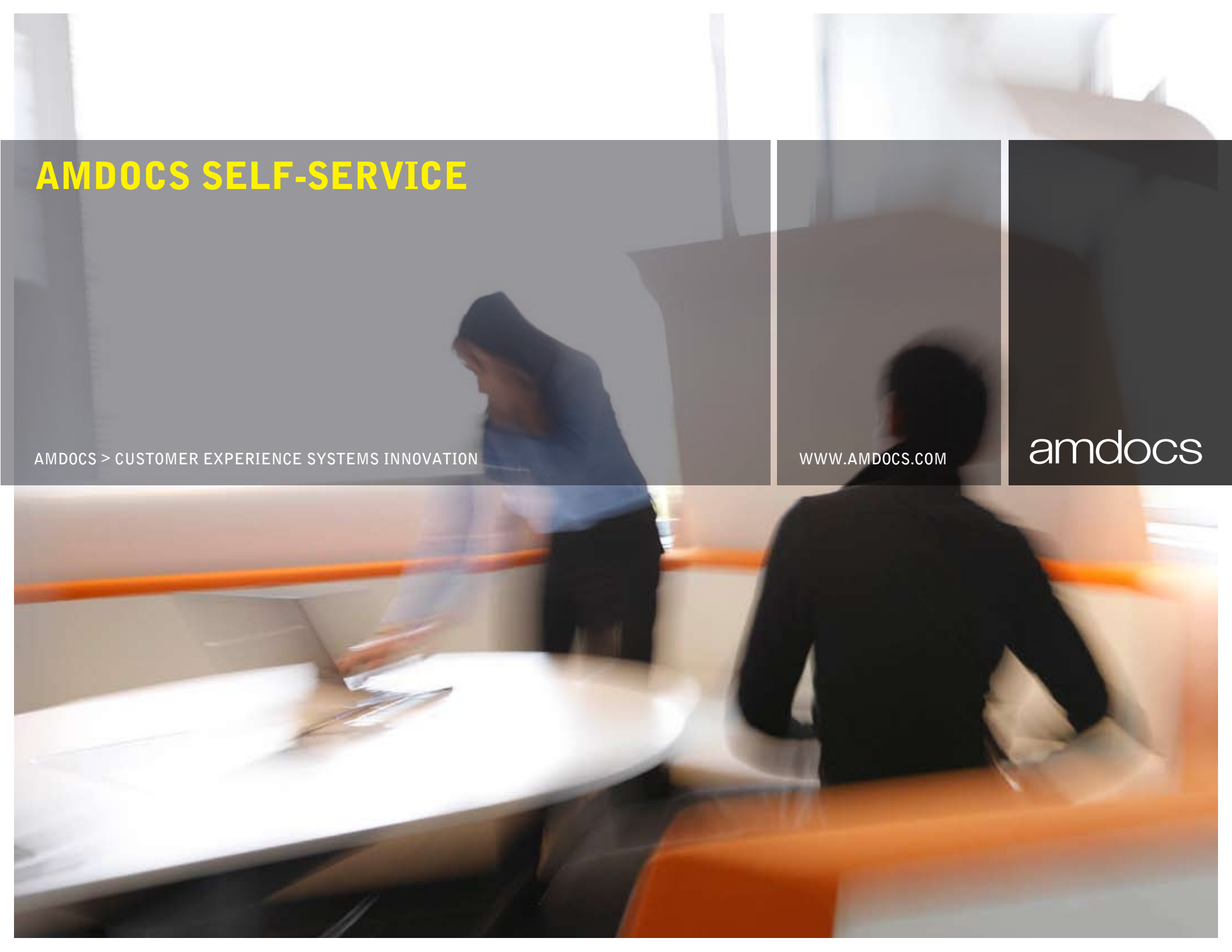


AMDOCS SELF-SERVICE

AMDOCS > CUSTOMER EXPERIENCE SYSTEMS INNOVATION

WWW.AMDOCS.COM

amdocs



IF YOUR CUSTOMERS WANT MORE CONTROL, JUST GIVE IT TO THEM...

TODAY'S CUSTOMERS HAVE MORE CHOICES THAN EVER, AND THEY ALSO EXPECT MORE FROM THEIR RELATIONSHIP WITH YOU THAN JUST VALUE FOR MONEY AND INNOVATIVE PRODUCTS AND SERVICES. THEY WANT TO BE IN CONTROL. THEY WANT CONVENIENCE. AND THEY WANT SIMPLICITY.

THAT'S WHY WE CREATED OUR SELF-SERVICE.

IT ALLOWS YOU TO REDUCE COSTS AND TO GIVE YOUR CUSTOMERS THE HIGHEST LEVEL OF SELF-SERVICE POSSIBLE—THE ABILITY TO CHOOSE HOW THEY WANT TO MANAGE THEIR ACCOUNTS, PAY THEIR BILLS, REQUEST SUPPORT, AND SHOP—DIRECTLY VIA THE WEB, TELEVISION OR TELEPHONE.

AND SINCE WE OFFER SELF-SERVICE SOLUTIONS IN DIFFERENT COMBINATIONS OF MODULAR APPLICATIONS, YOU CAN CREATE THE SOLUTION AND THE EXPERIENCE THAT YOU AND YOUR CUSTOMERS NEED.

AMDOCS SELF-SERVICE IMPLEMENTATIONS SERVE MORE THAN 50,000,000 REGISTERED USERS FOR MORE THAN 13 LARGE COMMUNICATION SERVICE PROVIDERS ACROSS THE WORLD.

