

Orga Systems.

#1 choice for real-time charging and billing



Mobile Customer Self-Care

Seamless Mobility and Rapid Access for Everyone



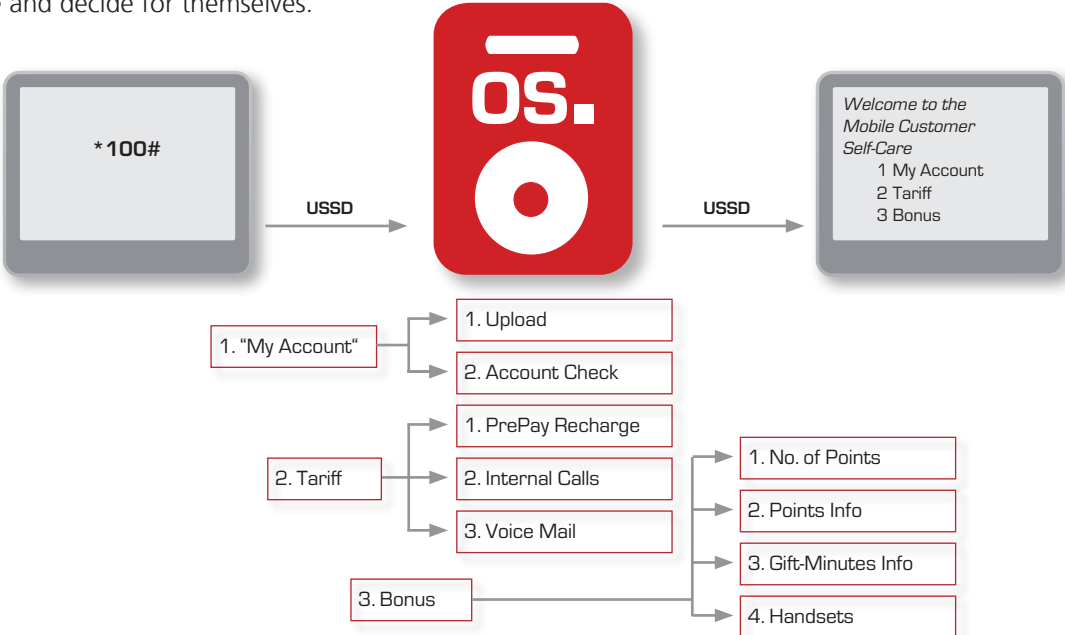
With Orga Systems' Mobile Customer Self-Care operators can offer a central point of access and dedicated menus for different prepaid/postpaid customer groups. The solution allows customers to access and change their data quickly via their mobile handsets. In addition every self-care transaction can be confirmed immediately to inform the subscriber about successful request processing.

The self-care solution can be expanded flexibly to include functions such as Mobile Prepaid Registration and much more.

The Challenge

Today's telecom customers are more demanding than ever. They want seamless mobility, convenience and control – anytime and anywhere. The proportion of prepaid customers continues to increase, and so do their requirements. At the same time, special wishes of postpaid customers have to be taken into account in customer care. Customers are increasingly becoming their own product managers and want to have an influence, have a choice and decide for themselves.

Entering customer self-care via USSD is quicker, easier and more flexible than to use the IVR or internet method. As a whole, customers should have access to a wide range of self-care topics, possible via a dedicated point of access: one number for all self-care activities.



___ The Solution

The mobile self-care solution from Orga Systems allows customers to access their user profile very simply via USSD and to call it up or redefine it flexibly and quickly.

The foundation is traditional self-care functions such as Account Query, Change Tariff, Prepaid

Mobile Top-Up and Check Bonus. The self-care solution can be expanded flexibly to include functions such as Mobile Prepaid Registration and much more. It goes without saying that the system can send notification for every action performed by the customer.

Your Benefits

- USSD access at all times, even without prepaid credit and in roaming
- Every transaction is confirmed immediately by SMS or USSD
- The solution can be expanded quickly and flexibly
- Integration of ad-hoc promotions is always possible
- Different menus for prepaid and postpaid
- Customers become their own product manager, conveniently and easily



