

CAN YOU HELP ME?



MANY SERVICE OFFERS SEEM SIMILAR AND NONE FIT MY SPECIFIC NEEDS.



YOUR COMPANY'S PRODUCTS AND PRICING ARE SIMILAR TO OTHERS. WHAT IS UNIQUE ABOUT YOUR OFFER?



CAN I SIGN UP ONCE – WITH ONE
REP OR ON ONE WEBSITE – AND
HAVE JUST ONE BILL FOR MY
WIRELESS, WIRELINE, DATA,
MEDIA AND LONG DISTANCE
SERVICES?



HOW LONG WILL IT
TAKE TO GET SERVICE?



I READ ABOUT THIS
NEW TECHNOLOGY –
WHEN CAN I GET IT?



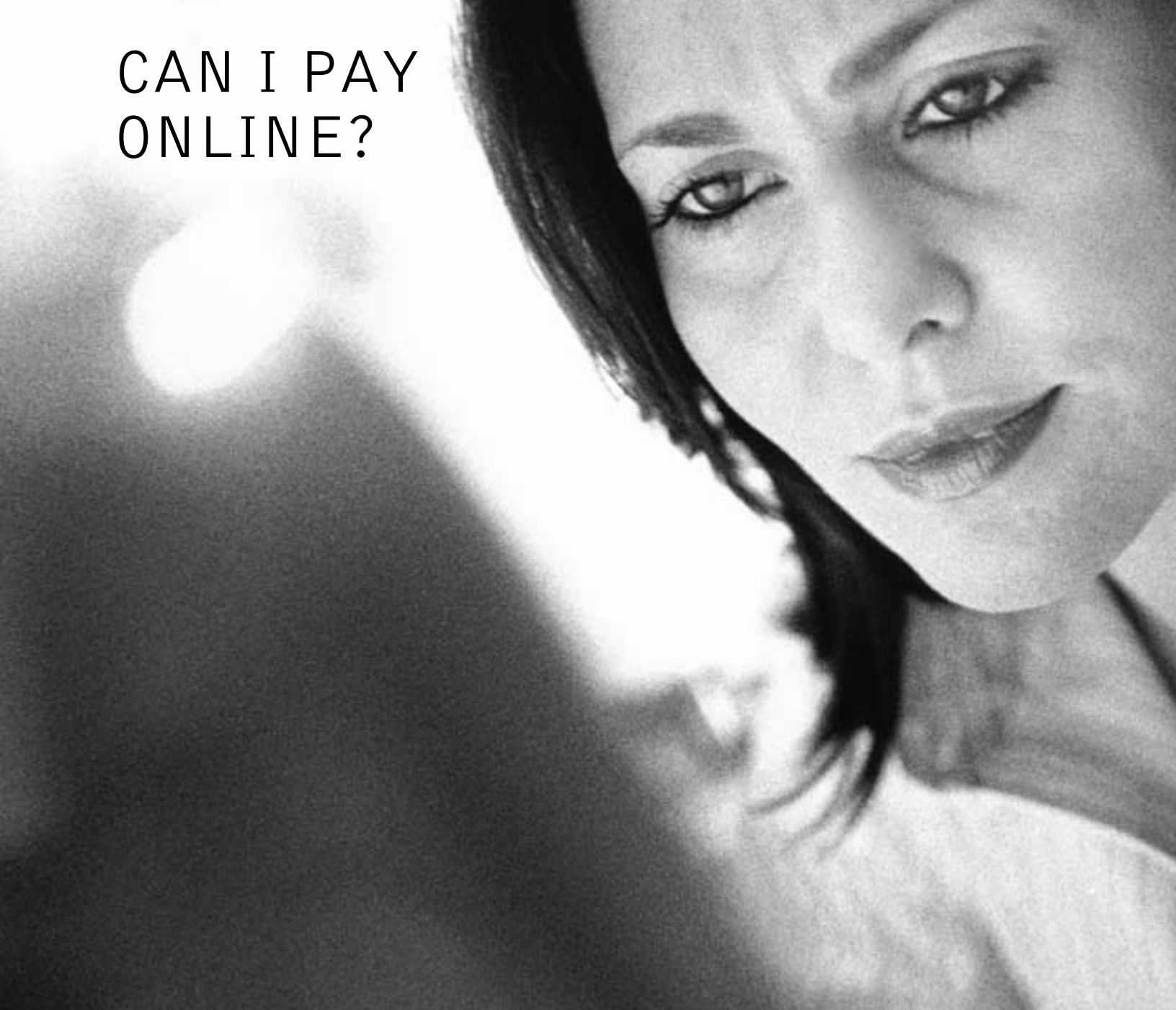
A NEW ICON APPEARED
ON MY SCREEN TODAY –
WHAT IS IT?



