



BRT Telco Self Service and Service Request Management Playbook Developed in 15 days , 2 Pega Consultants!

BRT is a decade old company , an Oracle Gold partner , A silver partner to Pega with 500+ employees spread across 20+ registered offices and client locations globally.

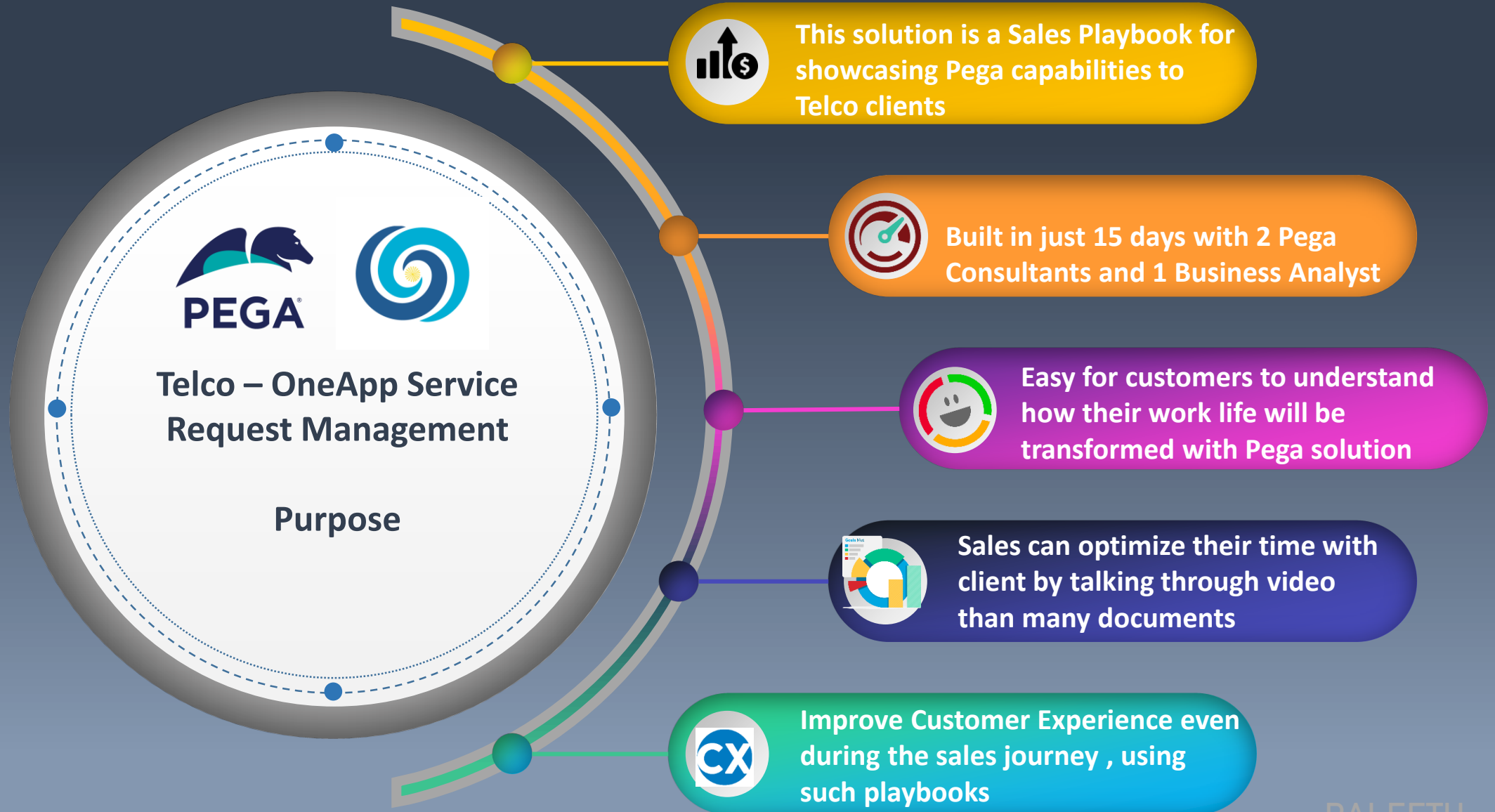
We focus heavily on Digital Transformation for our clients of various business segments , telco businesses being our largest customer base.

