Experience OcularIP - User Guide

Thank you for your interest in OcularIP! OcularIP supports over 150 carriers and major enterprises. We like to think of our clients as our R&D partners. Working with them plus dozens of technology partners, OcularIP has built an unmatched availability analytics intelligence engine. These analytics are guaranteed to present your optimized services in their best light. OcularIP clients use their optimized service levels for a multitude of purposes: internal, contractual compliance reporting, and as a platform to drive sales and improve customer experience.

OcularIP significantly reduces SLA penalties through its trademark analytics intelligence calculations. In addition, carriers leverage this reporting to differentiate their service and company to grow commercial revenues. OcularIP's portal app, also know as Business Service Portal (BSP) provides a visual self-service interface that carriers are selling as a private branded service portal.

Your custom Experience OcularIP environment allows you to test drive the basic features of OcularIP. This is meant to be an introductory overview for you to experience OcularIP's look and feel. This is the live OcularIP SaaS platform. OcularIP's extensive functions can be configured by user. After your test drive if you would like to see the full platform or acquire your own fully guaranteed license, please contact us via the portal or email at sales@lbnetworks.co .

Sincerely
Raymond Chiu
CEO and Founder

POWERED BY OcularIP

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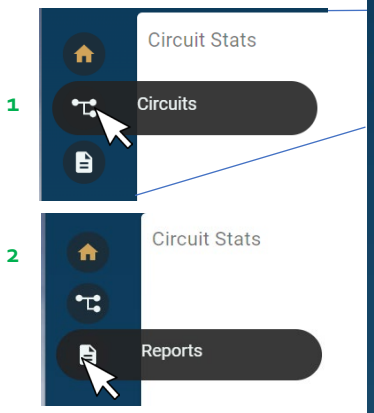
WELCOME TO EXPERIENCE.OCULARIP.COM!

Your credentials for **Experience.Ocularip** provide you with *view* privileges in your own OcularIP instance! This is the live OcularIP SaaS platform. The goal is for you to get a feel and experience how OcularIP functions. Your userid "view level" is an example of how information can be tailored for individual users. If you are interested in learning more about OcularIP we can provide an in-depth demonstration, providing you with the ability to use OcularIP with full functionality, configuration, and reporting capabilities. But let's not get ahead of ourselves; we appreciate you taking a test drive with a sample of the functions and information available to users, including circuit views, graphs, and reports! OcularIP is used by over 150 carriers plus enterprise organizations worldwide.

USER MAIN PAGE:

When you log on you will receive a page that looks like this. However, your data will be updated with near real-time service information.

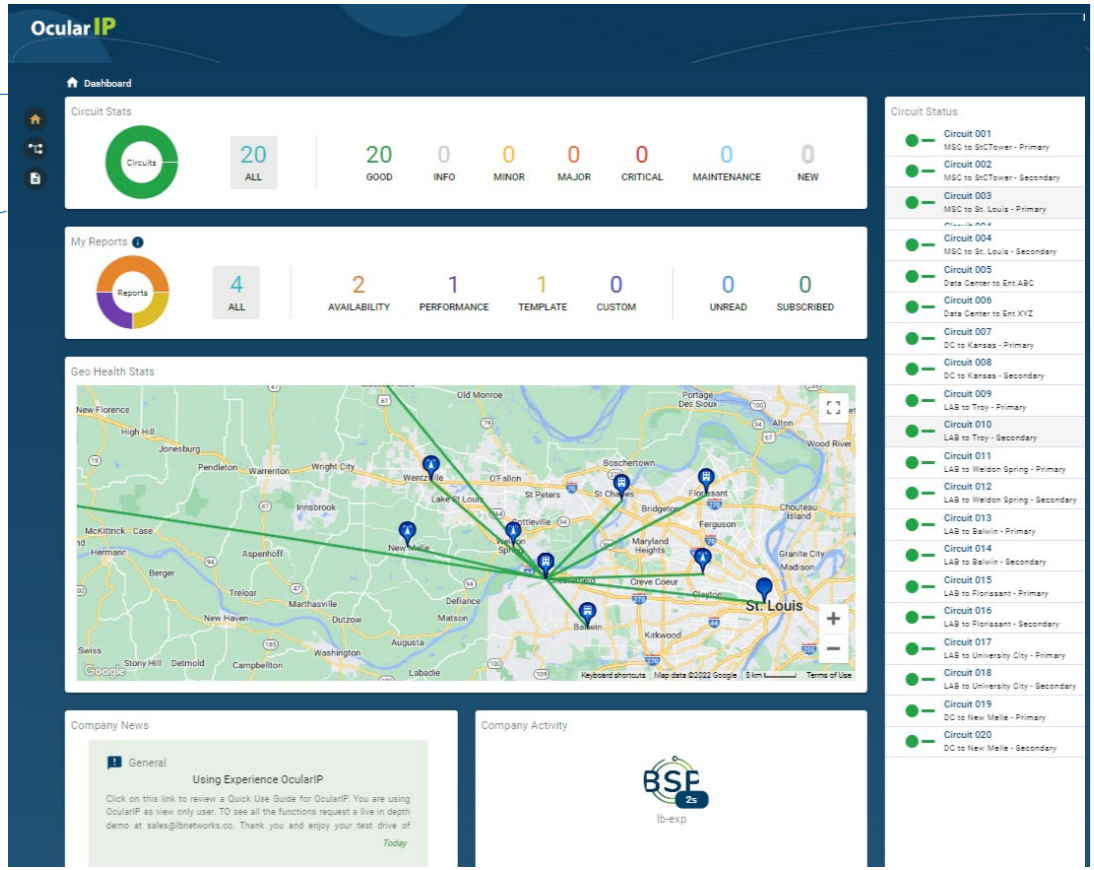
Mouse over the Circuit icon
Mouse over the Report icon



