



Starfish Self Service Manager

Self-service telephony portals for end users, delegated administrators and help desk staff

It is becoming increasingly essential for large enterprises to streamline their communications operations wherever possible to reduce administrative overhead and increase efficiencies. Enterprise communications is one area that presents significant challenges for these organizations. High volume service requests and incidents which are typically low priority issues for telecom teams, impact day-to-day business for end users who have to wait, sometimes days, for straightforward issues to be resolved.

Empowering end users with self-service capabilities alleviates the need to create most service tickets and requests. Tedious and mundane tasks such as phone and voicemail password resets and change phone settings can all be handled by the end user, alleviating wait time and increasing productivity.

Solution Overview

Starfish Self Service Manager is comprised of intuitive self-service portals that enable authorized users to change and configure communication devices and applications that would otherwise need to be managed by administrators. Using Self Service Manager frees up administrators, allowing more time for sensitive and critical communications projects while enhancing the performance and service to end users.

Self Service Manager leverages the Starfish technology platform to connect to Cisco, Avaya and Microsoft communication platforms to perform specific tasks, as defined and configured by the administrators.

Roles

Based on the user's role in an enterprise, specific self-service portals are available to perform tasks without involving telecom administrators. Self Service Manager supports the following user roles:

- End Users: Reset phone passwords, reset voicemail passwords and change phone settings which can then be configured and customized by telecom administrators.
- Delegated Administrators: Users such as branch managers, team leaders and help desk staff can perform more extensive telecom changes on behalf of others, and perform complex telecom tasks using simplified self-service portals.

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Authorization and Authentication

Self-service portals can be configured and made available in a secured and controlled manner. Self Service Manager is tightly integrated with Active Directory for authentication and leverages the Starfish Directory for authorization.

End users are authenticated and authorized to have access to specific functionality that is only associated with their resources. End users can only access a self-service portal if they are authenticated AD users, and then authorized to access their associated resources.

Delegated administrators are authenticated and authorized to manage all or a subset of users, and have access to additional functionality. Delegated administrators are authorized by membership in designated Active Directory security groups.

Solution Benefits

- Increases overall productivity for end users
- Alleviates the need for end users to create telecom service tickets
- Eliminates the time end users need to wait for telecom teams to handle their service requests
- Reduces the workload and administrative overhead for telecom teams
- Frees up time for administrators to work on critical communications projects
- Improve communication operations by streamlining telecom workflows

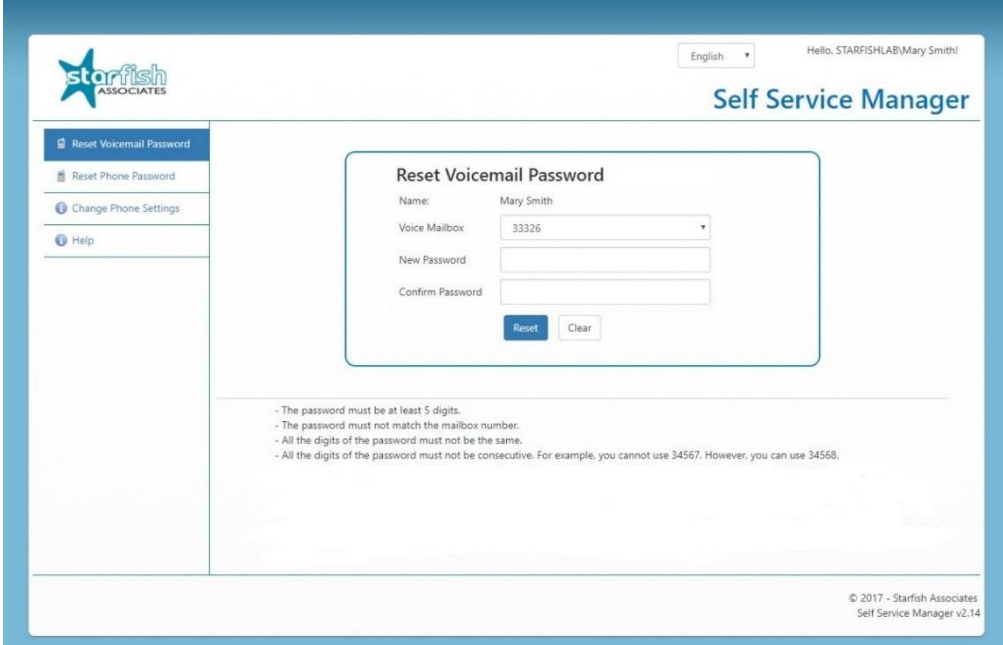
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Solution Portals

Reset Voicemail Passwords

Self Service Manager enables end users to reset their voicemail passwords using a simple web based portal.