HOW LONG DO I HAVE
TO WAIT BEFORE I CAN
USE MY SERVICE?



CAN I PAY
ONLINE?



WHY DO I HAVE TO WAIT
SO LONG ON HOLD, ONLY TO
FIND OUT I'VE CALLED THE
WRONG DEPARTMENT?



WHY CAN'T I HAVE SIMPLE,
STRAIGHTFORWARD
ANSWERS TO MY
QUESTIONS?



THERE'S A PROBLEM
WITH MY BILL.



MEGAN NEEDS HELP.

MEGAN NEEDS SOLUTIONS
THAT SIMPLIFY – NOT
COMPLICATE – HER LIFE.

SHE NEEDS TO WORK WITH A
PROVIDER THAT HAS ADOPTED
INTEGRATED CUSTOMER
MANAGEMENT AS A WAY
OF DOING BUSINESS.

WHAT IS INTEGRATED
CUSTOMER MANAGEMENT?

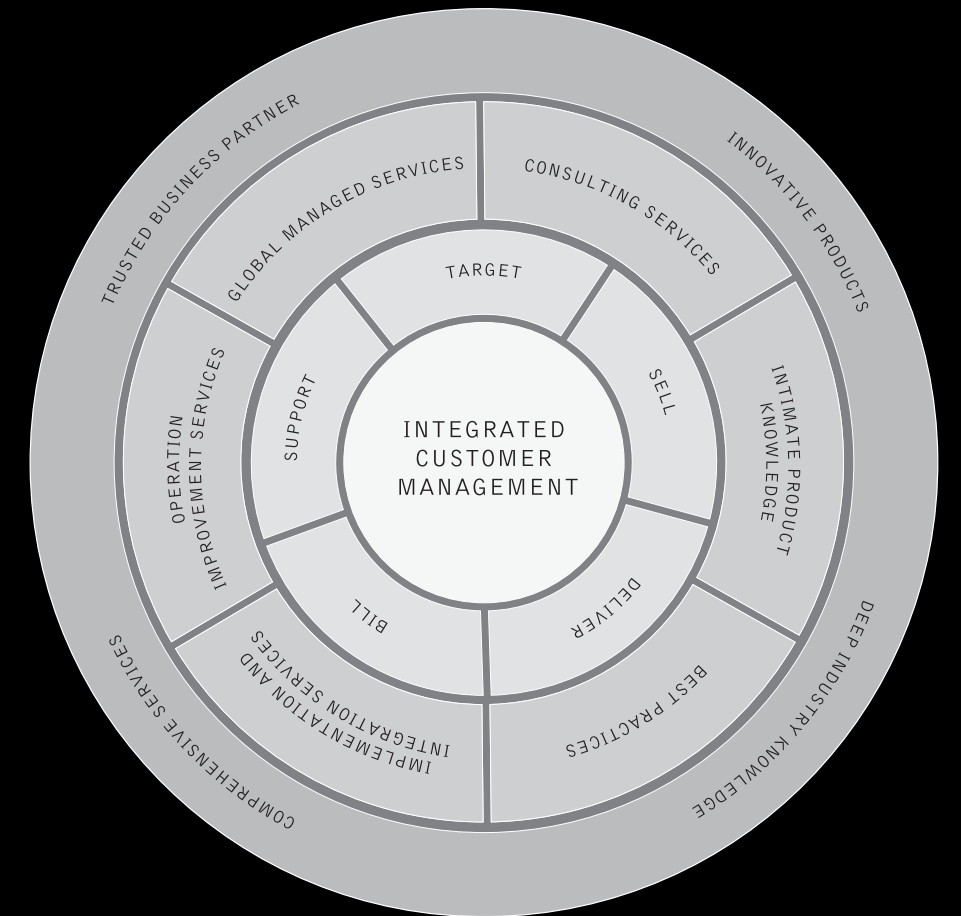
- > ONE CUSTOMER
- > ONE COMPANY
- > ONE BILL

- > ANY SERVICE

AMDOCS ENABLES INTEGRATED CUSTOMER MANAGEMENT SO THAT SERVICE PROVIDERS CAN BUILD STRONGER, MORE PROFITABLE CUSTOMER RELATIONSHIPS BY ORGANIZING BUSINESS PROCESSES AROUND THE CUSTOMER.

