

# MetaView Web

MetaView Web is a powerful and intuitive subscriber-management suite, specifically designed around the needs of your provisioning and customer support staff.

Presenting a familiar web-style interface accessible through most widely-deployed web browsers, MetaView Web brings together all configurations of subscribers and their customer premises equipment, and provides full integration with MetaSphere voice applications. The resulting interface delivers significant savings on operational and administrative costs—reducing both up-front training time and ongoing staff overhead, while accelerating your deployment schedule.

## The Right Tool for the Job

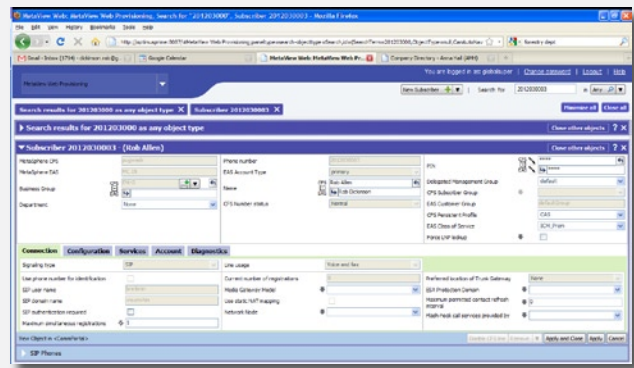
MetaView Web contains two major interfaces, recognizing the varying needs of your operational and support staff.

- MetaView Provisioning is dedicated to the needs of your provisioning staff—those who set up new subscribers or make frequent changes to existing accounts. Featuring a rich yet streamlined interface, it supports all required configuration of subscribers and their customer premises equipment.
- MetaView CSR targets your Customer Support Representatives (CSRs)—including helpdesk staff, support engineers, and anyone else who responds to requests and queries from existing customers. It too provides a simple-to-use interface, yet is sufficiently powerful to address the vast majority of day-to-day customer concerns.

Additionally, MetaSwitch Professional Services offers customization services for MetaView Web to further tailor its interfaces to your specific organization and workflow.

## MetaView Provisioning

MetaView Provisioning provides full access to all subscriber-related configuration—allowing you to create,



*MetaView Web features an intuitive web-style interface.*

update and delete subscribers and Business Groups, regardless of their access line technology.

MetaView Provisioning's streamlined interface makes it easy to work with multiple pieces of related configuration at the same time. In particular, you can now configure both call features and enhanced applications in an integrated view. When deployed together with the MetaView SIP Provisioning Server, you can also use MetaView Provisioning to configure subscribers' SIP devices.

## MetaView CSR

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.

While MetaView CSR is powerful enough to allow your representatives 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. 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 Web Specifications

## ▶ Server Hardware

*MetaView Web is deployed using standard MetaSphere server configurations*

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

## ▶ Browser Support

- Firefox 2, 3; Internet Explorer 6,7,8

## ▶ Security

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

## ▶ Scalability

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

## ▶ Shared Features (Provisioning and CSR)

- Search on phone number, name or MAC address—with flexible partial searching on names, and prefix- and suffix-matching on numbers
- Intra-Business Group, search for subscribers or SIP phones by extension number or department
- Diagnose issues by viewing any current alarms for the subscriber and their access hardware, and by seeing all active SIP endpoint registrations
- View and manage SIP phones assigned to the subscriber (when deployed with the MetaView SIP Provisioning Solution)
- Click through to MetaSphere Provisioning or MetaView Service Assurance Server to access further configuration and diagnostics

## Metaview Provisioning Interface Specifications

### ▶ Subscriber Configuration

- Create, update and delete Business Groups and subscribers, whatever their access line technology
- Set up all subscriber services such as voicemail and Business Group services such as Multi-Line Hunt Groups (MLHG)
- Create, update and delete individual ISDN PRIs, MGCP/NCS subscriber gateways and SIP bindings
- Work rapidly with multiple pieces of related configuration at the same time

### ▶ Search Functionality

- Find subscriber configurations by phone number, name or MAC address, with flexible partial searching on names and prefix- and suffix-matching on numbers
- Within a Business Group, you can additionally search for subscribers or SIP phones by extension number or department
- When deployed together with MetaView Director, searches work across the entire network—including MetaView Servers and Enhanced Applications Server systems

## ▶ Delegated Management Groups

- Used to partition subscribers, restricting each of your MetaView Web users to managing just a single group.
- Offer MetaView Web to any company that resells your phone service - because you can restrict their MetaView Web access to the specific group of subscribers that they manage

## MetaView CSR Interface Specifications

*MetaView Web 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, directory number, 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 unassign device to / from a line
- Add a new device to a Business Group or delete one
- Set Business Group admin privileges for a Business Group 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

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