

COMMPORTAL OVERVIEW



THE MULTI-SCREEN FUTURE

Service integration, convergence, and network connectivity have progressed to such a degree that subscribers today experience a confusing overlap of solutions that are inadequately integrated. Quite literally, subscribers now encounter so many competing approaches to convergence in the home, at work, and on the go – that it's finally become a case of "too much of a good thing." Further complicating the subscriber landscape is a wealth of communications devices, computing platforms and entertainment systems. These are all vying to be the interface of choice to the services on which we all rely – from communications and entertainment, to mission critical business productivity tools.

Now imagine a different approach; a device and service agnostic solution. Such an approach would allow subscribers to access network based information, such as personal contacts from

anywhere. It would change the way subscribers think about connecting – with services, with people, with devices – so that the hard lines separating services across televisions, computers, fixed line phones and mobile devices blur. The result is CommPortal™. It's a communication solution that leverages the interface of choice, even when that choice changes.

It's an elegant and simple approach: develop a core set of underlying services, completely separate from the applications subscribers use to access them. Make the same functionality available across multiple devices with different user experiences. That way the service itself becomes intuitive, regardless of the interface.

Subscribers look for the same functionality across platforms – and find it – with CommPortal.

COMMPORTAL EVERYWHERE

CommPortal is fully customizable to mirror the look and feel of your own corporate brand across multiple platforms. Brand CommPortal once and deliver new services and functions,

COMMPORTAL WEB™

Allow residential and business users to self subscribe to a suite of managed services such as Click-to-Dial, then enable them to access these services from your branded portal, their own homepages (iGoogle), desktops (Google, Mac OS X dashboard), and toolbars (CommPortal Assistant). CommPortal Web significantly reduces the cost of new service activation while creating a sticky, everyday user experience that follows the user.



COMMPORTAL PHONE™

Deliver some of the most valuable functionality exposed by CommPortal directly to the screen of subscriber IP phones. This enables your subscribers to access functions such as network contacts, audio messages and voicemail text transcriptions details quickly and easily, without having to open a web browser or even turn on a PC. High speed fixed lines combined with the rapid evolution of SIP devices creates a very high-potential system for continuing to deliver value-added applications to subscribers.



COMMPORTAL MOBILE™

By extending the reach of CommPortal's integrated cross-platform interface to leading mobile devices, you can attract high-value customers, making it easier for smartphone users to choose your service, and raise your profile by association with these much-celebrated new devices. Intuitive and visually appealing, CommPortal Mobile enables your subscribers to scan their MetaSphere Visual Voicemail with a glance at their BlackBerry, iPhone or Android-based device. And PhoneRemote™ allows them to initiate a call from a leased line, by clicking on a contact within the mobile phone. Finally, our conferencing solution allows users to initiate and manage ad-hoc, multi-party, conference calls while on-the-go.



accelerating time to market and reducing IT costs. It's designed to go everywhere:

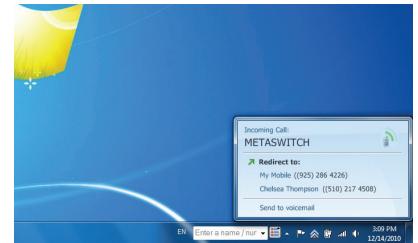
COMMPORTAL TV™

CommPortal TV revolutionizes the way your subscribers interact with their telephony services. With its pop-up announcements, your subscribers can enjoy the convenience of features such as on-screen Caller ID, enabling them to decide when it makes sense to pause an On-Demand movie to take that important call or send it to voicemail—so they need never leave the comfort of their couch. Leveraging our comprehensive suite of CommPortal API's, the CommPortal TV solution can be extended to allow IPTV consumers to view and return their missed calls, play voicemails, read voicemail transcripts or even initiate calls to a home shopping network—all at the click of a remote.



COMMPORTAL ASSISTANT™

Simplify and enhance the subscriber experience by providing a lightweight desktop PC integration. Automatic notifications and instant access to frequently-used calling features, including click-to-dial, and incoming call pop-up with disposition, make CommPortal Assistant a highly functional daily solution for business and residential subscribers alike.



AS WITH ALL METASWITCH SOLUTIONS, OUR PROFESSIONAL SERVICES ARE HERE TO ASSIST YOU IN BRANDING AND INTEGRATION, WHILE OUR MARKETING SUPPORT PROGRAM, MARKETVISIONS, CAN HELP YOU DEVELOP A MARKETING PLAN THAT LEVERAGES THE MANY CAPABILITIES OF COMMPORTAL ACROSS YOUR NETWORK AND BEYOND.

EASY INTEGRATION VIA WEB 2.0

The key to understanding CommPortal's ease of integration across platforms is its use of the best of Web 2.0 principles. This means that the code which determines CommPortal's form (JavaScript and branded CSS) is completely separate from the code that determines its function and individual user data (easily accessible via JavaScript, Python, Ruby, PHP). Metaswitch provides open, secure access for developers, which allows them to selectively integrate, enhance or modify CommPortal for maximum flexibility. Whether you have a mature nationwide brand and need to enhance functionality, or you're looking to dramatically advance your offering by pushing branded services into completely new domains, CommPortal addresses your needs.

