

Cloud Services Portal Voice Admin Guide



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WELCOME

Welcome to the Momentum Telecom family. We are thrilled to be working with you!

We also want to welcome you to the Cloud Services Portal. The Momentum Team is constantly developing ways to improve your experience and offer new communications management tools that increase your productivity and make it easy to do what you do.

At Momentum, we understand the critical nature of communications services to businesses and to people, and we take our responsibility seriously. It is our mission to make certain that you have the ultimate in state-of-the-art communications, unparalleled network reliability, and a consistently superior customer experience to ensure that you and your company are able to *thrive*.

Thank you for letting us help you communicate!

Sincerely,

The Entire Momentum Telecom Team

INTRODUCTION

This guide is a convenient, go-to resource for Voice Administrators getting started with the Cloud Services Portal to manage communications accounts and services online. It provides an overview of the application website sections that may be available when a user with Administration level access logs into the Portal, and it offers instructions and tips for working with the tools $c = \frac{1}{2} - \frac{1}{2}$

We encourage you to take some time to review this document and return to it in Momentum University for future reference as it is updated routinely in that online location. Should you need further assistance, please reach out to us. We are always here to help you with fast, courteous, and professional support. The entire Momentum Team is committed to doing everything possible to deliver an exceptional experience, and we strive to improve every day.

Please note that this document describes all features and some of the features described here may <u>not</u> be included in your subscription, necessary for your system, or offered to all users by your organization. Contact your Supervisor or your organization's IT group to determine the features and services your organization has decided you will manage.

ACCESS THE PORTAL

Cloud Services offers an intuitive web portal that makes it easy for Administrators to customize and manage account features and settings securely while working online.

Sign In

To Access the Cloud Services Portal:

- Open a web browser and enter the URL (web address) provided for online account management. In most cases your initial Admin sign in credentials come from the Service Provider. If you need assistance for <u>initial</u> sign in (first time login), please contact your System Administrator or the Service Provider primary contact (Support, AM, or PM).
- 2. Enter the Admin Account Username (xxxxx@email.com format) and correctly formatted Password credentials in the fields when they are provided/displayed. Note: Password allows up to 30 characters.
 - Use the Forgot Password? link to securely update your password credential. Account holders with a defined email address on file in Manage Users can use this tool and will receive an email with a secure link to change the password. Contact your organization's System Admin for assistance if notified that the process cannot complete or if the system identifies that your account does not yet have a notification email address on file.

Username		
particular de	ingeneration and	
Password		
	I	
	Sign in	
	Forgot Password?	

Note: For your security, the link provided in the *Forgot Password* email is only active for 60 minutes - once that time limit expires, you must use the 'Forgot Password?' feature again to generate a new email with an active link to proceed, or contact your organization's Subscriber Portal SuperAdmin for assistance.

- 3. Click the Sign In button.
- Follow any Multi-Factor Authentication (MFA) method setup steps and/or 6-digit code entry requirements if prompted. The Cloud Services Portal opens when security protocols are met.

Enable Multi-factor Authentication	1
Add an extra layer of security to block unauthorized access and protect your account.	Extra security step required
Two-step verification options:	
Text Message	For extra protection on loging and sendous transactions, prorrilogin is more protected with an authoritowing app. Briter usage sufferenticular code.
Authenticator app code or	

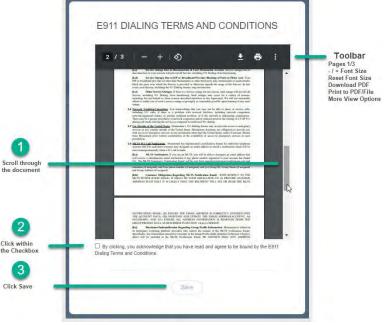
Terms and Conditions

The first time an Admin accesses the portal, an **E911 Dialing Terms and Conditions** acknowledgment dialog displays that must be completed to proceed.

- 1. Use the tools to review or save the document, as desired.
- 2. Click to place a check in the acknowledgment check box.
- 3. Click the Save button to submit and close the dialog.

Note: Once submitted, this dialog will not be presented at login again unless the Terms and Conditions are updated.

Once you sign into the **Cloud Services Portal** the first time and acknowledge the terms and conditions, you will have access to the tools and features you need to easily manage your communications features - right at your fingertips.



ADMIN TOOLS

The **Cloud Services Portal** provides useful resources for Administrator-level tasks. Administrators can sign in and instantly locate account information, setup and manage individual user accounts, define universal settings for Groups or Locations, create and update Auto-Attendants, Hunt Groups, Enterprise Time Schedules, and much more – quickly and easily online.

When Administrators log into the portal, they see the Admin Tools section of the Menu Navigation Panel which provides access to manage the related settings and services, as well as locate and manage individual accounts within the organization. This menu displays only those areas the Admin is permitted to view and access to work with features and tools in these sections may require additional permissions. The Admin Tools are user specific. The Navigation Menu Panel on the left can include the following optional sections:

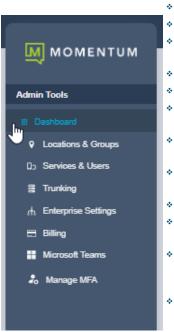
NOTE: Most areas are optional and some areas are restricted access. Your organization's system, purchased products, role, and/or authorization level determine the sections and features you may be allowed to access, review, and manage.

- Dashboard The home page for Administrators offers useful information and filtered access to useful sections within the Cloud Services Portal
- Locations & Groups Location and Group level feature management
- * Services & Users User Account list and access to individual user settings
 - Trunking | *IP Trunking | *Enterprise Trunking Review and manage basic or specialized trunking settings based on the organization's setup
- * Enterprise Settings Manage basic enterprise-level services and features
- *Contact Center Contact Center customers. Administer Contact Center setup
 - *Microsoft Teams Limit Access to Teams Admins. Advanced Teams initial deployment and User TN / Routing assignment management tools
- *Webex Webex customers only. Search for and review read-only information about the self-activation process status for users who are assigned Webex licenses
- *Call Recording Call Recording customers only. Access permissions required. Manage voice settings for Call Recording licenses and define access to the Call Recording portal
- *Manage MFA Admin Tools to assist portal users with MFA reset for access issues
 - *Billing Restricted Access. Advanced Billing information review and payment management tools (authorization required to view these tools)
- * *Devices Service Provider-Level Only Restricted Access. Advanced device inventory (NEPS) management tools. Requires Service Provider approval/authorization for access <u>after</u> a post-implementation evaluation period is completed
- *Service Changes Service Provider-Level Only Restricted Access/Billing impacting. Advanced management tools. Requires Service Provider approval/ authorization for access <u>after</u> a post-implementation evaluation period is completed
- * *Support Tickets Limited Access. Authorization required to view or use these tools
- *Circuits & Data / Service Locations For data customers. Review basic circuit performance information (if monitored) and access some tools for email-to-case communication with service provider customer care (where authorized)

*Restricted or Advanced Permission sections and their tools should only be used by specially trained and authorized Administrators with sufficient access permissions.

Each menu option opens the main page to begin working with the related settings or services where included on the account. Only the features and services the organization or service provider authorizes the Admin to view will be available for review within the portal. Advanced features should not be authorized for Admin use until well after the system is fully implemented and the Admin is well versed in the use of all basic tools. Additional training may be recommended for access to provider-level tools.

For your security, the system's connection to the portal will begin a countdown to automatically close and return to the Sign In page if it is idle for more than 10 minutes, and will also require the admin to confirm they are still actively working at 60 minutes.



DASHBOARD

This page is the Home page for Admins. The **Dashboard** provides at-a-glance information about the activity of the accounts and services the Admin may view, site-wide search functionality, and access to all work areas the Admin needs within the portal. *Note: The tools and sections you see may differ from this example.*

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MOMENTUM Admin Tools II Dashboard 9 Locations & Groups	Mount Green Logistics, LLC Mittamer Po minimark (s. 2001) Journal (s. 2001)	Deep faces 600 he face (v)000	
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	Activity History Verename Reg Reg () Process Reg Reg Reg Reg () Process Reg Re	Devices Survey and Annual Survey Surv	Support Tickels

Important Note:

The examples shown here are for Broadsoft environments. By default, only the organization's SuperAdmin sees all available Admin Dashboard sections and tools. The Dashboard sections display to all others based on purchased services or products and the individual Admin's authorization level as assigned by the organization's SuperAdmin. Some Admin Dashboard sections discussed in this document may not need to be displayed in your system OR there may be additional dashboard sections that display voice tools where those features/ services are also in use on the account. Only Full Access permissions to advanced tools will allow a related section to display in the Admin Dashboard. The Dashboard for NetSapiens environment accounts differs greatly and offers an SSO link to the NetSapiens portal where cloud voice management/admin tasks are performed. Please reference the NetSapiens Cloud PBX Admin/Manager guide to learn more.

Site Search

The Search field at the top of the application offers site-wide search functionality within the areas the Admin may access.

Admin Information

The Hi, <User Name> area at the top of the application opens a drop-down list of quick access links to view your current user profile settings, open the Momentum Support or Training (Momentum University) web pages, and Log Out.

My Profile
Support
Training
Log Out

Voice Admin Dashboard Sections

Each section and widget (card) featured within the Admin Dashboard provides useful information, tools, and filtered access links to the relevant work areas. Unfiltered access to those areas is offered in the Admin Tools Navigation Menu Panel.

Billing Profile

This card at the top of the Dashboard offers general account information, <u>and</u> for authorized Billing Admins - the current balance, the latest invoice information, and a direct access link to the <u>Billing</u> page to make a payment.

	Total Due: \$6,043.54	
GAINESVILLE, GA 30501	Current Balance: \$15668.71	Make a Payment

Favorite Services

This card allows the Admin to create a list of favorite \star accounts or services to keep on the dashboard for quick access, a search tool, pagination tools, and a link to the Services & Users page to review the entire list of individual user/service accounts.

Quick View

Up-to-date information about the account, including the number of Locations & Groups, Services & Users, and NEPS registered Devices in inventory, with filtered links to the pages where those items can be managed.

Call Activity

This section provides a quick graphical view of call data, with filtering tools to select specific call data for review by location, call type, date range, etc. This dashboard section offers useful 'mouse-over' details of the statistics within the dashboard and a Call Details link to review filterable call log data, plus the ability to Export Call Logs to a .csv spreadsheet format for reporting.

Note: To reduce the number of very large database searches that would slow response times in the portal when viewing Call Details logs, if the call log list grows to over 10,000 records returned, the system will display a message that the Export Call Logs tool should be used to allow for off line review of such a large request for data.

Devices

The Devices card displays the current counts for the NEPS and BroadSoft registered and/or provisioned devices that are in the account's Momentum **inventory** for review within the portal. Access is provided to filter the information per Location, check registration status information, and review the *Registered*, *Unregistered*, or *Provisioned* devices assigned to the selected Locations & Groups.

Activity History

This section shows the most recent Administrator-level activity on the system for user or service accounts (that the admin may access) and, when an account displayed in the list is clicked, provides direct access links to open and review the selected User Dashboard.

Note: Additional dashboard sections may display information or

tools for optional products and services, or advanced permissions sections of the Cloud Services Portal *if* the Administrator has been granted sufficient access permissions for any of those areas. Ref: Starred Tickets and Support Tickets Dashboard Cards

See also: Cloud Services Portal Data Admin Guide

	Netw	Service	ServiceNumber	Extension
٠	hunter regression 1	Executive Understeel Seld	2557 998596	1016
•	MD-408, 2582 MD-406, 2112	Ald Teams Truck Group Plant DKD	28/72/0946	100
•	Dil me	Premium Clustel Center Gamer DID	205721011(9411
•	Sell AA	Auto Attendant	2115425426	100
÷	departing \$15	Executor tracent fear	38710162	(traiz)
			1.4	of 6 horns





Devices	Registrative status updatest 4-23-2019 (20.33-45 PM L):ease
Al Leoniore	
3	Massop
3	Manage
6	Manages

Activity History

Exec DID (4706321488) 2 minutes app Collab Bridge (4706321480) 8 hours app Basic Metered (4706321482) 19 hours app DID DID (4706303289) 20 hours app Exec Loc2 (2056861018) a day app Premium Queue (4703770003) 2 days app AA Tree (4706321472) 2 days app Brandon Hagood (2055089031) 3 days app

LOCATIONS & GROUPS

The Locations & Groups page provides a searchable list of the Locations or Groups currently configured on the account to which the Admin has access. Authorized Admins may search for terms within the list using the Section Search tool above the list, use the column headers to sort the data alphanumerically, manage e911 Address and Notification data, and Edit features used by each location or group.

	Locations & G	roups	10									
ols s/board	Name	Location		Services	Users	SVC Street	SVC City	SVC State	Emergeno	y Call Notification Email	ERti	Edit
active & Dayles	4/2021 regression test	3	-01	122	117	800 Montolar: RD	BIRMINGHAM	AL.		Tomentumblecomoon	See 911 Adoresa Last	0
vices & Users wang	ERP Trunking	ġ.	-02		30	IBO Morniclas RCI	TERMINOLIAM	a.		monwellumtexecont atm	See 911 Address List	0
nprise Setlings fact Center	Hosted (P PEX 2	a	-63	12	9	880 Monttair RD	BIRMINGHAM	AL	-	mamentumbelecom acm	See OTI Address Lini	0
na -	Service Office	3	44	18	7	880 Wortclail RD	BIRMINGHAM	A	ъ.	nonwniantelepom.com	See PTI Addresse List	$\langle z \rangle$
	Brandon Ent SIP Trunk Test	į.	-08	9	ġ	830 Montolain RD	BIRMINGHAM	AL.		mamoniumiteixiaam.aam	Sar 011 Adoress List	(\mathbf{z})
	PTrunking test location	3	-06	10	29	880 Montolali RD	BIRMINGHAM	AL	*	manientambiligeons.com	See 011 Address Lisi	\odot
	IP Trunking Text2	2	-57	55	35	180 Montaur RD	TERMINOLAM	AL.	4	monteduttelecom com	Sea of Address Lat	(\mathbf{e})
	inexhim guma	3	46	2	2	350 Montolair P.D.	BIRMINGHAM	AL.	2	exement entelectory som-	See B11 Administ Litt	1
	MSTeams Trunk	53	-09	2	9	880 Montelaer RD	BIRMINISHAM	AL.	6	normentum telecom.com	Sey 011 Address Usi	(\mathbf{z})
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Section Search



Enter terms to locate data specific to the Locations & Groups section.

Column Links

The link under Name opens the Group Settings view. The links in the Location ID, Services, and Users columns open new filtered views within the Services & Users page. The Emergency Call Notification Email and See 911 Address List links open views for management of the e911 call notification email or registered address changes for the relevant Location or Group. Edit

The Edit icon for each Location opens the Group Settings page for Feature maintenance and administration tasks. The link under the Name column *also* opens the Settings dialog for group level feature management of a selected Location or Group.

Emergency Call Notification Email

The Emergency Call Notification Email sends an email to the address on file when 911 is dialed from a phone within the system. The Locations & Groups page provides access for Admins to view the current notification email address on file for the Enterprise or a Location. Where authorized, Admins may also change the *Emergency Call Notification Email* address to be used by one or more Locations. This feature is a requirement of the FCC. See: FCC.gov - Kari's Law/Ray Baum's Act

Note: Permission to edit this information at the location/group level is managed at the *Enterprise* level. See also: <u>Enterprise Settings - Emergency Call Notification Email</u>.

While viewing the Locations & Groups page:

1. Click on the link under the Emergency Call Notification Email column next to a Location within the list to open the Edit Emergency Call Notification Email dialog and view the current information. This is a read-only view if the Enterprise level email is in use for all locations and editing at the Location/Group level has been disabled.

If authorized to make any changes to the email that is on file at the Location/Group level:

- 2. Emergency Notification Email Address: Enter one (1) complete email address to which notifications will be sent when 911 calls are made from system phones assigned to this location. A distribution email address may be used.
- 3. Optional: Apply Setting to Other Locations: In this section, *authorized* Admins may elect to use the notification email address entered in this dialog for multiple locations.
- Click to place a check in the box ☑ next to the Locations that will also use this email address to receive email notifications when 911 calls are made from assigned system phones.
- 5. Click Save when finished to update the system with the new information and return focus to the Locations page view.

310	0001951-01 - Hosted IP PBX	
Eme	rgency Notification Email Address: authorizedcontact@email.com	
	0	
		Test Email
Арр	ly Setting to Other Locations:	
	Location	
	3100001951-02 SIP Trunking	
4	erecerer ez en manning	
13	-	
23	-	
2	3100001951-03 Hosted IP PBX 2	
	3100001951-03 Hosted IP PBX 2 3100001951-04 Service Office	
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	3100001951-03 Hosted IP PBX 2 3100001951-04 Service Office 3100001951-05 Brandon Ent SIP Trunk Test 3100001951-06 IPTrunking test location	
	3100001651-03 Hosted IP PBX 2 3100001651-04 Service Office 3100001651-05 Brandon Ent SIP Trunk Test 3100001651-06 IPTrunking test location 3100001651-07 IP Trunking Test2	

Note: Synchronization is usually quick, but it can take up to 15 minutes to fully update all necessary areas within the service provider system with the new email address information defined here when it is saved.

Optional: Test Email: Click on the *Emergency Call Notification Email* link within the Locations list again and click on the Test Email button to send a validation email to the address to confirm that an email will be received at the address entered. No further action is needed or required when the email is received.

Note: The Test Email button may not provide a useful confirmation until <u>after</u> the Email address has been saved and propagated throughout the provider system.

Optional: Repeat the single email steps (1, 2 and 4 above) as needed for the Locations/Groups that should have an *alternate* Emergency Call Notification Email address defined.

See 911 Address List

The e911 column offers access to review the current e911 address information for numbers assigned to a Location or Group via the See 911 address List link. Each number listed displays either Active and the current address information on file for review or Not Active with the address fields awaiting correct information to be entered. It is important to ensure that each line has an address entered. The e911 address information entered/displayed here is used by emergency services to locate the origination of a call to the Public Safety Answering Point (PSAP) system. Every organization should ensure that a detailedand complete description of the location (full street address along with building, floor, etc.) is provided foreach device / telephone number in use in their system at all locations.

Note: Any e911 address entered/modified by an Admin or User from this portal and successfully updated in the Public Safety Answering Point (PSAP) system is used by Emergency Services and should include details that will help first responders to quickly find the location of the person who placed a 911 call from a system device that is registered to your organization and the Service Provider. This e911 address information may be edited/managed at the Location level or User level.

Ref: FCC.gov - Kari's Law/Ray Baum's Act

While viewing the Locations & Groups Page:

- 1. Click on the See 911 Address List link adjacent to a Location listing.
- 2. Click on the Edit 🖉 icon adjacent to a desired listing to make changes.
- 3. Perform one ormore of the following actions:
 - Reset: Click this link to clear the fields and enter correct information below.
 - Reset to Primary Address: Click this link to apply the Location's Primary Address information as this user's e911 address.
 - Enter the correct information in each field (as needed) to update or add new e911 address information for the user assigned to the TN. Note: Complete the specialty fields for unit type, floor, building, etc. to enhance the details of the e911 address on file and ensure that there is a default Dispatchable Location delivered to the PSAP with a 911 call from that line that consists of the validated street address of the calling party, <u>plus</u> additional information such as suite, apartment, building, floor, 3rd office on the right, or similar information necessary to adequately identify the location of the calling party for first responders and speed up response time during emergencies.
- 4. Click Save to update the system with the new information or click Close to collapse the view without making changes. Once saved, the PSAP system will validate the new address information and update. This validation process takes approximately 10 minutes to complete for an address. A success message displays when that process completes, and the address is registered to the phone number. Note: An email will also be sent to the email address on file for CPNI change notifications (generally the account's Super Admin) at this time.
- 5. Click **Close** when finished or click outside the dialog to exit the e911 List and return focus to the Locations & Groups list.

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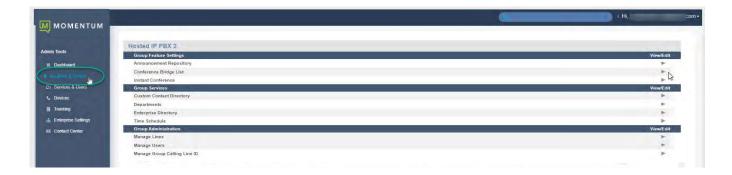


Some e911 address management tasks require intervention by the Service Provider to complete. An Authorized Contact for your organization should communicate with their assigned Service Provider contact (AM/PM or the Customer Support team) to request assistance with those changes that are <u>not</u> self- managed and, where applicable, to discuss any potential additional PSAP registration costs per Location that may be incurred by such changes. The Service Provider is standing by to assist.

