



GREAT SERVICES

TOP NOTCH

VERY GOOD

I AM HAPPY

SUPERB

HIGH QUALITY

EXCELLENT

SUPERFINE

IMPRESSIVE

FIVE STAR PRODUCTS & SERVICES

PERFECTLY

Segra360: Release 7.1 Feature Tour ●

About the Feature Tour

This document provides a quick “screen-shot” tour of the major updates in Release 7.1 of the Segra360 customer portal.

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

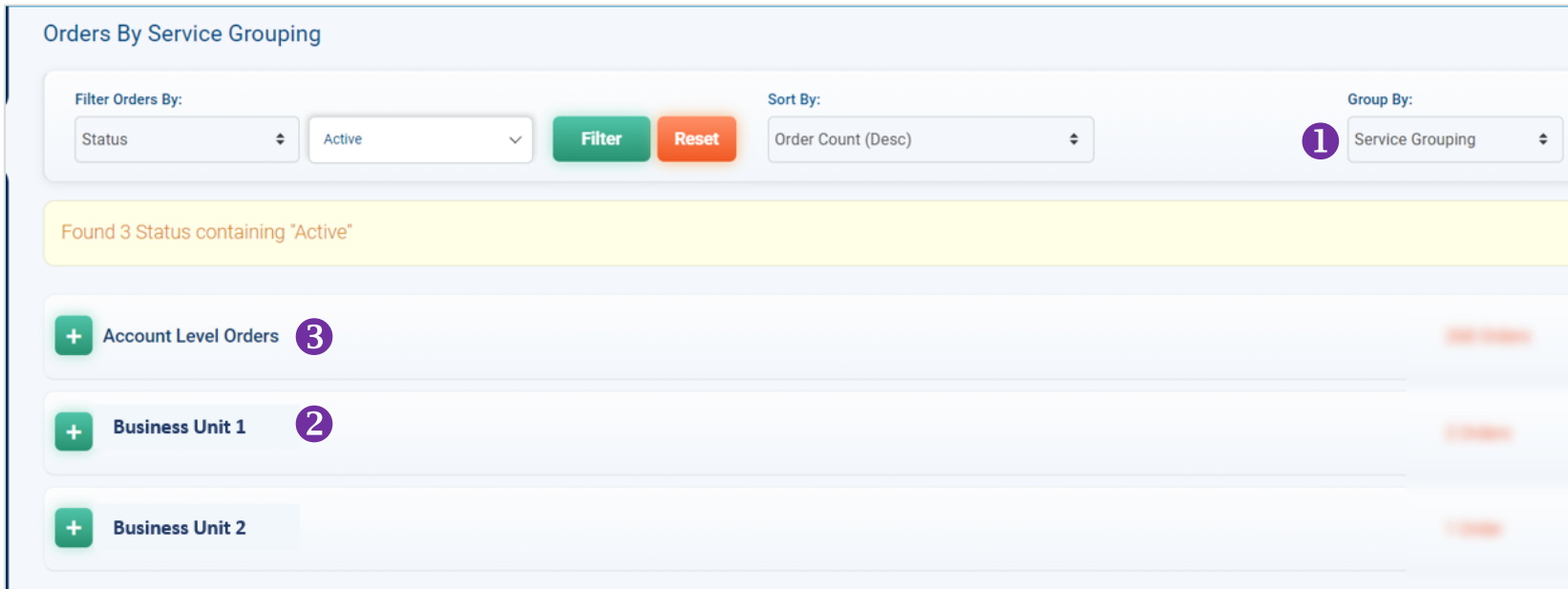


Release 7.1 Features, Functions & Benefits

Module	Feature	Function	Benefit
Orders	<u>Service Grouping Option</u> on Group-By Menu	<ul style="list-style-type: none">• Display orders by service grouping (the customer's subaccounts in the billing system)	<ul style="list-style-type: none">• Better user experience
Orders	Updated <u>Filter-By Menu</u>	<ul style="list-style-type: none">• Enable filtering of orders by service grouping	<ul style="list-style-type: none">• Better user experience
Orders	<u>Service ID and Address</u> in Group-By Views	<ul style="list-style-type: none">• Provide service ID and address information in all Group-By views for orders	<ul style="list-style-type: none">• Better user experience
Bills	<u>Updated Labels</u> for Bill Information	<ul style="list-style-type: none">• Clarify labels	<ul style="list-style-type: none">• Better user experience
Bills	<u>Make a Payment</u> Button	<ul style="list-style-type: none">• Provide access to ePay portal from Bills module	<ul style="list-style-type: none">• Better user experience
Services	<u>Feature-Level MRC</u> (Monthly Recurring Charge)	<ul style="list-style-type: none">• List the MRC for each feature associated with a Service ID	<ul style="list-style-type: none">• Better user experience
