

# HelpOne

Reduce cost and improve service levels by enabling help desk agents to easily and immediately process UC, PBX and voicemail changes without assistance.

## WHAT IS HELPONE?

HelpOne is a configurable, web-based application which enables tier one help desk agents to immediately change an employee's voicemail password, phone PIN, speed dials, zero out extensions, call forwarding numbers, simultaneous ring settings, phone labels, voicemail notification preferences (e.g. via phone, email, text, etc.), find me settings, and many others without the assistance of overburdened voice engineers. Changes are immediate. No waiting. No work tickets. No hassle.

## HELPONE BENEFITS

The benefits of using HelpOne are immediate and measurable. They include reduced operational expense and improved internal customer service levels or SLAs.

### Reduced operational expense

Voicemail password resets and other repetitive voice system changes are costly and time consuming. With HelpOne, expenses are significantly reduced by having help desk agents execute the changes rather than higher paid telecom administrators and engineers. Having these highly trained telecom employees focus their time on more critical work tickets and strategic projects such as SIP, BYOD, Video, Mobility, Virtualization, etc. will drive additional efficiencies and cost savings.



## Improved internal service

HelpOne will improve internal service levels for UC and telecom changes. UC, Telecom and IT departments are often overburdened and understaffed. Even simple changes can take more time than desired. For many companies, even a common voicemail password reset can take more time than is necessary. When an employee calls a help desk that is using HelpOne, their request can be processed immediately. There is no waiting or frustration. There is no need to create a work ticket unless the process requires it. Wait times can easily change from days or weeks to just a couple minutes.

## HELPONE FEATURES

With HelpOne, overburdened and understaffed telecom departments finally have a way to shift focus away from costly, redundant Moves, Adds, Changes and Deletes (MACDs) to more critical work tickets and strategic initiatives.

# Help Desk Application for UC designed to save time and expense.

With HelpOne, UC, telecom, IT and help desk departments will benefit from the following features:

- ▶ **Easy-to-use interface** – HelpOne makes it easy for help desk agents to make telecom changes for costly, repetitive MACDs. In fact, it is so well designed and intuitive, that only limited training is needed.
- ▶ **Windows single sign on** – HelpOne can leverage Windows single sign on to make it easy to access the application. That is, after a help desk agent signs onto the network through Windows, they are able to open HelpOne without additional steps or login screens.
- ▶ **Immediate changes** – Changes made by help desk agents take effect immediately, and an email confirming the change can be sent to the employee within seconds.
- ▶ **Minimal training** – HelpOne is perfect for help desk agents with no telecom experience. With minimal training, the easy-to-use interface enables help desk agents to quickly resolve questions and process MACDs.
- ▶ **Multi-vendor and multi-system compatible** – HelpOne works great in single-vendor and single-system environments, but is also compatible with multi-vendor and multi-system environments.
- ▶ **Multi-tenant compatible** – Leverage HelpOne even in complex, multi-tenant environments. Easily configure it to only allow a help desk agent to view and change phone and voicemail settings for employees on specific systems or for a certain group of employees. This further limits the reach of help desk agents.
- ▶ **Consistent interface across systems** – HelpOne uses a single, consistent interface regardless of the system type being accessed. Help desk agents will find it just as easy to make changes to an employee's phone as it is to change a voicemail setting. Even making changes across vendor types such as Cisco®, Microsoft, Avaya®/Nortel®, AVST®, and

others is simple. Issues caused by different system types and vendors disappear with HelpOne.

- ▶ **Optional agent activity reports** – A report displaying all changes made by help desk agents can be added to HelpOne as an option. This report displays the changes that were made, indicates who made the changes, and shows the date and time of the changes.
- ▶ **Global search** – Enables help desk agents to instantly locate an employee's telecom assets regardless of location, system type, or vendor platform.

## HelpOne was designed for simple and complex UC and telecom environments

HelpOne handles changes for phone AND voicemail systems in single AND multi-vendor environments all on ONE screen. For example, the user interface will look the same whether the help desk agent is making a change in Skype for Business, on a Cisco Unity system or an Avaya Modular Messaging system.

## Configure HelpOne to meet your specific needs

Not all companies want to enable the help desk to make the same changes. That's why we added the ability to configure HelpOne to meet your specific goals and objectives. With HelpOne, a telecom or IT department can configure which settings can be viewed and changed by a help desk agent. You can also determine and configure the help content and field labels that appear in the application.

The flexibility offered by HelpOne's configuration capabilities will enable you to progressively roll out telecom responsibilities to help desk agents. For example, you could launch the initiative with a limited number of fields. Start with a field or two, and then increase those over time. These fields can include the most frequent changes and those that generate the most work tickets (i.e. voicemail password reset). After the initial launch, additional fields can be added.

**ARE WE COMPATIBLE?** Unimax software is compatible with leading UC, PBX, and voice messaging systems from Cisco®, Microsoft®, Avaya® (and legacy Nortel®), AVST®, and others. For more information on specific system compatibility, please email us at [TellMeMore@unimax.com](mailto:TellMeMore@unimax.com).



## UNIMAX'S UC MANAGEMENT SOFTWARE IS AVAILABLE THROUGH CONVERGEONE

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