

Smart Bill

Version 4.24.20171006

Release Notes

This document contains information about the EngageOne Smart Bill release. Complete documentation and global contact numbers can be found on the technical support website at www.g1.com/support.

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pb.com/software
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What's New 1

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1 EngageOne Smart Bill Release Notes

Version 4.24.20171006

EngageOne Smart Bill is an online billing solution that allows you to access account information, view digital bills, manage notifications, and designate personal profile preferences.

This document contains information about the EngageOne Smart Bill *Features, Release Contents, Task Information, and System Requirements.*

2 Features

EngageOne Smart Bill includes several primary components: Customer Portal, Agent Portal, and Core Platform. These components, along with the use case-based software structure, combine to form a deployment-ready solution that requires no programming or integration.

2.1 Customer Portal

The online location that allows you to search for account information, view a graphical presentation of your billing history, view document content, manage notifications, and modify personal profile settings.

Key Benefits	
✓	Provides a secure environment which helps prevent phishing and listening attacks.
✓	Integrates with existing enrollment and authentication solution OR operates in a stand-alone environment.
✓	Provides flexible customization - enabling you to maintain your brand, mission, values, and infrastructure. Equally as important, you can have EngageOne Smart Bill up and running before your next month's billing cycle.
✓	Provides a graphical display of billing history, allowing bill comparisons.
✓	Allows you to designate e-mail alerts to include bill delivery options and profile updates.
✓	Provides mobile and tablet optimization.

2.2 Agent Portal

The application that allows agents to both search for customer records and provide customers with troubleshooting assistance. This assistance includes *impersonation* which allows an agent to view customer information in the Customer portal, exactly as that customer would view it.

Key Benefits	
✓	Integrates with existing enrollment and authentication solution OR operates in a stand-alone environment.
✓	Provides quick and efficient customer record search and record access.
✓	Allows agent to use <i>impersonation</i> to access Customer portal (as customer) to respond to specific inquiries, provide clarifications, and render troubleshooting assistance.
✓	Provides customer login reset.
✓	Includes agent profile management.
✓	Provides an audit capability, which tracks events of users in every application.

2.3 Core Platform

The primary environment on which EngageOne Smart Bill resides, where batch jobs run and monitoring software exists to ensure the site is up, running, and operational.

2.3.1 Software Structure

A patented use case engine forms the foundation of all EngageOne Liaison solutions. This use case engine, which emphasizes user and system interactions, is the heart of the application.

Use Case-Based Benefits	
✓	A clear delineation of software components allows you to brand, localize, and configure the solution without code modifications.
✓	A unified modular design allows you to add other EngageOne Liaison solutions (such as Smart Pay and Smart View) without additional coding.
✓	An architecture that allows you to move to a fully configurable enterprise solution where you can develop use cases that meet your specific business needs. Style, brand, and localization all fit the architecture; likewise, your custom-configured modules fit seamlessly with existing product modules.
✓	A structured software architecture shields you from most technology changes by allowing control and maintenance of platform changes, web technology changes, and enhancements to rest solely in the hands of Pitney Bowes – product company committed to the platform.

3 Release Contents

The EngageOne Smart Bill software release contains:

- Sizing Sheets – A form that provides additional specifications as to ensure you configure hardware that is sufficient to support your needs.
- *dss_db.exe* – The executable file that allows you to install the Digital Self-Service (DSS) database.
- *install.exe* – The executable file that allows you to install EngageOne Smart Bill.
- The *EngageOne Smart Bill Installation Guide* – The document that provides instructions for software installation and configuration.

All release contents will be shipped on a single electronic medium.

4 Task Information

4.1 Stories (Requirements Delivered)

Issue No.	Summary

4.2 Incidents (Resolved)

Issue No.	Summary
PSB-341	Admin app - search configuration app display column number instead of titles

Issue No.	Summary
PSB-342	Correspondence - view pdf link does not work
PSB-343	Registration - Change the screen title of regBillingInfo usecase

4.3 Known Issues

Issue No.	Summary
PSB-287	Login is currently dependent on profile

5 System Requirements

This section includes the system requirements for the EngageOne Smart Bill online billing solution. In addition to the system requirements referenced below, you must have reviewed the sizing sheets (specifications provided with this software) to ensure you configure hardware that is sufficient to support your needs. Next, ensure that you have a mail server installed. (Sites such as <https://mailtrap.io/> allow you to create an SMTP server for testing purposes.) Finally, you must have installed Java (minimum version 8) along with the JDK (minimum version 1.8).

5.1 Operating System, Production Server Installation

- Redhat Enterprise Linux Versions 6 and 7
- Solaris 10 and Solaris 9
- HP/UX 11i (v2, v3)
- IBM AIX 7, AIX 6
- Windows 7, 8, or 10
- 4g RAM (minimum)
- ANT installation (required)

5.2 Database

- Oracle Enterprise Edition 11g or 12g
- MySQL 5.5 - 5.7
- PostgreSQL 9.5 - 9.6
- Database Storage - 100 GB (typical)

5.3 Application Server

- Apache Tomcat: Version 7.0 - 9.0
- JBoss Enterprise Application Platform: Version 6.2 - 7.0.0
- JBoss Application Server (Community Version) - renamed WildFly: Version 8.2 - 10.0.0
- Oracle WebLogic Server (Standard Edition or Enterprise Edition): Version 12.1.2 - 12.2.1
- WebSphere Application Server: Version 8.5 - 8.5.5

5.4 Browser Support

EngageOne Smart Bill is compatible with current and previous versions of major browsers for desktops, mobile devices, and tablets. Since all modern browsers implement an *auto update* feature, these versions are generally sufficient. Browser support and OS support are summarized below:

- Chrome – Current version and previous version; OS includes Android, IOS, Mac OS X, Linux, and Windows.
- Internet Explorer – Version 11; OS includes Windows.
- Microsoft Edge – Current version; OS includes Windows.
- Firefox – Current version and previous version; OS includes Android, Mac OS X, Linux, and Windows.
- Safari – Current version and previous version; OS includes IOS and Mac OS X.



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