# Jupiter CRM System

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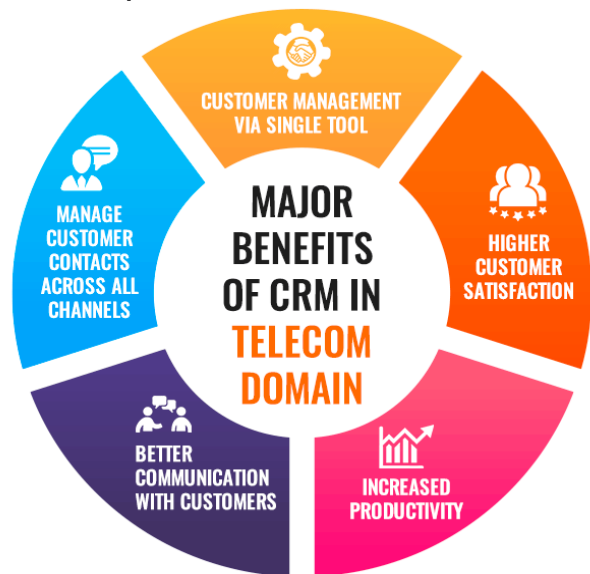
# Introduction

Jupiter CRM(Customer Relationship Management) System is a user-friendly system dedicated to helping customer service representatives build unique and personalized customer relations. Navigating in data is streamlined for rapid and logical access. Provide superior services, respond promptly to incoming orders and inquiries.



MAJOR BENEFITS OF CRM IN TELECOM DOMAIN

- CUSTOMER MANAGEMENT VIA SINGLE TOOL
- HIGHER CUSTOMER SATISFACTION
- INCREASED PRODUCTIVITY
- BETTER COMMUNICATION WITH CUSTOMERS
- MANAGE CUSTOMER CONTACTS ACROSS ALL CHANNELS

Jupiter CRM System has a user-friendly GUI with advanced tools for comprehensive support of daily sales and back-office operations based on the "one desk–full service" concept.

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# Key Benefits

✓ **Advanced Customer Management**
*Unified Customer 360 View and subscriber lifecycle management.*

✓ **Quick business acceptance**
*Provide one-station business acceptance solution include auto service activation.*

✓ **Revenue collection**
*Support multi currency payment, integrate with third party payment gateway.*

✓ **Access channel**
*User-friendly GUI, support multi language and permission control.*

✓ **Customization service**
*Standard API comes out of box, also quick customization development for IOS, Android and report.*

✓ **Highly Adaptive**
*Support installation for multi-hardware platform and OS, provide memory DB and cache mechanism.*

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# **Application Scenarios**


Customer Profile Inquiry, Change


Business Acceptance
New Connection, Card Lost etc.


Self Service App

**CRM**


Bill Inquiry


Complaint Report
and Process


Payment Collection

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# Architecture

Individual Customer

Business Customer

Dealer/Retailer

**Contact Channel**

**Customer Relationship Mgmt**

| Customer Care | Complaint Management | Self Care | APP |
| Customer Contact | Customer Management | Loyalty Management | Revenue Collection |
| Product Management | Inventory Management | Order Management | Provisioning |

**OCS**

**BILLING**

**VAS**

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