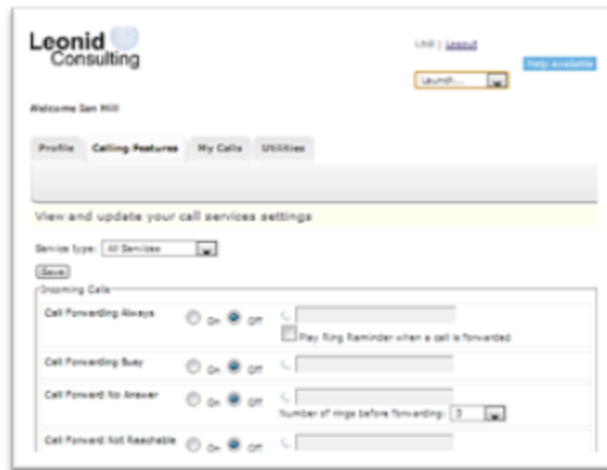


## Service Management – Loki Portals

The capability to manage services and subscribers is essential to any communications provider. The Service Provisioning offering from SIPHON Networks, based on the Leonid Systems Loki™ solutions, introduces operational support platforms to deliver improved business process efficiency in ITSP networks – accelerating the time to market for services and reducing the total cost of ownership.

Loki™ Portals is a complete portal framework for BroadSoft BroadWorks that exploits industry best practices for an enhanced and simplified user experience. The solution provides a fully customisable self-care capability to a VoIP/Unified Communications service offering. A customer portal should be one of the most prominent points of interaction between a service provider and subscribers. The investment in traditional portal systems can be complex and expensive - Loki™ Portals dramatically lowers the cost and risk of offering a world class customer portal.



### Key Benefits

**Promotes user self-service.** The Loki portal is designed to be used by service provider staff, customer IT support and the end-user themselves to allow service providers to reduce support overheads.

**Fully brandable.** The entire user experience can be fully customised to match a service provider's visual profile.

**Easy to use.** The portal makes use of standard Web 2.0 technology to ensure a smooth, easy to follow user experience that requires little or no training.

**Designed for BroadWorks.** All user data is stored in BroadWorks, allowing you to continue to use existing OSS systems for user creation, service assignment and troubleshooting.

### Key Features

- Complete configuration of user experience including:
  - Call Forwarding
  - Speed Dials
  - BroadWorks Anywhere
- Configuration of group services including:
  - Auto Attendants
  - Call Centers
  - Hunt Groups
- Full call history
- Visual device management for hotkey programming
- Access to user directories and feature access code lists
- Access to BroadWorks Call Manager, Receptionist and Call Center clients.

Loki Portals is designed to be deployed alongside the complementary Loki Provisioning product to provide a complete provisioning and service management system.

### About SIPHON Networks

SIPHON Networks is a leading European supplier and integrator of VoIP and Unified Communications systems. As well as supplying the Loki Provisioning system, our team of experienced communications engineers provide a full consultancy service to help bring your Loki Portals system into service.