

CASE STUDY

Self-service portal development

Industry: Telecommunications

New service

Set up Primary template

Name*

Self-service portal

Description

SSP version 1.0. for all internet, VoIP, mobile users.

Email

 Enable email sending/receiving feature Use XME.Digital mail server Use different mail server

Host

imap.gmail.com

Client

An internet service provider based in Switzerland. Since the mid-1990s, the company has offered technical services such as broadband internet access via ADSL/ADSL2+, VDSL, SDSL, and fiber-to-the-home (FTTH); VoIP, traditional landlines, and virtual PBX; and housing and hosting, etc.

Challenges

The client's contact center agents were overloaded with customer requests. They required a software solution to optimize request processing time and to offer their subscribers greater transparency and control over tariffs.

Built with XME.digital

- User-friendly and flexible self-service portal
- Traffic usage dashboards & statistics
- Invoice management
- Seamless integrations with:
 - Product catalogue
 - Warehouse management
 - Mobile number operator
 - 3rd-party billing system

Results

23%

Less load on customer support

15%

Higher customer satisfaction rate

NEW

The new updated self-service portal coming in 2026