We have always been excited to be part of the tremendous growth path and digital transformation journey of Pega across several industry segments such as Banking , Insurance etc.

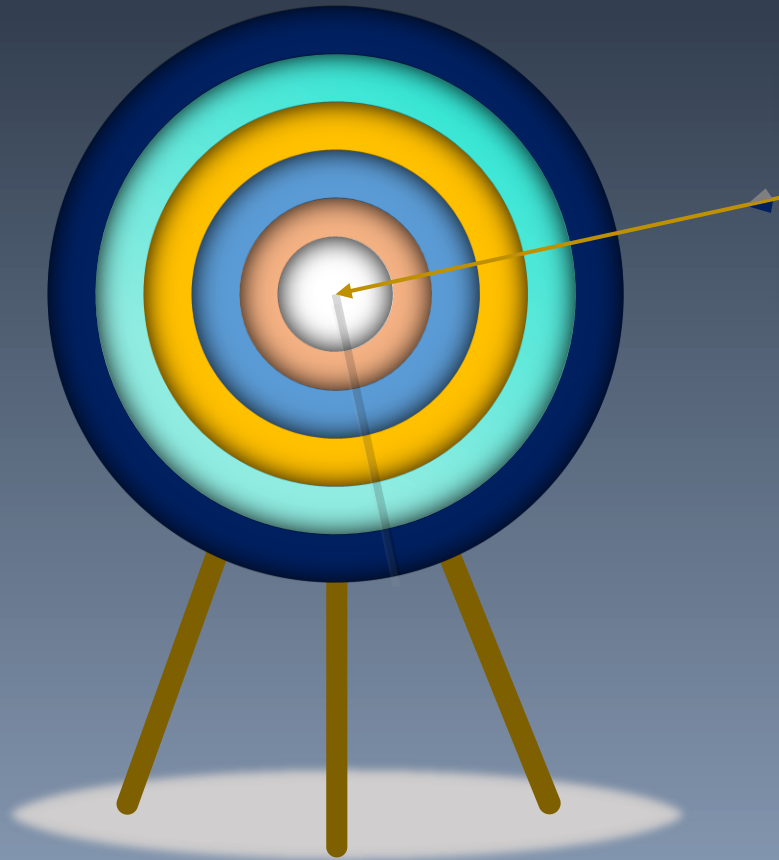
During the COVID times , we hope to drive our Telco Customers to reap the benefit of digital transformation using Pega , to speed up their customer service management, which is the need of the hour with the rising demand of Telecommunication services. Pega can be a one stop application for all the business users in the Telco organisation, there by bringing convergence , control , cost effectiveness and quality to customer service.

We see a huge potential for digital consolidation and convergence that can be done to Telco landscape using Pega.

Telco Industry- Focused BRT Pega Accelerators



Key Features of the solution



Login – Role Based Access



Security – Department Level , Flow level , Screen Level , Field Level



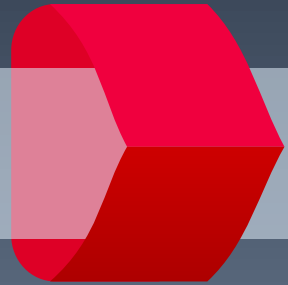
Customer Service – Workflow , SLA Adherence , notifications and escalations



Reports – Business Activity Monitoring for process analysis and correction where required

Industry- Focused BRT Telco Accelerators

Solution Benefits



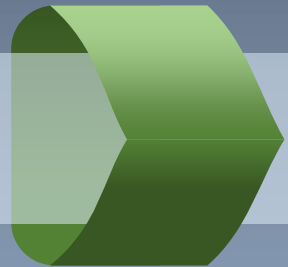
Business Problem

- ✗ Cross Department Processes
- ✗ Data Management across many departments
- ✗ Too many small applications
- ✗ Missed upsell opportunities
- ✗ High Application Integration cost and maintenance
- ✗ High user training cost for multiple platforms
- ✗ Request processing delay
- ✗ Scalability and performance issues of existing platforms



Solution

- ✓ One App for Network Engineer to CXO
- ✓ Role Based Access Portals
- ✓ Can be changed for business needs very quickly
- ✓ Largely Reduced IT dependency
- ✓ Single source for all Business activity monitoring
- ✓ Improve Operational Efficiency
- ✓ Process simplification
- ✓ Timely Reminders , Alerts and Notifications
- ✓ Higher Customer satisfaction
- ✓ Business Activity Monitoring for Quicker turnaround and SLA adherence