On the far upper left is the Home, Circuit and Report menu icons.

The page consists of 6 tiles:

- Circuit Stats
- My Reports
- Live Graph
- Company News
- Co. Activity Log
- Circuit Status



Suggested Actions:

1. **Click on the Circuit Menu icon.**
2. **Click on the Report Menu icon.**
3. **Click on a circuit link.**
4. **Click on the interactive live geo map.**
5. **Review Company News.**

Functions regarding each option are explained in the following sections.

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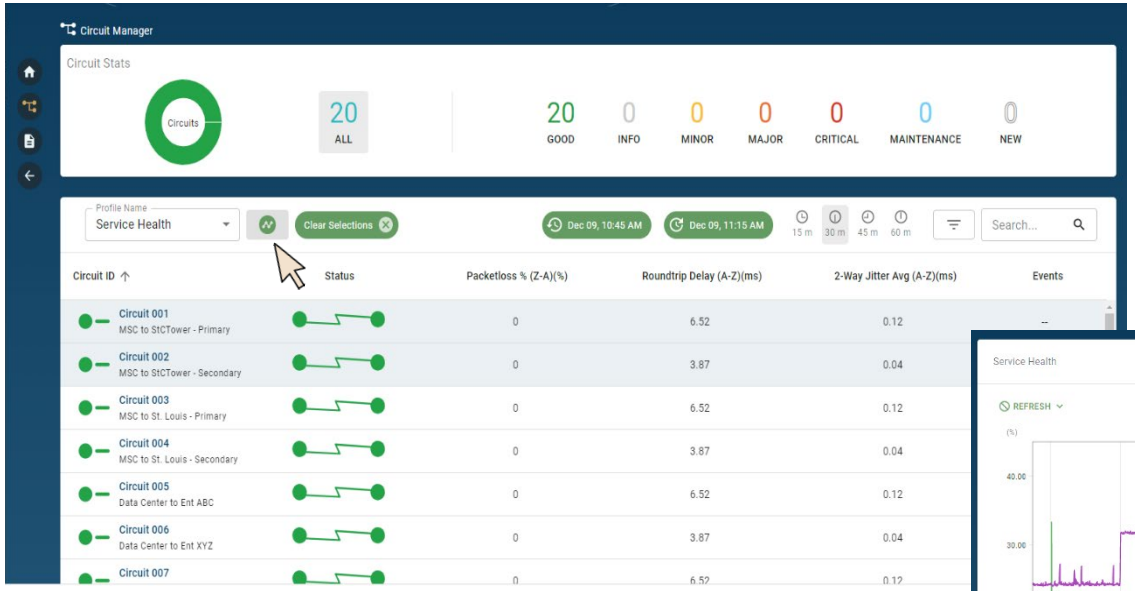
1. Circuit Manager

The Circuit Manager screen highlights many of the UI features of OcularIP. You can easily scale the screen size to fit your device or preference. The upper tile provides a circuit status summary along with the ability to select circuits to view based upon status. The status is based upon circuit performance in relation to ***user defined*** service levels. Along the top of the mid tile are selectable options for this user level. Profile, date/time range, refresh rate, search. Columns can be sorted or dynamically expanded, etc.