Access Group Settings by Location

The Locations & Groups page provides easy access to manage the group or location's feature settings.

- 1. Click on the Edit icon 🖉 adjacent to a Location (far right column) to open the Location's Group Settings dialog. Any features or services the Group uses are displayed for management in this page.
- 2. Once in the *Group Settings* page, click on the ► arrow under the View/Edit column adjacent to a setting in the list to open its *Edit* view.



Admins may be granted access to work with multiple feature settings in Locations & Groups. At least some of the following features may be available for management:

Account / Authorization Codes

Manage setup and usage of Account and Authorization Codes. *Only one type of code may be used at a time per Location*.

Account/Authorization Codes

- Account Codes organize calls for expense tracking and accounting purposes.
- Authorization Codes control long distance access and secure your phone lines.

Codes	Description	Edit	
123456	test	Edit	
234567	tact2	Edit	
Add Code Delete			Page 1 • of 1
Ininistration			

Add an Account or Authorization Code

- 1. Click the Add Code button.
- 2. Enter a Code and a Description (name).
- 3. Click the Save button to submit the new code and return the focus to the Account/Authorization Codes *Edit* view.
- 4. Click to place a check in the box \square next to the code to enable usage.
- 5. Click the Save button to update the system and close the *Edit* view.

Account / Authorization Code Administration

In the Administration section of the Account/Authorization Codes Edit view:

- 1. Type: Click within the radial button to turn ON
- Account or O Authorization Codes.Number of Digits: Define the required code
- length using the drop-down menu.
- Allow Local and Toll-Free Calls without Account/Authorization Code: Optional -Place a check in the box ☑ to enable this functionality.
- Set Restricted User Types: Click to select desired SIP Trunk Users within the Non-Restricted list and use the arrows ▶ < to move them to (or from) the Mandatory or Optional fields.
- Click the Save button below when finished to update the system and return to Group Settings.

Edit an Account / Authorization Code

- Cardinal Dataset
 Cardinal Dataset

 Tage R-Active Balance
 Balance

 Tage R-Actin Balance
- A. Enable/Disable: Click within the check box ☑ next to a code to enable or disable the code and click Save within the Code list section to update the system.
- B. Modify: Click on the Edit link next to a Code in the list to change the name or code numbers and click the Save buttons in each area to submit the changes and update the system.

View Account / Authorization Code Reports

- 1. Click on the Click here to view Acc/Auth Code Reports link.
- 2. Select the Bill Date.
- 3. Select the Report Type.
- 4. Click the Run button to create and review the selected report.

an a	Account/Authorization Codes Reports
eports ick here to view Acc/Auth Code Reports	Bill Date 2018-06-15 • Report Type Summary of Long Distance by Account Name • Summary of Long Distance by Account Name Summary of Long Distance by Account Code

Announcement Repository

Manage the announcements and greetings that are available for selection by the group. This feature offers the ability to upload and store announcements and messages. Files uploaded and stored in the group Announcement Repository are available within selection lists when setting up Voicemail greetings and announcement messages.

While in the Settings page, click on the adjacent ► arrow under View/Edit to open the Edit view.

Size of files:15 KB of 1 GB used				
Description	Туре	FileSize	Download	Edit
Voice Portal 2017-11-02 20:04:48,778_001	WAV	15	Download	Edit
Cancel And Delete	1			
Cancel Abu Delete				
				See instruction

The repository offers up to 1 GB of storage space. The total amount of storage that has been used displays for review. Maximum file size for audio announcements is 5 MB in CCIT u-Law 8kHz, 8-bit Mono format. Basic Instructions and file size requirements are provided via the See instructions link in the Edit view.

Add an Announcement File

- 1. Click on the Add button to begin.
- 2. Type the Name to be displayed in file selection lists.
- 3. Click on the Choose File button to select a local audio file to upload into the repository.
- 4. Click the Save button.

Download an Announcement File

- 1. Click on the Download link.
- 2. Select the local folder you wish to use to store a copy of the file.

Edit an Announcement File

- 1. Click on the Edit link next to an Announcement to view its Settings.
- 2. Change the Name or,
- 3. Click the Choose File button to navigate to and select a new file to upload/replace the announcement.
- 4. Click on the Save button to submit changes and exit.

Delete an Announcement File

Caution: This action is immediate and cannot be undone.

- 1. Click to place a check \square in the box next to an Announcement.
- 2. Click on the Delete button. The removal action is immediate and cannot be undone.

Auto Attendant

Manage the basic settings for the automated receptionist line(s) that answer the phone with a personalized message. Each Auto Attendant offers up to twelve (12) options for connecting to various people, departments, etc., and will be assigned its own extension or directory number.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the Edit view.

Edit Auto Attendant Basic Settings

- 1. Click on the Edit link next to the Auto Attendant listing to review the current settings.
- 2. Make the following changes, as needed:
 - Active: Click within the check box to set to ☑ Active or to □ disable the Auto Attendant.
 - Name: Type a name that displays in lists for selection.
 - Calling Line ID First Name / Last Name: Type the name that will show on Caller ID for this Auto Attendant
 - Time Zone: Select the appropriate time zone where the Auto Attendant (or Location/Group) resides.
 - Business Hours: Select the appropriate option from the drop-down menu.
 - Holiday Schedule: Select the appropriate option from the drop-down menu.
- 3. Click Save to submit the changes and return the Auto Attendant list.

number. Phone Number	Extension	Edit	
4703770098	0098	Edit	
age 1 🔻 of 1			
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nis	Edit Auto Attendant		
115	and the state of t		
	Auto Attendant 1369371 Number: 4703770008		
	Auto Attendant 1389371 Number: 4703770098		
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ie oup) ion	VI Active Name: Auto Attendant 1369371 Calling Line IO First Name: Production1 Time Zone: ([GMT-05:00] (US) Central Time ▼ Business Hours: [Enterprise Business (Enterprise) ▼ Holday Schedu		

Save Cancel

Edit Auto Attendant Business Hours Prompts

- 1. Click on the Edit link next to the desired Auto Attendant listing to review the current settings.
- 2. Click on the Set Business Hours Prompts button.
- 3. Select ⊙ Standard Greeting or ⊙ Custom Greeting, upload and choose a greeting from the drop-down menu.
- 4. Enable first-level extension dialing: Click within the checkbox to ☑ enable.
- 5. Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
- 6. Click the Save button to submit the changes and return to the *Edit Auto Attendant* dialog.
- 7. Click the Save button to update the system with the new Auto Attendant settings and return to the *Auto Attendant* list.

Edit Auto Attendant After Hours Prompts

- 1. Click on the Edit link next to the desired Auto Attendant listing to review the current settings.
- 2. Click on the Set After Hours Prompts button.
- 3. Select ⊙ Standard Greeting or ⊙ Custom Greeting upload and choose a greeting from the drop-down menu.
- 4. Enable first-level extension dialing: Click within the check box to ☑ enable.
- 5. Add Auto Attendant Prompt Descriptions and Actions for each defined line (up to 12), as needed.
- 6. Click the Save button to submit the changes and close the pop-up dialog.
- 7. Click the next Save button presented to update the system with the new Auto Attendant settings and return to the *Auto Attendant* list.

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Auto Attendant – Tree

Manage the advanced settings for Auto Attendant lines and create one or more sub menus to handle additional lines, multiple calling schedules, individual departments, etc.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the *Edit* view.

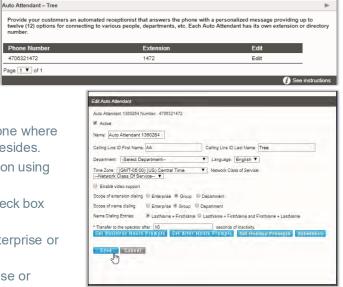
Edit Auto Attendant Tree Advanced Settings

- 1. Click on the Edit link next to the Auto Attendant listing to review the current settings.
- 2. Make the following changes, as needed:
 - * Active: Click within the check box to set to Active or to disable the Auto Attendant.
 - Name: Type a name that displays in lists.
 - Calling Line ID First Name / Last Name: Type the name that will show on Caller ID for this Auto Attendant
 - Department: Choose an option from the drop-down menu.
 - Language: English is the default in the menu.
 - Time Zone: Select the appropriate time zone where the Auto Attendant (or Location/Group) resides.
 - Network Class of Service: Choose an option using the drop-down menu.
 - Enable video support: Click within the check box to enable ☑ or disable □.
 - Scope of extension dialing: Select ☑ Enterprise or
 □ Group.
 - Scope of name dialing: Select ☑ Enterprise or
 □ Group.
 - Name Dialing Entries: Select the displaytype option for names.
 - Transfer to the operator after seconds of inactivity: Enter an amount of time (in seconds).
- 3. Click Save to submit the changes and return the Auto Attendant list.

Set Auto Attendant Tree Business Hours Prompts

- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- 2. Click on the Set Business Hours Prompts button.
- 3. Select ⊙ Default Greeting or ⊙ Personal Greeting upload and choose a greeting from the drop-down menu.
- 4. Click within the check box to ☑ Enable first-level extension dialing.
- 5. Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
- 6. Click the Save button to submit the changes and return to the Edit Auto Attendant dialog.
- 7. Click the Save button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

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Set Auto Attendant Tree After Hours Prompts

- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- 2. Click on the Set After Hours Prompts button.
- 3. Select ⊙ Default Greeting or ⊙ Personal Greeting upload and choose a greeting from the drop-down menu.
- 4. Click within the check box to ☑ Enable first-level extension dialing.
- 5. Business hours: Choose an option from the drop-down menu.
- 6. Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
- 7. Click the Save button to submit the changes and return to the Edit Auto Attendant dialog.
- 8. Click the Save button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

Set Auto Attendant Tree Holiday Prompts

- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- 2. Click on the Set Holiday Prompts button.
- 3. Select
 O Default Greeting or
 Personal Greeting upload and choose a greeting from the pre-defined list in the drop-down menu. (These greetings were uploaded previously into the Announcement Repository).
- Click to place a check next to ☑ Enable first-level extension dialing, to allow callers to dial an extension or a phone number.
- Holiday Schedule: Optional. A Personal Greeting upload required. Choose the schedule from the drop-down options. Note: The Personal Greeting upload will be overridden by the Start Announcements defined in each holiday schedule event as they trigger.
- 6. Enter up to 12 Auto Attendant Prompt Descriptions, Actions, and where *PlayAnnouncement* is the selected Action, choose an announcement, as needed.
- 7. Click the Save button to submit the changes and return to the Auto Attendant *Edit* view.
- 8. Click the Save button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

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Add Auto Attendant Tree Submenus

The advanced settings in *Auto Attendant – Tree* offer the ability to create one (1) overall Auto Attendant PLUS multiple Auto Attendants under it that can be set up to handle calls or specific work for locations, groups, or departments, and more.

- 1. Click on the Edit link next to the Auto Attendant -Tree listing to review the current settings.
- 2. Click on the **Submenus** button to open the Set Submenus for dialog.
- 3. Click on the Add button to begin creating a new Auto Attendant *Submenu*.

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EditFile

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* * Enable extension

Auto Attendant Promot D

operator

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Transfer To Operator ¥ 4075551212

Play Announcement V [test (Group) V]

- 4. Define the following, as needed:
 - Submenu ID: Type a name that displays in lists.

 - ♦ Click within the check box to I Enable extension dialing at any time.
 - Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
- 5. Click Save to submit the changes and return the Auto Attendant list. Repeat to add more Auto Attendant Tree Submenus.

Edit Auto Attendant Tree Submenus

- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- 2. Click on the **Submenus** button to open the Set Submenus for... dialog. Click on the Edit link next to the Submenu.
- 3. Modify the settings or prompts, as needed.
- 4. Click the Save button to submit the Submenu changes and return to the Auto Attendant Tree setting view.
- 5. Click the Save button in the Settings view to update the system with the new setup and close the dialog.

Delete Auto Attendant Tree Submenus

Caution: This action is immediate and cannot be undone.

- 1. Click on the Edit link next to the Auto Attendant Tree listing to review the current settings.
- Click on the <u>Submenus</u> button to open the Set Submenus for...dialog.
- 3. Click within the check box ☑ next to the Submenu you wish to delete from the list.
- 4. Click on the Delete button to remove the selection and close the *Set Submenu for...* dialog.

s	ubmena Id	in Use	Edit	
te	st		Edit	

See instruction

Outbound Caller ID

Manage the Caller ID that is shown for outbound calls from users/devices assigned to the Trunk Group. While in the Settings page, click the adjacent \blacktriangleright arrow under View/Edit to open the *Edit* view.

Outbound Caller ID

e Cante

Outbound Caller ID information: #E911 DID ODID OCuston

Note: When an outbound Emergency (e911) call is made, Caller ID will show your Billing Telephone

Manage Outbound Caller ID

- 1. Click to select ⊙E911, ⊙DID, or ⊙ Custom.
- 2. Click the Save button to submit the information and close the dialog. If e911 is selected, the primary billing number on the account is displayed.

Series Completion

This service provides key Hunt Group functionality by allowing the Admin to assign users' lines. The system will hunt through this set of lines according to the pre-defined order and availability. While in the Settings page, click the adjacent ► arrow under V iew/Edit to open the *Edit* view.

Delete

Add Series Completion

- 1. Click on the Add button to open the setup dialog.
- 2. Enter a Name to display in lists.
- 3. Highlight Available Users and use the arrows to move them to the Assigned Users section.
- 4. Click the Save button when finished to submit the data and close the dialog.



Edit Series Completion

- 1. Click on the Edit link adjacent to the Series you wish to modify.
- 2. Make changes to the Name or Assigned Users.
- 3. Click the Save button to submit the changes and close the dialog.

Series Completion Series Completion Series Completion provides key system functionality by hunting through a set of lines according to a pre-arranged order. Name Edit Edit Edit Delete

Delete Series Completion

Caution: This action cannot be undone.

1. Click on the Delete option adjacent to the item you wish to remove from the system.

The selected item is immediately removed.

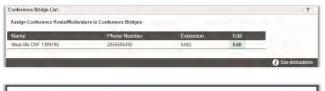
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Conference Bridge List

Assign Conference Hosts and Moderators for your Conference Bridge(s). While in the Settings page, click the adjacent ► arrow under View/Edit to open the *Edit* view.

Manage Conference Bridge List

- 1. Click on the Edit option adjacent to the Conference Bridge you wish to modify.
- 2. Make changes to the Name, Calling Line names, Operator Phone Number or Conference Moderators.
- 3. Click the Save button to submit the changes and close the dialog.



Name	Conferencing 1360261		
Calling Line Id First Name:	Production		
Calling Line Id Last Name	Test		
Operator Phone Number:			
Available Users		Conference Moderators	
2056661008@mymtm.us	(Test CC)	4705093291@mymtm.us (DID DID)	
2055022523@mymbm.us		4705093286@mymtm.us (DID DID)	
2055063652@mymtm.us		4705093282@mymtm.us (DID DID)	
2055024947@mymtm.us	(two User)	4705093297@mymtm.us (DID DID)	
		6783674578@mymtm us (DID DID)	
		6783674574@mymtm.us (DID DID)	
		4705093279@mymtm us (DID DID)	
		4705093273@mymtm us (DID DID)	
		4705093290@mymtm.us (DID DID)	
		2056661018@mymtm.us (Loc2 Exec)	
		4705093277@mymtm us (DID DID)	
		4705093284@mymtm us (DID DID)	

Instant Conference

Manage this feature for use with the Push To Talk service to create hands-free intercom conferencing for Groups. Once defined, users may dial the Instant Conference to Call Group number or use the intercom by dialing ***50** followed by the instant conference extension.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the Edit view.

Manage Instant Conference

- 1. Click Add or Edit Instant Conference to manage the Instant Conference group.
- 2. Enter or modify the Name for the Instant Conference.
- 3. Maximum Time for Unanswered Calls: Click within the check box to ☑ Enable / □ Disable and specify a time in Minutes.
- 4. Enter the appropriate 10-digit phone number(s) to be added to Instant Conference (define the group).
- 5. Click the Save button to submit the data and close the dialog.

et Taict	0907	Edit	-
	Edit Instant Co Name: [test]	est 💷 Enable M	simum Time for Unenswered Calls 📃 Minu
	Enter the num	ers that should be included in this instan	Conference

ADMIN GUIDE

Call Park (Groups)

Manage the settings for Call Park Groups and enable people within your organization to park and retrieve 1 call at a time. While in the Settings page, click the adjacent

► arrow under View/Edit to open the *Edit* view.

Manage Call Park Group Default Settings

- 1. Select or Enter the following:
 - Settings for Call Park:
 - ♦ Alternate User Recall To: O Choose a user type

Settings for Group Call Park:

- Set Display Timer (in seconds).
- Click to □ Disable/☑ Enable Parked Destination Announcement.

Settings for All Parked Calls:

- * Ring Pattern for Recalled Calls: Select an option from the drop-down menu.
- Recall Timer: Set an amount of time (from 30-600 seconds).
- Alert Alternate Recall User Wait Time: Set an amount of time (from 30-600 seconds).
- 2. Click the Save button to submit the default settings and close the dialog.

Add a Call Park Group

- 1. Click the Add button.
- 2. Accept the default or enter a Group Name.
- 3. Choose the group's Recall To: ⊙ user type.
- 4. Use the ▶ ◀ arrows to move highlighted Assigned Users to/from Selected Users.
- 5. Click the Save button to submit the information and close the dialog.

Edit a Call Park Group

- 1. Modify the Call Park (Group) Default Settings.
- 2. Click the Save button to update the call park group default settings.

Optional: Click the Edit option next to a Group in the list.

- 1. Modify the Group Name, Recall To, or User assignments.
- 2. Click the Save button to submit the changes.

Delete a Call Park Group

Caution: This action is immediate.

- 1. Click the Edit button next to a Group in the list.
- Click the Delete button to remove the Group listing and close the dialog. The selected Call Park Group is <u>immediately</u> removed.



Call Park		7
Settings for Call Parts		
Alternate Recall User	Select Alternate Recall User	
Recall To	Alers parking user only Alers parking user first, then alternate user Alers parking alternate user only	
Satings for Decig Call Plan		
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Ring Pattern for Recailed Calls	Long-Long •	
Recall Timer	35 Seconds (30 - 600)	
Alert Alternate Recall User Walt Time	50 Seconds (30 - 800)	
Group Name	Edit	
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New_Group_7_3_2019_11_45_5	Edit	

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Call Pickup (Groups)

Assign and Allow users to answer any ringing line within their call pickup group. While in the Settings page, click the adjacent ► arrow under View/Edit to open the *Edit* view.

Add a Call Pickup Group

- 1. Click the Add button.
- 2. Enter a Group Name.
- 3. Click the arrows to move highlighted Available Users to/from Selected User Order.
- 4. Click the Save button to submit the new group and close the dialog.



A Martin

Manage Call Pickup Groups

1. Click on the Edit option next to a Call Pickup Group.

a. Make Changes to Name and/or Selected Users and click the Save button. Or

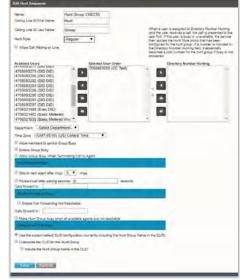
2. Use Caution: This action is immediate and cannot be undone. Click the Delete button to instantly remove the group from the system and close the dialog.

Advanced Hunting

Utilize all your lines and prevent unnecessary busy signals. When a call is generated to a line that is busy, the call automatically rolls to the next number in the Hunt Group.

Manage Advanced Hunting Settings

- 1. Click on the Edit option next to the Hunt Group listing.
- 2. Make changes to the following settings and options:
 - Name: Enter a name that displays in lists.
 - ✤ Calling Line ID (First/Last): Enter the Caller ID name.
 - Hunt Style: Select a hunt style from the drop-down menu options.
 - ♦ Allow Call Waiting: Click to ☑ Enable / □ Disable.
 - Highlight and use arrows to move Available Users to/from Selected User Order and/or Directory Number Hunting. Note: When a user is assigned to Directory Number Hunting and the user receives a call, the call is presented to the user first. If this Directory Number user is busy or unavailable, the service then applies the Hunt Style policy that has been configured for the Hunt Group. If a number is included in the Directory Number Hunting field, it essentially becomes a pilot number for the Hunt Group if busy/unanswered.



