

The solution allows for real-time access to account information via Web, IVR and/or SMS/USSD channels.

With the Moberia Self.Care solution, users gain unlimited access to information about account and services status. The system also allows to view information about account, billings, active services and listing and activating new services .

Moberia Recharge.Payments—important features:

- on-line
- Web
- IVR
- SMS/USSD
- open standards
- flexible integration

For User:

- on-line support;
- functions:
 - account state;
 - active services;
 - billing and account services;
 - activation of new services;
- access channels:
 - Web;
 - IVR;
 - SMS;
 - USSD;

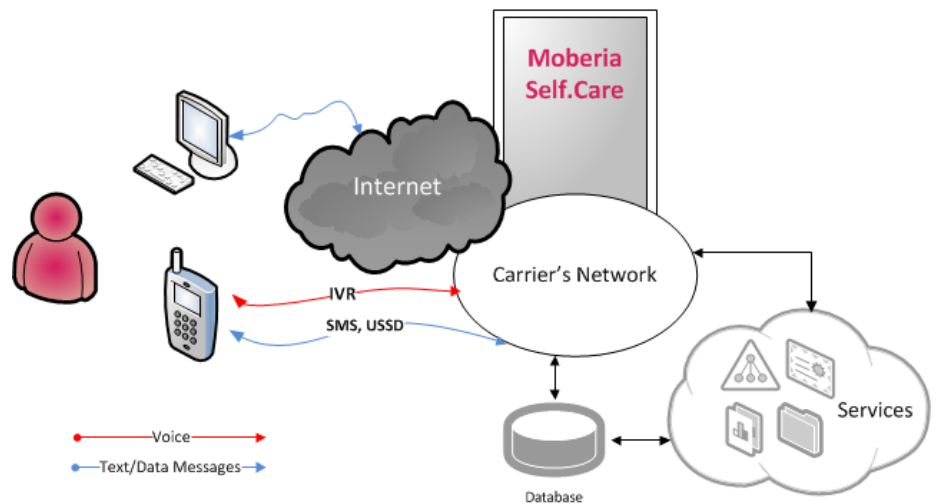
For Carrier:

- flexible integration with IT systems such as :
 - BSS;
 - product catalogue;
 - provisioning;
 - CDR mediation;
- interfaces for IVR integration:
 - DSS1;
 - ISUP;
 - SIP;
- interfaces for SMS integration:
 - CIMD
 - SMPP

Overview.

Moberia Self.Care system allows users for permanent access to key information such as account balance and status, active and available services. It also allows to activate new services and products. The solution is directed particularly to new players who wish to complement their offering with functionality such as IVR and Self-Service while at the same time not to bear substantial investment costs. Moberia Self.Care solution integrates with such IT systems like BSS, product catalogue, provisioning, CDR mediation. It also integrates with the voice switch for IVR access and SMSC or USSD gateway for SMS and USSD channels.

Logical diagram presenting Self.Care service



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Top Reasons to choose Moberia Self.Care

- Complement the functional offer;
- Reduced operational costs;
- on-line sales;
- Web, IVR, SMS/USSD channels;
- Flexible integration with IT systems;
- Flexible integration with network infrastructure
- **Best value for money on the market!**