

SIGN IN

For Online Access to the Administration Tools within the Cloud Services Portal:

Go to the website URL you received from your service provider to enter the Administrator Username and Password credentials.

Note: Access to the portal may require MFA protocols and Terms and Conditions to be setup/acknowledged to enter / proceed.

ADMIN TOOLS MENU

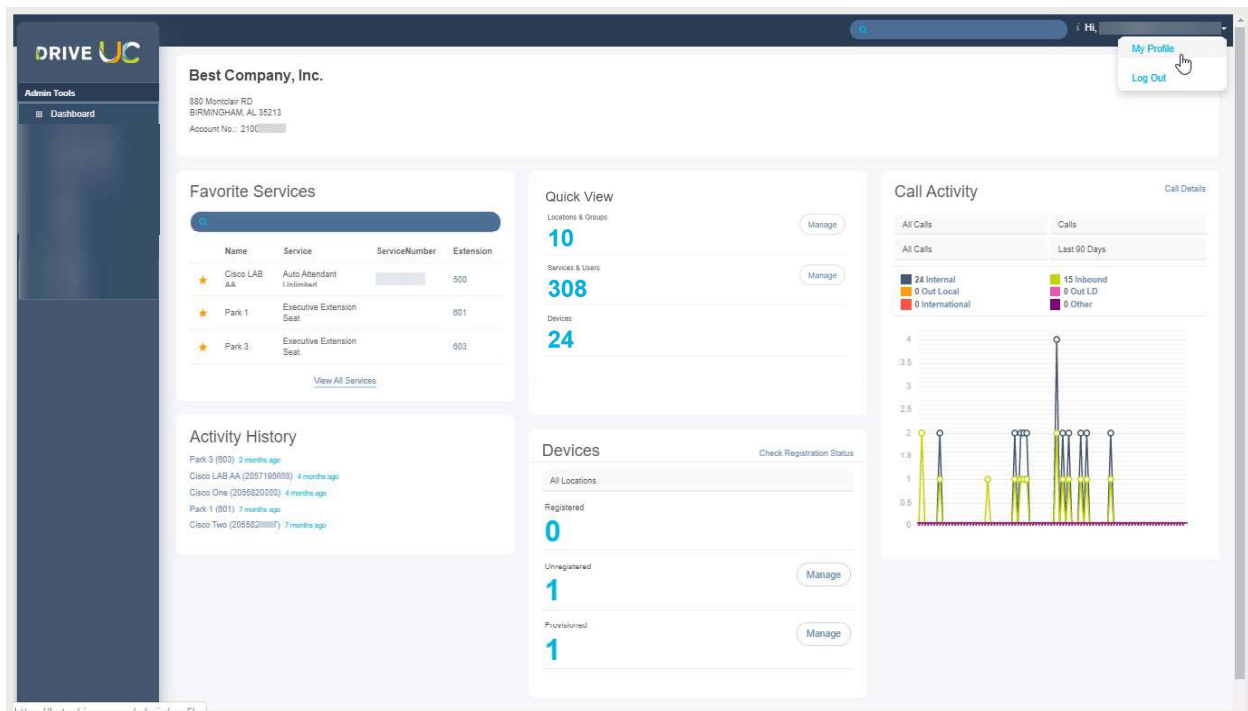
The **Admin Tools** Menu on the left side of the page offers permission-based access to at least some of the following sections. **Note:** Only those sections and tools the organization needs and the Admin is authorized to view will display.

- » **Dashboard** - The site Home page displays account activity, and offers filtered quick access links to Admin Tools sections.
- » **Locations & Groups** - Access to manage Department or Service level settings organized by Locations or Groups.
- » **Services & Users** - Access to review and manage individual User level services and settings.
- » **Trunking | Enterprise Trunking | IP Trunking** - for IT staff - Trunk information and setting administration.
- » **Enterprise Settings** - Enterprise level feature and services management.
- » **Documents** - Review documentation that may have been added by the service provider.
- » **Contact Directory** - Review and manage Enterprise level custom contact entries.
- » **Contact Center** - Manage queues, schedules, assignments and the setup for Contact Center(s).
- » ***Billing** - Restricted Access. Authorized Billing Admin access to account billing history and payment management tools.
- » ***Microsoft Teams** - Restricted/Limited Access. O365 / MS Teams Admin access to manage Teams User voice access.
- » ***Call Recording** - Limited Access. Manage voice settings and dashboard link access for Call Recording license holders.
- » ***Webex** - Webex Customers Only. Search/Review self-activation process status data for Webex licenses on the account.
- » ***Manage MFA** - Review MFA activation status information for account and use a Reset MFA tool
- » ***Circuits** - BETA - Data only - review simple information about circuits that are active in service provider inventory

ADMIN DASHBOARD

The Home page for Administrators.

