



### PHONE CARE

#### FEATURES

- Phone PIN and Voice Mail PIN reset
- Line Text Label change
- Display Name change
- Alerting Name change
- Forced Authorization Codes (FAC) reset.
- Call forward All settings (Voice mail or Number)

#### Upcoming Features in next release

- Extension Mobility login/logout

#### BENEFITS

- Self-Help tool for end users.
- Freeing up precious expert resource bandwidth.
- Avoids load on helpdesk and reduce tickets for basic tasks
- In a multi cluster deployment, this acts as a single point of access for all the changes.

#### For More Information Contact:

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#### For Solution Demo Contact:

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### INFORMATION TECHNOLOGY SOLUTIONS THAT WORK FOR YOUR BUSINESS.

**Product Overview:** INOPS Phone Care is an easy-to-use, cost effective application to help end user or employees to manage their Unified Communications environment for handling simple inquiries, for example managing voicemail credentials, configuring call forward, Name Changes etc. This application can drastically reduce the daily occurrences of end-user ticket incidents that would need the involvement of a helpdesk and technical resource time. This in effect saves time for both the support staff and the end users, effectively increasing the productivity of the organization.

Compatible with Cisco UC version 8.x and later

**What it does:** It effortlessly manages all these various tasks and enables users to help themselves while freeing up precious expert resource bandwidth.

**System Requirements:** To run Phone Care the client PC should be at least: 64-bit OS, recommended 4 GB RAM, i5 CPU or better, Phone Care is a client application that installs on Microsoft Windows operating system. Windows 7/8, Windows Vista, and Windows Server 2008/10

**Licensing:** INOPS Phone Care is licensed based on the number of users configured on CUCM and the No. of CUCM clusters that needs to be supported.

Maintenance and support subscription ensures compatibility with new Cisco releases

- 1 year subscription Model

Stand Alone Mode – Stand-alone CUCM.

Professional Model – up to 2 CUCM Clusters.

Enterprise Model – up to 5 CUCM Clusters.