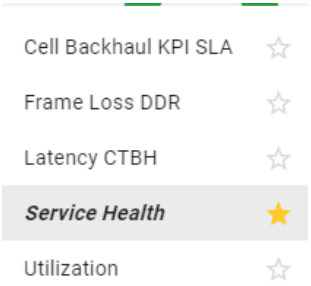
Suggested Actions:

Highlight Circuit 1and Circuit2 click anywhere in the open row then click the graph icon.

You will generate a graph comparing the K each circuit. Click Load History on the bottom and highlight time frames to compare.

Suggested Actions:

On the Profile Name box click on the drop-down arrow next to Service Health.



Please select additional service profiles to view. You have the same options to graph, sort, print, etc. for each profile.

Note: admins can easily build profiles by selecting from over 100 KPIs and saving as a name. Then assign to users or user levels.

Suggested Actions cont'd:

Click on the Chevron symbol to deselect KPIs or Circuits. Or use the edit button, stack option time frame options.

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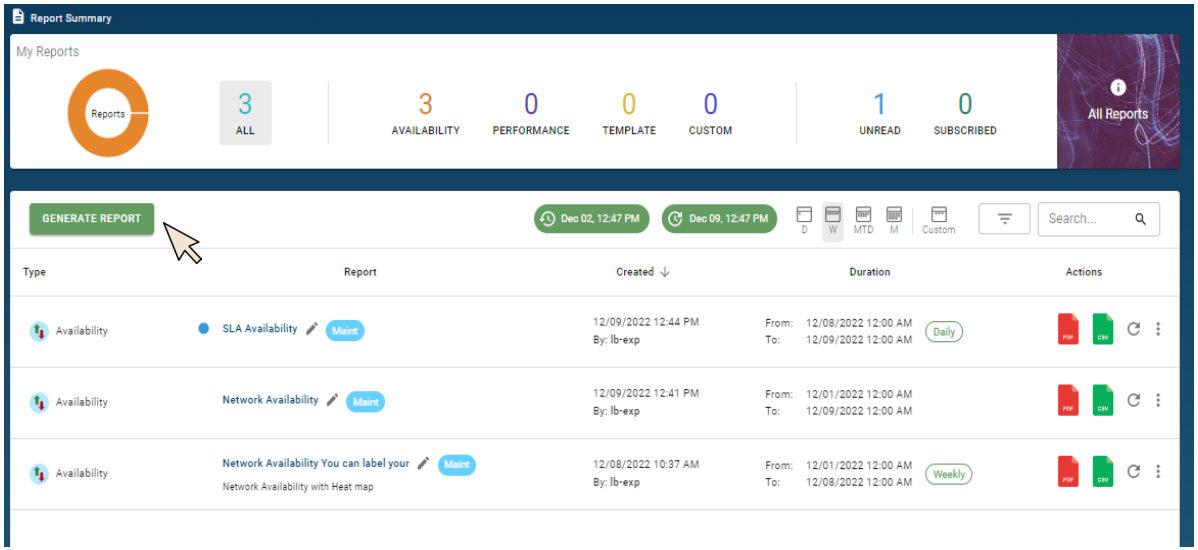
2. Report Summary Section

This section highlights reports the user can generate and view. The top tile shows the number of reports that are available in each category type of report.



Suggested Actions:

Generate a Report. Click on the green button.

Select form the Report Options for this user level.

