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
<table>
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<tr>
<th>Key Features</th>
<th>Benefits</th>
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<tr>
<td>Web-based interface for the local administrator or end-user</td>
<td>No application to be installed or maintained on a computer, the Selfcare web portal is easily accessible of any granted user.</td>
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<td>Assignment of rights by user profile and location</td>
<td>The delegation of tasks is managed by the super-administrator and defined per site, per user profile and per operation type.</td>
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<td>Tracking of delegated administrative operations</td>
<td>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.</td>
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**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.