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(54) Title: INTEGRATED CUSTOMER INTERFACE FOR WEB BASED COMMUNICATIONS NETWORK MANAGEMENT

(57) Abstract

A web–based, integrated customer interface system (30) for enabling customer management of their communication network assets. A web–based GUI (20) enables a customer to interact with one or more network management resources and telecommunication services. The integrated interface system (30) includes: 1) a customer's network report management; 2) a centralized in–box system for online notifications to client workstation; 3) a real–time network services monitoring system; 4) broadband system for presenting physical and logical views of data networks and performance information; 5) a toll–free network management system enabling customization of 800/8xx toll free number routing; 6) Outbound Network Management (ONM); 7) packet–switched events monitoring; 8) a trouble ticket tool; 9) web–based invoice reporting for access to billing information; 10) web–based call manager; 11) on–line order entry and administrative service; 12) system for handling security and authentication.