- Network Availability
- SLA Availability
- Overall Performance
- SLA Performance
- ATT CTBH Report

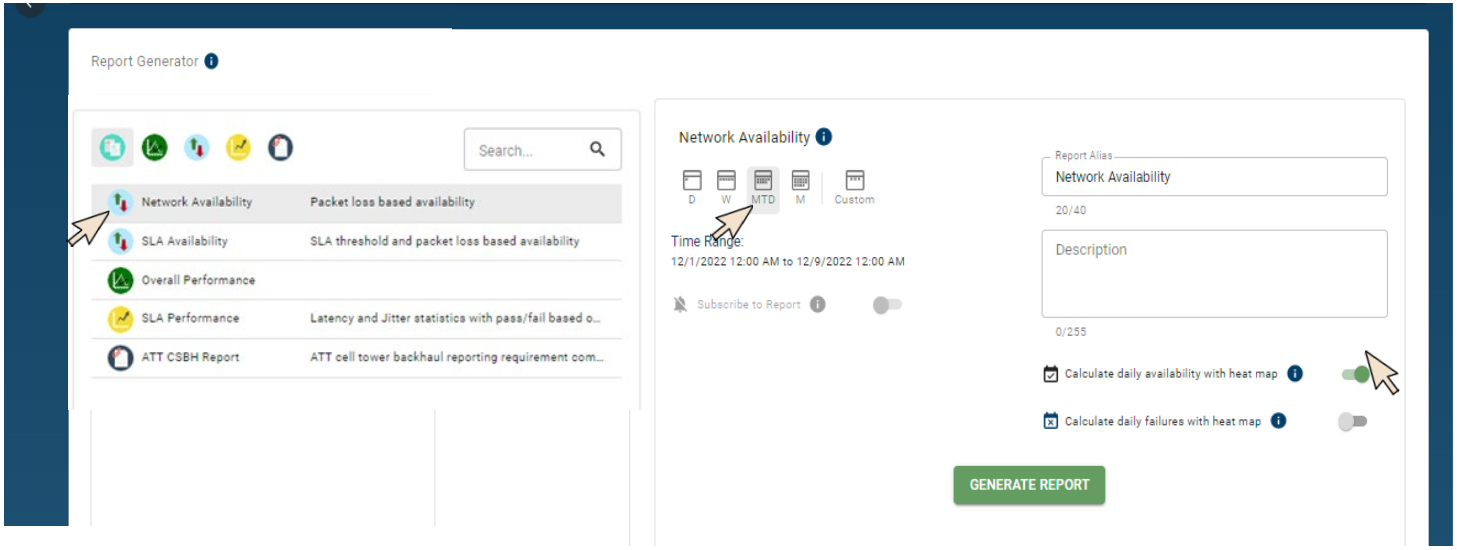
In the example below Network Availability is selected.

Select MTD.

Select Calculate availability with Heat Map.

Click GENERATE REPORT

You have now added a report to your personal Report Summary. Click on My Reports to view!



