



SPRINT DESKTOP MANAGERSM

Sprint DeskTop ManagerSM provides a Web-based, real-time interface to Sprint customer databases and resources, empowering you to increase revenues and improve customer service now. Using just your PC and Web browser, you can perform a variety of order and maintenance functions on your customer accounts — free of charge*.

You can speed orders, save time and prevent mistakes from interfering with service. Access to real-time information will enable your employees to answer customer questions immediately. Sprint DeskTop Manager can be used 24-hours a day, by any employee you choose — even via remote access.

Features

The advanced features of Sprint DeskTop Manager simplify management of your customer accounts.

- ▶ Real-time access to view, change, add, delete or block services for ANIs, toll-free numbers and FÖNCARDS
- ▶ 24 x 7 availability with remote access over Dial IP, Dedicated IP or frame relay links
- ▶ Security protects the privacy of customer information
- ▶ Private e-mail with digital signatures and encryption controls orders
- ▶ Batch file transfer sends orders and maintenance information
- ▶ Reports list errors in batch files
- ▶ Management reports present key statistics on your order activity
- ▶ Sprint-led DeskTop Manager training supports your employees
- ▶ Online access to the Sprint Wholesale Handbook provides key information on products, methods and procedures, record layouts and service level agreements



Benefits

Sprint DeskTop Manager can deliver these e-business advantages:

- ▶ Earn revenues faster with direct activation of customer accounts
- ▶ Gain better control of service orders with secure, convenient submission
- ▶ Improve profits with fast, free order processing
- ▶ Enable round-the-clock customer service with 24 x 7 availability of customer accounts
- ▶ Increase employee productivity and accuracy with automated systems, user training and online resources

Applications

Sprint DeskTop Manager is tailored to speed and simplify common customer requests.

- ▶ Add new ANIs or review orders already placed
- ▶ Add or cancel orders for toll-free services
- ▶ Enter or change FÖNCARD assignments; block previously assigned numbers

Availability

Sprint DeskTop Manager is available to Sprint Wholesale customers at no charge*.

For more information about Sprint DeskTop Manager, talk to your Sprint Wholesale account representative today, or, call 1 800 788-3240.

Visit Sprint Wholesale on the Internet: www.sprint.com/wholesale

*Some restrictions may apply. Contact your Sprint account representative for information.

