SEGRA

# SEGRA 360

## FEATURE GUIDE 6.1

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<br>• Services<br>• Bills<br>• 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 Help? 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 |

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| 4.0 | In-App Messaging for Support Tickets | Use the portal to discuss a support ticket with Segra | Enhanced support experience | • Support Module |
| 4.0 | Resolution Information for Closed Tickets | View summary of resolution details for a closed ticket | Enhanced support experience | • 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 | • 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 | • Communications |
| 5.0 | Enhanced Login Page | Redesigned login screen, with guided password creation/reset and convenient access to support resources | Smoother sign-on experience | • Login Page |
| 5.0 | Assisted Submission of Support Tickets | Enables Segra Sales Support to submit trouble tickets on behalf of customers | Streamlined support process | • 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 | • Home Screen |
| 6.1 | Service Groupings | Displays services in groups, by location or department | Easier information search and management | • Services |

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| 6.1 | Voice Utilization Metrics | Enables Collaboration customers to access some key voice utilization metrics without exiting Segra360 | Reduces swivel-chairing between systems | • Service Utilization |
| 6.1 | Rebranded Login Page | Creates visual consistency with Segra website and provides quick link to ePay portal | Improves user experience | • Login page |
| 6.1 | Sync Progress Indicator | Shows sync progress by data set: Services, Features, Orders and Bills, allowing a customer to work with a synchronized data set as soon as it is available | Enables customers to use refreshed data sooner | • All modules |
| 6.1 | Refreshed Descriptions of Portal User Roles and Responsibilities | Provides user-friendly descriptions of roles and responsibilities for portal users | Eases user administration | • Manage users icon |

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# Screenshots of Release 6.1 Features

## WHAT'S NEW IN RELEASE 6.1?

### Service Groupings

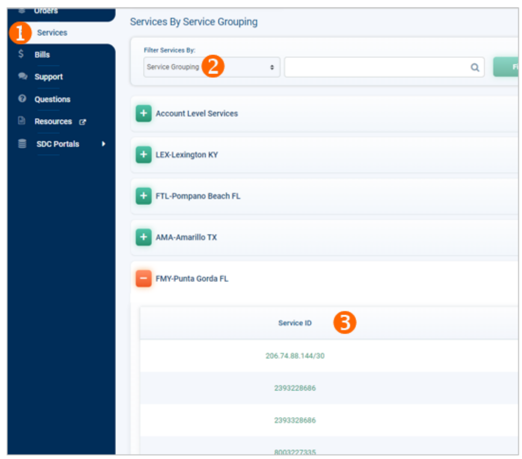
**Service Groupings organize services by location or department.**

*Eases search and management of services information*

Services are now grouped by location or department instead of being displayed as a running list. This organization reduces scrolling and searching, making it easier for a customer to find and manage services.

**How It Works**

1. Click on the *Services* module to view services information.
2. The Services are automatically displayed in groupings, in this case, by location.
3. Expand a grouping to view the services within it.




### Voice Utilization Metrics for Collaboration Customers

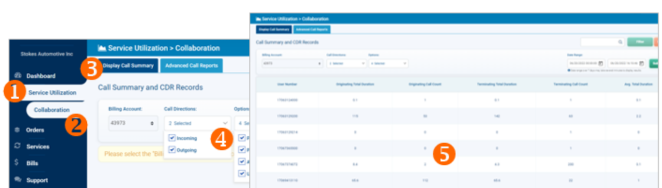
**Voice utilization metrics are displayed in Segra360.**

*Enables access to metrics without leaving the portal*

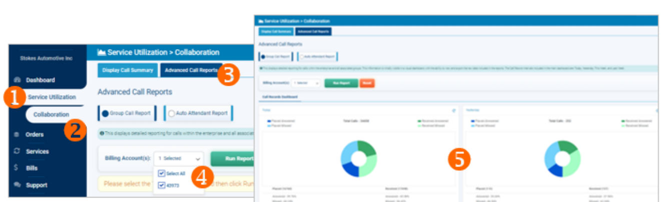
Collaboration customers can now view some key voice utilization metrics without having to exit Segra360 and use other systems to see the information. This reduces swivel-chairing between systems, which improves the customer experience.

