

Aastra OpEasy®

Simplified Provisioning, Monitoring and Reporting

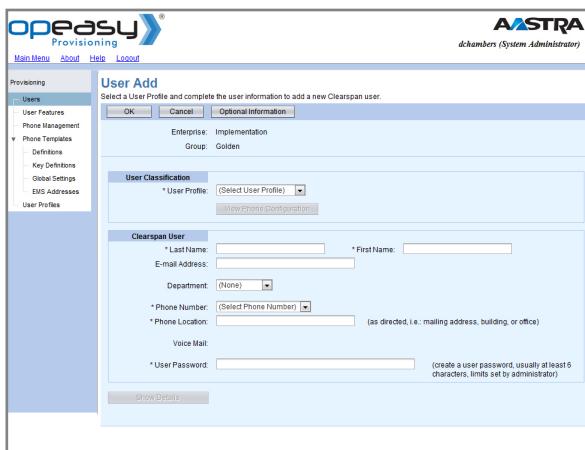


AASTRA®

OpEasy® is a suite of applications which provide simplified provisioning, reporting and monitoring functions for the Clearspan® solution, all accessed via a single, user-friendly web interface.

OpEasy's applications allow for faster deployment of unified communications – whether adding a single user or thousands of users – as well as minimizing training required for IT administrators and allowing administration to be distributed among various groups and departments if desired.

OpEasy can be used along with Clearspan for a premise-based deployment, or as part of a cloud service. Either way, it allows organizations to save significant time and money implementing unified communications.



OpEasy® Add a User

tor with little or no expertise with the UC platform need only enter non-technical data such as a user's name, phone number and location along with their specified user profile, and OpEasy does the rest. If needed, customizations can be made for individual users once they are added using a defined profile.

Once a user is added, OpEasy can be configured to automatically send an email to the user containing information such as their phone number, a unique device identification code and instructions for activating their phone. The user simply plugs the phone in, enters the device identification and the system does the rest. The phone will connect to the network, automatically download the correct configuration and restart itself. Within a couple minutes the user has phone service personalized to their needs. It's that easy! Administrators can add users one at a time or upload a spreadsheet containing a list of users and their associated data. Users can be modified or deleted using the same interfaces.

OpEasy supports a hierarchical model for defining administrator privileges. This includes System Administrators, Solution Resellers, and administrators at the Enterprise, Group and Department levels. This allows distribution of duties. For example, a Department administrator can only view and modify data for users in their department whereas a Solution Reseller of a hosted offering can view and modify data across multiple enterprises.

OpEasy also supports a mass provisioning mode which administrators with more advanced expertise can use to quickly provision thousands of complex users at one time.

Provisioning

Traditionally, the provisioning and deployment of users and their devices consume a significant amount of time, whether an organization is rolling out a new unified communications platform across the organization, or simply adding recently hired employees. Research has shown that the time it takes to set up a single user and their phone can average two hours or more. OpEasy cuts that time down to just minutes.

A typical organization's users can be classified into a variety of roles such as office-bound knowledge workers, administrative assistants and executives. The users in these various roles will have different features that are important to them, yet within a single role the needs are largely the same. OpEasy's provisioning applications are designed around this concept.

OpEasy allows administrators to define user profiles, selecting a set of features common to that profile or role. Telephone configuration templates are also defined and included as part of the user profile. Once these are defined, an administra-



OpEasy® User Phone Configuration

Reporting

OpEasy contains a number of options for viewing different types of reports related to users, devices and system licenses. As with the provisioning applications, the options vary according to the level of authority granted an administrator (System, Solution Reseller, Enterprise, Group or Department). Reports are generated into Microsoft® Excel® spreadsheets, which allow easy exportation and manipulation of the data if desired.

The Inventory and Enhanced Inventory reports show the users along with their associated devices; either oriented according to the users or to the devices respectively. The Enhanced Inventory report also shows the inventory of devices that have not been assigned to users. The reports can be filtered according to Enterprise, Group or Department and the information reported can be limited according to authority (for example, a Department-level administrator can only see data for users in her department). These reports can assist administrators in tracking and planning device usage.