The Admin Dashboard provides at-a-glance views of *up-to-date* and historical account activity, AND direct quick-access links from each card section to administrator-level tools, services, and features. Now you can see everything that is going on in an Enterprise account, and access any area or service you need to manage from one page - **fast**.



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ADMIN DASHBOARD FEATURES

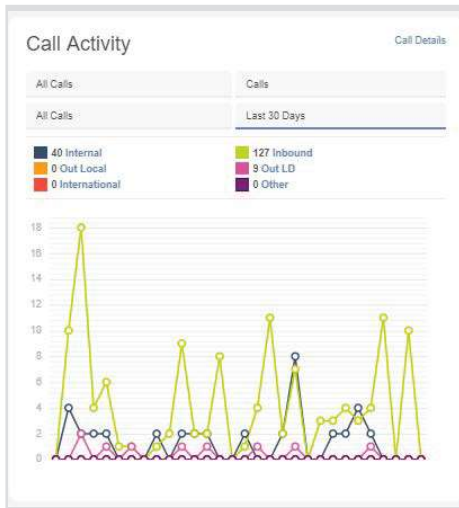
Dashboard cards offer LIVE and historical data along with easy filtered access to common administration tools. Note: Some Dashboard sections require specialized authorization to view.

Account Profile - Review current account information.

Best Company, Inc.
 880 Montclair RD
 BIRMINGHAM, AL 35213
 Account No.: 2100008263

Call Activity - A quick graphical view of call data, with tools to filter the view, and useful 'mouse-over' details within the graph display.

[Links to:](#) Call Log Details



Activity History

- Basic Metered (4706321482) a few seconds ago
- DialIn Feature (4706321488) a few seconds ago
- AA Tree (4706321472) a minute ago
- Exec DID (4706321468) 17 hours ago
- Basic Metered Vmail (4706321535) 2 days ago
- Smart Number (4703770105) 2 days ago
- Exec Loc 2 (2056661018) 2 days ago
- Voicemail Only TN (6782939529) 5 days ago
- E911 DID (6783674584) 6 days ago
- Premium Queue (4703770093) 7 days ago
- DID DID (4705093297) 8 days ago

Activity History - Shows recent Administrator-level activities and provides quick access links to review the account or service shown in the list.

[Links to:](#) Direct links to Dashboard of the accounts or services listed here.

Quick View

Locations & Groups Manage

10

Services & Users Manage

308

Devices

24

Quick View - Total number of Locations, Services & Users, and Devices currently on the account.

[Links to:](#) Locations, Services & Users, and Devices

Devices - Current counts for registered, unassigned, and provisioned devices, and the ability to filter by [Location](#), check registration status, and access device assignments.

Devices Check Registration Status

All Locations

Registered

0

Unregistered Manage

7

Provisioned Manage

7

Favorite Services

Name	Service	Service Number	Ext
★ Basic Metered	Basic (Seat) Metered LD	4706321482	1482
★ Basic Metered Vmail	Basic Metered Seat with Voicemail w/ DID	4706321535	1535
★ Smart Number	Smart Number Unlimited Seat	4703770105	0105
★ Voicemail Only TN	Voicemail Only with TN	6782939529	9529
★ Exec DID	Executive Seat w/ DID	4706321488	1488
★ AA Tree	Auto Attendant Tree	4706321472	1472
★ Exec Loc 2	Executive Seat w/ DID	2056661018	1018

[View All Services](#)

Favorite Services - Locate accounts to set as favorites for ★ constant quick Dashboard access.


[Links to:](#) Services & Users and to the selected User's Dashboard for account management.

