TELeUPDATE

2017 July --- Welcome

Hotdogs, Fireworks and a New Fiscal Year at NISC

Everyone knows the Fourth of July really is what kicks off summer: Grilling and watching fireworks is a great way to get it going. Well the First of July is an important date at NISC too as it is the start of our fiscal year, and this year it also signals some pretty big changes. As many of you have heard we have done a little restructuring over the past nine months and this new structure is officially in place as of July 1.

Our new structure is designed to help us provide better service and solutions to you, our valued Members. I'm excited about it because it is going to allow me to focus on two things I feel are critical to NISC's success. Strategic planning and its execution is critical to any organization's long-term success, and in this new structure, it becomes a part of our everyday work. The other component for me is the product design aspects of our E&O solutions, from getting work to the field to managing trouble tickets, we will be working to ensure our solutions are meeting your needs.

So we are starting out the new fiscal year with some big changes, and you will begin to see the benefits of those in the coming months. I'm excited about it and look forward to continuing to provide quality products and services to you, our Members.

Todd Eisenhauer, Vice President, Strategy & Operations

2017 July --- Members Matter

A little over two years ago when we started the 'Members Matter' column, it was aptly named to reflect our core-commitment to our Members. We have been fortunate to see our Membership grow considerably over the past several years, which has been exciting, but creates some challenges and opportunities as well. As the NISC Membership grows, so too does our ability to scale and innovate. This is reflected in the budget our Board of Directors recently approved at our June Board Meeting which calls for record investments into our Research and Development, in addition to employee growth across our divisions that directly support our Members to ensure we are always being responsive to your needs.

While we are fortunate for growth, it has never been more important to engage with our Membership and serve their technology needs. We do this with a personalized approach that often casts us as the smallest, big company you work with. This approach is imperative given our cooperative business model has sustained our organization for the past 50 years. In the spirt of a personalized approach, there are a few important occurrences we want to highlight:

Member Information Conference – The MIC continues to be our best opportunity to interact with our Membership and showcase the innovations of NISC. This year's MIC is a one-week format and is shaping up to be a high-energy and high-value event. We will have a record 200 training sessions this year, including 45 Member-led sessions. We encourage you to check out the MIC website for additional information on these sessions, including our keynote speakers and MICFest as well.

NRECA Regional Meetings & NTCA Fall Conference – NISC is once again planning to host our own regional business update meetings in conjunction with the NRECA Regional Meetings and the NTCA Fall Conference. This is an important opportunity for us to engage with our Member Directors and executives to provide an update on NISC financials, innovations and updates on the election of our Board of Directors.

NISC Workshops – While the MIC is NISC's premier event, we also know the importance of being more local to our Members. We are pleased to share that this year we have 36 NISC Workshops across the country and on our campuses in Mandan, N.D. and Lake Saint Louis, Mo. These workshops offer an opportunity to provide more specific training with an often more convenient location, though Members are encouraged to attend any workshop that fits their schedule.

NISC Community – The growing online presence of the NISC Community continues to offer a wealth of information and portal for training opportunities. The Community also offers an opportunity for Members to interact with each other. We have been working hard on updating the Community to make it easier to use and find the information you need. We hope to be able to share a preview of the new Community at the MIC and launch it sometime later this fall.

Regional Business Managers – Our RBMs are the face of NISC across the country with our Members. We recently had the opportunity to concentrate their role to enhance their support of our Members, in addition to adding a few new RBMs to our team. We appreciate the relationships each of our RBMs has formed with you and have equipped them with additional information and tools to provide value to you at site visits and interactions at statewide and regional meetings.

We value our relationship with each of you and appreciate the opportunity to be your technology partner.

Jasper Schneider, Vice President, Member & Industry

The Countdown is On for the 2017 MIC!

The 2017 NISC Member Information Conference (MIC) is just around the corner, and it's shaping up to be our best conference yet. With the new one-week format, more Member-led sessions, enhanced solutions and three keynote speakers, we're sure there's going to be something for all MIC attendees to enjoy.

