

ENYU Feature List

ID	Feature	Feature description	Status
1	Registration	All service pages are available only after sign in. After logging in, user is transferred to the homepage. User can login using a identity provider like Google.	✔ Ready
2	Secure authentication	User can additional setup a secure two-factor authentication method during login with using SMS one-time codes or separate Authenticator app which ensures solution security.	✔ Ready
3	In-app notifications	User can receive notifications and alerts (notifications/banners) in the application as well via SMS and email defined in CMS.	🟡 In progress
4	Upsell & Cross-sell promotions presentation	User can view global promotions for cross and up-sell managed in CMS. Targeted promotions depend on external service availability.	✔ Ready
5	Homepage presentation	Application presents main dashboard with notifications, promotions and active services after login.	✔ Ready
6	User profile	User can view basic information about his profile	✔ Ready
7	Update user contact information	User can select and change his preferred form of contact: name, contact email address and contact phone number	✔ Ready
8	Content management	CMS administrator can manage content presented in Self-service, defining multilanguage descriptions, banners, creating and ordering menu items.	✔ Ready
9	CMS Content modeling	CMS administrator can create custom content types, pick and choose individual fields and arrange entries in flexible hierarchies.	✔ Ready
10	CMS Multiple environments support	CMS enables simple management of environments, collaborators, billing and access with individual spaces and organizations.	✔ Ready
11	CMS Scheduled publishing	With scheduled publishing you can schedule a content entry to be published or unpublished at a certain time and date.	✔ Ready
12	Address and services type filtering	User filter contracts by contract status, services type and addresses.	✔ Ready
13	Contracts information	Presentation of contract details for utility services (electricity, water, heat, gas). Solution supports various models of contracts, address and meter hierarchy. Meter information if provided.	✔ Ready
14	Contract status presentation	Current status of the contract is visible, including contracts during transfer period.	✔ Ready
15	Contract transfer process support	User can view status of the process of contract transfer.	✔ Ready
16	Tariff information	Presentation of tariff detailed information.	✔ Ready
17	Language change	Application is available in multiple languages. Currently EN, DE, PL language versions supported.	✔ Ready
18	Bills history and filtering	Presentation of finance documents list including monthly, annual settlements, with filtering by status and settlement period. Documents can be related to different services.	✔ Ready
19	Details bill information	Presentation of detailed bill information, with explanation hints and indicators or difference to previous period.	✔ Ready
20	Collective billing	Possibility to present multiple services on one bill, if backend systems allow it.	✔ Ready
21	Invoices image download	End user can download his invoices.	✔ Ready
22	Payments list presentation	Presentation of incoming payments.	✔ Ready
23	Tariff change	Ability to initiate change of tariff (or tariff group). Depends on integration with billing /ERP system.	✔ Ready
24	Address change	Ability to change contract correspondence address.	✔ Ready
25	Contracts payment setting	Customer can change his declared monthly payment amount. Depends on billing system model.	✔ Ready
26	Invoice online payment	Ability to pay selected invoice online.	✔ Ready
27	View service consumption and charts	Access to past and current energy usage and production information. Depends on source data availability.	✔ Ready
28	Retail purchase	User can switch to e-commerce checkout with retail product or service from the catalog without separate login. Option depending on selected commerce engine.	✔ Ready
29	Meter reading	Customer can enter his meter reading. Information about last reading time is presented.	✔ Ready
30	User registration	User can register with his email	✔ Ready
31	Multi-factor authentication	User can opt for having additional authentication method - SMS or Google Authenticator	✔ Ready
32	Consents	User can view consent text and update his consents state.	✔ Ready
33	Case creation	System enables definition of new types of cases (for example, contract changes, complaints)	✔ Ready
34	Tickets and case status and history	Customer can view case status and its history.	✔ Ready
35	Full text search	Searching full text articles published in application.	✔ Ready
36	Articles publishing	Customer support, help, information articles published from CMS visible to user.	✔ Ready
37	FAQ publishing	Service description - FAQ managed from CMS visible to user.	✔ Ready
38	Help hints	Application contains help hints to navigate it. Also helpful messages in form of tips regarding energy savings.	✔ Ready
39	Energy supplier switch process	User can initiate process of switching energy provider - signing a new contract by filling predefined forms.	🟡 In progress
40	Service authorisation	User can add existing services to the application (authorise access to them) by providing contract number and specific information.	✔ Ready
41	Moving services	Changing address of service in easy way with information about new services available in new address	🟡 In progress
42	Authorising access to other user services	User can authorise and add to his account contracts from other Customers providing specific information (contract number), assigning specific rights.	🟡 In progress
43	Activity history	Consultant can check user activity in Backoffice module.	✔ Ready
44	Services upsell	Products and services related to contract viewed are presented and can be activated or ordered.	✔ Ready
45	Problem report	User can create a ticket, inform about problem/failure	✔ Ready
46	Support Consultant access to user account	Impersonation of the end user by Consultant to allow issues resolving	✔ Ready
47	Manage energy consumption	User can set up goals to keep an overview over their energy consumption	✔ Ready
48	Goals visualisation	User can see his goals on usage charts	✔ Ready
49	Alerts	User will receive notification when the usage exceeds the level set in the alert. Alerts can be created for daily, monthly, yearly periods and create SMS, email or in-app notification.	✔ Ready
50	Operation SMS authorisation	User can secure changes by adding authorisation via SMS code confirmation.	✔ Ready
51	Meter reading - OCR	Customer can enter his meter reading by sending photo of the meter to be recognized via image recognition. Optional service.	✔ Ready
52	Bank data / SEPA mandate management	The portal offers customers the option of entering their bank details so that utilities company can carry out a direct debit.	🟡 In progress
53	AI Chat assistant option	AI-powered assistant is available as an option with ability to answer questions about energy usage, invoices as well as any specific information that is published by utility company. Optional feature.	✔ Ready
54	Backoffice transactions approval	Backoffice consultants can approve certain actions of customers. For example, meter reading or change of payment plan.	✔ Ready
55	User statistics	Backoffice consultants can view statistics related to users of the portal (active, inactive, etc.).	✔ Ready
56	Transaction statistics	Backoffice consultants can view statistics related to transactions of the portal.	✔ Ready
57	Monitoring and reporting of the system	The portal should enables employees to easily monitor the technical status of the system and its components	✔ Ready
58	Web visitors statistics	Integration with web analytics - information about current visiting portal users.	✔ Ready
59	Dynamic tariffs information	Information about day ahead prices are shown in application	🟡 In progress
60	Connecting smart energy devices	Application enable connection of EV and other devices with charging status presentation	🟡 In progress