2ndNature®

2nd Nature Number Management features and capabilities

Unimax's 2nd Nature© enables telecom and IT managers to simplify and unify their related voice systems with a single-point management interface for leading PBX, UC, voicemail and other critical communications systems.

At the heart of 2nd Nature is a long list of powerful capabilities and features that significantly enhance or deliver new functionality over the management application that is offered by UC system vendors.

Number Management is a perfect example of a 2nd Nature feature that delivers capabilities not possible with native UC systems.

What is Number Management?

2nd Nature's Number Management greatly simplifies the complex task of identifying, organizing, and reporting on phone numbers (such as DIDs, directory numbers and extensions) and voice mailbox numbers to determine if they are used, available, reserved or in the process of aging, regardless of the vendor platform, the number of systems, system types or number formats.

Spreadsheets don't work

Today, most organizations attempt to manage their numbers with spreadsheets. Unfortunately, the challenges of creating and managing a complex number inventory database using spreadsheets, combined with the dynamic nature of number usage, causes data to quickly become inaccurate and outdated. Additionally, the status of a number in the spreadsheet is not

the authoratative source and may not accurately represent the actual state of the number. The result can be a confusing mess that causes organizations to either run out of numbers or unnecessarily purchase more numbers from the telco. It can also disrupt communications and negatively impact business processes. This can quickly add up to a significant amount of wasted time and expense.

2nd Nature's Number Management makes the complex simple

2nd Nature's built-in Number Management functionality eliminates these problems while offering a far better alternative to spreadsheets and other manual number management methods. For example, 2nd Nature's Number Management feature can quickly identify whether numbers are currently being used, available, reserved or in the aging process.

This enables you to accurately identify the next available DID, phone number, extension, or voice mailbox number for assignment. When the voice, IT, UC, or HR team needs an available number, they can easily find and select it from within a specific, customized range. This number would then be automatically marked as reserved. When the number is put into service, it will change from being marked as reserved to used. Conversely, when a number is removed from use on the UC system, it can be marked for aging or allowed to go back to an available status. Similarly, numbers can be reserved indefinitely or for a set amount of time when managing special projects.

Easily organize numbers and transform formats

Custom number ranges can be created based on specific criteria such as location, site, department, etc. Numbers purchased from the telco can be easily added to ranges at anytime regardless of their native PBX, UC or voicemail platform, system type or format (i.e. E.164). 2nd Nature's Number Management can also automatically transform numbers to and from E.164 format, 10-digit phone number format and variable digit extensions and voice mailbox number formats. This can be done among and across multiple vendors and system types.

Easily generate a number of valuable custom reports

Easily create reports that clearly identify the amount of used, available, reserved and/or aged numbers within any range using any defined criteria. For example, if you assign numbers to ranges designated for regions of three cities, you could easily generate a usage report that shows the total number count, the count used, reserved, and available for each region. You can even choose to be notified when an available count falls below a certain threshold. Another example includes being able to easily determine that a number is being used as an extension on one system and, therefore, should not be used in a different format on a different system. Generating real time usage reports is easy and can be accomplished anytime in just seconds.

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.

Number Management Benefits

Number Management will help you reduce expense, save time, increase accuracy, improve work ticket resolution time, proactively solve problems and reduce errors. All of 2nd Nature's number management functions will synchronize number usage between the application, your PBX, UC and/ or voice mailbox systems. You will always have an up-to-date number inventory database.

Key Features of 2nd Nature's Number Management

- Quickly identify the next available phone number, extension, DID, mailbox number, etc.
- Automatically update number inventory status
- Organize numbers into custom ranges (i.e. location, site, department, etc.)
- Reserve numbers for special projects
- Age recently unassigned numbers to prevent them from becoming available too soon
- Transform numbers to and from their native format
- Synchronize numbers among and across multiple UC vendors and system types
- Instantly find usage of a number or transformed versions of that number across single and multi-vendor systems and system types
- Get notified when you are running out of available numbers
- Easily create reports to summarize number usage based on range attributes (i.e. location, site, department, etc.)
- Report on numbers in their native format (i.e. E.164 format, 10-digit phone number format and variable digit extensions and voice mailbox number formats)
- Works in single and multi-vendor environments
- Works in multi-tenant environments

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