

BBE – Service Selection Portal

ATTRACTIVE AND USER-FRIENDLY INTERFACE FOR SELFPROVISIONING OF TRIPLE-PLAY SERVICES

Service Selection Portal

Broadband Business Engine – Service Selection Portal (BBE-SSP), is an application within the BBE product family. BBE-SSP is an interface for network owners and service providers to offer end users the possibility to self-provision the broadband services of their choice. Selections made by the end user are logged to a history file in BBE and the service is automatically provisioned to the end user.

Using BBE-SSP, service activation/deactivation is fully automated and this makes it possible to offer completely new types of on-demand services that have not been previously profitable.

Attractive interface for service exposure reduces workload for customer support

BBE-SSP provides service providers with an attractive market place, i.e. a shop window with a state-of-the-art feel, for service exposure, promotion campaigns and marketing. As a result of end users selecting and activating their services themselves, the load on customer support is reduced and hence costs are lowered.

Easy to use for end users

BBE-SSP provides end users, whether residential or business customers, with a possibility to select, activate, deactivate or change their service subscription in real time. Simple wizards guide the end user through the steps. The service is then automatically provisioned via the network to the end users client (CPE/CE, Set Top Box, PC, phone etc.) and is ready for immediate use.



Increase service uptake and consumption

Due to the simplicity with which end users can select and activate service subscriptions with SSP, service usage increases. It is also easier for service providers to allow end users to try new services because no interaction is required by customer service centers. This also reduces the workload for the service center personnel.

“ *The automated order and service activation process via self-service portal makes the buy decision easy for end-customers, further increasing the service take rates.* ”

End-user self-registration

With SSP, end users can register their personal information by themselves. This tool largely reduces time and effort for both end users and service providers.

Reference Portal

The delivery of the BBE-SSP includes a WordPress based reference portal. This allows operators to implement the portal fast and cost efficient. The BBE-SSP open API interface enables, however, integration with any portal implementation. This provides the network owners the full flexibility to use tools and WEB design partners of their choice.

Key benefits

- Graphical user interface for displaying service offerings and automating service selection
- Self-provisioning increases service usage and reduces the cost of customer care
- Large “shop-window” for service campaigns and customized information
- End users can select, activate/deactivate and change services – scheduled or in real time
- A reference portal based on WordPress

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**This product requires BBE-Core version 1.8 or later*