Telecom Automation Solutions

Supports Multi-Vendor Communication Platforms

AVAYA   CISCO   Microsoft

Starfish is a leading provider of telecom software solutions that enable enterprises to streamline and optimize telecom business processes.

Powered by our core technology platform, Starfish offers solutions for automation, self service, and monitoring & optimization. Our solution portfolio supports multi-vendor, Unified Communication and Contact Center platforms including Avaya, Cisco and Microsoft. Starfish solutions are also tightly integrated with ServiceNow to automate telecom management and workflows.

Starfish solutions are deployed globally in large enterprises and Fortune 500 companies to help our customers improve operational efficiencies, enhance employee productivity and reduce operating expenses.

Automation Solutions

Directory Solution

Consolidates and synchronizes data in real-time from multiple sources including telecom, HR and IT applications.

Provisioning Solution

Automates and streamlines on-boarding and off-boarding of telecom resources for users and contact center agents. Tightly integrated with enterprise directories such as Microsoft Active Directory, and leading Identity Management, HR and IT Service Management systems.

Custom Agent Workflow Solutions

Custom workflow logic for contact center agents to facilitate and optimize customer interaction, integrating telephony functionality with IT applications.

Self Service Solutions

Self Service Manager

Enables end users to perform authorized telecom self service changes and requests. Empowers delegated administrators to perform complex telecom tasks on behalf of others using simplified self service portals.

Password Solution

Synchronizes voicemail passwords with IP phone security codes, and enables end users to reset voicemail passwords for Avaya platforms.

Monitoring and Optimization Solutions

Resource Manager

Enables telecom administrators to monitor, audit and optimize telephony resources for Avaya Communication Manager. Includes dashboards and reports for station, mailbox and agent ID usage, plus system capacity alerts and notifications.

CM Dashboard

Displays a real-time executive summary of the vital signs of Avaya and Cisco unified communication systems including CPU usage, gateway health, concurrent calls and more.

Call Analyzer

Captures call detail records from Avaya Communication Manager to analyze and gain visibility into phone usage outside the contact center. Provides usage reports, call logs, statistics of call

Solutions for ServiceNow

Click-to-Communicate for ServiceNow

Tightly integrates multi-vendor CTI for ServiceNow. The C2C Solution supports enterprise unified communication and contact center platforms including Avaya, Cisco and Microsoft Skype for Business that provides a feature rich set of CTI functionality seamlessly in ServiceNow

Provisioning Solution for ServiceNow

Automates and streamlines on-boarding and off-boarding of telecom resources for users and contact center agents. By integrating with ServiceNow, telecom resources are automatically provisioned and managed for multi-vendor platforms including Avaya, Cisco and Microsoft.