ORDER JOURNEY

Order management and provisioning of UCaaS/CCaaS and related services aligned with your unique workflow

Overview

We provide a seamless, scalable and consistently repeatable order management experience that combines order acceptance, processing, validation and compliance – augmenting the order journey function into your organisation without disrupting BAU.

Our multi-platform expertise ensures familiarity with the requisite provider portals for service ordering and pre-activation of UCaaS/CCaaS solutions and related connectivity. We then integrate with your sales and client management processes to facilitate a unique end-to-end order journey prior to the onboarding phase, which is optimised for maximum efficiency, throughput and end customer success.

Scope

The scope of STW order journey services includes but is not limited to:

- Rapid knowledge acquisition of your systems and processes
- Order journey design and documentation
- Order handling and database management
- Order processing and admin
- Reporting and escalation
- Handover to onboarding phase

Our order journey services can encompass underlying connectivity services (broadband, Ethernet, SIP trunks, etc.) as well as the UCaaS/CCaaS tenants or seats.

Benefits

Harnessing Support to Win order journey services brings the following benefits:

- Professionally managed order journey function aligned to your sales and service delivery processes
- Faster time to revenue as sales orders are converted more quickly
- Reduced risks affecting immediate and long-term customer success
- No impact on BAU activities.