



OmniOSS™ Inc. develops, markets and integrates advanced operations support systems designed to meet the needs of both communications service providers and enterprise size end-users alike.

TimelyBill™
Operations Support System

System Components

- Billing/CRM
- Provisioning and Activation
- Convergent Product Catalog
- Rating/Invoicing
- Collections/Dunning
- Trouble Management
- Customer Web Access
- General Ledger
- Data Alarms
- Partner Mgmt./Commissions
- Task Scheduler
- Work Order Management

Introducing TimelyBill

TimelyBill is a browser-based, table-driven application. It eliminates departmental barriers and enables users to perform and track a broader range of tasks with fewer keystrokes via intuitive navigation. The result -- increased productivity! Customized fields can be created by the user, resulting in unparalleled flexibility. Seamless integration between back-end components provides instantaneous response times. And our open API provides an effective channel for 3rd party integration.

TimelyBill Snapshot

Billing/CRM: The core of the TimelyBill system, the billing component, handles the following functions: CRM, product/service management, ANI management, local calling areas, rating plans, security, reporting, A/R, collections and more.

Provisioning and Activation: TimelyBill can virtually eliminate provisioning errors as well as reduce staffing costs. From the same user-friendly interface, functions such as activating a phone line or a Class of service feature are sent directly to the switching platform, router IAD, or any other hardware with nearly instantaneous completion.

Convergent Product Catalog: Tired of being restricted to a standard set of product offerings? TimelyBill allows for the creation of custom service offerings and “product packages”.

Rating/Invoicing: Another integral portion of the system, is the handling of call rating, invoicing, bill presentment by email, invoice printing or export to a print house thru an XML interface.

Trouble Management: TimelyBill's Trouble Management system allows CSR's and Technicians to create, manage and track problems throughout the organization. The system is capable of initiating its own trouble tickets when problems are encountered in the OSS.

Customer Web Access: The Web Access component gives you the ability to allow your customers online access to their invoice, payment and adjustment history along with the ability to accept payments. The web access component even allows them to perform advanced features like modifying call forwarding in real time.

Service Management: TimelyBill helps track the status of switch and IP provisioning, LSR generation, wire installation and PIC transactions, all from a simple graphical interface. The system will guide users thru the provision process or document generation.

Work Order Management: Allow your CSR's to access scheduling information for your technicians in real time. Technicians can be classified into separate organizations and/or regions to allow greater flexibility in larger organizations.

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TimelyBill Features

Billing/CRM

- Manage multiple operating companies
- Configurable GL accounts/Accounting system export
- A/P ledger transactions
- Deposit/Interest tracking
- Automatic payments Credit Card/ACH
- One-click customer searching by any criteria
- Custom text fields, drop downs and check boxes
- Custom Field Validation Default values, Security
- Real time CSR access to invoices, billed and unbilled call detail
- Flexible discounting
- Integrated Taxation Database
- Creation of Dunning/Collection letters
- Internal "Bad Debt" database
- Tiered Invoice Responsibility
- Bill Cycles - Automatic, Manual or Fixed
- XML export to 3rd party print house
- EBP&P
- Configurable Reporting tools
- System and CSR follow up scheduling
- Address Validation against USPS data
- Partner Maintenance and Commissioning
- Create/Manage Sales Regions and Districts
- Customizable Commission, Residual and Chargeback plans
- Logging of all system actions
- Create/Send custom templates for new customers, orders, invoices

Product Catalog

- User defined Categories and Names
- Bundle or package multiple product offerings
- Assign availability dates
- Pay Per View/Listen
- Product & Image association
- Separate descriptions for internal use, invoicing and customers
- Price levels based on Promotion codes and multi-level discounting
- Availability by CSR, Customer and/or Partner interfaces
- Map to earned and unearned revenue accounts for prepaid services

Trouble Management

- Customer email on Trouble Ticket closing
- CSR notification of Customers requiring telephonic correspondence
- Automatic generation of Trouble Tickets on OSS errors
- Trouble Ticket Linking
- Data Alarms Create/automate queries to create an event log, trouble ticket or send email.

Customer Web Interface

- Customer Self Care
- Invoice and Payment history
- Advanced Call Records Searching
- Real Time access to Rated Call Records
- Call Detail Export to CSV files
- Class Feature Manipulation i.e. Call Forwarding
- Customer Self Sales

Provisioning

- Legacy, New Technology, IP, ODBC, Telnet and HTTP
- LSR Generation
- Email notification to provisioning departments
- ANI, Port, ESN Inventory and management
- Premium number searching alpha and numeric
- Trouble Ticket initiation on Provision failure
- Automatic Recovery from System Crash
- Detailed provision logging
- Restrict/Disconnection based on Modifiable Thresholds

Work Order Management

- Scheduling by Departments and/or Employee
- Multiple Technicians/Multiple Times to a single Order
- Visual Representation of available time frames
- Email notification of Schedule additions/modifications
- Task Scheduler
- Flexible Frequencies from One Time to Months
- Email notification on Success and/or Failures
- Most common tasks such as FTP, Importing, Rating, etc.
- "Hot names" allows for situations such as filenames

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