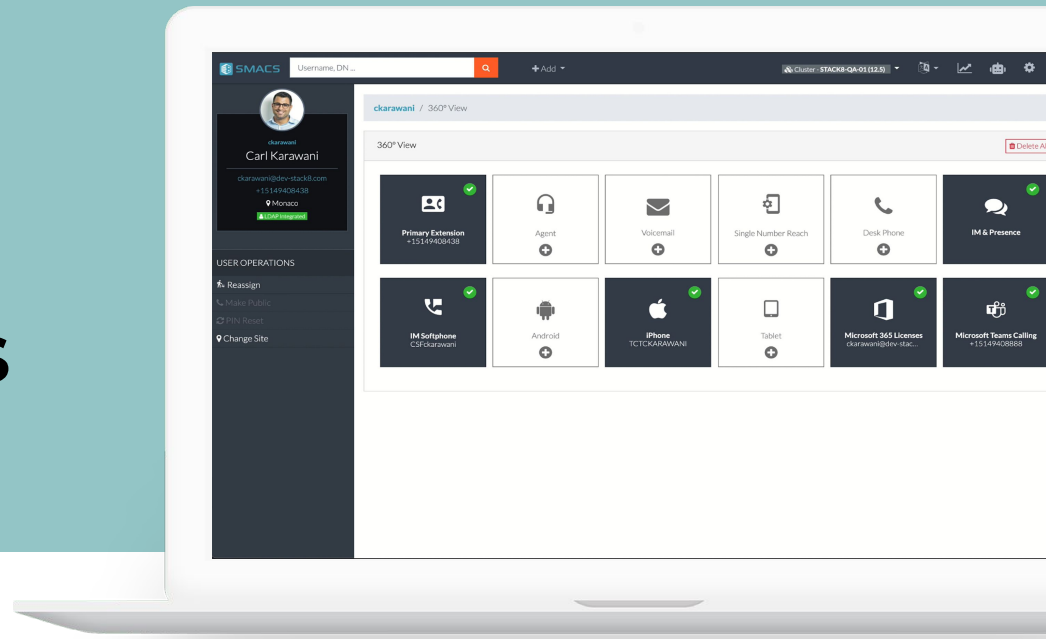# SMACS 7 FEATURES AND BENEFITS

With SMACS you not only get a 360° view of your entire UC infrastructure, you can also offload or completely eliminate routine provisioning tasks without ever having to deal with complex templates or worry about compromising admin security. And with ITSM integrations, you have the freedom to extend SMACS any way you want.

