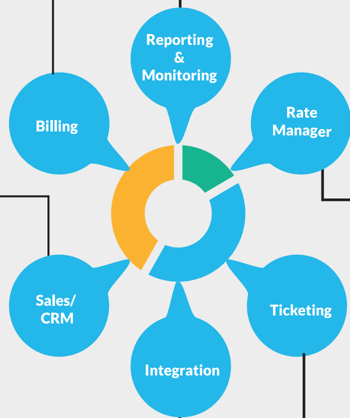
NEON

COMPLETE TELECOME PROCESS MANAGEMENT SOLUTION

PLATFORM FEATURES

Centralized Billing
A Leg Based Rating and Billing
Customized Invoice Templates
Fixed Line and VoIP Billing
Toll Free Number Billing
Statement of Accounts
Invoicing & Estimates
Dispute Management
Multi Level Taxation
Discount Plans

Near-Real Time Monitoring Dashboards
Customizable Reports
Customer and Vendor Reports
Monitor Blacklist Destinations
ACD and ASR Reports
QoS Monitoring
Vendor Hourly Stats
Detailed Call Analysis
View Regional Traffic With Drill Down Capabilities



Performance Based Reporting For Each Account Manager
Manage Customer and Vendor Accounts
Online Contact Management
Better Manage Tasks and New Opportunities
Record Account Activities Emails, Calls, Notes, Issues etc.
Customized Email Templates, Send Bulk Emails

LCR Lists
Rate Generator
Schedule A-Z Generation
Unlimited Rate Tables
Bulk Rate Update
Vendor Blocking
Send Full or Partial Rate Notifications
Support All Major Vendors Rate Sheet Formats

Payment: Auhtorize.net, PayPal, Stripe
Accounting: QuickBook, Sage
Calendar: Exchange
Email: Mandrill/MailChimp
Email Tracking: IMAP
Storage: Amazon Web Service S3

Canned Responses
Create Groups - Billing, Support, Orders etc.
Log Tickets With Suppliers
Service Level Agreements
Use Private Notes For Internal Communication

BILLING

Customized Invoice Templates

Create customized invoice templates with our easy to use template designer.

Call Accounting

Credit Control, Automatic Account Blocking, Account Balances, Netting off, Account Exposure, Un-billed Usage allowing automatic billing for both prepaid and post paid accounts.

Invoicing / Estimate

Generate automatic and manual professional quality PDF invoices, setup recurring and one off charges for both prepay and post paid accounts. Customer specific billing cycles, invoice and Transaction Logs. Create and email estimates to your clients and convert them to invoices on acceptance.

Tax Management

Multi-Level taxes management. Specify multiple taxes at invoice line or overall invoice.

CDRs Processing

Automatic CDR Collection, CDR Rating, Manual CDR Upload, CDR Verification based on multiple authentication rules i.e. ANI, Authenticated IPs and Account Name.

Statement of Accounts

Maintaining a running balance due from account detailing all in and out invoices.

