



Subscriber Administration and Customer Care

You need a powerful tool to manage large numbers of subscribers easily and efficiently. For this, we provide a portal for managing the whole functionality of the ECT Ring Back System as well as a Customer Care Portal. The first is for your service administrators, the second for your customer care agents.

The management portal, called RBT Admin, is an all-in-one tool to manage the entire system. This includes service configuration, subscriber management, [content management system](#), enabling [content providers](#) and [resellers](#) as well as [reporting](#).

With the customer care portal, your customer care agents assist your subscribers. Your agents have access to the same functionalities as the subscriber along with a history of the activities performed on the subscriber's account. This history shows activities both from users and from customer care agents.

If you want to integrate the ring back service in an existing customer care tool, we provide an interface and assist with the integration.

[Contact us](#) to learn more about RBT Admin.