

# CommPortal Web

Users' expectations have changed. From banking to shopping, they encounter highly interactive services on the web. To accommodate today's consumer, you need to provide a sophisticated web interface to personal and business telephony services. You need CommPortal Web™.

CommPortal Web provides the responsiveness and functionality of a full-featured software client, from within your own web page. This results in a highly interactive application that encourages subscriber retention.

With CommPortal Web, both residential and business users can self-subscribe to a suite of managed services, then personalize their selections to best suit their individual requirements. CommPortal Web enables your subscribers to access these services from your branded portal, from widgets on their own homepages (iGoogle), desktops (Mac OS X dashboard), and from toolbars (Windows Vista sidebar, CommPortal Assistant lightweight client). This eliminates the need for time consuming and costly site visits and service calls for new service activation. Best of all, it creates a sticky, everyday user experience that follows your subscribers.

## Web 2.0 Experience

CommPortal™ leverages Web 2.0 standards and best design practices to deliver an exceptionally intuitive and tightly integrated user interface to a wide range of services and features. These include

- Message List
- Dashboard
- Click-to-Dial
- CNAM Support
- Call List Export
- Voicemail Player
- Contact Management
- Phone Configurator
- Find Me Follow Me
- Contact List
- Call Forwarding
- Call Lists
- Selective Call Screening
- Voicemail Composer
- Preferences

## Brand Development

CommPortal is fully customizable to mirror the look and feel of your own corporate brand. It can also integrate frequently updated materials such as banner ads and promotional offers. Metaswitch Professional Services can assist in branding and integration, while our marketing support program, MarketVisions, can help you develop a marketing plan leveraging CommPortal.

## The MetaSphere Advantage

CommPortal Web provides a uniform interface to advanced applications that comprise the MetaSphere Application Suite. This unified set of applications is built on an IMS compliant Application Server architecture. Designed to create new revenue streams for service providers, it enables enhanced services to be delivered today while providing a unique framework for new service development.

Each additional service is personalized via CommPortal and retains the same consistent look, feel and performance. This ensures continuity across your overall offering, accelerating subscriber usability for each new service selected.

MetaSphere applications include the following, which can be deployed together or separately:

- Unified Messaging
- Voicemail
- Conference Server
- Privacy Defender
- Easy Attendant™
- Premium Attendant™
- Live Message Screening™
- Incoming Call Manager™
- Music on Hold



CommPortal Web is easily customized to reflect your corporate brand.

# CommPortal Web Specifications

## ▶ Hardware

*CommPortal is deployed using standard MetaSphere Server Configurations.*

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

## ▶ Client / Developer (Web 2.0) Standards

- HTML
- JavaScript (API)
- CSS 2.1
- Adobe Flash – for playing and recording audio
- JSONP (API)
- AJAX

## ▶ Supported Clients

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

## ▶ Security

- Secure HTTP
- Log-in with directory number and password or cookie-based secure token
- Craft script access via SSH
- Access for customization/branding via Secure FTP

## ▶ Management

- Service provider log-in supported
- Integrated with MetaView client

## ▶ Branding / Customization

- Brand-neutral default interface
- 2 example rebrandings included
- Easy rebranding via CSS
- Future-proof: upgrades retain existing CSS branding
- Unrestricted access to full HTML, JavaScript and CSS
- Designed for embedding within existing pages
- Single sign-on via DSA-signed token
- Multiple customizations supported simultaneously (e.g. for wholesale service)

## ▶ Languages

- English (US)
- Spanish (Latin American)
- French (Canadian)
- Other languages supported as customizations
- Multiple languages supported simultaneously

## ▶ System Configuration Options

- Maximum contacts in contact list
- Accessibility of call list data
- Web UI session timeout
- Cache expiry

## ▶ Group Configuration Options

- Multiple levels: entire business group or department administrator
- Short codes / intercom codes
- Business group account codes
- Multi-line hunt groups
- Multiple appearance directory numbers
- Call pickup groups
- Premium Attendant
- Easy Attendant
- Music On Hold

- View / configure individual line settings
- Reset passwords

## ▶ Dashboard

- Single-screen view of key information
- Quick access to contacts
- New and total messages
- 10 most recent missed calls
- Most-used phone settings

## ▶ Call Handling

- Agent login / logout
- Click-to-dial from contacts or call log

## ▶ Contacts and Call Lists

- Dialed, Missed, and Received calls
- Max entries: 500 or 60 days
- Link to voicemail left by caller
- List of rejected calls (for Incoming Call Manager subscribers)

## ▶ User Configuration Options

- All configurable subscriber services including call forwarding, selective call acceptance / rejection, reminder calls, speed dials
- Graphical display of find-me / follow-me settings
- Caller ID preferences (incoming and outgoing)
- Teen lines supported
- Call forwarding destinations

## ▶ Outlook Integration

- Flexible two-way synchronization with Outlook Contacts
- Click-to-dial integration with Contact database
- LDAP database integration for global contacts list

## ▶ Messaging

- Message List with play, pause, rewind, forward
- Voicemail download format: 8kHz 8 bit mono WAV
- Configure voicemail delay
- Fax download format: PDF, TIFF
- Forward voicemail to an email address
- View and forward faxes to an email address
- Automatically forward messages
- Message waiting notification settings

## ▶ CommPortal Widgets

### Multi-Environment Support

- iGoogle homepage
- Windows Vista Sidebar
- Mac OS X Dashboard

### Widgets Functions

- Voicemail – Message lists, playback and management (including new message notification)
- Call Lists – recent call info
- Dialer – Click-to-Dial from a voicemail, call record, or contact
- Quick-launch button to open CommPortal (bypassing the login screen)
- Conference – setup and moderate conferences; optionally integrate with CommPortal's contact list

## Related Brochures

*See also:*

- CommPortal Overview
- MetaSphere Overview

Subject to change without notice. Contact your local sales representative or go to [www.metaswitch.com/specs](http://www.metaswitch.com/specs) for most current information.



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