At the MIC, the focus is always on learning – And it all starts with the sessions. Geared at helping you learn as much as you can about NISC solutions, MIC sessions will help you pick up new tips, tricks and hints at how to get the most out of the technology. Again in 2017, we'll have a large number of sessions provided by you, our valued Members, that will give you a new perspective on how NISC solutions can help you gain efficiencies and better serve your customers. And again this year, attendees of one of several ABS sessions will have the opportunity to earn Certified Professional Education (CPE) credits for their time in attendance at the MIC.

The Partner Pavilion will once again serve as the heart and hub of the MIC. Featuring our partners, the Partner Pavilion will showcase the NISC exhibit and the Innovations Lab, where you'll be able to get answers to your questions or learn more about the new and exciting solutions NISC is currently developing. Don't forget to take some time to relax in the Chillax Room and meet up with iGEAR, NISC's subsidiary company, to help gear your organization with quality products at cooperative prices.

The 2017 MICFest will take us to yet another new locale this year: The Dome at America's Center. This multi-purpose stadium is the former home of the St. Louis Rams and many notable events over the past two decades. In keeping with the football theme, NISC will be transforming this space into a tailgate party. Try your hand at a number of sports activities from human foosball to golf to traditional carnival games...Or simply sit back and enjoy a variety of other entertainment options and of course, food.

Haven't registered for MIC yet? **Sign up soon as registration closes on August 28!** For more information on classes, hotels or registration, click here to visit the MIC website. Also, the 2017 MIC app will be available soon to all attendees, so keep an eye out for more information!

Hotel Update: The Marriott St. Louis Grand, Drury Inn & Suites and Embassy Suites are now sold out! There are still some really great hotels that have availability and can accommodate you while attending the MIC. The Holiday Inn Convention Center is a short two blocks away. If you are a baseball fan, the Hyatt Regency is located within walking distance of Busch Stadium. NISC will be running a complimentary shuttle for the duration of the conference from the Hyatt Regency to America's Center. T**he August 28 room block deadline is nearing, book your room today!**

Cannot Make the MIC? For those of you who cannot attend the 2017 MIC but still want to hear the big announcements and latest discussions, we will once again be offering the option to live stream and will be sending information on streaming options soon. Stay tuned.

See you in St. Louis!

With Malicious Attacks on the Rise, NISC Launches Cybersecurity Offering

Regardless of your business reach – local, international or somewhere in between – the reality of cyberattacks affecting your organization is not only possible but probable. In response to the growing and ever-evolving threat, NISC has launched Cybersecurity Services to help independent telephone companies, electric cooperatives and other public power entities defend themselves against ever-present threats.

"Cyberattacks are increasing in frequency and complexity," said Jeff Nelson, NISC Vice President of Information Security & Risk Management. "It's an everyday risk companies can no longer ignore. Our Members asked us for a solution to meet the industry's ever-evolving list of cybersecurity needs. To this end, NISC Cybersecurity Services leverages what we have learned from implementing our own cybersecurity tools and puts these resources directly in our Members' hands."

NISC Cybersecurity Services offers of a complement of solutions to protect vital operational data:

- **NISC CyberAcademy** – Online user awareness training and phishing simulation
- **NISC CyberDetect** – Incident detection and incident response (currently in beta testing)
- **NISC CyberProtect** – Endpoint protection with 24/7 monitoring
- **NISC CyberDefense** – Perimeter defense leveraging firewalls and report monitoring
- **NISC CyberScan** – Vulnerability management with advanced scanning, reporting, tracking and risk scoring

"NISC Cybersecurity Services takes a multi-tiered approach in addressing a company's security needs," said Nelson. "It doesn't matter whether it is perimeter defense, endpoint protection and monitoring, end-user training, or vulnerability management. Cybersecurity now involves all facets of an organization, and we are excited about what this offering can do to meet our Members' needs."

NISC's Cybersecurity Services can help you protect your organization. Visit **www.cybersecurity.coop** or call 1.866.999.6472 today to learn more.

NISC Dedicates New Mandan Campus Expansion

NISC officially dedicated the Mandan campus' newest administration building on July 21, 2017. This $7.5 million expansion accommodates the current and projected growth as well as connects all buildings on the campus.

"It's an exciting time to be a part of rural America in the telecom and electric industries," said Reginal Rudolph, Vice Chairman of the NISC Board of Directors. "For over 50 years, NISC has called Mandan home. With the dedication of the building, we continue to affirm our presence and commitment to our employees, our Members, and to the great state of North Dakota."

