

BI-DIRECTIONAL MAPPING INTERFACE

Increase operational efficiency and eliminate manual entry errors

Due to increased industry competition, it has become increasingly important for communications companies to quickly and accurately provide services to end users. Accessing information in multiple databases can be cumbersome for CSRs and technicians alike. Offering a comprehensive solution that allows companies to meet these challenges, the Quintrex Bi-Directional Mapping Interface saves time by eliminating duplicate data entry and improves customer service with the immediate assignment of plant facilities as they become available.

Increase Data Accuracy & Consistency

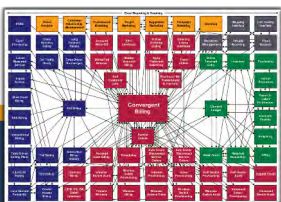
Through a seamless transfer of information between the Quintrex Billing/OSS system and any mapping provider, data is automatically updated in the other system through a single entry. So, when creating new service locations, you can enter them into the Quintrex system, validate them against the MSAG and then see those locations on your maps.

Similarly, as cable pairs, P/P/Ts or line circuits are built in the mapping system, those records are updated in the Quintrex plant database allowing for immediate assignment. The two-way design of the interface means information can be entered into the most appropriate system and will automatically populate the other.

Enhance the Customer Experience

Continuous information updates offer your personnel immediate access to information. As facilities are installed, updated or repaired, CSRs can immediately assign them to customers. They can also inform customers of new services available to them, based on their current facilities.

The interface gives technicians the ability to take updated information with them in the field. Techs can download revised maps when they are in the office. These maps not only include facilities information, but also customer information, such as telephone number, services, trouble tickets, etc. This ensures technicians are notified of all relevant information to better manage the installation process.



Bi-Directional Mapping Interface

✓ “We recognized early on the benefits of having all our eggs in one basket, so to say, and updating one time verses many. Having everything in the same place saves time and errors.”

-Reliance Connects

✓ “The major benefit of having this interface is that anybody in the company can see the information. The Plant Supervisor doesn’t have to call one of the clerks to look up information anymore; they can look it up themselves and that is a big time saver.”

-Copper Valley Telephone Coop.

Streamline Operations Overall

With up-to-date records in both the Quintrex Billing/OSS system and your geographical-based mapping system, everyone in the company has access to information. This allows your technicians and engineers to save time by looking information up themselves and eliminating calls to CSRs or clerks.

The automatic transmission of data between the systems improves data consistency across the board, creating a cleaner database with fewer errors. This allows the dispatching and assignment processes to be streamlined and your overall operations to be more efficient.