

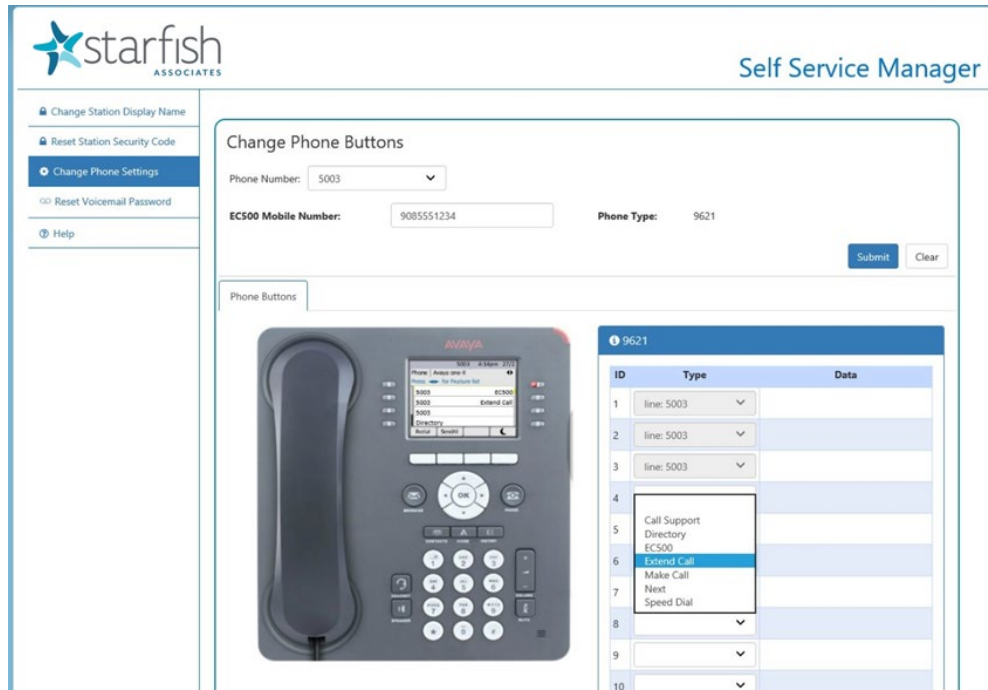
Self-service portals for users to configure and manage communication platform features

Empowering users with self-service capabilities enables them to manage their communication resources more efficiently which drives productivity and end user satisfaction. Using self-service portals reduces or eliminates high volume helpdesk service tickets and requests.

Solution Overview

Starfish Self Service Manager is comprised of intuitive self-service portals that enable authorized users to change and configure communication resources and applications that would otherwise need to be managed by administrators.

Administrators can securely delegate selected feature management to users and helpdesk staff. Features typically include configuring phone buttons, resetting passwords for phones and voice mailboxes, changing phone displays and more.

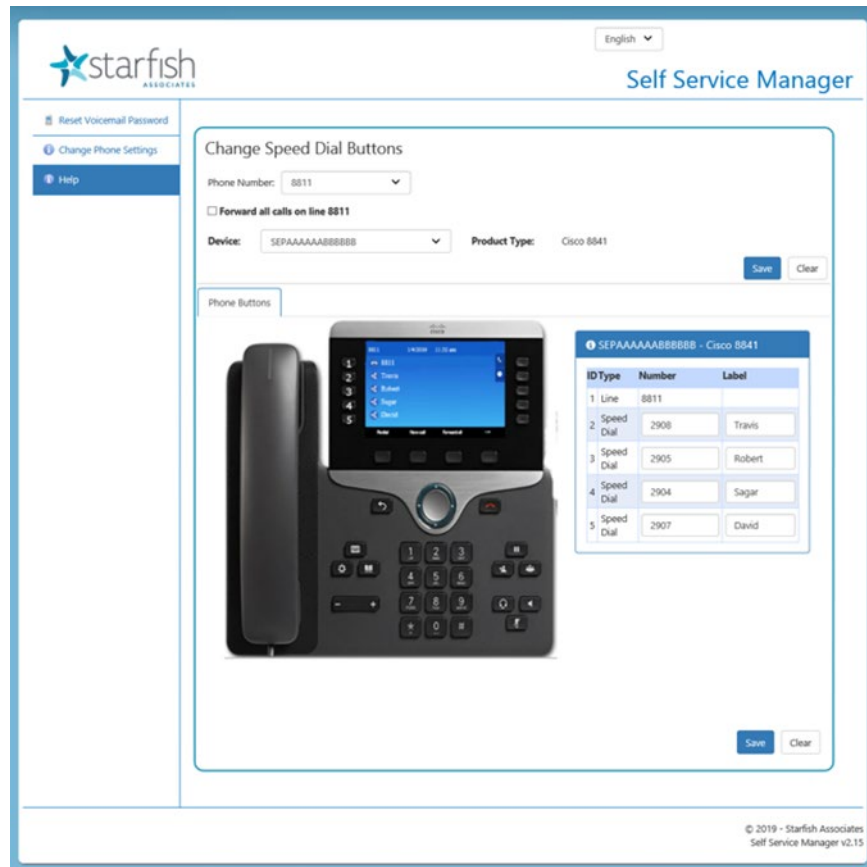


Starfish Self Service Manager

The self-service portals are integrated with Active Directory for authentication and authorization.

Users are only authorized to manage communication resources that are associated with their accounts.

Helpdesk staff can be authorized to perform on behalf of other users' self-service functions by selecting specific users and then controlling their associated resources.



Solution Benefits

- Increases overall productivity for end users.
- Alleviates the need for users to create communications related helpdesk service tickets.
- Eliminates the time users need to wait for helpdesk staff to handle their service requests.
- Reduces the workload and administrative overhead for helpdesk staff.
- Frees up time for communication administrators to work on critical communications projects.

Starfish Self Service Manager

Key Features

Multi-Vendor Communication Platforms

Connectors are available for leading UC (Unified Communications) and contact center platforms including Avaya, Cisco, Microsoft and XMedius/AVST.

Configurable Functionality

Administrators can control which features and capabilities will be exposed to users as well as a list of possible values they can assign to the various features.

Extensive Auditing & Logging

All transactions are logged and made available to administrators.

Configurable Workflows

Based on users' roles in an enterprise, different self-service portals can be made available to enable users to perform specific tasks.

Active Directory Integration

User access to the self-service portals is controlled by Active Directory authentication. Helpdesk access to the self-service portals is controlled by membership in Active Directory security groups.

Authorization

Once authenticated, users are authorized to only have access to specific features and functionality associated with their communication resources.

Supported Platforms & Applications

Unified Communications & Contact Center Platforms

Avaya:

- Aura Communication Manager
- Aura Messaging
- Aura Call Center Elite / CMS

Cisco:

- Unified Communications Manager
- Unity Connection
- Webex Meetings
- Webex Teams
- Unified Contact Center Express (UCCX)
- Unified Contact Center Enterprise (UCCE)

Microsoft:

- Teams
- Skype for Business
- Unified Messaging

XMedius / AVST

- XM Connect (Formerly AVST CX-E)

NICE

- Uptivity Call Recording