

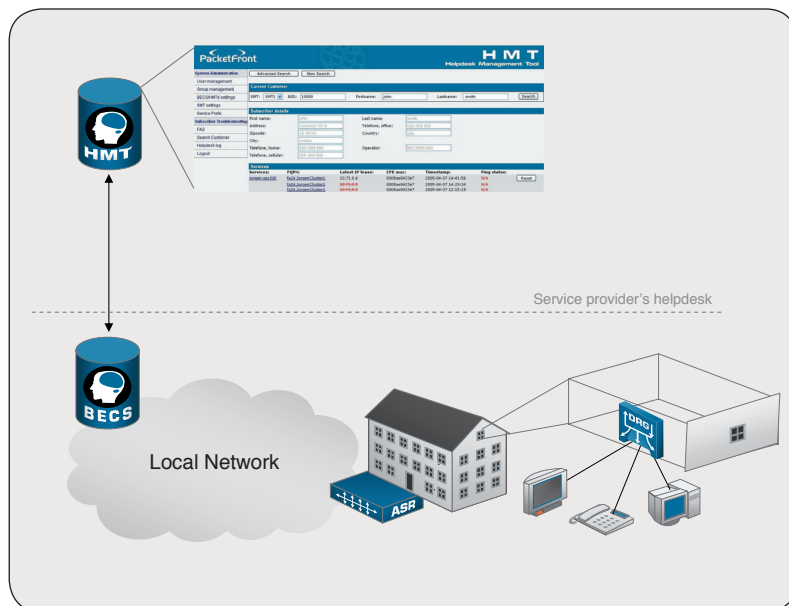
HMT

Helpdesk Management Tool

Fast troubleshooting in triple-play networks

Key benefits:

- Reduces resolution time when troubleshooting the network
- Offers visibility of key network information, incl. services' status at the end user's premises
- Provides case/end-user log through interaction with BECS™ and SMT



The Helpdesk Management Tool (HMT) facilitates helpdesk applications for service providers that provide services over a PacketFront broadband network. Thanks to the visibility of key network information necessary for troubleshooting in a triple-play network, HMT reduces the resolution time at the customer-service helpdesk, and avoids costly visits to the end-user's premises.

HMT user interface

HMT offers a user interface that is entirely web-based. This simplifies setting up the helpdesk application, and allows users to login to HMT from a remote location using a standard web browser. This web-based interface also avoids the need to install and maintain client software. The HMT web interface is used to communicate with the Subscriber Management Tool (SMT), which stores information about each end-user, such as name, address, bill-

ing ID, network username and service subscription. The HMT user interface enables a number of operations, including:

- User and group management, which allows setting definitions for each individual HMT administrator or group of HMT administrators.
- Setting security levels to restrict or allow administrator access to HMT.
- Constructing a "self-growing FAQ" that can be visible to all members of the same helpdesk group.
- Presenting current information about end-user services.
- Logging of helpdesk entries, which can be visible per end user.

HMTd

The HMTd software is installed on the broadband network server, and makes it possible for HMT to show where in the network each end user is located, and which services he or she is currently subscribing to.

Visibility all the way to the customer CPE

Through the HMT service providers will have visibility all the way to PacketFront's CPE using PacketFront Device Protocol (PFDP). This avoids costly troubleshooting and visits to the end-user's premises.

Technical requirements

Server HW requirements	Sun SPARC V125 1G memory
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