

Employee Self Service Portal for Nortel® voice systems

LineOne is a configurable, web-based self service portal designed for Nortel PBX and voicemail systems. LineOne enables telecom and IT departments to offload costly, repetitive tasks such as voicemail password resets and other MACs to corporate employees. Offloading these types of tasks can significantly reduce operational costs, strengthen security, improve internal service levels and create time for telecom and IT departments to focus on more complex work. Changes made with LineOne are immediate. No waiting. No support calls. No work tickets. No expense.

LineOne is compatible with Nortel systems that include Nortel CS 1000 (Avaya) and Nortel CallPilot (Avaya).

Configure LineOne to work with YOUR business

LineOne enables a telecom or IT administrator the ability to configure which settings can be viewed and changed by an employee together with the option of defining the help content and the field labels. Additionally, LineOne can be configured to match a company's intranet or corporate style guide.

Works in simple and complex telecom environments

LineOne handles changes for phone AND voicemail systems in both Nortel environments AND multi-vendor environments all on ONE screen. It can also combine phone and voicemail changes on one screen. Additionally, LineOne is platform independent and web-based. It works with today's most popular browsers including Internet Explorer®, Safari®, Firefox®, and others. LineOne is also mobile and works with tablet devices.

Benefits

The benefits of using LineOne in your Nortel environment are immediate and measurable. They include reduced operational expense, stronger security, and improved internal customer service levels.

Our dedication to Nortel users

Unimax is proud of its integration with Nortel PBX and voicemail systems. Although Nortel is now part of Avaya, Nortel users remain dedicated to the platform. We share that dedication and will continue to support the Nortel community with LineOne and other Unimax products.



Reduce operational costs

Telecom and IT managers responsible for budgeting and cost reduction will benefit greatly from LineOne. Because changes made in LineOne are sent directly to your Nortel voice system, it eliminates the need for employees to call a Telecom Administrator or IT Help Desk for assistance. In fact, LineOne reduces telecom support calls and their related work tickets by up to 40%. The result is a significant amount of savings that can be applied to other initiatives. In some cases, the return on investment payback period will be measured in weeks instead of months or even years.

Strengthen security

LineOne is not only secure in its own right, it also helps to improve telecom security throughout your organization.

Because LineOne can be configured to specify exactly what phone and/or voicemail attributes are made available to employees, LineOne eliminates the risk of unauthorized changes or access. LineOne further strengthens security because it does not allow employees to directly "touch" your Nortel voice system. LineOne acts as a buffer between your employees and your systems.

Additionally, LineOne uses Active Directory® to identify the user and determine their phone and voicemail assets. Because of this, employees are only able to access the phone and voicemail assets for which they are responsible.

Each change is validated for additional security, and all LineOne changes are verified by sending an email to the employee as soon as the change has been made.

Improve internal service levels

LineOne is a perfect way to improve internal service level agreements. Changes made by employees become effective immediately and access to the self service site is available 24/7/365 from home or anywhere in the world with internet access. There is no waiting or frustration.

LineOne will also help you to quickly keep your employees connected. For example, employees can use LineOne to immediately change their autodial numbers, call forwarding numbers, simultaneous ring settings, voicemail notification preferences (i.e. via phone, email, text, etc.) and find me settings to determine how and where they want to be reached when they are out of the office.

LineOne Features for Nortel®

With LineOne, telecom and IT departments will benefit from the following features:

- ▶ **Configurable** – Configure LineOne to determine what an employee is able to view and change. The telecom and IT department can also configure LineOne's help content and field labels. This provides the ability to use the terminology and communicate policy (i.e. password length) that is consistent with YOUR company. LineOne's configurator also enables you to launch a self service initiative with a limited number of fields, while providing you with the flexibility to add additional fields over time.
- ▶ **Easy-to-use interface** – LineOne makes it easy for employees to make changes and manage their own telecom environment. In fact, it is so well designed and intuitive, that no employee training is needed.
- ▶ **Works with existing intranets or portals** – Easily integrate LineOne into your secure company intranet site. This provides a convenient and easy place to access LineOne. You can even configure LineOne to match your existing intranet site or corporate style guide.
- ▶ **Easy to access** – LineOne is designed to be a part of your intranet. Therefore, you can choose how employees reach it within your own corporate site. When they

do, they won't need an additional password. You have the option of either allowing them immediate access using Windows® Single Sign On, or providing the same network credentials they use to log into the network. No more searching for the right portal or the password required there.

- ▶ **Active Directory® authentication** – Once you've logged onto your computer, LineOne uses your validated Windows® credentials to find your phone and voicemail assets.
- ▶ **Self Service for Nortel voice system settings** – LineOne can be easily configured to enable (or disable) an employee to make self service changes that include the following:
 - ▶ Nortel (Avaya) CS 1000
 - Name on directory number
 - Autodial number
 - Call forward number
 - ▶ Nortel (Avaya) CallPilot
 - Name
 - Password
 - Press zero
 - Notify me (email or by phone) when a voicemail is received

Are we compatible?

Unimax software is compatible with leading PBX, voice messaging and unified communications systems from Avaya®, Cisco®, Legacy Nortel®, Microsoft®, AVST® and others. For more information on specific system compatibility, please email us at TellMeMore@unimax.com.

