
Service Automation Master

Network Services Group now presents you with another time saving tool for your business. NSG's Service Automation Master (SAM) is a service order provisioning package designed to work with any switch platform, voice mail, intercept, or DSLAM equipment.

- *Do you want to automate customer service work order changes?*
- *Would you like to eliminate the drudgery of processing frequent service order types?*
- *Would you like to perform switch audits in comparison with billing records?*

SAM can do these tasks and much more!!!

SAM makes the switch updating process more efficient by retrieving the Service Orders (S.O.) and automatically updating customer switch records. This virtually eliminates errors in customer record changes, and allows your office personnel to use their time more efficiently on more important tasks.

SAM can be customized for your business needs. You can choose what order types to process, such as carrier code changes, disconnects, reconnects, number changes, call feature changes, and many more! There is also customization based on customer software and local database design.

The SAM package consists of:

- Standard Windows PC(s) or server for SAM S.O. databases and S.O. distribution
- COM Port extension servers if required
- SAM Switch Update Program – one for each office switch interfaced
- SAM API interface to your billing system
- Control Table Maintenance
- S.O. Queue inquiry, monitoring, and alarms
- Various reporting capabilities
- Free setup and one year of initial support
- Ongoing support based on annual contract arrangements
- A browser based version is also available
- Customizable package for your specific business needs

Here are some more features of the SAM software:

- Retrieves new S.O. from the billing system at timed intervals
- Performs edit checks based on Control Tables set up by user
- Distributes S.O. to remote S.O. queues if required
- Monitors S.O. Queue for unprocessed orders at timed intervals
- Marks orders processed as completed successfully, needs a retry, or error
- Retried Orders are handled based on user selected frequency and times
- Various logs are kept including an image of what the commands and the actual switch responses were when the customer line was updated

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SAM is usually configured to use an A.P.I. program to talk to your billing system. Other methods of service order collection are also possible. SAM uses restricted user account access, or, read-only access to the required data. SAM can use a RS-232 port, a telnet session, screen scraping, or dial up for connection to your equipment.

NSG's SAM allows you to report different aspects of the provisioning system. You can log daily S.O. activity based on date range. View a history of older S.O.s that were previously archived. You may view a log of switch updates or errors generated by the switch update program. **Switch Recorded Activity** shows logs of actual switch commands and responses during line number updates.

SAM lets you re-queue S.O. transactions or move them from the active queue to the history files based on user defined requirements. SAM allows your staff to work on more important tasks while it performs high volume transactions.

If you desire more automation in your customer service work order transactions, then you need to take a look at NSG's SAM package.

Contact us today for more details on how to get started with SAM! (585) 872-7760

Typical SAM Installation