When an end user enters the portal, they are authenticated and authorized to make changes to their own voicemail password(s). Once authenticated, the portal is pre-populated with their voice mailboxes number(s). If the end user has more than one voicemail number, a drop down box will allow them to select the desired mailbox.



The screenshot displays the 'Reset Voicemail Password' interface within the Starfish Self Service Manager. The page features a blue header with the Starfish Associates logo on the left and the text 'Self Service Manager' on the right. A navigation menu on the left includes options for 'Reset Voicemail Password', 'Reset Phone Password', 'Change Phone Settings', and 'Help'. The main content area is titled 'Reset Voicemail Password' and contains a form with the following fields: 'Name' (pre-filled with 'Mary Smith'), 'Voice Mailbox' (a dropdown menu showing '33326'), 'New Password', and 'Confirm Password'. Below the form are 'Reset' and 'Clear' buttons. A list of password rules is provided at the bottom of the form area: '- The password must be at least 5 digits.', '- The password must not match the mailbox number.', '- All the digits of the password must not be the same.', and '- All the digits of the password must not be consecutive. For example, you cannot use 34567. However, you can use 34568.' The footer of the page includes the copyright notice: '© 2017 - Starfish Associates Self Service Manager v2.14'.

To change the voicemail password, the end user enters a new password value and confirms the new password. The password is then validated based on configurable rules that are defined by the customer at the time of implementation. For example, the password must be a specific number of digits, cannot match the mailbox number, and cannot be consecutive numbers, etc.

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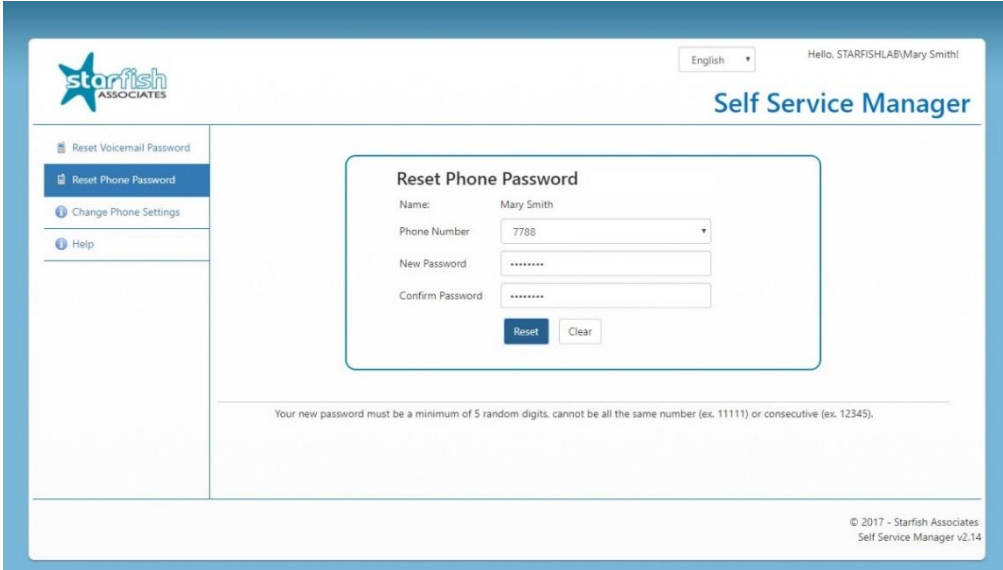
Once the end user selects the Reset button, the portal will attempt to reset the voice mailbox password. If the reset is successful, the end user will receive a notification that the password reset has been completed.

If the password reset is not successful, the end user will be notified that the reset failed and will provide an error message indicating the specific problem.

Reset Phone Passwords

Self Service Manager enables end users to reset their phone passwords using a simple web based portal.

When an end user enters the portal, they are authenticated and authorized to make changes to their own phone password(s). Once authenticated, the portal is pre-populated with their phone number(s). If the end user has more than one phone number associated with them, a drop down box will allow them to select the desired phone.



