

# BroadCloud® – Management Portals

Management Portals from BroadCloud are web-based tools that provide a distinct, permissions-based view to Service Providers, Enterprise Admins and Users to easily manage the service. Offered from a fully managed cloud infrastructure that is geo-redundant and scalable, our portals provide the flexibility to operate the service from anywhere on any device. Open APIs to the backend system facilitate fast and tight integration with existing provisioning, order management and billing systems.

The Service Provider Portal is the face of the BroadCloud UC offering to product managers and facilitates end-to-end management of the service from product definition, pricing and sales engagement to a streamlined workflow for service orchestration and support. It simplifies the creation of a robust UC product catalog, unique branding and customization of the service to speed time-to-market. The Portal provides critical sales management, analytics, and reporting capabilities to ensure proper oversight of business operations.

The Enterprise portals allow Admins and Users to manage changes to their service and perform day-to-day configuration of site services and user features. Multiple applications are tightly integrated to provide a seamless and simple user interface. Grouping of relevant configuration items under a single tab and easy navigation across multiple tabs provides an intuitive user interface for stress-free management of the service.

## Service Provider Portal

Addresses the various facets of a new product launch, alleviates complexities and enables faster time-to-market

1. **Product Catalog** – Flexibility to define and differentiate product offering to the market as a standalone UC product or a bundled product
2. **Branding** – Define service provider specific color schemes, logos and marketing



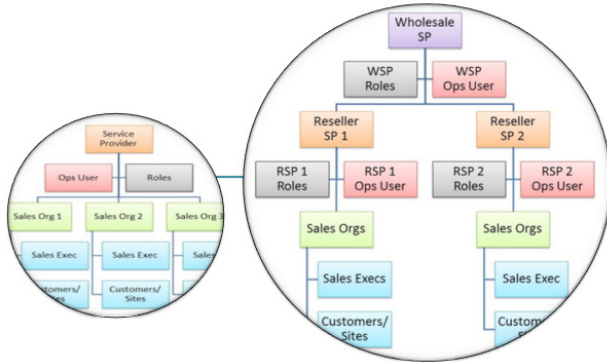
3. **Pricing** – With pre-defined guidelines to assist, set and manage segment or vertical specific product pricing
4. **Billing Reports** – Well-defined, auto generated reports and detailed CDRs. Data can be packaged with reporting tools to generate end customer invoicing
5. **Operational Tools** – Device management for plug and play CPE and automated CPE ordering process – tools for customer pre-qualification, and troubleshooting
6. **Customer Service** – Provides access to customer information, creation of change orders, and exposure to customer admin portals for support representatives

## Service Provider Portal – Wholesale Hierarchy

A key new feature available to service providers is the ability to manage and support other service providers through an enhanced account hierarchy. Wholesale Hierarchy is an expansion to the existing standalone service provider model. It enables a Parent account to

# BroadCloud® – Management Portals

have one or many Child SP's under a single account with full control over the child SP's configuration, including product catalog, user administration, workflow and branding. The Parent SP manages Child SP who in-turn manage their users, sales and customers.



## Service Provider Portal – Business Process Automation

Integrates with existing business processes and systems speeding sale-to-cash

<b>Quote Management</b>	<ul style="list-style-type: none"> <li>Sales tool with capability to generate price quotes to businesses of all sizes</li> <li>Brandable, simple and easy to input pre-defined fields to output a pricing proposal</li> <li>Reports and metrics from the generated quotes to streamline sales process</li> </ul>
<b>Order Management</b>	<ul style="list-style-type: none"> <li>Capability to input customer order based on the purchase order</li> <li>Ability to customize fields to match the product catalog with respect to supported features</li> <li>Support for bulk order entry for larger businesses</li> </ul>
<b>Implementation</b>	<ul style="list-style-type: none"> <li>Service provisioning for the users</li> <li>Individual feature configuration</li> <li>Overall service activation process and user onboarding</li> </ul>
<b>CPE Management</b>	<ul style="list-style-type: none"> <li>Workflow to enable choice of device</li> <li>Order fulfillment, pre-configuration and shipping logistics</li> </ul>

## End Customer Portals

End customers or businesses have three different portals to view the current configuration, make changes and manage their service. Each portal has a definite set of features and functions pertaining to the service definition from the Service Provider.

## My Account Portal

This portal is the highest management layer that provides visibility to all the sites within an account. Administrators have access to detailed order information, number of users in a site, assigned phone numbers to a site and in turn to the individual users etc.

## My Site Portal

The second layer of management, this portal provides detailed view of the various devices and services in a particular site. The high level tasks that can be performed through this portal are

**Phone Assignment** -- Defines the set of tasks such as

1. Assignment of the type of service
2. Provision and configure physical phones and numbers
3. End user name, extension, credentials for web based management, caller ID etc.
4. Bulk load users through template

**Device Management** – Provision, assign and manage devices such as phones, ATA, mobile client and desktop client to end users with the ability to remotely reboot or remove the device from the site.

**Site Services** – Site level features such as creation of hunt groups across multiple sites, call forwarding rules, auto attendant, toll free numbers, conferencing, outbound calling, call park, music on hold etc. can be managed.

**User Features** – High level user features such as call waiting, call forwarding, business continuity, monitoring, push to talk, unified messaging, call recording, collaboration etc. can be managed.

# BroadCloud® – Management Portals

## My Phone Portal

This is the end user portal to manage individual user level features and functions such as

1. Make edits to profile information
2. Check voice mails and faxes
3. Features such as call waiting, remote office, mobile app, desktop client, barge in, ring pattern, call forwarding etc. can be managed

For more information,  
visit us online at  
[www.broadsoft.com](http://www.broadsoft.com)