

# eMACC Web Self-Care



To better meet the needs of your customers' busy schedules, give them 24-hour access to their account with MACC's Web Self-Care. You will empower your customers to manage their account at times which are convenient for them and from any location with web access.

## Always be there for your customers

Web Self-Care is a web portal your customers access through your company's website. With this service, your customers are just a click away from always being able to undertake most of the common reasons for calls or visits to your office. Whether it's late at night, on the weekend, or a holiday, Web Self-Care gives your company the ability to care for your customers at times you're unable to provide live support. Your customers will be able to do the following account related activities.

- Upgrade services
- View statements
- Make payments
- Report trouble
- View service agreements
- View long distance, data and wireless usage
- Update profile information
- Contact your office

## Pick up new customers too!

Potential customers can use Web Self-Care to search for their address, see what services are available and subscribe at their convenience. This feature enables your company to engage new customers on a 24/7 basis and reduce work effort for on-boarding as much of the data entry is conducted by the consumer.

## Modern, mobile-friendly format

Not only can your customers access Web Self-Care from any location, they can do so using any device. Web Self-Care's modern design is mobile friendly and resizes itself automatically for use on tablets and smart phones.

## Remain in complete control

While your customers will enjoy a new level of access to their account, you'll still remain in control thanks to the system's built-in validation processes. For example, when current or potential customers sign-up for new services, the request is received as a pending service order. This gives your staff an opportunity to review the request and to confirm it is appropriate from a credit worthiness standpoint. You will also be able to choose which services are available

## Key Benefits



- Sell services and provide customer care even when your office is closed
- Customers have access to their account using mobile devices
- Increase customer satisfaction through greater control of their account
- Reduce customer calls for activities like usage requests or trouble calls
- Establish a connection to customers who may not otherwise contact you

for subscription and customize their description. One action your customers can't take with Web Self-Care is cancelling a service. By having to contact your office, your staff will have an opportunity to ask the customer why they're cancelling the service, offer retention incentives and undertake any other required action.

## Customized for your website

We made Web Self-Care easy for you to customize through extensive administrator capabilities. It is completely up to you to decide how many different features your customers will be able to use with Web Self-Care. You can also choose the colors and images used on the Web Self-Care portal so they match the rest of your website. Even the text on the Web Self-Care portal is customizable. All of these changes can be made by your staff through the Web Self-Care administrator portal. Of course, if you need assistance in making any changes, MACC has highly trained staff who are ready to help.