



EXPERIENCIA OMNICHANNEL.

Omnichannel approach in Comarch BSS with a typical user journey shown on the live system

Jacek Prokop
BSS Product Management

COMARCH

AGENDA

Omnichannel en Telco

- Porque es importante la comunicación como en otras industrias y donde está el Dinero?

Experiencia Omnichannel de COMARCH.

- Como es realizado el Omnichannel dentro del Suite BSS Enterprise de Comarch y cuales son sus características claves.

Omnichannel Demo

- Paso a paso del cliente a través de varios canales, mostrándolo como un caso de uso

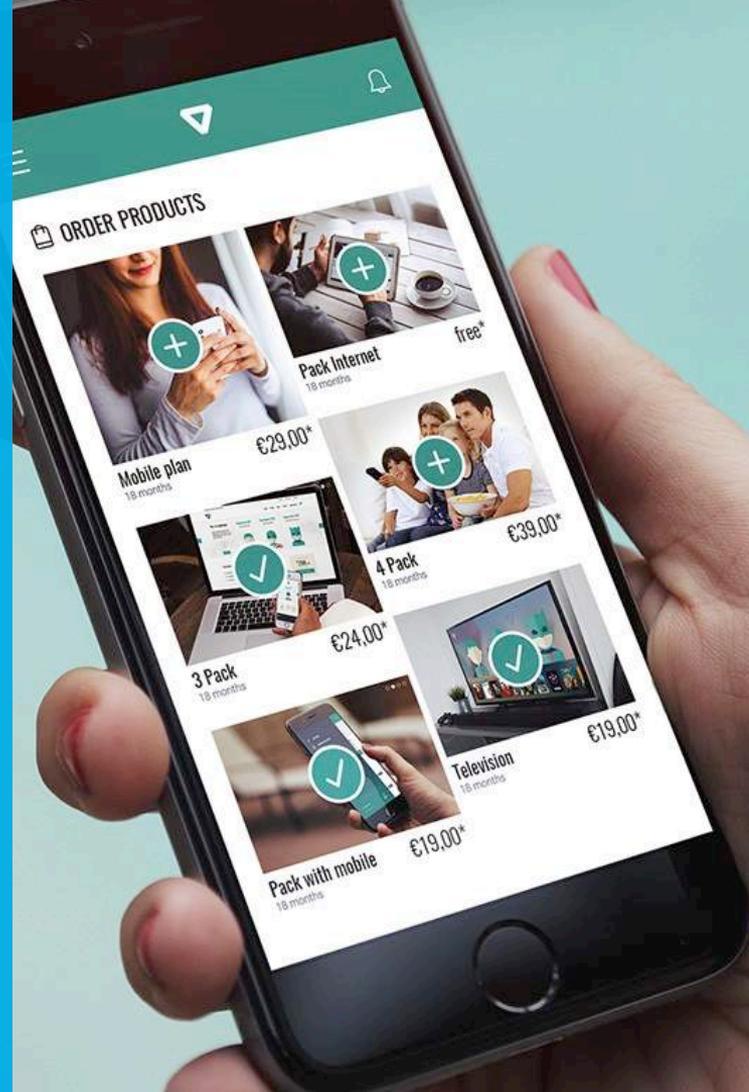
Conclusiones y Road Map.

- Sumario y futuras mejoras.

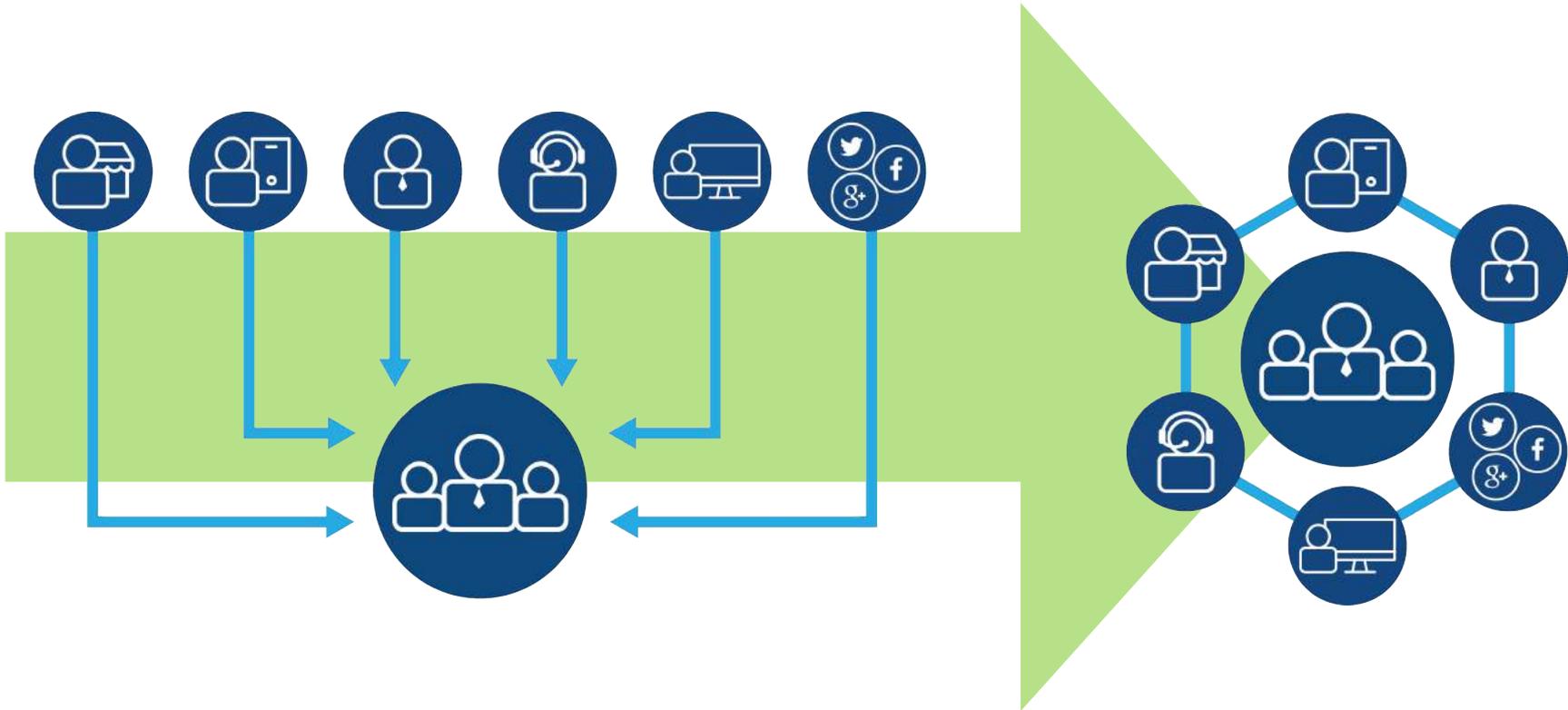


OMNICHANNEL EN TELECOMUNICACIONES

- Porque es importante omnichannel en las Telcos?
- Donde está el Dinero?



EVOLUCION DESDE MULTICHANNEL A OMNICHANNEL



QUE ES OMNICHANNEL?

1

Decisión y Salto del Canal

El cliente elije donde y cuando interactuar con el CSP.

2

Acceso a información del cliente Consistente.

La información del Cliente debe ser consistente y compartida a través de los canales, aplicando lo mismo para la identidad del cliente.

3

Experiencia del Cliente Contextual

Cualquier actividad, en cada canal, debe ser guiada adecuadamente para entregar la correcta experiencia de cada canal y ciclo de vida del cliente.

