

Self Service Portal (SSP)



Easy to use self service portal for Cisco IP phone users.

The Atea Self Service Portal provides a tightly controlled environment that allows phone users to manage their own phone settings without risking direct access to the CUCM environment.

The Self Service Portal acts as an intermediary between the user and the live CUCM system. The application presents the user with a simplified view of the IP phone settings allowing changes to be easily undertaken.

This simpler and more streamlined front end reduces Help Desk calls while ensuring the full benefits of the CUCM are being utilized by the majority of users.

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Self Service Portal features:

- Network login using corporate usernames and passwords
- Phone button management
 - Change Lines
 - Adjust Speed Dials
 - Configure Busy Lamp Fields
 - Manage Service Keys

Click Here	To
Reset Voicemail PIN	Reset your voicemail PIN (personal identification number).
Forward Calls	Forward your incoming calls to voicemail or to another PwC phone number (e.g., your visitor extension if hoteling in another office). Use Single Number Reach to have your calls forwarded to an external number (e.g., your mobile device).
Manage Speed Dials	Manage your speed dial and abbreviated dial (AbbrDial) phone number settings.
Manage Single Number Reach	Manage your single number reach settings to have an external number (e.g., your cell phone) ring at the same time as your extension.
Manage Voicemail Notifications and Delivery	Manage your voicemail notification and delivery settings.
Manage Voicemail Messages	Manage your voicemail messages on the <i>Cisco Web Inbox</i> (you will need to re-enter your GUID and password). For more information, refer to Managing voicemail online <i>Version français</i> . For information on other voicemail management tools, refer to Cisco Voicemail plug-in for Lotus Sametime <i>Version français</i> and Way voicemail feature for Lotus Notes <i>Version français</i> .
Message Playback Options	Manage your voicemail playback settings (e.g., message sort order, sender's information etc.) in the <i>Cisco Personal Communications Assistant</i> (you will need to re-enter your GUID and password).
Ring Duration	Configure the ring time of phone calls before they are sent to voice mail.
Alternate Voicemail Greeting Settings	Manage (allow or block) voicemail messages while your alternate greeting is active.
Admin Assistants Only	Manage your side car buttons.

Why is the SSP a better experience for you and your users?

Most users find the standard CUCM user portal daunting, and when they come to login, they often cannot remember their PIN or password. This then turns into a call to the Help Desk and so users get the Help Desk to do the changes for them. This is not at all efficient. The Atea SSP lets users use their standard corporate login to access the portal which ensures Help Desk calls are minimized right from the start.

- Reset PINS for CUCM and CUC
- Manage Pick-Up Groups and Call Forwards
- Manage Single Number Reach parameters
- Block and Unblock CLID presentation
- Manage SMS voicemail SMS settings
- Skinned to corporate colours
- Configurable to meet customer specific requirements
- Flexible security integration
- No direct CUCM management access is provided to users.

All tasks (which are configurable per installation) have simple to understand help information right on the screen. This enables even complex tasks like BLF configuration and SNR settings to be utilized by all staff authorised.

Manage your office number on your mobile device

Jabber for iPhone	Mobile Number	Local	<input type="button" value="Create"/>	<input type="button" value="Delete"/>
MVS for BlackBerry (OS 6/7)	Mobile Number	Local	<input type="button" value="Create"/>	<input type="button" value="Delete"/>

Information

Use your office number on your mobile device

Use your office number on your smartphone with the following apps:

1. Jabber Voice for iPhone
2. MVS for BlackBerry (OS 6/7)

Note: MVS is not available for BlackBerry 10

Device Setup

1. In the **Mobile Number** drop-down, select **Local** or **Long Distance**.

Note: Select the **long distance** option if your cell number is from outside the office area.

2. Enter your 7 or 10 digit cell phone number (enter 10 digits unless your local area supports 7 digit dialing).
3. Click **Create**.

You will receive an email shortly with the next steps.

Device Uninstall

To unregister your mobile device from the phone system, click **Delete**

Manage Line Status Indicators

Search this page

Index	Label	Destination Number
1		

Information

Sidecar Buttons

Program the buttons on your side car to speed dial the individuals you work for and to see when they are on the phone. You can also add external numbers to reach them (eg. cell phone), but these lines will not provide any usage information.

Program a NEW Speed Dial

1. Click an Index number to add a new speed dial (e.g., 1, 2, 3)
2. Do one of the following:
 - a. Enter a name in the **Search Directory** field and click **Search**
 - b. Enter a phone number or internal extension in the **Destination Number** field. If the phone number is outside your calling area, please include **9 + 1** at the start of the number.
3. Enter a name or description in the **Label** field.
- Note:** Names must not contain letters with accents or special characters (eg. "&", "(", ")", etc.) as they will be rejected by the system.
4. Click **Save** to save the change to the selected speed dial number.
5. Click **Save** to save the changes to your speed dial list.

Edit a Speed Dial

1. Enter all or part of the label in the Search this page box and click **Search**.
2. Click the number link of the returned entry.
3. Make the required changes to the entry and click **Save**.
4. Click **Save** to save your updated speed dial list.

Delete a Speed Dial

1. Enter all or part of the label in the Search this page box and click **Search**.
2. Click the number link of the returned entry.
3. Click **Delete**.
4. Click **Save** to save the changes to your speed dial list.

Tip: Click New Search at any time to clear the search parameters and start over.

Single Number Reach Settings

Destination Status: Disabled

Edit	Name	Start Time	End Time
<input type="checkbox"/>	Monday		
<input type="checkbox"/>	Tuesday		
<input type="checkbox"/>	Wednesday		
<input type="checkbox"/>	Thursday		
<input type="checkbox"/>	Friday		
<input type="checkbox"/>	Saturday		
<input type="checkbox"/>	Sunday		

Information

Single Number Reach

Single number reach allows you to program a number (e.g., mobile device) that will ring at the same time as your desk phone. If the call goes unanswered, it is directed to your voicemail.

Setting up Single Number Reach numbers

1. Select a number to manage from the **Destination** menu.
2. Click **Edit** to enter a new number or update an existing number.
3. Enter the phone number in the destination field. If the phone number is outside your calling area, please include **9 + 1** at the start of the number.
4. Select **Disabled** or **Enabled** from the **Destination state** menu.
5. Click **Update**.
6. Click **Save**.

Managing Single Number Reach numbers

1. Select a number to manage from the **Destination** menu. Only one number can be enabled at a time. The status of the number is displayed when selected (i.e., Enabled or Disabled).
2. Click **Enable** or **Disable**, as required.
3. (Optional) Set start and end times for specific days and times.
 - a. Click the edit icon next to a day of the week.
 - b. (Optional) Select a start time and an end time from the **Start time** and **End time** menus, and click **Update**. If you select part of one day, you will need to update each day to specify the day's settings.
 - c. (Optional) Click **All day** to select the whole day as the time period.
 - d. Click **Save**.

As part of the Atea Systems suite of products, the SSP can be linked to the Atea CFE / CAPSL provisioning service. This will provide an introductory email to a new employee with all their personal information and a link to the SSP to configure their own environment. Once again relieving the administrative overhead associated with the users configurations and ensuring the user is able to utilize all the functions of the system from day one.

Contact Atea Systems today at sales@ateasystems.com or go to www.ateasystems.com