- Department: Select the appropriate department from the drop-down selection list.
- Time Zone: Select the appropriate time zone for the group/location.
- Allow Members to control Group Busy: Click to ☑ Enable / □ Disable.

- Enable Group Busy: Click to
 Enable /
 Disable.
- Apply Group Busy When Terminating Call To Agent: Click to ☑ Enable / □ Disable.
- ♦ Skip to next agent after x rings: Click to □ Disable / ☑ Enable and select the amount of rings.
- Forward call after waiting x seconds: Click to □ Disable / ☑ Enable and select the amount of seconds.
- ♦ Enable Call Forwarding Not Reachable: Click to ☑ Enable / □ Disable.
- Calls forward to: Enter the 10-digit phone number/SIP URI.
- ♦ Make Hunt Group busy when all agents are not reachable: Click to ☑ Enable / □ Disable.
- ♦ Use system default CLID: Click to
 Enable /
 O Disable.
- ✤ Include the HuntGroup Name in the CLID: Click to ☑ Enable / □ Disable.
- 3. Click the Save button to submit the new data and close the dialog.

Music On Hold

Manage the music or greeting files played to callers when placed on hold.

File size requirements are provided via the link. While in the Settings, click the adjacent ► arrow underView/Edit to open the *Edit* view.

Manage Music On Hold

- 1. Click to turn ON or Off
- 2. Select O Standard Hold Music or O Custom Hold Music.
- 3. *Optional*: Choose a pre-uploaded 'custom file' from the drop-down menu. (See: <u>Announcement Repository</u>)
- 4. Click the Save button to submit the change and close the dialog.

Custom Contact Directory

Create and manage customized contact groups within the directory. While in the Settings page, click the adjacent ► arrow under View/Edit to open the *Edit* view.

Add a Custom Contact Directory List

- 1. Click on the Add button to create a custom contact list.
- 2. Type a Name for the list.
- Select from the Available Users list and use the arrows ◀► to move them to/from the Assigned Users section
- 4. Click the Save button when finished to submit the list and close the pop-up dialog.

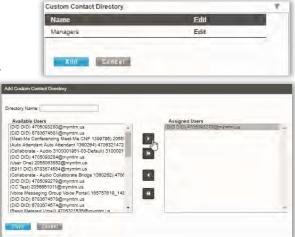
Edit a Custom Contact Directory List

- 1. Click the Edit option next to a Contact List.
- 2. Make changes to the list Name or Assigned Users, as needed.
- 3. Click the Save button to update the list and close the pop-up dialog.



Music On Hold

Play recordings to callers on hold.



Delete a Custom Contact Directory List

- 1. Click the Edit option next to a Contact List.
- 2. Click the Delete button to immediately remove the list from the system and close the dialog.

Departments

Manage Departments for the Group/Location.

Add a Department

- 1. Click the Add button to create a new Department.
- 2. Type the Department Name.
- 3. Select the Parent Department from the drop-down menu options.
- 4. Click the Save button to submit the changes and close the dialog.

Edit a Department

- 1. Click on the Edit link next to the Department.
- 2. Make the changes you wish to make.
- 3. Click the Save button to submit the changes and close the dialog.

Delete a Department

Caution: This action is immediate and cannot be undone.

- 1. Click on the Edit link next to the desired Department.
- 2. Click the Delete button to remove the selected department from the system and close the dialog.

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Maintenance	Edit		
Maintenance (Plumbing	Edit		-
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Department Name			
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Parent Department	None		
Department Calling Line ID Name			
Department Calling Line ID Number	None		•
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Department Name	Maintenante	_	
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Parent Department			_
New Department Name			
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Enterprise Directory

The Enterprise Directory feature offers an online listing of all phone service information within the Enterprise directory for the account.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the *Edit* view.

Print Enterprise Directory Summary

1. Click on the <u>Enterprise Directory Summary</u> Link to view and even Print the abbreviated Phone List using your browser features.

Print Enterprise Directory Details

1. Click on the <u>Enterprise Directory Details</u> link to view a detailed Phone List that is ready to print using your browser features.

Enterprise Directory Summary	Enterprise Direct	ory Details		
Name	Phone Number	Extension Department Mobile E-mail Address	Group ID	
3100001951-02-Default Collaborate - Audio)			3100001951- 02	
3100001951-03-Detault (Collaborate - Audio)			3100001951- 03	
3100001951-04-Default (Collaborate - Audio)			3100001951- 04	
3100001951-05-Default (Collaborate - Audio)			3100001951- 05	
Auto Attendant 1380264 (Auto Attendant)	4706321472	1472	3100001951- 01	
Auto Attendant 1369371 (Auto Attendant)	4703770096	ODAS	3100001951- 01	
BroadWorks Anywhere 1380257 (BroadWorks Anywhere)	4706321011	1011	3100001951- 01	
Collaborate Bridge 1360262 (Collaborate - Audio)	4708321490	1460	3100001951- 01	
Conferencing 1380261 (Meet-Me Conferencing)	4703770082	0082	3100001951-	
מוס מוס	4705093280	3280	3100001951- 02	
מוס.סוס	4705093291	3291	3100001951- 02	
DID.DID	4705093284	3284	3100001951- 02	

Group Paging

Cloud Services Portal Administrators may have access to create and manage the use of paging groups within the Locations & Groups section if this service is in use on the system. These are groups of people within a department that can either send or receive a page to their phone. The Group Paging service allows a user to set up a one-way call to a group of up to 75 target users by dialing a number or extension. When used, the Group Paging service makes a simultaneous call to the phones of all the assigned targets and announces to the originator of the page that the system is ready for them to speak to those targets. When finished, the originator ends the page by hanging up the call. Group Paging basics include the following:

- A user can be assigned as both a paging target and paging originator in a paging group.
- A site can have multiple Group Paging services configured since users can be defined as a paging originator and/or a paging target in multiple paging groups.
- If a user is not on the phone, the call from a group page is automatically answered and the target hears a "Paging" announcement to alert them they are receiving a page.
- If a target is on a call, the page is not automatically answered. If a target chooses not to answer the page, the group paging call will not forward to the target's voice mail.
- If a target has Do Not Disturb enabled on their phone, they are not called by the Group Paging service.
- Redirection of a Group Paging call is disabled. If a target has Call Forwarding services enabled, the Group Paging call will not forward to the configured Call Forwarding destination.
- If a target has Office Anywhere or Simultaneous Ring enabled, the configured destination service will not be called by the Group Paging service.
- When the page is set up to the targets, the originator receives a "Paging System Ready" announcement alerting them to begin speaking.
- The group page is a one-way audio service. The paging originator has a one-way talk path to the paging targets. The paging targets do not have a talk path to each other or to the paging originator for the duration of the page.

Access Group Paging

- 1. Sign into Cloud Services Portal.
- 2. Go to Locations & Groups and click the **Edit** link adjacent to the desired Location/Group to open the Settings page
- 3. Scroll down to Group Paging and click the adjacent ▶ arrow under the View/Edit column (far right).

Test 4703770097 0097 new test Originators Targets Edit Setting: test1 prod (3100001951- 01) Originators Targets Edit Setting: test3 new test Originators Targets Edit Setting: QA 9031 new test \ blocking Originators Targets Edit Setting:	-
test1 (3100001951- 01) Originators Targets Edit Setting Edit Setting 01) test3 new test Originators Targets Edit Setting 0 test3 new test Originators Targets Edit Setting 0 0.031 new test \ Originators Targets Edit Setting	
OA Onga new test \ Originators Targets Edit Setting	
testname2 Originators Targets Edit Setting	
✓ test4 Originators Targets Edit Setting:	

Add a Paging Group

While in the Group Paging setting view:

- 1. Click the Add button to open the Paging Group Add dialog.
- 2. Enter and/or select the following settings and options:
 - ✤ Paging Group ID_@mymtm.us.
 - Name Type the name displayed in lists.
 - Calling Line First / Last Name: Enter the first and last name used for Caller ID when paging.
 - Calling Line Phone Number: Enter the 10 digit phone number or extension number to be used for a page.
 - Department: Select the department to which the members of the Paging Group belong.
 - Language: English is the default.
 - Time Zone: Choose the correct time zone for the paging group.
 - Network Class of Service: This setting is read-only.
 - Calling Line ID to deliver: Choose whether the Caller ID for the pages to this group will show either the
 Paging Group (ID) or the Caller ID of the
 Originating user with prefix and enter the prefix in the field.
 - Confirmation tone sending timeout (seconds): Select an amount for the confirmation tone timeout in seconds from the drop-down menu.
- Click the Save button to submit the new Paging Group settings and close the dialog. Note: Additional settings for the group must be defined in order to begin using Group Paging.

eging Grola ID	🛞 mymtm.us. 🕈	
ana I		
auny Line ID First Name	Calling Line (D Last follow	
alimp Line (D) Phone Number:		
epertment -Select Depertment-	Larguage English •	
ma.zone (GMT-02.35) (Canada) New	foundland. • Network Claus of Service	-Network Class Of Service •
	ang group pinaling later with prefix	
ontimutos com sanong timenik 1		

Manage Paging Group Originators

Manage the users in the department/group who may <u>send</u> group pages out to the rest of the members. *While viewing Paging Groups setting list:*

- Click on the Originators link adjacent to the desired Paging Group in the table list, OR - Click the Edit Settings link adjacent to the desired Paging Group to open the *Modify* dialog and click on the Originators button.
- 2. Choose users from the *Available* pick list and use the **4 •** arrows to move to/from the *Selected* list. Search tools are offered to narrow selection options.
- 3. Click the Save button to submit the information and close the dialog.

Manage Paging Group Targets

Manage the users in the department/group who will <u>receive</u> Group Pages. *While working in the Group Paging settings view:*

- 1. Click on the Originators link adjacent to the desired Paging Group in the table list,
- OR Click the Edit Settings link adjacent to the desired Paging Group to open the Modify dialog and click on the Targets button.
- Choose one or more users in the *Available* pick list and use the ▲ ▶ arrows to move the selections to the *Selected* pick list. Search tools are offered to narrow selection options.
- 4. Click the Save button to submit the information and close the dialog.



Activate a Paging Group

While working in the Paging Group settings view:

- 1. Click to place a check mark in the Active box (far left) adjacent to the desired Paging Group in the list to set it to Active. Click again to remove the check mark and turn it OFF.
- 2. Click the Save button at the bottom of the dialog to submit the information.

Active	Name	Phone Number	Extension	Department
	Test	4703770097	0097	new test
	test1			prod (3100001951- 01)
	test3			new test
Z	QA		9031	new test \ blocking
	testname2			
~	test4			
Can	cel Save Act	tive Status Add		

Edit a Paging Group

- 1. Click the Edit link adjacent to the desired Paging Group.
- 2. Make changes to the available setting options.
- 3. Make changes to the **Originators** or **Targets** and click Save within that dialog.
- 4. Click the Save button in the Modify dialog to submit the new information and return to the list.
- 5. Click the Save button in the list view to ensure that the system is updated with all new group paging information and exit.

Delete a Paging Group

- 1. Click the Edit link adjacent to the desired Paging Group.
- 2. Click the Delete button at the bottom of the Modify dialog.
- 3. Click OK when prompted to confirm the action, close the dialog, and update the list.
- 4. Click the Save button in the list view to update the system and exit.

Note: If a paging group number has been added as a Target under another Paging Group, the system will <u>not</u> allow it to be deleted until that assignment it removed. In this case, an error message containing information about the Paging Group to which it was assigned is provided. Once that Target assignment has been removed, the system will then allow the Paging Group to be deleted.

Time Schedule

The Location / Group **Time Schedule** feature allows Admins to set the group or location's schedules for business hours and holidays and define all events that are needed.

Calls that fall within these times can be sent to voicemail or receive a pre-defined greeting.

Business Hours Schedule	Edit	
Enterprise Test	Edit	
Cancel Add Delete		_
Holiday Schedules	Edit	
Thanksgiving	Edit	
Christmas	Edit	
Cancel Add Delete		

Add a Schedule

- 1. Click to place a checkmark In next to the preferred option (Business Hours or Holiday Schedule).
- 2. Click the Add button under that option.
- 3. Enter a unique Schedule Name.
- 4. Click the Save button when finished.

Delete a Schedule

Caution: This action is immediate and cannot be undone.

- 1. Click within the check box ☑ adjacent to a Schedule to select it.
- 2. Click on the Delete button within that section to <u>immediately</u> remove the Schedule and any events that have been defined within it.

Add an Event

- 1. Click Edit next to the preferred schedule option in either 🗹 Business Hours or 🗹 Holiday Schedule.
- 2. Click Add Event to define the following options for a specific event type:
 - Event Name: Required Type a short title for review in lists.
 - Start Date/End Date: Select the day the event begins and ends.
 1 dayevent = Jan 3 Jan 3
 2 dayevent = Jan 3 Jan 4
 - Select the All Day Event check box ☑, or Start Time, End Time. Time = HH:MM

Sche	dule Name	Schedule Name:	4.42		
	Event I	Event Name:			
Π	Never_t	Start Date:		Start Time (hh:mm): 01:30	AM 🗸
-	SoftEng	End Date:		End Time: (hh:mm) 02:30	AM 🗸
	daily_te:	All Day Event: Recurs:	Never V		
0	monthly				
0	monthly	Announcement start:	None V	Announcement end: None	~
0	weekly				
0	yearlyby	Save Cancel			
0	yearlyby				
-					la su
	Save	Add event Delete event	Cancel		

- Optional: Recurs (Never, Daily, Weekly, Monthly by Day, Monthly by Week, Yearly by Day, Yearly by Week)
- Optional: Recur every x (Months or Year and/or the Numerical day of the month).
- ♦ Optional: End Never, After (x # of occurrences), or Date (set the end date).
- 3. Click Save when finished to submit the data and close the dialog.

Edit an Event

- 1. Click on the Edit link next to the desired Time Schedule option.
- 2. Make changes to the event name, date, times, announcements, or recurrences.
- 3. Click Save when finished to submit the changes and close the dialog.

Delete an Event

Caution: This action is immediate and cannot be undone.

- 1. Click within the check box Z adjacent to a Schedule to select it.
- 2. Click the Edit option next to the selected item to review the schedule's list of Events.
- 3. Click within the check box ☑ adjacent to an Event listed within the dialog to select it.
- 4. Click on the Delete Event button.
- 5. Click on the Save button to update the data for the Schedules and close the dialog.

Manage Lines

Manage the names and numbers associated with lines on the account. While in the Locations > Settings page, click the adjacent

► arrow under View/Edit.

You may use the Search tools at the top to locate a listing by the data displayed within the *Last Name*, *First Name*, *Phone Number*, or *Extension* columns.

Click a column header to sort in ascending/descending alphanumeric order. The Close button exits the view.

- 1. Click the Edit link next to a number to modify the listing.
- 2. Make changes to the Name (first/last), Line Description, and Outbound Caller ID, as needed.
- 3. Click on the Save button to submit the changes and close the *EditLine* dialog.



Manage Users

Manage access rights and extension assignments. Tools are provided to **Search** for accounts in the list and view additional pages. **Note:** Some of these changes (e.g., password changes) will trigger a notification email to the organization's Administrator and/or the notification email on file for the organization per FCC CPNI change rules. While in the Settings page, click the adjacent ▶ arrow under View/Edit to open the *Edit* view.

Manage Account Password and Recovery Email

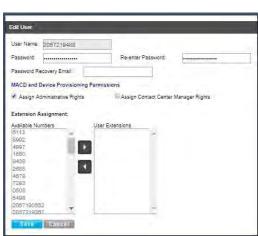
- 1. Locate the account you wish to modify within the list.
- 2. Click the Edit option next to the selected account.
- 3. Enter the following, as needed:
 - Password: Type the new Password and again in Re-enter Password to confirm.
 - Password Recovery Email: Type the full email in name@email.com format. This is where the system will send the recovery information and notifications when changes are made. Another email will automatically be sent to the Super Admin (or email on file for CPNI Changes as a notification of the change to a password.
- 4. Click the Save button to submit the change.

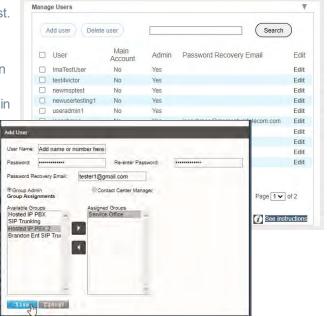
Add an Administrator

- FÈ Click the Add User button.
- **GÈ** Enter or define the following:
 - User Name: Type the name or designation (phone number, device type, etc.) using @ Aame@email.com format.
 - Password: Enter and reenter the password assignment for the user.
 - Password Recovery Email: Enter an email address for password recovery notifications.
 - Group Admin: Option: Click to enable/disable this as the access assignment.
 - Contact Center Manager: Option: Click to enable/disable this as the access assignment.
 - Highlight item(s) in the Available Groups section and use the arrows to add to the Assigned Groups.
- HÈ Click the Save button to submit the change, create the admin account, and close the dialog.

Edit Account Access and Extension Assignments

- FÈ Locate the account you wish to modify within the list.
- Click the Edit option next to the selected user.
- HÈ Make changes to the following, as Áeeded:
 - Password (and repeat)
 - * Password Recovery Email: Enter a new email address.
 - ✤ I Assign Administrative Rights to Enable, as needed.
 - Assign Contact Center Manager Rights to Enable as needed.
 - Letterstein Assignments: Select from the Available Numbers and use the arrows ◄► to move to or from the User Extensions box.
- IÈ Click the Save button to submit the changes and exit.





ADMIN GUIDE

Set Advanced Administrator Permissions

CAUTION. Additional Administrator permissions are required for access to review and manage the information and tools within the provider-level restricted access sections. By default, those restricted area features are <u>not</u> enabled for use by *any organization's* Admin and the permissions must be enabled and setup by the Provider *after* specialized Admin training has been completed. *The organization's* Super Admin must work with their Account Manager at the Service Provider to discuss the organization's responsibilities and liabilities for usage prior to these features being enabled and management of access by the organization's Super Admin to be allowed. See Advanced Permission Sections.

While working in Manage Users: Note: SuperAdmin access Only.

Edit User			
User Name:	billingadmin2		
Password:		Re-enter Password:	
Password Re	covery Email:		
Advanced Ad	min Permissions		

- Locate an account in the list with the <u>Admin</u> column set to Yes.
 Important Note: auto-generated TN user accounts (Voice) should never be changed into Admin accounts. Always create a separate Admin account using the Add User tool. *Ref: Add an Administrator.*
- 2. Click on the Edit option next to the selected user.
- 3. Click on the Advanced Admin Permissions link to review and edit the Advanced Admin Permission settings.

Service Changes Permissions - (MACD) RESTRICTED ACCESS. IF visible, click within the listed check boxes to ✓ enable or □ disable <u>appropriate</u> Service Changes section and feature access. Note: Use Great Caution. Optimally, <u>only</u> the SuperAdmin should be provided with access to the tools in any enabled restricted access section once trained.

<u>Do not attempt to grant access beyond what the Service Provider</u> defined initially without discussing the consequences to Support SLAs.

> Devices (Provisioning) – (RESTRICTED ACCESS) Click within the listed check boxes to ☑ enable or □ disable <u>appropriate</u> administrative device management access in the *Devices* section. *Full access is not needed for most Admins*.

MAG) Permissions
	ACD Name
1	Change Block
1	Change Extension
1	ssign UserAddons
1	Inassign UserAddons
1	change CNAM
	Change Listing
1	ChangeVN TerminatingNumber
1	dd Services
1	Change LineType
	Change SeatType
	change IPTrunking CallPathPlan and Count. e Provisioning
Devi	
Devi	e Provisioning Provision action name
Devi	e Provisioning Yrovision action name Eulip FODN
Devi	e Provisioning Provision action name Hebp FODN Jebp NewDevice
Devi	e Provisioning Yovision action name etup FODN etup GrouptevelFODN etup GrouptevelFODN
	e Provisioning Provision action name Houp FoDN Hetup NewDevice Houp GroupLevelFODN Het GroupVLANID

Billing - (RESTRICTED ACCESS) This Advanced permission is Disabled by default.

Note: The Billing Admin option only displays in systems that have Location level Billing enabled for use (by the provider) and the selected Admin has been set up to be Location/Group level Admin (assigned/limited to specific locations). Click within the listed Billing Admin check box to ☑ enable or □ disable this Admin as a location level billing admin with the ability to review and manage bill payments for specifically assigned locations.

