

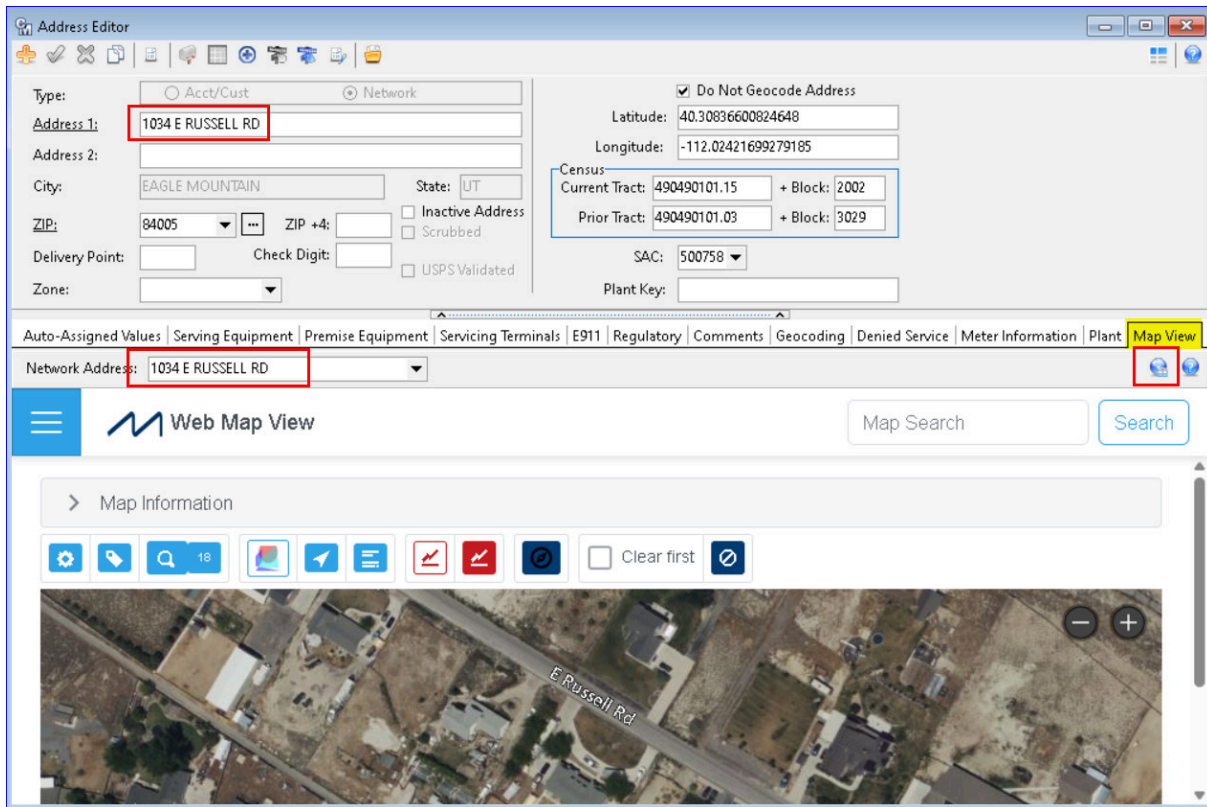


## **Customer Master 24.1 Update Letter**

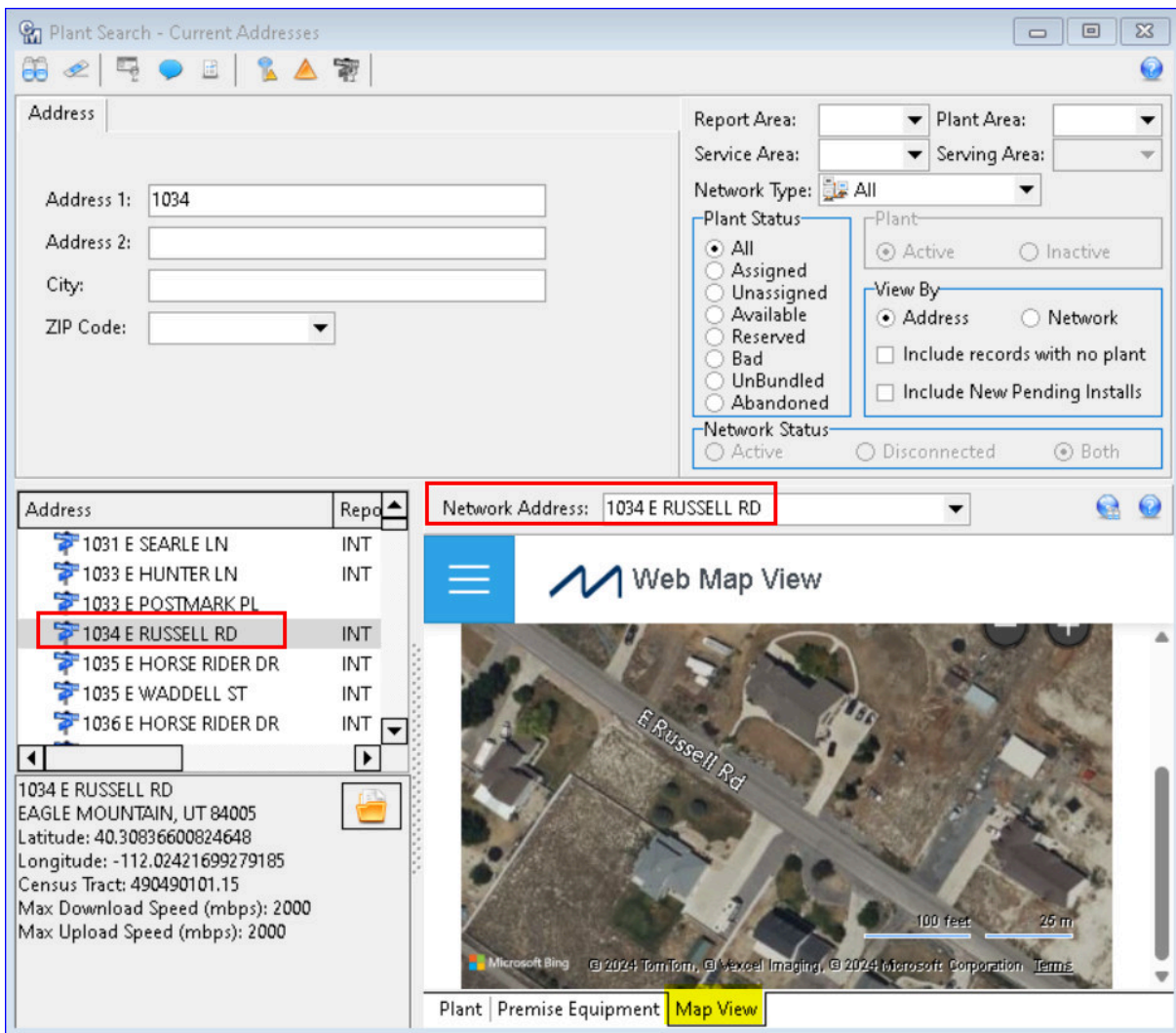
# Additional Launch Points to Map Views

To expand access to view web maps in Customer Master and MACC Mobile the “Map View” icon was added to additional locations in the software. In addition, when the Map View screen is accessed from a network location that includes Lat/Lon coordinates, the “Query Items” button will automatically be selected to view the location details. This convenience reduces the amount of clicks to view map details for the address.