4

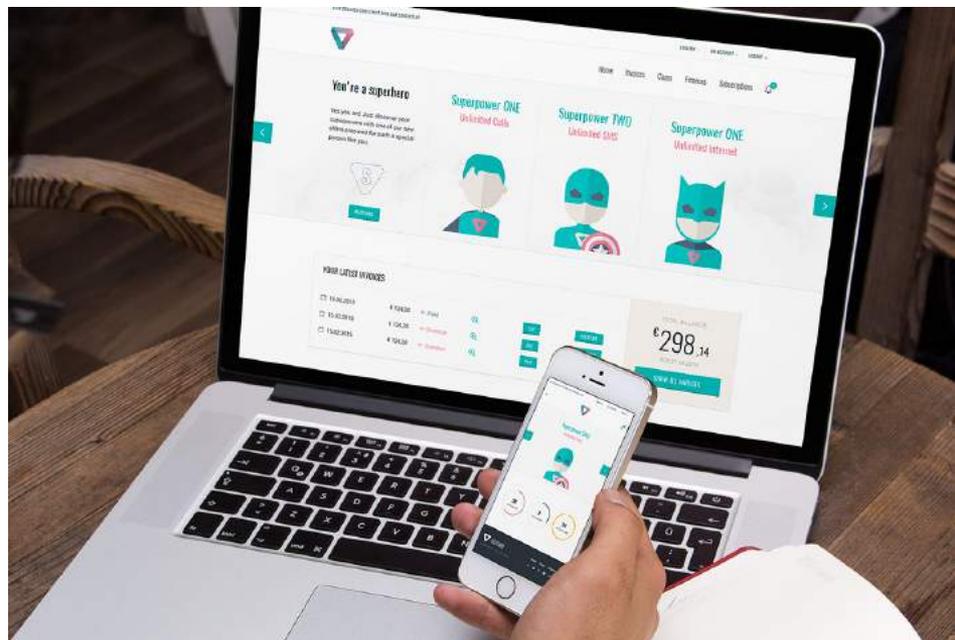
Product catalog management

El Catálogo de Producto debe ser capaz de sincronizar consistentemente a través de todos los canales.



PORQUE AHORA Y DONDE ESTA EL DINERO?

- De acuerdo a la investigación de TM-Forum el **74% de los clientes TELCOS USAN 3 ó mas canales para completar una sola transacción.**
- De acuerdo a la investigación de Forrester el costo del contacto de un **cliente puede variar entre 12 USD en un call center a menos de 0.1 USD por Online Self-Service.**
- Con la personalización de las ofertas en un ambiente Omnichannel el **ARPU puede incrementar un 18%** de acuerdo a Analysys de Mason
- **CRM Omnichannel puede ahorrar a los operadores móviles \$4.6 billones anuales** si es implementado correctamente, informa Northstream

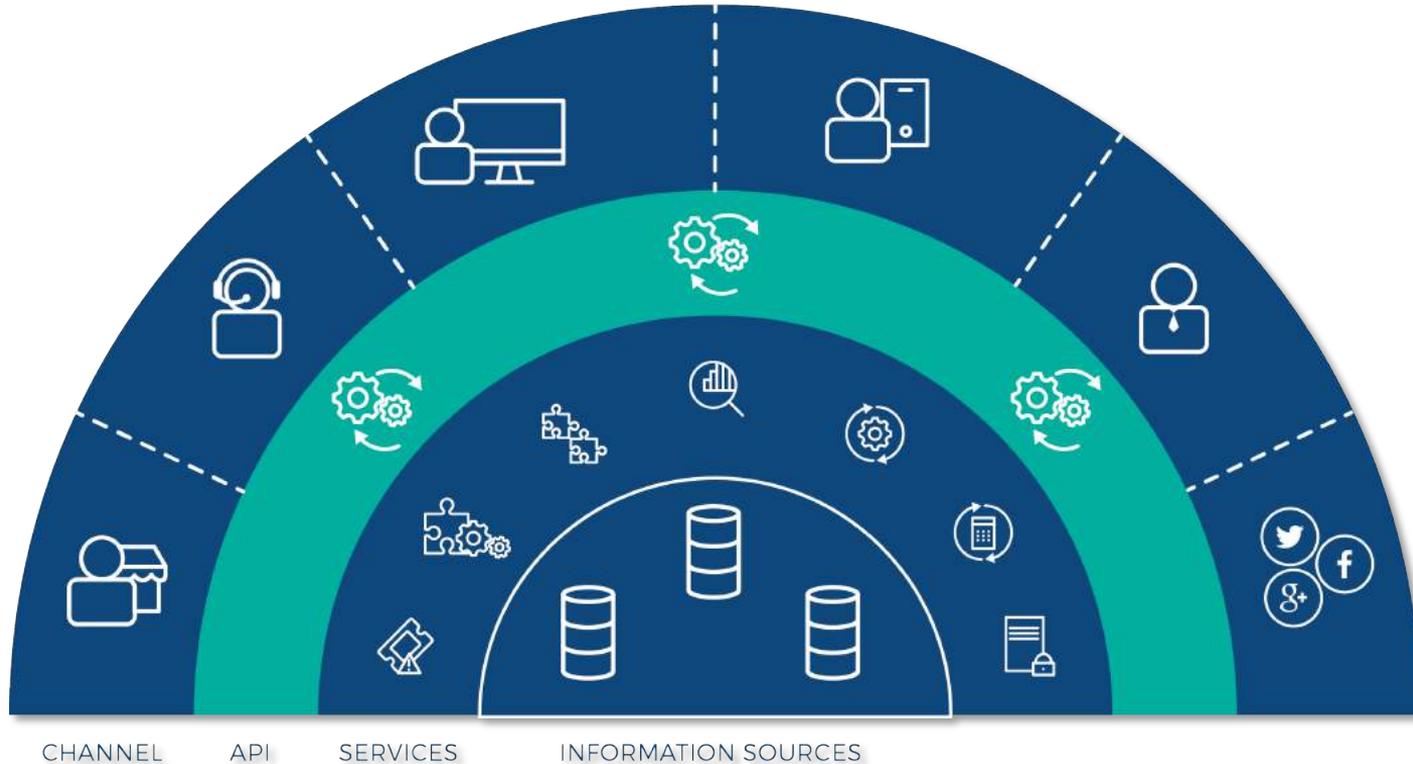


EXPERIENCIA OMNICHANNEL VERDADERA DE COMARCH

- Como el Omnichannel es realizado dentro de Comarch BSS y cuales son las características claves.

