SMP

Service Management Portal

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WHAT IS IT?
Our SMP is our main self-service interface to manage the entire Dstny PBX eco-system.

WHY DID WE BUILD IT?
A self-service portal is a cruical in any B2B offering today. But, in order to create customer value it needs to be used. We created the SMP with that in mind. It's built to simplify.

FOR WHO?
- For Service Providers
- For Resellers
- For Organizational administrators

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What is it?

EXAMPLES OF CAPABILITIES

- Create new customers
- Add, modify and delete users in the solution
- Mass import users
- Send activate user apps
- Set up distribution groups and IVR menus
- Record new welcome and queue messages (with TTS support)
- Set opening hours
- Administer desk phones (including bulk provisioning) from Mitel, SNOM, Yealink and Poly.
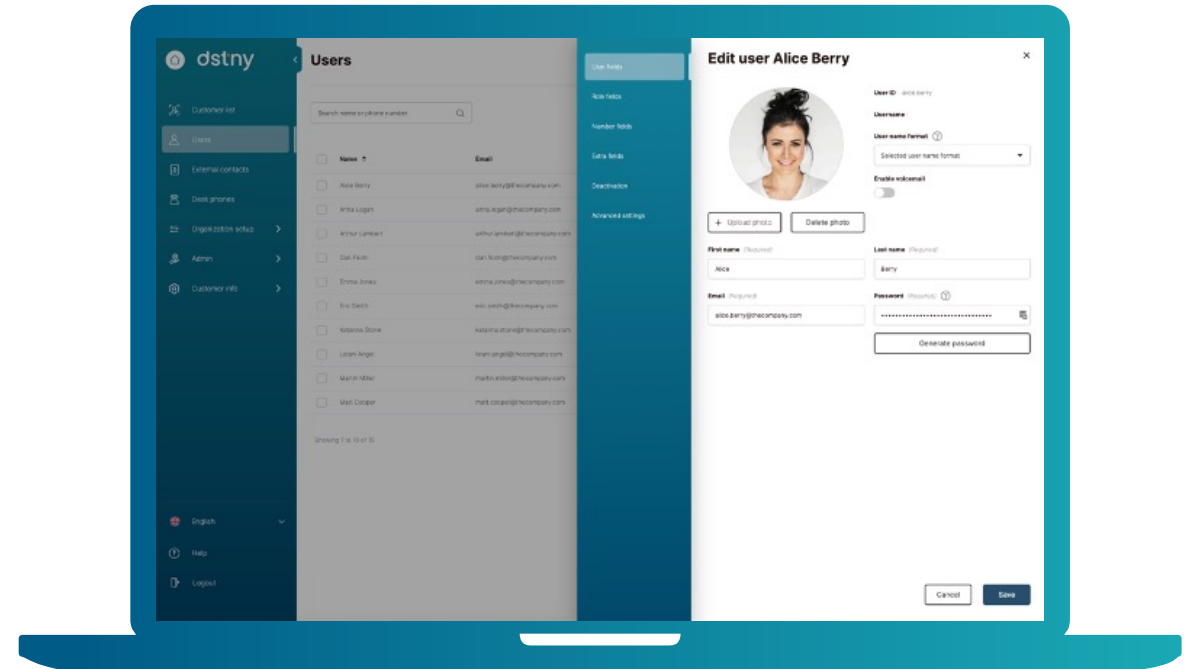
What is it?

EXAMPLES OF CAPABILITIES

- Branding support - Design the portal look and feel for resellers and customers

- Access rights – configure who is allowed to do what in the portal, even down to a specific customer

- A simplified view for end-customers – making them comfortable to take ownership of their own solution

- GUI & API support to secure successful billing of activations and upselling

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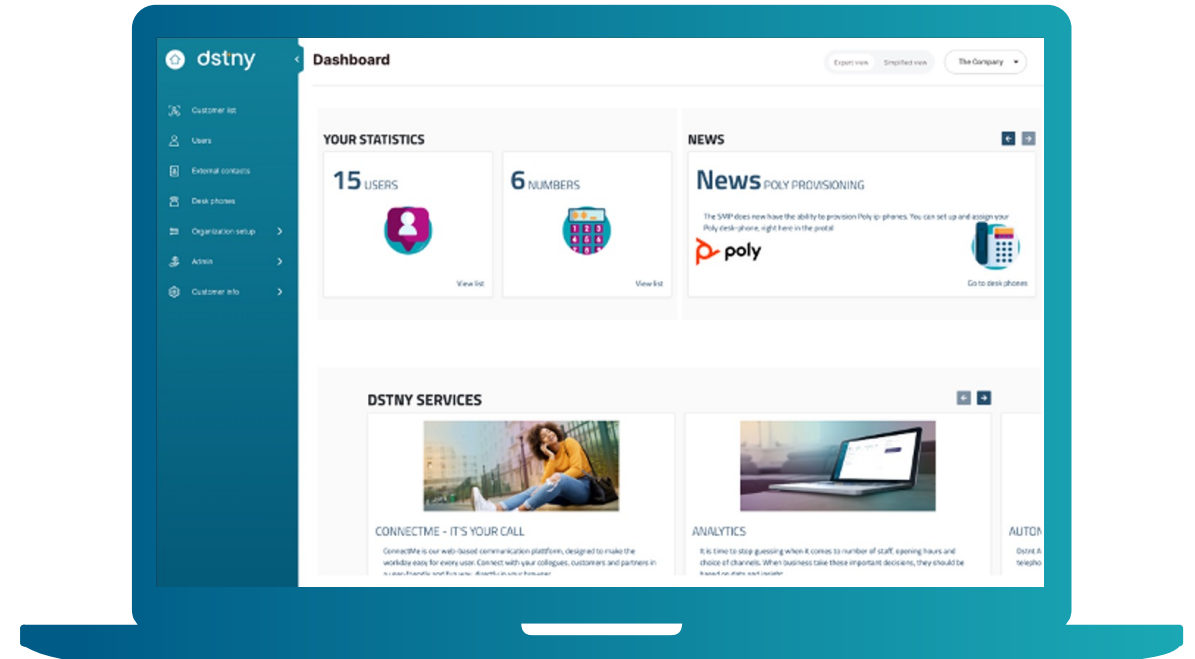
For the **Service Provider**