The License and Optional Services report contains a number of tabs which summarize the number of user licenses assigned according to type of license (e.g., Basic or Premium users), as well as optional services such as call center agents and supervisor licenses, receptionist licenses, fax, and others. There are also tabs that list the actual users associated with license types. This report can also be filtered according to Enterprise, Group or Departments. This can be useful for cost accounting or billing/reconciliation of communication costs to individual departments. OpEasy also supports a scheduled report, delivered via an XML format, to support an organization's billing needs.

System level reports are available for System Administrators and Solution Resellers and summarize system-wide usage of licenses and licensable resources.

OpEasy also supports reporting and parsing of Call Detail Records (CDRs). Available to the System Administrators, Solution Reseller and Enterprise level administrators, OpEasy provides the ability to parse Clearspan system-level CDR records into individual enterprise reports. Administrators that have access can then build simple and compound queries to search CDR records. This can be useful in a number of ways, such as searching records to identify misuse of telephony resources, searching for long duration calls, calls made to a particular called number or by a particular calling party.



Telephone Applications

OpEasy provides a number of useful applications for Aastra's SIP telephones. Aastra phones access these applications, running in OpEasy, via an XML/web services interface. These applications include:

- ✖ Auto-Installation
- ✖ Directory Lookup
- ✖ Call History
- ✖ Speed Dial (8 or 100)

System Management

Along with Provisioning and Reporting functions, OpEasy provides additional management features for System Administrators all via a single interface:

- ✖ Monitoring feature provides an SNMP Trap Manager application for summarizing, viewing, and managing system Traps. It also provides status information on system components and OpEasy.
- ✖ Emergency Gateway Manager allows for the configuration and assignment of emergency gateways for E911.
- ✖ Login management allows the ability to create and customize administrative accounts based on roles, or customized to individual administrators

License & Optional Service Report - User Licenses									
Enterprise: Maytown		Note: The No License type identifies Virtual Users (Service Instances) that have no assigned user services (these users do not consume a user license).							
Group: F-44									
Department: All Departments									
Date: 02/25/2013 14:58:49									
License		Normal Users	Trunk Users	With Basic Services	With Premium Services	Auto Attendant	Call Center	Group Paging	Host Group
Business		2	2	1	1	1	1	1	1
Premium		2	2	1	1	1	1	1	1
Business Trunk		1	1	1	1	1	1	1	1
Voice Mail									
No License									
Clearspan Service Rates									
Total:	Status	Enterprise	Type	Description	LicenceName				
	Default	UserLicense	Basic User License	Basic					
	Default	UserLicense	Business User License	Business					
	Default	UserLicense	Trunk User License	Business Trunk					
	Default	UserLicense	VM Only User License	Voice Messaging Only					
	OptionalService	Communicator iOS/Android	Client License 17						
	OptionalService	Communicator iOS/Android	Client License 17						
	OptionalService	Communicator iOS/Android	Client License 17 with Video						
	OptionalService	Communicator iOS/Android	Client License 17 with Video						
	OptionalService	Integrated SIP	Integrated SIP						
	OptionalService	ACD Standard Call Center	Call Center - Standard						
	OptionalService	ACD Standard Call Center	Call Center - Standard						
	OptionalService	ACD Call Center Agent	BroadWorks Agent						
	OptionalService	ACD Call Center Agent	BroadWorks Agent						
	OptionalService	Receptionist Enterprise	Client License 4						
	OptionalService	Fax Messaging	Fax Messaging						
	OptionalService	Voice Messaging	Voice Messaging User						
	Default	ServiceInstance	Auto Attendant	Auto Attendant	\$0.00	12/1/2012			
	Default	SystemResource	Meet Me Conference Port	Meet Me Conference Port	\$0.00	12/1/2012			
	Default	SystemResource	Trunk Channel (PBX Overlay)	Trunk Channel	\$0.00	12/1/2012			
	EndOfData								
License & Optional Service Report - Optional Services									
Enterprise: Maytown									Total
Group: Facilities									
Department: All Departments									
Date: 02/25/2013 14:58:49									
Service Name									Total
Receptionist Enterprise									
ACD Call Center Agent Client									
ACD Call Center Supervisor Client									
OCSLWIC Client Application									
Communicator-Voice & Video for iOS/Android									
Communicator-Voice & Video for Windows/MAC									
Fax Messaging									
Voice Messaging User									
Voice Messaging User - Video									
Call Recording									
Communicator Instant Messaging & Presence									
Video Add-On									
Calling Line ID Blocking Override (Unsupported)									
x. No. of Optional Services / Optional Service Users / System Resources									
\$0.00 12/1/2012									