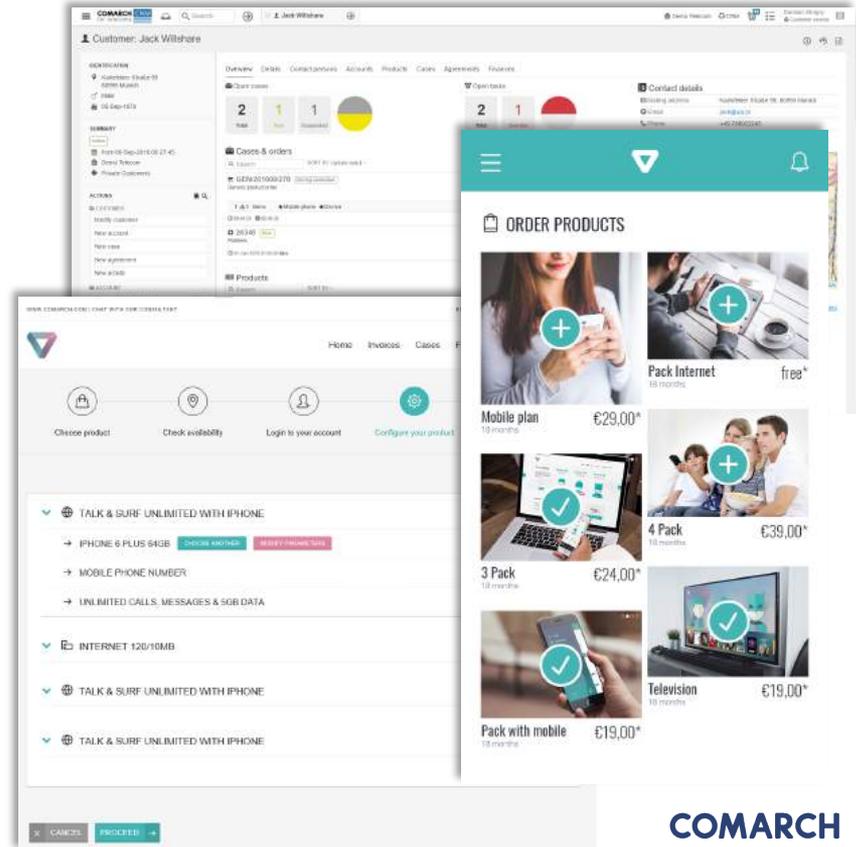


OMNICHANNEL APPROACH IN COMARCH BSS



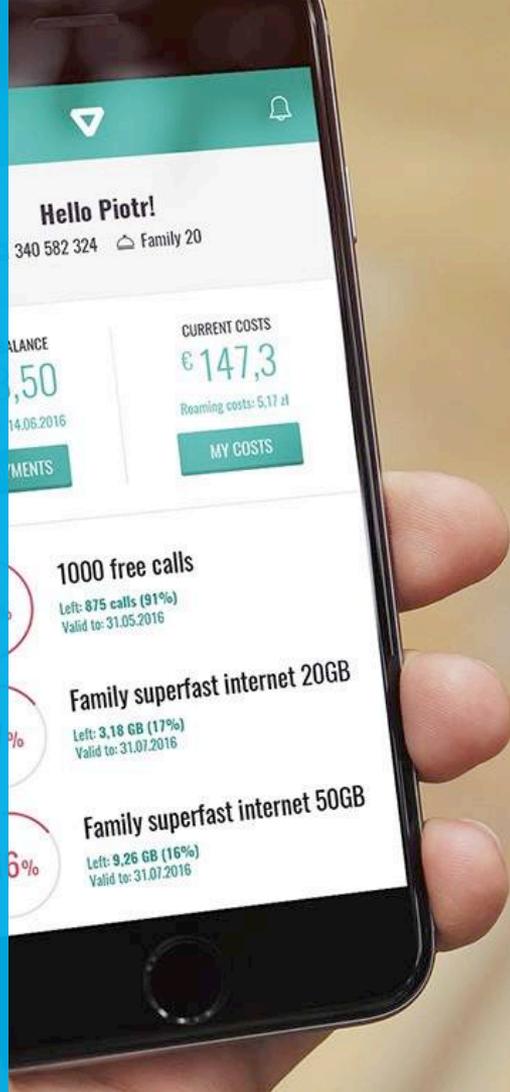
COMARCH BSS – CARACTERISTICAS CLAVES DEL OMNICHANNEL

- **Catálogo de Producto** capaz de sincronizar al **Order Management**.
- **Acceso a información completa y consistente** del cliente, a través de canales online y offline.
- **Build-in, procesos de negocios centralizados** con lógica de negocios compartida en todos los canales.
- **Self-Service (web y Movil), CRM para ventas y servicios, ventas Móviles, social media y REST API** para canales externos.
- **Motor de recomendación– la oferta correcta en tiempo correcto y personalización** para sugerir el contenido apropiado.

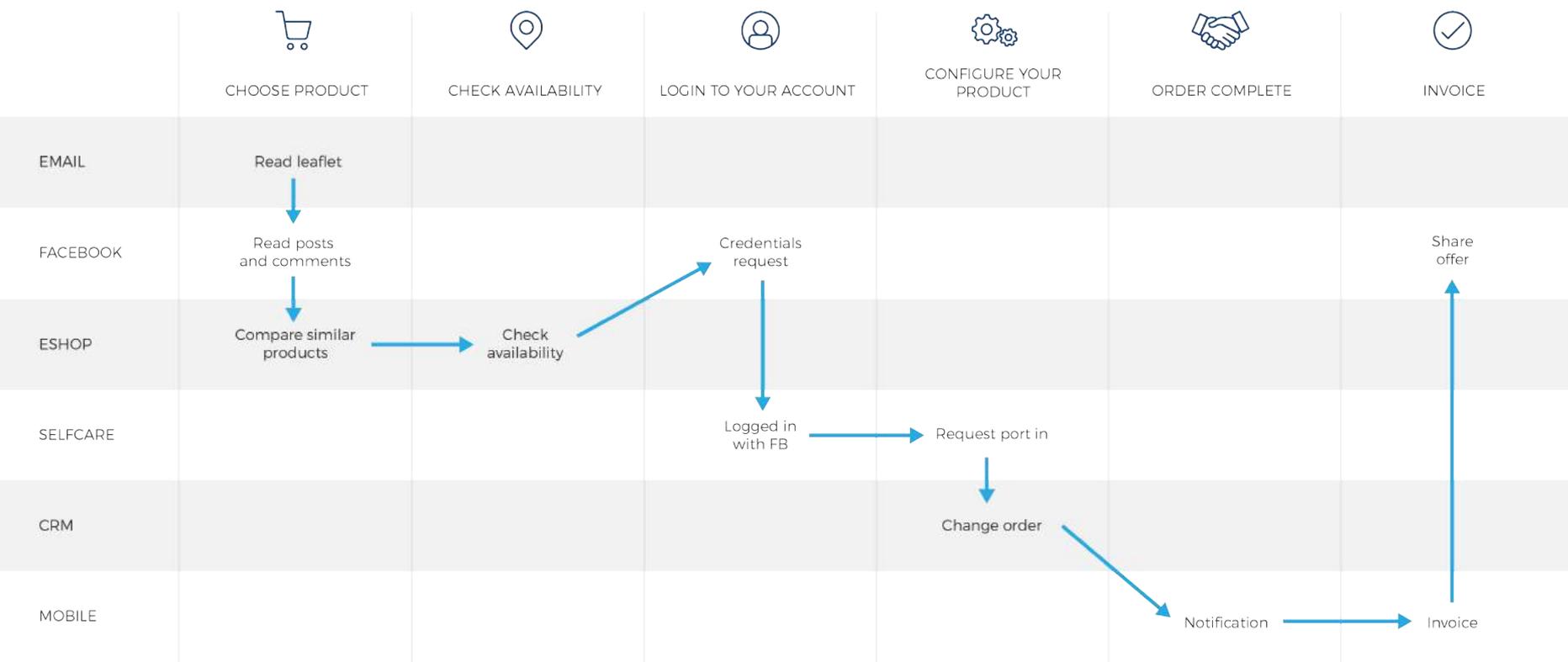


OMNICHANNEL DEMO

- Un típico recorrido del cliente a través de varios canales.



TIPICO RECORRIDO DEL CLIENTE CON EL CAMBIO DE CANALES.





John Cage es un usuario activo en la social media y particularmente le gusta el intercambio de información con sus amigos en Facebook.

Recientemente se ha mudado de Buenos Aires a Lima y quiere mantener el contacto con sus amigos y salir a conocer la Ciudad..