The dedication was marked by speeches given by Vern Dosch, NISC President and CEO, and Rudolph, who is also the General Manager of San Isabel Electric Association in West Pueblo, Colorado and a native of Flasher, N.D. The event was attended by many NISC Mandan employees and members of the Bismarck-Mandan community. The Mandan office, one of four NISC campuses in the United States, has served as the North Dakota campus since 1966 and is home to more than 400 employees. The Mandan facility expanded by 33,000 square feet in an effort to accommodate the demands of a growing organization, offering additional office space, meeting rooms, a dining facility and fitness center.

"I'm very grateful for the Bismarck-Mandan community and to those representing Bismarck, Mandan, the Chamber of Commerce, and Bismarck-Mandan Development Association," said Dosch. "You have allowed us to grow in this place and you have fostered an environment that encourages and sustains our growth, as well as provides a great place to raise our families."

At NISC, employees focus on service excellence and innovative information technology solutions that enable their Member-Owners to excel in customer service, maximize diversification opportunities and compete effectively in the changing utility and telecommunications industries. Due to the continued steady growth of the IT cooperative, NISC expects to add 70 employees over the next five years.

Click here to watch the local television coverage of the event.

NISC Recognized as Top Workplace Based on Employee Feedback

Last month, NISC celebrated a Red Letter Day in recognition of the following accomplishments:

- Computerworld 2017 Best Places to Work in IT: #19 in Small Business
- Bismarck-Mandan Young Professionals Network 2017 "Top 10 Places to Work" and "Distinguished Business Partner"
- St. Louis Post-Dispatch 2017 "Top Workplace": #8 in Large Business

2017 marks the 14th year in a row, and 15th time overall, NISC has made the list of Computerworld's Best Places to Work in IT. It's an honor for NISC to receive these awards, especially because the list is compiled from employee surveys in regards to topics such as management, amenities, benefits, training and how they like working for NISC.

"We've been really fortunate to be selected for this award so many years in a row," said Vern Dosch, NISC President & CEO. "It's significant because Computerworld surveys our employees and gives them an opportunity to weigh in and provide feedback on how we're doing as a technology company."

NISC was also awarded "Top 10 Places to Work" and "Distinguished Business Partner" through the Bismarck-Mandan Young Professionals Network. The organization's mission is to enhance the work experience of those in the community by hosting events and activities centered on professional development, community service and networking.

"YP is local to our Mandan, N.D. office, and so many of our employees have roots in this community," Dosch said. "There's so much talent in rural North Dakota and YP exemplifies that with the work they do and the leadership networks they're developing in this area."

The St. Louis Post-Dispatch ranked NISC eighth in large business on their list of "Top Workplaces" this year, among the likes of organizations such as Edward Jones and Aldi. Winners were selected based on several criteria including organizational health factors, company values and connection - a gauge on whether employees feel valued and appreciated.

The credit for NISC's success is owed to the employees, who work tirelessly to meet the needs of NISC's Members and help stay on the cutting edge of technology.

"We can say NISC is a great place to work, but the way our employees have become engaged with our organization is what's made the difference," Dosch said. "Through volunteer activities, wellness initiatives and more, our employees have allowed us to back up those claims and receive awards like this that are to be shared with all of our employees."

2017 July --- What's New in iVUE?

With the release of iVUE 2.39 comes a wealth of updates and features for the iVUE solution. What can you do with iVUE 2.39? Visit the Software Release Information Community for the comprehensive release notes of everything included in the latest iVUE release!

2017 July --- NISC Learning Opportunities

2017 NISC Workshops

The 2017 NISC Workshops are winding down but there are still opportunities to learn! Here are the remaining workshops for this year:

- **August 15-17** :: CC&B Telecom Overview - Camp Douglas, WI
- **October 31 - November 2** :: ABS Inventory/Purchasing Management - Maple Grove, MN
- **November 28 – 30** :: ABS All Module Overview - London, KY

Please visit the NISC Workshops Community for the schedule, agenda and other information regarding the workshops in which you are interested.

