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(54) Title: INTEGRATED CUSTOMER INTERFACE FOR WEB–BASED DATA MANAGEMENT

(57) Abstract

A Web–based, integrated customer interface system for data management. The customer interface system is provided with a graphical customer interface for enabling a customer to interact with one or more products and services provided by remote servers located in an enterprise Intranet/Extranet, and utilizes a Web paradigm to allow easy and convenient access to all of the services from the customer's perspective. The products and services delivered to a client workstation having the integrated customer interface include: 1) report requestor, report viewer, and report management applications enabling a customer to request, specify, customize and schedule delivery of reports pertaining to customer's data; 2) centralized inbox system for providing on–line reporting, presentation, and notifications to a client workstation from one or more application services over an Internet/Extranet network; 3) an operational data storage system implementing a data mart approach for maintaining the data used for customer reporting; 4) a trouble ticket tool enabling a customer to open and monitor trouble tickets relating to products and services provided by an enterprise; 5) a Web–based invoice reporting system allowing the customers access to their billing and invoice reports associated with the products and/or services provided to a customer; 6) an Internet "online" order entry and administration service to enable customers to manage their accounts; and, 7) a system for handling security and authentication requests from both client and server side of the applications implementing the suite of products and services.