



Cisco Subscriber Services Portal 6.0 Interface Guide for Front Desk Personnel

Version 6.0

December 17, 2013

Cisco Systems, Inc.

www.cisco.com

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco website at www.cisco.com/go/offices.

Text Part Number: OL-30951-01

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO TECHNICAL AGENT FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CCDE, CCENT, Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0812R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental. Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.



Get Started v

- Objectives v
- Cisco SSP Documentation v
- Audience vi
- What Cisco SSP Software Is vi
- Roles and Logins vi
- What's New vi

CHAPTER 1

Locations 1-1

- Locations Overview 1-1
- Locations List 1-1
 - View the Summary of a Location 1-1
 - Filter the Location List 1-2
 - Password of the Day 1-3

CHAPTER 2

Vouchers and Voucher Templates 2-1

- Voucher Templates 2-1
 - Find and View Voucher Templates 2-1
 - List Voucher Templates 2-1
 - Search Voucher Templates 2-2
 - View the Details of a Voucher Template 2-2
- Vouchers 2-2
 - Generate New Vouchers 2-2
 - View the Vouchers in a Voucher Template 2-3
 - Find a Specific Voucher 2-3
 - Export Vouchers 2-3



Get Started

Revised: December 17, 2013, OL-30951-01

This section discusses the purpose and audience of the *Cisco Subscriber Services Portal 6.0 Interface Guide for Front Desk Personnel* and provides general information about documentation for the Cisco Subscriber Services Portal.

Cisco documentation and additional literature are available electronically and as downloads. Check the help link on your interface, the download site for your software, upgrade link, and the thumb drive that came with your welcome package.

Objectives

Welcome to the *Cisco Subscriber Services Portal 6.0 Interface Guide for Front Desk Personnel*.

This document describes tasks performed in the interface of the Cisco Subscriber Services Portal 6.0 by front desk personnel to use and operate their subscriber portal interface.

Cisco SSP Documentation

Separate documents are available for Admin level, Manager level and Front Desk level users.

- *Cisco Policy Suite Subscriber Services Portal 6.0 Interface Guide for Cisco Policy Suite Administrators*
- *Cisco Policy Suite Subscriber Services Portal 6.0 Interface Guide for Managers*
- *Cisco Policy Suite Subscriber Services Portal 6.0 Interface Guide for Front Desk Personnel*

Audience

This guide is best used by Front Desk level users.

This document assumes at least an entry level understanding of these topics:

- Vouchers and voucher template concepts
- Interface configuration

What Cisco SSP Software Is

The Cisco Subscriber Services Portal lets you create a suite of web pages that enable unauthorized subscribers to access your network. Depending on how the portal is set up, subscribers gain network access by simply accepting terms and agreements, by entering a voucher code or an access code, or by registering a username and password.

Cisco SSP provides two environments:

- a subscriber interface, which directs subscribers through specific flows for gaining access to your network
- an administrative interface for use by any of three levels of administrative users who develop and maintain the subscriber interface

Roles and Logins

This version of Cisco SSP provides three levels of login permissions for administrators:

- Admin—Administrator-level users are service provider staff who can configure locations. They have full privileges and can perform all tasks as well as have access to all locations. Administrators can also check and review configuration settings for troubleshooting purposes.
- Manager—Site managers are responsible for specific locations. Manager-level users can manage locations, and perform voucher and voucher-template tasks. Managers can be associated with several locations.
- Frontdesk—Location or site employees work with vouchers. Frontdesk-level users can be associated with several locations.

In this document,

- In this document, the end users of your interface are called *subscribers*.
- The interface that the admin roles view are called *screens*. What the subscriber looks at after they start a session is termed *pages*.

What's New

This is a summary of new features and updates that are available in this version of Cisco SSP 6.0.

- Password-of-the-Day login behavior
- Pinless voucher-redemption behavior



Locations

Revised: December 17, 2013, OL-30951-01

This chapter covers the following sections:

- [Locations Overview](#)
- [Locations List](#)

Locations Overview

Locations specify subscriber behaviors that determine which steps you want the subscriber to take in order to gain access to the Internet, such as accept terms, enter a PIN number, or redirect them to another page.

Locations List

Locations > List All Locations

To view any children locations, click the plus sign (+) adjacent to the parent location.

This list shows all the locations configured.

View the Summary of a Location

From the list of locations, you can view a summary of each location by hovering the mouse pointer over a location's name. [Figure 1-1](#) shows the summary of the location named *Example Location*.

The summary can help you distinguish among the locations in the list.