Upcoming Telecom CC&B WebEx Sessions

Here is a glance at the upcoming CC&B Wednesday WebEx sessions:

- **August 9** :: Business Rules Can Help CSRs Rock Their Orders
- **August 23** :: SHOM: Put Your Customers into the Driver's Seat

Upcoming ABS WebEx Sessions

At any time, you may visit the ABS Community to check out the upcoming ABS WebEx sessions and register online. If you missed a session or are just looking for web-based training, don't worry, that can be found in the Featured Training section of the ABS Community.

Here is a glance at the upcoming ABS WebEx sessions:

- **July 25** :: CC&B Telecom to GL: Balancing Best Practices
- **August 1** :: ABS Messenger – Be Notified! (New with 2.39)
- **August 2-3** :: ABS Auditor Workshop (Two separate sessions)
- **August 8** :: ABS Miscellaneous Receivable: Best Practices for Balancing
- **August 15** :: ABS Accounts Payable: Best Practices for Balancing
- **August 16** :: Telecom CC&B and Capital Credit Integration Auditor Workshop
- **September 12** :: ABS Work Order: Best Practices for Balancing
- **October 10** :: ABS Fleet Management: Best Practices for Balancing
- **October 17** :: ABS Material Inventory – Physical Inventory Procedures

2017 July --- Welcome New Telecom Members!

NISC would like to welcome our newest Members to the NISC family! Thank you for selecting NISC. We're excited to work with you!

- **Hiawatha Broadband Communications, Inc., Winona, MN**
- **KMTelecom, Kasson, MN**
- **The Champaign Telephone, Co., Urbana, OH**
- **BARConnects LLC, Lexington, VA**
- **Bristol Bay Telephone Cooperative, King Salmon, AK**
- **Siskiyou Telephone Company, Etna, CA**
- **Twin Lakes Telephone Cooperative Corporation, Gainesboro, TN**

2017 July --- NISC Community Tips & Tricks

The Value of Sharing

Just like our parents taught us as small children, value comes from sharing with others. The value that comes from sharing knowledge can make us all more productive, effective and efficient in our jobs.

One of the most important aspects of working for a cooperative is the notion of working together. It's easy to get caught up in the everyday grind of the job and do things the same way they've always been done. But inevitably, there will always be someone who can look at a project or issue from a unique perspective, discovering new ways to accomplish something or shortcuts to simplify tasks. This is where collaboration truly comes into play, and the Community is an excellent platform to do just that.

Maybe there's a skill you've mastered that others are still struggling with, or a discovery you made during an implementation that may be useful to share. The Community is an excellent place for not only NISC staff to share information, but also for you, our Members, to share information and advice with each other.

We know it can sometimes be daunting to ask a question on the Community if there's something you are unsure about. But that's what makes it such a great tool – you have thousands of users there to help you, who have been where you are and who want to ensure your success. It's a judgement-free zone because we are all trying to accomplish the same goals, and NISC subject matter experts are here to ensure your questions are answered efficiently and in a timely manner.

So start a discussion, post your advice and share your knowledge with others today on the NISC Community!

2017 July --- Visit Us at These Events

- **Aureon Technology Golf Classic** :: August 2 in West Des Moines, Iowa
- **TSTCI Futures Retreat** :: August 2-3 in Lake Tahoe, Nev.
- **NDTA Annual Golf Day & Dinner** :: August 7 in Minot, N.D.
- **Pinnacle Golf Day** :: August 7 in Brainerd, Minn.
- **Ben Lomand Summit** :: August 7-9 in Chattanooga, Tenn.
- **Tri-State Telecommunications Conference** :: August 7-10 in Park City, Utah
- **UTC Utilities Broadband Workshop** :: August 10-11 in Tampa, Fla.
- **PRIMO Summer Conference** :: August 10-11 in Kansas City, Mo.
- **NTCA Regional North Central Conference** :: August 13-15 in Sioux Falls, S.D.

