



PRESS RELEASE

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January 20, 2017

For Immediate Release

KADENCE Ticketing System Enhanced with Customer Portal

Missoula, MT, January 20th, 2017 - KADENCE announced today that its KADENCE Ticketing System (KTS) platform has been enhanced with customer portal functionality. Service providers that are leveraging the KTS platform are now able to offer their customers the ability to create and track trouble tickets via the “self-service” tools included in a private, secure website. The KTS customer portal equips service providers with another channel to engage their customers thereby providing a competitive differentiator and enabling preferential customer support. Courtesy of a management dashboard, KPIs such as “ticket volume” and “average time to close” can be tracked and monitored.

Launched in May of 2016, KTS arms service providers with a SaaS system for ticket workflow management. KTS manages tickets or issues from inception to resolution and closure. The nature of the request is detailed, tracked, classified and routed based on type and priority. KTS workflows can be customized using business rules and existing operational procedures. To support SLA management, timer and escalation features can be enabled. In addition, trends and links are established by functionality that creates relationships between customer, circuit, location and equipment ticket types.

Todd Twete, KADENCE’s Vice President of Sales, reflected on the release, “Industry trends are indicating that telecommunication customers are expecting to resolve issues, order services and pay bills without picking up the phone or visiting a service provider’s office. Furthermore, the business case for self-service technologies is pretty compelling. Self-sufficient customers positively impact MRR averages, decrease operational support costs and provide more favorable recommendations.”

About KADENCE

KADENCE is a leading nationwide telecommunications software and professional services provider offering special circuit, inside plant and trouble ticket management, carrier access billing (CABS), mediation, and wholesale billing solutions to ILEC, CLEC, tandem and MSO organizations. KADENCE is a wholly-owned subsidiary of Blackfoot Telecommunications Group based in Missoula, MT. For more information, visit www.gokadence.com.