Services	<u>Business Contact</u> for Service ID	<ul style="list-style-type: none">• Provide the name of the business contact for a service ID	<ul style="list-style-type: none">• Eases management of services
Services	<u>Business Contact Search</u>	<ul style="list-style-type: none">• Search services by the full name of a business contact	<ul style="list-style-type: none">• Better user experience
Support	Improved <u>Performance for Ticket Creation</u>	<ul style="list-style-type: none">• Display ticket-creation screen more quickly	<ul style="list-style-type: none">• Better user experience

On the Group-By menu, the Service Grouping option displays orders by the customer's sub-accounts in the billing system.

Improves the user experience by presenting data in a familiar format



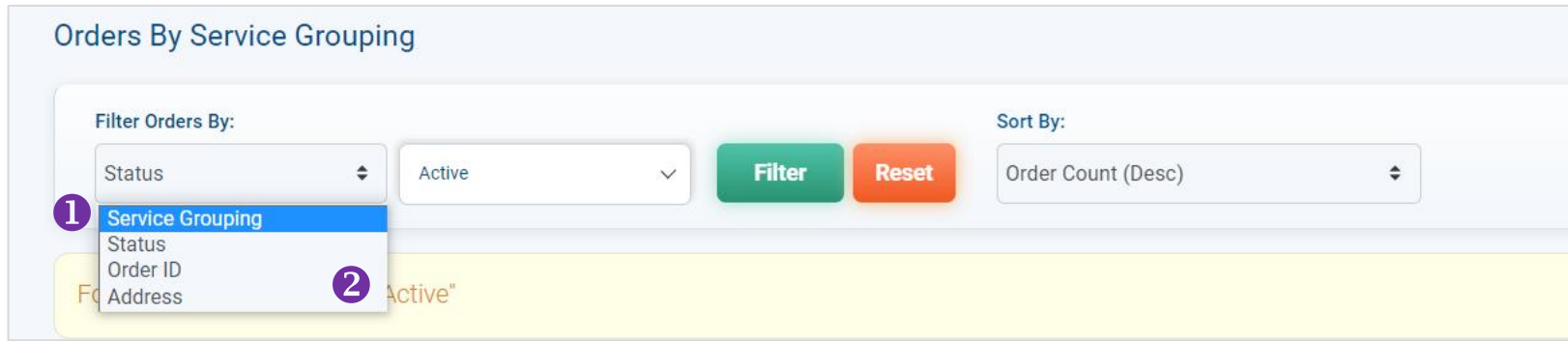
How It Works

- 1 On the Group-By menu in the Orders module, select *Service Grouping*.
- 2 Orders are displayed by the customer's sub-accounts, which improves the user experience since the orders are grouped in a familiar format.

In this example, the sub-accounts are business units.
- 3 Orders not associated with a sub-account are added to the Account-Level Orders group.

Orders can be filtered by Service Grouping in addition to Status, Order ID, and Address.

Improves the user experience by adding a filtering option



How It Works

- 1 Filter orders by Service Grouping or another option on the menu Filter-By menu.
- 2 Note: The options to filter orders by One-Time Charge, Monthly Charges, and Due Date have been removed.

