# Mobile POS (mPOS)

Introduction

Service providers have diverse customer needs. Some are more digitally savvy and choose to use self-service apps, while others prefer interacting with agents in person. **Alepo's mPOS** lets operators leverage the benefits of digitization to enable a more convenient in-person customer experience.

The mPOS – mobile point of sale – lets operators empower their field agents, dealers, resellers, and other POS contacts with a user-friendly mobile app and web portal for sales and support activities. It provides **one app for all users**, accessible using any internet-enabled device. They can perform actions based on their roles, from onboarding new customers to managing accounts of existing customers.
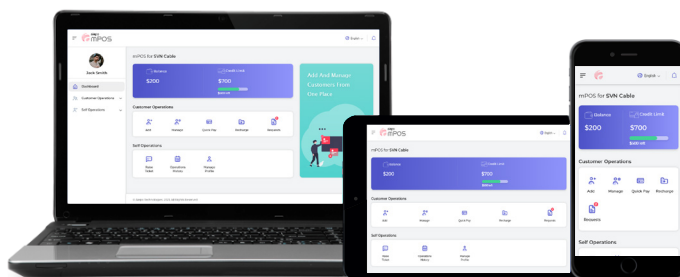
Alepo mPOS has an easy-to-use and intuitive interface that guides users through processes. It enables users to effortlessly complete operations, while helping operators grow their subscriber base and market channels.

The platform is pre-integrated with Alepo's Digital BSS suite, ensuring comprehensive business process automation and providing a seamless user experience.

Alepo mPOS Architecture
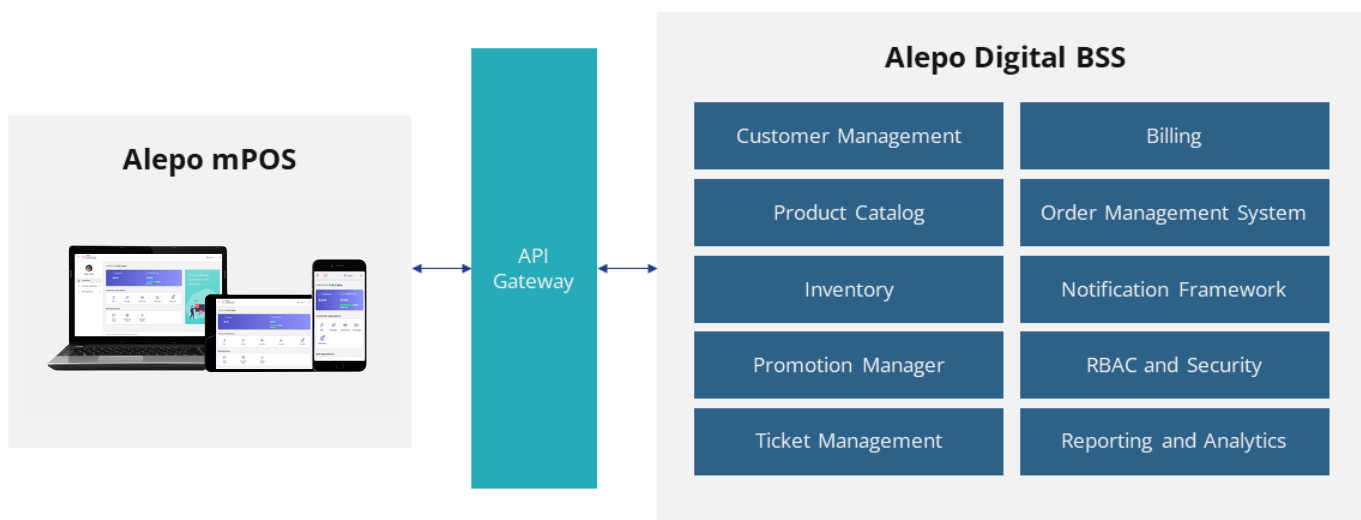
Solution Architecture

Business Benefits to Operator

- Accelerates customer acquisition and onboarding, helping expand the subscriber base.

