



**element**



## SmartLink® BOS Interface

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The ability to remain competitive not only requires tight integration between business strategies and operations, but also between the systems designed to support them. That means providing operators with a robust interface solution into the Element's Customer Care and Billing System (CC&B). That's exactly what SmartLink® BOS is designed to do.

This interface solution allows the real-time update, exchange, and retrieval of critical information that enables operators to tightly integrate and operate new and existing product and service offerings with the CC&B. SmartLink® BOS offers the flexibility and functionality operators need to:

- Support enhanced product and service offerings
- Support multiple vendors
- Reduce the time to market for introducing new product and service offerings
- Support high-level transaction volumes
- Implement a more efficient and cost effective alternative to screen scraping applications

### **Simplifying the Solution through Open Standard API**

The SmartLink® BOS application programming interface is an Extensible Markup Language (XML) interface that enables operators to use the open standards of XML to integrate and operate their applications with the Customer Care and Billing system. Using this XML enabling technology, operators are able to build advanced applications using open standards and simplify the integration process.

With SmartLink® BOS, operators are able to benefit from an API that:

- Provides a real-time interface solution that allows operators to retrieve, add, update and delete critical information that is stored within our Customer Care and Billing system.
- Is built on the open standards of XML enabling technology.
- Uses XML schemas that are constructed to describe different processes and provide operators with greater flexibility to send and receive information that their applications can validate and manage.
- Uses business logic technology to route transactions, make business decisions and help expedite requests and responses.
- Provides operators with a robust set of business functions that support a wide range of product and service offerings.
- Offers a non-proprietary solution that is vendor and application neutral.
- Provides the scalability necessary for a robust and high-performance communication channel between the operator's applications and the CC&B system.
- Provides an efficient and cost-effective alternative to screen-scraping applications
- Uses TCP/IP as the data communication protocol.
- Provides operators with the option of using EIP (External Integration Protocol), HTTP or HTTPs protocols for organizing request and reply records on the TCP/IP data stream
- Conforms to ISO standards.

### **About Element**

Element Customer Care is a Durham, NC-based company that offers billing services, tech support and a customer service call center. Element's partnership with CSG Systems gives its clients access to CSG's unique combination of solutions, services and expertise to improve operational efficiencies and deliver a quality customer experience in a competitive marketplace. For more information, visit [www.elementcare.com](http://www.elementcare.com) or contact our sales representative by phone at (919) 794-8773x5811 or E-mail [RAlexander@elementcare.com](mailto:RAlexander@elementcare.com).