- Simplifies the lives of the delivery teams by providing a smoother and quicker way to onboard new customers

- Simplifies the lives of the support teams by providing a smoother and quicker way to manage end-customers

- Simplifies/takes away recruitment challenges; broadens recruitment pool by taking away needs for complex technical knowledge and shortens employee onboarding time

- Visualizes the solution and the value of the solution for the end-customer, reducing support demands and creates stickiness

- Creates a possibility to increase reseller loyalty

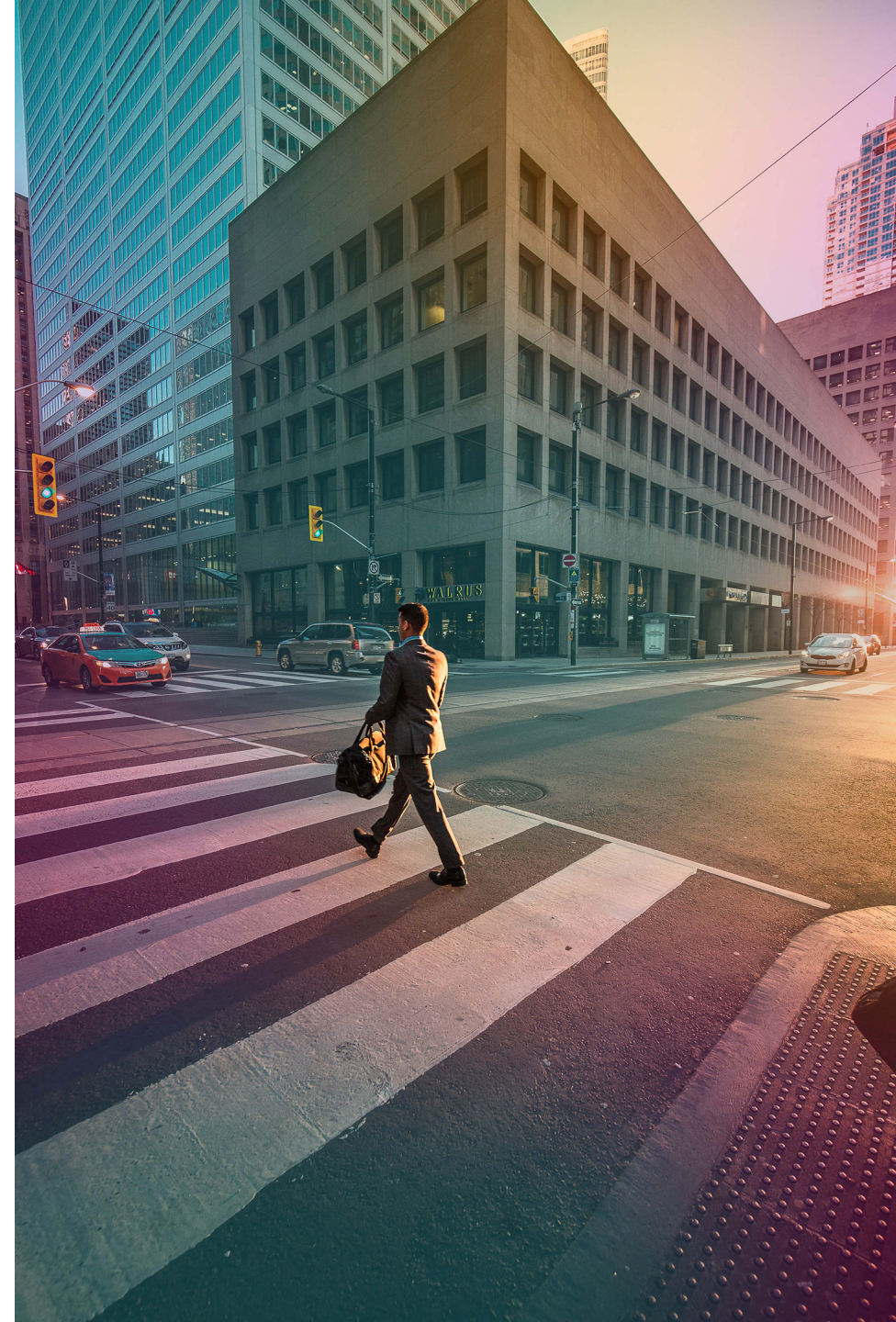- Creates a possibility to upsell – completely digital

For the **reseller**

- Provides an business opportunity to add value by supporting the SP with new customer onboarding

- Provides an business opportunity to add value by supporting the SP with support issues

- Provides an business opportunity to add value by supporting the SP with developing the customer account, upsell and continuous solution improvements

For the **end-customer**

- Improves internal efficiency by providing simple paths to adapt their solution

- Helps improve their external customer experience by simplifying the process of adapting to changing customer needs

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