All Group-By views include Service ID and address information.

Improves the user experience with more informative views

Orders By Service Grouping

Filter Orders By: Status Active Filter Reset Sort By: Order Count (Desc) 1 Group By: Service Grouping

Found 3 Status containing "Active"

Account Level Orders Search...

Order ID	Status	2 Service ID	3 Address	Monthly Charges	One Time Charge
...	Active
...	Active
...	Active

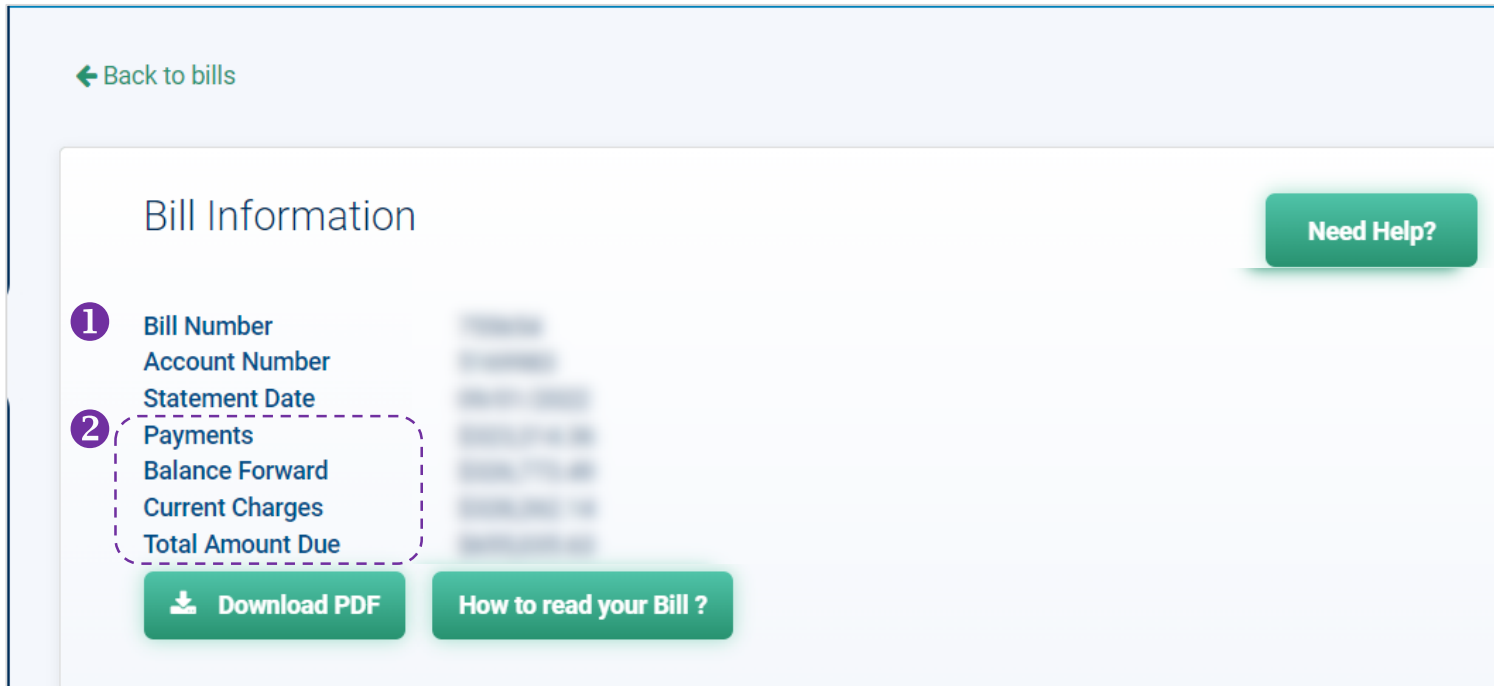
How It Works

- 1 Select a view from the Group-By menu.
- 2 Any view you choose will include service ID.
- 3 The view will also show address information.

