

# U-Master

CRM

Rating

Billing

Credit Control

Payments

Dunning

Fraud



## Customer Care

A optimized form to view all customer information included service points and multiple meters (Gas, electricity, water...)

Customization and adaptation to all type and kind of companies.

U-Master offering a powerful search function included criteria such like telephone number, check number, service point.

Supports customization for clients requests and answers. All these actions are logged in a single location to have a global view.



Number	Service Point	VAT Plan	Created Date	Reference	Status	Unpaid	Payment Method
1	99887765544	7001	25/01/2010	9876543211	Active	0	None

  

Number	Created Date	Offer	Sale Point	Subscription user	Status	Last Action
1	25/01/2010	Electricity (GDA), Prepaid	D000001	Rachid Namiri	Active	OL
2	03/02/2010	Water, PostPaid	D000002	Chadi Jabbour	In Progress	OL

## Data entering

- Administrative Information
- Commercial Information
- Subscribed Services
- Scoring in real time
- Payment and cashing
- Tariff attribution

## Data processing

- Creation of a customer account
- Contracts generation and printing
- Initial billing
- Initial payment
- Deposit management
- Down-payment
- Meter activation

## Fraud

Fraud module analyze identity cheating.

U-Master provides a red list provisioned by companies manually or by automatic processes.

Manual provision can include information about stolen cards or payment means fraud.



## Credit Control

Offering a real "trust" policy for services availability.

This module is fully customizable according to the company request.

This module has a high level of supervision functions. Scoring module determines a risk about new customers and allows to limits access to services and credit limitations.

This module allows monitoring global company risk or specific clients groups risk.

## Rating

Offering a great panel of rules for usage rating like version and validity period management, time of use, flat rates and progressive rates, discounts...

All data collected from meters can be used for the sake of defining the valuation rules and the accumulations.

Tariff can be defined according to time or quantity.

U-Master includes a real-time rating module engine enabling convergent pre-paid and post-paid offers.

## Billing

Calculating and issuing customer's bills either in real time or in various batch forms, according to desired and customizable time tables and frequencies.

The Billing module takes into account the tax status applicable to clients and to products.

Billing module provides control functions to verify coherence of bills.

Supports convergence capabilities for multi-services like gas, water, electricity...

U-Master manages multi-bills printing according to following modes: Billing data flow, printing on prepared forms, full printing.

Bill formats are totally customizable, including clients profiles.

## Payments

U-Master manages automatic direct debit, credit card debit, wire transfers, checks, cash...

Payment module handles full, partial payments and grouped payments.

This module interfaces with specific equipments like check readers and payments terminals...

## Dunning

U-Master manages payments rejection or absence of payments.

U-Master is able to apply adapted scenario for each type of bad debt type such as insufficient provision, time-table problem, death / invalidity or unexpected event.

This module enables to reschedule payments and restrict certain services.