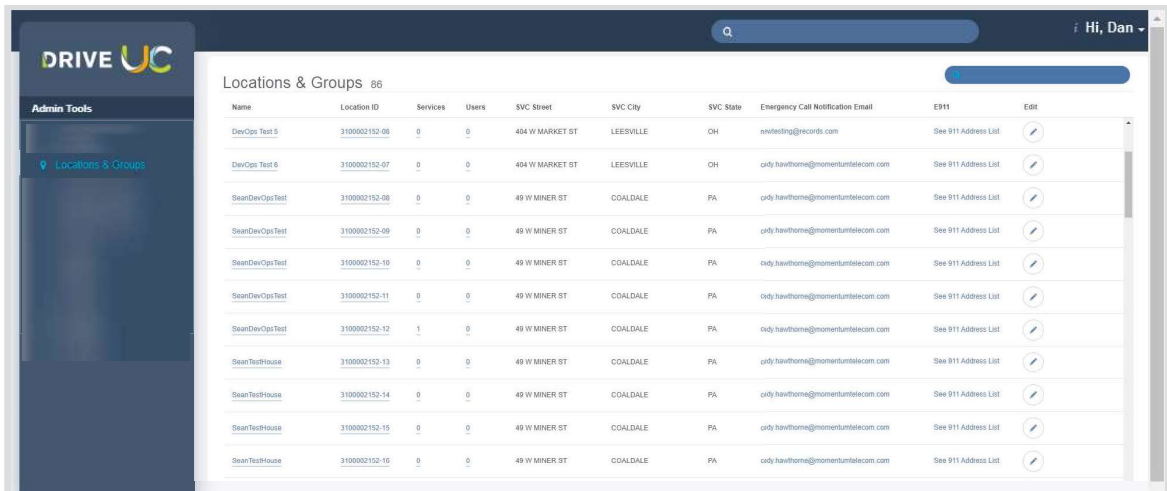
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
LOCATIONS & GROUPS

Review and manage settings for the Users and Services that are assigned to Locations.

The **Locations & Groups** page provides a searchable table listing of the Locations and Groups currently configured on the account. Authorized Admins may use the section Search to locate specific terms within the table. The column headers can sort the list alphanumerically, and Links and tools access the following areas for each listing on the page:

- **Location ID**, **Services**, and **Users** - Click on the number displayed for a Location in these columns to open the related list within the **Services & Users** page, and the **Emergency Call Notification Email** and **E911** column links open edit dialogs.
- **Edit** icon  (far right column) and the link under **Name** offer access to edit the feature settings for the selected Location.