Support Tickets - (RESTRICTED ACCESS) By default, only the SuperAdmin has FULL access to view and submit tickets and see all Support Tickets related tools. The SuperAdmin may also change the default setting for individual Admins from NONE to **Read-Only** (suggested if the Admin only needs to track ticket status/resolution information but is not an authorized contact with the Service Provider or make billable changes) or Full Access (the admin is an authorized contact with the Service Provider for submitting support tickets and making requests and needs to see all related tools/sections).

4. Click the Save button to submit the changes, close the dialog, and return to the *Edit User* view where you will click Save again to update the account settings fully.

The restricted access section(s) will display to that newly edtied Admin upon their <u>next</u> login in the Left Nav Menu options and related Dashboard widgets (if any) will also display.

Delete Admins

Caution: This action is immediate and cannot be undone - do not delete TN/User accounts. *While working in Manage Users:*

- 1. Click within the check box ☑ adjacent to an item in the list to select that individual account.
- 2. Click the Delete User button to instantly remove the account from the list.

Manage Group Calling Line ID

Important: If your system uses **extension-only seats** (without associated telephone numbers) along <u>with</u> *Call Recording* assigned, changing the Group Calling Line ID here will cause the *Call Recording* feature to stop working.

If you are unsure about your setup, please contact your Service Provider's Customer Support to request assistance to complete the appropriate Call Recording configuration changes.

Use group name for Calling Line Identity Calling Line Id Group Name test Calling Line Id Group Number 2056661011 V	
Calling Line Id Group Number 2056661011 V	
Use user phone number for Calling Line Identity	
Use configurable phone number for Calling Line Identity	
Use group/department phone number for Calling Line Identity	
WARNING: If you have extension-only seats, without associated telephone numb Seconding assigned, changing the Group Calling Line ID will cause Call Recordin your administrator contact the service provider and make the appropriate Call Re changes before changing the Group Calling Line ID.	g to stop. Please hav
Save Cancel	

- 1. Define or select from the following options, as needed: Use Group name for Calling Line Identity: Click within the check box ☑ to Enable
- 2. If set to Enabled, make selections from the following, as needed:
 - * Calling Line ID Group Name: Enter the group name that displays in Caller ID
 - * Calling Line ID Group Number: Select the number option from the list.
 - ✤ Use User phone number for Calling Line identity: O Click to enable, as needed.
 - ♦ Use configurable phone number for Calling Line identity:
 O Click to enable, as needed.
- 3. Click the Save button to submit the changes and close the dialog.

SERVICES & USERS

The Services & Users section lists the individual accounts within the enterprise (or area the admin reviews). The data is searchable and sortable and includes all important information 'at-a-glance'. Admins may also set users or services as Favorites \star in this page, Check / Update the Registration Status, export the list, or go directly to a specific account dashboard to review and manage available individual user/service settings.

dmin Tools	Sei	vices	& Us	ers 383				C			
											Check Registration Status
III Dashboard	*	Servic	† First	† Last N	* Servic	* Exten	MAC	Locati	Dept	Assig	Export Users
Locations & Groups Services & Users		Execu Seat	name	2w	470632	1469	Multiple	4/2021 regres test	newtest!!	name 2w	1.1
Trunking Tunking Tunking Tunking		Collab, Bridge for Vlew	Collab	Bridge.	470632	1490		4/2021 regres test		Collab Bridge	
I Contact Center		Premium Contact Center Queue DID	new	bugged	205719	3183		Hosted IP PBX 2		new bugged	
		DID	DID	DID	470509:	3286		SIP Trunking		DID DID	
		DID	IP Trunking	DID	2057215			IPTrun, test location		IP Trunking DID	
Support		Virtual Fax 500	Virtual	Fax	470632			4/2021 régres test		Virtual Fax	

Section Tools

Section Search

a Im Locate any data found within the table below.

Check Registration Status

Click this link to manually poll and update provisioned device registration status information.

Export Users

Click this link to perform a simple export/download of the contents of this section (the data listed) to a .CSV file that can be saved locally.

Favorites ★

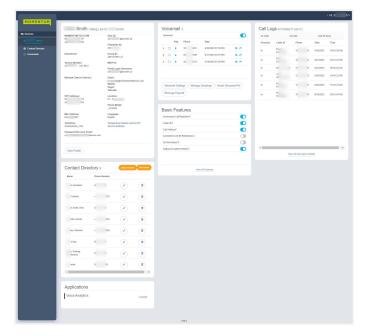
The first column allows Admins to set Favorites **★** for easy access on the Dashboard.

Service ID & Ext

The links under the Service ID and Ext columns open the User's Dashboard for the selected account.

Manage Services & Users

Locate an item in the list and click on the <u>link</u> under the Service ID or Ext column to open the individual User Dashboard to review the current information for the account and accessall account features for administration:



User Dashboard Sections

User Profile

This dashboard card displays the current profile information, and the View Profile button provides access to manage temporary e911 locations, change the password, manage notification emails, and update directory information.

Voicemail

This card displays recent un-deleted voicemails to play, delete, forward, or block callers.

A red dot • indicates un-played messages. The View All Voicemails link provides access to review and manage all undeleted voicemails if there are more available than can be displayed within the dashboard card. Tools are also provided for the user or Admin to Manage Voicemail Settings, Reset Voicemail Pin, Manage Voicemail Greetings, and Manage Voicemail Message Deposit settings.

Call Logs

This dashboard card displays the latest calls to/from the user's device and View All Call Logs button opens a new page to display up to 1000 calls within the past 90 days, with filtering tools and a link to Export Call Logs to a spreadsheet report format.

Applications

This card provides direct links to the landing or Sign In page for add-on applications assigned to the user, if applicable.

Basic Features

This card displays the On/Off feature settings for easy access and the View All Features & Services link offers direct access to the user's Settings page to manage <u>all</u> assigned services and features on their account.

My Profile

This section of the dashboard displays a summary of your account profile information (Name, Address, Phone Number, User ID, Device model, etc.), and provides links to set up a temporary e911 location, review the entire profile, and access your password and directory profile management tools.

The My Profile link found in the toolbar (the drop-down under the Hi, [account name] for both an Admin or a User) in the Toolbar also offers another access point to view the Profile.

The following features and access links are all provided via the **Profile** card on the My (User) Services Dashboard:

MOMENTUM TELECOM	User ID: 3 i6917@mymtm.us
A 03	of the infinitian
	Enterprise ID:
	20(
Department	Group ID:
	2001157897-A1
Service Number:	IMAP ID:
3 6917 Ext. 6917	Portal Login Username:
	3 i6917@mymtm.us
Network Class of Service:	Email:
The second class of service.	2momentumtelecom.com
	Mobile:
	Pager:
	Yahoold:
E911 Address:	Location:
9 ST	FL - Smith
A 03	
	Phone Model:
	_VVX500
Mac Address:	Language:
97	English
TimeZone:	Temporarily Update Current 911
America/New_York	Service Address
Password Recovery Email:	
c	.com
View Profile	

View Profile

View Profile Click on the View Profile button to review your current contact information and access the management tools for your password, email notification settings, and temporary e911 dispatch-able address/ location changes.

Links to tools views for managing more profile settings, including Change Recovery Email, Change Password, Enable/Manage Multi-factor Authentication (MFA), and the Edit Profile button, are also displayed here.

User Account View Profile dialog

Mount Green Logistics, LLC	Portal Login Username:
880 Montclair RD	470 S@mvmtm.us
BIRMINGHAM, AL 35213	
	User ID:
Department: newtest!!	470 S@mymtm.us
Service Number:	Enterprise ID:
47 E.d. 1469	310 1
Email: sbokor@momentumtelecom.com	E911 Address:
Mobile:	
Pager:	BIRMINGHAM, AL 35242
Yahoold:	
Location:	Temporarily Update Current 911 Service Address
4/2021	
	PLEASE READ: Your Current E911 Service Address is considered the address at which emergency
Phone Model:	personnel will respond when an E911 call is placed from your number. By default, your Current E911 Service Address will be the same as your Primary E911 Service Address, which is the primary address at which your
VVX300_310_COLOR_SC	address will be the same as your Primary E911 Service Address, which is the primary address at which your service resides. You must temporarily update your Current E911 Service Address in the event you utilize the
Mac Address:	service from an address other than the Primary E911 Service Address. Current E911 Service Addresses
021	must validate with the Public Safety Answering Point (PSAP) system. Using the service to place E911 calls
	at a non-validated E911 service address can result in an unsuccessful emergency personnel dispatch. If a
Language:	service address cannot be validated, if may be because the address you entered is not specific enough is
English	either a PO Box, is not with the 48 United States or Hawaii, or too new to be verified by the PSAP system. If
	you are unable to validate a service address, please contact your administrator or service provider. Please
	allow 10 minutes for address to validate in our system after updating. To change the Primary E911 Service Address listed, please contact your administrator or service provider to initiale a Change of Address.
	Service Address listed, please contact your administrator of service provider to minate a Change of Address, or "Move", order.
	Password Recovery:
	Change Recovery Email
	Change Password
	Authentication:
	Mänage Multi-factor Authantiumovi
	Edit Profile

Admin Account My Profile dialog

Mount Green Logistics, LLC	Portal Login Username:
380 Montclair RD 3IRMINGHAM, AL 35213	prodnewsubsite@momentumtelecom.com
SRWINGHAM, AL 33213	User ID:
Department:	Enterprise ID:
Service Number:	3100001951
Ext.	Password Recovery:
Email: sbokor@momentumtelecom.com	Change Recovery Email
Mobile: Pager: Yahoold:	Change Password
	Authentication:
Location: Mount Green Logistics, LLC	Enable Multi-factor Authentication
Nouni Green Eugistics, EEC	and the second se
Phone Model:	43
Mac Address:	Edit Profile
_anguage:	

Change e911 Address (Temporary)

The Temporarily Update Current 911 Service Address link opens the dialog that allows the user to add and validate temporary e911 Service Address locations for use when traveling to different locations with the associated device. You must temporarily update your e911 Service Address in the event you may need to access emergency services from an address other than the Primary e911 Service Address, and then reset it back to the Primary e911 Service Address upon your return.

Note: Any time a user changes the e911 address on their profile - either Temporary or Primary - fees may be incurred for the organization and the System Admin will receive an email notification of the change.

Add a Temporary e911 Service Address

- 1. Click on the Temporarily Update Current 911 Service Address link to begin.
- 2. Enter the complete Address information for the temporary address you wish to use in the fields provided please <u>include specifics</u> like building, department, floor, N/S/E/W, and similar helpful information (a Dispatchable Location) that can be sent to the PSAP to help emergency responders find you quickly during an emergency.
- Click on the Save button to submit the information and receive a Success! message when the address confirmation process completes.

Please allow up to 10 minutes for the address to validate after updating. If the address cannot be validated, it may be because the information is not specific enough, is for a PO Box, is not within the continental United States, Puerto Rico, or Hawaii, or is too new to be verified by the PSAP system. If you are unable to validate a service address, please contact your Administrator or customer service at the service provider for assistance.

Edit Primary e911 Service Address

By default, your e911 Service Address is the primary address of record for your service account. If a change is required, please contact your Administrator or service provider to initiate a Change of Address (or "Move" order) to change the Primary E911 Service Address permanently.

Reset to Primary e911 Service Address

- 1. Click on the Temporarily Update Current 911 Service Address link in the View Profile dialog.
- 2. Click on the Reset to Primary link.
- 3. Click on the Save button to submit the change and receive a Success! message when it is completed.

Change Recovery/Notification Email

- 1. Click the Change Recovery Email link to open the Change Email dialog.
- Password Recovery Email: Enter or change the email address on file for recovering your login information. The system will send your password to this email address.

Change Email	
Password Recovery Email	
enter your preferred email address for password recovery	
Service & CPNI Email Notifications	
enter your preferred email address for service and update notifications	
Save Close	
Gave Gidse	

- 3. Service & CPNI Email Notifications: Enter or change the email address on file for receipt of notifications from the provider. The system will send service notifications to this email address.
- 4. Click on the Save button when your edits are complete.

Change Password

The Change Password link provides direct access to update your unified communications password information.

- 1. Click on the Change Password link.
- 2. Type a new Password.
- 3. Retype to verify.
- Click the Save button. New passwords must be 8 or more characters and contain at least 1 number or special character, 1 lower case letter, and 1 upper case letter.

	Change Password	
password length mus	choose a strong password to protect your online profile. The t be at least 6 characters. The password must contain at least 1 ver case letter, and at least 1 upper case letter.	
	ds that can be easily guessed such as your name, telephone ty number, or account number.	
Type Password		
Retype Password		

Enable/Manage Multi-factor Authentication (MFA)

The Enable / Manage Multi-factor Authentication link in the View Profile dialog allows users to define the preferred security authentication method (SMS Text or supported code generator Authentication App -

Google, Okta, Microsoft). Use the following steps for 1st-time setup or management of account MFA settings while working in the portal if this security protection method has been enabled (as optional or mandatory) for your organization. Instructions for managing MFA settings are provided in the dialog as you make your selection.

- 1. Click on the Enable /Manage Multi-factor Authentication link in the *View Profile* dialog.
- 2. Choose one of the MFA Verification options:

Text Message

- Click to toggle this option ON
- Enter your SMS-enabled 10-digit phone number in the field provided and click the **Submit** button.

Authenticator App Code

- Click to toggle this option to ON

- Scan the single-use QR code that is created to connect your Okta Verify, Google Authenticator, <u>or</u> Microsoft Authenticator app and follow the App's instructions for setup.

- 3. Enter the six (6) digit code you receive via the method you just setup in the Please submit your code field below.
- Click on the Save button. Entry of the 6-digit code received via your selected MFA method will be required on all subsequent portal sign in attempts.

Enable Multi-factor Authentication X
Add an extra layer of security to block unauthorized access and protect your account.
Two-step verification options:
Text Message (معلق مهم المعلق) معلم المعلق
Authenticator app code

Please submit your code:	
Save	
Save	
	Google or Microsoft
	_
	ð -
	ž
Please submit your code:	
	app code en la contraction de

Repeat the steps above to modify/change the MFA verification method selection from this dialog NOTE: When changes are made to these settings, the system deactivates the old MFA method. Users/Admins must complete the steps above in full again for the preferred MFA option to set up a new method.

Contact your organization's Administrator if you need help to Reset MFA in order to access the Portal.

Edit Profile

Edit Profile The Edit Profile button provides access to modify additional profile contact information for the directory. The information you include (mobile phone, email, etc.) is visible to other group members whenviewing the directory or phone list.

In View Profile:

- 1. Click the Edit Profile button to view/edit the following options:
 - Preferred Name (First/Last)
 - Preferred Name when dialing out (First/Last)
 - Work Information (Title, Department)
 - Language preference
 - Time Zone
 - Class of Service
 - Additional Contact Information (phone, email, personal address)
- 2. Click the Save button when you are finished to update the data.

specifies your primary phon calls. Filling in the additiona	e number, exte l information so le to other gro	ur profile information. The information filled in ansion, and device that are used for handling action allows your mobile phone, pager, and up members in the group phone list. Some of our administrator.	
Calling Line ID Last Name: First Name	DOE	Last Name	
Name Dialing First Name		Name Dialing Last Name	
Title			
Department		Language	

An Administrator is needed to modify some of the Profile information at the User level. If you are not an admin, contact your Administrator for assistance with the settings you cannot modify.

Additional Profile Settings

Access to additional profile settings for the directory and monitoring services is provided in the **Settings** page.

See Also: Profile (in Settings).

ofile					VIEW/EDI
ofile					
andling calls. Filling in t	y and maintain your profile information he additional information section allo nformation can only be modified by y	ows your mobile phone, pager, a	ifies your primary phone number, nd other information to be visible	extension, and device that are to other group members in th	e used for e group
Enterprise ID :	3100001951	Group:	3100001951-03		
User ID:	20 18@mymtm.us				
Last Name:	Loc2	First Name:	Exec		
Calling Line ID Last Name	Loc2	Calling Line ID First Name:	Exec		
Name Dialing Last Name:		Name Dialing First Name:			
Department:	None 🗸	Language:	English 🗸		
Time Zone:	(GMT-05:00) (US) Central Time	 Network Class of Service: 	None -		
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Applications

The Applications card in the Dashboard displays links to any additional applications related to the account.My Cloud Services offers an easy way to connect directly to the sign in or landing page of the corresponding service or application in this section of the Dashboard. Contact your administrator for assistance if you require assistance to access add-on modules on your account.

1. Click on the Connect link to open and access the sign in / landing page or application of the corresponding option in a new browser window.

Applications		
Akixi	Connect	Applications
Call Recording	Garneral	
Call Reporting	Clanned -	No applications are available.
MTM Collaborate	Comes	

If no additional applications are included with the service, this card displays a simple "No applications are available." message.

Voicemail

The Voicemail card displays a list of your current un-deleted voicemail messages and the common voicemail feature management tools in the Dashboard. It offers quick access to any additional messages, Voicemail feature tools, and to update the Voicemail PIN information. The red dot • next to a Voicemail indicates an un-played message.

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	0	13	205.62	14.8517	8-9/2018 01 85 PM		
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	Ň	loicemini 5	Settings	Manage Griefings	Reset Voicemail Pin	Message Deposit	

Many Voicemail settings are also found within the Voicemail Edit view in the Settings page.

Enable/Disable Voicemail

The On/Off toggle at the top of the Voicemail card enables or disables the Voicemail feature

Play Voicemail

Jm

Click on the Play icon next to a voicemail in the list to listen to the message online.

Download Voicemail

Click on the **Download** icon next to a message to download and save a copy of the message file to a location on your system.

Forward Voicemail

Click on the Forward icon next to a message to send the voicemail .wav file to an email address.

Voicemail Block | Delete

 \Box Click to place a checkmark \checkmark in the box next to a Voicemail to view the Block | Delete options above. Simply click on the option you prefer to perform the action.

- * Block disallows future calls from the number without providing a warning message to the caller.
- Delete immediately removes the Voicemail from your dashboard/phone list and deletes the record/recording fully from the database at midnight the day you elected to delete it.

View All Voicemails

Click on the View All Voicemails link below the list to open the dialog and review or manage any additional voicemails.

Reset Voicemail Pin

Reset Voicemail Pin

Click on the Reset Voicemail Pin button to reset the current PIN to the default (8462) to allow a new Voicemail PIN to be safely entered via the telephone/device.

Manage Voicemail Settings

Voicemail Settings

The Voicemail Settings button opens the Voicemail Settings pop-up dialog where the following voicemail settings may be turned on or off, and email notifications and forwarding on '0' may be managed.

Always click the Save button once changes are made to submit new information. A Success! Message displays when an update to Voicemail Settings is completed.

Voice Messaging

On Off - Turns the Voicemail feature on or off.

Send All Calls to Voicemail

On Off – All calls are sent to voicemail while this feature is enabled.

Send Busy Calls to Voicemail

On | Off – When this setting is enabled, new incoming calls are sent directly to voicemail if the line is already in use (busy).

Send Unanswered Calls to Voicemail

On | Off – When this setting is enabled, calls that go unanswered after a specified number of rings are sent to voicemail by the system.

Forward to Multiple Emails

On Off – (Unified Communications) Saves the voicemail recording in the portal/voicemail inbox and sends voicemail recording files to the email address(es) specified. Click the toggle to turn On (enable), then enter at least one 1 and up to five (5) email addresses separated by commas in the text field that is provided.

Voicemail Settings	
Voice Massaging	
Sand All Cafe to Voicement	
Sand Busy Calls to Voicemail	
Send Unanswered Calls to Voicemail	
Forward to multiple email Forward to one email	
Notify me by Email when new messages arrive	
Email Address	
popi@monsenlumtalauom.com	
Ernal a sutton copy of the message	
Email Address gopi@momentumtelecom.com	
Referênces au residente consideration	
Transfer on 10 to Phone Number	
Phone Number	
2058675338	
Save Cancel	

Forward to One Email

On Off– Sends the voicemail recording file to a specified email address. Note: Enabling this option sendsthe message recordings to the email address and does <u>not</u> save the voicemails to the portal or voicemail inbox. Click the toggle to turn On (enable) and then enter the email address in the text field provided.

Notify Me by Email When New Messages Arrive

On Off – When enabled, a simple new voicemail received notification email is sent to the address that is defined in the text field provided.