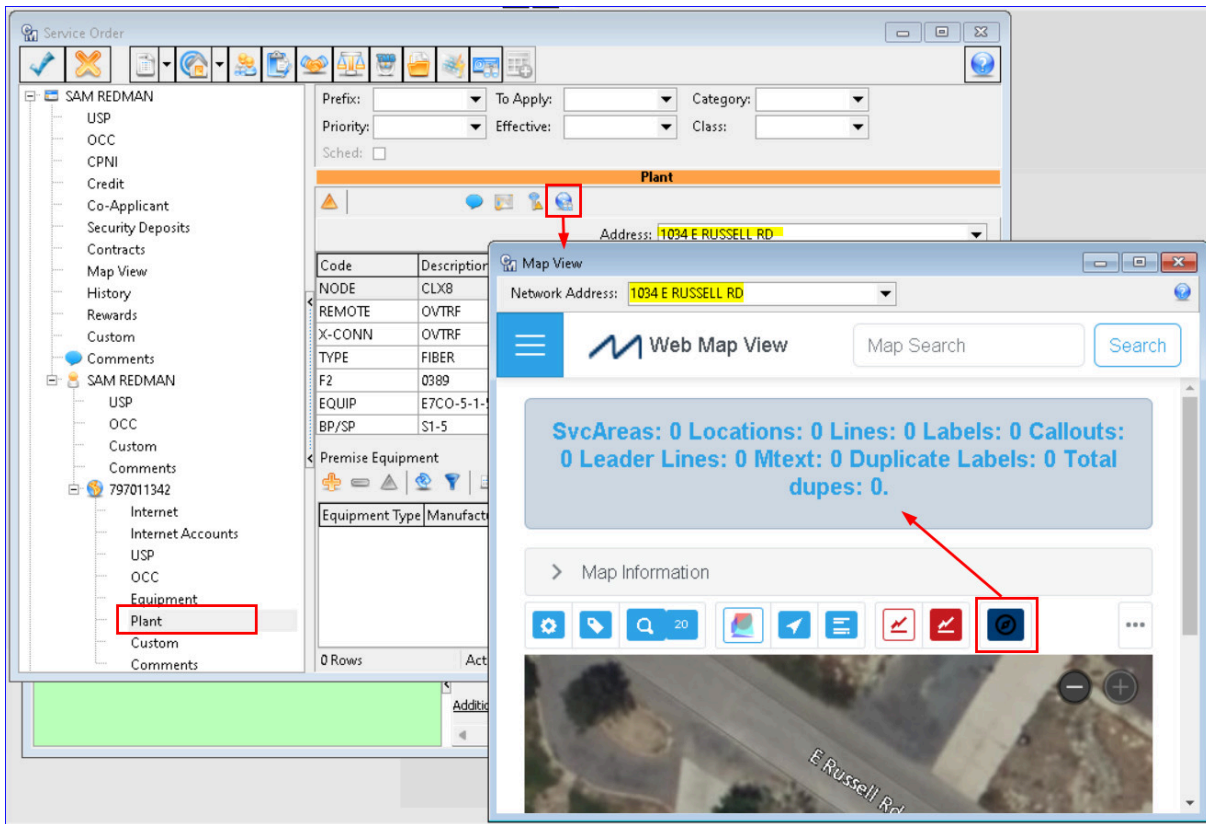
**Address Suite | Processing | Address | Address Editor:** A “Map View” tab has been added to the Address Editor Screen for network addresses. The map will zoom in and be centered on the address coordinates. The Map View can be enlarged using the “Open Expanded Map View” button.



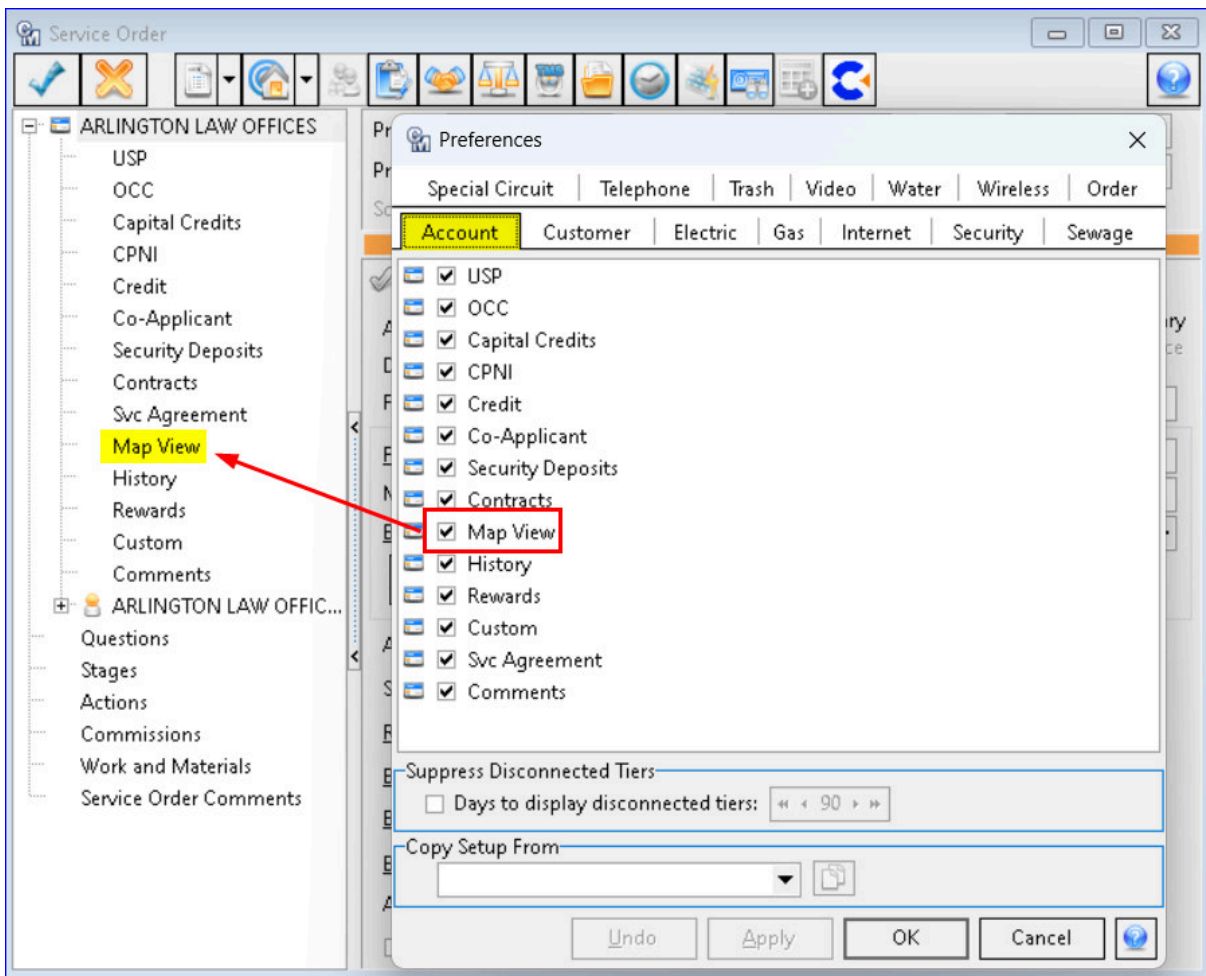
**Plant Suite | Processing | Plant Search (Current and Previous):** A “Map View” tab has been added to the “Plant Search – Current Addresses” and “Plant Search – Previous Addresses” screens for network addresses.



