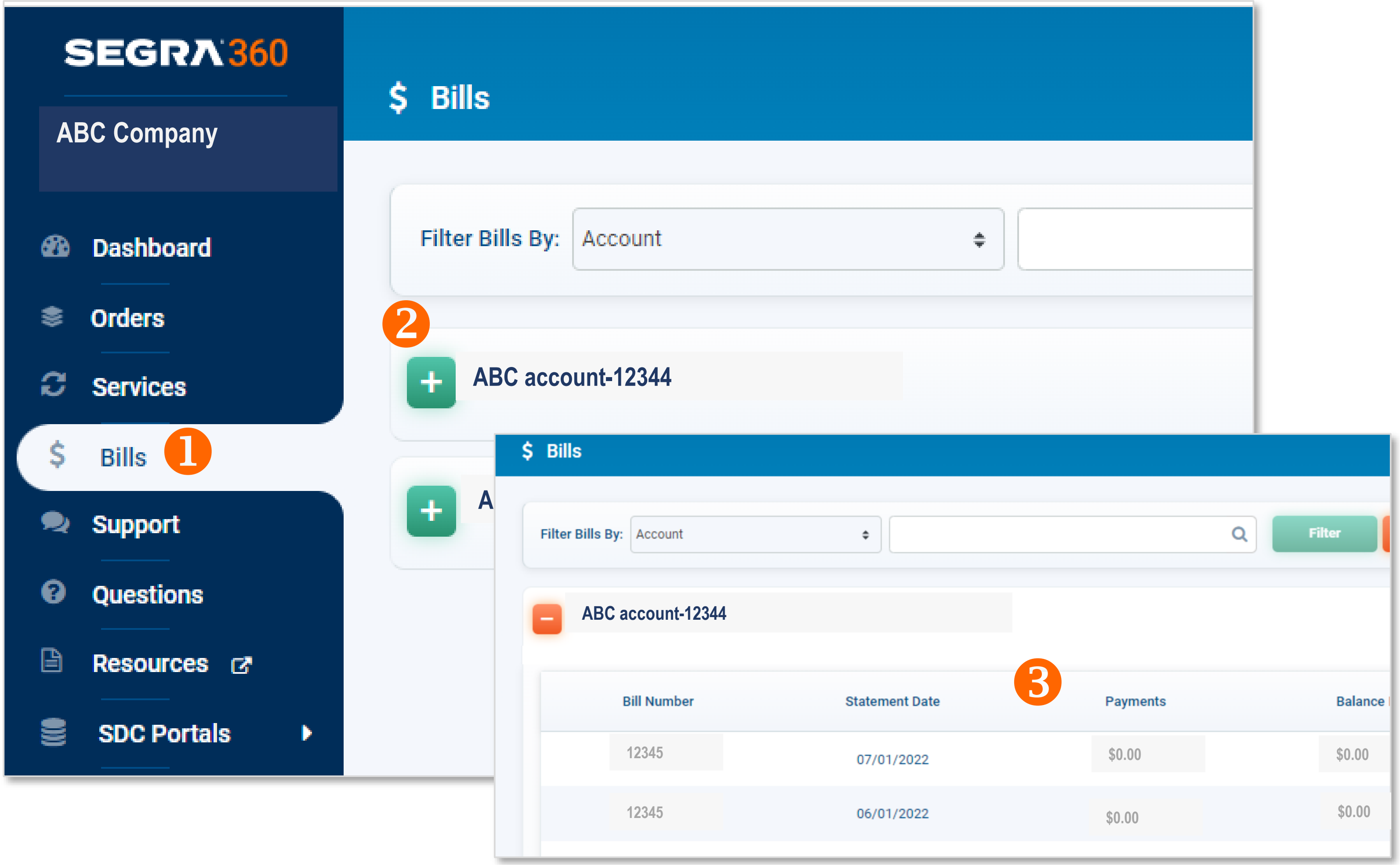
The Bills module now shows details for each invoice, such as payments, balance forward, current charges, etc..