HOW AMDOCS ENABLES INTEGRATED CUSTOMER MANAGEMENT

- > DEEP INDUSTRY KNOWLEDGE
- > COMPREHENSIVE PRODUCTS AND SERVICES
- > COMMITMENT TO DELIVERY



THANKS TO HER
PROVIDER'S
INTEGRATED
CUSTOMER
MANAGEMENT
STRATEGY, ENABLED
BY AMDOCS, MEGAN
IS A MORE SATISFIED,
MORE LOYAL AND
MORE PROFITABLE
CUSTOMER.
AND IT SHOWS.

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+61 2 8913 1500

BRAZIL
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I CAN HELP YOU.

AMDOCS LEVERAGED ITS DEEP INDUSTRY KNOWLEDGE, COMPREHENSIVE PRODUCTS AND SERVICES, AND COMMITMENT TO DELIVERY TO HELP DAVID'S COMPANY ADOPT INTEGRATED CUSTOMER MANAGEMENT AS A WAY OF DOING BUSINESS. AS A RESULT, THE COMPANY CAN CREATE INTIMATE, PROFITABLE RELATIONSHIPS WITH HIGH-VALUE CUSTOMERS LIKE MEGAN, WHILE REDUCING THEIR COST OF SERVICE.



ARE YOU CALLING ABOUT THE
PERSONALIZED EMAIL YOU
RECEIVED THIS MORNING?

AMDOCS OFFERS CONTEXT-DRIVEN NAVIGATION THAT ENABLES THE SYSTEMS DAVID USES TO PROVIDE THE RIGHT INFORMATION "IN CONTEXT" TO CUSTOMER CALLS. THESE SYSTEMS ALSO PROVIDE CUES FOR DAVID AND OTHER CUSTOMER-FACING EMPLOYEES TO PROACTIVELY PROVIDE UNIQUE OFFERS AND ASSISTANCE BASED ON CUSTOMER DATA. DAVID CAN WORK MORE EFFICIENTLY AND EFFECTIVELY, AND MEGAN RECEIVES INFORMED, INSIGHTFUL CUSTOMER CARE.



BASED ON YOUR CURRENT
USAGE, THIS BUNDLE OPTION
HAS UNIQUE FEATURES THAT
WOULD LOWER YOUR BILL AND
MAKE IT EASIER FOR YOU TO
USE CERTAIN SERVICES.

AMDOCS WORKED WITH DAVID'S COMPANY TO BUILD A SOLUTION USING PRE-INTEGRATED PRODUCTS — AMDOCS MEDIATION, AMDOCS BILLING AND AMDOCS CRM — TO ALIGN SYSTEMS, MAKING ALL CUSTOMER INFORMATION VISIBLE TO FRONT-LINE EMPLOYEES IN REAL TIME. WITH THIS DATA, THEY CAN HELP CUSTOMERS IDENTIFY THE OFFERS OR PROMOTIONS THAT WILL BE UNIQUELY VALUABLE TO THEM.

A black and white photograph of a man in a call center setting. He is wearing a headset with a microphone and is looking towards the right of the frame. He has a slight smile and his hands are clasped in front of him. The background is slightly blurred, showing what appears to be a computer monitor and office equipment.

I'D BE HAPPY TO SIGN YOU UP
FOR ANY SERVICE. AND YES,
WE CAN CONSOLIDATE ALL YOUR
BILLS ONTO ONE STATEMENT.

WITH AMDOCS ORDER MANAGEMENT AND AMDOCS BILLING,
ALONG WITH EXPERT SYSTEMS INTEGRATION, DAVID'S COMPANY
HAS ALIGNED AND INTEGRATED ITS ORDERING AND PAYMENT
CHANNELS. CUSTOMERS CAN CONSOLIDATE WIRELESS, WIRELINE,
DATA, AND PRE- AND POST-PAID BILLING WITH ONLINE AND
OFFLINE CHARGING CAPABILITY.

A black and white close-up photograph of a hand holding a pen. The hand is positioned as if about to write or sign a document. The background is dark and out of focus, emphasizing the hand and the pen.

YOUR NEW SERVICE WILL
BE EFFECTIVE TODAY.

AN AMDOCS-BASED INFRASTRUCTURE IS BUILT FOR CHANGE,
MAKING IT EASY FOR SERVICE PROVIDERS TO PROVIDE NEW
SERVICES QUICKLY AND WITH FLEXIBILITY.