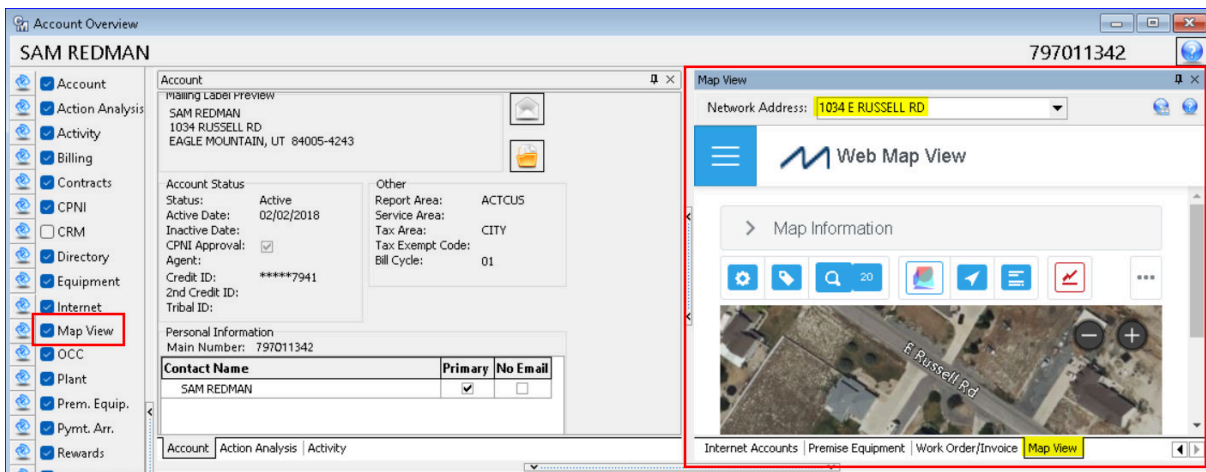
**Inquiry | Service Order | Network | Plant Node:** A “Map View” button has been added to the Plant Node for each Network Tier in a Service Order. When the Map View screen is accessed from a network location that includes Lat/Lon coordinates, the blue “Query items” button will automatically be selected to view the location details. The Map View button on the plant node is also available when looking at a network in “View” accessed from Inquiry.



**Inquiry | Service Order | Service Order Preference:** A “Map View” option has been added to the Account tab of the Service Order Preference screen. Checking the box will cause the map View node to appear in the Service Order tree view and can be unchecked if the node is not desired.



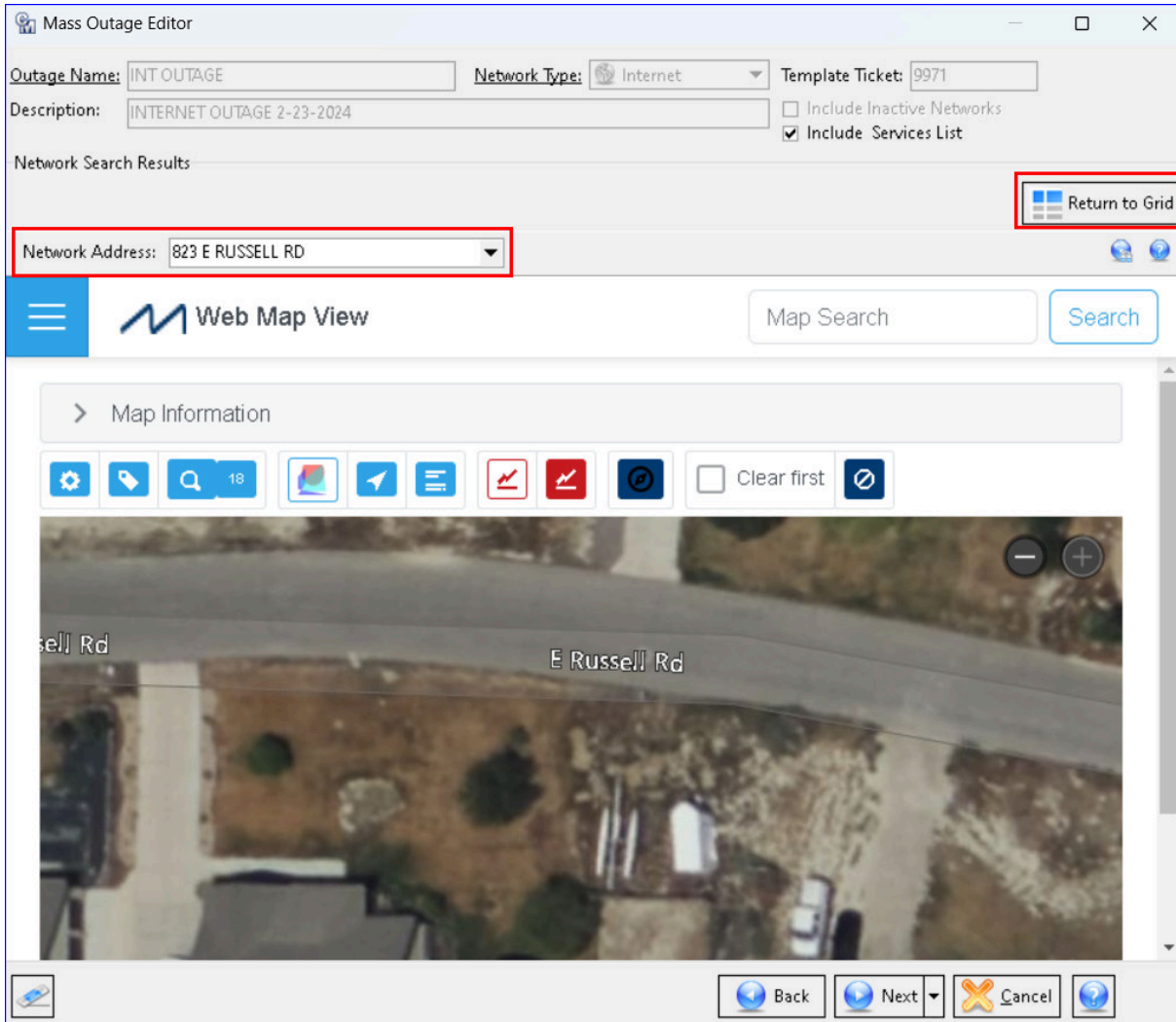
**Inquiry | Account Overview:** A “Map View” tab has been added to the Account Overview screen. The “Map View” check box in the left panel can be checked/unchecked to include the Map View tab in Account Overview. The position of the selected address in the “Network Address” dropdown will be loaded in the Map View window.



**Trouble Suite | Processing | Trouble Mass Outage:** A “Map View” button has been added to the Trouble Ticket “Mass Outage Editor” and will be enabled when a Trouble Ticket row is selected in the grid. When the “Map View” button is clicked the grid changes to the Map View and the Map View button becomes the “Return to Grid” button. The map will zoom in and be centered on the coordinates of the selected Trouble Ticket’s address. If multiple Trouble Ticket’s rows are selected



from the grid when the “Map View” button is clicked the “Network Address” drop-down displays all the selected addresses for viewing.



**Service Order Suite | Service Order Maintenance | Workflow Setup:** A “Map View” option has been added to the Workflow Setup screen on the Account tab. Selecting the option will include a Map View node in Workflow and appear in the Service Order tree view.

Workflow Setup

Employee: Sue Klich | Class: OTHER

Select One Network Type:

**Account** Customer Network Order

- Credit
- Credit - Special Instructions
- Credit - Bank Information
- Credit - County/School District Informa
- Credit - Bankruptcy Information
- Co-Applicant
- Security Deposits
- Contracts
- Map View**
- History
- Rewards
- Svc Agreement
- Custom
- Comments

