

Cisco UC Provisioning

SIMPLIFY PROCESSES AND SAVE COSTS

Provisioning is the process of preparing the communications network to provide services to users, and handle daily tasks like assigning new phone numbers, changing user names or removing communications services. Enghouse Interactive's provisioning tools greatly simplify the process and speed up daily administration tasks.

Administration made easy

Typical administration tasks in the lifecycle of your Cisco unified communications environment include installing, moving, adding, changing and cancelling services, users and phones in your network (sometimes referred to as IMACD). Enghouse Interactive's provisioning tools lets you handle these processes more efficiently than with traditional systems. Daily tasks are simplified and standardised, reducing errors and increasing the quality of your communication services.

Up to 75% time savings can be achieved in many daily provisioning activities through the use of this software, allowing your highly skilled UC technicians to focus on what they were actually trained to do.

Intuitive interface

Enghouse Interactive Phone Provisioning uses a predefined set of provisioning interfaces and services to make the ongoing administration of moves, adds and changes in your unified communications network more efficient and less error prone.

The simplified interface enables system administrators to maximise productivity especially for routine administrative tasks. A web-based interface is the single point of administration for handling typical changes in your communications environment, such as creating new users, changing typical phone parameters or changing user credentials.

Benefits

- Save costs and improve efficiency
- Consolidated view of users, phones, locations
- Reduce errors and maximise productivity
- Simplify and speed up administration tasks
- Automate processes
- Increase the quality of changes in the communications network



Enghouse
Interactive

Automated processes

The provisioning software uses the information entered by the administrator to change all relevant entries on your Active Directory servers, Unified Communications Manager or application server.

The number of parameters required to execute a task is adapted to your specific environment and therefore significantly reduced. As an example, let's take a simple change of the user name on a phone. Traditionally, you would have had to change the name by adapting a couple of fields out of roughly one hundred different parameters on a web page. Following that, various entries in other systems (including Active Directory) would have had to be updated as well. With Enghouse Interactive Provisioning you just enter the new name and all the required changes are performed automatically in the background.

All the important data is consolidated on one screen and multiple systems are automatically provisioned in the background.

Why spend valuable time on repetitive administration tasks when our provisioning software can do them for you?

A trusted Cisco Partner

Enghouse Interactive has been a trusted partner for over twenty years, through our original family of solutions - Arc Solutions, Andtek, Telrex and Zeacom, all tested to ensure our solutions are interoperable with Cisco Unified Communications by undergoing regular Interoperability Verification Testing (IVT).

- Cisco Preferred Developer Network partner
- Cisco Compatible

Our solutions are also tested alongside other software solutions to ensure compatibility as part of the wider UC solution.

Modular approach

Our solutions support most leading telephony platforms / systems using their native architecture, which means that you can pilot, prove and migrate your console, helpdesk or contact centre to Cisco UC when the time is right for you, then add functionality as required.

Bring your customers closer with a Connected Enterprise

Any company wanting to focus on customer service needs to put in place an approach that puts the customer at the heart of their business. They will need to leverage resources across the whole organisation and bring to bear everything from console management to CRM to call recording to ensure this focus is maintained.

See how Enghouse Interactive solutions can help you make savings across the business and allow your more expensive higher-skilled workers scattered across the enterprise to become part of the customer service effort as and when required.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.



Learn more at www.enghouseinteractive.com

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