Email a Carbon Copy of the Message

On Off – When enabled, a copy of the new voicemail notification email is sent to the email address defined in the text field provided.

Transfer on '0' to Phone Number

On Off – When set to ON and a 10-digit phone number is defined, incoming callers are given the option to press '**0**' to transfer.

Manage Voicemail Greetings

The Voicemail card displays the Manage Greetings button, providing access to select the greetings used when a caller is sent to voicemail. The system provides a default greeting, so these settings are optional.

- 1. Click on the Manage Greetings (Manage Greetings) button.
- Select or define the following as needed to setup voicemail greetings:
 - Busy Greeting: Click to select System Greeting (default) or Personal Greeting. If Personal Greeting is selected, use the adjacent drop-down menu to choose an Announcement already uploaded (in the Announcement Repository) for use.
 - No Answer Greeting: (Optional) Click to select *System Greeting* (default) or the *Unavailable Greeting* option.
 - Alternate No Answer Greetings: This dialog allows the user to prepare multiple no answer greetings that can be used and then select the one that is in use. Click to select an alternate No Answer greeting that was already uploaded for use.
 - Number of rings before greeting Select an amount of rings (from 1-10) that will occur before the caller is sent to voicemail and will hear the greeting currently in use.

Auto-login to Voice Portal when calling from my phone: Click to enable this setting to allow
the system to keep you logged into the Voice Portal on the phone for quick access.

 Click the Save button to submit the changes, close the dialog, and return to the Dashboard view. Return to this dialog to edit settings in the future. See also: Announcement Repository

Manage Greetings	
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Message Deposit

The Voicemail card displays a quick access button for Message Deposit settings. These settings allow the user to quickly disable the ability for incoming callers to leave a message after hearing the user's voicemail greeting. By default, Message Deposit is always turned **On** which allows callers to leave a message and hear the menu options. This feature works with the Voicemail Greeting Settings.

	Message Deposit
General	
Disable Message Deposit	
No Answer Greeting	
🗇 Disable Message Deposit	
	Save Cancel

Note: When Message Deposit is disabled, the Voicemail Menu is disabled. This means that incoming callers won't hear the menu

options and the user will not hear menu options announced when logging in to manage voicemails if Message Deposit is disabled.

Disable Message Deposit

In the Voicemail card on the Dashboard:

- 1. Click on the Message Deposit (Message Deposit) button to view the Message Deposit dialog.
- 2. Choose the option to use:
 - General A check mark 🗹 here disables message deposit for all calls that go to voicemail.
 - No Answer Greeting A check mark ☑ here disables message deposit for calls that are sent to voicemail when a No Answer Greeting is in use.
- 3. Click on the Save button to submit the change, close the dialog, and return to the Dashboard. Return to this dialog to turn off the setting when it is no longer needed.

Call Logs

The **Call Logs** card displays a list of the latest incoming and outgoing calls on the account with filters to review specific call types and date ranges. It also provides easy access to review all available call log data for the past 90 days – up to 1000 calls via the View All Call Logs & Details link.

Filter Call Logs

Within the **Call Logs** dashboard card, multiple *Filters* are provided that allow users to select specific call types and date ranges to review. The Call Logs filter options include:

Call Type	Call ConnectionType
All Calls	All Calls
Incoming Calls	Connected
Outgoing Calls	No Answer
	Incomplete
	Forwarded
Date	
Today	
Yesterday	
Last 7 Days	
Last 30 Days	
Last 90 Days	
Custom	

AILCHIS	ARCold	In Today	
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outgoing	Chan Forwarded	822.689	1/15/10
grimon II	Mary	808.047	1/13/18
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D. porring	Sherry	391 594	1/15/18
grogue III	Ansa	821 322	1/13/15
progruo III	Ash	349 700	7/13/16
progrue 11	2001	674.970	1/12/18
priopuo III	ing.	622 410	1/12/10
primore II	tunny	h12 407	5/13/18
pressen II	Jane.	756 094	1/13/15
growing 1	Deed	953 282	1/13/18
- ouigong	Del F	006 201	1/15/16
presses -	Duarr	010 084	3/19/10
progrup II	5244	647 236	1/15/10
prioditio II	Carin	607 850	1/15/18
ii incoming	Decy	920758	1/15/10
pressor ()	Rash	686 627	1/15/18
iii nooming	Kimp:	709.305	1/13/18
Li Marra	Dat	000.021	1/13/18

View All Call Logs & Details

The <u>View All Call Logs & Details</u> link at the bottom of the Call Logs card offers easy access to review a detailed list of up to 1000 calls over the past 90 days. The same filters offered within the dashboard are available within the larger view to make it simple to locate information about specific call types or calls that occurred within specific time-frames, and a link to <u>Export Call Logs</u> allows the user to download the data to an excel spreadsheet format.

Basic Features

The **Basic Features** Dashboard card provides quick access to your On/Off feature settings and information about each. This dashboard section also provides a <u>View All Features</u> link that opens the **Settings** page for review and management of additional service features.

Each item displayed within the **Basic Features** card on the Dashboard is an **On** / **Off** setting for the individual user account. Descriptions of the features that are provided for management here display as pop-up information by placing the *i* cursor over the 'l' icon next to an item.



The slider toggles in the Basic Features card allow the user to set each available option to On (enabled) or Off (disabled) quickly and easily.

Additional settings may be managed by clicking on the <u>View All Features</u> link at the bottom of this dashboard card. This opens the full list of feature settings on the user's account for review and management.

Basic Features	+ <u>+</u> ++
Anonymous Call Rejection i	
Barge-In Exempt i	
Caller ID i	
Call Waiting i	
Connected Line ID Restrictions i	
Do Not Disturb i	
Music On Hold i	
Outbound Caller ID Block i	
View All Features	

Working with User Settings

Click on the View All Features link at the bottom of the Basic Features Dashboard Card to open the **Settings** page, which lists the features and services that are available to the user in an easy to read format and provides access to View and to Edit the settings for each feature listed.

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- Features are generally grouped by type to make similar or related features easy to locate.
- On/Off features show their current status within the table (and on the Dashboard).
- The drop-down selection tool above the table allows authorized Admins to quickly select and edit user-level feature settings for the other seats/users they are permitted to manage.
- ♦ The arrow ▶ under the View/Edit column (far right) for a feature opens the Edit view.
- Many of the On/Off features shown in this list and the individually enabled settings shown here may also be managed via the Basic Features Dashboard Card and through the user's device using phone codes, AKA: Star Codes, when set to Enabled. (ex: *77).

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Your account type and/or role defines the users, features, and services you may access. Some features shown in this document may not be available to all users or all organizations.

Access the Settings Page

In the Dashboard: Click on the View All Features link in the *Basic Features* card on the User's Dashboard to open the **Settings** page.

View / Edit User Feature Settings

In the **Settings** page: Click on the arrow \blacktriangleright under the View/Edit column next to a feature to open its *Edit* view and modify the feature setup. Features that may be managed here will vary and are dependent upon the services offered to the user based on seat type and add-ons.

Manage Settings for Multiple Lines/Accounts

Where multiple lines are assigned and may be viewed by a User or Admin, the drop-down tool within the **Settings** view (just above the table on the top right) offers the ability to switch between those lines to manage the feature settings for all accounts that are available to the user (or Administrator) for multiple lines.

- 1. Click on the drop-down tool to view a list of any additional lines for selection.
- 2. Click on an option in the list to choose and begin working with that line's settings. The settings for the new line will display in the table below for review/management.
- 3. Repeat to review or make changes to additional account/line settings to which access is provided. *Note:* The system will also help the user or Administrator to quickly get back to the dashboard of the account/line they started with by displaying it at the top of the Left Navigation panel at all times.

Profile

The secondary **Profile** section of the *Settings* page offers additional fields for data that may be added to display in directories and phone lists. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Profile

- 1. Enter any information that you wish to make available in lists or directories.
- 2. Click the Save button to update and return to the Settings page.

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Anonymous Call Rejection

On | **Off** setting. Anonymous Call Rejection tells the system to play an intercept message and reject (block) incoming calls from anyone with Caller ID set to 'Anonymous'. Because the calls are blocked and will not ring through, Call Logging, etc. are disabled when a call triggers this feature. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Anonymous Call Rejection

- 1. Slide the toggle to ON or Off.
- 2. Click the Save button.

General	ON/OFF	VIEW/EDIT
Anonymous Call Rejection	OFF	×.
Reject incoming callers with directory or identifying Anonymous callers will hear an intercept message w	Caller ID information displaying "Anonymous". hen they call your number.	
ON lm		
Save Caire #1		
		O See instructions

Announcement Repository

The Announcement Repository service offers the ability to upload and store message .wav files for use as Voicemail greetings and announcement messages.

Voice Portal 2017-11-02 WAV 15 Download	Edit
20:04:48,778_001	

- The repository provides up to 1 GB of storage space.
- The amount of storage space displays for review.
- Maximum file size for audio announcements is 5 MB in CCIT u-Law 8kHz, 8-bit Mono format.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add an Announcement File

- 1. Click on the Add button to begin.
- 2. Type the Name to be displayed in selection lists.
- 3. Click on the Choose File button to select a local audio file to upload into the repository.
- 4. Click the Save button to submit the change and return to Settings.

Download an Announcement File

- 1. Click on the Download link.
- 2. Navigate to and select the local folder you wish to use to save a copy of the file.

Edit an Announcement File

- 1. Click on the Edit link next to an Announcement listing to open its *Edit* view and make changes.
- 2. Click on the Save button to submit changes and close this dialog.

Delete an Announcement File

Use Caution. The removal action is immediate and cannot be undone.

- 1. Click to place a check ☑ in the box next to an Announcement in the file list to select it.
- 2. Click on the Delete button.

Automatic Hold / Retrieve

This setting provides a method to place incoming calls on hold <u>and</u> retrieve them automatically without using the feature access (Star) codes.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

- 1. Select and/or enter the following:
 - Automatic Hold / Retrieve On Off Click to set to O On or Off (default)

Automatic Ho	ld / Retrieve		
	Id and Retrieve provides an all cally held and retrieved without		Id and retrieve calls. Incoming call e access codes.
	Automatic Hold / Retrieve	Oon Ooff	
	matically retrieve the call after.	120	seconds

- 2. Click the Save button when finished to submit the changes and close the dialog.

Barge-In Exempt

On | Off Setting. When enabled (ON), barge in attempts clickon the adjacent drop-down arrow the adjacent drop-down arrow ► to access this feature's *Edit* view.

Barge-in Exempt	OFF	
Barge-in Exempt allows you to block barge-in a	attempts from other users with Directed Call Pickup v	ith Barge-in
Barge-In Exempt: On Of		
Save Gancel		
		See instructio

Call Block

Use the **Call Block** feature to define criteria that will block calls from people you would rather not talk to, limit or forward calls from specific numbers, or even create a list of numbers you always want to accept

even when Call Block is enabled. Incoming calls that meet all criteria defined here are notified that you cannot be reached, and the call is disconnected. These calls are not logged.

all Block allows v	ou to reject calls that meet your pre-defined ont	These callers will be given an anno	nonment that you cannot be reached	Lise this feature to prevent quisa
alls from people y	ou would rather not talk to. The criteria for each All criteria for an entry must be true to reject the	Call Block entry can be a list of up to 12	phone numbers or digit patterns, a sp	pecified time schedule, and a speci
	All officeria toil all entry threat be those to rejear the	uan.		
oliday schedule. /				
Active	Description	Reject	Calls	Edit

Add a Call Block

- 1. Click on the Add button to begin defining new Call Block criteria.
- 2. Define the following criteria, as needed:
 - Description <u>Required</u>: A short descriptive title for this call block type to show in the list.

Sollings Pall Block

- Reject Call Optional: Click to setup this list to Block Calls when your criteria are met.
- Do Not Reject Call Optional: Click to setup this list to accept calls from specific numbers when the criteria are met.
- Select Time Schedule Optional: Choose a Time Schedule from the drop-down menu. <u>OR</u>...
- Selected Holiday Schedule Optional: Choose a Holiday Schedule from the drop-down menu.
 Note: Only one schedule type (Time or Holiday) can be selected at a time.

Description: test	_	
Reject Call Do not Reject Ca	ali -	
Select Time Schedule: Every Day All Day 🔻		
Form Source numbers Any Proce Number Any Proce Number		

- Note: Only one schedule type (Time or Holiday) can be selected at a time.
- From Any Number Optional: Select if any number dialed in will be accepted or blocked for the schedule you selected.

- Forwarded Optional: Select if incoming forwarded numbers will be blocked.
- From Following Phone Numbers Select to define individual numbers to accept or block.
- Any Private Number Select to trigger on incoming calls with "Private" Call ID.
- Any Unavailable Number Select to trigger on incoming calls with "Unavailable" Call ID.
- Specific Phone Numbers Select and then enter up to twelve (12) 10-digit phone numbers.
- 3. Click the Save button when finished to submit the call block criteria and close the view.

Edit a Call Block

- 1. Click on the Edit link next to a Call Block entry.
- 2. Make changes to the Description, Trigger Options, and/or the specified Phone Numbers.
- 3. Click the Save button when finished.

Activate a Call Block

- 1. Click to place a checkmark I next to a Call Block entry to activate that selection.
- 2. Click the Save button to submit the change and close the *Edit* view.

Delete a Call Block

Use caution. The item is immediately removed when Delete is selected.

- 1. Click on the *Edit* link next to a Call Block entry.
- 2. Click the Delete button to remove the selected Call Block and its information from the system.

Caller ID

On | Off Feature. **Caller ID** allows the user to turn the *view Caller ID for incoming calls* feature on or off. When enabled, it may take up to two (2) rings to see the available Caller ID information on your device. **Note:** The Off option deactivates Caller ID for incoming calls, but not for your outgoing calls. See

Outbound Caller ID Block.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

		(j) See instructions
Save		
ON		
Identify your caller before picking up the telephone.		0
Caller ID	ON	Ja
un nour		-

Manage Caller ID

- 1. Slide the toggle to ON to enable or Off to disable.
- 2. Click on the Save button to submit the change and close the *Edit* view.

Call Notify

The **Call Notify** service allows users to define the recipient address for email notifications when specific types of calls are received. Click the adjacent drop-down arrow \blacktriangleright to access this feature's *Edit* view.

ADMIN GUIDE

Setup Call Notify

- 1. Send email to: Enter the email address for call notifications.
- 2. Click the Add button to define new Call Notify criteria.
- 3. Description: Enter a name to display in lists.
- 4. Select or define the following options, as needed:
 - ✤ Set to Notify or Do Not Notify.
 - * Select Time Schedule: Optional: Select a pre-defined Time Schedule OR -
 - Selected Holiday Schedule: Optional: Select a Holiday Schedule. Note: Only one schedule type (Time or Holiday) may be selected for use in each Call Notify event.
 - Call Policies: Select an option from the following - From Any Phone Number, Following Phone Numbers, Any Private Numbers, Any Unavailable Numbers, and/or specify up to twelve (12) Phone Numbers, as needed.
- 5. Click the Save button and wait for the Data Saved Successfully! message to display.
- 6. Click on the \boxtimes Exit icon to close the criteria dialog.
- 7. Click the Save button to update the system and close the *Edit* view.

Activate Call Notify

1. Click to place a check in the box I under the Active column for a listing to activate it.

Edit Call Notify Settings

- 1. Click the Edit link next to a *Call Notify* listing.
- 2. Make changes as needed.
- 3. Click the Save button and wait for the Data Saved Successfully! message to display.
- 4. Click on the 🗵 Exit icon to close the dialog.
- 5. Click on the Save button to update the system and return to the Settings list view.

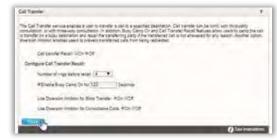
Delete Call Notify

- 1. Click the Edit link next to the desired listing.
- 2. Click the Delete button and wait for the Deleted Successfully! message to display.
- 3. Click on the 🗵 Exit icon to close the dialog.
- 4. Click on the Save button to update the list and return to Settings.



Call Transfer (Recall)

The **Call Transfer** service enables a user to transfer calls to specified destinations as Blind, Consultative, or 3-way Consultative Transfers. This setting defines the criteria to automatically recall your transferred calls when they are not answered for any reason, and/or to prevent your transferred calls from being automatically redirected by the destination user's settings. Click the adjacent drop-down arrow ▶ to access this feature's *Edit* view.



Manage Call Transfer Recalls

- 1. Click within the appropriate radial button to turn the service \odot **On** or \bigcirc Off.
- 2. Configure the following setting options, as needed:
 - * Number of rings before Recall: Select a number of rings from the drop-down menu.
 - ◆ Enable Busy Camp On for x Seconds: Turn on 'busy' for a set time. Click to place a check in the box to ☑ enable (or □ disable) and enter a number of seconds in the adjacent field.
 - ◆ Use Diversion Inhibitor for Blind Transfer: Disallow auto-redirects on Blind Transfers. Click within a radial button to set to ⊙ On or ○ Off.
 - ◆ Use Diversion Inhibitor for Consultative Transfer: Disallow auto-redirects on Consultative Transfers. Click within a radial button to set to
 ^o On or O Off.
- 3. Click on the Save button to submit the setup/change(s) and close the *Edit* view.

Call Waiting

Or|Off Setting. The **Call Waiting** service allows users to receive calls while their line is in use, see the callerID of the new caller, and decide whether to automatically place the current caller on hold and answer the second call - or let the second call go to Voicemail (if enabled). Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Call Waiting

1. Slide the toggle to **ON** or Off and click on the Save button to submit the change and close the *Edit* view.

Call Waiting	OFF	Y
Switch to a new incoming call while you are already on another call.		
OFFI		
Save Gaucet		
		() See instructions

CommPilot Express

The CommPilot Express settings allow a user to define profiles that control what happens when an inbound call arrives and the CommPilot presence indicates that user is Available - In the office, Available - out of office, Busy, or Unavailable. Once defined, saved, and enabled, each profile can be managed in this area of the portal or via the phone/device (where supported). Note: when enabled, CommPilot Express will take precedence over some other service settings that relate to incoming call behavior. The use of these settings and profiles is optional. If available - Click the adjacent drop-down arrow ▶ to access this feature's Edit view.

- 1. To manage CommPilot Express settings, select or enter information for the following:
 - Current Profile: Choose from the drop-down menu options to select a saved profile.
 - Available In the Office
 - Also ring this phone number: ______
 Enter the alternate 10-digit phone number to simultaneously ring.

If Busy:

- O Have Voice Messaging (take the call)
 Click to

 select/enable calls to be sent to voicemail when busy, OR
- O Forward to this phone number ______
 Click to

 select/enable, and enter the 10-digit phone number to which the system should forward calls when in office but busy

If No Answer:

- O Have Voice Messaging take the call
 Click to

 select/enable and instruct the
 system to send calls to voicemail if calls go unanswered, OR
- O Forward to this phone number: _____ Click to
 select/enable and enter the 10
 digit phone number to which the system should forward calls in the adjacent field

Available – Out of Office

- O Have Voice Messaging take the call Click to enable and instruct the system to send calls to voicemail when out of office, OR
- O Forward to this phone number: ______ Click to enable and enter the 10 digit phone number wo which the system should forward calls in the adjacent field.
- Also notify me by e-mail when a call comes in: _____ Click to I select/enable and enter the email address the system should use to send notifications for incoming calls while out of office.