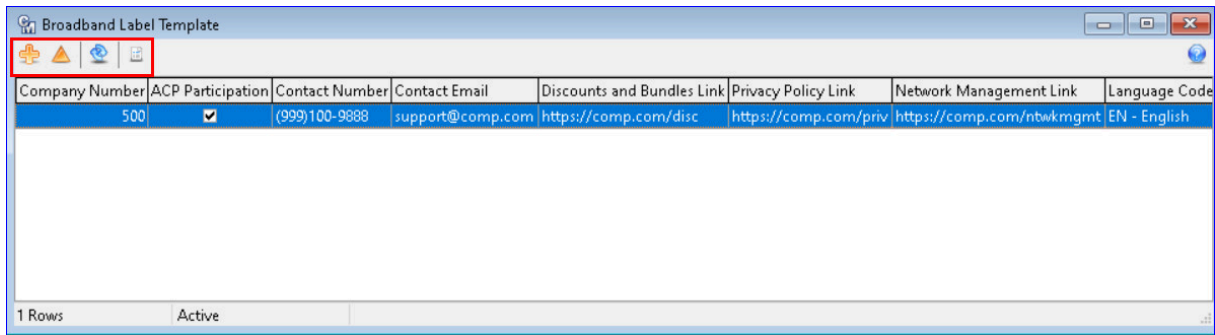
Back Post Cancel



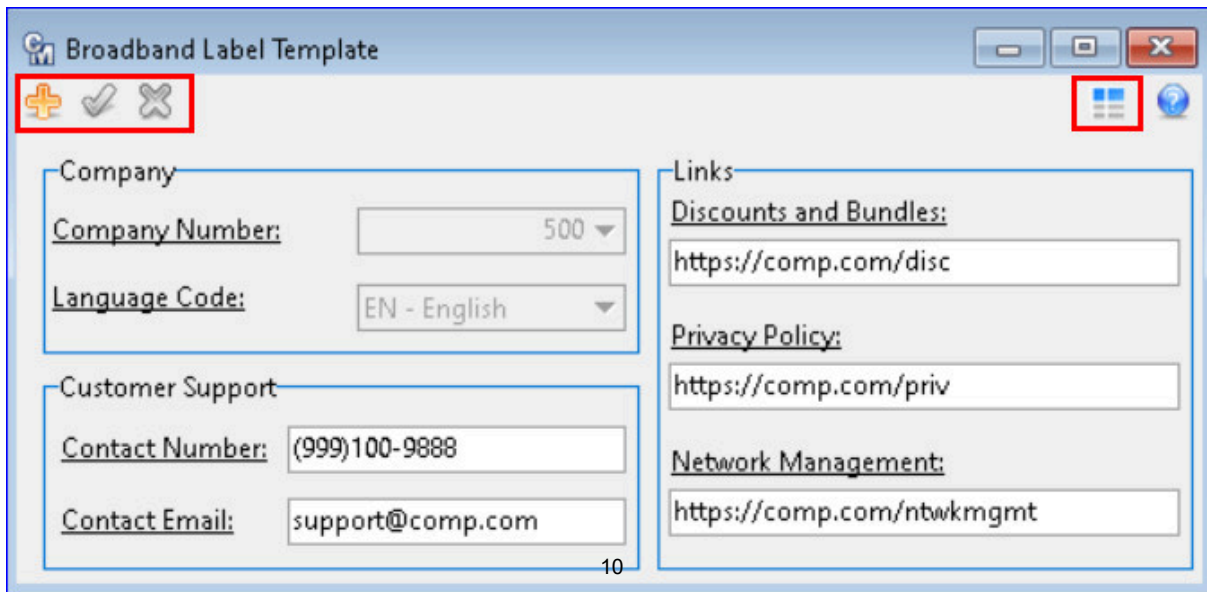
# FCC Broadband Labels

MACC is dedicated to assisting our clients with FCC requirements and compliance. We have been closely monitoring the Broadband Labels order and have taken initial steps to help prepare your company to meet this requirement. As indicated in the order, all Internet Service Providers are required to provide, at the point of sale, a label for fixed and mobile broadband services containing information regarding price, introductory rates, data allowances, and broadband speeds. With the coming enhancements, Broadband Labels can be printed or emailed from the Customer Master and list broadband information for Internet and Wireless services.

**Maintenance | Internet | Broadband | Broadband Label Template:** A new maintenance screen “Broadband Label Template” is used to create and store templates for broadband labels. Selecting a row in the grid and clicking the “Label Template” button opens the Broadband Label window to view a sample of the label template.

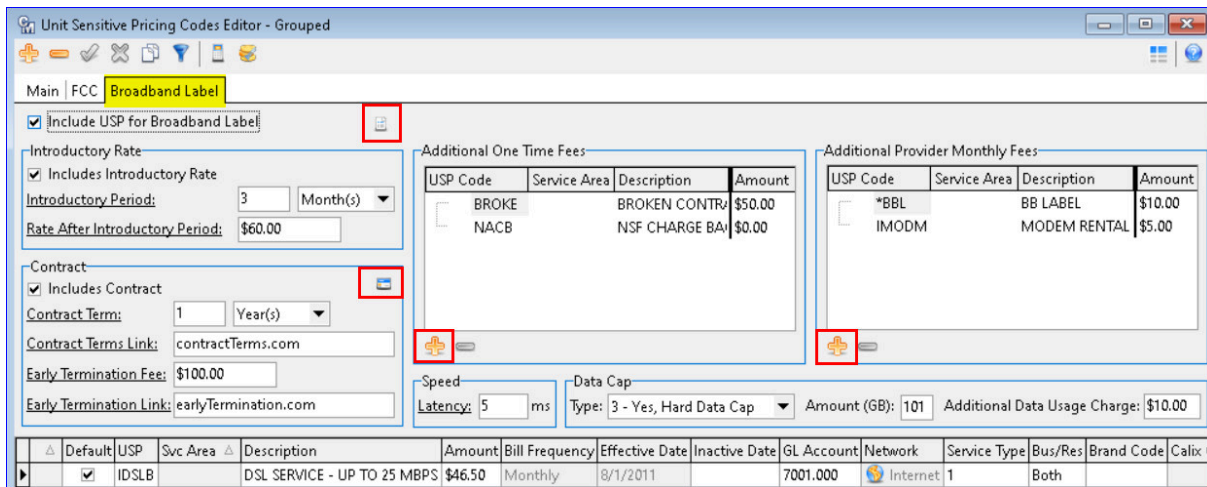


When the Insert or Edit icons are clicked the screen will change to an editor. A “Company,” “Customer Support,” and “Links” group box on the screen should be filled out with the applicable information which will appear on the Broadband Labels. The “Language Code” has both EN-English and ES-Spanish options.



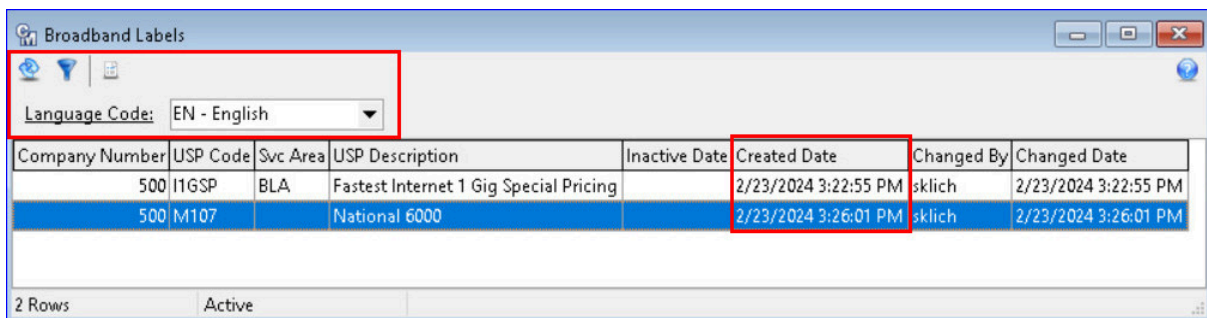
**Maintenance | Common | USP Codes | Broadband Label tab:** A “Broadband Label” tab was added to the USP Editor screen intended for USPs that have a Network Type of Internet or Cellular. The information entered in the tab will be displayed on the Broadband labels.

Checking the “Include USP for Broadband Label” check box will display the broadband information to be included on the Broadband labels. A “Contracts” icon is provided in the “Contract” group box for reference to assist with label assignment. The “Additional One Time Fees” and “Additional Provider Monthly Fees” group boxes will allow the user to select applicable fees. The “Preview Broadband Label” icon will provide a preview of the Broadband label to print or email.



**Maintenance | Common | USP Codes | Broadband Label tab:** The new maintenance screen, “Broadband Labels” will store current and archived broadband labels in a grid. Providing a central location for users to view and print active and inactive broadband labels. Based on USPs flagged to “Include USP for Broadband Label” will appear in the grid. This will provide Internet Service Providers (ISPs) requirements to archive and access labels upon request.

The Status Filter icon is used to view “Active”, “Archive”, and “All” broadband labels. The Label Preview icon will allow the user to print and/or email a copy of the Broadband Label. One or more rows can be highlighted in the grid to print or email multiple labels, displaying each label separately and stacked vertically. When there is more than one language template, the “Language Code” drop-down will display each language template created for selection and print in the selected language. An “Email Selections to Customer” option is available from the right-click menu from the Broadband Labels grid.



