



snowLOCK

IVR based phone locking Solution

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Introduction

Yetti-Systems offers a unique phone locking application which makes phone locking process lot more efficient and friendly.

Leveraging its IVR product, yetti-systems has come up with an ingenious yet intuitive solution by combining the modern Interact Voice Responses and hardware configuration.

All you have to do is to setup an extension for people to call to and the rest will be done by snowLock, our phone locking solution.

Please go through the key benefits to learn more about the product and its feature set.

Key Benefits

1. User experience

Imagine how easy it would be for users to configure their phones when there was a voice to assist them while doing so. snowLock makes the whole phone locking process lot more trouble-free and interactive for users, therefore reduces the need to train users.

■ Lock/Unlock through IVR

Locking the phone outgoing has never been so easy. Users just need to dial 8888 from their phone and leave their desk worriless, their phone is locked for outgoing calls!

To unlock the phone, they just pick the phone up and enter their PIN code. That's it! their phone is unlocked.

During the above process, there will be an interactive voice assisting them to confirm that their phone is locked or unlocked. It will also speak to them if they are entering an incorrect PIN code.

■ PIN code change feature

Users can change their lock PIN codes directly from their phone. All they have to do is to dial 8889 and follow the IVR which will assist them in the process. The PIN code can be combination of 4-6 numeric digits.

■ Auto lock feature

While it is great feature to provide the ability to lock the phone manually, people do tend to forget to lock their phones before they leave their desk. snowLock comes with a great feature of auto-locking the phone outgoing after a specified IDLE time (no activity on the phone). The time is configurable for each phone and users can dial 8888 and voice responses will assist them to change the auto-lock time for their phones.

This feature can be turned on/off through admin portal on both system and phone level. The idle time configuration (in minutes) is also available on both system and phone level through admin portal.

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2. Administrative control

snowLock offers great control over telephones and offers one stop shop to configure, control and manage the whole system, in the form of a web portal.

■ Add/Remove phones for locking

The system administrator can configure devices on which locking/unlocking feature will be made available. The application fetches complete list of devices from CUCM (using AXL interface) and administrator can select devices from that list. The devices information is stored in a central database and is synced with CUCM after regular intervals.

■ Centralized Configuration

The locking solution has a centralized architecture and phone locking/unlock and PIN code change transactions can be controlled from a central server. System settings and devices information can also be stored in a central database in encrypted format and transactions controlling is implemented to entertain parallel requests from different sources.

■ Change/reset PIN codes

If users have forgotten PIN codes or there are certain phones which need their PIN code set or reset, administrators can do that fairly easily using web interface.

■ Lock/unlock phones

Using snowLock web portal, administrators can easily lock or unlock phones on the fly. This feature becomes especially handy in the event of emergency when a phone has to be locked or unlocked immediately.

■ 3. Reports

snowLock application comes with a number of reports which really help the administrators not only to catch the fraud but to prevent it.


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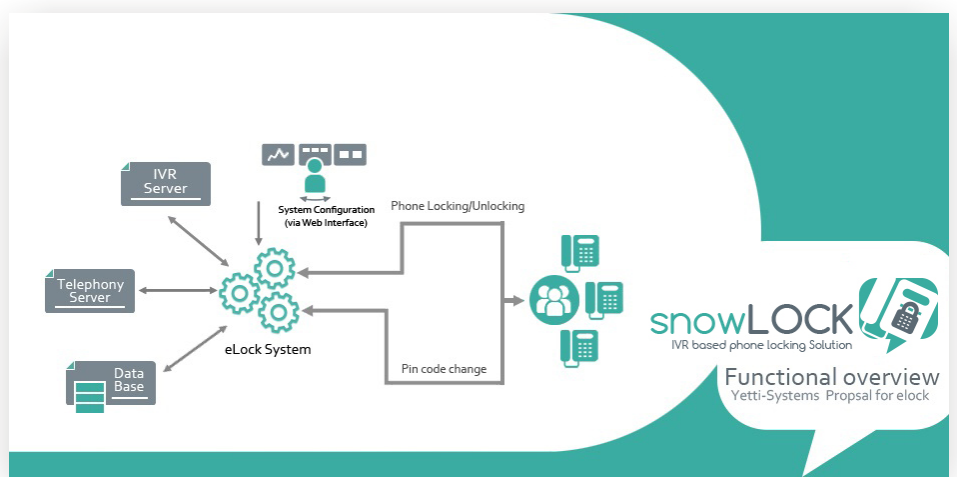
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For a pilot-run of applications, please send us email at enquiries@yetti-systems.com