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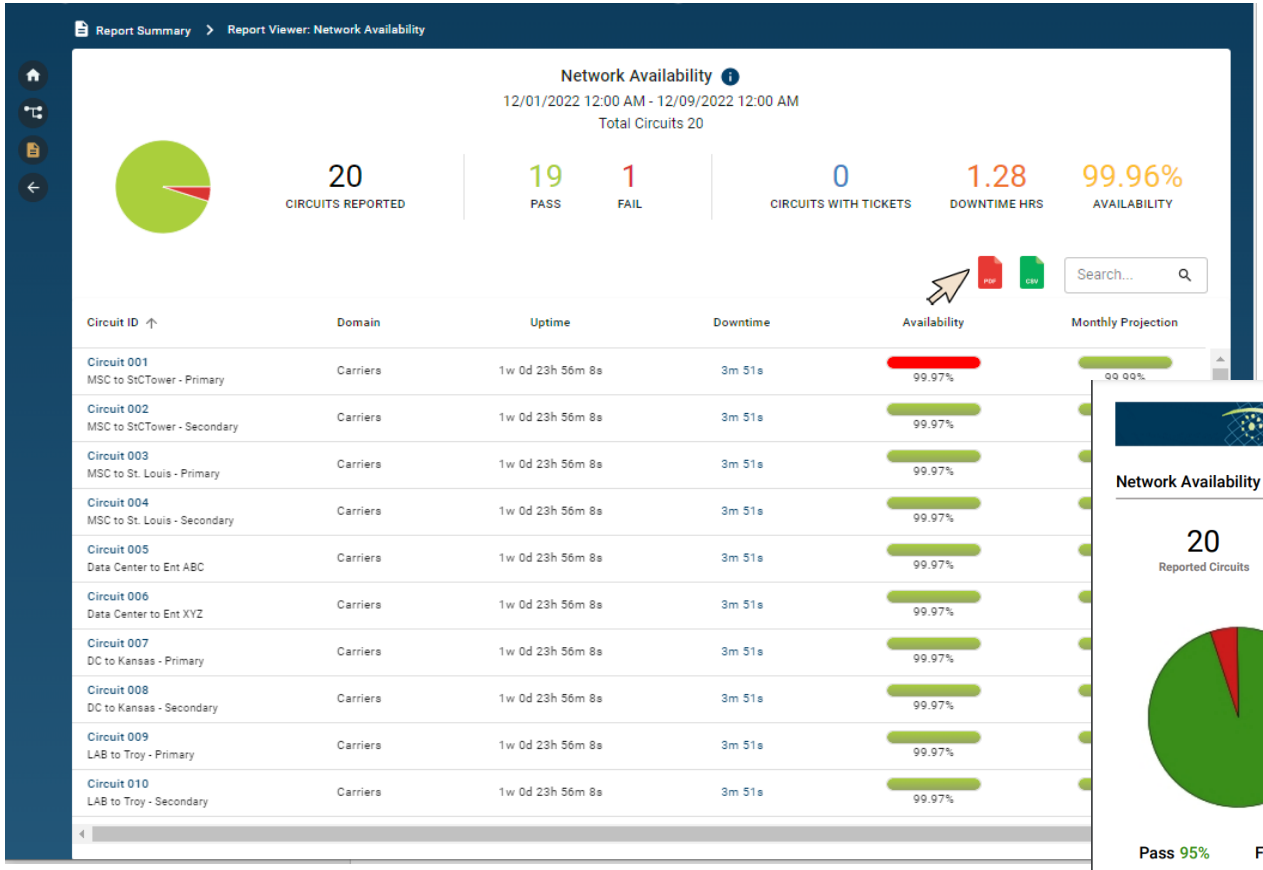
Report Manager continued

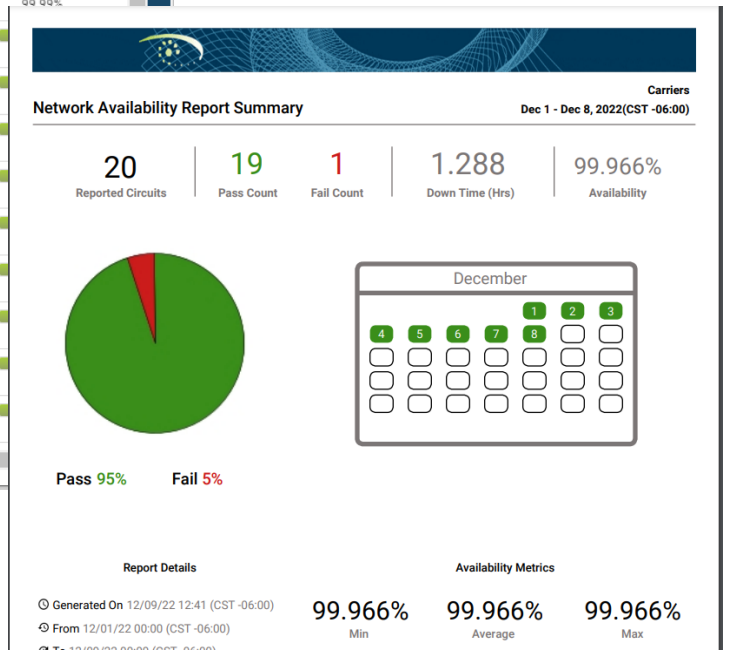
Suggested Actions:

Go back to your report Summary screen (click on Report Menu or back) then click on the Network Availability hyperlink to see the Report.
Click on any blue hyperlink to see more in-depth details. If you click on down time, you will see the periods where performance failed vs your defined service level (SLA) parameters. If you click on circuit ID, you go directly to Circuit intelligence (see below).



Report Manager continued

Network Availability Summary
This executive summary report provides a heat map summary for your Network (or Domain). This is often provided to executives and or clients to show your level of service delivery!



