

**Transcript of Amdocs video clip
(To be used as video only)**

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Customer Experience

I was quite early involved in-- the concept of the smart client. I was in fact-- a beta tester of the smart client.

And as soon as we got some information on how it was working and how it could improve our performance, we decided to implement and to upgrade our thin client to the smart.

It took us about-- 200 man days' investment to upgrade the thin client to the smart.

So for us it is a success story.

Compared to other products I know, upgrading that kind of architecture – from thin to smart, which is in fact a technology upgrade, it's very fast. If you compare it to other products and other solutions, you can end up with projects in between 1,000 and 2,000 man days.

Process manager is used to process in fact the inbound e-mail, to do the correct analysis of if it's a case, if it's a change request against which SLAs we have the CRs to be implemented or the case needs to be fixed. And process manager is also driving the self service portal. So automated processes in the portal is driven by process manager.

Often we need to reply to some customer needs and then we need to make some developments dedicated for a specific customer because we need to support their processes and not our processes. Using the smart is in fact reducing our implementation cost of features with 20 to 25 percent without any doubt.

For the customers, the smart implementation is transparent. The only impact they see is in fact that case and change requests are registered much faster because the operator is able to look up the data in a convenient time instead of asking the customer, 'hold on, have you a couple of seconds because I need to verify some information.' When the customer is online, we can see the data straightaway and the interface is fast on responsiveness.

Link to Video on Amdocs.com

<http://www.Amdocs.com/About/Success/Pages/BelgacomICT.aspx>