- **KTA Summer Managers Meeting** :: August 15-16 in Jamestown, Ky.
- **SDTA Annual Meeting** :: August 20-22 in Deadwood, S.D.
- **NTCA Regional Central & Northeast Conference** :: August 20-22 in Coralville, Iowa
- **NTCA Finance & Accounting Conference** :: August 21-24 in Las Vegas, Nev.
- **TTA Annual Convention & Product Showcase** :: August 27-30 in Marble Falls, Texas
- **MTA Annual Meeting** :: August 28-30 in Kalispell, Mont.
- **WSTA Badger/ITPA Fall Golf Outing** :: September 5 in Nekoosa, Wis.
- **ITA Vendor Showcase** :: September 7 in East Peoria, Ill.
- **TAM Annual Meeting and Convention** :: September 12-14 in Rockport, Maine
- **ISE Expo (Formerly called OSP)** :: September 12-14 in Orlando, Fla.
- **ICA enVision (Video Conference)** :: September 14 in Des Moines, Iowa
- **WTA Fall Annual Meeting** :: September 17-20 in Coeur d'Alene, Idaho
- **NTCA Fall Conference** :: September 24-27 in Philadelphia, Pa.
- **ANMTA Fall Conference** :: October 2-5 in Scottsdale, Ariz.
- **PTA/NYSTA NETS** :: October 3-5 in Binghampton, N.Y.
- **WSTCA Fall Conference** :: October 3-4 in Eau Claire, Wis.
- **MTA Fall Conference** :: October 5-6 in Minneapolis, Minn.
- **WSTA Fall Conference & Exhibits** :: October 9-11 in Wisconsin Dells, Wis.
- **TELSE Annual Convention** :: October 9-13 in Point Clear, Ala.
- **TSTCI Annual Membership Meeting** :: October 11-13 in Austin, Texas
- **NTCA Regional Northwest Conference** :: October 15-17 in Jackson Hole, Wyo.
- **TANE Annual Meeting** :: October 16-18 in Whitefield, N.H.
- **MATSS** :: October 16-18 in Kansas City, Mo.
- **CalCom Annual Conference** :: October 16-18 in South Lake Tahoe, Nev.
- **KTA/TTA Fall Conference & Supplier Showcase** :: October 17-19 in Bowling Green, Ky.
- **NTCA CyberSecurity Summit** :: October 22-24 in Kansas City, Mo.
- **Great Lakes Technology Showcase** :: October 24-26 in Ft. Wayne, Ind.
- **CVTMA Fall Conference** :: October 25-27 in Ashville, N.C.
- **CCA Annual Convention** :: October 25-27 in Fort Worth, Texas
- **NTCA Telecom Executive Policy Summit** :: October 25-27 in Washington, D.C.
- **Calix User Group Conference** :: October 28-31 in Las Vegas, Nev.
- **SCTBA Fall Conference** :: November 2-3 in Columbia, S.C.
- **NECA Expo** :: November 5-8 in San Antonio, Texas
- **ICA IMPACT 2017** :: November 8-9 in West Des Moines, Iowa
- **NTCA Legal Seminar** :: November 12-14 in Nashville, Tenn.
- **NDATC Annual Meeting** :: November 27-29 in Bismarck, N.D.
- **MTA Annual Showcase** :: November 29-30 in Billings, Mont.

Visit with a Member Relations contact by stopping by the booth, or to arrange a visit, please contact Sarah Thorowgood or call 1.866.999.6472 extension 2369.

2017 July --- Mark Your Calendar

- **September 4** :: Closed regular business hours for Labor Day.
- **September 25** :: NISC Telecom Membership Reception & Meeting in Philadelphia, Pa.
- **September 26 to 28** :: NISC Member Information Conference in St. Louis, Mo.

2017 July --- NISC in the News

Dosch Offers Insight on Culture, Growth and Succession

NISC President and CEO Vern Dosch authored an article about values, learning and leadership in an organization for the University of Mary's 360 Review publication. [You can view the article here.](#)

NISC Partners with National Affiliates to Promote Collaboration in Rural Broadband Deployment

NISC joined NTCA, NRTC and CFC to create a new site, [www.PartnersInBroadband.com](#), to help promote collaboration and strategic partnerships in deploying and operating broadband networks in unserved parts of rural America. [Click here to view the release from NTCA.](#)

NISC's Wellness Program in the Spotlight

NISC's wellness program is in the spotlight as Bismarck, N.D. CBS affiliate KXMB chats to staff about the impact it has on their lives. [You may view the segment here.](#)