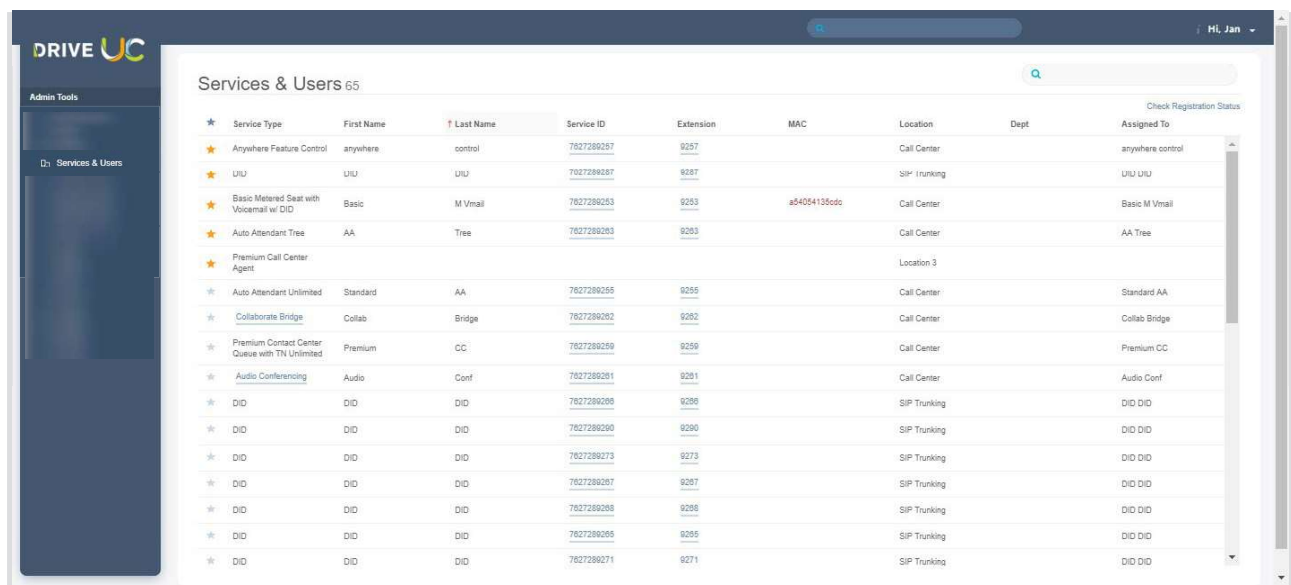


Name	Location ID	Services	Users	SVC Street	SVC City	SVC State	Emergency Call Notification Email	E911	Edit
DevOps Test 5	3100002152-06	0	0	404 W MARKET ST	LEESVILLE	OH	nwtesting@records.com	See 911 Address List	
DevOps Test 6	3100002152-07	0	0	404 W MARKET ST	LEESVILLE	OH	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanDevOpsTest	3100002152-08	0	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanDevOpsTest	3100002152-09	0	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanDevOpsTest	3100002152-10	0	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanDevOpsTest	3100002152-11	0	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanDevOpsTest	3100002152-12	1	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanTechHouse	3100002152-13	0	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanTechHouse	3100002152-14	0	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanTechHouse	3100002152-15	0	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	
SeanTechHouse	3100002152-16	0	0	49 W MINER ST	COALDALE	PA	cidr.havthorne@momentumtelecom.com	See 911 Address List	

SERVICES & USERS

Review and manage service settings for individual users on the account.

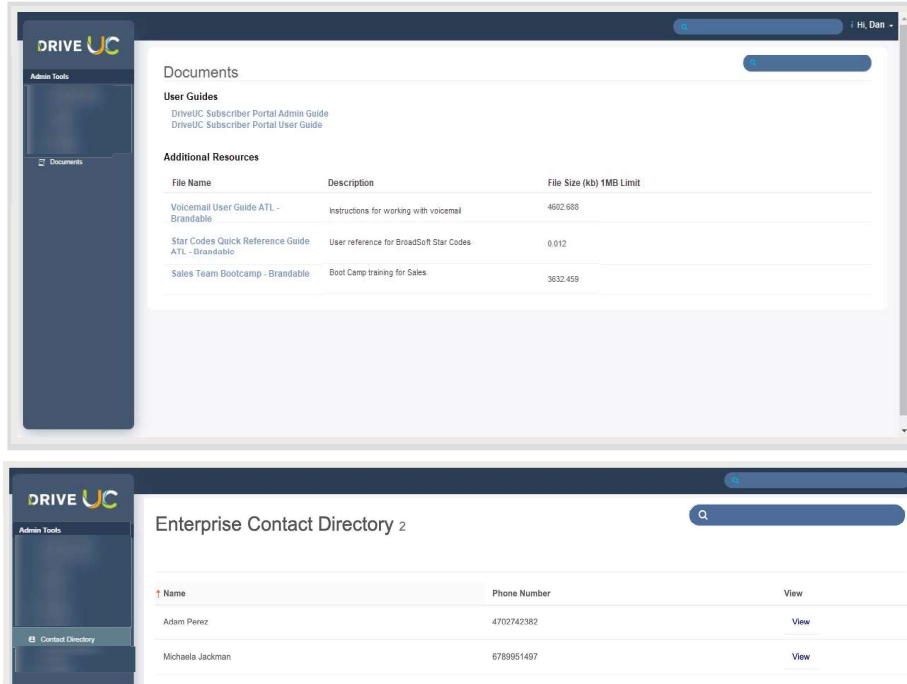
Services & Users displays a searchable and sortable list of the user accounts currently defined on the account. The information is provided in a simple table format, and includes the **Service Type**, Name (First,Last), **Service ID**, Ext (Extension), MAC (Address), Location, Department and Number Assignment for each user, where defined. Links in the columns take users directly to the area of the site where editing may be performed. Users may also select specific listings to display as Favorites ★ on the Dashboard for quick access to accounts that are changed or managed frequently.



Service Type	First Name	Last Name	Service ID	Extension	MAC	Location	Dept	Assigned To
★ Anywhere Feature Control	anywhere	control	7627289257	9257		Call Center		anywhere control
★ UUI	UUI	UUI	7627289257	9287		SIP Trunking		UUI UUI
★ Basic Metered Seat with Voicemail w/ DID	Basic	M Vmail	7627289253	9253	a540541356dc	Call Center		Basic M Vmail
★ Auto Attendant Tree	AA	Tree	7627289263	9263		Call Center		AA Tree
★ Premium Call Center Agent						Location 3		
★ Auto Attendant Unlimited	Standard	AA	7627289255	9255		Call Center		Standard AA
★ Collaborate Bridge	Collab	Bridge	7627289262	9262		Call Center		Collab Bridge
★ Premium Contact Center Queue with TN Unlimited	Premium	CC	7627289259	9259		Call Center		Premium CC
★ Audio Conferencing	Audio	Conf	7627289261	9261		Call Center		Audio Conf
★ DID	DID	DID	7627289266	9266		SIP Trunking		DID DID
★ DID	DID	DID	7627289260	9260		SIP Trunking		DID DID
★ DID	DID	DID	7627289273	9273		SIP Trunking		DID DID
★ DID	DID	DID	7627289267	9267		SIP Trunking		DID DID
★ DID	DID	DID	7627289268	9268		SIP Trunking		DID DID
★ DID	DID	DID	7627289265	9265		SIP Trunking		DID DID
★ DID	DID	DID	7627289271	9271		SIP Trunking		DID DID