A photograph showing a close-up of two men in dark suits shaking hands. In the background, a group of business professionals, including a man and a woman, are standing on a rooftop or balcony overlooking a modern city skyline with several tall, glass skyscrapers under a clear blue sky. The scene is brightly lit, suggesting a sunny day.

Demo Telco es un CSP
Internacional que entrega a
clientes Europeos ambos
servicios, Fijo y Móvil.

JOHN EMPIEZA SU RECORRIDO COMERCIAL POR FACEBOOK

The screenshot shows the Facebook profile of John Cage. The header includes the name "John Cage" and navigation links for "Home" and "Find Friends". The profile picture is a man with glasses. The cover photo is a scenic mountain landscape. Below the profile picture, there are buttons for "Update Info" and "View Activity Log". The navigation menu includes "Timeline", "About", "Friends", "Photos", and "More". A status update is visible: "When did you attend Wroclaw University of Science and Technology?". The "Intro" section lists his professional background: "Research Assistant at Munich University", "Studied Data Science at Frankfurt, Germany", and "Lives in Munich, Germany". A recent post shows he visited Romania.

The screenshot shows the Facebook page for "Demo Telco". The header includes the name "Demo Telco" and navigation links for "Home" and "Find Friends". The profile picture is a man looking at a phone. The cover photo is a collage of images related to technology and communication. Below the profile picture, there are buttons for "Friends", "Following", "Message", and "More". The navigation menu includes "Timeline", "About", "Friends", "Photos", and "More". The "Intro" section includes a "Post" button and a text input field. A recent post is highlighted with a blue border. The post is titled "Demo Telco shared her photo" and is dated "20 September at 18:54". The post content reads: "4 Pack This bundle will provide you super fast Internet access, over 70 TV channels in HD, cheap fixed telephony and unlimited calls, messages & huge data pool with brand new iPhone! Services are provided by next generation Decoder HD and Modem WIFI. Your home has never been so digital and entertaining!... See more". Below the text is a photo of a family (a man, a woman, and two children) looking at a smartphone. The bottom of the page includes language options (English (UK), Polski, šīlšnskó gódká, Español, Português (Brasil)) and links for "Privacy", "Terms", "Advertising", "AdChoices", "Cookies", and "More".

JOHN ES REDIRIGIDO PARA OPERAR EN LA PAGINA WEB, DONDE PUEDE APRENDER MAS DETALLES.

WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT

ENGLISH



E-shop



4 Pack

This bundle will provide you super fast Internet access, over 70 TV channels in HD, cheap fixed telephony and unlimited calls, messages & huge data pool with brand new iPhone!

Services are provided by next generation Decoder HD and Modem WiFi. Your home has never been so digital and entertaining!

📅 Contract period:	18 months
📍 Activation fee:	€ 39,00
🔄 Monthly fee:	€ 105,00

Share:



← BACK

ORDER THIS PRODUCT ✓

COMARCH

SE INFORMA CON OFERTAS SIMILARES Y PAQUETES QUE SON RECOMENDADOS PARA EL.

WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT



Show All Bundles Mobile Television Internet



Mobile Plan

18 months

free*

WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT



Show All Bundles Mobile Television Internet



4 Pack

18 months



4 Pack

This bundle will provide you super fast Internet access, over 70 TV channels in HD, cheap fixed telephony and unlimited calls, messages & huge data pool with brand new iPhone!

Services are provided by next generation Decoder HD and Modem WiFi. Your home has never been so digital and entertaining!

Contract period: 18 months

Activation fee: € 99,00

Monthly fee: € 105,00

Share: [f](#) [t](#) [p](#) [g+](#) [r](#) [m](#)

← BACK

ORDER THIS PRODUCT ✓

Related products:



Mobile Plan

18 months



4 Pack

18 months



Mobile Plan

18 months



Internet Pack

18 months

RECONFIRMA LA IDEA DE QUE ESTE ES EL MEJOR PAQUETE PARA EL.



4 Pack

This bundle will provide you super fast Internet access, over 70 TV channels in HD, cheap fixed telephony and unlimited calls, messages & huge data pool with brand new iPhone!

Services are provided by next generation Decoder HD and Modem WiFi. Your home has never been so digital and entertaining!

📅 Contract period: 18 months

📍 Activation fee: € 39,00

🔗 Monthly fee: € 105,00

Share:



← BACK

ORDER THIS PRODUCT ✓

COMARCH

JOHN REALIZA LA DECISION DE COMPRA Y VE EL RECORRIDO PARA TERMINARLO.

WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT

ENGLISH MY ACCOUNT LOGOUT X



E-shop



Please provide your address

Let us check if the selected product is available in your location.

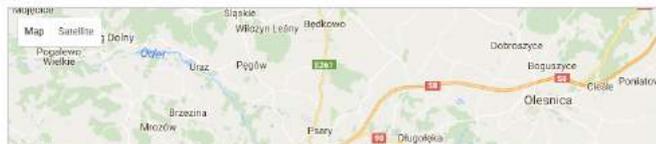
Please enter full address:

Country:

City:

Postal code:

Street:



COMIENZA CON LA VERIFICACIÓN DE DISPONIBILIDAD

WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT

ENGLISH MY ACCOUNT LOGOUT X

E-shop

Check availability Login to your account Configure your product Provide customer data Order complete

Please provide your address

Let us check if the selected product is available in your location.

Please enter full address:

Karlsfelder Straße 99, Munich, Germany

Country:

Germany

City:

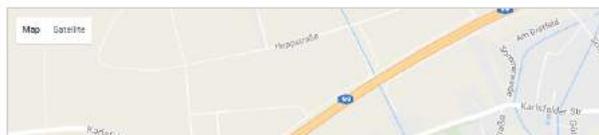
München

Postal code:

80995

Street:

Karlsfelder Straße



Please provide your address

Let us check if the selected product is available in your location.

Please enter full address:

Karlsfelder Straße 99, Munich, Germany

Country:

Germany

City:

München

Postal code:

80995

Street:

Karlsfelder Straße



CANCEL

PROCEED →

ÉXITO! EL SERVICIO ESTA DISPONIBLE EN LA DIRECCIÓN DE JHON.



Login to your account


Great, the product is available in your location.
Please login to your account to configure your order and finish the purchase.

Username

Password

LOGIN

or login with:

FACEBOOK or **GOOGLE**

JOHN NO ES UN CLIENTE DE DEMO TELCO AÚN: USA LAS CREDENCIALES DE FACEBOOK PARA LOGEARSE.



Login to your account


Great, the product is available in your location.
Please login to your account to configure your order and finish the purchase.

Username:

Password:

LOGIN

or login with:

FACEBOOK or **GOOGLE**

Log in with Facebook - Google Chrome

https://www.facebook.com/v2.6/dialog/oauth?app_id=179081829113...

Log in with Facebook



Continue as John

Comarch Selfcare will receive the following info:
your email address.

[Review the info that you provide](#)

This doesn't let the app post to Facebook

Not Now OK

JOHN CONFIGURA PARAMETROS BÁSICOS, TANTO COMO SU TELÉFONO FIJO.

WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT

ENGLISH ▾ JOHN CAGE ▾ LOGOUT ×

Home Invoices Cases Orders Shop Subscriptions ▾

Check availability Login to your account **Configure your product** Provide customer data Order complete

FIXED TELEPHONE PLAN

Fixed Phone Number	Fixed Phone Number 4989140000751	Select resource
--------------------	-------------------------------------	-----------------

CANCEL CONFIRM

INTERNET (Internet 120/10 Mb [change](#)) €25,0

MOBILE (Talk & Surf Unlimited with iPhone)

... Y SU NÚMERO MÓVIL, QUE LE GUSTARÍA MANTENER, POR SUPUESTO.

