

Vision 80/20 AD/LDAP Link

AD/LDAP INTEGRATION

DATA SHEET

Simplify management of personnel changes, save time and lower your costs. Integrating Vision 80/20 with your Active Directory (AD) eliminates the need to enter information more than once. Your personnel data will be easier to keep error-free and of the highest quality, plus the information in your AD and Vision 80/20 will always match.

Keep your data correct and up-to-date

Making personnel changes is a natural part of every organization's activities. With Vision 80/20 AD/LDAP integration, all personnel changes can be managed from your AD.

Vision 80/20 automatically downloads changes. This means that attendants always have accurate, up-to-date information, and employees have access to the latest data via the web interface.

The attendant or administrator can decide which information is to be transferred between your AD and Vision 80/20 via the easy-to-use graphical interface.

Two-way integration saves time and money

Some choose to start by synchronizing data from an AD to Vision 80/20 while others immediately go for a two-way integration from the get-go. Whether you decide on a simple one-way or a two-way integration, the time you save will be considerable.

Minimize errors

When making changes, it is critical that the Vision 80/20 system is updated with the correct information. Entering new data in simply one place lessens the likelihood of errors turning up in the database.

Built-in verification of data

Built-in verification further ensures the accuracy and quality of user data. All users have the ability to suggest changes via the Vision 80/20

Benefits

- Easy management of personnel changes
- Information always accurate and up-to-date
- Two-way integration
- Saves time and lowers costs
- Eliminates need to enter data in parallel databases
- Minimizes error potential
- High-quality data with built-in verification
- Creates new users upon installation
- Easy-to-use graphical interface for administration

user interface. A change request is sent automatically to the administrator for approval. An approved and implemented change is reapplied through an email notification to the user.

Create new users automatically

New users can be created and configured automatically upon installation of Vision 80/20. When a user is added, you can:

- Activate voicemail
- Activate login to the users' web interface
- Extract the users' abbreviated number

Easy management of personnel changes

When a person terminates their employment with a company, their information is removed from the company's AD. However, the attendant still must be able to search for that person in order to provide correct information to others, such as that person's successor. For this reason, all their data will remain for a certain period of time, both via the web interface and for the attendant. When the time is up, the information is removed automatically.

The screenshot shows a configuration window titled "Delete users". It contains several settings:

- Remove instantly from Vision 80/20
- Remove from Web: 14
- Remove from Vision 80/20 permanently: 30
- Attribute for deletion: Status domainaccount
- Value triggering delete: (empty field)

Synchronization settings when removing a user

Create organization trees

An organization tree can be created automatically in Vision 80/20 using any number of levels. The tree can be based on any LDAP attribute such as department affiliation. This can then be used to search for successive employees within the same department.

The tree can be placed under an existing node in the current tree, or remain independent of it. During synchronization, the branches in the tree are examined and branches containing no members are automatically removed. This means the operators

The screenshot shows two configuration windows. The top window is titled "Automatic priority in organisation based on title" and includes a note: "Priority in organisation shall be set to a value in range 1-500 where 1 has the highest priority". It has input fields for "Title" and "Priority in organisation", and "Add item" and "Remove item" buttons. The bottom window is titled "Automatic creation of organisation tree" and includes a checkbox "Create organisation tree". It has input fields for "Parent node for imported nodes", "External field", and "Organisation hierarchy", and "Validate nodename", "Add item", and "Remove item" buttons.

Create an organization tree via the administration interface

do not have to spend time managing the tree and its branches

Save time with smart features

Integration of Vision 80/20 with your AD also provides these useful features:

Prioritize search results. Certain persons or titles can always be set to have a higher priority. For example, the attribute "manager" could be set so that it always appears first in the attendant's list of search results.

Normalization of data. The integration automatically sets the first letter in a name to uppercase and the rest to lowercase during synchronization.

Quick installation and delivery

The project is initiated when it is assigned to a technician. Together, you will fill out an order form in which the data fields in Vision 80/20 are mapped to your AD prior to synchronization. The service is activated remotely on the agreed-upon date and after completion of delivery, our experienced support team will take over operation of the service.

About Enhouse Interactive

Enhouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enhouse Interactive's integrated suite of solutions includes multi-channel contact centre with integrated attendant clients, rich presence management, self-service, visit management, statistics and billing. These solutions enable organisations to classify and respond to customers in the way they want: quickly, efficiently and successfully, with minimal effort.