

## SAM Self Care

### BETTER CUSTOMER SERVICE THROUGH SAM SELF CARE

Now your customers can select and automatically provision their own telephone features on demand, around the clock! Our Service Automation Master (SAM) provisioning package has a new add-on module, SAM Self Care (SSC). This provides your customers with the capability to maintain their own telephone features from your company’s existing web site.

#### Customizable Web Pages

NSG provides you with customizable web pages which you can seamlessly incorporate into your own existing company web presence. You can configure much of the content displayed on the new Self Care web pages yourself via behind-the-scenes maintenance options. Your customers then view these web pages as an extension of your existing web site.

#### What can SSC do for you and your customers?

- Customers can add and optionally remove calling features subject to your specifications
- Automated account registration – a customer can sign up and immediately begin using it
- Password protected user login verification once registered
- NSG can customize your SSC beyond the module’s capabilities as your company needs dictate
- Secure internet connections are used between your customer and SSC, and SSC and SAM

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**S.A.M. Self Care Maintenance** You are signed in as: nsg [Sign Out](#)

Features  Control Files  Custom Panels

**Features** Sort:  Alphabetically  Category  USOC  Show Deleted Rows

Feature Name:  Display this Feature?

Category:  Is this a Bundle?

USOC:  Is this a Calling Plan?

USOC:  Is this feature processed automatically?

	Feature Name	USOC	Category	Display	Bundle	Plan	Auto
>	Call Block	CCF17	3_Misc	Y	N	N	Y
>	Call Forwarding	CCF03	2_CallForward	Y	N	N	Y
>	Call Forwarding with Remote Activation	CCF19	2_CallForward	Y	N	N	Y
>	Call Waiting	CCF01	3_Misc	Y	N	N	Y
>	Call Waiting ID	CCF02	3_Misc	Y	N	N	Y
>	Caller ID	CCF07	1_CallerID	Y	N	N	Y
>	Caller ID Deluxe	CCF08	1_CallerID	Y	N	N	Y
>	Do Not Disturb	CCF29	3_Misc	Y	N	N	N

**Administrator  
feature setup  
screen**

### You Control Customer Access

Restrictions can be defined as to the type of customer accounts allowed to use these web pages. Transaction logs are kept detailing all aspects of activity, in addition to the standard SAM logs.

You may provide bundled options or discounted feature packages which customers can easily select.

Customers have the ability to review the current calling features on each phone number under a common account. Various automated email notifications are sent to both your SSC customer and business office.

### Example of available customer phone feature

#### Scheduled Call Forwarding

Forwarding: OFF

Help!

Return to Features

(New changes will take several minutes to take effect.)

#### Choose Your Forwarding Mode:

- Do Not Forward My Calls
- Always Forward Calls to the following number:  -  -
- Use Weekly Scheduling and Specific Dates
- Only use Specific Dates

Save Forwarding Mode

\*Important: Our system has scheduled maintenance periods during which forwarding CAN NOT be turned on or off. Please check our maintenance table before selecting times.

[Maintenance Table](#)

#### Weekly Schedule:

WeekDay	Start Time	End Time	Forwarding #	Active
> Sunday	12 : 00 AM	12 : 00 AM		<input type="checkbox"/>
> Monday	9 : 00 AM	9 : 30 PM	333 333 4444	<input checked="" type="checkbox"/>
> Tuesday	12 : 00 PM	4 : 30 PM	123 123 1234	<input checked="" type="checkbox"/>
> Wednesday	12 : 00 AM	12 : 00 AM		<input type="checkbox"/>
> Thursday	12 : 15 PM	1 : 15 PM	111 111 1112	<input checked="" type="checkbox"/>
> Thursday	1 : 55 PM	2 : 20 PM	555 555 5555	<input checked="" type="checkbox"/>
> Friday	12 : 00 AM	12 : 00 AM		<input type="checkbox"/>
> Saturday	12 : 00 AM	12 : 00 AM		<input type="checkbox"/>

Insert New Day:

Sunday

Clear Selected Day

Save My Schedule

Your weekly schedule is recurring. Records in this schedule will continue to activate each week until marked inactive. Do not forget to save your changes!

<b>User:</b> nsg123 <b>Phone:</b> (585) 555-5555 <b>Email:</b> joe@networkservicesgrp.com	<a href="#">Features</a> <a href="#">Edit Profile</a> <a href="#">Log Out</a>	<b>Name:</b> Joe Customer <b>Address:</b> 71 North Avenue <b>City, State, Zip:</b> Webster, NY 14580
View Order History	Manage Scheduled Call Forwarding	Help! Log Out
Continue to Confirmation Page		

Active Features	Price	Status		
Unlimited Package Plus	\$39.95	Active	Details	Remove
Scheduled Call Forwarding	\$0.00	Remove*	Details	
Call Block	\$2.00	Active	Details	Remove
Do Not Disturb	\$2.00	Active	Details	Remove
Select Forward	\$2.00	Add	Details	Cancel

Highlighted prices are discounted 20 percent

Available Features	Price	Status		
Unlimited Package Plus	\$39.95		Details	Add
Caller ID	\$3.50		Details	Add
Caller ID Deluxe	\$6.00		Details	Add
Call Forwarding	\$2.50		Details	Add

#### Order Multiple Features and Save!

- 2 FEATURES 15% DISCOUNT
- 3 FEATURES 20% DISCOUNT
- 4 FEATURES 25% DISCOUNT
- 5 or more FEATURES 30% DISCOUNT

\*Packages not applicable for discount.

Unlimited Calling...  
Unprecedented Savings!

### Customer feature selection screen

Adding the SSC package to SAM will increase your customer service quality and efficiency. This will improve your customer satisfaction. Contact Network Services Group for more information at **(585) 872-7760**.