**The Broadband Label:** The Broadband Labels produced in Customer Master are in the format and contain content according to the details and examples provided by the FCC. The examples of the Broadband label in English and Spanish pull the information on the label from the Broadband Label Template and the USP information. The labels can be printed or emailed from the “Broadband Label Template” grid, the “Broadband Label” tab in the USP Editor screen, the “Broadband Labels” grid, and through the Service Order, Sales Lead, and View.

**Broadband Label**

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## Broadband Facts

**SUCCESS TELEPHONE CO 22.2.4 MAXIMUM TES  
DSL SERVICE - UP TO 25 MBPS**  
Fixed Broadband Consumer Disclosure

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<b>Monthly Price</b>	<b>\$46.50</b>
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This Monthly Price is an introductory rate. Introductory Period is 6 Month(s). After Introductory Period concludes the Monthly Price of \$52.00 will be applied. This Monthly Price does not require a contract.

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**Additional Charges & Terms**

Provider Monthly Fees

Bill Message 1	\$0.00
Bill Message 2	\$0.00

One-time Fees at the Time of Purchase

INSTALL FEE - ALL NETWORKS	\$30.00
SERVICE ORDER FEE - ALL NETWORKS	\$8.00
DSL/WIRELESS INSTALLATION	\$30.00
ACCOUNT REFUND	\$0.00

Early Termination Fee N/A

Government Taxes Varies by Location

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**Discounts & Bundles**  
[Click Here](#) for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers

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**Speeds Provided with Plan**

Typical Download Speed	100 Mbps
Typical Upload Speed	5 Mbps
Typical Latency	5 ms

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**Data Included with Monthly Price** 0 GB  
Charges for Additional Data Usage \$0.00/GB

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**Network Management** [Read our Policy](#)  
**Privacy** [Read our Policy](#)

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**Customer Support**  
Contact Us: [support@macnet.com](mailto:support@macnet.com) / (402) 426-6224

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Learn more about the terms used on this label by visiting the Federal Communications Commission's Consumer Resource Center.  
[fcc.gov/consumers](http://fcc.gov/consumers)

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Unique Plan Identifier: F1234567890ABCDE6789012345

**Broadband Label**

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## Datos de banda ancha

**SUCCESS TELEPHONE CO 22.2.4 MAXIMUM TES  
DSL SERVICE - UP TO 25 MBPS**  
Divulgación para el consumidor de banda ancha fija

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<b>Precio mensual</b>	<b>\$46.50</b>
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Este Precio Mensual es una tarifa introductoria. El periodo introductorio es de 6 Mes. Después de que concluya el periodo introductorio, se aplicará el precio mensual de \$52.00. Este precio mensual no requiere un contrato.

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**Cargos y términos adicionales**

Tarifas mensuales del proveedor

Bill Message 1	\$0.00
Bill Message 2	\$0.00

Tarifas únicas al momento de la compra

INSTALL FEE - ALL NETWORKS	\$30.00
SERVICE ORDER FEE - ALL NETWORKS	\$8.00
DSL/WIRELESS INSTALLATION	\$30.00
ACCOUNT REFUND	\$0.00

Cargo por cancelación anticipada N/A

Los impuestos gubernamentales Varía según la ubicación

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**Descuentos y paquetes**  
[Haga clic aquí](#) para conocer los descuentos de facturación disponibles y las opciones de precios para el servicio de banda ancha combinado con otros servicios como video, teléfono y servicio inalámbrico, y el uso de su propio equipo como módems y enrutadores.

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**Velocidades proporcionadas con el plan**

Velocidad de descarga típica	100 Mbps
Velocidad de carga típica	5 Mbps
Latencia típica	5 ms

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**Datos incluidos en el precio mensual** 0 GB  
Cargos por uso de datos adicionales \$0.00/GB

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**Administración de redes** [Lea nuestra política](#)  
**Privacidad** [Lea nuestra política](#)

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**Atención al cliente**  
Contáctenos: [ES\\_Test@macnet.com](mailto:ES_Test@macnet.com) / (402) 555-1717

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Obtenga más información sobre los términos utilizados en esta etiqueta visitando el Centro de recursos para el consumidor de la Comisión Federal de Comunicaciones.  
[fcc.gov/consumers](http://fcc.gov/consumers)

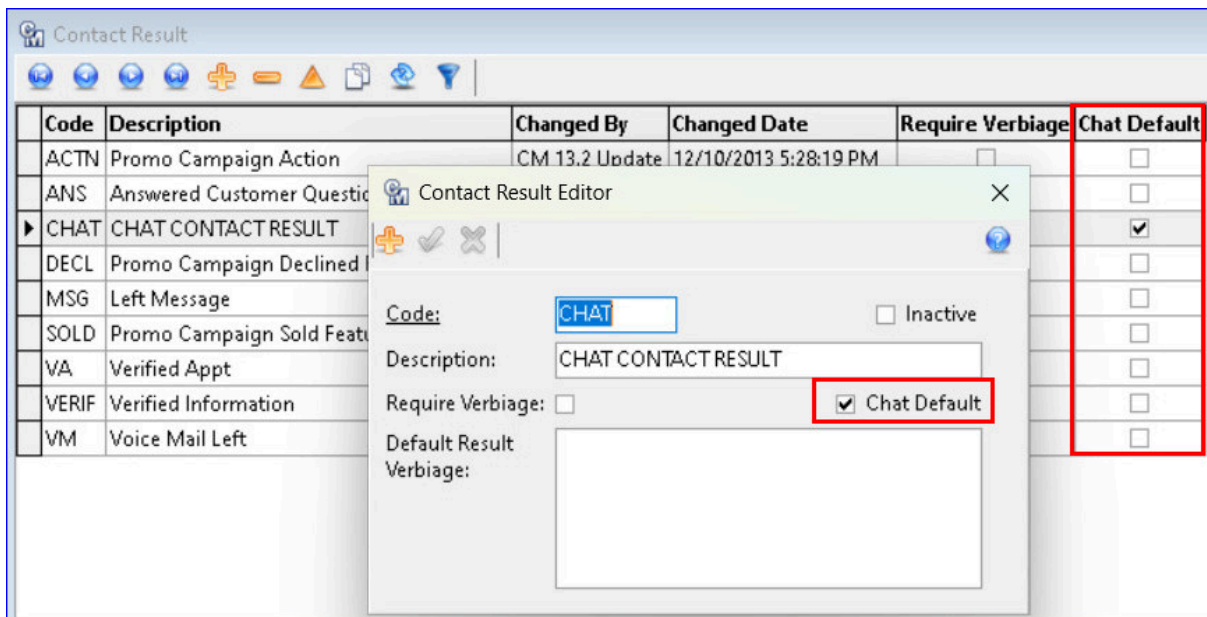
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Identificador de plan único: F1234567890ABCDE6789012345