The screenshot displays the COMARCH website interface. At the top, there is a navigation bar with the URL 'WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT', language options ('ENGLISH', 'IDH4 CADE'), and a 'LOGOUT' button. Below this is a main navigation menu with links for 'Home', 'Invoices', 'Cases', 'Orders', 'Shop', and 'Subscriptions'. A central navigation bar features five icons: a location pin, a person, a gear, a list, and a thumbs up, with corresponding labels: 'Check availability', 'Login to your account', 'Configure your product', 'Provide customer data', and 'Order complete'. The 'Configure your product' icon is highlighted in teal.

A modal window titled 'MOBILE PHONE NUMBER' is open, showing a table with the following data:

Phone Number	Phone Number	Select resource	Number porting
	491752000347		

At the bottom of the modal, there are two buttons: 'CANCEL' and 'CONFIRM'. Below the modal, the website shows a list of services with their prices and status:

- INTERNET (Internet 120/10 Mb) [change](#) €25,0
- MOBILE (Talk & Surf Unlimited with iPhone)

...ASI QUE LO SOLICITA EN EL PORTAL SELF-SERVICE.

WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT

ENGLISH | JOHN CAGE | LOGOUT

Home Invoices Cases Orders Shop Subscriptions

Check availability Login to your account **Configure your product** Provide customer data Order complete

MOBILE PHONE NUMBER

Phone Number	Ported number	Select resource	Number porting
	<input type="text" value="49781623231"/>		
	Person name		
	<input type="text" value="John Cage"/>		

CANCEL **CONFIRM**

MOBILE (Talk & Surf Unlimited with iPhone)

EL SUMARIO DE LA ORDEN ES PRESENTADO A JOHN.

SUMMARY FOR *BUNDLE*

Product	Commitment period	Monthly	One time
Bundle	18 months		
Internet 120/10 Mb		€ 25,00	
Television			
Basic Package - 70 channels		€ 25,00	
Fixed Telephone Plan (498914000602)		€ 10,00	
Decoder			
Modem			
Talk & Surf Unlimited with iPhone			
SIM Card (nano)			
Unlimited Calls, Messages & 5GB Data		€ 25,00	
iPhone 6 Plus 64GB		€ 40,00	€ 119,00
Mobile phone number (49791623231)			
Delivery By Technician			
		Total	
		€ 125,00	€ 119,00

[CANCEL](#) [BACK](#) [NEXT](#)

EN EL ÚLTIMO PASO, JHON TIENE QUE INFORMAR SU INFORMACIÓN PERSONAL.

Check availability — Login to your account — Configure your product — **Provide customer data** — Order complete

CUSTOMER DATA

Country:

First name: Last name:

Phone number: Email address:

City: Postal Code:

Street: Street number:



John esta teniendo dudas.
El ancho de banda es suficiente
para lo que está buscando?

FÁCILMENTE PUEDE CAMBIARLO EL MISMO, PERO SI QUIERE PUEDE SOLICITAR ALGÚN CONSEJO.

Check availability Login to your account **Configure your product** Provide customer data Order complete

CHANGE/SWAP SELECTED PRODUCT

monthly one time

<input checked="" type="radio"/> Internet 120/10 Mb	€ 25,00
<input type="radio"/> Internet 250/20 Mb	€ 35,00

CANCEL **CONFIRM**

→ MOBILE PHONE NUMBER (49781623231) setting ×

→ MOBILE PLAN (Unlimited Calls, Messages & 5GB Data [change](#)) € 25,0 ×

→ SIM CARD (SIM Card (nano)) ×

JOHN CONTACTA AL CALL CENTER.

COMARCH CRM for telecoms | Search | John Cage | Demo Telecom | CRM | Damian Strojny | Customer service

Customer: John Cage

IDENTIFICATION
Karlstfelder Straße 99
80995 Munich
Male
03-Sep-1980

SUMMARY
from 14-Sep-2016 14:08:35
Demo Telecom
Private Customers

ACTIONS
CUSTOMER
Modify customer
New account
New case
New agreement
New activity
ACCOUNT
Change billing address €5.00
Change billing cycle €5.00
Change billing delivery method €5.00
Change billing language €5.00
Change customer account data €10.00
Customer assistance from €10.00
PRODUCT ORDERS
Set Up or Upgrade Service
Change Existing Service
Generic product order

Overview Details Contact persons Accounts Products Cases Agreements Finances

Open cases 1 Total 1 New

Open tasks 0 Total

Cases & orders
GEN/201609/447 (New)
Generic product order
€119.00 one-time | €125.00 per month

Products
There are no records

Activity stream
Product order was created (Self Care)
GEN/201609/447 (New)
today 15:13:53 John Cage
Customer was registered (Self Care)
today 14-Sep-2016 John Cage

Contact details
Mailing address: Karlstfelder Straße 99, 80995 Munich
Email: daniel.furgal@comarch.com
Phone: +49 781623231
Facebook: daniel.furgal@comarch.com

Map
Map showing location: Karlstfelder Straße, Ludwigstfeld, Munich.

Tasks New todo | Showing all upcoming tasks
There are no any tasks to display

Comments New comment
There are no any comments to display

EL AGENTE ABRE LA ORDEN DE JHON Y CAMBIA LA OPCIÓN DE INTERNET.

Order items Detailed charges Job scheduling Delivery options Notifications Tasks and comments Attachments Related requests

All / Bundle

Close

Configure Bundle
Bundle PRO010080 **BUNDLE**

Installation address	Karlsteiner Straße 99 80995 Munich	Availability check <input checked="" type="checkbox"/>
Commitment period	18 months from 14-Sep-2016 23:00:00 to 14-Mar-2018 23:00:00	
Requested activation date	As soon as possible from 15-Sep-2016 13:03:22 to 15-Oct-2016 13:03:22	Estimated: 15-Sep-2016 18:01:00
Accounts	John Cage Owner, Payer, User	

Product options Characteristics Job scheduling Comments

Services

- Internet
 - Internet 120/10 Mb - INT1000852 PRO010092 **Internet**
 - Television - TV1000499 PRO010093
 - Fixed Telephone Plan - 4989140000069 PRO010090
 - Talk & Surf Unlimited with iPhone PRO010091
- Access Devices
 - Decoder PRO010084
 - Modem PRO010085

Internet

Select another option

- Clear
- Internet 120/10 Mb €25.00 per 1 month
- Internet 250/20 Mb €35.00 per 1 month

€125.00 per 1 month
€119.00 one-time
Remove from order Copy

€25.00 per 1 month

€10.00 per 1 month

€0.00 per 1 month

€0.00 per 1 month

EL RESULTADO ES INMEDIATAMENTE VISIBLE EN EL DASHBOARD DEL AGENTE.

Order items Detailed charges Job scheduling Delivery options Notifications Tasks and comments Attachments Related requests

All / Bundle

✕ Close

Configure Bundle
Bundle PROD10088 **BUNDLE**

Installation address	Karlshofen Straße 69 80995 Munich	Availability check <input checked="" type="checkbox"/> ✎
Commitment period	18 months from 14-Sep-2016 23:00:00 to 14-Mar-2018 23:00:00	✎
Requested activation date	As soon as possible from 15-Sep-2016 13:03:22 to 15-Oct-2016 13:03:22	Estimated: 15-Sep-2016 16:01:00 ✎
Accounts	John Cage Owner, Payer, User	✎

Product options Characteristics Job scheduling Comments

Services

- Internet
Internet 250/20 Mb - INT1000653 PROD10101 ✎ €35.00 per 1 month Select
- Television - TV1000499 PROD10093 ✎
- Fixed Telephone Plan - 4989140000069 PROD10080 ✎ €10.00 per 1 month
- Talk & Surf Unlimited with iPhone PROD10091 ✎

Access Devices

- Decoder PROD10094 ✎ €0.00 per 1 month
- Modem PROD10095 ✎ €0.00 per 1 month

SUBTOTAL
€135.00
per 1 month
€115.00
one-time

Remove from order Copy

...LA ORDEN DE JOHN LE PERMITE CONTINUAR.



