

IMXP

XPORTAL

With **XPortal** you will be able to conquer your customers by offering useful services to manage their utilities. They can download invoices, see consumption and interact with your company in complete autonomy.

Thanks to the **simplicity** of the Xportal, the users find all the indications to view and print the details of the invoices, check their consumption through graphs and modify their data.

The system offers the possibility to insert complaints in order to track and display the status, providing the company with the opportunity to **quickly respond** to the user's problem. The **autonomy** of the purchaser through XP affects company costs, reducing the call center activities and perfecting the back office activities. The result is expressed in the **increase in customer satisfaction**.

Even if the solution is responsive, for an easier use of the system and better user experience, Mediana offers the possibility of bringing the functionality of the XPortal into **smartphone applications** on both **iOS** and **Android** platforms.

XPortal is an **efficient tool** that allows the users to autonomously manage their needs and the company to meet customer demands, by optimizing productivity and improving customer care.

Thanks to the easy integration with the various software systems, XPortal is the perfect tool to bring the company to a **new level of interaction** with its customers.

Architecture

Front - End



Middle Layer



Back End



CUSTOMER CARE MARKETING & ANALYSIS

- Possibility of modifying user data
- Possibility to perform the self-reading of the light counter, with upload of photographs and notes from the customer
- Personalized contact form for assistance and communication with the company, with the possibility to see the status of your reports
- Web and app notifications, massive email sending with the possibility to filter recipients through specific fields or by uploading a CSV file
- Possibility to view different personalized messages for both first and later accesses
- Custom administration panel based on different types of users, with different permissions and features
- Extraction of analytic data to monitor user behavior

CONSUMPTION MONITORING

- Display of monthly consumption of a single invoice in the form of a bar graph with average consumption details
- Download of consumption data divided into invoices in Excel format
- Display of custom consumptions for business users and users with multiple consumption bands
- Display of average hourly consumption with the ability to select a custom date range
- Display of average hourly costs with the possibility to select a custom date range
- Comparison of consumptions and hourly costs in different time intervals
- Management of sampling curves for gas standard ARERA or customized ones

INVOICES PREVIEW & DOWNLOAD

- Invoices list visualization with filters for delivery point, by type (electricity or gas) and with different sortings
- Invoice details visualization in the form of a chart, divided by different components (power, energy, taxes, rentals etc.)
- Pdf download of a single invoice
- Massive pdf download of selected invoices in compressed format
- Possibility to schedule a postponement or a split payment of pending invoices
- Invoices comparison of different periods divided by different components

APPS FOR TABLET & SMARTPHONE

- Native apps for iOS and Android, designed according to different guidelines of the two platforms
- Guaranteed retrocompatibility even with older versions of operating systems
- Adaptive interfaces for different types of devices, smartphones or tablets, to ensure a better user experience
- Customizable graphics based on corporate identity and needs of the company
- Possibility of self-reading of the electricity meter, uploading photos and notes by the customer
- Reception of push notifications to report changes of your status and your contract