The screenshot shows the 'Reset Phone Password' form within the Starfish Self Service Manager. The form is titled 'Reset Phone Password' and includes the following fields and controls:

- Name:** Mary Smith
- Phone Number:** A dropdown menu showing '7768'.
- New Password:** A text input field with masked characters (*****).
- Confirm Password:** A text input field with masked characters (*****).
- Buttons:** 'Reset' and 'Clear' buttons.

Below the form, a note states: "Your new password must be a minimum of 5 random digits, cannot be all the same number (ex. 11111) or consecutive (ex. 12345)." The footer of the page includes the copyright information: "© 2017 - Starfish Associates Self Service Manager v2.14".

To change the phone password, the end user enters a new password value and confirms the new password. The password is then validated based on configurable rules that are defined by the customer at the time of implementation. For example, the password must be a specific number of digits, cannot match the phone number, and cannot be consecutive numbers, etc.

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Once the end user selects the Reset button, the portal will attempt to reset the phone password. If the reset is successful, the end user will receive a notification the password reset has been completed.

If the password reset is not successful, the end user will be notified the reset failed and will provide an error message indicating the specific problem.

Change Phone Settings

Self Service Manager enables end users to change their phone settings and configure specific features that are pre-configured by telecom administrators. The features as well as available options are presented in drop-down lists to simplify managing phone settings by end users.

The phone settings available to end users are configurable as well as the values displayed in the drop down menus. This gives the administrators full control over functionality extended to the user.

The following is a sample portal to change speed dial buttons for a Cisco phone:

The screenshot displays the Starfish Self Service Manager interface. The main content area is titled "Change Speed Dial Buttons" and includes the following elements:

- Phone Number: 8811
- Forward all calls on line 8811
- Device: SEPAAAAAABBBBBB
- Product Type: Cisco 8841
- Buttons: Save, Clear

Below this configuration section, there is a "Phone Buttons" section featuring a Cisco 8841 phone image and a table for configuring speed dial buttons:

ID	Type	Number	Label
1	Line	8811	
2	Speed Dial	2908	Travis
3	Speed Dial	2905	Robert
4	Speed Dial	2904	Sagar
5	Speed Dial	2907	David

At the bottom right of the configuration area, there are "Save" and "Clear" buttons. The footer of the page reads: © 2017 - Starfish Associates Self Service Manager v2.14

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The following is a sample portal to change buttons for an Avaya phone:

Starfish ASSOCIATES

English Hello, STARFISHLAB/Mary Smith

Self Service Manager


Reset Voicemail Password
Reset Phone Password
Change Phone Settings
Help

Change Phone Buttons

Phone Number: 33326
Phone Type: 9611

Save Clear

Phone Buttons Button Module 1 Button Module 2 Button Module 3



ID	Type	Data
1	line	33326
2	Speed Dial	Extension: 2000456
3	abrvt-dial	
4	busy-ind	
5	abrvt-dial	
6	abrvt-dial	
7	Speed Dial	Extension: 423244
8	Speed Dial	Extension: 200054544
9	Speed Dial	Extension: 20009999
10	busy-ind	
11	Speed Dial	Extension: 433444
12	Speed Dial	Extension: 2323322
13	Speed Dial	Extension: 2000000
14		
15	abrvt-dial	
16	abrvt-dial	
17	Speed Dial	Extension: 3233
18	Speed Dial	Extension: 2000
19	Speed Dial	Extension: 2000
20	Speed Dial	Extension: 2000
21		
22		
23	Bridged App	Extension: 33321 Ring Type: Ring
24	Bridged App	Extension: 33321 Ring Type: Abbreviated