Result

- *Telco Clients can see the benefit of Pega in less than a 10 minutes of time.*
- *They can envision their solution and build their program charter based on what they see in the play book versus what they want to achieve*
- *Quicker Sales meetings and higher opportunities to win!*

Salient Features of the Solution

In the COVID times , every Telco customer is expecting a digital solution that can be built quickly for these high demand service times , with security and assured quality of service for their end customers. Keeping this in mind, this playbook showcases the key agile and secure features of the Pega platform.

Key Use cases

- *Customer Self Service portal – View/Update details and reset password.*
- *Create requests – Enquiry, Complaints, Service Requests.*
- *E-mail notification for every transaction.*
- *SLA for ticket resolution / approvals.*
- *Rule delegation to add/modify Request types, plans based on location.*
- *Customer Service report for network issues*
- *Routing to specific workbaskets/work lists based on request types*
- *Hold attachments for requests like Address change, Ownership transfer.*
- *Security features (Data masking, restriction of case type, UI, Reports)*
- *Report scheduling*

Actors

- *End User (Individual/Company/Govt Office)*
- *Business User*
- *Case Manager*
- *Approving Manager*
- *Case Worker*
- *Field Officer*
- *Service Engineer*

Portals

- *End User Portal*
- *Business User Portal*
- *Case Manager Portal*
- *Case Worker Portal*

Case Life Cycle

New User KYC

1. New User KYC

New User KYC

1. KYC Form

2. Select Plan Details

3. Confirm KYC Form

4. KYC Approval

5. Send email

+ STEP

Service Requests management

1. Customer Service Req...

Customer Service Request

1. Collect Request Details

2. Doc Upload required?

3. Collect Payment Info

4. Send email to custo...

5. Display Request Con...

6. Upload Relevant Doc...

7. Change Of Plan

8. View Service Activati...

CONFIGURE PROCESS

2. Service The Request

Service The Request

1. Is Payment Request?

2. Payment Subprocess

3. Service The Request

4. Request requires ap...

5. Needs Service Engin...

6. Send To Service Engi...

7. Is SLA attained?

8. Display Passed Deadl...

9. Customer Service Re...

10. Request Closure

11. Request Closure?

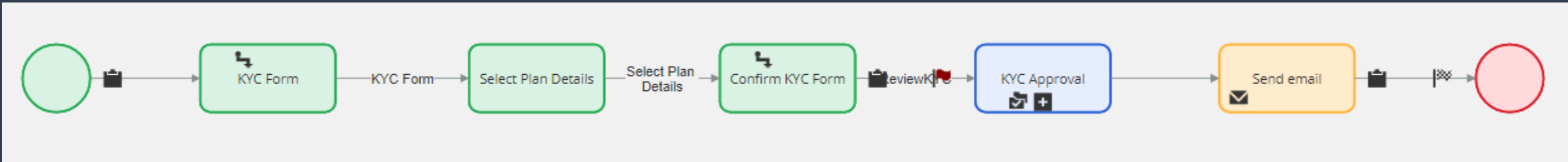
12. Send closure email c...