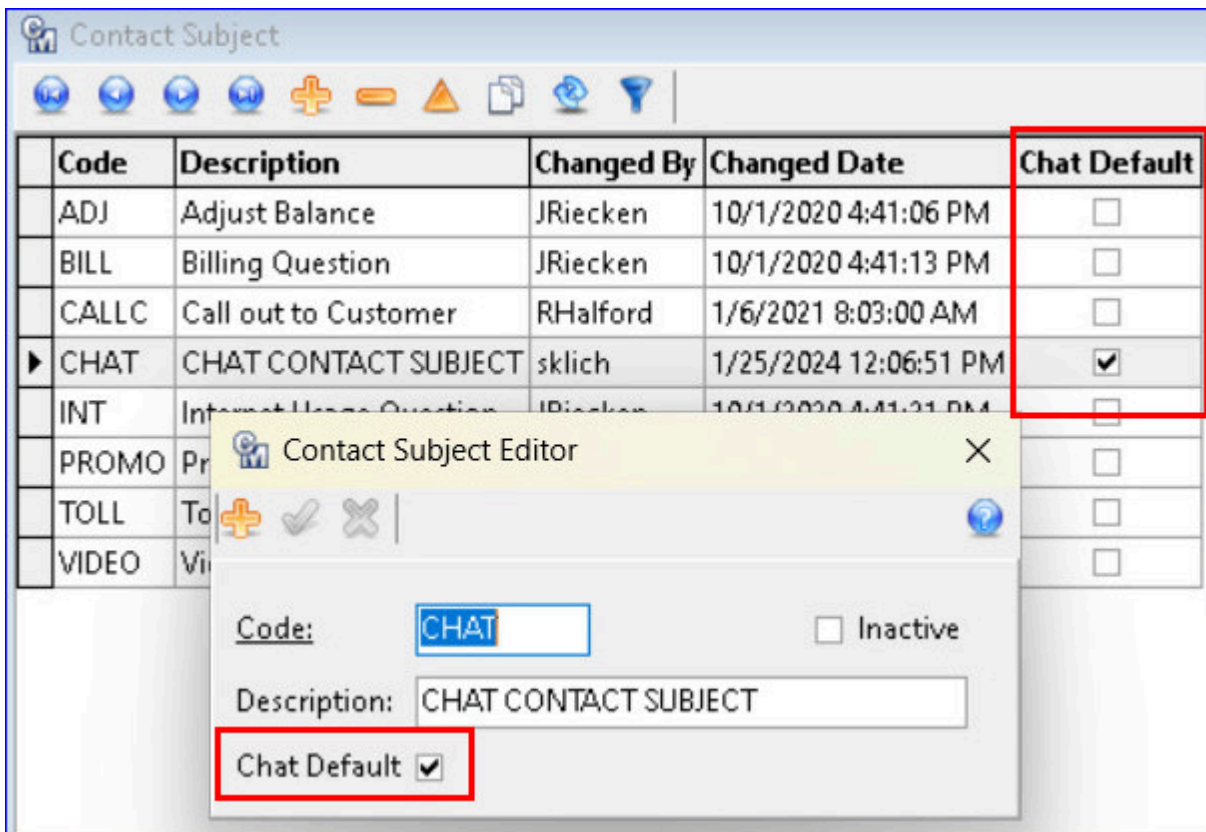
# LiveChat/Chatbot Integration

MACCs integration with LiveChat and ChatBot, partners of Harris, transform customer service and empower customers to “help themselves” reducing the need for live support. End-users can utilize LiveChat (chat with a human/CSR,) or ChatBot (chat with a bot your company sets up) or both to solve common service inquiries. These APIs eliminate wait times and ensure constant support for your business. This real-time, human and/or bot chatting experience is now achievable from MACCs Web Self-Care product as well as your company website. A transcript of all chats will be sent to Customer Master and automatically saved in the Client Relationship Management (CRM) screen for the applicable end-user. Contact your Client Solutions Manager if your company is interested in LiveChat or ChatBot.

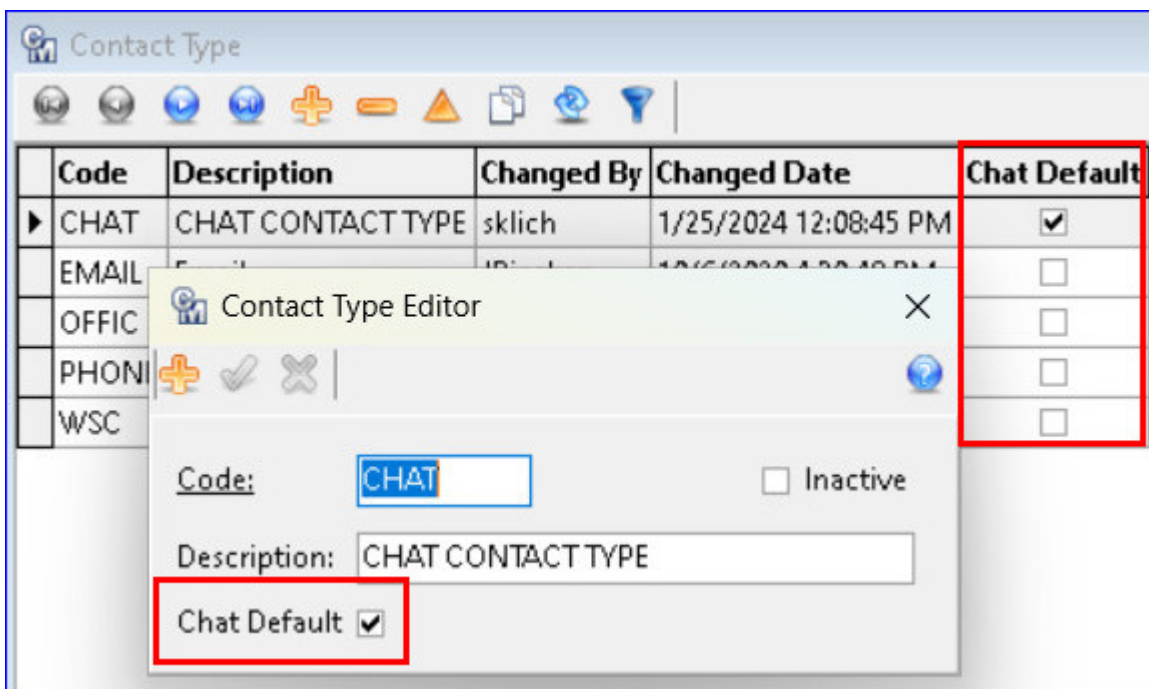
**Maintenance | Marketing | CRM | Contact Result Editor:** An implementation team at MACC will work with your company to implement and activate the LiveChat and ChatBot APIs. Once activated, maintenance tables in Customer Master will need a “Chat Default.” A “Chat Default” checkbox was added to the Contact Result Editor and Contact Result grid. Only one Contact Result can be the Chat Default and must be flagged to ensure chat transcripts will be transferred to Customer Master.



**Maintenance | Marketing | CRM | Contact Subject Editor:** A “Chat Default” checkbox was added to the Contact Subject Editor and Contact Subject grid. Only one Contact Subject can be the Chat Default and must be flagged to ensure chat transcripts will be transferred to Customer Master.



**Maintenance | Marketing | CRM | Contact Type Editor:** A “Chat Default” checkbox was added to the Contact Type Editor and Contact Type grid. Only one Contact Type can be the Chat Default and must be flagged to ensure chat transcripts will be transferred to Customer Master.

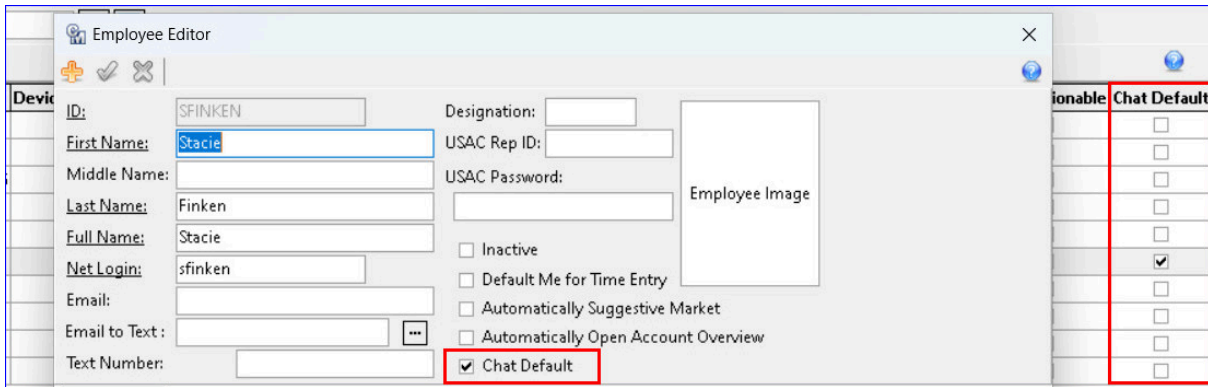


**Maintenance | Common | Employee:** A “Chat Default” checkbox was added to the Employee Editor and Employee grid.

Only one Employee can be the Chat Default and must be flagged to ensure chat transcripts will be transferred to Customer Master. *Note:* The API will attempt to match the LiveChat Agent to an



existing user within the Employee table via the net login, but if it cannot be matched, the Default Chat employee will be used. If no Default Employee is set and the LiveChat Agent's net login cannot be found in the Employee table, the chat transcript will **not** be sent to CM.



