

UBOSS AUTOMATION

UBOSS IS A WEB BASED PORTAL THAT ACTS AS A MANAGEMENT OVERLAY ACROSS THE VANILLAIP TECHNOLOGY NETWORK FOR RESELLERS AND END USERS. THE INTUITIVE LAYOUT ALLOWS CUSTOMERS TO MAKE CHANGES TO THEIR SYSTEM SETUP WITH A MINIMUM OF TRAINING

Uboss' real power is in providing a single, centralised portal for all service assignment and billing, greatly simplifying system admin and ensuring the system is optimized for each customer's exact requirement. In this way it has a critical role in simplifying the provision of new users on the system by combining all the elements that are required to deliver the specified service to the user.

The key capabilities of Uboss can be summarised as follows:

- Centralised admin portal for all VanillaIP services
- Move, Add, Change all users, sites and system resources real-time 24/7/365
- Call recording and call logs available in Uboss almost as soon as the call was made
- Summary widgets and dashboards with detailed drill-in for comprehensive analytics
- Call centre configuration and reporting
- Roles and Permissions based admin hierarchy
- Automated IP Phone Configuration for plug-and-play
- Phone Number Management – Geographic, Non Geographic and International
- Fraud Protection – Automatically block extensions over set limits
- Online invoicing and detailed usage breakdowns
- Packet Analyser – Network monitoring and fault diagnosis

CUSTOMER SELF MANAGEMENT

The ability to make system changes in real-time is critical in lowering the TCO of any communications platform. Opening support tickets makes your business unresponsive. Uboss caters for all levels of customer self-management, from simply changing users' names and adding services to rolling out new sites and ordering IP circuits. This makes Uboss is an essential tool for customer IT admins to reduce support costs in servicing their user community.

AUTOMATED IP PHONE CONFIGURATION

Connect the phone to the network and it will pull down its configuration file greatly simplifying the rollout of new users. To move staff around the office, or even to new sites or from their home, connect the new phone to the internet at the new location. It will pull down the required configuration, including the users phone number, hunt group membership and service settings, register itself and be ready to use within minutes