

A 5G-ready digital BSS that provides CRM, omnichannel self-care, convergent charging, billing, and revenue management on a modern virtualized platform for rapid delivery, monetization, and management of digital services.

## What it lets you do

Alepo Digital BSS helps communications service providers transform into digital service providers by facilitating:

- A differentiated modern brand that competes on quality and not just cost.
- New monetization channels, including digital store, OTT and IoT billing.
- Reduced operational costs and improved customer experience through digitization.
- Growth of a complex network of partners and distributors.
- Accelerated adoption of digital payments and mobile wallets.
- 5G readiness with an architecture that is virtualized, open, and RESTful.

### Engagement

- Omnichannel AI chatbots
- Empower customers
- Personalized customer experience
- Data-driven marketing

### Operations

- Extensive process automation
- Rapid deployment of offers
- Efficient trouble ticket
- Reduces CSR calls

### Architecture

- Cloud-native platform
- Open REST APIs
- Modular and microservices-based
- Agile DevOps processes

## Available modules

### Billing and Invoicing

Multi-service billing and invoicing, penalties, discounts, special promotions, credit control, reporting, and much more. Effortlessly introduce flat-, query-based, and referral discounts. Payment gateway and voucher integration, easily extended through HTTP APIs.

### Omnichannel Self-Care

Offer subscribers a modern digital-first experience, letting them use their favorite platform to engage with their service provider, 24x7. Helps introduce AI chatbots for Facebook, Twitter, WhatsApp, Alexa, and many other platforms, along with web support and a mobile app.

### CRM + Digital Engagement

Manage accounts, access real-time records, streamline sales and support. Customers can use mobile app, web, or chat to view and pay bills, recharge, change plans, and many other actions. Digitize customer experience and improve customer acquisition and retention.

### Interconnect Billing

Streamline partnership management, reconcile flawlessly, and gain business intelligence. Manage dynamic partner relationships, handle complex settlements, pricing policies, interconnect links, and generate comprehensive reports.



# Digital BSS

## Converged OCS

Include charging and revenue management for any service and network type. Deliver unparalleled flexibility, performance, and revenue potential. Compliant with industry-leading standards, including 3GPP, 3GPP2, and WiMAX forums. Seamlessly integrates over Gy and Gz interfaces towards policy network elements.

## Voucher Management

Offer diverse recharge options using physical vouchers and scratch cards. Features include batch operations, modern GUI, robust analytics, security, fraud prevention, standards-based architecture for integration, and top-up support for multiple channels like USSD, web, IVR, and more.

## Fulfillment and Provisioning Management

Automate and orchestrate provisioning across multiple systems, and manage bulk provisioning, retries, and overload. Configure jobs and tasks easily through an intuitive UI, orchestrating handover and tracking task status at a granular level.

## Collection Management

Keep track of customers with pending dues; manage reminders and notifications; set custom dunning actions, such as service barring and late payment fees. Supports both account- and invoice-level dunning.

## Campaigns and Promotions

Define online and offline (batch) campaigns based on transactions, targets, promotional alerts, and notifications. Upsell products and services, as well as offer customer rewards in the form of loyalty points, cashback, airtime and data plans, e-vouchers.

## Unified Product Catalog

Rapidly create and manage prepaid offers, offering customers purchase channels like USSD, web self-care, mobile apps, and IVR systems. The product catalog offers to any fulfillment target system (like the PCRF, OCS, or AAA) in the ecosystem.

## Inventory Management

Create, import, and delete physical and logical inventory items, transfer inventory to affiliates, and more.

## Order Management

Configure and manage business processes effortlessly with workflows and rules. Design workflows intuitively using a visual interface. Integrated system tasks, activities, and notification management ensure automation. Seamlessly integrates with CRM, billing, and product catalog.

## Mobile POS

A user-friendly mobile app that empowers field agents, dealers, and POS contacts with streamlined sales, support, onboarding, and account management. Customized functionalities enhance CX, increase sales channels, and reduce operational costs. Pre-integrated with Alepo's Digital BSS suite for seamless automation.

## Affiliate Management

Empower operators with an n-level partner hierarchy, diverse revenue models, and advanced self-care. Simplify operations from inventory to cash management, enable upfront sales, streamline airtime transfers, and effortlessly track payment records.

## Mediation

Collect CDRs from multiple sources in online and offline modes. Process CDRs via a visual workflow configuration and define their many validations, transformation, enrichment, aggregation, and splitting.

## Analytics

Gain detailed insights into customer and business-user behavior with micro-segmented data and easy-to-interpret graphical representations.

## Features that set it apart

- Class-leading 5G-ready architecture
- All-in-one platform: any device, network, and product
- End-to-end management of customers, services, partners, and affiliates
- Test-driven development with heavy investment in DevOps