Figure 1-1 Location summary

The screenshot displays a user interface for managing locations. On the left, a tree view shows a hierarchy: '303 Software' (with a 'default' tag), 'Example Location', 'Hilton', 'Ink', and 'ServiceOffer'. The 'Example Location' is selected. The main area shows details for 'Example Location':

- Behaviors:**
 - Guest Login
 - Allow Guest Registration
 - Service Offer Selection Required
 - Voucher Redemption
 - Confirm and Go
- Type:** Test
- Date Format & Time Zone:** 12/04/13 02:27:59 PM
- Modified:** Thu Oct 25 15:46:40 by admin
- Service Offers:** 1 Active Offers of 4 Total
 - Free Service (Guest Signup, Confirm and Go)

Code	SERVICE_B	Max Sessions	0
Price	free	Payment Processors	n/a
Duration	0 Hour		
Volume	0 Gigabyte		

Filter the Location List

Locations > List All Locations > Filters

If you have many locations to manage, you can narrow the location list and even find a specific location by using the Filters link at the top of the Locations page.

-
- Step 1** Click the Filters link.
- Step 2** In the Select a field to filter drop-down, select the field on which you want to base the filter. A condition field appears. The condition field that appears is one of the following field types:
- A selection box with a list of items (either behaviors or location types) from which you can select multiple items
 - A drop-down list with the options “Contains”, “Does not contain”, and “Exactly Matches”.
- Step 3** Do one of the following:
- If the condition field that appears is a selection box, select one or more items and go to step 4. To select multiple items, hold down the Ctrl key while clicking on each item.
 - If the condition field is a drop-down list, do the following:
 - Select the item (“Contains”, “Does not contain”, or “Exactly Matches”) on which you want to base the filter.
 - In the adjacent field, enter the value corresponding to your selection in step 2.
- Step 4** Do one of the following:

- If you want to add other fields on which to base the filter, click the Add Filter button and repeat steps 2 and 3.
- If you are finished adding fields on which to base the filter, click the Apply Filters button.

Password of the Day

View a List of Passwords

-
- Step 1** On the Behaviors tab, in the Password of the Day area, click the “View passwords” link. The Passwords for Location page appears.
- Step 2** Designate the date range for which you want to see passwords by clicking the From and To fields; using the date picker that appears to select the From and To date, respectively; and click the Submit Range button.

Export a List of Passwords

-
- Step 1** On the Passwords for Location page, click the Export to CSV button.
- Step 2** Use your browser to save or open the file.



Vouchers and Voucher Templates

Revised: December 17, 2013, OL-30951-01

Vouchers are individual login codes that subscribers use to gain access to the Internet. Vouchers are created using a voucher template, which you configure to set the service details for the vouchers that are created from it. You can generate one or many vouchers—at different times—from a voucher template.

This chapter covers the following sections:

- [Voucher Templates](#)
- [Vouchers](#)

Voucher Templates

These topics discuss the tasks you can perform using voucher templates.

- [Find and View Voucher Templates](#)
 - [List Voucher Templates](#)
 - [Search Voucher Templates](#)
 - [View the Details of a Voucher Template](#)

Find and View Voucher Templates

This section reviews the various ways to locate specific voucher templates.

List Voucher Templates

Vouchers

This click path displays a list of all the voucher templates created for all locations the administrator has been given permission to see (depending on role of admin, manager, and front desk).

- To sort the list of voucher templates (alphanumerically by title, location, or service offer; or chronologically by redeem-by date), click the corresponding heading.
- If the list of voucher templates continues on another page, click the Next button to view additional voucher templates.

- To set the number of voucher templates displayed on the screen, select that number in the ... records per page drop-down list.

Search Voucher Templates

In the list view as described above, use the Search field to refine the search for specific templates and their attributes.

To search for a specific voucher template, enter all or part of any of the following components in the Search field:

- Template title
- Location
- Redeem-by date
- Service offer

View the Details of a Voucher Template

Vouchers > select a voucher template > View

The screen that appears shows both the configuration details for the template and the list of vouchers that have been generated with the template. Viewing a voucher template displays the following configuration details:

- Code Mask
- Pin Mask
- Service offer

Vouchers

These tasks are useful when working directly with vouchers.

- [Generate New Vouchers](#)
- [View the Vouchers in a Voucher Template](#)
- [Find a Specific Voucher](#)
- [Export Vouchers](#)
-

Generate New Vouchers

Vouchers > select a voucher template > Generate > enter any changes > Generate

You can generate vouchers multiple times using the same template. When you generate additional vouchers, you can select a different redeem-by date for the new set of vouchers if needed.

View the Vouchers in a Voucher Template

Vouchers > select a voucher template > View

You can see if any vouchers have been generated from a voucher template. Then, you can see what the voucher codes and the PIN numbers are.

Find a Specific Voucher

In the Search field, enter all or part of the voucher's code, pin, or redeem-by date.

Export Vouchers

Vouchers > select a voucher template > Export

You can export the list of vouchers generated with a particular voucher template. Cisco SSP exports the list to a comma-separated-values (CSV) file, which you can open in any spreadsheet application.

