

Starfish Self Service Manager

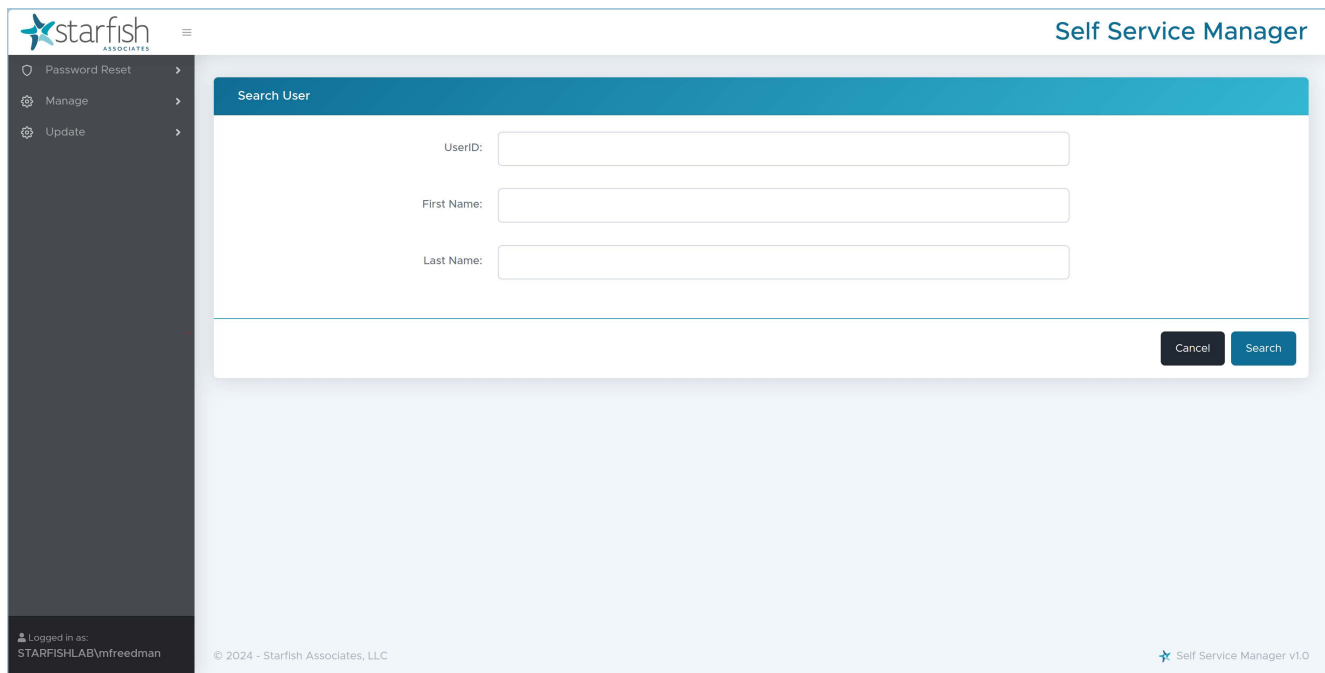
Securely delegate the management of communication system features to helpdesk staff and end users.

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 enables communication administrators to securely delegate selected feature management to users and helpdesk staff. Delegated features typically include configuring phone buttons, resetting passwords for phones and voice mailboxes, changing phone displays and more.

Administrators also have control over which features users will be allowed to configure along with the content they will be able to enter or choose.



The screenshot displays the Starfish Self Service Manager web application. The interface includes a dark sidebar on the left with navigation options: Password Reset, Manage, and Update. The main content area is titled "Self Service Manager" and features a "Search User" form with input fields for UserID, First Name, and Last Name. Below the form are "Cancel" and "Search" buttons. The footer contains the Starfish Associates logo, the text "© 2024 - Starfish Associates, LLC", and the version "Self Service Manager v1.0". The user is logged in as STARFISHLAB\mfreedman.



The Self Service Manager portal is integrated with Active Directory for authentication and authorization. Users are only authorized to manage communication resources that are associated with their accounts.

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

Extension	Ext Type	Available	CM Name	Display Name	DID	Reservation Start	Reservation End	Range
30999		●	Starfish4	Test VDN				30000 - 30999
30998		●	Starfish4			11/01/2023	11/03/2023	30000 - 30999
30997		●	Starfish4					30000 - 30999
30996		●	Starfish4			06/01/2023	07/07/2023	30000 - 30999
30995		●	Starfish4					30000 - 30999
30994		●	Starfish4					30000 - 30999
30993		●	Starfish4					30000 - 30999
30992		●	Starfish4					30000 - 30999
30991		●	Starfish4					30000 - 30999
30990		●	Starfish4					30000 - 30999
30989		●	Starfish4					30000 - 30999
30988		●	Starfish4					30000 - 30999
30987		●	Starfish4					30000 - 30999
30986		●	Starfish4					30000 - 30999
30985		●	Starfish4					30000 - 30999
30984		●	Starfish4					30000 - 30999
30983		●	Starfish4					30000 - 30999
30982		●	Starfish4					30000 - 30999
30981		●	Starfish4					30000 - 30999
30980		●	Starfish4					30000 - 30999

ID	Type	Data
1	line: 015053	
2	line: 015053	
3	line: 015053	
4	Manual In	Grp: <input type="text"/>
5	Auto In	Grp: <input type="text"/>
6	After Call	Grp: <input type="text"/>
7	Agent Login ID	

Solution Benefits

Simplify

- Make it easier to manage enterprise communication systems including Avaya, Cisco, Microsoft, and more.

Delegate

- Empower users to make selected changes to individual accounts. Examples include resetting passwords and changing phone displays.

Improve

- Boost productivity and employee satisfaction by reducing service ticket requests and resolution times.

Key Features

Multi-Vendor Communication Systems

Connectors are available for leading UC and contact center systems including Avaya, Cisco, Microsoft Teams, and OpenText.

Roles

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

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.

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.

Extensive Auditing & Logging

All transactions are logged and made available to administrators.

Contact Us to Learn More

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<https://starfishassociates.com/request-a-demo/>



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