Check availability Login to your account **Configure your product** Provide customer data Order complete

SUMMARY FOR *BUNDLE*

Product	Commitment period	Monthly	One time
Bundle	18 months		
Internet 250/20 Mb		€ 35,00	
Television			
Basic Package - 70 channels		€ 25,00	
Fixed Telephone Plan (4989140000831)		€ 10,00	
Decoder			
Modem			
Talk & Surf Unlimited with iPhone			

EL AGENTE LE INFORMA A JHON SOBRE LA MAGNÍFICA APLICACIÓN MÓVIL Y PRESENTA LA ORDEN.

COMARCH CRM For Telecoms Search John Cage Demo Telecom CRM Damian Strojny Customer service

Product order: GEN/201609/613 Cancel Perform correction

Details	Customer
Identifier: GEN/201609/613	Name: John Cage
Type: Generic product order	Identifier:
State: Plan in negotiation	Address: Karlsfelder Straße 99, 80995 Munich
Statistics: 1 of 12 items	Account: John Cage
Product families: ★Phone ★Internet ★Device ★Mobile phone ★Others ★Television	Brand: Demo Brand 2
Requested completion date: As soon as possible	Vendor: Demo Telecom
from 15-Sep-2016 16:26:14 to 15-Oct-2016 16:26:14	Market segment: Private Customers

Charges

€119.00	€135.00
one-time	per 1 month

Order items Detailed charges Job scheduling Delivery options Notifications Tasks and comments Attachments Related requests

PINE/201609/5 Transfer request John Cage
Karlsfelder Straße 99, 80995 Munich

© 10:40:30 separadix

EL NÚMERO MÓVIL DE JOHN ES TRASLADADO A EL NUEVO OPERADOR Y TODOS LOS SERVICIOS SERÁN ENTREGADOS.

COMARCH CRM | Demo Telecom | CRM | Demian Stofny | Customer service

Customer: John Cage

IDENTIFICATION
Karlsfelder Straße 99
80995 Munich
Male
03-Sep-1996

SUMMARY
Active
from 14-Sep-2016 14:08:35
Demo Telecom
Private Customers

ACTIONS
CUSTOMER
Modify customer
New account
New case
more
ACCOUNT
Change billing address €3.00
Change billing cycle €0.00
Change billing delivery method €5.00
more
PRODUCT ORDERS
Set Up or Upgrade Service
Change Existing Service
Generic product order
OTHER
Block SIM
Call Report from €10.00
Cession
more

Overview Details Contact persons Accounts Products Cases Agreements Finances

Open cases 0 Total

Open tasks 0 Total

Cases & orders Open | Closed | All
There are no records.

Products
Search SORT BY expand all / collapse all
Bundle PROD16152 **SHARED** **Active** **INTERNAL**
Generic service
Billing interval: from 15-Sep-2016 to 14-Mar-2018 €135.00 per month
Commitment

Activity stream

- Port-in external done
PINE/20160915 Done
today 10:47:15 ExternalTasksScheduler
- Product order was completed successfully
GEN/201609013 Done
today 10:46:49
- Product order was discarded
GEN/201609070 Discarded

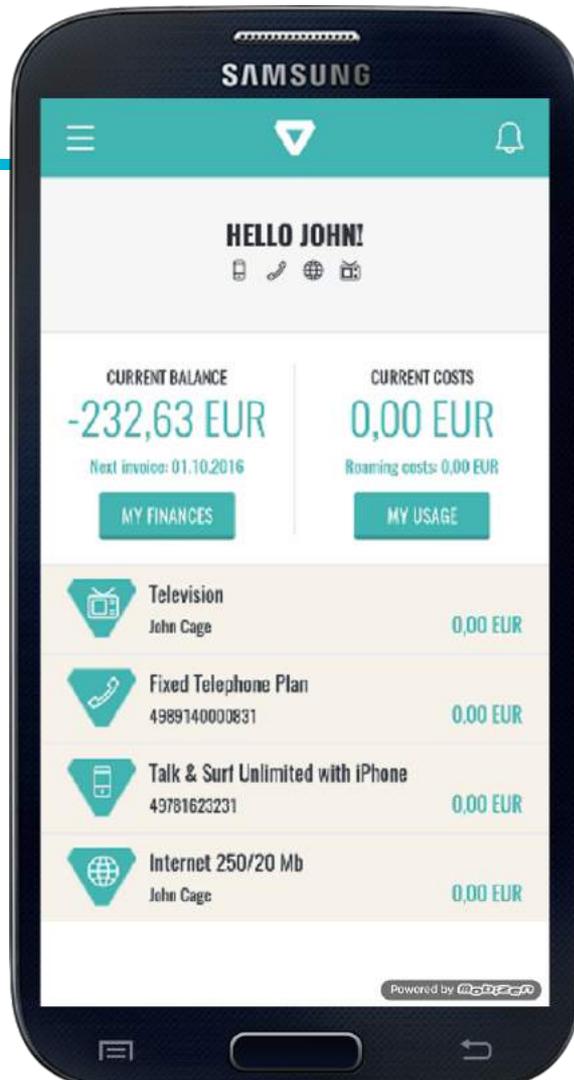
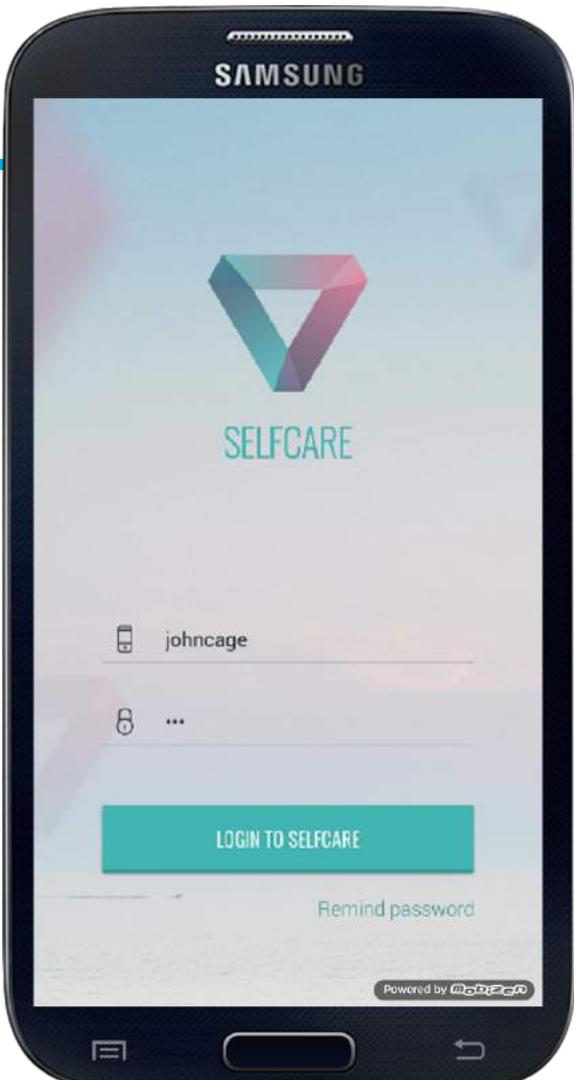
Contact details
Mailing address: Karlsfelder Straße 99, 80995 Munich
E-mail: daniel.fargal@comarch.com
Phone: +49 78 1623231
Facebook: daniel.fargal@comarch.com

Tasks New task Showing all upcoming tasks
There are no any tasks to display

Comments New comment
There are no any comments to display

Map
Karlsfelder Straße 99, 80995 Munich

Dropdown menu:
Remind PLK code €5.00
SIM Card Order €5.00
Swap SIM
Change internet speed Discarded



**JOHN REALIZA EL LOG
IN EN LA APP MÓVIL.**

SAMSUNG



HELLO JOHN!