DOCUMENTS and CONTACT DIRECTORY

Optional pages offering access to downloadable documents from the provider or a customizable common phone directory.

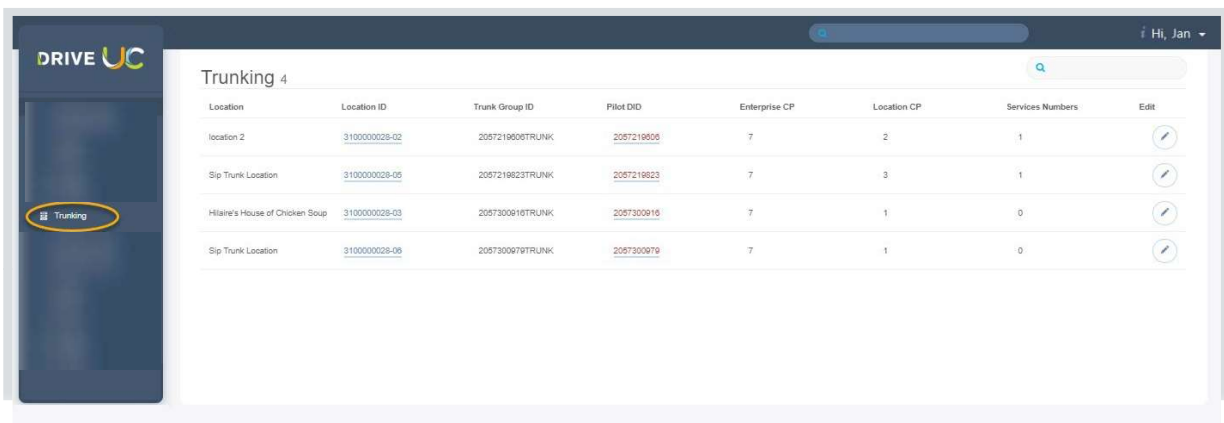


TRUNKING & IP TRUNKING

Review and manage SIP or IP Trunking settings.

The **Trunking** page allows authorized Admins to review current SIP Trunk settings for the account. The page prominently displays a sortable and searchable table listing the trunk group(s) with Location Name and ID, Trunk Group ID, Pilot DID, Enterprise Call Path, Location Call Path, and Service Number.

The IP Trunking page displays current and historical IP Trunking information, with easy access to the tools that allow authorized Administrators to manage IP Trunking location settings and create call log reports.



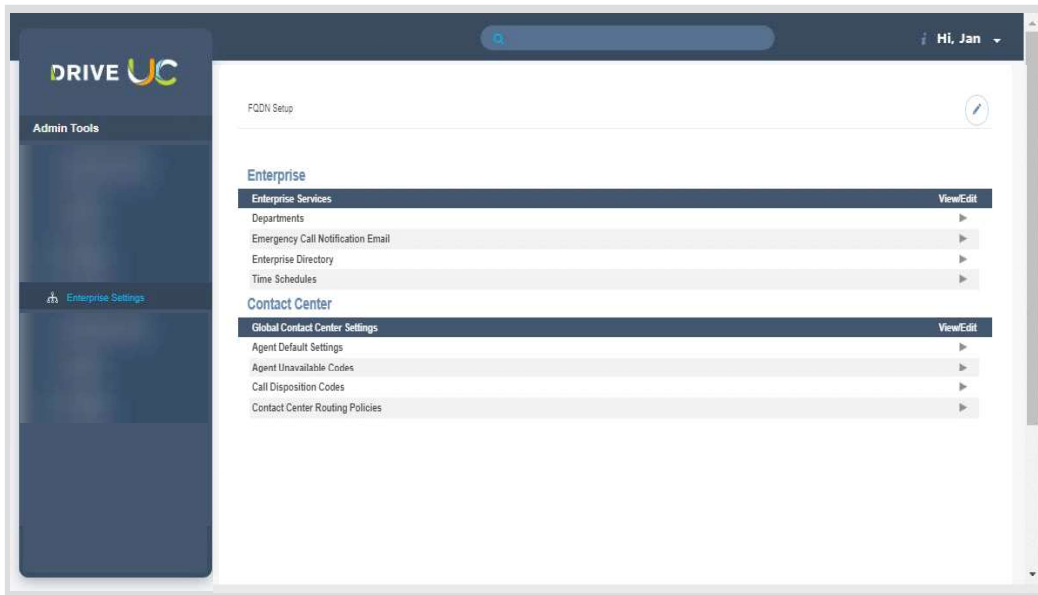
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ENTERPRISE SETTINGS

