

Customer Move and Change (CMAC)

Features

Easy-to-use GUI

Bulk changes with a click of a mouse

Single point of access to manage multiple Centrex accounts*

Benefits

Flexibility at your own pace

Real-time customer support

Services, choices, and results available at your fingertips

Simplify Your Centrex Management

Customer Move and Change (CMAC) is a Centrex management tool with a graphical user interface (GUI) that is designed to make your job of managing Centrex easier. With just the click of a mouse, you have the ability to make certain changes to your Centrex system without service orders - saving you service order charges. Additionally, the new tools and wizards of the CMAC tool can allow you more time to focus on your business versus making changes to your Centrex system.

The Verizon CMAC tool gives you the ability to manage your office's communications requirements from your personal computer (PC). You can program changes to take effect in near-real-time or at future times and dates. You can also activate and deactivate features, move Centrex lines, as well as suspend and restore lines, without affecting your Verizon billing. Such features provide the flexibility to make these changes when you need them.

Making Life Easier With the GUI

For years, you may have worked with the "VT-100 screen" and other older technologies. Now with the GUI, you have the ability to control your Centrex system at your desktop. There are no more hard-to-use commands when making changes; you now get graphical representation of feature management, group features, and phone set images. You asked for it and we heard you.

Delivering the Solutions You Need

With CMAC, you can make changes at your own pace. You get the control you want with powerful desktop tools. The tools can eliminate many service order charges associated with common system moves and changes. You can set the changes to take effect immediately or at any future time, subject to network availability. CMAC is available to you 24 hours a day (except during scheduled maintenance) and is fully supported by Verizon's dedicated technical experts.

Services, Choices, and Results

Verizon's CMAC provides a cost-effective solution that allows you to continue to enjoy all of the Centrex features on which you have come to rely. It also provides a flexible way for leveraging the power of today's Centrex into the future.

Customized Solutions

Verizon recognizes that each customer has different needs. CMAC offers you the ability to customize the display to meet your individual needs and requirements. Not only that, but CMAC gives you the ability to develop customized templates for work groups, office locations, specific models of phone sets and/or for any reason you need to group features in a unique and repeatable configuration, making feature assignment much quicker.

Physical Requirements

Before installing CMAC, your PC needs to meet certain requirements. Please refer to the chart below to verify that the PC meets the minimum requirements to run efficiently.

CMAC PC Requirements

These are Verizon's CMAC requirements only. A customer's operating system and other applications will have their own requirements.

Hardware

Description	Minimum	Recommended
CPU	333 MHz	733 MHz
Physical RAM	Includes both C3C® and the Windows OS requirements Win 98SE, 2000, NT, and XP – 256 Megs	Includes both C3C® and operating system requirements Win 98SE, 2000, NT and XP – 512 Megs
Hard Disk Free Space	52 Megabytes – includes 30 Megs for CMAC (C3C® client) and 22 Megs for Java (Java WebStart). This will be a 5.7Mb initial download	52 Megabytes – includes 30 Megs for CMAC (C3C® client) and 22 Megs for Java (Java WebStart). This will be a 5.7Mb initial download
Modem	56 Kbps	56 Kbps
Monitor/video Card	Capable of displaying 1024 x 768 resolution	Capable of displaying 1024 x 768 resolution

Software

Description	Version Information
Windows	98SE 4.10.1998 and later
NT Workstation	V4.0 with current service packs
Windows 2000	Current version with latest service packs
Windows XP	Current version with latest service packs (Note: Administrator privileges are required to install Java Runtime Environment (JRE) and Java WebStart. After these are installed, a user with normal permissions can download the C3C® client.)
Acrobat® Reader™	3.0 or higher
Web Browser	Internet Explorer 6.0 with current service packs
Windows 95/3.1	All versions – not supported
Apple Mac OS	All versions – not supported

A New Way to Manage Your Centrex

CMAC was developed based on feedback from customers like you. The result of your input is a robust workspace with easy-to-use tools that help empower you to accomplish more at your desktop. CMAC gives you an added bonus of combining the strengths of the new technology with the continued quality customer care and focus you have come to expect from Verizon. With CMAC's wizards, tool tips, message fields, information dialogs, context-sensitive help, cue cards, and coaches, it has never been easier to manage your Centrex.

Find Out More

To find out more about how CMAC can help you manage your Verizon Centrex service, contact your Verizon Business account manager or visit us at verizonbusiness.com.

*Since Verizon will have the new CMAC application software running on two servers, technical and geographical limitations may require switching between servers