Suggested Actions:

Click on other actions to subscribe share or delete the report.
Go back to Generate Report and create reports in all categories.

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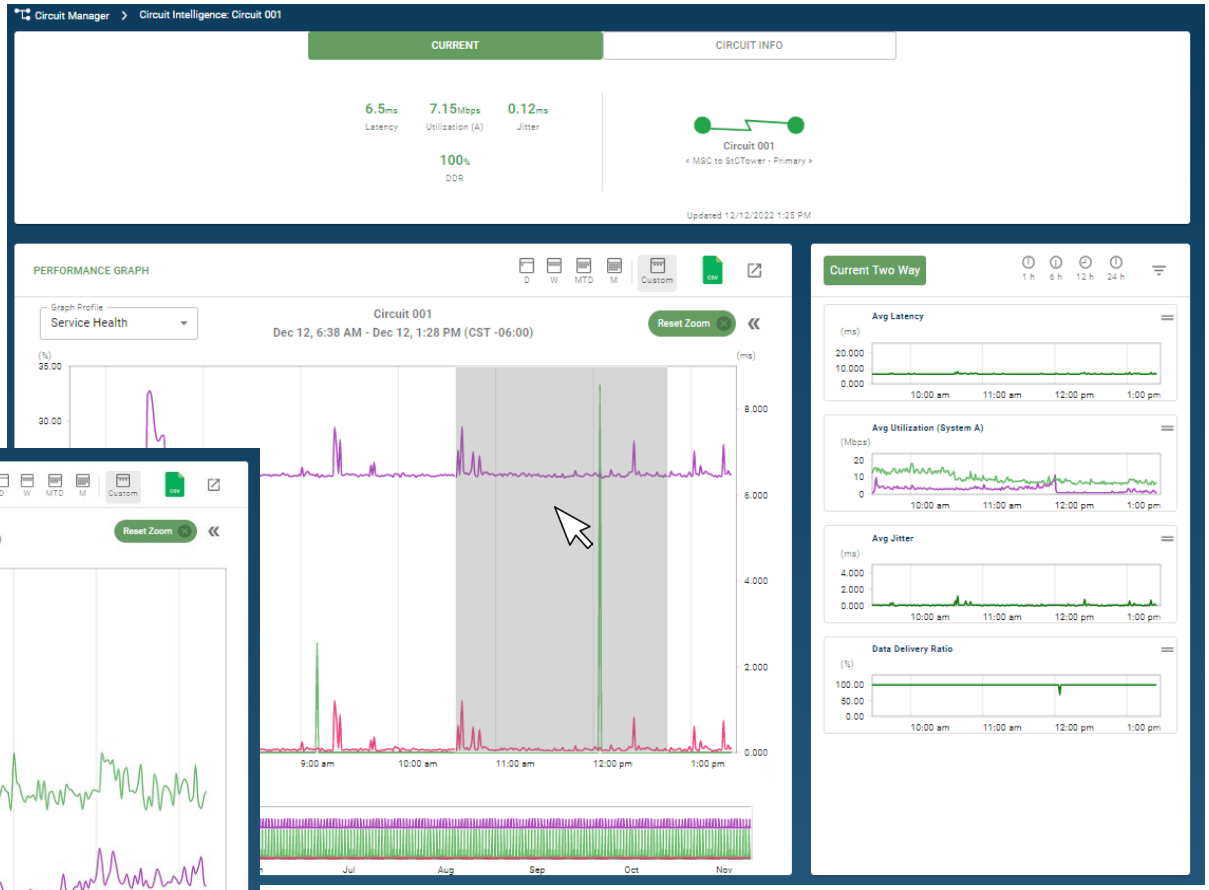
3. Circuit (Service) Intelligence

