

Introduction

Your ability to respond quickly to the service concerns of your subscribers differentiates you from the competition. As first-line support personnel, your customer service representatives (CSRs) need to be able to diagnose and resolve subscriber issues right away.

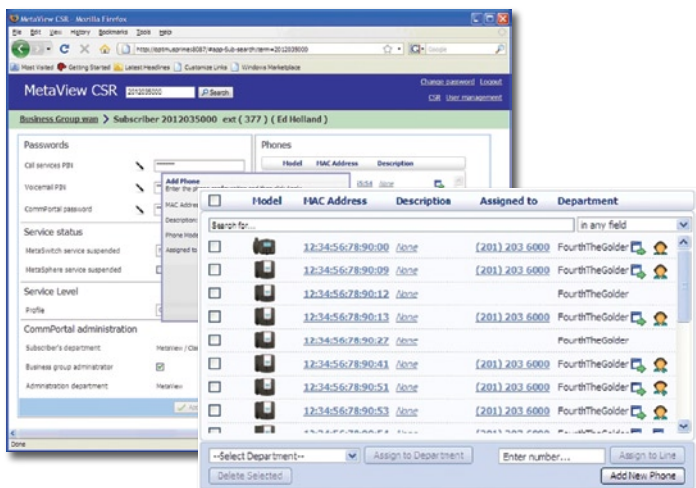
MetaView CSR provides your customer service representatives with a simple web-based interface to subscriber records and diagnostics without requiring the installation of any software on their PCs. Dedicated specifically to your CSRs, it allows them to respond quickly and efficiently to the most common customer inquiries and requests.

Benefits

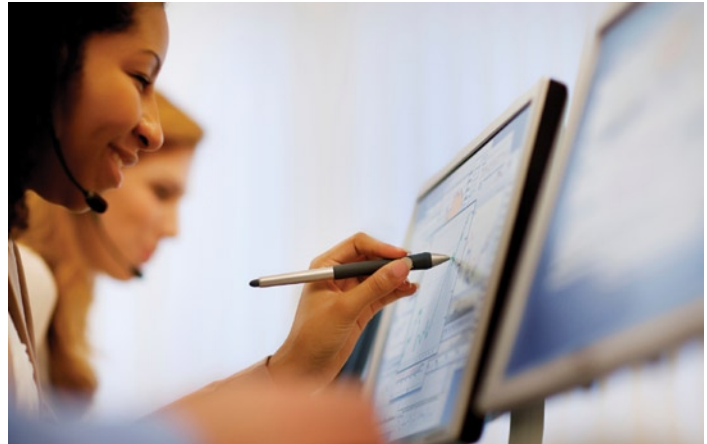
Providing a simple-to-use interface, with sufficient functionality to handle the vast majority of day-to-day customer requests, MetaView CSR reduces both your upfront training and your ongoing support costs.

MetaView CSR delivers a number of major benefits:

- Easily access key subscriber configuration and diagnostics from any computer with web access – making 24 hour support much simpler
- Instantly suspend and resume the subscriber's service – allowing easy management of delinquent accounts
- Control access to features by changing the subscriber's profile – enabling both rapid response and greater subscriber control
- Instantly reset PINs and passwords, enabling you to deal rapidly and painlessly with the most common type of support call



MetaView CSR makes it easy for your Customer Service Representatives to respond to subscriber requests for new services and features.



- Diagnose issues with SIP endpoints by viewing active registrations – reinforcing subscriber confidence in your hosted solution
- View and manage SIP phones assigned to the subscriber (when deployed with the MetaView SIP Provisioning Solution) – virtually eliminating the need for on site diagnostics
- Click through to MetaSphere Provisioning or MetaView Service Assurance Server to access further configuration and diagnostics – ensuring your representatives are knowledgeable and effective.

CommPortal Subscriber View

With MetaView CSR, your customer service representatives can provide direct user assistance by accessing CommPortal as the subscriber sees it. This allows your representative to alleviate the subscriber's immediate concern, as well as to educate the subscriber – thus reducing future call volume.

Effective Reseller Management

While MetaView CSR is powerful enough to allow your CSRs to view and make changes across your entire network, it's also designed to limit privileges so that it becomes an effective tool for your reseller channels.

MetaView CSR supports a system of Delegated Management Groups that allows you to partition your subscribers into groups and restrict your CSRs to manage subscribers in only one such group.

Using Delegated Management Groups, you can offer MetaView CSR to any company that resells your phone service – because you can restrict their MetaView CSR access to the specific group of subscribers that they manage.

Metaview CSR Specifications

► SERVER HARDWARE

MetaView CSR is deployed using standard MetaSphere server configurations

- Blade Server System
- Stackable Server System
- Dual Server System

► BROWSER SUPPORT

- Firefox 2
- Firefox 3
- IE6
- IE7

► SECURITY

- Secure Web-based access using HTTPS
- Separately configurable port number

► SCALING

- Seamless management for up to 3M subscribers (when deployed with MetaView Director)

► USER CLASSES

Supports 5 different classes of user:

- Global Supervisor
- Global CSR
- Delegated Group Supervisor
- Delegated Group CSR
- Phone Reseller

► GLOBAL SUPERVISOR

- Create MetaView (Web) UI Server accounts
- Assign Delegated users to a Delegated Management Group
- Do everything that all other users can do

► GLOBAL CSR

- Search by Business Group name
- Search by directory number
- Search by MAC address
- See list of all Managed devices for a Business Group showing links from devices to lines
- See a list of all Business Group lines in a Business Group
- Follow link from Managed Device to SIP Provisioning Server and perform actions in SIP Provisioning Server as allowed by service providers

- See registration status of all SIP endpoints within a Business Group or given SIP endpoint
- Access a subscriber or Business Group admin CommPortal account as a Service Provider
- Reset PINs and passwords
- Assign or unassigned device to / from a line
- Add a new device to a Business Group or delete one
- Set BG admin privileges for a BG line
- Follow a link to a service provisioning UI
- Access top-level diagnostics on MetaView SAS based on called or calling number.
- UI supports up to 1000 search results
- UI supports sorting lists by any column
- Navigation scheme enables users to move quickly and logically from one view to another

► DELEGATED GROUP SUPERVISOR

- Create user accounts for Delegated Group CSR users
- Change service suspended setting on a subscriber's account

► DELEGATED GROUP CSR

- Log into the Web-based UI and perform the same operations as a Global CSR, but only on Business Groups / subscribers belonging to the administrator's configured Delegated Management Group

► PHONE RESELLER

- Assign phones to Business Groups and Business Group lines
- Supports two variants:
 - Global phone reseller
 - Delegated phone reseller
- Supports bar code readers to input MAC addresses

Specifications subject to change without notice. Contact your local sales representative or go to www.metaswitch.com/specs for current feature and availability information.