A black and white photograph showing a close-up of a hand holding a computer mouse. The mouse is positioned over a keyboard. The lighting is dramatic, with strong highlights and deep shadows, emphasizing the textures of the mouse and keyboard keys.

WE HAVE THAT
TECHNOLOGY TODAY.

DAVID'S COMPANY CAN LAUNCH NEW SERVICES WITH LOW RISK AND QUICK TIME TO MARKET DUE TO AMDOCS' PRE-INTEGRATION WITHIN ITS PORTFOLIO AND WITH OTHER TECHNOLOGY PARTNERS.

A black and white photograph of a man in a call center. He is wearing a headset with a microphone and is looking towards the right. His hand is near his ear, possibly adjusting the headset. The background is a plain, light-colored wall with a grid pattern.

WE JUST INTRODUCED A NEW
SERVICE AS PART OF YOUR
BUNDLE. LET ME WALK YOU
THROUGH THE SETUP.

AMDOCS' INTELLIGENT CALL CENTER TECHNOLOGY ALLOWS DAVID TO QUICKLY AND EASILY RECOGNIZE THE STEPS HE SHOULD TAKE TO RESPOND TO CUSTOMER QUERIES. HE CAN QUICKLY LEARN A SINGLE SYSTEM, THEN APPLY THOSE SKILLS TO LEARNING ANY AND ALL NEW PRODUCTS HIS COMPANY INTRODUCES.



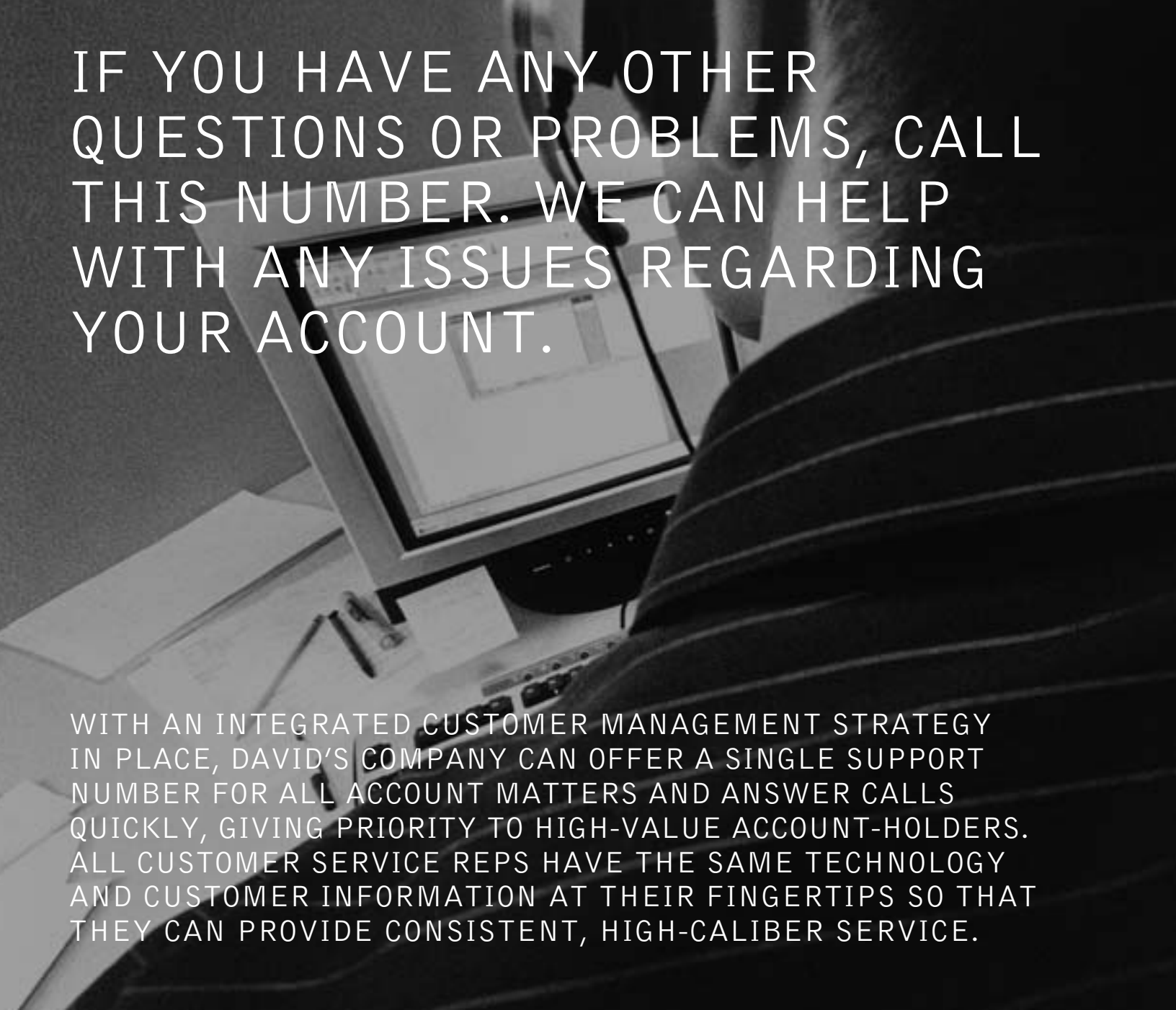
THAT FEATURE IS NOW ACTIVE –
YOU SHOULD BE ABLE TO CHECK
YOUR EMAIL IMMEDIATELY.