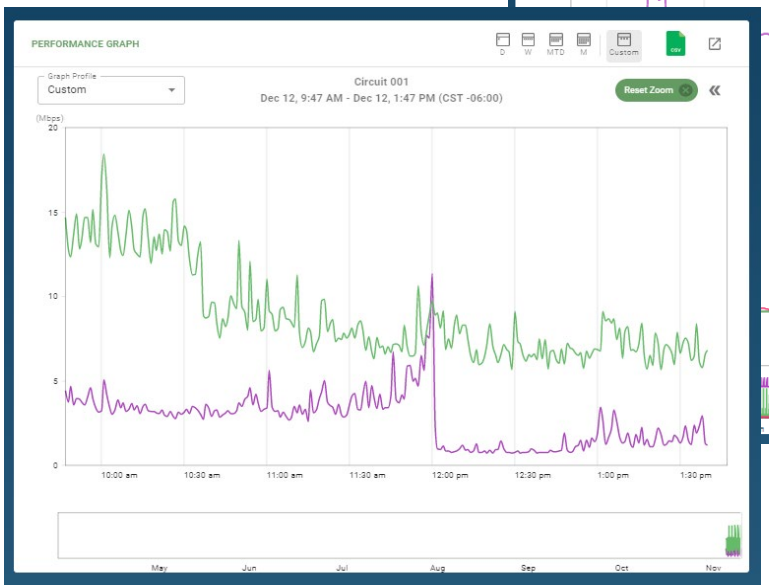
Time to down shift and hit the gas. Anywhere you see a Circuit ID in blue that's a hot link. Just click on it and go to the Circuit Intelligence (or as sometimes labeled Service Intelligence) The top tile contains the Current Status and Circuit Info or meta data regarding the circuit. The default graph is identified in the middle tile. In the example below it graphs the Service Health profile. In addition, the right tile provides the default graphs for your user level.

Suggested Actions:

Zoom in to see specific data for a period. On the Service Health graph, the 10:00am to 1:00pm is highlighted grey and the graph will automatically zoom into that time frame.

The graphs in the right tile you can zoom in by clicking the hot link.





Suggested Actions:
In this example we clicked on Avg Utilization.
In addition, the graphs in the side tile you can drag and drop the graphs in your preferred order.

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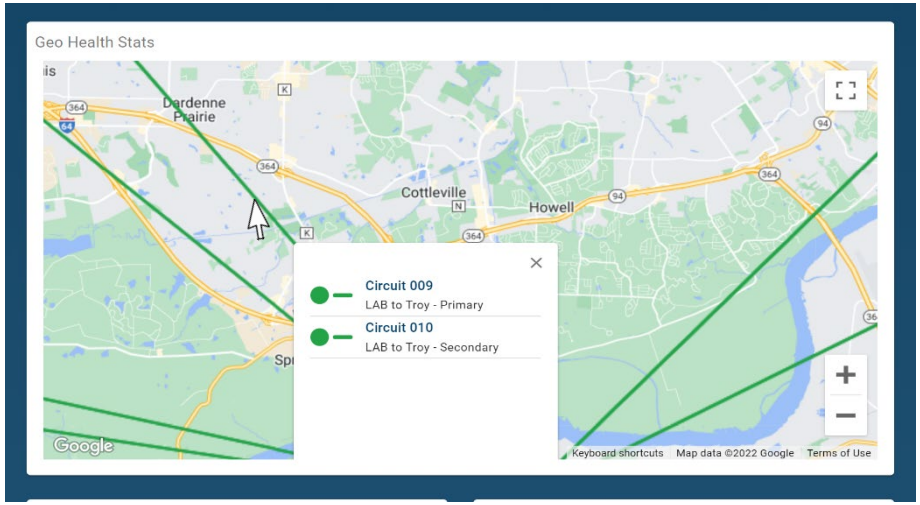
4. Interactive Live GEO Map

Click on the geographical map representation of the circuits. Like Google maps you can zoom in/out. As you mouse the circuits represented by the lines will be highlighted. End points can be represented by various icons; cell tower, building, data center etc. If a circuit or service is experiencing an event the line will change color to correspond with the event severity. Click on the end point site icon to see circuit status.



5. Company News Tile

This tile displays news that you want to show to the user. IT could be new services in their regions Eg 10Gig or Maintenance notifications, etc.

6. Company Activity Log

This tile identifies user activity for the applicable company. What they did and when they did it.

We hope you enjoy using the live experience.ocularip portal. Once again this is a subset of the functionality and capabilities available in OcularIP and our new Business Service Portal. Please contact us to see the full platform and sign up for your no risk usage of OcularIP.

WE'RE IN THIS TOGETHER

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