**How It Works**

1. Click the *Service Utilization* module.
2. Click *Collaboration*.
3. Click the tab for *Display Call Summary* or *Advanced Call Reports*.
4. Specify the report parameters, such as inbound or outbound calls.
5. The portal presents the requested information.




Call Summary Metrics




Advanced Call Report

## Rebranded Login Page

### The login screen is Segra-branded and has a link to the ePay portal.

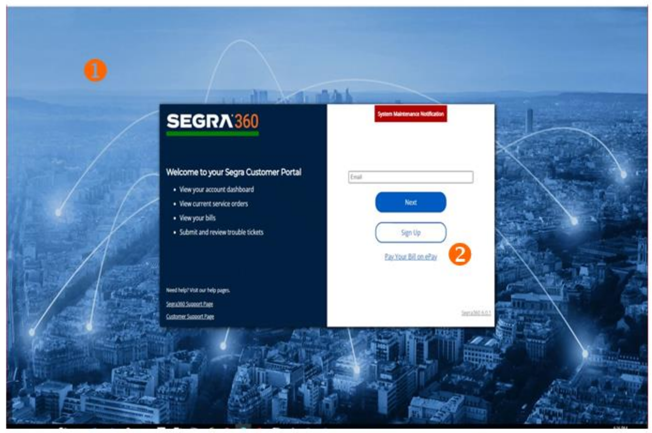
*Provides visual consistency and convenient access to bill payment*

The portal login page has been refreshed to match the look and feel of Segra.com, which improves the user experience by providing visual consistency.

The page also includes a quick link to the Segra ePay portal for convenient access to online bill payment.

**How It Works**

1. The background image on the login page shows a city on the Segra network, with branding similar to Segra.com.
2. Click the link under the sign-up button to access the ePay portal.




## Sync Progress Indicator

### Sync progress is shown by services, features, orders, and bills.

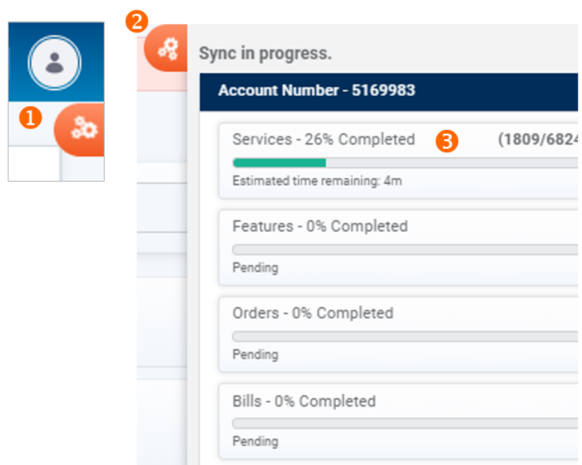
*Allows customer to use refreshed data sooner*

Displaying synchronization progress in this manner allows customers to start working with their refreshed data sooner.

They can see which information is synchronized and begin using it immediately instead of waiting until the rest of the data is sync'd.

**How It Works**

1. The gear icon near the upper right corner of the portal will rotate when data is being synchronized.
2. Click the rotating icon to view the Sync Progress Indicator.
3. Based on the indicator, the customer will be able to start using the refreshed services information before features, orders, and bills are synchronized.



## Refreshed Descriptions of Portal User Roles and Responsibilities

### Descriptions of portal-user roles and responsibilities are user-friendly.

*Eases assignment of portal roles to users*

- The refreshed descriptions provide more intuitive explanations of the roles and responsibilities available to assign to portal users. This clarity eases user administation.

**How It Works**

1. Click the user icon in the upper right corner of the portal.
2. Select a role to assign to a portal user. Click the rotating icon to view the Sync Progress Indicator.

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