**Web Self-Care User Portal:** If the MACC Implementation team has implemented/activated the LiveChat or ChatBot API for a company that utilizes MACCs WebSelf-Care product, and the Chat Defaults are set up in the Maintenance tables, that company can begin using LiveChat/ChatBot. End users connected to or registering for WebSelf-care will see a new company-designed widget in the Web Self-Care Screens.

Companies can also create and utilize LiveChat and/or ChatBot widgets for their company website using their name/logo. Depending on which API(s) a company chooses to implement, end users can chat in real-time with CSRs (LiveChat) or chat with a bot (ChatBot.) In the examples, the end-user is chatting with a bot named "MACCBot" (with the MACC logo) in the Web Self-Care portal. Though the examples are of an end-user chat with a bot, human/CSR chats with end users will look the same.



# Mountain Valley (Test)

## Web Self-Care

### Sign in

Progress bar

USERNAME\*

PASSWORD\*

SUBMIT    RESET

[Forgot Login Information](#)

### Register

With Web Self-Care, you get the convenience of managing your account online including these benefits:

- Make Payments
- View Bills
- Add New Service to your Account
- View Trouble History
- Report Trouble
- View Service Agreement History

REGISTER

I'm interested in Mountain Valley (Test)



Welcome back, let us know if you have any questions.

Write a message...




Clicking the Widget will open a bot dialog box, and the end user can ask the bot questions. The user must enter their Name, Phone Number, and Email that matches their account in Customer Master. To obtain a match on the phone number or email, the value being searched must be marked as "Principal" for the "Primary" Contact on the account's Account Contact Information screen. Click the "Start the chat" button to begin a chat with the bot.

...

**MACCBot**  
Product Expert



Welcome to our LiveChat! Please fill in the form below before starting the chat.