NISC Cyber Expert Featured by CBS Affiliate

NISC's Information Security Consultant Jared Martin was interviewed by KXMB in response to the WannaCry attack. [You may view the segment here.](#)

Michelle Beyer :: Support Specialist

I was born in Sioux City, Iowa and attended K-12 just south of there in a small town called Sergeant Bluff. After high school, I joined the 185th ARW's Civil Engineering Squadron in Sioux City as a carpenter. It took me a while to finish college (multiple interruptions from military obligations including becoming the squadron's Education and Training Manager in 2011) but I finally graduated from Western Iowa Tech Community College with an Associates of Applied Science in Architectural Construction Engineering Technologies.

For almost two years, I worked as an estimator for a structural steel fabricator in Sioux City before moving to Bismarck, North Dakota in the summer of 2014 to be closer to my [then] fiancé, Chris, whom I'd originally met in junior high. He was already working for NISC and was able to hook me up with a temporary job in iGEAR while I looked for something more permanent.

About a month into my iGEAR job, it was suggested I should apply for a more permanent position on the Facility and Trouble Management (FA/TM) Support Team which is where I am today. I enjoy being challenged daily with supporting FA/TM, SmartTrack, SwitchTalk2, and AppSuite for our telecom Members. I've always said that "Any day I can learn something new is a good day." I've had a lot of great days at NISC!

Since joining NISC in September 2014, Chris and I've gotten married and transferred to the Cedar Rapids office to be closer to my monthly Air Guard commitment. We have one fur-baby, a giant Miniature Pinscher named Bandit, and occasionally a foster fur-baby through Last Hope Animal Rescue.

In my free time, I enjoy playing volleyball, reading, watching movies, camping, kayaking, horseback riding, doing brain puzzles, watching Bengal football (when in season) and just spending time in the great outdoors with my family.

2017 July ABS Update & Tips and Tricks

iVUE 2.39 is now available and featuring functionality that will keep you informed!

Messenger

Have you ever forgotten to your complete your timesheet? Do you wish you were notified when Aid to Construction has been paid on a Work Order? Do you wish you received an email or text to remind you of tasks? Gone are the days when you are out of the loop when important events occur! ABS is now using Messenger as a tool to define what Events you want to be notified about and how that notification should come to you.

These Events are broken down into two groups:

Automatic Notifications – Not only are we looking at tasks that need action now, but we are also looking ahead into the future to see what tasks are coming. This gives you the flexibility to define when these notifications should run!

Accounts Payable – Certificate of Insurance: Tracked on the vendor, notifications can incur when Expired or Approaching that Expiration Date.

Accounts Payable – Unapproved Invoices: Using AP Invoice Authorization? Get a summary notification of all invoices that are your responsibility to authorize.

Budget – Unapproved Requests: Using Budget Requests and Authorizing them? Get a summary notification of all requests that are your responsibility to authorize.

Fleet Management – Pending Services: Services can be forecasted based on scheduling the frequency they should be completed. Match that with when that Service was last completed, and we can generate a list of services needed or will be needed in the future. Driven off the defaults of the Pending Service screen and the Fleet Assets, you are set up as the Service Technician.

Payroll/Labor – Employee Anniversary Dates: Want to recognize those employees hitting their yearly anniversary of their hire date? This can be set up so you are notified a defined number of days prior.

Payroll/Labor – Unapproved Time-Off: Supervisors can now receive a summary notification for all Time-Off Requests.

Payroll/Labor – Unapproved Timesheets: Supervisors can also receive a summary notification for all Unapproved Timesheets.

Purchase Order – Unapproved Agreements: Authorizers can get a summary email for all Agreements that need Authorization.

Purchase Order – Unapproved Requisitions: Authorizers can get a summary email for all Requisitions that need Authorization.

Purchase Order – Unapproved Purchase Order: Authorizers can get a summary email for all Purchase Orders that need Authorization.

Subscription to Events – As events incur, stay up to date and be notified when they happen!

Accounts Payable – Vendor Added: Stay on top of any new Vendors added into AP for processing, adding internal control.

Accounts Payable – Vendor Address Modified: Stay on top of any Vendors whose Address Changed.

