

Customer Care



Upgrading their applications with a new Convergent Customer Care & Billing System world was very important to Telecom Venezuela; to stay in the business, the company had to adapt to the new services and merchandising methods that appear so often in the telecommunications sector.

For this reason the company chose GX Vision, the GeneXus-developed application that is well-known for its technological flexibility and features aimed at business and financial management, as well as the customer's in-situ operations.

Developed with GeneXus 9.0 on a Java Web system, the application loads the results of services provided by the client (telephony, data transport, Internet access, Pay TV, Digital TV, PPV, VOD, etc.) into the system's core (Convergent Customer Care & Billing System). In this way, besides achieving convergence on the client side from the Billing standpoint, a consolidated system is generated to support all services.

Among the main benefits found are fast implementation of new services and business strategies; Customer Care functionality; and the ability to automatically control and organize the company's operating processes, providing directors with management and strategic data. This proves that smart decisions can be simple and effective at the same time.

Production Environment Technical File

Used Technologies	GeneXus
Solution	GXVision
Generator	Java Web
DBMS	MySQL
Operative System	Linux
Environment	Web
Links	www.cvgtelecom.com.ve www.genexus.com www.gxvision.com