



eMACC Web Services Enhancement Summary

Date: June 2020
From: Stacie Finken, Product Owner
Re: MACC Web Services – Enhancement Summary

Dear MACC Client,

The eMACC Web Services enhancements listed below are effective June 22, 2020. The Web Self-Care enhancements affect both the end-user experience with several new features, as well as the administration application used to control utilization of this new functionality.

For more information on these enhancements, please contact our eMACC Services Support at 402-533-5470 or emacc5470@maccnet.com.

Stacie Finken
Product Owner

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Web Self-Care

➤ *USP Code Short Description*

WSC Admin – Administrators are able to add a short description to the USP Code, overriding the internal USP code description used. This enhancement allows companies to create a more customer friendly service description for their users. To update the USP Code short description, go to My Account | Services. There is a new column labeled Short Description. When populated, it will override the Customer Master USP Code description. When left blank, it will display the USP code description from Customer Master.

Video Service Items

Items	Short Description	Available To	Display Order	Bus/Res	Service Area	Network	Cost
<input type="checkbox"/> CAANN - CABLE BILLING - ANNUAL		Both ▼	0	RES		CBL	\$200.00
<input checked="" type="checkbox"/> CABAS - BASIC CABLE	Basic Cable	Both ▼	0	ALL		CBL	\$32.95

WSC User – Users will be able to view the USP Code Short Description during service selection. The services displayed on the User's Home page will also display the USP Code Short Description defined by the WSC Administrator.

Please select a Service:

SERVICE	QUANTITY	PRICE
Cable Services 1		
Basic Cable	1	\$32.95 ADD
DIGITAL CABLE TV SERVICE	1	\$19.95 ADD

➤ *USP Code Grouping*

WSC Admin – Administrators are able to group USP Codes together to better sell services to customers and develop easier options for users to select services. To create a USP Code Group, access My Account | Services | Services Grouping. Administrators will create a Group Heading, which is a title for the grouping of services they would like to display. The Select option will indicate if the USP Grouping will be available to New Customers, Existing Customers, or Both.

MY ACCOUNT (SERVICES GROUPING)

Published Versions

EFFECTIVE DATE:

Unpublished

EFFECTIVE DATE:

Select One

LOAD

DELETE

Select the following to Group Services for display to the customer

GROUP HEADING

AVAILABLE TO

Both

Choosing a Network will indicate the services displayed for the grouping will be specific to the network selected. A non-network specific option is also available to allow the Administrator to group multiple network services together.

NETWORK TYPES (THAT WERE SAVED ON MY ACCOUNT/SERVICES)

INT - Internet

GROUP SERVICES

<input type="checkbox"/> ALL	SERID	SERVICE	AVAILABLE TO	ORDER	SERVICE AREA	BUS/RES	NETWORK	COST	LEVEL	DESCRIPTION
<input type="checkbox"/>	466	DSL SERVICE - 25 MB INTERNET	Both	1		ALL	INT	75.00	NET	
<input type="checkbox"/>	479	DSL SERVICE - 50 MB INTERNET	Both	2		ALL	INT	99.99	NET	
<input type="checkbox"/>	437	DOUBLE PLAY BUNDLE	Both	0		ALL		79.99	ACCT	
<input type="checkbox"/>	269	EXTREME PACKAGE	Both	0		ALL		95.00	CUST	

SAVE

PREVIEW

RESET

The Save button will save the created USP Code Grouping and the Reset button allows the administrator to make changes to the newly created grouping. The Preview button will open a new window to preview how the saved USP Code Grouping will display to the customer.

Success Telecom
Your Advertising Partners
Profile | Logout

HELLO, YOUR NAME
Today is 6.18.2020

MAKE A PAYMENT
HOME

My Account (Services Grouping)

Please select a Service:

SERVICE	QUANTITY	PRICE	
Cable Services 1			
BASIC CABLE	1	32.95	ADD
DIGITAL CABLE TV SERVICE	1	19.95	ADD

Previously saved groups will appear in the Grouped Services grid below the service selections. When the Edit button is selected, this action will load the group in the Group Selection above the Grouped Services with the refreshed Group Services List and selections. This move will allow the administrator to edit and make changes to the existing grouping. The Delete option will remove the grouping from Grouped Services. To remove the Grouping from the WSC Customer view, you will also need to select the Delete button located under the Effective Date.

GROUPED SERVICES

EDIT	DELETE	GROUP ID#	GROUP HEADING
EDIT	DELETE	5	DSL Services
EDIT	DELETE	6	High Performance
EDIT	DELETE	7	Cable Services 1
EDIT	DELETE	8	Cell Minutes

WSC User – Customers will be able to view the USP Code Groupings by selecting Add A Service from the Home page. Service Groupings will appear in the service list first, followed by the individual services for selection.