SMACS is also fully integrated with Microsoft Teams Calling and Direct Routing. You can manage Microsoft Office 365 licenses, provision users for Calling in Microsoft Teams, and manage Microsoft Direct Routing all within two tiles.
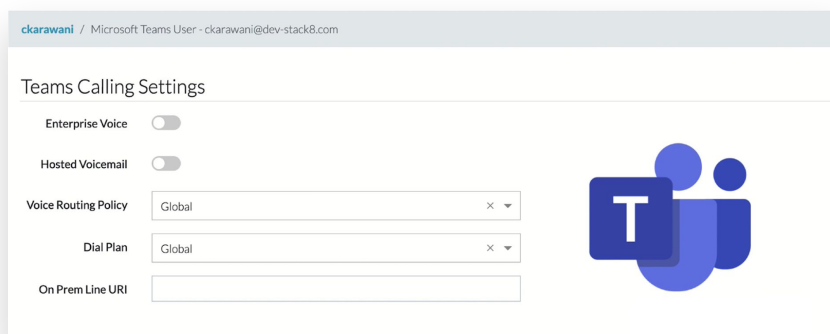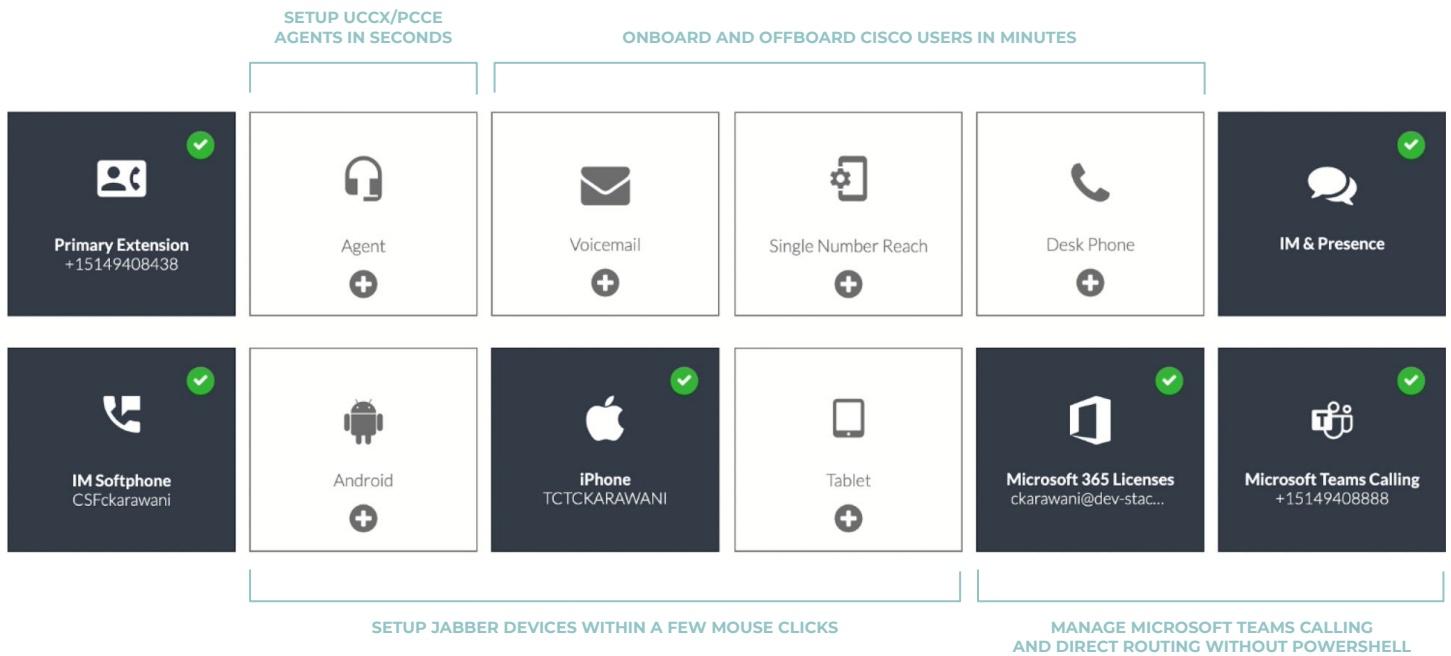
KEY BENEFITS

Manage Your Tech
Onboarding and offboarding is easy with SMACS. You can manage all the MACDs and DIDs for your entire workforce with a simple click of the mouse.

Automate Your Tasks
With SMACS workflow automation you can setup provisioning and device modifications without ever needing manual intervention.

Control Your Workplace
SMACS provides the big picture with comprehensive analytics and reporting so you can make informed decisions about user and device usage.

Primary Extension
+15149408438

Agent

Voicemail

Single Number Reach

Desk Phone

IM & Presence

IM Softphone
CSFckarawani

Android

iPhone
TCTCKARAWANI

Tablet

Microsoft 365 Licenses
ckarawani@dev-stac...

Microsoft Teams Calling
+15149408888

SETUP JABBER DEVICES WITHIN A FEW MOUSE CLICKS

MANAGE MICROSOFT TEAMS CALLING
AND DIRECT ROUTING WITHOUT POWERSHELL

SMACS 7 MASTER FEATURE LIST

MANAGE

Live and Interactive 360 View

1-Click Provisioning with No Template Required

Dial Plan Management

Agent Provisioning & Skilling

Voicemail Management and Pin Resets

Phone Model Swap

Drag n' Drop Phone Editor

Profile Reassignments

Misconfiguration Feedback

UnifiedFX Remote Control

Comprehensive Audits

Role Based Access Control

Single Sign-On (SSO)

CONTROL

Reports Designer

Device Utilization with Registration Status

Dial Plan Inventory of Extensions and DIDs

Global LDAP/AD Directory Reports

License Optimizations

AUTOMATE

0-touch Provisioning and Deprovisioning

Automation Jobs based on LDAP Filters

Bulk Provisioning

ServiceNow Automation

RESTful APIs

INTEGRATE

Microsoft Teams with Direct Routing

Cisco Call Manager (CUCM)

Cisco Unity Connection (CUC)

Cisco IM & Presence

Cisco UCCX

Cisco PCCE

SELF-SERVE

Deskphone Self-Provisioning

Drag & Drop Phone Editor (Speed Dials/BLFs)

Call Forwarding

Pin Reset for Voicemail

Pin Reset for Extension Mobility

Single Number Reach