ISP Customer Manager

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Module

Core Customer Management

Ticket System

Billing System

Custom Reporting

Core Customer Management

Core System composed
- ◦ User Access Manager
- ◦ Internet Package Manager
- ◦ DIA/ FTTH
- ◦ Subcom Management
- ◦ Project Based Management
- ◦ Excel Data Migration
- ◦ Excel Data Export/Import

Ticket System

Web based Ticketing Module composed

- ◦ Ticket/ Incident handled by NOC.
- ◦ Escalation to related Person
- ◦ SLA based Prioritizing
- ◦ Detail Incident History for each customer

Billing System

- Support Billing Generation by
  - Project based
  - Customer Status
  - Township

- Invoice Templating (Customizable for HTML and PDF)

- Can Edit Invoice before Sending Bill

- Support Discount by percentage

- Support Discount by fix amount

- Can add other services such as Public IP/ Accessories

- Support Consumer Tax

- SMS Integration

Reporting System

Customizable Detail Report such as

- Customer Detail or overall report by city, township, project, Subcom, Year or Date Range.
- Incident Detail or overall report for certain period, subcom, project, city and township

Highlevel CEO report with

Customizable Pie Chart, Bar Chart, and Graph for specific query.

Thank you

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