♦ Busy

- O Send all calls to Voice Messaging except calls from these phone numbers: Click to enable and enter up to three (3) 10-digit phone numbers in the fields directly below.
- Which will be forwarded to this phone number: Enter a 10-digit phone number in the adjacent field to which <u>only</u> calls from the phone numbers listed above will be forwarded.

ommPilot Express	OFF	
CommPilot Express allows you to pre-config calls. These profiles can quickly be changed your desk orwhen you are at remote location precedence oversome of your other services incoming calls.	I using the web or phone when you leav 1. If you useCommPilot Express, it take	/e
Current Profile: None	r)	
Available - In the Office		
Also ring this phone number.		
If Busy:		
Have Voice Messaging		
OForward to this phone number:		
If No Answer:		
Have Voice Messaging take the call		
OForward to this phone number:		
Available - Out of the office		
When a call comes in:		
Have Voice Messaging take the call		
OForward to this phone number:	4	
Also notify me by e-mail when a call comes in:		
Busy		
busy		
Send all calls to Voice Messaging except calls	from these phone numbers:	
Which will be forwarded to this phone number:		
Unavailable		
Send all calls to Voice Messaging except calls	from these phone numbers:	
Which will be forwarded to this phone number:		
Have Voice Messaging take the call using:		
No Answer Greeting		
OUnavailable Greeting		
Save Cancel		
	See instruction	tions

- Also E-mail me here when a call comes in: Click to I select/enable and enter the email address the system should send notifications to when a call comes in while you are *Busy*.
- Unavailable
 - O Send all calls to Voice Messaging except calls from these phone numbers: Click to enable and enter up to three (3) 10-digit phone numbers in the fields directly below.
 - Which will be forwarded to this phone number: Enter a 10-digit phone number in the adjacent field to which <u>only</u> calls from the phone numbers listed above will be forwarded.
- Have Voice Messaging take the call using:
 - O No Answer Greeting Click to

 select/enable to instruct the system to use the No Answer Greeting you've setup for voicemails - OR
 - O Unavailable Greeting Click to

 select/enable to instruct the system to use the Unavailable Greeting you've setup for voicemails.
- 2. Click on the Save button to submit the changes to the profile and exit the dialog or click the Cancel button to exit without saving any changes.

Connected Line Identification Restriction

On Off Setting. The **Connected Line Identification Restriction** feature allows you to block your number from being shown when receiving a call. Members of your group can still see your number when they call you.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

ure 1
om being shown when receiving a call. Members of your group can still see your number I then selectively turning it right back on or off using the feature access codes.

Manage Connected Line ID Restriction

1. Slide the toggle to **ON** or Off and click on the Save button to submit the change and close the *Edit* view.

Conference List

The **Conference List** service allows provisioned users to manage settings for online audio conferences, the participants and moderators, and the conference recording downloads. Click the adjacent drop-down arrow ► to access this feature's setting management tools.

Add a Conference Listing

- 1. Click on the Add button to create a new conference.
- 2. Select the appropriate Conference Bridge type from the drop-down menu.
- 3. Define the following:
 - Title (a short description of the conference)
 - Estimated Number of Participants
 - Maximum Number of Participants _____



Conterence Enlige	Meet-Ma CNF 1072248	
Conference Bridge Number: Conference ID	2053834258 595153	
Moderator Pitt	085083	
Title	Friday AM	
Estimated # of Participants:	6	
Mai Participants	100	
Account Code		
Mula Participants on Entry		
End conference sitien modera	tor 🔁	
Moderator required to start	5	
When participant joins:	Play Tone 👻	
Туре	Recurring	
Start Date:	10/20/2023	
Start Time:	9 V 0 V AM V	
Duration Hours	1 4	
Duration Minutes	0 *	
	Recur eve	n. (1
		(VORIAL)
	Suntay	
Tipe	Waskly Y Tuesda	
10-	Wiedne	
	Thursda	
	Friday	
Contailance End Type:	Recur X Times	
Couperator Evo (Abr.	- Please Select the End Type -	
	Recur Forever	
	End on specific date	

- Account Code (an x-digit code for participants to use to access the conference)
- 4. Click to place a check within the adjacent box ☑ to enable the following options, as needed:
 - Mute Participants on Entry
 - End Conference When Moderator Leaves
 - Moderator Required to Start
- 5. Define When Participant Joins: Select the appropriate action from the drop-down menu.
- 6. Define Type: Select from *One Time* (Define the Date, Start Time, and Duration in HH and MM), *Reservationless* (Define the Start Date and End Type), and *Recurring* (Define the Recurrence information as required)
- 7. Click the Save button to add the new Conference setup and close the criteria view.
- 8. Click the Save button in *Conference List* settings to update the system and exit the *Edit* view.

Manage Conference Recordings

The following recording management tools are provided in the *Edit* view:

A. Click on the Recordings link next to the appropriate Conference Listing to review any recording details and options.

less 2018-06- 11T01:00:00 Recordings Moderate Edit Delete
11101.00.00

- B. Click on the **Download** option and follow the steps to save a recording to a local file.
- C. Click on the Delete option next to a listing to remove the selected recording from the archive.

Edit a Conference Listing

- 1. Click on the *Edit* option next to the appropriate Conference listing to open the criteria setup view.
- 2. Make changes to the setup, as needed.
- 3. Click on the Save button to update the conference list information.

Delete a Conference Listing

Use Caution. The item and all its information are immediately removed from the system.

1. Click on the Delete option next to the appropriate Conference Listing to Immediately remove it.

Launch Moderator Tool

- 1. Click on the Moderate link next to the appropriate Conference Listing.
- 2. Enter your Password.
- 3. Click the Launch Moderator Tool button to open the pop-up view for the conference.

Manage Conference Moderators

- 1. Click Edit next to the appropriate Conference listing.
- 2. Highlight the appropriate Available Users and use the arrows ► < to move them to/from the ConferenceModerators section.
- 3. Click the Save button to return to the Settings list when finished.

Custom Ringback User

As a **Custom Ringback User**, you can select a ringback message to be played to specified callers based on your pre-defined criteria.

The criteria for each Custom Ringback you define can include up to 12 phone numbers or digit patterns and specific schedules. Click the adjacent drop-down arrow ▶ to access this feature's *Edit* view.

	User			
play a different numbers or dig	ringback to your manager, a fan it patterns, a specified time scho	e ringback to be played to your callers, for spe illy member, or a customer. The criteria for eac stule, and a specified holiday schedule. All crit y). Otherwise, regular ringback is played to the	h Custom Ringback Selective entry can b eria for an entry must be satisfied for the	e a list of up to 12 phone
Active Io data found	Description	Time Schedule	Call From	Edit

Add a Custom Ringback List

- 1. Click on the Add button to begin defining a Custom Ringback listing.
- Description: Type a name that will display in the Custom Ringback list.
- 3. Enter or select from the following options, as needed:
 - ◆ Play custom Ringback: Click within the ⊙ radial button to enable
 - Do not play custom ringback: Click within the

 radial button to enable
 - Selected Time Schedule: Use the drop-down menu to select the correct option. OR...
 - Selected Holiday Schedule: Use the drop-down menu to select the correct option.
 Note: Only one schedule type (Time or Holiday) can be defined per list.
- Description function register: Program autom register: Do not play cattom register: Selected Holday Schedule Enterplate Busines: Professoria Ringback: Professoria Ringback: Professoria Ringback File: Professoria Ringbac
- Audio Ringback: Click within he appropriate radio button to enable No personal Ringback, or URL, or Personal Ringback File and enter or use the drop-down menus to include the information required for your selection.
- As Needed: Click within the adjacent check boxes ☑ to include calls from Any private number, and/orAny unavailable number.
- Specific Phone Numbers: Enter the 10-digit numbers in the fields provided, as needed to define calls from specific numbers.
- 4. Click on the Save button to submit the new Custom Ringback listing and close the *Edit* view.

Edit a Custom Ringback List

- 1. Click on the Edit link adjacent to the desired Custom Ringback listing.
- 2. Make changes to the setting options, as necessary.
- 3. Click on the Save button to submit the changes and return to Settings.

Delete a Custom Ringback List

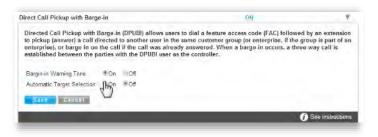
Use Caution. Once Delete is selected, the item and all its information are immediately removed.

- 1. Click on the Edit link adjacent to the Custom Ringback listing you wish to remove.
- 2. Click on the Delete button to immediately remove the custom callback list from the system and exit.

Direct Call Pickup with Barge-In

Dial into a call to another member of the group and if already answered, create a 3 way conference. Click on the adjacent drop drop-down ▼ arrow to access this feature's Edit view and enable the following options:

- 1. Barge-In Warning Tone: Click On to enable the tone
- 2. Automatic Target Selection: Click On to enable.
- 3. Click the Save button to submit the change and close the view.



Do Not Disturb

On |Off Setting. When **Do Not Disturb** is enabled, (**ON**) incoming callers receive a message stating that you are busy and can be sent to your Voicemail if that service is also turned ON Click the adjacent drop-down arrow ► to access this feature's *Edit* view.



Manage Do Not Disturb

- 1. Click to toggle the switch to **On** or Off, as desired.
- 2. Ring Reminder: Click to place a check in the box 🗹 if you wish to be reminded that DND is enabled.
- 3. Click the Save button to submit the change and exit the *Edit* view.

Hoteling Guest

The Hoteling Guest feature allows a user to associate their account profile with a <u>Hoteling Host</u> user's device/number, which means the Hoteling Guest user can utilize the Hoteling Host's device as though it is their own device/extension for a period of time. Click the adjacent drop-down arrow ▶ to access this feature's *Edit* view.

Hoteling Guest		ON	
Hoteling Guest allows a user to associate their service device with the guest user's service profile. This is user	e profile with a Hotelin efuil for transient emplo	g Host user. This allows the gues types	Luser to use the host's
Hoteling Guest: @ On @ Off			
Unnit Association to 12 Hours			
Available Host	Associated H	ost	
(Exec Loc2) 205665101a@mymtm.us	-		-
	_		
	-		-
Save D			
			See instructio

Manage Hoteling Guest

- 1. Click within a radial button to set Hoteling Guest to On or Off.
- 2. Limit Association to x Hours: Click to place a check mark to enable and then enter the number of Hours.
- 3. Highlight an Available Host number and use the arrow ► to move it to the Associated Host section to select it.
- 4. Click the Save button to submit the change and exit the *Edit* view.

Hoteling Host

The Hoteling Host service allows a user account/ device to be designated as a *Host*. A user who is already setup as a <u>Hoteling Guest</u> can then select the Hoteling Host. When the two are associated, the Host allows the Guest to use the host's device with the guest's service profile (as though it is their own device/ extension) for a period of time. Click the adjacent dropdown arrow ▶ to access this feature's *Edit* view.

Hoteling Host		ON	
Hoteling Host allows a user to be designated as a ho to the host user. When associated, the host user allo association limit is not enforced, the Guest user is all	ws the guest user to us	e the host's device with the guest's s	
Hoteling Host: I On Off			
REnforce Association Limit 24	Hours		
Access Level: CEnterprise @ Group			
Associated Guest			
Last Name: First Name:			
Phone Number: Extension:			
Associated Date:			
No.			
2. A.			A See instructions

Manage Hoteling Host

- 1. Hoteling Host: Click within a radial button to set to On ⊙ or Off O (default).
- 2. Enforce Association Limit 24 Hours: Click to place a checkmark in the box ☑ to enable the limitation. If the Association limit (24hrs) is not enforced, the Guest user is allowed to associate with the Host user's device indefinitely.
- 3. Access Level: Click to select \odot *Enterprise* or \odot *Group*.
- 4. Associated Guest: Enter the requested information (Last Name, First Name, Phone Number, Extension, and the Associated Date).
- 5. Click Save to submit and close the Edit view.

Music On Hold

On Off feature. The **Music On Hold** feature may also be available to manage from the <u>Basic Features</u> card on your Dashboard/Home Page. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Music On Hold

- 1. Click within the appropriate radial button to turn **On** \odot or **Off** \bigcirc (default).
- 2. Click the Save button to submit the change and close the view.

Music On Hold	ON	Υ.
Music on Hold: ® On 🖹 Of		
SAVE		
		See instructions

Outbound Caller ID Block

On Off feature. When enabled, the Outbound Caller ID Block feature allows you to block your Caller ID information from being displayed when you call someone. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

pre-defined criteria. The c

Note w

Manage Outbound Caller ID Block

Click within the appropriate radial button to turn On
 ⊙ or Off ○ (default).

Outbound Caller ID Block	9FF	1
Block your Caller ID information from being displayed	when you call someone.	
OFF		
Save Cancer		
	() Se	e instructions

2. Click the Save button to submit the change and close the *Edit* view.

Pre-Alerting Announcement

The **Pre-Alerting Announcement** feature allows a user to play a file (audio or video) to all callers before the call is actually connected. Criteria for specific callers, times, etc. can be defined. It can be turned ON/OFF, as needed. Click the adjacent drop-down arrow ▶ to access this feature's *Edit* view.

Manage Pre-Alerting Announcement Usage

1. Define or select the following, as needed:

Pre-Alerting Announcement: On Off - Click within the appropriate radio button to enable/disable Pre-Alerting Announcement usage.

- 2. Choose an Audio or a Video Announcement file to use:
 - Default: use the group default announcement
 - URL: type the full URL where the file is stored
 - Personal Ringback File: select from any available file options within the drop-down tool.
- 3. Click on the Save button to save your basic *Pre-Alerting Announcement setup*.

	ment Weather FL Location		
Play pre-alertin	g announcement		
O Do not play pre	alerting announcement		
Selected Time Sch	hedule group 👻		
Selected Holiday	Schedule: group 🖌		
Calls From:			
Any phone num	19de		
OF allowing phone	e numbers		
Any private	number CAny unavailable num	ber	
Specific phone nur	mberac		
-			

Add a Pre-Alerting Announcement

- 1. Click on the *Add* button to open the Add Item dialog.
- 2. Description: Type a short title (E.g., Priority 1, Low Priority, etc.) for this announcement.
- 3. Select, from the following options, as needed:
 - ✤ Play pre-alerting announcement Click to enable ④.
 - Do not play pre-alerting announcement click to disable O.
 - Selected Time Schedule: Choose an option from the drop-down menu. or...
 - Selected Holiday Schedule: Choose an option from the drop-down menu. Note: Only <u>one</u> schedule type (Time or Holiday) may be selected for a Pre-Alerting Announcement.
 - Any Phone Number click to enable ⊙/disableO.
 - Following Phone Numbers click to enable ⊙/disableO.
 - Any Private Number enable ⊙/disableO.
 - ♦ Any Unavailable Number click to enable ☉/disableO.
 - Specific Phone Numbers enter up to 12 (twelve) 10-digit numbers that will be included to receive the announcement when they call this number.
- 4. Click on the Save button to submit the new Pre-Alerting Announcement and return to Settings.

Activate/Deactivate Pre-Alerting Announcement

1. Click to choose ON or OFF and click Save.

Edit or Delete a Pre-Alerting Announcement

- 1. Click on the Edit link next to the appropriate Pre-Alerting Announcement listing to open the *Edit Item* dialog to make changes.
- 2. Modify the settings, schedules, or numbers, as needed, and click Save to update

OR click **Delete** to remove the Pre-Alerting Announcement from the list available to you for use.

Play pre-atering antiouncertent Do not play pre-atering announcertent Satesteat Time Schedule (prop v) Satesteat Holday Schedule (prop v) Cates From: Polloving bono minters Polloving bono minters Polloving bono minters Specific phone numbers:	Description Inclement Weather FL L	ocation	
Senecied Time Schedule (group) Selectée Hoshay Schedule: (group) Catle Fram: @Rey phone number: /Peloning phone number: _Rey physite number: _Rey physite number:	Play pre-alerting announcement		
Selected Hokay Schedule: [9700] V Catle From: @Any phose number: O'Peloning phose number: Dany physie number:	O Do not play pre-alerting announcemi	ent	
Catte From:	Selected Time Schedule group	¥	
Ray phone number O'Following phone numbers Any private nomber Any unavailable number	Selected Holiday Schedule: group		
OFollowing phone numbers Any private number Any unavailable number	Calls From:		
Any private number Any unavailable number			
	Any phone number		
Specific phone numbers:			
Specific phone numbers:	OFollowing phone numbers	alable number	
	OFollowing phone numbers Any private number Any unav	alatie rumber	
	OFollowing phone numbers Any private number Any unav	alable number	
	OFollowing phone numbers Any private number Any unav	alabis number	
	OFollowing phone numbers Any private number Any unav	elatis number	
	OFollowing phone numbers Any private number Any unav	aldie rumber	
	OFollowing phone numbers Any private number Any unav	allable number	

Priority Alert

The **Priority Alert** feature allows a user to define criteria that triggers distinctive alerts for specific incoming calls. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add a Priority Alert

- 1. Click on the *Add* button to open the criteria dialog.
- 2. Description: Type a short title (E.g., Priority 1, Low Priority, etc.) for this alert.
- 3. Select, set, or define the following options, as needed:
 - Use Priority Alert Click the radial button to
 enable or /disableO.
 - Do Not Use Priority Alert click to enable O/disableO.
 - Selected Time Schedule: Choose an option from the drop-down menu, or...
 - Selected Holiday Schedule: Choose an option from the drop-down menu. Note: Only <u>one</u> schedule type (Time or Holiday) may be selected for each Priority Alert.
 - Any External Phone Number click to enable ☉/disableO.
 - ✤ Following Phone Numbers click to enable ③/disableO.
 - Any Private Number enable ⊙/disableO.
 - Any Unavailable Number click to enable ⊙/disableO.
 - Specific Phone Numbers enter up to 12 (twelve) 10-digit numbers that will be included for the alert.

Priority Aler

Acli

Priority Alert service enables a user to define o

Adr

4. Click on the Save button to submit the new Priority Alert and return to Settings.

Activate a Priority Alert

1. Click to place a check mark ☑ in the Active box next to a Priority Alert listing to activate it.

Edit a Priority Alert

- 1. Click on the Edit link next to the appropriate Priority Alert listing to open the Criteria dialog for editing.
- 2. Make changes to the settings, schedules, or numbers, as needed, and click Save to update.

Delete a Priority Alert

- 1. Click on the Edit link next to the appropriate Priority Alert listing to open its *Edit* view.
- 2. Click on the Delete button to remove the Priority Alert from the system. *Wait for the* Deleted Successfully! *message*.
- 3. Close the dialog to return focus the *Priority Alert* list and click on the Save button to update and exit.

	_	-	
things - Privetty Alert			
Desception. Shick the for the list			
Select Time Schedule (Enterprise Business) *			
Seecled Holicay Schedule 1996day Schedule (Se *			
Any External Phone number Patiewing Proce Numbers & Any Proves Numbers & Any Provalate Number gende Phone Numbers			
special Priorie Numbers			

Privacy

The **Privacy** feature allows you to define your name and number privacy settings for Directories, Auto Attendants, and Hunt Groups.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Privacy

- 1. Click to enable ☑ or disable □ the following options, as needed:
 - Enable Directory Privacy when enabled, removes the the name/number from group/enterprise directories.
 - Enable Auto Attendant Extension Dialing Privacy - when enabled, removes extension/ number from Auto Attendant extension dialing.



- Enable Auto Attendant Name Dialing Privacy when enabled, removes the Name from Auto Attendant name dialing.
- 2. Click the Save button to update the system with the new information and close the *Edit* view.

Receptionist Dashboard

This feature allows the user assigned to the Broadsoft Receptionist Client to select other users in their organization whom they wish to monitor for presence status within the Receptionist Dashboard client.

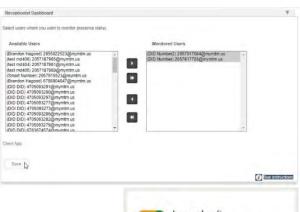
Monitor Users in Receptionist Dashboard

To select users to monitor within the application:

- 1. Select from the listed lines in the **Available Users** section and use the arrow tools to move them to the **Monitored Users** section.
- 2. Click Save when finished to submit changes and close the dialog.

Quick Access to the Receptionist Dashboard

1. Click on the Client App link to open the sign in page for the Broadsoft Receptionist client application in a new browser window.





Append Domain	
English (US)	,
Sign In	j.
Stay Signed In	V
Show Less +	

Receptionist Dashboard SMB

This feature allows the user assigned to the Broadsoft Receptionist SMB client application to select other users in their organization whom they wish to monitor for presence status within the Receptionist Dashboard application.

Monitor Users in Receptionist Dashboard SMB

To select users to monitor within the application:

- 1. Select from the listed lines in the **Available Users** section and use the arrow tools to move them to the **Monitored Users** section.
- 2. Click Save when finished to submit changes and close the dialog.

Quick Access to the Receptionist Dashboard SMB

1. Click on the Client App link to open the sign in page for the Broadsoft Receptionist SMB client application in a new browser window.



Description: name here Accept Call

Any Private Number Any Unavailable Number secific Phone Numbers 19498373 4075521212

Save Im

Do Not Accept Call
 Select Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Any Phone number
Following Phone Numbers



Selective Call Acceptance

Selective Call Acceptance allows the user to create lists of specific incoming calling numbers and the

Selective Call Acceptance

A00 (

Descri

Active

criteria for acceptance (or Non-acceptance).