Save Clear

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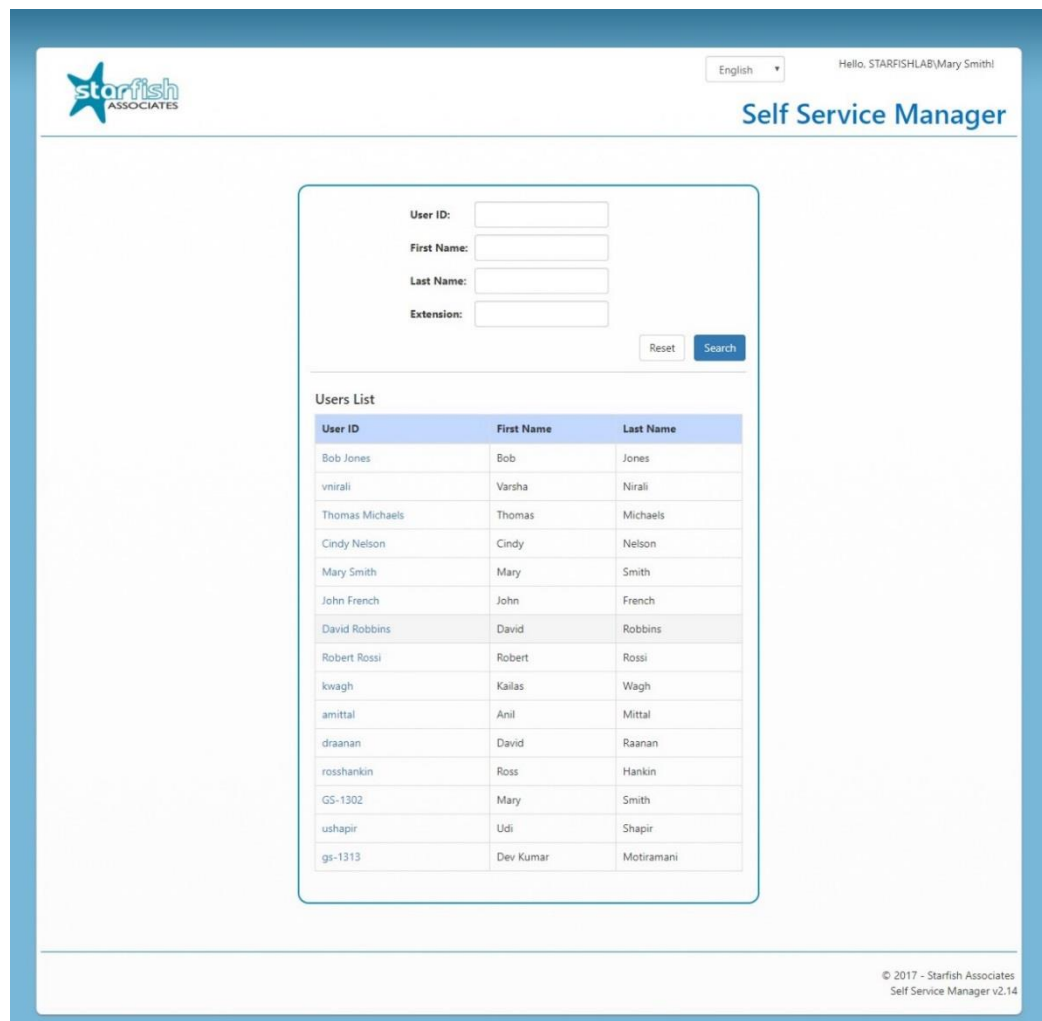
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Delegated Administrators

Self Service Manager enables delegated administrators such as branch managers, team leaders or help desk staff to perform more extensive telecom changes on behalf of others and to perform complex telecom tasks using simplified self-service portals.

Delegated administrators have access to a list of users in their enterprise. Once they select a user, they can perform complex actions such as configuring users to be in a hunt group, team calling or call pickup groups. Additionally, they can perform simple actions on behalf of users including resetting passwords and changing phone settings.

The following is a sample portal for delegated administrators to search for users:



The screenshot shows the Starfish Self Service Manager interface. At the top left is the Starfish Associates logo. At the top right, there is a language dropdown set to 'English' and a user greeting: 'Hello, STARFISHLAB\Mary Smith!'. The main heading is 'Self Service Manager'. Below this is a search form with the following fields:

- User ID:
- First Name:
- Last Name:
- Extension:

Buttons for 'Reset' and 'Search' are located below the search fields. Below the search form is a table titled 'Users List' with the following data:

User ID	First Name	Last Name
Bob Jones	Bob	Jones
vnirali	Varsha	Nirali
Thomas Michaels	Thomas	Michaels
Cindy Nelson	Cindy	Nelson
Mary Smith	Mary	Smith
John French	John	French
David Robbins	David	Robbins
Robert Rossi	Robert	Rossi
kwagh	Kailas	Wagh
amittal	Anil	Mittal
draanan	David	Raanan
rosshankin	Ross	Hankin
GS-1302	Mary	Smith
uzhapir	Udi	Shapir
gs-1313	Dev Kumar	Motiramani

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Supported Platforms & Applications

Unified Communications & Contact Center Platforms

Avaya:

- Communication Manager
- Aura Messaging
- Modular Messaging
- CMS

Cisco:

- Unified Communications Manager
- Unity Connection

Microsoft:

- Skype for Business
- Lync
- Unified Messaging

AVST:

- CallXpress

Genesys