Here, orders are grouped by Service Grouping (the customer's sub-accounts), with the service ID and address provided for each order.

The Bills module has updated information labels.

Improves the user experience with more intuitive labels



How It Works

- 1 These labels have not changed.
- 2 These labels have been updated for clarity.

Previous Label

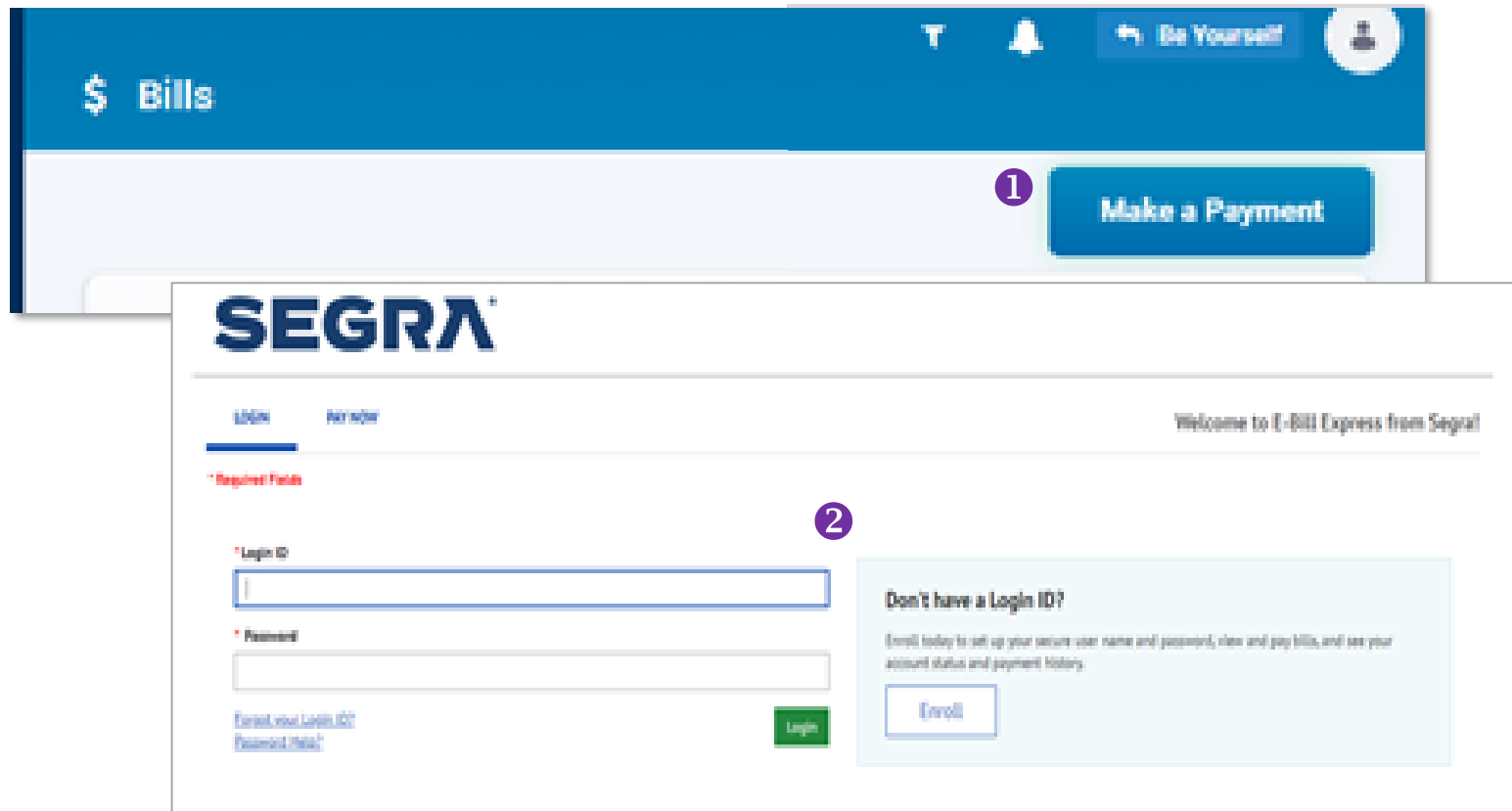
- Amount Paid
- Amount Due
- Total Balance
- Past Due

New Label

- Payments
- Current Charges
- Total Amount Due
- Balance Forward

The Bills module home screen now has a Make A Payment button.

