

## « Complex Processes Made Simple »



# Atiras Service Automation

### Benefits for you and your UCC customers:

- **Flexible operating models:** Centralized or decentralized infrastructures combined with regional administration
- **Reduction of the complexity:** Templates and wizards simplify day-to-day business for administrators and the Helpdesk.
- **Proprietary use or outsourcing:** Atiras supports both proprietary use and any form of outsourcing. Ideal for providers of managed services.
- **Homogeneous or mixed network:** Orders for Avaya (Aura / CS1000) and Cisco UCM are processed in a uniform user interface.
- **Supports long-term migration:** Atiras simplifies relocations to the future PBX platform.
- **All-in-One:** Provisioning (including self-service tool), monitoring, tb-attendant and billing on one system reduces the number of systems and costs.

Avaya certified

Cisco certified

Member of



### Official sales partners:

CEL, ITRIS Enterprise AG, Kapsch BusinessCom, Netcloud, SPIE, Swisscom, Vodanet

Improved efficiency and lower operating costs are enabled thanks to the intelligent automation of recurring services. You can, however, only automate something that has already been seamlessly integrated and sufficiently standardized. We will help you with this.

Business requirements and users' needs in the area of Unified Communication & Collaboration (UCC) are varied and often extremely challenging. In the search for the optimum operating form of this complex infrastructure, flexibility, efficiency and costs are key deciding factors. In this connection, a high degree of standardized communication services, optimum process and IT integration with automated workflows for routine tasks are essential.

Atiras Service Automation standardizes and integrates Individual and mass orders can be planned, deleted and repeated immediately or later. The job history ensures traceability. Integrated telephone number management enables numbers to be reserved for special purposes. Subscribers can be easily moved between systems using a drag-and-drop operation. This ensures the optimum support of your migration processes. Just one more mouse click and a voice mailbox can be created for the subscriber. The multi-site concept (multitenancy) enables centralized system management (optionally with replication) with regional administration. Atiras is scalable and grows with your company. It can be supplemented with further functional modules as required, e.g. for monitoring, billing or the attendant service. Atiras Service Automation can be used for proprietary operation or as a managed service platform for third parties.

**The most important new features in Release 7.6 for Atiras Service Automation:**

- Support of numerous SIP sets for Cisco UCM
- Set phones to "not managed" in the CM Viewer
- Full Compatibility for Windows 10
- Deactivation of individual modules/functions during troubleshooting
- Import of subfields during LDAP import
- Ensuring existing Atiras functionality with Exchange 2016
- Compatibility with Avaya ACM 7.1, CS1000 7.6 and Cisco UCM 11.5 and Unity Connection 11.5



Individual and mass orders for Move, Add, Delete & Change are carried out and managed without any expert knowledge immediately or later in homogeneous or mixed Avaya Aura, Avaya CS1000 or Cisco UCM networks.

For the **Server/Client system requirements** and scope of services please refer to the compatibility list.

**References:** Numerous satisfied customers have already optimized and standardized their operations. Concrete projects in your region are available on request.

*Subject to changes. Issued in January 2018*

**Workflow-based order management for MACD**

- Set configuration using wizard, XML import and templates (individual and mass updates, to be carried out immediately or scheduled)
- Setup, deletion and modification of voice mailboxes
- Reserve or block specific telephone numbers
- Changing key functions using set layouts
- Network routing and consistent telephone number management for mixed networks (Avaya ACM, CS1000 and Cisco UCM)
- Simple subscriber transfer (cross-PBX and cross-vendor)
- Data import/export generator: Atiras takes over predefined interface definitions
- Access to subscriber data via LDAP, Active Directory and single logon for Atiras users.

**tb-attendant (Aura CM and Cisco UCM)**

- The integrated and optionally available web based attendant solution is described in the separate "Atiras Attendant" flyer.

**Charges under control**

- Capture of call charges/fixed costs for Avaya ACM, Avaya CM/CS1000 und Cisco UCM
- Evaluation by subscribers, type of cost, organizational units or cost centers
- Breakdown of costs by period in the event of changes within a reporting period
- Reproduction of previously generated reports and dispatch per e-mail
- Different tariff models, export of charge data
- Import of tariff models
- Web reports on request

**Early detection of capacity bottlenecks (Avaya CS1000)**

- Recording and evaluation of traffic volume
- Statistics/reports for lines, any subscriber groups, attendants and system resources (extended IP reports)