

# Ribbon Provisioning & Portals

## End User Interface

Allow your subscribers to manage their communications on the go at anytime



### Empower the Customer and Increase Your Revenue Business or residential, we've got you covered.

The End User Interface (EUI) enables an individual business or residential subscriber to easily manage their daily communication information and services. By providing easy access to features such as call forwarding, routing, click-to-call, call logs, and a contact directory, a user is empowered.

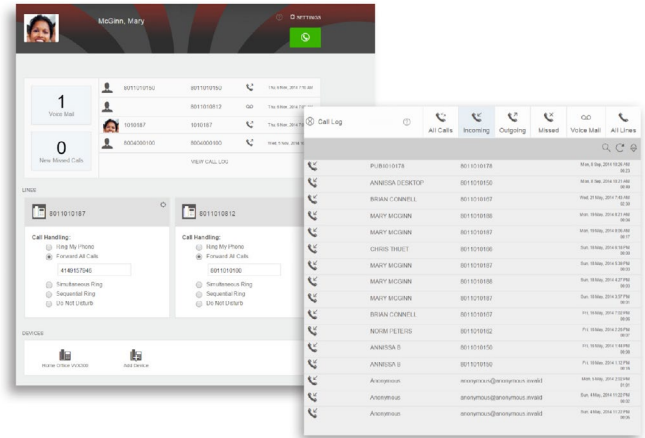
#### Key Functions of the End User Interface:

- Quick access to change call forwarding and routing options
- Calling information
- Phone book of personal contacts and corporate directory (for business users)
- "Click to Dial" call initiation from phone book or call log entry
- Self-management of features and services including broadband, video and voice
- Advanced call routing for specific days and/or times
- Profile of user's personal information
- On-line help
- Brandable

#### Powerful Capabilities, Simple User Interface

Ribbon offers the ability for a business or residential end user to access Ribbon Provisioning and Portals over a web browser. The Ribbon Provisioning and Portals business/residential end-user interface application is accessed from the service provider's web portal and can be branded with the service provider's logo and colors. The end-user interface consists of a dashboard which provides quick and simple access to the most used functions, such as managing call forwarding settings, viewing call logs, and accessing personal or corporate phone books.

Using the interface is simple for the customer. A user can easily navigate the dashboards, manage services or create new services all through the web-based applications. Since training is not required by the customer, overhead costs are reduced. From the main dashboard, the residential user can easily manage his/her day-to-day broadband, video and voice services. However, a menu is provided from the dashboard, should the user desire more detail about a specific function.



Using Ribbon Provisioning and Portals, business customers have direct control over their employees' communication services, end users are empowered to fully utilize the capabilities of the network and service representatives can accomplish customer requested actions quickly and efficiently. Customers have come to expect these types of capabilities and as such, the service provider's Customer Self Serve (CSS) can influence a customer's choice in which service provider to utilize. Ribbon Provisioning and Portals makes this choice easy for customers.

### Ribbon Provisioning and Portals End User Interface Benefits:

#### Service Providers

- Partitioning ensures that a user's data cannot be viewed by other users
- Branding using company logos and colors enhances an organization's brand recognition in the marketplace
- Network device interface incorporates extensive rules engine to improve provisioning success rate
- Multiple language presentation allows support of multi-national markets

#### Customers

- Simplified user interface allows improved control
- Dashboard capability provides quick access to the most commonly used functions all in one place
- Easy navigation of the system

Contact Us

We are here to help. Let us know if you are interested in a quote or if you have any questions.