E-BILLING PRESENTMENT AND PAYMENT

Amdocs E-Billing consolidates the information from all your billing systems to provide a single, convergent view of billing information, so that customers can view their bill and check the details of individual calls over the Web either dynamically or via PDF.

They can also view their previous bills, unbilled calls and hierarchical bill summaries, as well as pay or dispute bills. And users can either deploy traditional e-billing or chose to provide "smart" e-billing, where online bill analysis can be provided within the context of the customer's invoice.

Administrators of corporate customers can set permission schemes, allowing bills to be viewed and explored at various levels of the customer's organization, and they can pay corporate bills through template-based approval flows.

Amdocs E-Billing also enables your customers to investigate and analyze their usage of services and related charges. This analysis can be performed through pre-defined reports or online analytical processing (OLAP), allowing your customers to easily monitor their communication costs.

In addition, corporate customers can analyze both the usage and charges for cost center groups within their corporate hierarchy. Amdocs Self-Service Report enables you and your corporate customers to add user-defined reporting capabilities for ad-hoc queries.

E-COMMERCE AND ORDERING

Amdocs E-Commerce enables shopping and purchasing in your web self-service portal, providing shopping cart, product catalog, personalization and pricing capabilities.

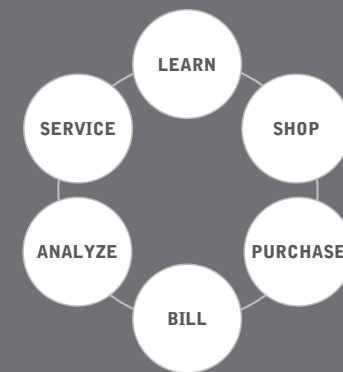
Amdocs E-Commerce gives your business the ability to create a highly-personalized and targeted shopping experience enabling you to capture more revenue through lower cost online channels.

Corporate customers receive control over which products and services they can offer individuals within their organization and they also gain online control over their communications resources and inventory, such as mobile handsets.

Corporations can also perform mass activations, suspensions, configurations, exchanges and deactivations of equipment and services.

Amdocs Self-Service processes 5,000,000 E-Commerce transactions per month - and it continues to grow!

SELF - SERVICE LIFECYCLE



E-SERVICE AND KNOWLEDGE MANAGEMENT

Amdocs E-Service empowers customers to manage their accounts, create trouble tickets and find the answers to questions and resolve service issues through your web self-service portal.

Amdocs E-Service integrates with customer management and provides search, knowledge management and trouble-ticketing functions to give customers the tools to efficiently manage their services with your business.

Amdocs E-Service manages the self-service profile including account information, passwords, security and look and feel of their self-service homepage.

As well as offering customers an online unified view of their accounts – including voice and data services – they can also actively update their account and subscriber information and receive promotional offerings related to their support issues and enquiries. Through integration with leading e-service solutions, Amdocs offers agent chat and co-browse capabilities, virtual agent assistance and personal virtual device education.

IMPROVE YOUR OPERATIONAL EFFICIENCY

With Amdocs Self-Service, not only can you replace paper bills, but you can also reduce the number of days before receiving payment and improve the collection process by automating invoice disputes and resolution. You can also deflect service phone calls to web-based self care which needs little or no direct agent interaction, enabling you to scale up efficiently to keep up with your growing customer base

MORE WEB PURCHASING

With Amdocs Self-Service, you can increase revenues by speeding up the 'order- to-cash' process. Since your customers can now easily shop for, order and configure services and equipment 24x7, this means you can quickly introduce new services and bundled offerings to the market, capitalize on a greater exposure of these offers, and also reinforce your branding to your target audience.



WHY WAIT LONGER FOR PAYMENT

Self-service isn't just about deflecting billing enquiries or changing paper to electronic bills. It's about automating key processes in the billing lifecycle that benefit both the end users and your business. Amdocs Self-Service helps reduce the time to payment by creating an automated dispute and adjustment process which helps avoid lengthy delays for bill payment.

BETTER SELF-SERVICE, MORE LOYALTY

Adoption rates for self-service are important because they result in operational cost-benefits. Amdocs Self-Service provides everything you need to keep your customers coming back to your portal – efficient management of services, valuable offers and easier and secure purchasing and the means to take on problems and resolve them.



ABOUT AMDOCS

Amdocs is the market leader in customer experience systems innovation. The company combines business and operational support systems, service delivery platforms, proven services, and deep industry expertise to enable service providers and their customers to do more in the connected world. Amdocs' offerings help service providers explore new business models, differentiate through personalized customer experiences, and streamline operations. A global company with revenue of \$2.86 billion in fiscal 2009, Amdocs has approximately 18,000 employees and serves customers in more than 60 countries worldwide. For more information, visit Amdocs at www.amdocs.com.

Amdocs has offices, development and support centers worldwide, including sites in:

THE AMERICAS:

BRAZIL
CANADA
COSTA RICA
MEXICO
UNITED STATES

ASIA PACIFIC:

AUSTRALIA
CHINA
INDIA
JAPAN
SINGAPORE
THAILAND

EUROPE, MIDDLE EAST & AFRICA:

CYPRUS
CZECH REPUBLIC
FRANCE
GERMANY
HUNGARY
IRELAND

ISRAEL
ITALY
THE NETHERLANDS
POLAND
RUSSIA
SOUTH AFRICA

SPAIN
SWEDEN
TURKEY
UNITED KINGDOM

For the most up-to-date contact information for all Amdocs offices worldwide, please visit our website at www.amdocs.com/corporate.asp

amdocs