Smart Dealer – Powered by Dynamic SIM Allocation™

Improving the Customer Experience

The Dealer Challenge

Dealers frequently lack the right tools to support their eSIM and SIM sales related activities such as subscriber activation, inventory and logistics management as well as logging and tracking trouble tickets, and sales reporting. Without a convenient integrated solution, dealers rely on paper for offers, reports and records - resulting in a host of problems.

- ✓ Subscriber data capture errors that result in in failed provisioning requests or, even worse, incorrect provisioning that is expensive to reverse and degrades the customer experience

- ✓ Obsolete promotions being offered by the operator

- ✓ Missing or unreliable sales records that result in dealer commission shortfalls

- ✓ Discrepancies between the operator's records and the dealer's inventory

This leads to high customer servicing times and queues at sales counters that impede subscriber engagement, promote churn, and reduce customer lifetime value (CLV).

Evolving Systems Can Help

Try our Smart Dealer solution. We'll deploy a no-risk pilot in just two weeks that starts working right away. Dealers and remote sales staff can start using it right away on their iOS and Android devices as there is no equipment to install!

Smart Dealer enables telecom operators to maximize dealer and field sales productivity and reliability for faster revenue streams and a better customer experience.

Dynamic SIM Allocation™ (DSA) Smart Dealer

Available as an iOS or Android App, Evolving Systems' Smart Dealer powered by Dynamic SIM Allocation™ (DSA) empowers dealers with a complete set of subscriber-experience focused functionality.

Feature	Description
KYC/Register	Reduces dealer equipment, paperwork and errors - scan or enter mandatory KYC (Know Your Customer) details like subscriber photo, ID, SIM ICCID and physical signatures via a phone app.
Activate	Run subscribers through tariffs, promotions and number options before activating services.
Recharge	Top-up or help subscribers swap SIMs anywhere they need to be – such as at a remote event.
All the Offers All the Time	Communicate and guide dealers on using the latest promotions in seconds; try new offers; vary and split test to determine the best offers to use and even personalized specials and credits.
SIM Swap	Verify and swap SIMs after checking PIN, last dialed numbers, and current credit for compliance.
Sales Management	Enable dealers and managers to monitor and report on team performance in real-time. Report on SIM volume, activations, handset sales, promotion/bundle, and credit sales.
Self-Care	Empower dealers to purchases credits and check on commissions to reduce repeated calls to HQ to verify these and eliminate mistrust that analog records and communications often fosters.
Dealer Care	Empower dealers to log trouble tickets for the subscriber. These tickets can be tracked for a better customer experience that improves loyalty, tenure and lifetime revenues as a result.

About Evolving Systems

Evolving Systems, Inc. (NASDAQ: EVOL) is a provider of real-time digital engagement solutions and services to more than 100 customers in over 65 countries worldwide. The Company's portfolio includes SIM and IoT / M2M sales and management solutions, as well real-time analytics, customer acquisition, customer value management and loyalty solutions for Mobile Network Operators (MNOs) and Mobile Virtual Network Operators (MVNOs).

Hi there!

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