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Simplify Telephone Management by Using a Visual Move Add & Change Solution

Visual Moves, Adds & Changes (MAC) applications are simplifying telephone system administration. Relatively simple duties such as relocating users' phones or changing telephone programming can take up a significant amount of a telephone technician's time. Businesses without technical staff have to set up service calls with their telephone system vendor to have them come in and perform the desired changes, and this usually means down-time during business hours. Additionally, when using call accounting products to monitor telephone usage, changes must also be made within that software so that calls are assigned to the proper individual and department, and names are correct on reports.

Simplified MAC solutions solve these problems, as well as many others. Phone changes are done through photos of the actual phone sets that function as the actual phones do. Keys are where they would be on the phone, shift keys function how they should, and features are sorted the same way they would be on the phone. Additional information can be attached to each Port / TN for easy location. Phones are added using existing phone templates, making new phone adds fast and easy. Multiple telephone systems can be administered from a single interface, regardless of whether they are Avaya or Nortel equipment.

You can easily train clerical staff to perform simple name or feature changes through the software. With in-depth descriptions on each screen telling them exactly what they are changing and what values they can input, high level training is all that is required to have non-technician staff performing basic phone management duties. Many businesses without in-house technicians find they can now handle most MACs themselves, and can dramatically reduce their number of service calls.

Allowing clerical staff to perform simple changes can free up a lot of a technicians time, but additionally, MAC software can also simplify more sophisticated and complicated administration. For example, giving technical users the ability to perform bulk phone changes and multiple phone moves / swaps means they can now set up a single transaction to do what would typically be several transactions from a command line / terminal.

When clerical staff have access to your telephone system to make changes, user account restrictions must be in place. Certain users may be authorized to perform particular types of changes to a few sites only. Reception staff can be given name change access only, technical or network staff can be given software configuration access only, and nearly any feature or functionality can be selectively restricted for each individual site. Additionally, administrators can track exactly who made each change, useful when multiple users are using the software simultaneously.

Administrators can check on the status of each transaction and view any problems encountered. Transactions scheduled for outside of business hours can be viewed the following day to verify they were successful, and if not, you can look up the error codes to see what went wrong and how to fix any problems.

Using MAC software, changes that require a telephone reset can be scheduled to happen after hours. There will be service interruptions any time MACs are performed during business hours. Normally technicians have to wait until the phone(s) they are changing are available to before performing their changes, and tell users not to use their phones while changes are being made. Alternatively, telephone technicians can be brought in after-hours to perform the desired changes, but this often comes at a much higher cost to your business. Having the ability to schedule everything from simple name changes to multi-phone swaps means you don't have to choose between down-time during business hours or paying a premium to have technicians come in after hours.

Simplified MAC solutions also make administering other software easier, and remove the need to administer multiple packages independently. When used with supported call accounting, traffic management, contact center management, and real-time 911 alerting solutions, information can be automatically updated so the correct names are shown on alerts and reports, and duplicate entry is eliminated.