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add a Selective Call Acceptance List

- 1. Click on the Add button to open the criteria view.
- 2. Define the following criteria options, as needed:
 - Description Required: A short descriptive title for this call block type.
 - Accept Call Click to setup this list to <u>accept</u> specific calls when all the criteria defined here are met.
 - Do Not Accept Call Click to setup this list to Block Calls specific calls when all criteria defined here are met.
 - Select Time Schedule Choose a pre-defined Time Schedule from the drop-down menu. OR ...
 - Selected Holiday Schedule Choose a pre-defined Holiday Schedule from the drop-down menu.
 Note: Only one schedule type (Time <u>or</u> Holiday) can be selected at a time.
 - Any Number Select if any number dialed in will be accepted or blocked.
 - * Following Phone Numbers Select to define individual numbers to accept or block.
 - Any Private Number Select to trigger for incoming calls with "Private" Caller ID.
 - Any Unavailable Number Select to trigger for incoming calls with "Unavailable" Caller ID.
 - Specific Phone Numbers Select and enter up to twelve (12) 10-digit phone numbers.
- 3. Click the Save button when finished to submit the changes and close the *Edit* view.

ADMIN GUIDE

Edit a Selective Call Acceptance List

- 1. Click on the Edit link next to the appropriate Selective Call Acceptance listing to open the item's *Edit* view.
- 2. Make changes to the settings, schedules, or numbers as needed.
- 3. Click on the Save button to update the Priority Alert information.

Delete a Selective Call Acceptance List

- 1. Click on the Edit link next to the appropriate listing.
- 2. Click on the Delete button and wait for the Deleted Successfully! message.
- 3. Click on the 🗵 Exit icon to return to the list.
- 4. Click on the Save button to update the information and return to Settings.

Speed Dial

This feature allows users to define **Speed Dial** options for specific numbers using short 2 digit codes (00-99) prefixed by the # sign. Some 2-digit code combinations will conflict with Calling Feature (Star) Codes. These Star Codes are listed to assist the user. Click the adjacent drop-down arrow ▶ to access this feature's *Edit* view.

Add a Speed Dial Contact

- 1. Click on Add Contact.
- 2. Enter First Name and Last Name.
- Enter at least one (1) Phone Number (10 digits, no spaces or special characters) in the appropriate field (Home, Work, Mobile)



- 5. Select from the <u>available</u> (unused) list of Speed Dial Codes using the drop-down menu (00-99). (Check the Star Codes listed for you to ensure there are no conflicts)
- 6. Click the Save button to submit the new Speed Dial Code and close the *Edit* view.

Edit a Speed Dial Contact

- 1. Click Edit next to a Speed Dial Contact in the list.
- 2. Make changes to name, numbers, primary assignment, or code, as needed.
- 3. Click the Save button to submit the change and close the view.

Delete a Speed Dial Contact

- 1. Click within the checkbox ☑ in the first column to select an item in the list.
- Click on the Delete button below.
 OR
- 1. Click the Edit link next to a Speed Dial Contact to open its Criteria dialog.
- 2. Click the Delete button.
- 3. Click the \boxtimes Exit icon to return to the *Edit* view.
- 4. Click Save to submit the changes and return to Settings.

Export Speed Dial Contact List

1. Click on the Export button to automatically download a .csv format report containing the current list of Speed Dial Contacts which can be saved to a local folder or printed, as desired.

eed Dial			
14ante	Phòne Number	Speed Dial	દવા
Biller Stead		,	210 V 010
International Spears Case Corptian Control with a sear of an Case Corptian Control Control Control and Case Control Control Control Control and Case Control Cont	i Dezchenitin	a kal er unmelling bysan Can tvera ny Perilahad Deschartlan	a fold sportparay para nag

Call Forwarding

The **Call Forwarding** service allows users to set up simple forwarding numbers for specific purposes and set the service to work Always, when you Don't Answer, have a Busy Line, or when you're Not Reachable.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Set Call Forwarding Number(s)

- 1. Click the toggle next to the appropriate forwarding option(s) to turn ON or Off.
- Enter the 10-digit number or extension (no spaces or special characters) in the adjacent Forward To: field for the option(s) selected.
- Forward After x Rings: Use the drop-down menu to select the number of rings before a call is forwarded.

		Forward to:	
Call Forward Always	OFF	8979	
Call Forward Don't Answer	OFF	123	Forwards After 4 V Rings
Call Forward Busy Line	OFF	123	
Call Forward Not Reachable	OFF	123	

4. Click the Save button to submit the changes and close the Edit view.

Edit Call Forwarding Numbers

- 1. Make changes as needed to forwarding numbers or enabled options.
- 2. Click the Save button to submit the change(s).

Delete Call Forwarding Numbers

1. Simply remove (erase) the number from the appropriate Call Forwarding type and click the Save button.

Call Forwarding Selective

The **Call Forwarding Selective** feature allows users to set up a default forwarding number, define very specific criteria that will trigger call forwarding, and receive a reminder when the feature is enabled. Note: All criteria defined must be met for this feature to work. Click the adjacent dropdown arrow \blacktriangleright to access this feature's *Edit* view.

		arding Selective: On On Country of SIP-URI: 20586753	
		minder when a call is forwa	
Name	Active	Edit	Delete
test	Yes	Edit	Delete

Add a Call Forwarding Selective List

- 1. Click within the radial button for O ON to enable or O Off to disable (default).
- 2. Enter the Default Call Forward To number (10-digits, no spaces or special characters).
- 3. Click within the check box ☑ to enable Play Ring reminder when a call is forwarded.
- Click the Save button to update the system this closes the view.
- 5. Reopen the Call Forwarding Selective *Edit* view.

Add Selective Criteria	
Selected Time Schedule; Selected Holitay Schedule Callis From Anonymous callers: Unavailable callers 1234567890	New Yes
8095561212	THE REPORT OF TH

- 6. Click the Add button to open the dialog further and define the selective forwarding trigger criteria.
- 7. Enter or select from the following:
 - Description: Type a short description or title for review in lists.
 - Forward To: Select an option from those you defined (see steps 1-4 above) using the drop-down menu.
 - Selected Time Schedule: Choose a Time Schedule using the drop-down menu. Selected Holiday Schedule: Choose a Holiday schedule using the drop-down menu. Note: Only one schedule type (Time or Holiday) may be selected at a time.
 - Calls From: Select an option using the drop-down menu (If From Following Phone Numbers is selected, enter up to twelve (12) 10-digit number(s) in the From Following fields provided below)
 - Click within the radial buttons

 to include forwarding to the default number for Anonymous caller ID and/or Unavailable caller ID.
- Click the Save button to submit the data and close the view.
 Optional: Repeat these steps to create multiple lists with alternative triggers or schedules.

Edit a Call Forwarding Selective List

Editing options found within the Call Forwarding Selective *Edit* view:

- A. Turn On/Off: Click within the radial button for ON to enable or Off to disable (default) and Save.
- B. Change Default Call Forward Number: Type a new 10-digit phone number in the field provided and Save.
- C. Ring Reminder: Click within the Play ring reminder... check box to enable ☑ / disable □ and Save.
- D. Edit the Forwarding Trigger Criteria:
 - 1. Click on the Edit link next to the desired listing to open the *Call Forwarding Selective Criteria* dialog.
 - 2. Make changes to the trigger criteria (Description, Schedules, and/or specified numbers to forward), as needed.
 - 3. Click the Save button to submit the changes and close the view.

Delete a Call Forwarding Selective List

Caution: This action is immediate and cannot be undone.

1. Click on the Delete link next to the desired listing to instantly remove the selected listing.

Find Me – Simultaneous Ring

The Find Me – Simultaneous Ring service makes it easy to ensure you don't miss a call. It allows users to define up to ten (10) alternate phone numbers/ SIP URI addresses to ring when a call comes through and create multiple scenarios to use when the service is *On*. All numbers defined here ring at the same time if they are enabled for usage. Click the adjacent drop-down arrow ► under View/Edit to access this feature's *Edit* view.

Setup Find Me – Simultaneous Ring Numbers

- 1. Click within the appropriate radial button to turn ON \odot or Off O (default).
- 2. Do not ring my simultaneous ring numbers if I'm already on a call: Click to place a check in the box ☑ to enable this feature.
- 3. Phone Number / SIP URI: Enter up to ten (10) phone or SIP URI numbers in the fields provided.
- 4. Answer Confirmation Required: Click to place checkmarks in the box to enable this feature for a number.
- 5. Click the Save button when finished to save the data and close the view.

Setup Find Me – Simultaneous Ring Triggers

- 1. Click on the Add button beneath the number list to open the Add Simultaneous Ring Criteria list.
- 2. Description: (required) Type a short descriptive title for review in lists.
- 3. Define the following criteria options, as needed:
 - Setup Options: Use the drop-down menu to define whether this criteria list will use Simultaneous Ring or not.
 - Select Time Schedule: Choose a Time Schedule using the drop-down menu.
 OR
 - Selected Holiday Schedule: Choose a Holiday schedule using the drop-down menu. Note: Only one schedule type (Time or Holiday) may be in use.
 - Calls From: Use the drop-down menu to choose an option (and enter up to 12 10-digit phone numbers in the fields provided below if *Following Phone Numbers* is selected).
 - * Anonymous Callers: Click to add a check in the box \square to enable.
 - $\diamond~$ Unavailable Callers: Click to add a check in the box \boxdot to enable.
- 4. Click on the Save button when finished to submit the criteria and close the view.

Repeat to create additional criteria for different calling scenarios or schedules.

Answer Confirmation Required	Phone Number / SIP URI	
2	3219486370	
	3215551212	
N.	4073107552	
8		
8		
8		
UF .		
8		
er -	- I	
Save		

Description		
Setup options	- Please Select Option -	,
Selected Time Schedule Selected Holdar Schedule Calls Flow Anonymous caller Unaveitable callers	Every Day At Day • None • - Please Select Option - •	

Momentum.com/Support

Edit Find Me – Simultaneous Ring

- 1. Make any changes to the Find Me settings.
- 2. Click the Edit link next to an item to modify the triggers.
- 3. Click the Save button(s) to submit the changes.

Delete Find Me – Simultaneous Ring

Caution: This action is immediate and cannot be undone.

- 1. Click the Delete link next to an item in the *Simultaneous Ring Criteria List* section to remove the selection.
- 2. Click the Save button to update the list information and return to Settings when finished.

Find Me – Sequential Ring

The Find Me – Sequential Ring service allows the user to define and manage up to five (5) alternate phone numbers that can be set to ring one after the other based on specific criteria if an incoming call is not answered. Click the adjacent drop-down arrow ▶ to access this feature's *Edit* view.

Setup Find Me – Sequential Ring

- 1. Define the following basic setup options, as needed:
 - ♦ Use base location first: Click to turn On ☑ or Off □ (default).
 - Number of rings for Base location: Use the drop-down menu to select a number of rings.
 - Continue the search process if the base location is busy: Click within the check box to turn On ☑ or Off ☑ (default) to allow forwarding even when the base number is busy.
 - Section Se
- 2. Define the setup for the numbers that will be used for forwarding (in the order of their use):
 - Answer Confirmation Required: Click to place a check in the box to enable this.
 - Phone Number / SIP URI: Type a 10-digit number (no spaces or special characters) in the field(s) provided.
 - Number of Rings: Use the drop-down selection tool to choose a number of rings before trying the next number in the list (below).
- 3. Click the Save button to submit the changes and return to Settings.

Setup Find Me – Sequential Ring Triggers

- 1. Click on the Add button beneath the number list to open the Add Sequential Ring Criteria dialog.
- Add a Description: (required) Type a short descriptive title for review in lists.
- 3. Enter or select from the following trigger options, as needed:
 - Setup Options: Use the drop-down menu to define whether this list will use Sequential Ring.



If Use base location first. Number of rings for Base loca of Continue the search proce Enable caller to skip search	ation 4 • as if the base location is busy h process. Assumes forwarding	ormessaging is enabled.	
inswer Continuation Required	Phone Number I S/P URI	Number of Rings	
1	2058875309	3.*	
	2059898957	2 *	
0		3 .	
		3 ¥	
		3	
SAVE			
Sequential Ring Criteria List	Edit	Delete	
	Edit	Dointe	

- Select Time Schedule: Select a Time Schedule using the drop-down menu. OR
- Selected Holiday Schedule: Choose a Holiday schedule from the drop-down menu.
 Note: Only one schedule type can be used at a time when defining a set of criteria.
- Calls From: Use the drop-down menu to choose an option (and enter phone numbers in the fields provided below if *Following Phone Numbers* is selected).
- ♦ Anonymous Callers: Click to add a check in the box ☑ to enable.
- ◆ Unavailable Callers: Click to add a check in the box ☑ to enable.
- 4. Click on the Save button when finished to submit the trigger criteria and return to Settings.

Edit Find Me – Sequential Ring

- 1. Make changes to numbers or Answer Confirmation settings, as needed.
- 2. Click the Edit link next to a list item and make changes to the trigger criteria, as needed.
- 3. Click the Save button to update the information when finished.

Delete Find Me – Sequential Ring

Caution: This action is immediate and cannot be undone.

- 1. Click the Delete link next to a list item.
- 2. Click the Save button to update the list and return to Settings.

Push to Talk

The **Push to Talk** feature allows specific calls to be answered automatically via the speakerphone/ intercom function on the device. Users can define which numbers/callers within the directory will have *Push to Talk* access when calling you. Click the adjacent drop-down arrow ▶ to access this feature's *Edit* view.

Manage Push To Talk

- 1. Define the following options, as needed:
 - Auto Answer: Click to place a check in the box to automatically answer *Push to Talk* calls via speakerphone / intercom.
 - Outgoing Connection Type: Click within the radial buttons to select the appropriate connection type.
 - One Way: The originator can talk to the party receiving the call, but the receiver cannot respond.

P

- Two Way: The originator and receiver can talk to each other.
- Access Lists: Click within the radial button to select the appropriate option:
 - Allow Calls from Selected Users: Select users to allow below.
 - Allow Calls From Everyone Except Selected Users: Select users to disallow below.
- Available Users: Highlight and use the arrows ▶ < to move users to move selection(s) to and from the Selected Users section.
- 2. Click on the Save button to submit the changes and return to Settings when finished.

Name	Edit	Delete	
test 1	Edit	Delete	_
test 1	Edit	Delete	

Virtual Number

Note: The Virtual Number feature requires an Administrator to have configured new numbers and extensions for use. The setting dialog allows a user to define up to ten (10) additional phone numbers and extensions to ring along with your primary number and extension. All additional numbers ring your phone(s) just like your primary phone. The user can specify a distinctive ringing pattern for each number if the phone device supports it. Only an administrator can <u>configure</u> new numbers and extensions for your virtual numbers are in use and you do not have additional virtual numbers available for selection in this dialog, contact your Administrator for assistance.

Click the adjacent drop-down arrow ► to access the *Edit* dialog view.

- 1. Select and or enter information for the following, as needed:
- 2. Distinctive Ring: Click to turn the distinctive ring capability for the numbers/extensions defined below ⊙ On or O Off.

rie Number	Édenson.	Ring Patients	Desciption
ane 🐨		Normal 🗸	
V and		Normal	
900 W 900		Normal 🗸	
lore 🖌		Normal 👻	
ione 🛩		Normal 🗸	
2008 V		Normal 👻	
ione 🛩		Normal 💌	
lane v		Normal 🗸	
ione 🛩		Normal	
100e ¥		Normal 👻	

- Phone Number: Select a pre-defined option from the drop-down menu as needed to define the ring for an extension/number.
- Extension: Type the correct extension in the field provided for each line (as needed).
- Ring Patterns: Choose an available ring pattern from the drop-down menu, as needed.
- Description: Type a short description in this field to assist with future edits/changes.
- 3. Click on the Save button to submit the new information and return to the Settings list view.

Contact Centers

The settings for **Contact Centers** are generally pre-defined by an Admin during the installation and implementation of a Contact Center, or upon the addition of new users. However, some Supervisors or Managers may receive additional access to modify limited settings used in conjunction with the Contact Center features within their individual accounts. Remember, these personal account settings do <u>not</u> override the Enterprise Contact Center Agent or Supervisor settings.

The adjacent drop-down arrow ► opens this feature's *Edit* view.

Manage Contact Center Settings

1. Define the following options, as needed:



- Contact Centers
 Contact
 Contac
- * Make outgoing calls as: Click to enable and select the appropriate menu option.
- Use Guard Timer Setting: Click to select for either Default or User.
- * Use Agent Unavailable Settings: Click to select either Default or User settings.
- ♦ Click I to enable □ disable Force agent to unavailable on Do Not Disturb activation.
- Click ☑ to enable/ □ disable Force agent to unavailable after X consecutive bounced calls and specify the number.
- ♦ Click I under Join Contact Center to enable your account for contact center usage.
- Select an alternate Skill Level using the available drop-down menu options.
- 2. Click the Save button when finished to submit the changes and close the view.

Client App

The Client App feature in the Settings page provides authorized users with an access point for the BroadWorks Contact Center or Supervisor client application sign in page. Instructions are provided in the Edit view.

Client App	₹
Client App) To access the Contact Center Agent or Supervisor client applications, please click the link above. You will be prompted to enter a username and password. password will be the username and password you use to login to this portal; however, you will append the domain "@mymtm.us" to the username. See exai below: Username (example): 5555551234@mymtm.us or 555551234X100@mymtm.us Password (example): ******* Please contact your administrator or service provider to purchase Contact Center Agent and Supervisor client applications.	

Supervisor

The Supervisor feature in the Settings page offers authorized users the ability to manage their BroadWorks Contact Center agent assignments. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Supervisor Settings

- 1. Click on the Edit link to view the Agent assignment options.
- 2. Highlight the agents you wish to select and use the Arrows to move Available Agents to Assigned Agents or vice versa.
- 3. Click the Save button when the changes are complete to update the system and close the Edit view.

Fax-to-Email / Email-to-Fax (Basic Virtual Fax)

- 1. Click on the Edit link to view the setting options.
- 2. Enter email address below: Enter the email address to use for Fax by email.
- 3. Click the Save button when the changes are complete to update the system and close the Edit view.

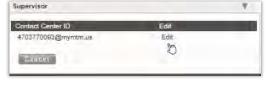
Teams Fax | Virtual Fax

- 1. Find Teams Fax or Virtual Fax in the list and click on the adjacent Edit link to view the setting options.
- 2. Complete the following fields:
 - Name: Enter the First, Initial, and Last name to identify the Teams or Virtual Fax account line.
 - Inbound | Outbound Email Addresses: Enter the email address(es) for Teams/Virtual Fax (up to 20 addresses per field). Ν

lote: All email addresses must	be	unique	
--------------------------------	----	--------	--

0426					404.26 (Use	r Line)
Messaging				ON/OFF		VIEWIED
Teams Fax						Ψ.
Send and receive fax	es via email using T	ams Fax. Each virtual Teams Fax numbe	r can be associated with up to 20 u	nique inbound and o	tbound email ad	dresses.
First Name	Initials	Last Name				
User		Line				
Inbound Email Addre	error (Ille to 20)	Outbound Email Addresses (Up to 20 -	Final addresses must be unious parts	m widel		
	mentoh or ret		Cintre Desirement in and the single syste	in those		
testlijabc.com		test11@abc.com				
lote: When entering I	nuitiple email address	s, each entry should be followed by a single	comma with no spaces or returns.			
Seve 0	Incel					

- system-wide and separated by a single comma (no spaces or returns).
- 3. Click the Save button when the changes are complete to update the system and close the *Edit* view.





Consultable	ON/OTF MEW/E	
ax-to-Email / Email-to-Fax		•
Send callers to your own personal Voicemail inbox wi	hen you are on another call, not there, or just too busy	
Send and received using any email account.		
Enter email address in the below:		
usemame@exampledomain.com		
Note: Only one email address be associated with you	ur Fax-to-Email / Email-to-Fax account-	
Sale allowers		
CONTRACTOR AND A CONTRACTOR		
	See instruction	

Distribution List

The **Distribution List** feature allows the user to create one or more messaging distribution lists (up to 14) that will send Voicemail notifications using the portal setup when new messages are left on voicemail. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

4	
Party Autor EP 19	
	a and a second sec

Manage Distribution List

- 1. Click to select a Distribution List Number from the options at the top.
- 2. Enter the Description (name).
- 3. Type the Phone Number/Ext (10-digits; no spaces or special characters).
- 4. Click the Add button and click Save to submit the data and exit.

