CM Facilities Module

Customer Master's Facilities Module allows for efficient and accurate management of your company's facility records. Having an accurate facility records database is critical to quickly provision service and resolve customer trouble in the field in a timely manner.

Create a customized management system

Customer Master's Plant/Facilities module is completely customizable to satisfy both inside and outside plant elements. You decide what key elements should be tracked and maintained for efficient Service Order and Trouble Ticket management. At the core of the Plant/Facilities Module are relational maintenance tables with virtually unlimited capabilities for managing the physical equipment as well as its customizable attributes. Virtually any network configuration can be created in Customer Master, including the latest in fiber optic technologies. This arrangement allows you to create the most efficient data flow for Service Order and Trouble Ticket processing.

Save time with auto assignment

Make your operations highly efficient with Customer Master's ability to automatically assign terminal connections from the customer premise to your CO or remote wire centers. Customer Master's location-based auto assignment not only assigns your key plant elements, but can also handle geographic assignment, taxing jurisdictions, provisioning equipment and E-911 record creation/validation. You will save time and effort by letting Customer Master assign those location based values to your customer records.

Easy access to facility records

Full searching and reporting capabilities allow users to quickly track facility records based on detail status, facility area, network type or even a single customer. Reports can be printed or exported into a number of file formats, including Excel spreadsheets, text files, E-mails or PDFs.

Customizable views

Companies may choose to create their own customizable facility views, which alter the printed facility record's standard view and allow the display of an extra level of details called attributes. Attributes are self-defined by companies and may indicate static values associated with inventory, such as loop footage, ONT type, port number, or even the direction a cable runs from a terminal.

Access on the go

The Facilities Module within Customer Master can be accessed remotely by technicians via the Internet, a secure VPN connection set up on a laptop or MACC Mobile. This allows for convenient access to customer facility records and the ability to manage inventory from outside of your company's office.

Open architecture

Customer Master's open architecture allows for integration with third-party CAD and mapping system providers. Selected facility, service order, and trouble-related information flows seamlessly between Customer Master and the CAD or mapping system of your choice. We maintain this open-system philosophy as it gives you the ability to choose the CAD and mapping system that best meets your company's needs.

Key Benefits

- ☐ User-defined facility codes, details, facility areas and serving-equipment areas
- ☐ Customizable views of facility information
- ☐ Address and network driven
- ☐ Full reporting and search capabilities
- ☐ Mass insert and renumbering functionality
- ☐ Manual and automatic assignment of facility records
- ☐ Terminal management access
- ☐ Open architecture for integration with mapping and CAD solutions
- ☐ Synchronized facility information on service orders and trouble tickets
- ☐ Secure remote access to facility records