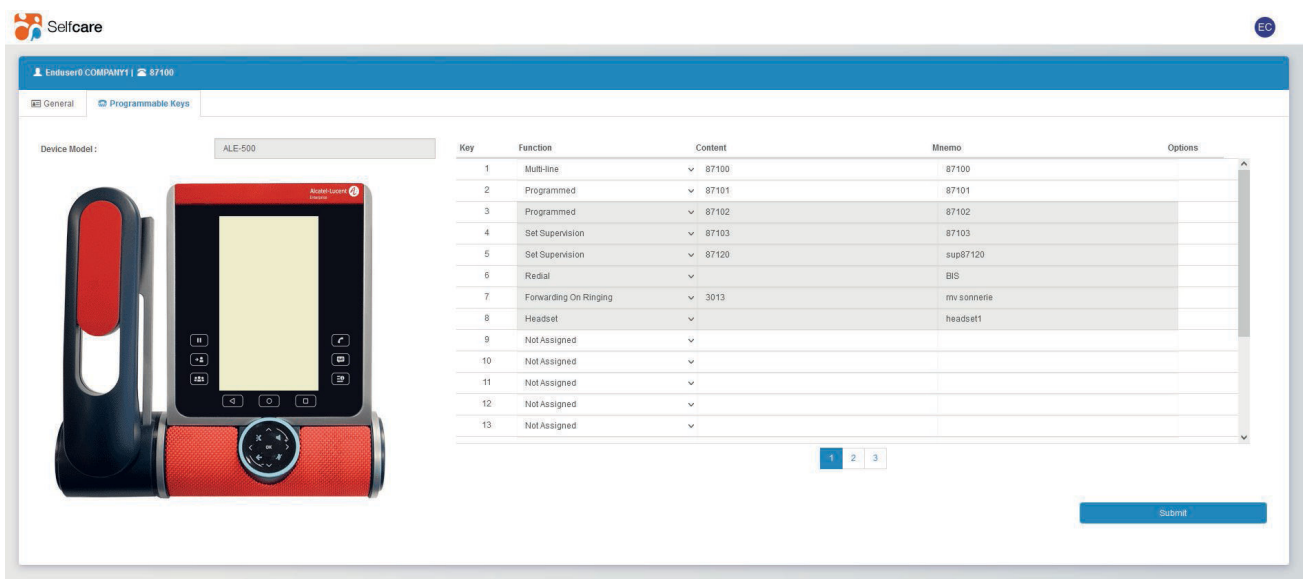


Alcatel-Lucent Enterprise Selfcare

User management made easy



The day-to-day management of the administration of a business telephony solution can be a time and resource consuming task, especially in the context of an organisation with a large number of users who may be spread over different sites, sometimes in regions or countries far from the IT teams.

Selfcare by Alcatel-Lucent Enterprise enables telephony services to be managed closer to the user. Used by large, decentralised companies and telephony service providers, the Selfcare application makes it easy to delegate day-to-day operations to a local administrator via a secure web interface.

Here's why organisations choose the Selfcare application:

- Delegation of basic telephony management to local administrators or end-users to free IT team resources from usual requests
- Ultra-simplified operation for non-technical staff requiring little training time
- Traceability of operations carried out for total control with the identity of the local administrator, the date and the type of operation

Key Features	Benefits
Web-based interface for the local administrator or end-user	No application to be installed or maintained on a computer, the Selfcare web portal is easily accessible of any granted user.
Assignment of rights by user profile and location	The delegation of tasks is managed by the super-administrator and defined per site, per user profile and per operation type.
Tracking of delegated administrative operations	All administration operations are logged in the local database with the user login, date and type of operation. The storage period is defined by the super-administrator (6-month period by default) following the policies defined by the organisation.

List of features

- External authentication (AD/LDAP)
- Administration perimeters control
- Secured exchanges using HTTPS protocol
- Simultaneous access by multiple local administrators
- Super Administrator application management
- Access to all users/phones by type, phone facility category, and entity, among others
- Search by directory number, last name/first name, or by site. A search returns a list of users, displaying limited information per user. Each item in the list allows access to user details.
- Available in French, English, Spanish, and German
- Administration profiles can be cloned and configured to enable appropriate rights
- Simplified user creation with the help of a profile
- Modification of essential settings by the end user
- Forwarding and overflow management
- Entities, categories, and cost center management
- Programmable key management (for example; supervision, multiline, speed dial, and headset)
- IP and TDM parameters management
- Simplified IP phone replacement
- DECT handset registration/unregistration
- Alcatel-Lucent 4645 voicemail and Rainbow user association and creation
- User deletion
- Hunting groups management
- Operations history

Technical Specifications

Hardware minimum requirements

- Bi core 2.4GHz RAM 4Gbytes
- 80 Gbyte hard drive

Hypervisors

- VMWare ESXi from 6.5

OS

- Suse Linux Enterprise Server 12 SP5 64bits

Licenses

- No specific OXE license for this solution

ALE supported products

- OmniPCX Enterprise (OXE)
- Rainbow

System limits

- Up to 50 administrators connected simultaneously
- 1000 requests/day

Management capacity extension

- Request a quote if specific operations are required to be performed by the local administrators
- For installation assistance please contact [professional services](#).