



SELF-CARE PORTAL





“ T2 OPENKEY SELF-CARE PORTAL IS A COMPREHENSIVE AND COMPLETE SELF-CARE SOLUTION ”

T2 OpenKey Self-Care Portal is a comprehensive self-care solution, where personal and corporate customers take full control of their accounts and payments, browse their bills and usage, and obtain online assistance whenever they need it.

Open Key Self-Care Portal is implemented in accordance with TM Forum’s Framework (eTOM, SID, TAM) to follow best practices and internationally accepted standards.

OpenKey Self-Care Portal provides following main capabilities:

- Self-order submission and status tracking,
- Tariff and package change,
- Problem and complaint submission and status tracking,
- Bill payment, manage payment preferences and view billing details,
- Set and monitor usage thresholds and limits,
- Online service desk assistance, and
- Personal preferences management and
- Contact lists and distribution lists for sending SMS

This portal can be used to deliver precisely targeted information, such as new offers or relevant promotions and campaigns.

OpenKey Self-care Portal is accessible via web, web mobile and native mobile applications. It provides superior usability through smart navigation and quick actions and consistent look-and-feel across different platforms that enhances the user experience.

The system can be deployed with different configurations and designs for segmented customers such as personal and corporate. Mobile users can take advantage of using both web mobile interfaces or native iOS, Android applications.

OpenKey provides a layered and service oriented architecture. It supports rapid deployment of front-end changes due to decoupled integration with back-end systems, enabling service providers to react faster to changing business requirements.

OpenKey Self-care Portal provides following main benefits:

- Fast access to services
- Increases revenues by speeding up order to payment process
- Improves customer loyalty
- Reduces costs through operational efficiencies
- 24/7 access, does not have the frustration of waiting for a free call agent



Fast access to services



*Increases revenues
by speeding up order to payment process*



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