13. Approval

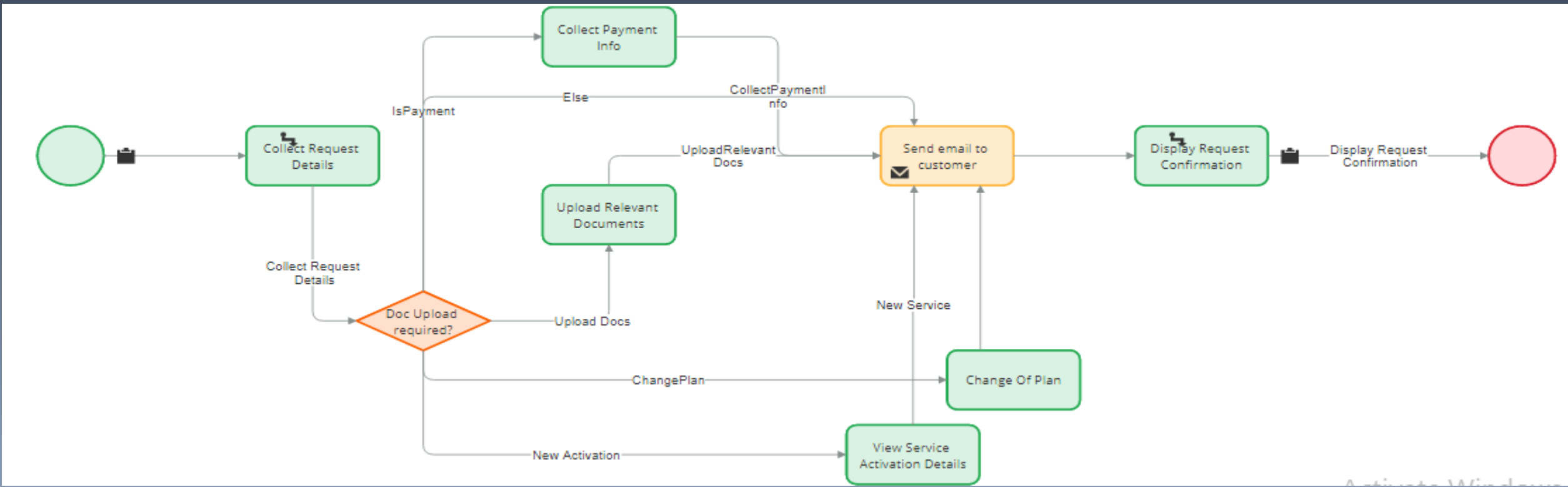
14. SLA Missed?

15. Display Passed Deadl...

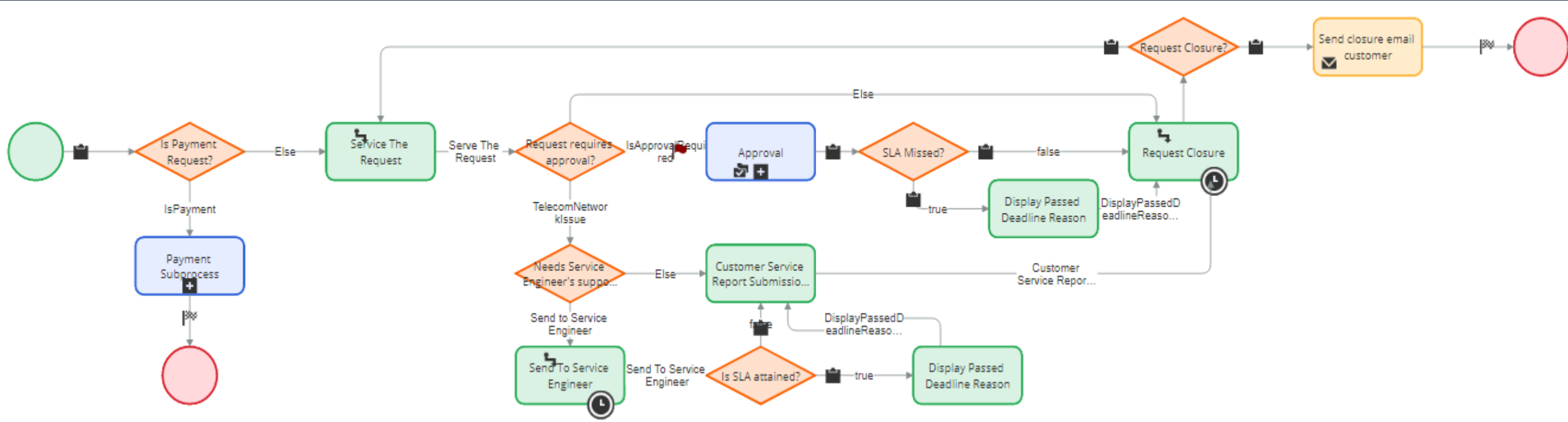
New User KYC



Telecom Service Requests – Create Request (Customer)



Telecom Service Requests – Service the request (Business Users/Managers)



Next Steps

- Create Pega Mashup to enable customer service portal to be launched from a web page
- BPM analytics using Pyze platform for comprehensive ROI analysis of this BPM Implementaton
- Implementing all core Telco processes such as Order Management , Number Management , OSS/BSS etc