

Staqr Product Features Overview

Billing

Staqr's billing capability is a sophisticated order-to-cash system designed to efficiently handle complex product catalogues, order processing, call data mediation and rating, invoicing, collections, and debtor management. It supports multi-currency, multi-tax, and multi-country environments, enabling global billing with flexibility for subscription-based, usage-based, and one-time product charges. The system includes hierarchical account management with credit limits, bundles, discount options, and automated workflow triggers that control services, notifications, and alarms, providing speed-to-market and accuracy in revenue management.

Product Catalogue

Staqr's product and service configuration ensures flexibility and agility required to configure diverse product offerings and digital services. The solution allows the creation of single or bundled products with prepaid, recurring, or usage-based pricing. It supports custom rules for discounts, allowances, and promotions tailored to both enterprise and consumer markets. The platform aligns with modern digital ecosystems, ensuring that product launches, price changes, and market promotions can be executed swiftly without operational disruption, enabling faster monetization and a superior customer experience.

Customer Management (CRM)

Staqr's CRM includes complete customer lifecycle management, centralizing customer information, tracking interactions, and facilitating personalized communication. Core capabilities include contact and account management, lead and opportunity tracking, customer segmentation, and campaign management. Providing tools for case and service management, sales automation, and customer support. Analytics and reporting enable your businesses to understand customer behavior and preferences, driving targeted marketing and improved customer engagement. Integration with other Staqr components (such as billing, product, sales and support capability) ensures seamless data flow and consistent customer experiences across all channels.

Integration

Staqr's integration solution includes capabilities to integrate seamlessly with other systems, supporting automated workflows that trigger service controls, alarms, and notifications. The flexibility in product and billing configurations also facilitates integration with external Payment gateways, Supply chain and logistics systems, identity and verification services, ERP, CRM, and other operational support systems to ensure smooth end-to-end business processes and real-time synchronization across different functional domains.

eCommerce

Staqr's eCommerce suite offers an end-to-end digital commerce platform designed to support complex product catalogues, flexible pricing models, and seamless order

management. It enables businesses to create and manage a variety of products including single purchases, subscriptions, and usage-based services configured with advanced bundling, discounting, and allowance rules. The suite supports multi-currency, multi-tax, and multi-country operations, ensuring global readiness and compliance. Integrated workflow automation drives order fulfillment, service control, notifications, and alerts, while customizable branded invoicing enhances customer experience.

Digital customer self service

Staqr's digital customer self-service empowers customers to independently access account information, manage subscriptions, view invoices, make payments, and resolve common issues through Staqr's user-friendly online portal or mobile apps (iOS & Android). This capability reduces dependency on customer support by providing 24/7 access to personalized dashboards, billing history, service usage details, and support documentation. The self-service platform includes automated workflows for notifications, alerts, and service adjustments, offering flexibility and convenience while enhancing customer satisfaction.