TV HI-DEF SERVICES

Please select a Service:

SERVICE	QUANTITY	PRICE	
Cable Services 1			
Basic Cable	1	\$32.95	ADD
DIGITAL CABLE TV SERVICE	1	\$19.95	ADD

➤ **E911 Update Option**

WSC Admin – Administrators can set up an E911 Update option to create a pending trouble ticket in Customer Master. This action will allow customers to submit an E911 update to be reviewed by the company as part of its appropriate E911 process. The administrator will be able to establish defaults including Network Selection, Business/Residential/Both indication, and trouble ticket related fields.

E911 UPDATE Default Values:

NETWORK SELECTION: INT - SUCCESS TEL 7.3.3	DEFAULT REPORT CODE: INT005 - E911 UPDATE
DEFAULT PREFIX: E911 - TT FOR E911 UPDATE	DEFAULT CLASS: INT - INTERNET TROUBLE
DEFAULT CATEGORY: E911 - E911 UPDATE	DEFAULT PRIORITY: URG - URGENT
BUS/RES SELECTION Both	

A company email notification can be set up to notify individual(s) when a pending E911 trouble ticket has been created and is ready for review.

Please enter the following information for Company Email setup

Company Confirmation Email Yes No

Company Email Address
dmorrow@maccnet.com

Company Email Subject
Trouble Ticket - E911 Update

Company Confirmation Email Message
E911 Trouble Ticket #(TroubleTicketNumber) was created for (AccountName), Account Number #(AccountNumber).

A customer email notification can also be established to notify the user of the trouble ticket number assigned to the submitted E911 update ticket.

Please enter the following information for Customer Email setup

Customer Confirmation Email Yes No

Customer Confirmation Email Subject
E911 Update

Customer Confirmation Email Message
(CompanyName) received your E911 update request and has issued Trouble Ticket #(TroubleTicketNumber).

WSC User – Customers will be able to submit E911 updates by accessing the E911 Update selection from the left menu. When accessed, the user can enter basic E911 address information for their update.

E911 Address

PLEASE FILL OUT THIS FORM FOR E911 ADDRESS UPDATE

NETWORK: 3195550210 - INT	CONTACT PHONE: 4025335177	CONTACT EMAIL: sfinken@macnet.com
HOUSE NUMBER 456	HOUSE SUFFIX	PRE-DIRECTIONAL --Select Pre Dir--
STREET NAME MAIN ST	STREET SUFFIX --Select St Suffix--	
LOCATION		POST DIRECTIONAL --Select Post Dir--
CITY BLAIR	COUNTY WASHINGTON	
STATE Nebraska	ZIP CODE 68008	ZIP4

The user will be able to add comments related to the E911 update, and they will be included in the pending trouble ticket. After the information has been entered, the user can click on the Submit button. This action will create a pending trouble ticket in Customer Master and send email notifications to the company and customer if set up by the administrator.

COMMENT

E911 Update Comment test

E911 Address Update has been sent.

SUBMIT **RESET**

The E911 Update address information and comments will be placed in the pending trouble ticket description. Depending on the trouble ticket default selections established by the administrator, the information can be included in the pending trouble ticket. The E911 Update trouble ticket will require the company representative to process the E911 address update based on the company's established E911 processes.

Ticket Editor
 Ticket Num: 594 Plant Regulated LANE FROST
 Network: 3195550210 Mass Outage Num: 9 Active Dt: 03/13/2003
 Type: Internet Pending Network Status: Active-VAC
 Serv Type: Tech Type: SO Inactive Dt:

Stages Actions Questions Comments History Cancel SO Equipment SO Plant Address Net. USP Codes SO Comments

Taken
 By: MaccWebSelfCare
 Time: 6/19/2020 07:55 AM

2 Taken: Complete
 1 min ago To Dispatch

Billable Description: E911 Update Comment test
 Address: 331 MAIN ST Contact Phone: 4025335177
 Report Code: 003 Prefix: 001 Contact Email: sfinken@maccnet.com
 Category: WOIP Priority: URG E911 Address Update:
 Class: INT House Number: 456
 House Suffix:
 Street Suffix: -1
 Pre-Directional: -1
 Post-Directional: -1
 Street Name: MAIN ST

Web Reporting

➤ Network Type Revenue Report Update

The Network Type Revenue report was updated to include Inactive networks. Previously, the report only included active networks. Users now have the option to select Active, Inactive, or Both when generating report results. When the Network Status of Both is selected, the report will include billing data based on active and inactive networks. This enhancement will make Web Reporting more efficient for viewing data based on selected billing dates. The Network Type Revenue report is located under the Marketing reports.

NETWORK TYPE REVENUE:

Template Name: (None)

COMPANY	BUSINESS/RESIDENCE	NETWORK STATUS
(Any)	Both	Active Active InActive Both

DATES

Static From: 9/1/2018
 Dynamic To: 9/1/2018