Manage the Enterprise (global) level settings and features.

The **Enterprise Settings** menu option opens the **Enterprise** (global) level default feature settings for review and edit. These may include the Global Enterprise Services settings (Departments, Directory, and Time Schedules), and the Global Contact Center settings (Agents, Unavailable Codes, Disposition Codes and Routing Policies).

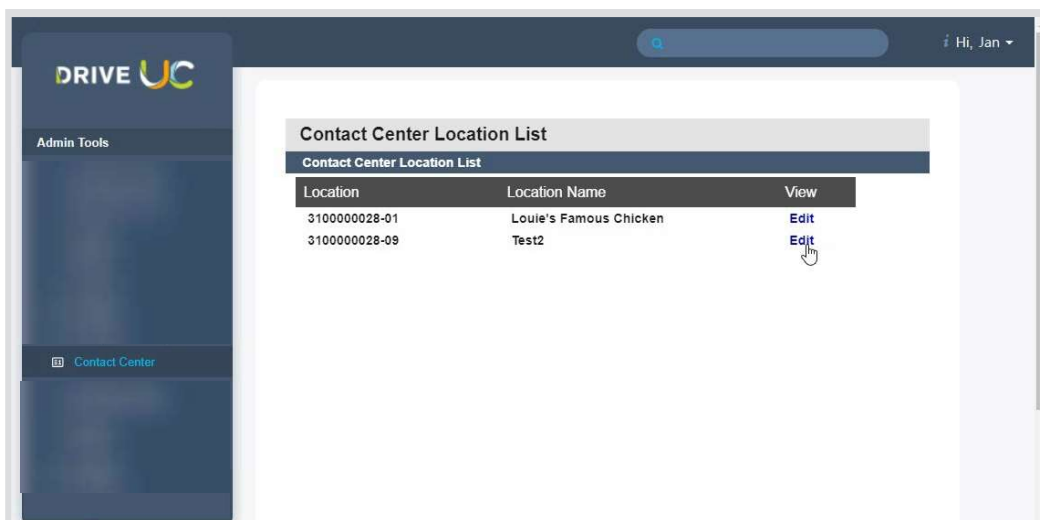
- **View/Edit** - The drop down arrow ► next to an item opens the *Edit Settings* view.



CONTACT CENTER

Manage Contact Center activation, setup, and feature configurations.

The **Contact Center** page provides authorized Administrators with full access to manage their Contact Center feature configurations and overall settings. This section shows the current Status, Name, Type, Phone Number, and Ext(ension) within a searchable list. Each Contact Center listing offers access to **Edit** its default setup and **Configure** individual feature settings.