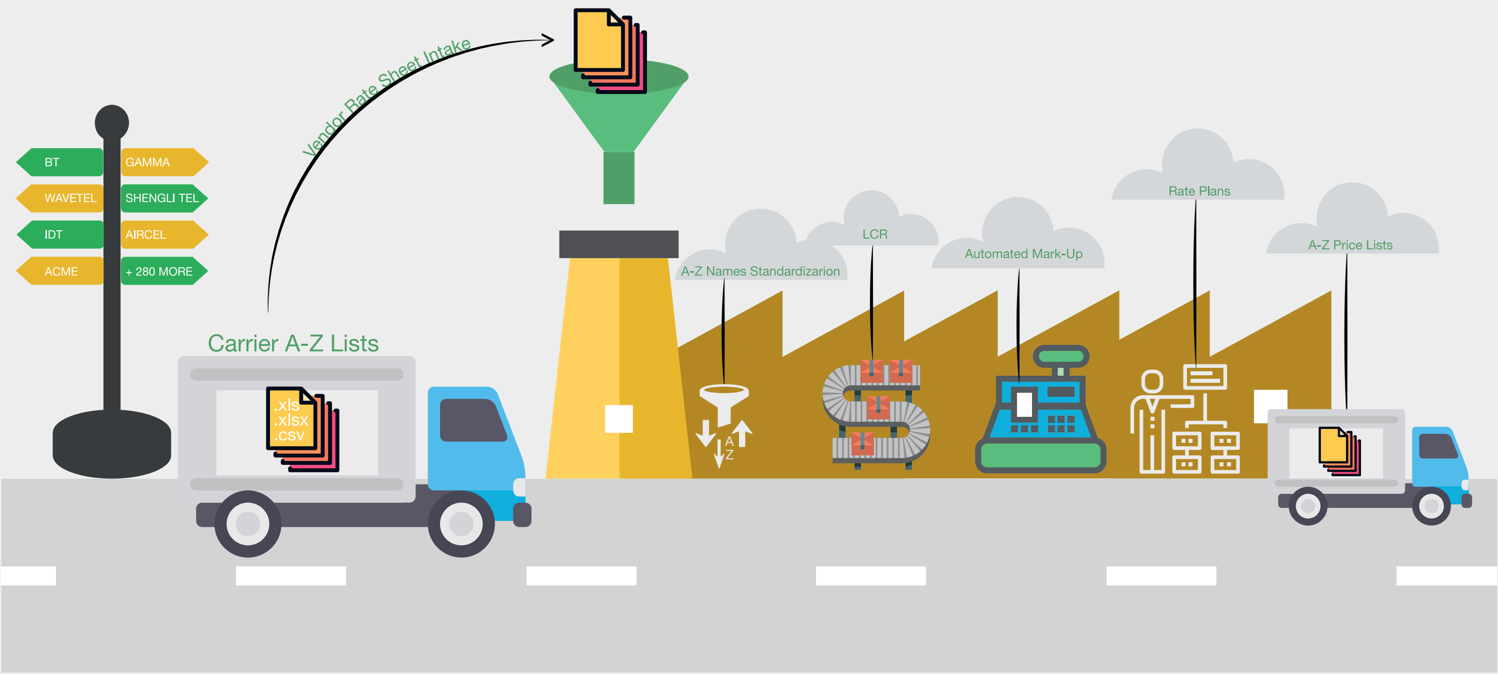
Centralized Billing

Collect CDRS automatically from multiple sources whether it is FTP, VOIP Gateways, CSV and bring all data in to NEON to generate one single multi services invoice. This also enables NEON to have centralized rate cards and analyse all your client and vendor usages from one single interface.

Other Feaures

Fraud Management Tools, Multi Currency, Dispute Management, Discount Plans, Administration, Client Portal, Reminders and Various Integrations.

RATE MANAGEMENT



RATE MANAGEMENT

LCR Lists

Generate your LCR list based on different routing policies i.e. Prefix, Preference etc. and currencies. This greatly simplifies negotiating process between you and your potential provider.

Rate Generator

Prepare a rate table for your customers by analyzing your uploaded vendor rates and rate tables, choose relevant data and apply your margins either percentage or fixed amount to generate A-Z. Schedule A-Z generation and bulk send your A-Z for any date in the future.

Rate Tables

NEON lets you create unlimited rate tables. You can assign rate tables to any number of customers. This provides a single point of maintenance for many customers' rates, though you can also easily override them in cases of negotiated discounts.

Bulk Rate Update

Bulk update and send multiple customer rates with a single click, saving immense time and hassle to individually update all customers.

Rate Notifications

Send full or partial rate notifications from within NEON interface to customers detailing all increases, decreases and no changes.

Vendor Blocking

Block vendors based on prefix or country code.