Accounts Payable – Vendor Address Added: Vendors can have multiple addresses, and this will allow you to stay on top of when a new one is added.

Accounts Payable – Vendor Modified: Stay on top of any modifications done to the vendor's setup, allowing the option to see everything.

General Ledger – Unapproved Journal: Unapproved Journals cause inaccurate Financials – Don't let one slip by! Added functionality to Authorize and Review entries done by other users.

Work Order – Aid to Construction – Paid: The Payment of Aid to a WO can mark the ability to start the process of scheduling the work. Don't let a payment slip by unnoticed.

Looking for more information on Messenger? Check out the ABS Weekly WebEx on 8/1 or join our sessions at the MIC in St. Louis! To learn more about the exciting changes in 2.39, visit the NISC Software Release Community.

2017 July CC&B Update & Tips and Tricks

All of the following enhancements allow you to more accurately target customers, upsell with readily available specific cost information, and push the upsell/upgrade to a service order so the entire process is streamlined.

- The new Accept Action tab on the Campaign screen is used to set up an action to create service orders automatically from the Campaign Alert. You can specify the campaign type as Add Item (add to existing service), Bundle (combine all services), No Action (maintain service as it is) or Upgrade (increase service options such as speed). The frames that display will vary, depending on the selected campaign type.
- The Eligible Customer button on the Campaign screen opens the Eligible Customer dialog and initiates a search/find of customers/accounts/agreements for potential customers for campaigns determined to be eligible for promotion, based on the settings in the Accept Action tab. This was previously done through the Query Builder. The newly added Import button accesses the Campaign List Import dialog where you can directly import the .csv file into the Campaign List screen.
- You can also track catalog items specific to a campaign to target your campaigns to a specific segment of your customer base. When your customer service representatives are selling or upselling to a customer, they can calculate the cost of the added or changed service level immediately, and push the information to a service order once the sell is made through the Campaign Alert > Campaigns For Customer dialog > Preview button.

2017 July E&O Update & Tips and Tricks

We recently had the opportunity to be onsite with West River Telecom discussing how they are utilizing some of the new functionality within AppSuite. NISC is very grateful West River Telecom allowed NISC to record the process they utilize during cutovers from copper to fiber infrastructure. We will be soon sharing this short video clip which outlines how AppSuite is allowing our Membership to work more efficiently in the field. West River Telecom utilizes the mobile provisioning feature which auto provisions services on premise without the need to call into the office to generate a service order.

Here are the key features in this new release:
- Location Tracking
- Add Charges
- Task Notification Alerts
  - Alerts only on refresh of the App
- Device Assignments
- Add Multiple Follow-Up Tasks
- Updating Tasks
- View Available Services
- Manage Work
- Mobile Work Queue
- Viewing Path Trace
- Updating Facilities
- Updating Facility Attributes for SwitchTalk[2]
- Mobile Provisioning
- Vault Integration
- View Workflow Info
- Confirm CPNI Password
- Update Premise Equipment
- View SO and TT History
- Map Viewing
- Creating Trouble Tickets
- Service Point and Outage Tickets
- Reassigning Task

These are the features we are working on for future releases:
- View Raw Device Response from the Device for Provisioning
- Trouble Analysis Procedures
- True Push Notifications
- Vault Two-Way Integration
  - Tentatively scheduled for MIC release
- Document Signing

Support Request Information

We often get asked how to contact Telecom Engineering and Operations with specific software application support requests. Depending upon your request, the contact information is as follows:

Call 1.866.999.6472

Option 1 :: Telecom Customers

Option 1 :: Support

Option 5 :: Engineering & Operations

Option 1 :: AppSuite, Mobile WorkForce, Facilities & Trouble Management, SmartTrack, Open APIs

Option 2 :: Switch provisioning or Switchtalk[2]

Option 3 :: GIS, MapWise

Option 4 :: Call Capture

Email Support
switchtalk-support@nisc.coop (SwitchTalk[2])
fa-tm-support@nisc.coop (AppSuite, Mobile WorkForce, Facilities & Trouble Management, SmartTrack, Open APIs)
E&O-Service@nisc.coop (MapWise and Staking)
telecom-eo-support@nisc.coop (Call Capture)

Additional info regarding NISC's Support Center can also be found on the Community here.