Name: \*

Jack Sparrow

Phone Number: \*

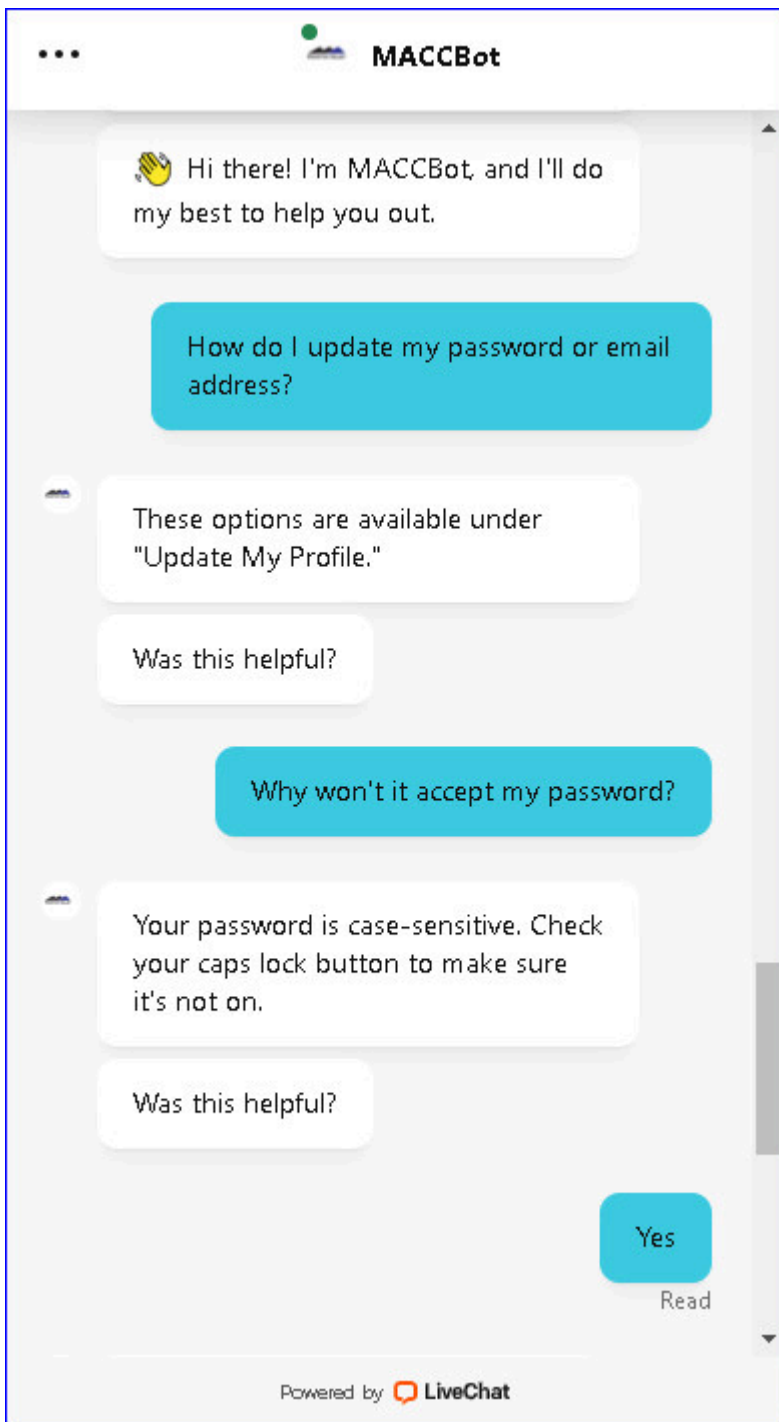
3195551291

E-mail: \*

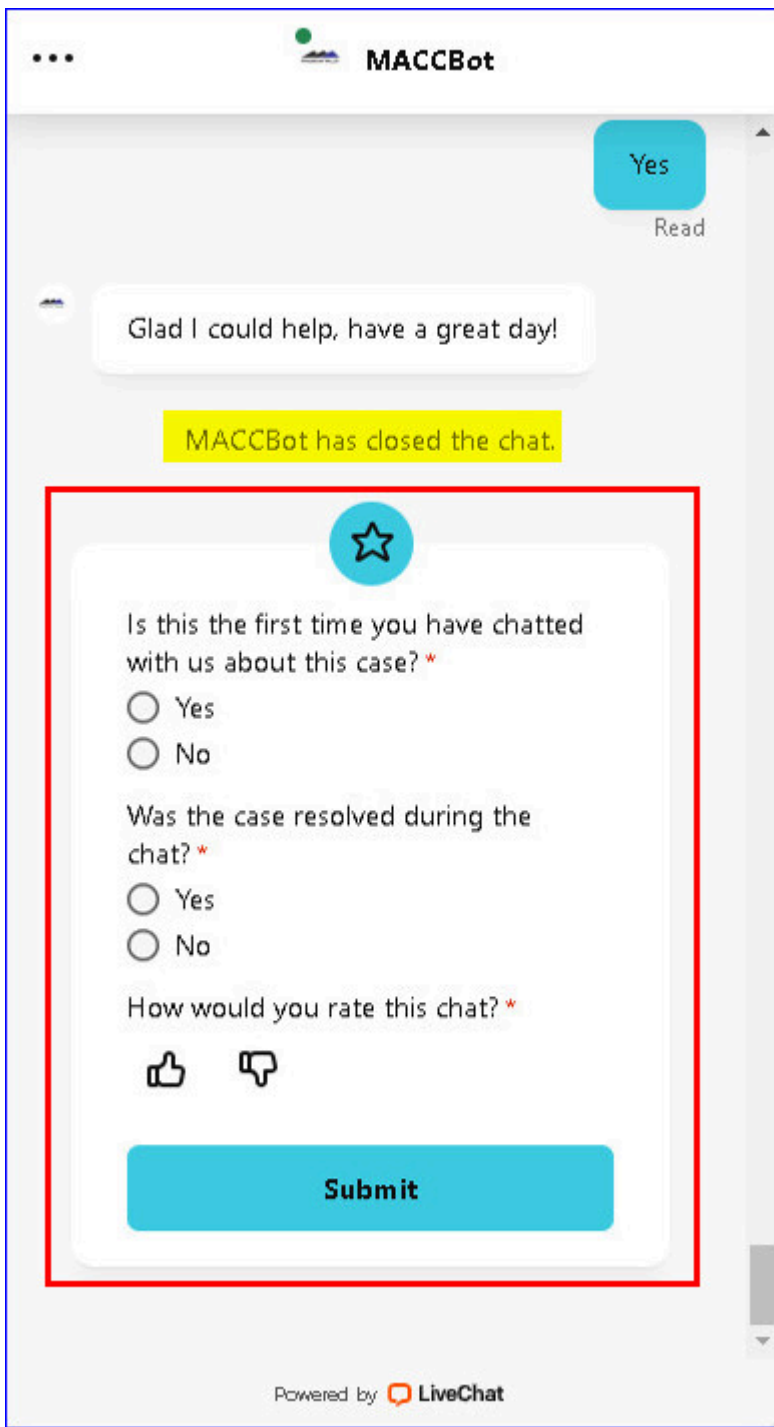
jsparrow@success.com

**Start the chat**

The bot will ask the end user how they can help, the user can type their question(s) and the bot will answer. In this example, the user asks, “How do I update my password or email address?” The bot responds and the user asks another question. When the chat is completed the bot will automatically close the chat or the window can be manually closed.



If the user scrolls down in the bot/chat window verbiage displays letting the user know the bot closed the chat. A survey is also available to fill out but is not required. The survey will be sent to LiveChat/ChatBot administrators via email so they can review user survey responses.



Once the chat is completed or the chat dialog box is closed, a transcript of the conversation will be added as a row in the Client Relationship Management (CRM) screen for the identified account. If an end-user chat with a bot takes place outside of agent/CSR business hours, the agent can use the transcript in CRM to follow up with the end-user when they are available. The “Contact By” field is populated with the employee who chats with the end user unless the API cannot find a match for that employee’s net login. In this case, the employee who is flagged as the “Chat Default” in the Employee Editor will be populated in the field.

Inquiry

Search

Account: 775 - JACK SPARROW

Bill Cycle: 01      Main Number: (319) 555-1291      Credit Class: A

Tier	Active	Address 1	Bus/Res	Stat...	Inactive	Report A
JACK SPARROW	06/01/2011	4225 EAST ST	R			555
JACK SPARROW	06/01/2011	4225 EAST ST	R			555

CRM Contact Editor

**Contact: 775 - JACK SPARROW**

Type: CHAT

Subject: CHAT

Priority:

Result: CHAT

Note:  Inquiry  Payment  Needs Attention

Expiration Date:

Contact

Date/Time: 2/7/2024 10:11 AM

By: JKESLING

Result Verbiage:

10:10 AM : MACCBot : Welcome to MACC! How may we help you today?  
 10:10 AM : Jack Sparrow : How do I update my password or email address?  
 10:10 AM : MACCBot : These options are available under "Update My Profile."  
 10:10 AM : MACCBot : Was this helpful?  
 10:11 AM : Jack Sparrow : Why won't it accept my password?  
 10:11 AM : MACCBot : Your password is case-sensitive. Check your caps lock button to make sure it's not on.  
 10:11 AM : MACCBot : Was this helpful?  
 10:11 AM : Jack Sparrow : Yes  
 10:11 AM : MACCBot : Glad I could help, have a great day!

LiveChat/ChatBot administrators will receive daily summary emails showing a chat total, visitor satisfaction, and missed opportunities.



LiveChat <support@livechatinc.com>  
To: Sue Klich

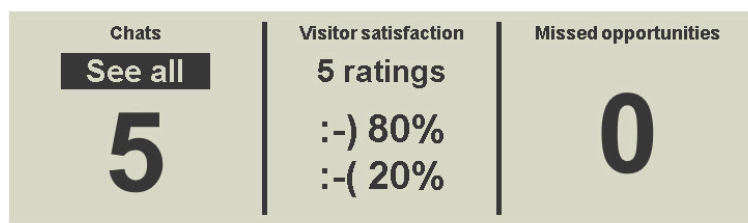
Reply Reply All Forward

Wed 2/21/2024 8:17 AM

If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

### Summary for Tuesday, February 20th

Right-click or tap and hold...



Open the [LiveChat Dashboard](#) to see the live data!

#### Chats

There were 5 chats with visitors

- [MACCBot](#) – 5 chats
- [Sklich](#) – 0 chats

Nice job, your customers seem to be happy! **80% of ratings** are good. Check if you've been granted [the Quality Badge](#).

#### Missed opportunities

No one left you any messages.



# Prioritized Address Search Results with Google API Autocomplete

To increase the location accuracy and limit the results in the Google AutoComplete drop-down an update was made to the Google API to use the coordinates listed in the Company table to prioritize autocomplete address search results within 50km of the company location. These changes apply to all address search screens that include the Google suggested address drop-down in Customer Master.

**Maintenance | Common | Company:** The Google Autocomplete API uses the Starting Position coordinates (Latitude/Longitude) in the Company Editor screen as the center of a 50km (31-mile) radius of prioritized results. This change will keep the addresses suggested by the Google API within closer proximity to the company. Because the Google API suggests up to five addresses, if the number of matching results in the priority radius is less than five, and additional results outside of the radius exist, results outside of the radius will be included in the suggested addresses.

The screenshot shows the 'Company Editor' window with the following fields and options:

- Company Number: 470 | EIN: 460470001 | OCN: 470a | OTC: 470
- Company Name: SUCCESS TELEPHONE CO
- Address Line 1: 111 ADMIRAL DR
- Address Line 2: (empty)
- City: BLAIR
- State: NE | Zip: 68008 | Zip +4: (empty)
- Payment Matrix: 01 | Bar Code - OCR Code: Mod 10 OCR and Normal Bar Code
- Apply Service Orders In Batch:  | Apply Service Orders Daily At: [range selector]
- Bar Code - OCR Code Placement:  Left  Right
- Report Mapping:
  - Starting Position (highlighted in red):
    - Longitude (X): -96.139826
    - Latitude (Y): 41.545406
  - Starting Zoom: Zoom (1-18): 7
- Map Key:
 

Min. Range	Max. Range	Color
<No data to display>		

**Maintenance | Common | Address:** When the insert button is used to add an address and the coordinates in the Company Editor are set to New York City, with a priority radius of 50km, only New York City and Brooklyn addresses are suggested.

The screenshot shows the 'Address Editor' window. The 'Type' is set to 'Acct/Cust'. 'Address 1' contains '156'. A 'Suggestions' dropdown menu is open, displaying a table of address recommendations. The table has columns for Address 1, Address 2, City, State, Zip, Zip 4, and Plant Key. The first two rows are highlighted with a red border, indicating they are the suggested results for the input '156'.

Address 1	Address 2	City	State	Zip	Zip 4	Plant Key
156 William Street		New York	NY			
1561 Bedford Avenue		Brooklyn	NY			
1568 Broadway		New York	NY			
156 5th Avenue		New York	NY			
156 West 56th Street		New York	NY			

Other fields visible in the interface include 'City', 'ZIP:', 'Delivery Point:', 'Zone:', 'Latitude:', 'Longitude:', 'us-', 'ent Tract:', 'ior Tract:', 'SAC:', and 'Plant Key:'.

# Trouble Ticket Comments Copied to Service Order

When users add Comments to a Trouble Ticket and select the “Go to Service Order” button the Comments will be copied to existing and new Service Orders created from that Trouble Ticket. This convenience eliminates the need to copy/paste Comments to the Service Order. The Comment will indicate it was copied from the Trouble Ticket and display the Trouble Ticket number.