Improves the user experience by providing convenient access to the ePay portal from the Bills module



How It Works

- 1 From the home screen of the Bills module, click the *Make A Payment* button.
- 2 You will be directed to the ePay portal sign-on screen where you can log into the ePay service or enroll in it.

The Services module shows the MRC for each feature on a service ID.

Improves the user experience by adding useful data to the Service Information view

Service Information

Need Help?

Service ID

Service Type

Product

Status

Billing Account#

Tickets/Questions: No open ticket/questions found

Features: You have 6 features [Hide all](#) **1**

Regulatory Recovery	\$ 2.99
Non-Published Number	\$ 6.00
Network Access	\$ 2.99
Local Number Portability	\$ 0.99
FCC Access Charge	\$ 6.50
1FB - Flat Rate Business Line	\$ 85.00

How It Works

- 1 On the Service Information view for a specific service ID, click the drop-down menu to the right of the Features field.

The MRC for each feature will display.

The Additional Details for a service ID include the name of the business contact associated with the service.

Eases management of services, such as changing the service contact, caller ID, etc.

ck to services

Service Information

[Need Help?](#)

Service ID
Service Type
Product
Status
Billing Account#
Tickets/Questions
Features

Additional Details

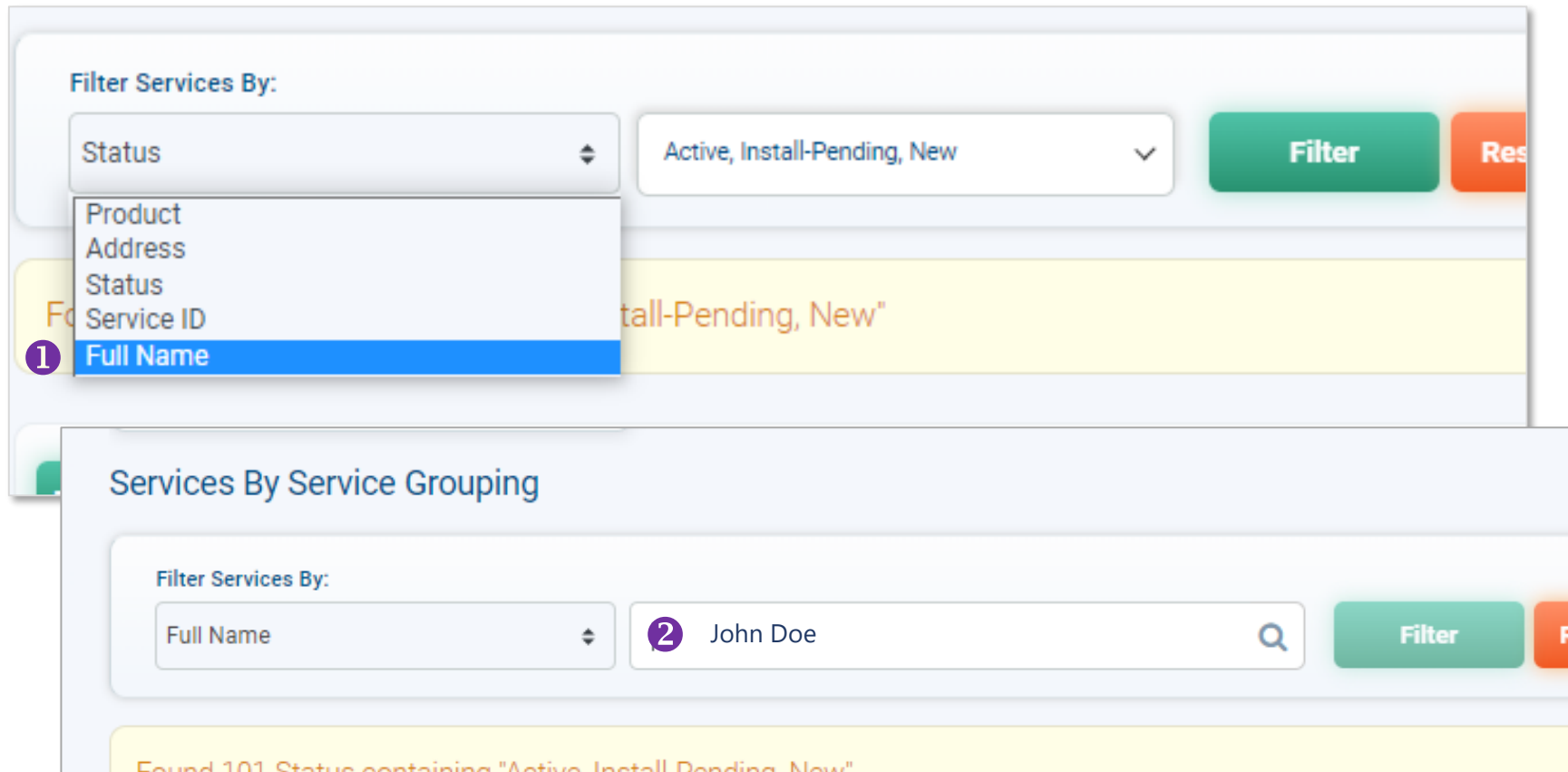
Activated Date 02/03/2021 16:19
First Name John
Last Name Doe
Address
Contract End Date
Contract Start Date -