- Expands market reach through new sales channels like dealers and distributors.

- Boosts customer experience by offering a "shop local" experience to end customers.

- Enhances the customer value journey and reduces pre- and post-sales efforts.

- Reduces operational costs by easing burden on call centers.

- Facilitates easy and hassle-free collections.

Sell On The Go	Enhance Customer Service	Effortlessly Manage Accounts

Sell On The Go

Centralized Product Catalog
The streamlined application empowers users to easily sell products and services from an integrated product catalog.

Wizard-Based Onboarding
The simple onboarding process helps dealers and agents to rapidly onboard retail as well as enterprise customers.

Visually Appealing Catalog
Agents can easily browse the sales catalog with their customers, letting them compare and choose the services that are most relevant to them.

Fully Customizable
The system provides full control over contract selection, plan customization, add-ons, and transparent billing and charging, helping enhance CX.

Pre-integration with CVM
It is pre-integrated with Alepo's Customer Value Management (CVM) module, which lets users apply promotions throughout the sale journey.

Sign-Up with OTP
Customers are signed up using an OTP that's sent on the number they provide, reducing the possibility of fake registrations and improving security.

Enhanced Customer Service

Account and Service Updates

Users can easily sell new services, track status, and manage, update, and cancel existing services. They can also view the balances and allowances in the customer's account and update their profile on OTP verification.

Individual and Bulk Transactions

With Alepo mPOS, users can complete payments for an individual customer or make bulk transactions for multiple customers at one go. CSPs can control how many payments are permitted in a single bulk transaction.
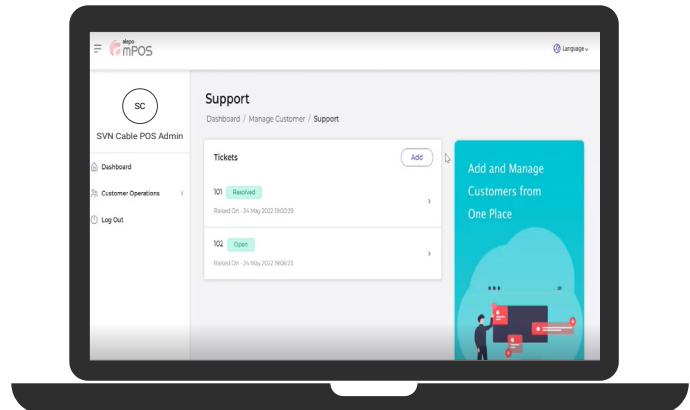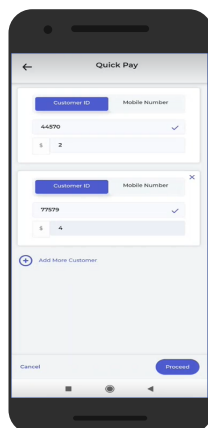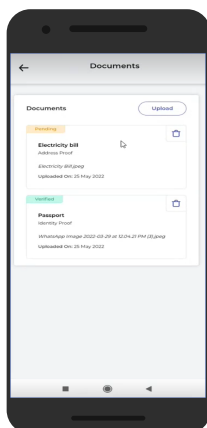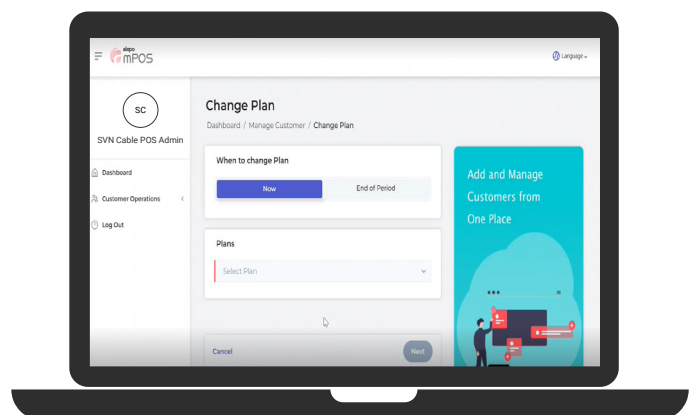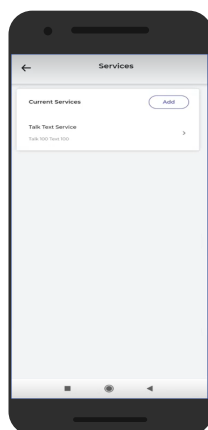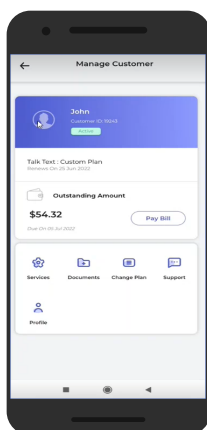
KYC Verification

