

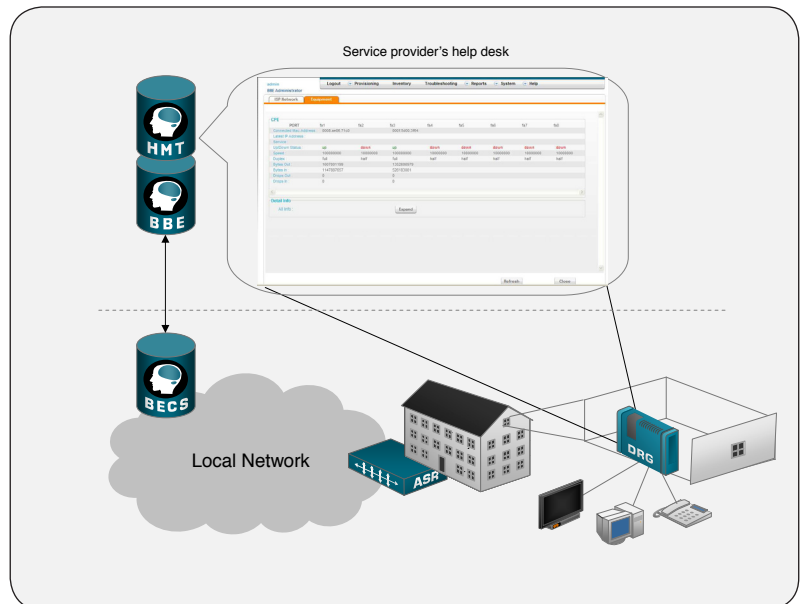
# BBE - HMT

Helpdesk Management Tool

## Fast troubleshooting in triple-play networks

### Key benefits:

- Reduces resolution time when troubleshooting the network
- Offers key network information such as node status, port status, uptime etc.
- Provides visibility of connected DRG, such as status, MAC address, bandwidth etc.
- Gives valuable information about the services running



BBE - Helpdesk Management Tool, (HMT) is an application within the BBE product family. HMT facilitates information needed for efficient troubleshooting in broadband networks.

With the broadband connection as the only source for services such as telephony or TV, fast troubleshooting becomes vital for end users. HMT provides the information and the tool required by helpdesk personnel to troubleshoot the network efficiently. With HMT, the first line support can be handled by the service provider instead of the network owner. Helpdesk personnel are equipped with a tool for the most efficient use of network engineers, as they can focus on solving the real problem instead of searching for it.

HMT is pre-integrated with BBE – Core. BBE – Core is the framework upon which all the BBE applications are made available. Other applications in the BBE product family are Subscriber Management Tool (SMT) and Service Selection Portal (SSP).

### Visibility of key network information

HMT provides visibility of key network information such as the current status of the network node to which the end-user CPE is con-

nected, but also the status of the actual port on the network node. Examples of the information provided are: up/down status, uptime, node name, IP address, and the bandwidth to which the CPE has been contracted.

Information regarding the Digital Residential Gateway, (DRG) connected to the network node, can also be retrieved. Examples of such information are: the DRG's MAC address, SW and HW version of the DRG, MAC address of DRG clients (Set Top Box, PC, IP phone etc) and which services are connected to the DRG.

Thanks to the visibility of key network information, HMT reduces the resolution time at the customer-service helpdesk and avoids costly visits to the end-user's premises.

### Valuable service information

HMT provides valuable information of the services provisioned to a DRG. The current/most recent lease/expire information for each service, and historical lease/expire data are examples of information provided.

### One GUI for all BBE applications

BBE is designed with one common GUI for its applications BBE – Core, SMT and HMT.

The GUI for SSP is designed for end users and is different from the GUI of the other applications.

The GUI is designed for easy navigation and fast access to important information. seamless alteration between the different applications is made available, focusing on efficiency for the user. There is no need to log in and out of the different applications to access information. As soon as an application is available, it is integrated into the BBE GUI, not as yet another system.

### Integration

HMT is connected to BECS™, PacketFront's control and provisioning system, through the BBE – Core and BECS Mediation point.

# BBE - HMT

---

## **Technical requirements**

---

BBE - Core