X-Sales
(Sales Management)

Comprehensive solution to manage sales cycles and the sales pipeline.

X-Order
(Order Management)

-Manage orders efficiently from placement to delivery - milestone tracking of order progress, permitting public and private notes to be attached to accounts

X-Projects
(Projects & Tasks)

-Advanced projects and tasks management to streamline operations
-Configurable module to efficiently organize processes

X-Ticket
(Support Ticketing)

-Support ticketing tightly integrated with comprehensive customer information so all necessary data readily available to support staff.
-Tickets can be filtered by subject, category, priority, status or organization. - Broad-X's powerful reporting engine allows reports to be generated at any level of detail
- Convenient management of document resource materials and training documents to streamline diagnosis and advice.

X-Catalog
(SKU/Product Catalog)

- Easy to manage products, advanced display and positioning.
highly configurable providing the flexibility to combine a number of products into a new orderable bundle

X-Billing
(Rating & Billing)

-Rate and bill services with ease with a streamlined interface.
-X-Billing is a sophisticated module built, tried and tested with the needs of large carriers in view,
- allows multi-tenant pricing models, and flexibility in managing a reseller network.

Broad-X
OSS / BSS
Solution Suite

X-Provide
(Provisioning and Inventory)

-Drag and drop interface to enable easy setup and management of customers.
-Provisioning of services is integrated into the total Broad-X system,
   -Eg.,rating and billing with X-Billing is immediately available.
-Management of physical and virtual assets Including SIP trunks; physical circuits; IP phones; terminal adapters; hosted VoIP services on BroadWorks

X-Reports
(Reporting)

-Comprehensive reporting tools allows for creation of customized reports for different departments, as well as summary reports for the management team, allowing tracking of key metrics.

X-Toll
(Advanced Fraud Detection)

incorporates powerful fraud detection tools reducing risk to customers and your business.

X-eCom
(E-Commerce)

simplify administration and reduce sales costs by deploying comprehensive e-commerce facilities integrated with other elements of the BROAD-X portfolio

X-Self
(Self Management)

- Users can now manage their own accounts with our flexible interface;
- Combines control of user's own telephony services, support interactions. Linking with X-eCom and X-Provide, X-Self puts users in the driving seat, reducing demand on support and operations.
- Users can manage services such as Do Not Disturb, Call Forward, Voicemail, Caller-ID delivery.

X-RTR
(Real Time Reporting)

-designed with call-centers and high-volume clients in mind.
-from enabling supervisors to monitor live call activity and statistics at a per-agent level, to aggregating data across the entire organization, RTR helps make data-driven business decisions

Core Modules

Optional Modules