

PCR announces the release of Version 2.1.0 of its PCR-360 software. This feature release included a total redesign of CustomerCenter. PCR-360's CustomerCenter allows customers to add, change or remove service, report incidents, order equipment, track orders and view billing. The CustomerCenter is designed in a shopping cart format that is designed to collect the required information in a simple and quick format. Customer information including current services and equipment is automatically populated based on log-in.

Other features in this release include custom validation and database level error support. This feature allows custom validation routines to be applied and have the application validate against these customer specific validation rules before saving a record, eliminating errors in customer records. Also included in this release is Call and Bill Archive support, the ability to Bill forward on specific charge types and configurable Workflow Completion Rules.