How It Works

❶ Open the *Bills* module, which has the invoices grouped by account name and number.

❷ Expand the account with the invoices you want to view.

❸ 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

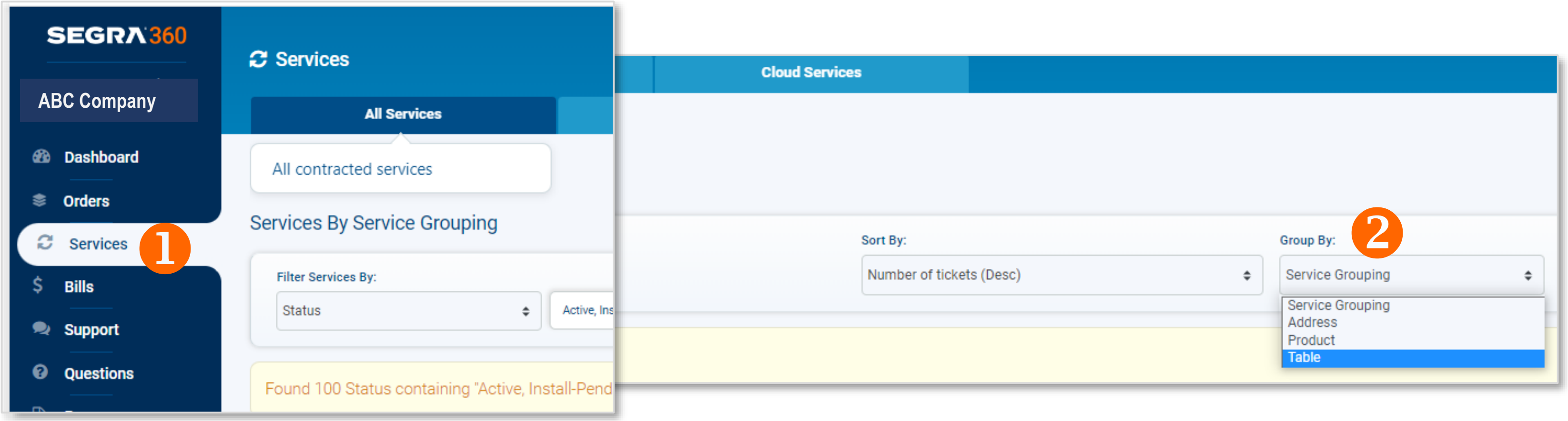
In the Services module, the Table view has a Product column, which now lists the product associated with a service ID instead of the facility type. This improves the usability of the Table view.

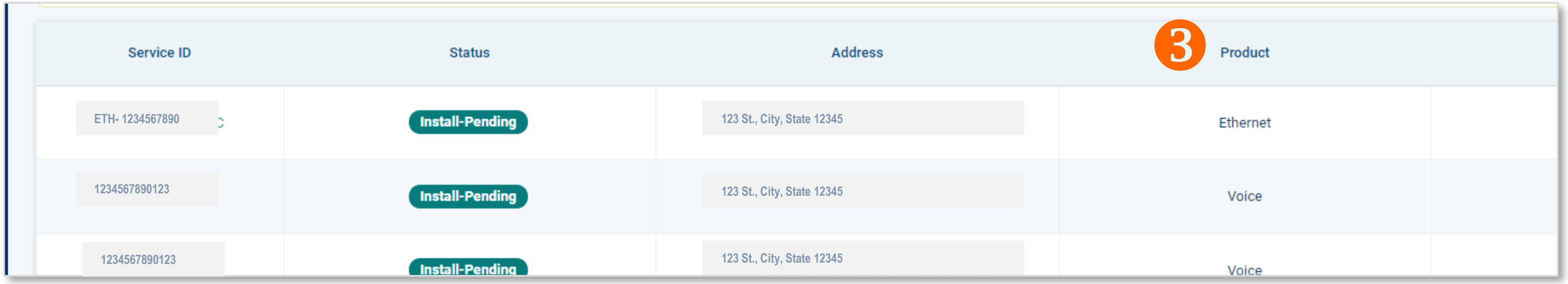
How It Works

❶ Open the *Services module.*

❷ On the Group By: menu, click Table.