How It Works

- 1 The first and last name of the business contact for a service ID is shown in the Additional Details section.

Services can be searched by the full name of the business contact for a service ID.

Improves the user experience by enhancing search



How It Works

- 1 On the Services module home screen, select Full Name from the Filter-By menu.
- 2 Enter the full name (first and last) of the business contact you want to use to search the services.

The screen to create a ticket loads more quickly.

Improves the user experience with better performance

All Tickets

Filter Tickets By: State Open Filter Reset

Group By: 1 Table

Found 7 State containing "Open"

Ticket ID	State	Description	Address	Created On
5175-01-001100	Open	Customer Service (142) UNK 0510 142 0510 142 0510	1415 S Pine Island Rd #1000 Ft. Myers, FL 33915-0010	08/10/2023 1:42
5175-01-001101	Open	Customer Service (142) UNK 0510 142 0510 142 0510	1415 S Pine Island Rd #1000 Ft. Myers, FL 33915-0010	08/10/2023 1:42
5175-01-001102	Open	Customer Service (142) UNK 0510 142 0510 142 0510	1415 S Pine Island Rd #1000 Ft. Myers, FL 33915-0010	08/10/2023 1:42
5175-01-001103	Open	Customer Service (142) UNK 0510 142 0510 142 0510	1415 S Pine Island Rd #1000 Ft. Myers, FL 33915-0010	08/10/2023 1:42
5175-01-001104	Open	Customer Service (142) UNK 0510 142 0510 142 0510	1415 S Pine Island Rd #1000 Ft. Myers, FL 33915-0010	08/10/2023 1:42

Create Ticket

How It Works

- 1 On the Support module home screen, click the *Create Ticket* button.
- 2 The Create Ticket screen will display faster than before, especially for customers with a large number of services.

Ticket Details

Circuit ID/Service ID Select One

Product Category* Select One 2

Type* Select One

Ticket Contact ed

First Name

Last Name

Email

Phone

Service Location

Company

Address

Ticket Creator

Was this document helpful?

- Yes
- No
- Comments