SALES - CRM

CRM Dashboard

Measure individual or team performance, View Active Tasks, High-level pipeline overview for the entire team, Monthly and Weekly Revenue Stats, Pipeline Summary, Forecasting, Recent Accounts and many more.

Lead Management

Generate, assign, qualify and convert leads to accounts captured through various sources including campaigns, exhibitions, referrals, phone calls etc.

Tasks

Create and assign tasks to other users at any stage in the funnel. Follow up tasks. Tasks board, so you can simply drag and drop tasks from one stage to another. NEON will automatically send you an email reminding you about the tasks that are assigned to you.

Opportunities

With NEON simple and visual pipeline, you can easily organize, manage and maintain your sales opportunities. Simply drag and drop your opportunities from one stage to the next. Pipeline management organizes and streamlines your sales process.

Sales Dashboard

Total revenue, leadership board, active calls, top destinations, sales comparison for different periods and many more widgets which will help to better manage and improve sales team productivity.

Email Marketing

Send more emails and faster with our bulk send option. Complete email conversation history visualized. NEON offers IMAP email integration, which allows you to send email from Neon and get replies logged automatically in Neon

REPORTING & MONITORING

Fraud Management

Fraud Management Tools are designed to automatically detect fraudulent activity and also prevents further losses by acting in real-time. You can setup various alerts which will be raised as soon as fraud will be detected.

Near-Real Time Monitoring Dashboards

You can access to detailed traffic and profit reports, monitor call quality, and manage rates – all through one secure, accurate, reliable web-based platform available 24/7.

Customer and Vendor Reports

Customer and Vendor stats aggregated by Destination, Prefix, Trunk, Account , Gateway, Longest Calls , Expensive calls, Most Dialled Numbers and many more.

ACD and ASR Reports

Customer and vendor ACD and ASR reports aggregated by Destination, Gateway, Trunk, Prefix and Account.

QoS Monitoring

A selection of industry-normal metrics are intended such as ACD (Average Call Duration of Call) and ASR (Answer-Seize-Ratio or link per call attempt) for automated IP voice quality measures based on package loss and jitter.

Customizable Reports

With drag & drop interface you can add or remove reporting widgets to extract the useful information that will work for your business with many types of reports.

Monitor Blacklist Destinations

Setup one or more destinations as blacklisted. You will be alerted straightaway when any traffic will be received on these destinations.

Other Features

Vendor Hourly Stats, Detailed Call Analysis, View Regional Traffic With Drill Down Capabilities

TICKETING

Canned Responses

Customers hate late replies you can avoid that by using "Canned Messages". Create pre-formatted replies to ensure your quick and consistent responses.

Create Groups/Departments

Create as many groups/departments as needed, assign agents to multiple groups/deparments. Configured as accessible through email and/or web-ui only.

Ticketing Dashboard

The dashboard in-depth report shows you an overview of all the important metrics. It also shows you the breakdown of each metric based on various ticket properties.

Other Features

Customized Business Hours, Bulk Actions, Well Defined Replies, Keyboard Shortrcuts, Universal Inbox, Email Templates and many more.

Customer Portal

Give your customers a portal where they can create tickets, view their tickets statuses with respect to settings in their portal.

Pre/Post Ticket Filters

Check your support ticket elements to let them pass through via pre-import and change ticket prority, status, apply predefined response & more.

Tickets From Different Sources

Allowing you to create tickets from more than one place either user can send email to generate a ticket or agent can create from backend.

Customized Email Notifications

Compaines can setup various notification emails. Customize your notification emails accroding to your needs. You can switch on and off these emails from your portal.

INTEGRATIONS

MIRTA

PORTA ONE

VOS

VERIFIED Authorize.Net Click MERCHANT

KOLMISOFT SOLID PROGRESS

Asterisk

PayPal

stripe

QuickBooks

sage

Exchange

MANDRILL

IMAP

freshdesk

Get in touch to arrange a demo

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