Persistent

Self Service Manager

Securely delegate the management of communication system features to helpdesk staff and end users.

Empowering users with self-service capabilities enables them to manage their communication resources more efficiently which drives productivity and end user satisfaction. Using self-service portals reduces or eliminates high volume helpdesk service tickets and requests.

Solution Overview

Self Service Manager enables communication administrators to securely delegate selected feature management to users and helpdesk staff. Delegated features typically include configuring phone buttons, resetting passwords for phones and voice mailboxes, changing phone displays and more.

Administrators also have control over which features users will be allowed to configure along with the content they will be able to enter or choose.

The Self Service Manager portal is integrated with Active Directory for authentication and authorization. Users are only authorized to manage communication resources that are associated with their accounts.

Helpdesk staff and delegated administrators can be authorized to perform on behalf of other user's self-service functions by selecting specific users and then controlling their associated resources.

Solution Benefits

Simplify
Make it easier to manage enterprise communication systems including Avaya, Cisco, Microsoft, and more.

Improve
Boost productivity and employee satisfaction by reducing service ticket requests and resolution times.

Delegate
Empower users to make selected changes to individual accounts. Examples include resetting passwords and changing phone displays.

Key Features

o **Multi-Vendor Communication Systems:** Connectors are available for leading UC and contact center systems including Avaya, Cisco, Microsoft Teams, and OpenText.

o **Roles:** Based on users' roles in an enterprise, different self-service portals can be made available to enable users to perform specific tasks.

o **Configurable Functionality:** Administrators can control which features and capabilities will be exposed to users as well as a list of possible values they can assign to the various features.

o **Active Directory Integration:** User access to the self-service portals is controlled by Active Directory authentication. Helpdesk access to the self-service portals is controlled by membership in Active Directory security groups.

o **Authorization**: Once authenticated, users are authorized to only have access to specific features and functionality associated with their communication resources.

o **Extensive Auditing and Logging:** All transactions are logged and made available to administrators.

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 23,200 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company has been recognized as the "Most Promising Company" of the Year by CNBC-TV18 at the 2023 India Business Leader Awards. Persistent has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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