CURRENT BALANCE

-232,63 EUR

Next invoice: 01.10.2016

MY FINANCES

CURRENT COSTS

0,00 EUR

Roaming costs: 0,00 EUR

MY USAGE



Television

John Cage

0,00 EUR



Fixed Telephone Plan

4989140000831

0,00 EUR



Talk & Surf Unlimited with iPhone

49781623231

0,00 EUR



Internet 250/20 Mb

John Cage

0,00 EUR

Powered by

SAMSUNG



INVOICE DETAILS

INVOICE ITEMS

INVOICE USAGE

TOTAL AMOUNT: 232,63 EUR



Joe Doe

0,06 EUR

16.09.2016 02:00 Calls to fixed national numbers 3:00 min.



Make call



Send SMS



Edit contact



498914000450

0,19 EUR

16.09.2016 02:00 Calls to vendor mobile network 2:00 min.



Anne Blackburn

1,23 EUR

16.09.2016 02:00 Calls to other mobile networks
Monday-Friday 8-22 8:00 min.



Daisy

0,21 EUR

16.09.2016 02:00 Calls to other mobile networks
Monday-Friday 22-8 & Weekends 1:00 min.



497816232054

0,00 EUR

Powered by

COMPRUEBA LOS DETALLES DE LA FACTURA.

COMARCH

SAMSUNG



HELLO JOHN!



CURRENT BALANCE

-232,63 EUR

Next invoice: 01.10.2016

MY FINANCES

CURRENT COSTS

0,00 EUR

Roaming costs: 0,00 EUR

MY USAGE



Television

John Cage

0,00 EUR



Fixed Telephone Plan

4989140007831

0,00 EUR



Talk & Surf Unlimited with iPhone

49781623231

0,00 EUR



Internet 250/20 Mb

John Cage

0,00 EUR

Powered by

SAMSUNG



OVERVIEW

DETAILS

ADDITIONAL
SERVICES

Talk & Surf Unlimited with iPhone

49781623231

Mobile phone number

State:

Active

Business model:

Subscription

Commitment:

14.09.2016 - 14.03.2018

Owner account:

John Cage

CONFIGURE

iPhone 6 Plus 64GB

State:

Active

Business model:

Subscription

Commitment:

14.09.2016 - 14.03.2018

Owner account:

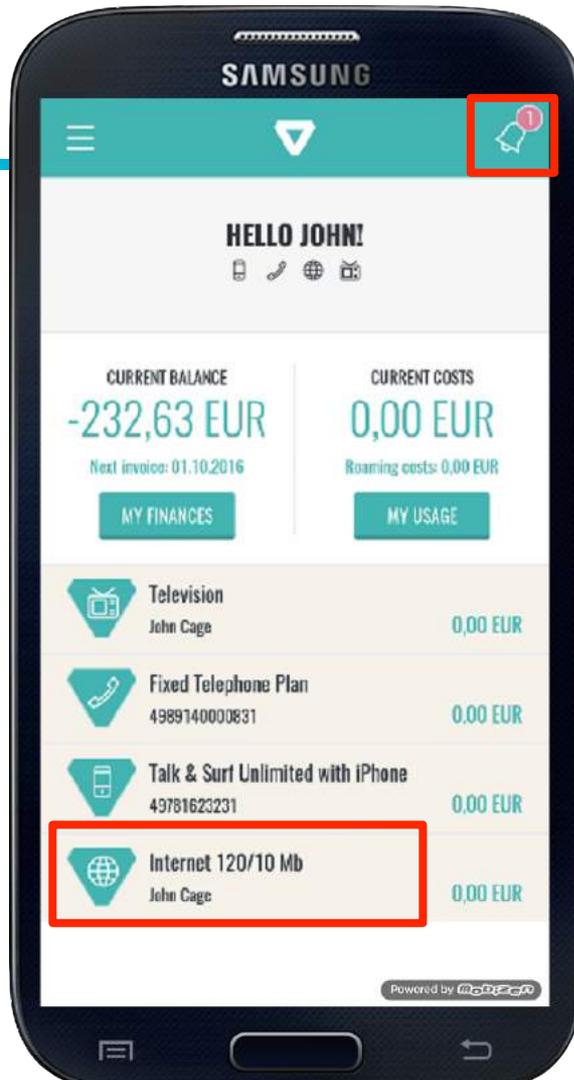
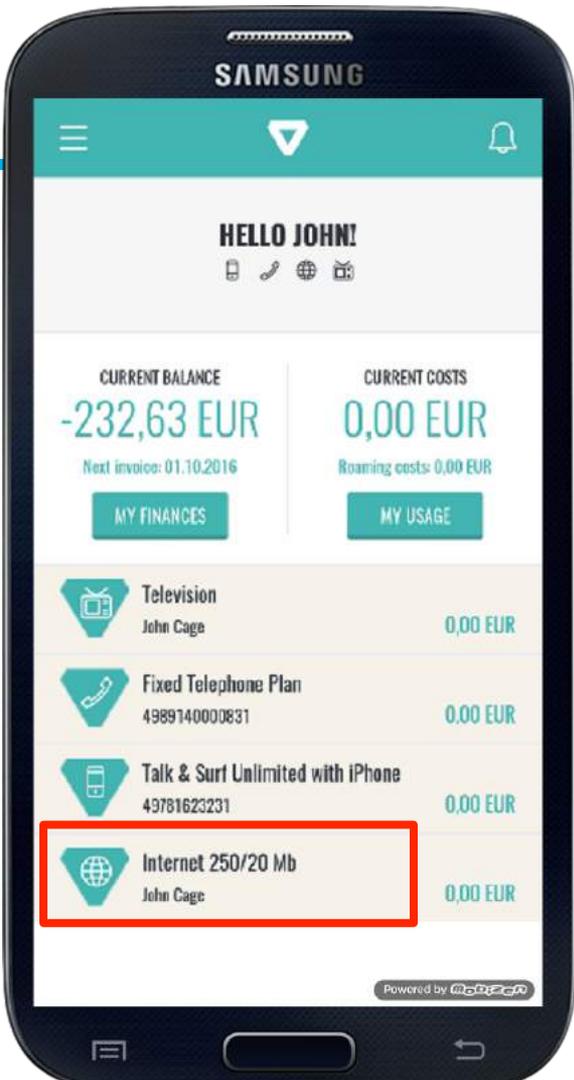
John Cage

CONFIGURE

Powered by

MIRA RAPIDAMENTE AL
PRODUCTO MÓVIL.

COMARCH



Y EL INTERNET, DONDE JOHN DECIDE CAMBIAR LA BANDA ANCHA.

JOHN COMPARTE SU OFERTA EN FACEBOOK Y OBTIENE PUNTOS.

