

# TELCO/Utility Module

TELCO Front Office module enables online integration with operator's information system while attending to the customer interested in telecommunication company service. Thanks to full integration, customer's requirements are dealt with in real time and all services are provided equally to operator's customer contact point: purchase and registration of SIM cards, mediation of phone number transfer request, recharging voice and data credit, submission of different types of applications or claims or sale of telephone equipment.

Since the module is integrated with the retail sales module, it uses all possibilities of warehouse management for SIM cards, phones and accessories, as well as a possibility of settlement with the operator.



## Key Features

- Equal services offer to telco operator's customer contact point
- Immediate response (e.g. SIM card registration within seconds)
- Services provided near customers' homes, they do not have to search for the operator's customer contact point

## Main Benefits

- Operator's services without the need to visit designated customer contact point
- Services provided in realtime
- Wide range of provided services
- Integration with retail sale module