DAVID'S COMPANY IS ALIGNED, AGILE AND CUSTOMER-FOCUSED, THANKS TO THEIR INTEGRATED CUSTOMER MANAGEMENT STRATEGY, ENABLED BY AMDOCS. DAVID CAN BE ASSURED THE RIGHT DATA IS UPDATED AND CUSTOMERS' SERVICES ARE APPLIED IMMEDIATELY TO THE SYSTEM.



YOU CAN MAKE PAYMENTS THE
WAY YOU WANT TO: ONLINE,
BY PHONE, OR IN A STORE.

COMBINING AMDOCS SELF SERVICE WITH AMDOCS MEDIATION AND AMDOCS BILLING, DAVID'S COMPANY CAN ALLOW CUSTOMERS TO CONSOLIDATE THEIR WIRELESS, WIRELINE, LONG DISTANCE, MEDIA AND DATA SERVICES ON ONE ACCOUNT, AND MAKE PAYMENTS HOWEVER THEY CHOOSE.

A black and white photograph of a person sitting at a desk, viewed from behind. They are wearing a striped shirt and looking at a computer monitor. The monitor displays a software interface with various charts and data. The person's hands are near the keyboard. The background is slightly blurred, showing a typical office environment.

IF YOU HAVE ANY OTHER
QUESTIONS OR PROBLEMS, CALL
THIS NUMBER. WE CAN HELP
WITH ANY ISSUES REGARDING
YOUR ACCOUNT.

WITH AN INTEGRATED CUSTOMER MANAGEMENT STRATEGY
IN PLACE, DAVID'S COMPANY CAN OFFER A SINGLE SUPPORT
NUMBER FOR ALL ACCOUNT MATTERS AND ANSWER CALLS
QUICKLY, GIVING PRIORITY TO HIGH-VALUE ACCOUNT-HOLDERS.
ALL CUSTOMER SERVICE REPS HAVE THE SAME TECHNOLOGY
AND CUSTOMER INFORMATION AT THEIR FINGERTIPS SO THAT
THEY CAN PROVIDE CONSISTENT, HIGH-CALIBER SERVICE.

A black and white photograph of a man in profile, facing right. He is wearing a headset with a microphone and is looking towards a whiteboard. The whiteboard has some faint, illegible text on it. He is wearing a dark long-sleeved shirt. The background is a plain wall.

I AM EMPOWERED
TO ANSWER ALL
YOUR QUESTIONS.

WORKING WITH AMDOCS, DAVID'S COMPANY DEVELOPED A
CLEAR, CUSTOMER-ORIENTED STRATEGY, BUSINESS PROCESS
RE-ENGINEERING, EMPLOYEE TRAINING AND NEW SOFTWARE
CAPABILITIES ALL DESIGNED TO SIMPLIFY CUSTOMER
INTERACTIONS WHILE LOWERING COSTS. NOW, FRONT-LINE
EMPLOYEES CAN RESPOND TO CUSTOMERS PROACTIVELY
AND WITH CONFIDENCE.



NO PROBLEM.
LET'S FIND A SOLUTION.

NOW THAT DAVID'S COMPANY HAS COLLECTED AND ALIGNED CUSTOMER INFORMATION ACROSS DEPARTMENTS, SYSTEMS AND PROCESSES, DAVID HAS THE TOOLS TO HELP.

I AM HERE TO HELP.

DAVID CAN SIMPLIFY MEGAN'S LIFE.