WWW.COMARCH.COM | CHAT WITH OUR CONSULTANT

ENGLISH ▾

JOHN CASTOR CAGE ▾

LOGOUT ✕



Home Invoices Cases Orders Shop Subscriptions ▾

4 pack: share with friends and get a gift

We prepared our new 4-pack offer for such a special person like you... and your friends! Share our offer on **facebook** and get a free pendrive.



GET YOUR GIFT NOW

Share on Facebook



John Cage

Great experience and great service from D.T!



4 Pack

4 Pack - this bundle will provide you: super fast Internet access, over 70 TV channels in HD, cheap fixed telephony and unlimited calls, messages & huge data pool with brand new iPhone! Services are provided by next generation Decoder HD and Modem WiFi. Your...

BSS-DEMO.COMARCH.COM



Friends ▾ Cancel Post to Facebook

Phone
100 free minutes



YOUR LATEST INVOICES

16.09.2016 € 232,63

← Open

202,63

FOR 24.9.2016

MY FINANCES

CURRENT COSTS

€ 44,55

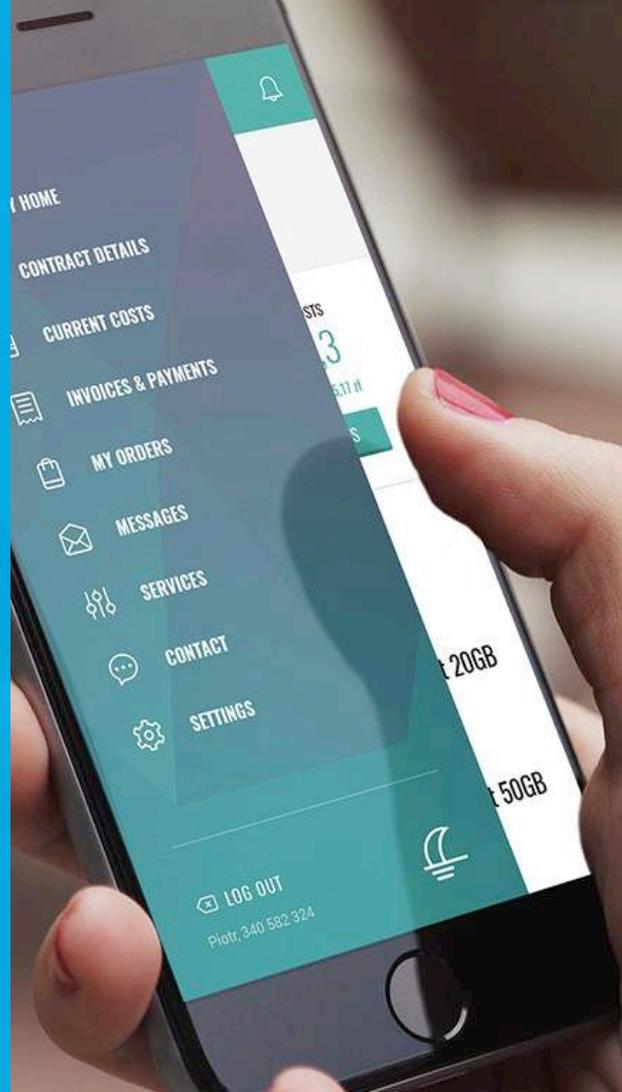
GROSS

MY USAGE

COMARCH

CONCLUSIONES

- CONCLUSIONES Y ROAD MAP.



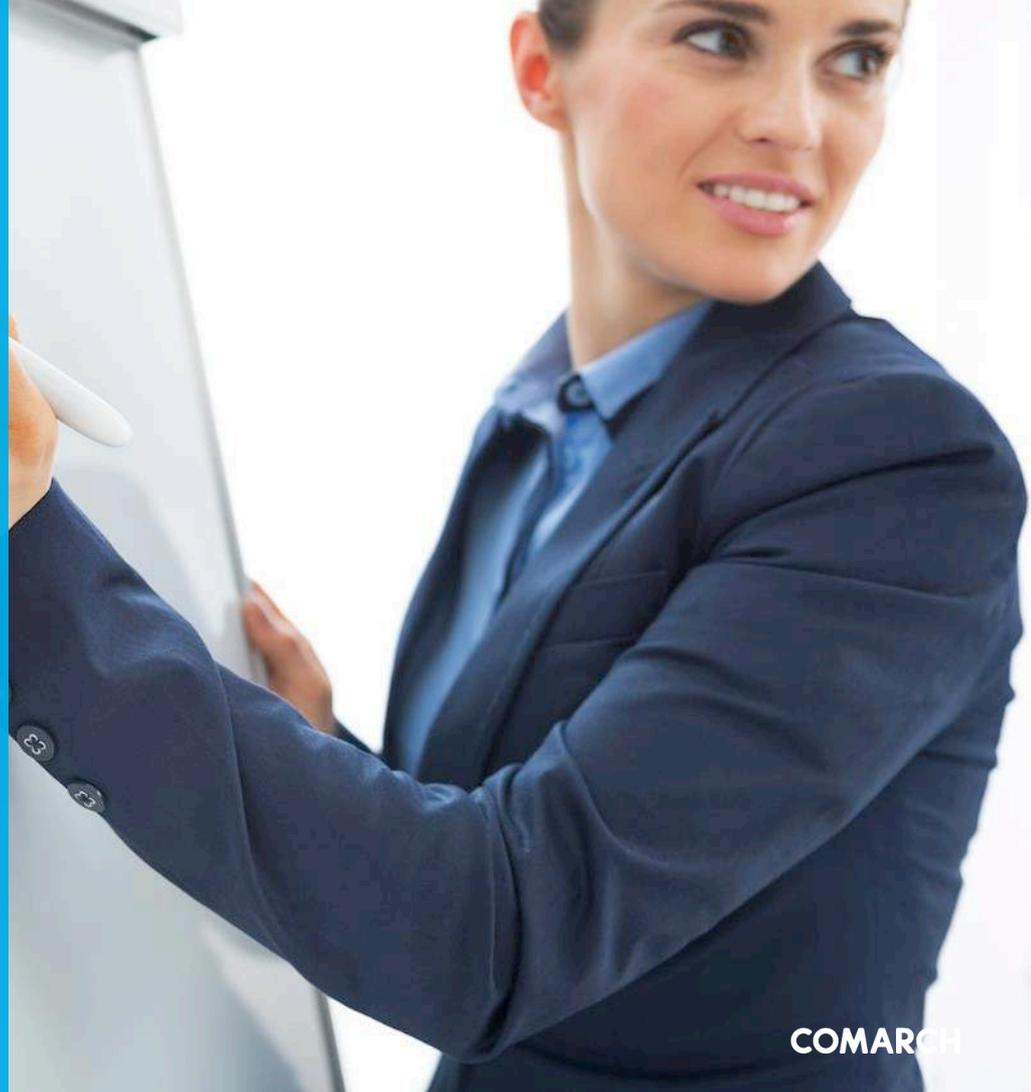
ROAD MAP EN LA AREA DE OMNICHANNEL

- **Mobile self service** para iOS and Windows
- **Aplicaciones Moviles de CRM** y dashboards dedicas para ventas door-to-door, puntos de ventas y dealers.
- Adicionalmente, **procesos de negocios built-in.**
- **Chat en vivo.**
- **Modulo de Case Mgmt reconstruido.**
- **Modulo de presupuesto**
- **Analytics para recomendaciones y personalizaci3n.**



Gracias

Preguntas?



COMARCH

al. Jana Pawła II 39 a
31-864 Kraków
Poland
Phone: +48 12 64 61 000
E-mail: info@comarch.com
www.comarch.com