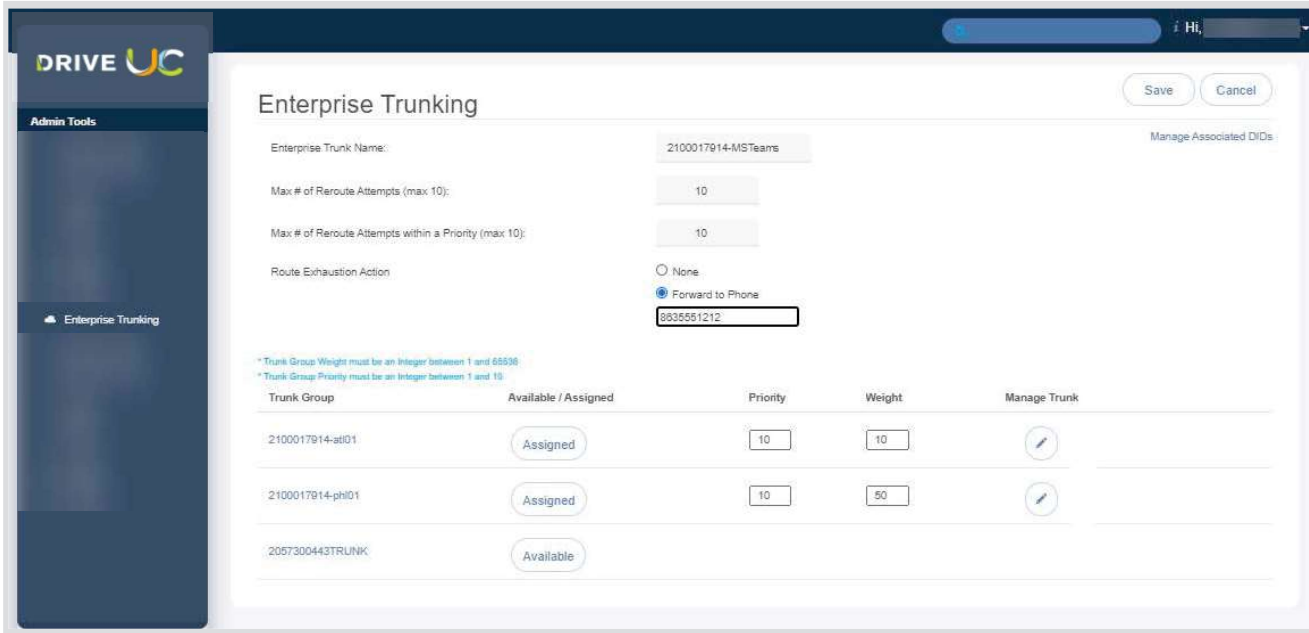
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*ENTERPRISE TRUNKING

Advanced Access Permissions Required. Review and manage available Enterprise Trunk Group settings.

The **Enterprise Trunking** section provides access to review Enterprise Trunk Group settings and the tools to allow authorized Administrators to manage and maintain the specialized Enterprise trunk group settings.

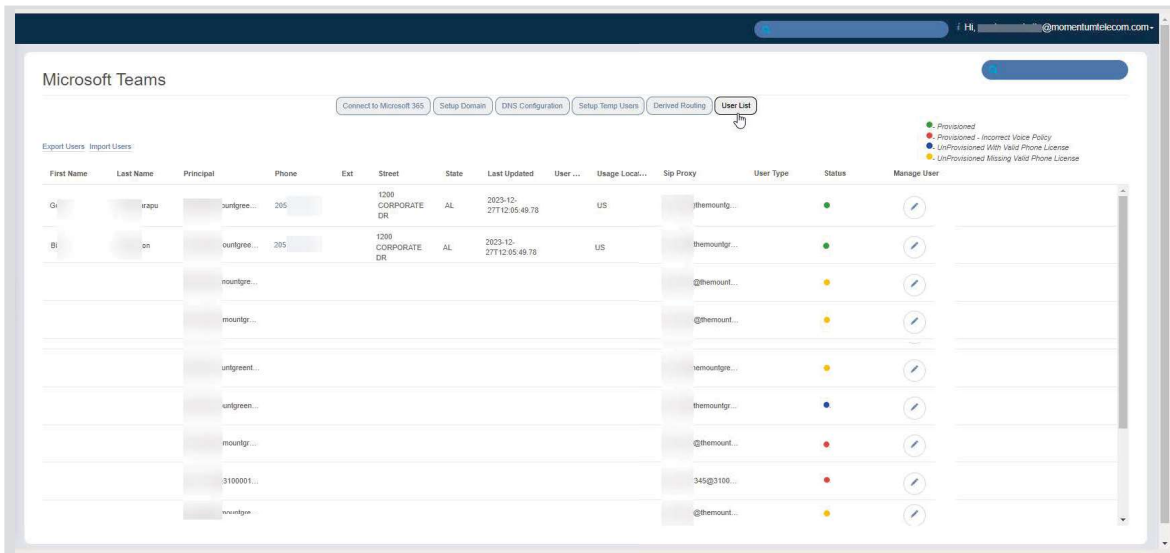
- [View/Edit Trunk Group Settings](#)
- [Manage DID Associations](#)
- [Manage Routing/Priority/Weight](#)



*MICROSOFT TEAMS

Displays only if MS Teams Connector is on the account. Authorized O365/MS Teams Admins. Tools for deployment (restricted) and Teams User TN assignment.

