

Telcordia® Expediter Negotiator

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Deploy new service offerings
at a highly accelerated rate

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Ensure that service orders are
accurate, complete, and ready
for activation

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Reduce Total Cost of
Ownership (TCO) with flexibility,
supportability, and ease of use

Negotiator provides comprehensive customizable order-entry and negotiation capabilities, supporting flexible back-end system interactions and multistep automated and manual order creation. It enables rapid, seamless integration with existing CRM, billing, and product catalogs to improve order accuracy and flowthrough.

▶ Market realities and the demands of telecom customers require providers to introduce new services more rapidly than ever before. Many providers are hindered in these efforts by their reliance on multiple, disparate, and/or inflexible Customer Relationship Management (CRM) and front-end ordering systems across services. This often means that service orders can't be easily provisioned within systems that are struggling to keep up with customer expectations. In addition, systems used by Customer Service Representatives (CSRs) are often out of synch with newer customer-focused, self-service portals.

DEPLOY NEW SERVICES MORE QUICKLY

Negotiator integrates well with existing systems across your network during the creation of multiple-service orders, helping you improve service order data validation and maximize order processing flowthrough. Negotiator gives you rapidly configurable order entry and negotiation, supporting complex and multifeatured services through flexible data, business logic, and user-interface configuration. Built on a highly configurable metadata-driven platform that can be configured to serve your specific business needs, the solution offers predefined service templates that deliver superior time-to-market for new products and services.

ENHANCE YOUR ORDER MANAGEMENT SOLUTION

Negotiator is offered as an add-on module to Telcordia® Expediter, a flexible, configurable end-to-end order management solution that spans multiple services. Together, they help form the core of the powerful set of comprehensive order management solutions offered by Telcordia.

GAIN NEW FLEXIBILITY WITH ADVANCED CAPABILITIES

Negotiator offers advanced order-entry functionality, allowing you to script customer dialogs that clearly walk clients through product selection and order completion, even for complex orders that include multiple services. Customer-service managers can use context-based views to see orders by channel, role, and order stage. Negotiator supports direct order capture from either CSRs or customers through a zero-footprint Web client, or can accept customer orders from other order entry systems, such as CRM or customer portals. This allows you to add additional required order information through either manual or automated means to maximize service order flowthrough.

CHANGE THE RULES

With Negotiator, you can implement order edits and business rules throughout the order negotiation process using a point-and-click interface and Java™-script rules. This makes error correction and data manipulation easy, enabling the creation of a “healthy” order with a higher probability of flowthrough and automation.

LEVERAGE THE SERVICE CATALOG

You can either use Product Catalog Manager (an optional component of Telcordia Expediter) or an external product catalog; or you can integrate multiple existing catalogs. With Negotiator, you can choose how best to adapt and integrate your service catalogs to better meet your business goals. So whether you need to define orderable services, bundle products and services into an offering, guide product selection and sales, offer and support promotions, capitalize on up-sell opportunities, or simply check on the availability of a service, Negotiator has you covered by integrating seamlessly into your environment.

AUTOMATE WITH EASE

Negotiator helps you quickly realize the efficiency benefits of order automation as well as increase customer satisfaction as you manage the order process.

ACHIEVE SUCCESS

The Telcordia Fulfillment Suite offers a flexible, proven end-to-end approach for managing inventory, provisioning automation, fallout resolution, and number management. It uses data partitioning, data federation, and automated synchronization to help you leverage all of your network resources so you can speed services to market, lower operational costs, and reduce total cost of ownership.

Our Fulfillment Suite is an embodiment of the Telcordia Elements of Success — our Innovation, our Experience, and our Reach — all of which help lead to your success as you evolve your network, deploy new services, and manage the experience of your customers.

AT A GLANCE

Negotiator gives you a flexible, configurable end-to-end order management solution that:

- Provides comprehensive customizable order entry and negotiation capabilities
- Enables rapid, seamless integration with existing CRM, billing, and product catalogs
- Supports complex and multifeatured services
- Bridges existing order-entry processes
- Offers advanced order-entry functionality
- Integrates with back-end systems across your network.



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