❸ Use the Product column to see the product associated with a service ID.





The Global Filter lists address information in the correct format.

Improves the user experience

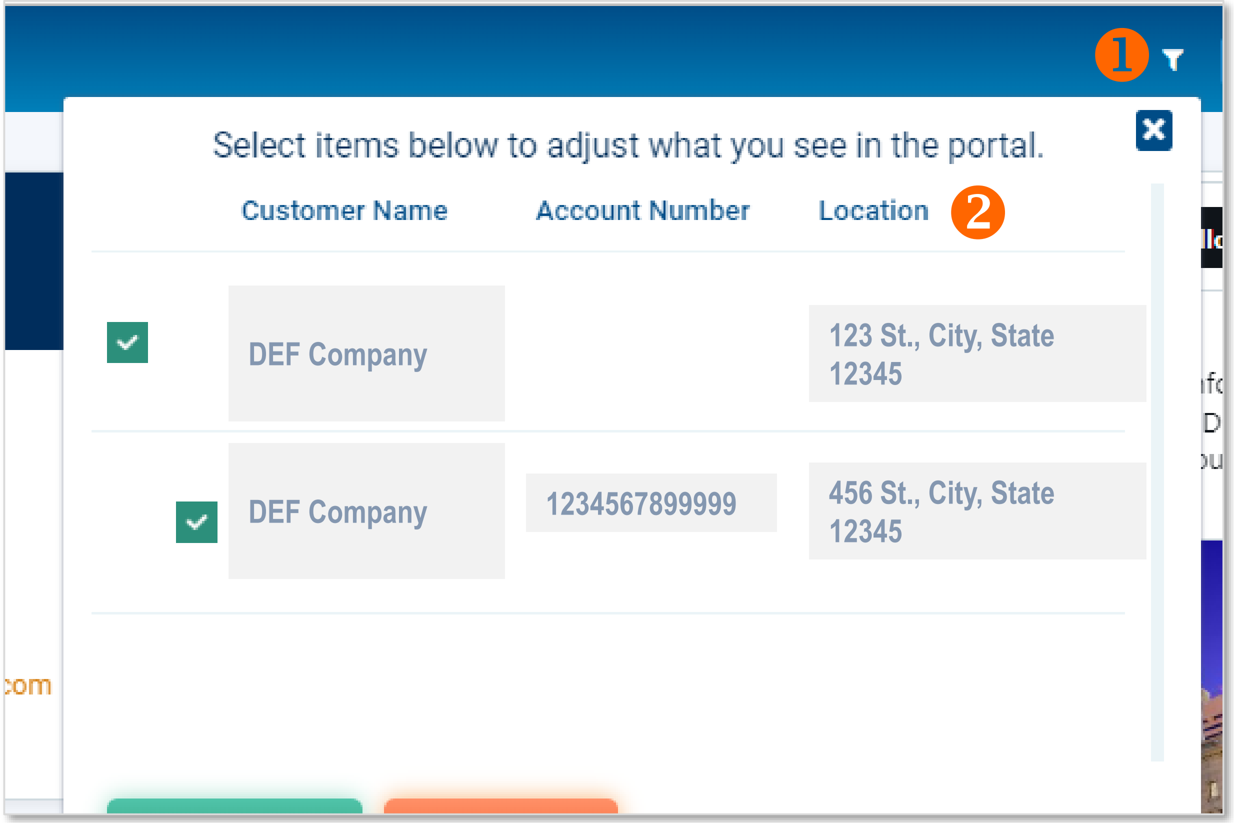
The city, state and zip code for addresses on the filter are in the proper order.

How It Works

❶ 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.

❷ View the address listed on the filter.



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