The **Microsoft Teams** section provides an initial deployment wizard for the MS Teams connections for voice. Post-deployment this section offers Teams User TN/Call Routing management tools.



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*WEBEX

Limited Access section for accounts with Webex application licenses.

The Webex section displays only if Webex licenses have been purchased for users on the account and should be viewed only by authorized Administrators. The Webex page provides a searchable list of the Webex users currently licensed on the account and their current activation process status.

- [Search Table Contents](#)
- [Filter by Activation Status](#)
- [Sort Columns](#)
- [Refresh Status for Updates](#)

Location	Service Type	Service ID	Ext	First Name	Last Name	Email	Webex Email Validation
AL - Birmingham	Executive Unlimited Seat	20000058	800	Mc	TE		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	20000056	Ja	Le		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	20000060	Ma	Inc		Pending Email Input Refresh Status
AL - Birmingham	standard	Standard (Seat) Unlimited	20000011	Sh	Bo		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	20000041	Mc	Te		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	20000027	Li	Gi		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	20000039	Or	1		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	20000041	Ka	Ma	kat.m@uc.edu	Provisioned Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	20000072	Aj	Na		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	20000079	Co	Th	ct@uc.edu	Provisioned Refresh Status
AL - Birmingham	basic	Executive Unlimited Seat	20000060	Ry	Te		Pending Email Input Refresh Status

*CALL RECORDING

Access to review and manage Call Recording license holder settings and site access.

This section only displays in Admin Tools for those organizations with Call Recording licenses in place, and offers access to manage voice and 3rd party portal access settings for license holders.

- [View License Holders](#)
- [Manage Call Recording Voice Settings](#)
- [Manage Call Recording Site Access](#)

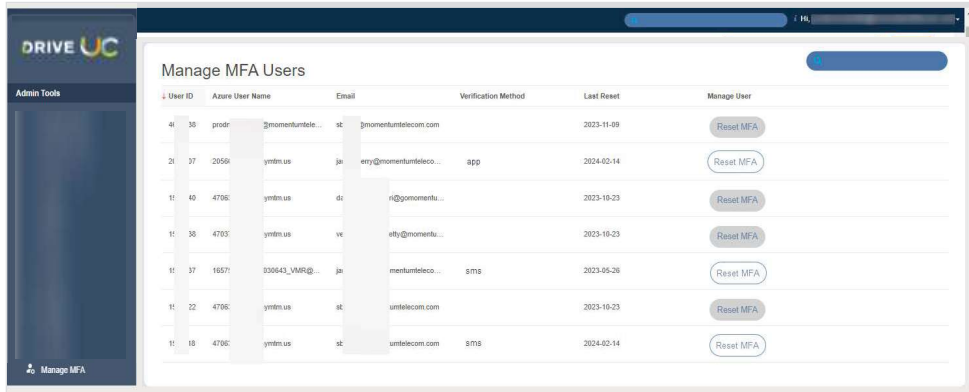
Name	Group	Role	Recording	Extension	Edit
Call Recording (20000077)	31000010-01	User - Advanced	ALWAYS	20000077@uc.edu	Edit
Call Recording (20000026)	31000010-01	User - Advanced	ALWAYS	20000026@uc.edu	Edit
Call Recording (20000030)	31000010-01	User - Basic	ALWAYS	20000030@uc.edu	Edit
Call Recording (20000047)	31000010-01	User - Basic	ALWAYS	20000047@uc.edu	Edit
Call Recording (20000060)	31000010-01	User - Basic	ALWAYS	20000060@uc.edu	Edit
Call Recording (20000074)	31000010-01	User - Basic	ALWAYS	20000074@uc.edu	Edit
Call Recording (20000099)	31000010-01	User - Basic	ALWAYS	20000099@uc.edu	Edit

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*MANAGE MFA

Access permissions based on admin role.

The **Manage MFA** section offers access to a searchable and sortable list view of the user and admin portal access accounts along with a Reset MFA tool that lets the Admin disconnect a user's current MFA protocol thus allowing the user to access the portal without using MFA (if MFA is Optional) OR setup their MFA protocol again during the next sign in attempt (if MFA is Mandatory).



*Circuits

Data/Managed Network Customers ONLY.

The **Circuits** page displays a list of circuits that are currently in inventory and active with the Service Provider. If Monitored service was purchased, status indicators display red (down) or green (up).

Note: Some features that may display are still in Beta testing.

