

# Alcatel-Lucent Enterprise SelfCare Portal

## User management made easy

Management of a company's telephony infrastructure must be simple and delegable. Enterprises expect a quick response to their demands for day-to-day PBX system configuration (including moving/adding/changing/deleting users). The ALE SelfCare Portal provides a delegated administrator with the ability to easily manage users through a secure web interface. No certification or advanced PBX skills are required for a local administrator. End users can also easily set up their telephony settings through the intuitive web interface.

This solution is interconnected with a variety of telephone network elements (for example; Alcatel-Lucent OmniPCX® Enterprise (OXE), Alcatel-Lucent OpenTouch® Multimedia Services, Alcatel-Lucent OpenTouch Messaging Center, Rainbow™ by Alcatel-Lucent Enterprise) through the IP network.

The server can be virtualised and deployed in a Business Partner data centre. Centralised deployment allows for management of several OmniPCX Enterprise systems. The high availability Selfcare service is provided by VMware High Availability (HA) mechanisms.

The SelfCare Portal is ideal for local administrators to provide daily user management.

### Benefits

- Responsive to local administration demands
- Local administration perimeter strictly defined
- Simplified administration operations
- No extended training required

### Features

- External authentication (AD/LDAP)
- Application with strict 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

#### [Data sheet](#)

[Alcatel-Lucent Enterprise SelfCare Portal](#)

- 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
- OpenTouch, Alcatel-Lucent 4645, and Rainbow voicemail association and creation
- User deletion
- Hunting groups management
- Operations history

## Technical Specifications

### Hardware

- Bi core 2.4GHz RAM 4Gbytes
- 80 Gbyte hard drive

### Hypervisors

- VMWare ESXi from 6.0

### OS

- Suse Linux Enterprise Server 12 SP5 64bits

### Licenses

- No specific OXE license for this solution

### ALE supported products

- OmniPCX Enterprise (OXE)
- OpenTouch Multimedia Services
- OpenTouch Messaging Center
- 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 consult our [professional services](#) (see contact).

### Contacts

For more information please contact an [Alcatel-Lucent Enterprise sales representative](#).