Users can manage KYC for customers, uploading documents against their profiles and tracking the verification status.

Trouble Ticketing

Users can raise trouble tickets on behalf of customers and give them status updates, drastically reducing calls to call centers.

Manage Customer Operations

Effortlessly Manage Accounts

User and Customer Accounts

Alepo mPOS lets users effortlessly manage customer accounts as well as their own. They can perform actions and view details like account balance and credit limit.

User-Specific Custom Branding

Alepo mPOS supports user-specific branding for the mobile app and web portal, offering a personalized user experience when interacting with customers.

Reporting and Analytics

Users get detailed business insights with comprehensive reports (commissions, customers, products, region-wise sales, revenue, and more.

Ticket Resolution

Users can take various different actions on tickets assigned to them to quickly resolve issues, helping improve customer satisfaction.

Alerts and Notifications

In-app alerts and notifications help users stay updated about changes to customer accounts, open tickets, and more.

Multilingual Application

Alepo mPOS provides multilingual support for Android and iOS, letting users access it in their preferred language.

Secured POS Experience

Alepo's mPOS application is built on a highly secure platform that safeguards it against potential threats. It implements various measures to prevent security breaches.

Some of the mechanisms it supports:

- Biometric login
- Account lockout on multiple failed login attempts
- Strong password policy implementation
- Password expiry control
- Notification 'X' days before password expiry
- Role-based access control
- Brute force attack detection
- Audit trail of performed operations
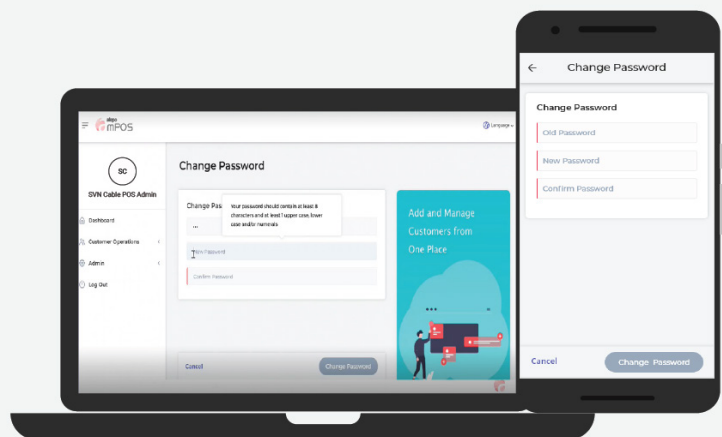
Unique Selling Points

All-Device Friendly
Accessible on any internet-enabled device: smartphone, laptop, PC, iPad, and more.

Intuitive User Interface
Easy to understand and navigate, helping simplify POS operations for all users.

One App for All Users
Designed for all CSP users: sales team, affiliates, dealers, field agents, and CSRs.

Latest Technologies
Built with smart tools and techniques that are highly adaptable, secured, and reliable.