OpEasy® CDR Query

opeeasy Provisioning

Main Menu About Help Logout

Provisioning

- [Users](#)
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- [Phone Management](#)
- [Phone Templates](#)
- [Definitions](#)
- [Key Definitions](#)
- [Global Settings](#)
- [EMS Addresses](#)
- [User Profiles](#)

Users

Choose the desired Enterprise and Group. To add a new user, press the Add button. To display a list of users to edit or delete, press the Search button. To import a list of users (from a worksheet), press the Import button. To display or modify the E-mail message sent to new users, press the General Settings button.

OK	Cancel	Add	Import	General Settings
Enterprise: Implementation				
Group: desphones				
User Search:				
(All Users)		Contains:		Search

Users (23)

[T](#) [U](#)

Last Name	First Name	Department	Phone Number	Extension	User ID	Device Name	Edit
3591 active test	Pointspan		4693654870	4870	pointsptan3591@clearspandemo.com	fbearden_57ict	Edit
57ict	Fred		4693654875	4195	fred_bearden_57ict@clearspandemo.com	fbearden_57ict	Edit
Bearden	Fred		4693654876	4195	4693654887@clearspandemo.com	fbearden_57ict	Edit
Bearden	Fred2		4693654877	4195	fred2@clearspandemo.com	fbearden_57ict	Edit
Conference	Freds			4882	fredcon@poly@clearspandemo.com	fbearden_57ict	Edit
FAX	Fred		4693654878	4195	4693654885@clearspandemo.com	fbearden_57ict	Edit
Five	Executive		4693654884	4884	exec.five@clearspandemo.com	executive_57ICT	Edit
Imp	Dept1		4693654885	4195	department1@clearspandemo.com	execdthree_551	Edit
Imp	Dept2		4693654886	4195	department2@clearspandemo.com	execdthree_551	Edit
Intercom	AdminOne		4693654889	4889	adminone_intercom@clearspandemo.com	adminone_571	Edit
Ipad	Test		4693659890	9988	4693659890@clearspandemo.com	ipad_testJm	Edit
Name	Executive		4693654892	4992	exec.name@clearspandemo.com	executive_39i	Edit
Up	fred		4693654882	2345	fred_jig@clearspandemo.com	fed_up	Edit
Test	Polycom330		4693654899	4899	polycom330.test@clearspandemo.com	Poly_330	Edit
Testing2	Bulk		4693654871	4871	bulktesting2@clearspandemo.com	bulktesting2_571	Edit
Testing3	Bulk		4693654873	4873	bulktesting3@clearspandemo.com	bulktesting3_571	Edit
Testing5	Bulk		4693654875	4875	bulktesting5@clearspandemo.com	bulktesting5_571	Edit
Three	Executive		4693654898	4898	exec.three@clearspandemo.com	executive_551	Edit
Tomanek	Jason		4693654184	4184	4693654184@clearspandemo.com	Test_ipad2	Edit
Tomanek	Jason		4693654188	4188	4693654188@clearspandemo.com	Test_ipad2	Edit
Tomanek	jason		4693654875	4875	jomanek@clearspandemo.com	jomanek_39	Edit
Tomanek	Jason		4693654896	4896	4693654896@clearspandemo.com	jomanek_sip	Edit

OpEasy® User Search Results



About Aastra USA

Aastra USA Inc. is the US business unit of Aastra Technologies Limited, a company at the forefront of the enterprise communication market. Headquartered in Concord, Ontario, Canada, Aastra develops and delivers innovative communications products and applications for businesses. Aastra's operations are truly global with more than 50 million installed lines around the world and a direct and indirect presence in more than 100 countries. Aastra is entirely dedicated to enterprise communications and offers IP telephony and Unified Communications solutions individually tailored to satisfy its customers' requirements. These range from feature-rich call managers for small and medium businesses and highly scalable ones for large enterprises, associated UC applications, integrated mobility, multimedia call center solutions and high definition video communications to a wide selection of desk phones and cordless terminals. With a strong focus on open standards, Aastra enables enterprises to communicate and collaborate more efficiently. For additional information on Aastra, visit our website at www.aastrausa.com.

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