BECAUSE DAVID'S COMPANY HAS ADOPTED INTEGRATED CUSTOMER MANAGEMENT AS A WAY OF DOING BUSINESS, HE CAN RESPOND TO CUSTOMERS' QUESTIONS AND CONCERNS WITH EASE AND AUTHORITY.

INTEGRATED CUSTOMER MANAGEMENT IS A WAY OF DOING BUSINESS.

THE KEYS TO ITS SUCCESS ARE:

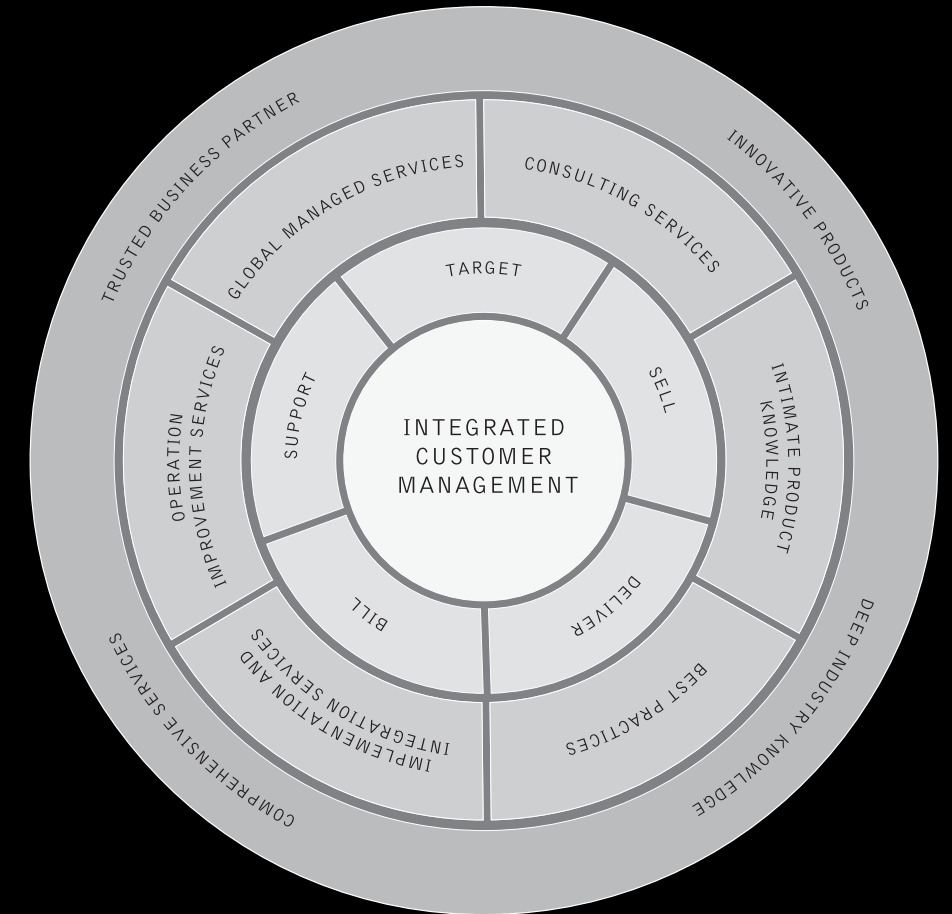
- > CUSTOMER-CENTRICITY
- > AGILITY
- > ALIGNMENT

STRONGER, MORE PROFITABLE
CUSTOMER RELATIONSHIPS =

PROVIDING PROACTIVE
SOLUTIONS THAT MEET
CHANGING CUSTOMER NEEDS.

HOW AMDOCS ENABLES INTEGRATED
CUSTOMER MANAGEMENT

- > DEEP INDUSTRY KNOWLEDGE
- > COMPREHENSIVE PRODUCTS AND SERVICES
- > COMMITMENT TO DELIVERY



DAVID KNOWS CUSTOMERS ARE EXTREMELY VALUABLE TO HIS COMPANY. BY ADOPTING AN INTEGRATED CUSTOMER MANAGEMENT STRATEGY, HIS COMPANY HAS EMPOWERED HIM TO HELP BUILD PROFITABLE, LONG-TERM CUSTOMER RELATIONSHIPS.

THANKS TO HIS COMPANY'S INTEGRATED CUSTOMER MANAGEMENT STRATEGY, ENABLED BY AMDOCS, DAVID IS MORE EFFECTIVE, MORE EFFICIENT AND HAPPIER WITH HIS JOB. AND IT SHOWS.