To enhance your service offering, Metaswitch delivers a robust CommPortal Software Development Kit (SDK) that allows developers to create or customize the user experience. The CommPortal SDK includes:

- Application Protocol Interfaces (API) built on RESTful principles for maximum flexibility
- JavaScript helper functions for common activities, like "subscriber login" and "retrieved contacts"
- Sample JavaScript code and tutorials to bring developers up to speed quickly

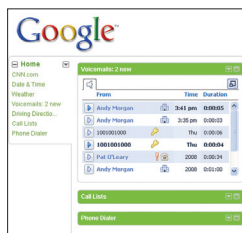
CommPortal's strict adherence to Web 2.0 standards and best design practices enables you to deliver an exceptionally intuitive and tightly integrated user interface to a wide range of services and features. These include:

- Message List
- Voicemail speech-to-text messages
- Find Me Follow Me
- Dashboard
- Contact List
- Click-to-Dial
- Call Forwarding
- Call Lists
- Calling Name Delivery (CNAM)
- Call List Export
- Selective Call Screening
- Voicemail Player
- Voicemail Composer
- Contact Management
- Preferences
- Phone Configurator

COMMPORTAL WIDGETS

CommPortal delivers a variety of high-function, portable mini-applications, known as Widgets, which include:

- Voicemail – Message lists, with text transcripts, playback and management (including automatic notification when new messages arrive)
- Call Lists – All recent call information
- Dialer – Click-to-Dial, either from a voicemail or call record, or just to a contact in your CommPortal contact list



- Conference – integrated conference control both enhances the subscriber experience and provides an unobtrusive but constant advertisement for your service

These enable some of the most valuable CommPortal features directly from your subscriber's homepage or desktop. Access to CommPortal features is seamlessly integrated, enhancing the subscriber experience, driving use of your service and enhancing your brand

Widgets are available for the following environments:

- Chrome 4 and 5, and Safari 5 and Firefox 3 on a Mac
- Windows 7 and Windows Vista Sidebar, 32-bit and 64-bit versions
- Mac OS X Dashboard, Leopard or later version
- Google homepage
- Gmail
- Google Calendar

Widgets also provide a quick-launch button to open full CommPortal, bypassing the login screen.



CALL ME BUTTON FOR EMAIL OR WEB

Allow your subscribers to take Click-to-Dial functionality to the next level by placing a Call Me Button on their own websites and HTML email signatures. This allows third parties to call them with the simple click of a mouse. The Call Me Button offers compelling revenue-generating opportunities that appeal to both business and residential subscribers:

- Apply to business email blasts, putting prospects in direct contact with a sales agent.
- Enhance business and personal website responsiveness with a "Call Now" option, allowing site visitors to get in touch easily and immediately.
- Connect with visitors in all new ways by attaching the Call Me Button to blogs, MySpace and Facebook pages.

Your subscribers can create a Call Me Button using a simple wizard within their own CommPortal account. With this wizard, it's easy to temporarily disable or permanently remove Call Me Buttons at any time. Call Me Buttons can be used from a wide variety of web browsers – including Internet Explorer 6, 7 & 8, Firefox, Safari, Opera, Google Chrome and the web browsers of common mobile phones. A Call Me Button can also be used in social networking environments, including Facebook and MySpace.

By attaching a CommPortal Call Me Button to email, internet pages or social networking sites, business users can seamlessly bridge the gap between the internet and the telephone – creating a virtual 800 / freephone number for their clients, customers and prospects. Residential subscribers can also benefit from this functionality, making it possible for people to reach them without ever revealing their phone number.

COMMPORTAL 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
- Chrome 4 and 5, and Safari 5 and Firefox 3 on a Mac
- 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 / UK)
- 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: TIFF
- Forward voicemail to an email address
- View and forward faxes to an email address
- Automatically forward messages
- Message waiting notification settings
- Transcribe voicemails to texts
- View voicemail speech-to-text message

COMMPORTAL SPECIFICATIONS

COMMPORTAL WIDGETS

WIDGETS FUNCTIONS

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- Voicemail Speech-to-Text
- 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

MULTI-ENVIRONMENT SUPPORT

Widgets are available for the following environments:

- Chrome 4 and 5, and Safari 5 and Firefox 3 on a Mac
- Windows 7 and Windows Vista Sidebar, 32-bit and 64-bit versions
- Mac OS X Dashboard, Leopard and later version
- iGoogle homepage
- Gmail
- Google Calendar

CALL ME BUTTON

WEB BROWSER SUPPORT

Internet Explorer 6, 7 & 8, Firefox, Safari, Opera, Google Chrome and the web browsers of common mobile phones.

BUSINESS AND RESIDENTIAL APPLICATIONS

- HTML mailers
- Email signatures
- Websites
- Blogs
- MySpace or Facebook pages

CONFIGURATION / MANAGEMENT

- Via simple wizard within CommPortal

RELATED BROCHURES

See also:

- CommPortal Web
- CommPortal Mobile
- CommPortal Phone
- CommPortal Assistant
- MetaSphere Overview