Elements - Evolve
Subscriber Connect

CDG's Subscriber Connect element is a web-based subscriber portal and electronic bill payment and presentment (EBPP) application that allows your customers the flexibility to see their invoices, make payments, and view account and service information online. E-Care also provides options for allowing customers the ability to add service features, create and track trouble tickets for their services, view unbilled usage, download call details, obtain detailed usage analysis information on billed calls, and much more.

OVERVIEW

Delivery of Subscriber Connect services helps to attract and retain customers, increase customer satisfaction, and reduce support costs over time, all factors that help to increase your revenue. And if your customers choose the "paperless" option, you'll also reduce your printing, fulfillment, and postal costs.

Subscriber Connect is hosted on a secure server with 128-bit SSL encryption, so your customers can be assured that all online transactions and personal information are secure.

SUBSCRIBER CONNECT ELEMENT

Subscriber Connect provides your customers with account maintenance and viewing options, including the ability to make online payments using a credit card or bank draft. Subscriber Connect's customer interface is customizable, so you can use the colors and logos that reflect your company's brand online.

REGISTRATION
The registration process prompts the customer to enter information from a recent invoice and takes just minutes. Customers with multiple accounts and invoices can register one account and Subscriber Connect will give them quick access to all of their accounts. Your customers will appreciate this time-saving feature.

VIEW INVOICES
When invoices are posted online, Subscriber Connect users receive email notification advising them that their invoices are available for viewing. Online invoices look nearly identical to print invoices; and you can include your company logos and other graphic elements. Invoices are posted in PDF format, making it easy for users to navigate, search, save, and print documents or discontinue paper invoices if they choose.

PAY INVOICES
Using Subscriber Connect, your customers can pay their bills online anytime, day or night, using the payment methods you have specified in the system:
- Credit Card (Visa, MasterCard, AMEX, or Discover)
- Bank Draft

When a customer makes a payment, Subscriber Connect sends the customer an email containing the payment details. Customers also have the option to securely save their credit card and bank draft information for future use, so that future payments can be made in seconds. Your company selects the credit card types that will be accepted for payment. If your company utilizes the EFT processing feature in Subscriber Care, your customers can also maintain their EFT settings through Subscriber Connect.

VIEW ACCOUNT AND SERVICE INFORMATION
Your customers can quickly and easily access their account and service information, view their invoices and check their balances.

SERVICE INFORMATION
At the service level, your customers can view:
- Current service provider designations.
- Current charges (including recurring, unbilled non-recurring and timed charges).
- Unbilled usage (which can be searched and downloaded if you have purchased the MBS Online Unbilled Usage option).

ADD SERVICE FEATURES
Subscriber Connect can also be set up to allow your customers to add new service features for their existing services directly through their Subscriber Connect account. You can control which features subscribers are allowed to add through the Configuration element.

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ACCOUNT INFORMATION

In the Invoice & Payments section, your customers can view:
- Invoice history
- Adjustment history
- Payment history

Your company can decide what level of transaction history is accessible to your customers.

USAGE ANALYSIS

Easy to understand dashboards provide the analysis tools customers need to analyze information about the calling habits and patterns associated with their billed usage, including: usage summary and usage detail information by service number, account code, called area code, and call duration.

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