Enterprise Directory

The Enterprise Directory feature offers an online listing of all phone service information within the Enterprise directory for the account. Click the adjacent drop-down arrow ▶ to access this feature's *Edit* view.

Print Enterprise Directory Summary

1. Click on the Enterprise Directory Summary Link to view a summary listing of the Phone List to print using your browser feature.

Print Enterprise Directory Details

1. Click on the Enterprise Directory Details link to view a detailed phone list that is ready to print using your browser features.

Emerprise Onectory Summary	Enterprise Direct					
Name	Phane Number	Extension	Department	Mobile E-mail Address	Group ID	
3100001951-02-Default Srillaborate - Audig)					3100001951- 02	
3100001251-03-Default Calleborate - Audia)					3100001951- 33	
\$10000 (951-04-Oetault Collaborate - Aucio)					3100001951- 04	
3100001951-05-Default Collaborate (Audio)					3100001951- 95	
Auto Attension (180224 (Auto - Bendant)	4708321472	3472			3100001951- .01	
Auto Attendant 1368371 (Auto Ittendant)	4703770098	0098			3100001951-	
BroadWorks Anywhere 1380257 BroadWorks Anywhere)	4706321811	1012			3100001951- D1	
Collaborate Bridge 1360262 Collaborate - Audio)	6108321400	1490			3100001951- D1	
Conferencing 1388261 (Meet-Me Sonferencing)	\$703770062	0082			3108601951- 31	
מום מוס	4705093200	3280			3100001051- 02	
מוס מוס	+705093291	3291			3100001951- 02	
מקמס	4705093284	1234			3100003951- 22	

Time Schedule

The **Time Schedule** feature allows users to schedule call behaviors (send to voicemail, etc.). Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add a Schedule

- 1. Click to place a check mark ☑ next to Business Hours or Holiday Schedule.
- 2. Click the Add button for that option.
- 3. Enter a unique Schedule Name.
- 4. Click the Save button when finished.

Business Hours Schedule	Level	Action	
Enterprise Business	Service Provider	View N	-
lest22222	Group	Edit	
test3	Group	Edit	
Cancel Cancel Decord	Level	Action	-
	Service Provider	View	
	Service Provider Group	View Edit	
Holiday Schedule			

View a Schedule

Some schedules are read-only in this view. Simply click View to review the schedule's current setup.

Delete a Schedule

Use caution. This action removes the schedule and any underlying events and cannot be undone.

- 1. Click within the checkbox Ø adjacent to a Schedule to select it.
- 2. Click on the Delete button within that section to remove the Schedule and any events within it.

Add a Time Schedule Event

- 1. Click to place a checkmark ☑ next to the preferred schedule option (Business Hours or Holiday).
- 2. Click Add Event.
- 3. Event Name Type a short title for review in lists.
- 4. Define the following <u>as needed</u> for a specific event type:
 - ✤ Start Date select the date the event begins.
 - Select the All Day Event checkbox ☑, OR define the following:
 - Start Time, End Time, and/or End Date
 - Recurs Select from Never, Daily, Weekly, Monthly by Day, Monthly by Week, Yearly by Day, Yearly by Week
 - * Recur every X (Months or Year and/or the Numerical day of the month).
 - ✤ End Select from Never, After (x # of occurrences), or Date (and set the end date).
 - Announcement Start and Announcement End Optional. Select a Start announcement from the drop-down list to use at the beginning of the period defined forthe event. Select an End Announcement from the drop-down list to play when the event is slated to stop.

Note: An announcement defined for the End <u>may</u> play to callers if an announcement/prompt is not defined for regular hours, none is specified at the start of the next event, or if there are no other schedules with events that have prompts/announcements that will trigger to play at the time this event is slated to end.

Note: This specialized and optional feature is only for use in Holiday Schedules and in tandem with the location/group level Auto-Attendant Tree features. It is not for use with personal Business Hours schedules. Start and End announcements may be used with AA tree holiday prompt schedules in events that run during 1 single day (within the hours of 12:00am-11:59pm in one 24 hour period). The Start and End announcements are not optimized for use in any other schedules, events set to be recurring, or for events that span multiple days and/or that are defined to cross the midnight hour.

See also: Announcement Repository.

5. Click Save when finished to submit the data and return to Settings.

Edit a Time Schedule Event

- 1. Click on the Edit link next to the desired Time Schedule option.
- 2. Make changes to the event name, date(s), time(s) or recurrences.
- 3. Click Save when finished to submit the changes and close the view.

Delete a Time Schedule Event

Use caution. This action immediately removes the event and cannot be undone.

- 1. Click within the checkbox ☑ adjacent to a Schedule to select it.
- 2. Click the Edit link next to the selected item to review the Schedule's events.
- 3. Click within the checkbox ☑ adjacent to an *Event* listing to select it.
- 4. Click on the Delete Event button.
- 5. Click on the Save button to refresh the Schedule data and exit.

TRUNKING

The **Trunking** page offers a searchable view of the current SIP Trunk Group(s) on the account and offers access to review and manage individual services or users assigned to a SIP Trunk Group. The data displayed here includes Location ID, Trunk Group ID, Pilot DID, Call Paths, and the trunk group Service Number count.

	Trunking 7									C 4	
rd	Location	Locatio	on ID	Trunk	Group ID	Pilot	DIC	Enterprise CP	Location CP	Services Numbers	Ed
s & Groups & Users	SIP Trunking	3100	-02	2	STRUNK	205	361	2	2	10	0
	SIP Trunking	310	-02	2	STRUNK	205	365	2	2	10	
e Settings Center	SIP Trunking	310(-02	2	STRUNK	678	584	2	2	10	
	MSTeams Trunk	310	-09	3	-1-ati01	201	383	2	0	0	
_	MSTeams Trunk	310(-09	3	i1-all01	201	384	2	0	0	
_	MSTeams Trunk	310(-09	3	(1-ati01	205	385	2	0	0	
	MSTeams Trunk	310(-09	3	-1-8001	205	707	2	D	0	
2											

Section Search

Q		
In		

Locate data found within the table below.

Column Links

The link in the Location ID column provides access to review the list of *Services & Users* assigned to the Trunk group. The Pilot DID link opens the User Services

Dashboard and Profile for the account.

Edit

The Edit button opens the SIP Trunk Group settings for review and maintenance.

Click on the Edit icon *A* adjacent to the Trunk Group listing (far right column) to open the *Trunk Group Features* page and manage the call forwarding settings and usage.

General settings might include any features defined for organizational use. For Example:

6783674584		
Trunk Group Features	ON/OFF	VIEW/EDIT
Call Forward Always		•
Unreachable Destination		•

Call Forward Always

This feature defines the overall behavior of Forwarding and Routing for the SIP Trunk. The default action for *Call Forwarding Always* is **None**.

- 1. Click on the arrow ► under the View/Edit column to open the *Edit* view for this service.
- 2. Click to enable one of the following alternate options, as needed:
 - Forward to Phone Number/SIP-URI: and enter the 10-digit number (no spaces or special characters).

Call Forwarding Alv	vays Action: None	
	Forward to Phone Number/SIP-URI: 2058675309	
	Reroute to Trunk Group: None 🔻	

- * Reroute to Trunk Group and select the group using the drop-down menu.
- 3. Click the Save button when finished to submit the data and close the settings dialog.

Unreachable Destination

Manage the behavior for calls when the dialed destination is unreachable. The default action is None.

- 1. Click on the arrow ▶ under the View/Edit column next to a feature to open its *Edit* view.
- Click to enable one of the following alternate options, as needed:
 - Forward to Phone Number/SIP-URI: and enter the 10-digit number (no spaces or special characters).
 - Reroute to Trunk Group and select the group using the drop-down menu.

reachable Destination	on .	4
Unreachable Des	tination Timeout 6 Seconds	
Unreachable Des	tination Action: @None	
	Forward to Phone Number/SIP-URI 2058675309	
	Reroute to Trunk Group: None	
Save		
DAAR		

3. Click the Save button when finished to submit the data and close the settings dialog.

Note: Any Trunk Group settings are made available for administration per organizational requirements.

For more maintenance instructions, refer to the sections in this guide that describe these other features.

ENTERPRISE SETTINGS

The Enterprise Settings menu option opens that section for review and administration of the global feature settings. In this section the Admin may elect to manage FQDN Setup by clicking on the Edit icon adjacent to the desired Enterprise Service or the Enterprise Contact Center feature to view the *Edit* dialog and manage the settings.

M MOMENTUM		i Hi, p n.co
MOMENTOM	Esternize Ostilizer	
Admin Tools	Enterprise Settings	
III Dashboard	FQDN Setup	
Locations & Groups		
D Services & Users		
Trunking	Enterprise Services	<u>۸</u>
🙏 Enterprise Settings	Departments	\checkmark
🗄 Billing		
Contact Center	Emergency Call Notification Email	
* Support Tickets	Enterprise Directory	 Image: Second sec
20 Manage MFA		
	Time Schedules	
	Contact Center	▲
	Agent Default Settings	
	Agent Unavailable Codes	
	Call Disposition Codes	
	Contact Center Routing Policies	\bigcirc

Enterprise FQDN Setup

Manage the default Fully Qualified Domain Names (FQDNs) to be used by the Enterprise's devices that are in inventory on the account. Any FQDNs that are defined here at the Enterprise level may be assigned to the devices in the organization's inventory, as necessary.

Add a Fully Qualified Domain Name (FQDN)

In the Enterprise Settings view:

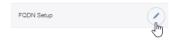
- 1. Click the Edit icon adjacent to FQDN Setup.
- 2. Enter a new Fully Qualified Domain Name in the text field.
- 3. Click Save when finished to update the list of available FQDNs and close the dialog.

Delete a Fully Qualified Domain Name (FQDN)

Use caution. This action is immediate and cannot be undone. Any devices setup to use the deleted FQDN must be edited to select an existing FQDN.

In the Enterprise Settings view:

- 1. Click the Delete button adjacent to an existing FQDN listing.
- 2. Click Save when finished to update the system and close the dialog.





Enterprise Departments

SuperAdmin-level access to manage departments for the entire organization.

Add a Department

In the Departments edit view:

- 1. Click the Add Department button to create a new Department.
- 2. Type the Department Name.
- 3. Select the Parent Department from the drop-down menu options or leave as None (default).
- 4. Click the Save button to submit the changes and then click Close to exit the dialog.

Edit a Department

- 1. Click on the Edit link next to a department in the list.
- 2. Make the changes you wish to make to the name or parent.
- 3. Click the Save button to submit the changes and close the dialog.

	4
Departments	×
Department Name	
newTest22	
newTest22 \ newAddTest	
newTest22 \ newTest1017	
newTest22 \ test222	
newTest22 \ test222 \ blooking2	
newTest22 \ testing!0000	
newTest22 \ testOP	
rhcpTest2	
test5555	
Widgets	
Add Department	
Department Name	
Department Parent	
None Save Cancel	
Close	

Departments

Delete a Department

Caution: This action is immediate and cannot be undone.

- 1. Click on the Edit link next to a listed department.
- 2. Click the **Delete Department** option to immediately remove the selected department and return to the Enterprise Settings dialog.

test5555		
		Delete Department
Department Name		
test5555		
Department Parent		
None		
New Department Name:		
	Save Cancel	

Enterprise Emergency Call Notification Email

Manage the main (default) email address for notifications when a 911 call is made from a number/device within the Enterprise account. Administrators may review the current email address used for 911 call notifications if one has been defined for the Enterprise, add, or modify the address, send a test email to the address, and allow this default address to be overridden at the Location level by authorized Location/ Group Admins.

See also: Locations & Groups - Emergency Call Notification Email

In the Enterprise Settings view:

- Click on the View/Edit drop-down arrow adjacent to Emergency Call Notification Email to review, add, or edit the default Enterprise email address that will receive notifications of 911 emergency calls from system users:
- 2. Emergency Call Notification Email: Enter one (1) email address that will receive emergency call notification messages when a user dial 911 from within the Enterprise system. This address is the default email address on file for receipt of these messages for the Enterprise.

Emergency Call Notification Email	<
Emergency Call Notification Email	×
Emergency Call Notification Email: hunter.sherouse@momentumtelecom.com Coverride Email for Groups/Locations Save Cancel	

- Optional: Override Email for Groups/Locations: Click to place a check in the box to allow Location/ Group Administrators to override the Enterprise level email address and define alternate email addresses that will receive the notifications when calls to 911 are made from system phones assigned to the location. You may also click to remove the check mark and disable the override option in Locations. This also reverts all locations to use the Enterprise default email for 911 Call Notifications. Note: This check box <u>disables</u> the use of the Enterprise level email address. If all emails should go to the email entered here at the Enterprise level, do <u>not</u> click to enable this functionality.
- 3. Click the Save button when finished to submit the changes, update the system (and auto-populate the Locations email addresses), and close the Edit view. Synchronization is generally quick, but it can take up to 15 minutes to fully update all necessary areas within the system to display the email address defined here.

Optional: Test Email: Return to the Emergency Call Notification Email *Edit* view and click on the Test Email button to send a test email from the system to the address listed in the Emergency Call Notification Email field. A validation email is sent by the system to the address on file. No further action is needed or required when the email is received.

Note: A test email may only be sent after the address has been saved.

Tip: As a simple way to ensure that appropriate parties are notified via a single default email address, consider entering a distribution email address here at the Enterprise Level that includes all the management and supervisory staff in the organization who should be informed and leave the override option unchecked.

Enterprise Directory

The Enterprise Directory feature offers an online listing of all phone service information within the Enterprise directory for the account. Click the Edit icon adjacent to view it.

Print Enterprise Directory Summary

 Click on the Enterprise Directory Summary Link to view a summary listing of the Phone List to print using your browser feature.

Print Enterprise Directory Details

 Click on the Enterprise Directory Details link to view a detailed Phone List that is ready to print using your browser feature.

	se Directory can ectory Summary					
Name	Phone	Extension	Depart	Mobile	E-mail A	Group ID
310000 08-Default (Collabo - Audio)						310000 08
310000 10-Default (Collabo - Audio)						310000 10
310000 07-Default (Collabo - Audio)						310000 07

Enterprise Time Schedules

The Enterprise Time Schedule feature allows Admins to setup and manage the global business or holiday schedules that users can select for features that modify call behaviors, like Call Forwarding and Call Forwarding Selective.

Add a Schedule

- 1. Click Edit next to Business Hours or HolidaySchedule.
- 2. Click the Create a Schedule option.
- 3. Enter a unique Schedule Name and click Save when finished.

Time Schedules		
Time Schedules		×
HOLIDAY SCHEDULE		
BUSINESS HOURS		
	\bigcirc	

Delete a Schedule

Caution: This action is immediate and cannot be undone.

- 1. Click Edit adjacent to a Schedule in the list.
- Click on the Delete Schedule option within the dialog to immediately delete the Schedule and any events attached to it. This <u>will</u> affect any features that have selected this Schedule to trigger call behaviors (for example: Call Forwarding, Call Forwarding Selective, etc.)

Add an Event

- 1. While working in Business Hours or Holiday Schedule, click Edit next to the desired schedule.
- 2. Click Add Event in the schedule dialog to define the following options, as needed for a specific event type:
 - Event Name: Type a short title for review in lists.
 - Recurs: (Never, Daily, Weekly, Monthly by Day, Monthly by Week, Yearly by Day, Yearly by Week).
- 3. Click on the Save Event button when finished to submit the data and close the pop-up dialog.

Note: You will need to Edit this new event to define start/end dates or specify the number of occurrences.

Schedule Name	
test4444	
Add Event	
Event Name	
Required	
Recurs	
-Select-	
Required	Save Event Cancel

Edit an Event

Note: This Edit dialog is dynamic; setting selections offer useful additional tools when needed.

- 1. Click on the Edit option next to the desired Time Schedule option.
- 2. Click on the Edit option next to a desired Event.
- 3. Make changes to the following event settings as needed:
 - Event Name Enter a Unique name for the Event displays in list
 - Recurs click the field to select an option (Never, Daily, Weekly, Monthly by Day, Monthly by Week, Yearly by Day, Yearly by Week)
 - All Day Event toggle ON (default is Off)
 - Start and End Date Times icons for calendar and clock tools are provided to assist.
 - Recur every how many **x** enter the number for the Recur type selected above.
 - End Never, After (choose the number of occurrences) or Date (select the end date/time)
- 4. Click Save Event when finished.

event test 5		(Jm)
		\bigcirc
Event Name		
event test 5		
Recurs		
Daily		
All Day Event Start Date Time		
2023/10/03 08:00		E (9
End Date Time		
2023/10/04 08:00		G (9
Recur every how many da	ays	
3		
End		
After		
After		
2		
Occurrences		
	Save Event Cancel	

Delete an Event

Caution: This action is immediate and cannot be undone.

While working in a Business Hours or Holiday schedule:

- 1. Click within the check box ☑ adjacent to an Event to select it.
- 2. Click on the Delete Events button.
- 3. Click on the Save button to update the Schedule and close the dialog.

Enterprise Contact Center - Agent Default Settings

Define and manage the default level Contact Center settings for agents to handle Guard Time settings and Agent Unavailable behaviors.

Manage Enterprise Agent Default Settings

- 1. Select and define the following settings for Agents assigned to the Contact Center, as needed:
 - Use Guard Time Settings: Click within the radial button to enable either ⊙ Default or ⊙Enterprise.
 - Click to toggle Enable guard time On and select the amount of time in Seconds using the drop-down menu.
 - Settings: Click within the radial button to enable either Default or

 Enterprise.
 - Toggle to enable the following options as needed: Force Agent to unavailable on do not disturb activation Force Agent to unavailable on personal calls Force Agent to unavailable after x consecutive bounces Force Agent to unavailable on not reachable
- 2. Click the Save button when settings are defined to submit the changes and close the dialog.

	×
Agent Default Settings	
Use Guard Time Settings	
Default O Enterprise	
Enable guard time	
For how many seconds	
12	
Use Agent Unavailable Settings	
Default C Enterprise	
Force Agent to unavailable on do not disturb activation	
Force Agent to unavailable on personal calls	
Force Agent to unavailable after consecutive bounces	
Force Agent to unavailable on not reachable	
Save Cancel	

Enterprise Contact Center - Agent Unavailable Codes

Enable, add, and manage activation and usage of the codes that agents will use when unavailable for Contact Center calls. Click on **Edit** next to this feature to manage the settings.

Enable Agent Unavailable Codes

- 1. Select and define the following settings, as needed:
 - * Toggle On/Off Enable Agent Unavailable Codes.
 - * Default Code on Do Not Disturb click field to choose
 - * Default Codes personal calls click field to choose
 - Default Codes on consecutive bounces click field to choose
 - Toggle On/Off Force use of Agent Codes Unavailable and select a Default code using the drop-down menu.
- 2. Click the Save button to submit the data and close the dialog.

Add Agent Unavailable Codes

- 1. Click on the Add Agent Unavailable Code button to begin adding a new code.
- 2. Toggle Activate Code to enable the new code for usage.
- 3. Type the new Code in the field provided.
- 4. Type a Description / title that will be displayed for review in lists.
- 5. Click the Save button to add the new code to the list.

Optional: Review the list of codes and click within the boxes adjacent to each to Activate \square or Deactivate \square multiple codes.

6. Click the Save button at the bottom of the dialog to submit the changes and close the *Agent Unavailable Codes* edit settings dialog.

Edit Agent Unavailable Codes

- 1. Make changes to the following, as needed:
 - Click to Enable/Disable Agent Unavailable Codes (all).
 - Choose alternate default code selections.
 - ♦ Click to ☑ Activate or □ disable individual codes.
 - Click on the Edit link next to a Code in the list to change the code or the description, or to Delete Code.
- 2. Click the Save button(s) to submit the changes and close the dialogs when finished.

	A	gent Unavailable	Codes
	Enable Agent Force use of	Unavailable Codes Agent Codes Unavailable aillable Code	
Active	Code	Description	Edit
		Save Cano	cel

Add Agent Unavailable Code
Activate Code
Code
Description
Save

Active	Code	Description	Edit
R	100	test	
	111	dede1	
	71	1971	
	85	test	\bigcirc
	88	something else	
	999	testAdd	
		Save Cancel	
Active	`ode	Description	Edit
Active (Description	Edit
_	Code 100	Description	Edit
			Edit Delete Code
	100		(J
	100		(J
Code	100		(J
Code 100	100		(J
Code 100 Description	100		(J

Enterprise Contact Center Call Disposition Codes

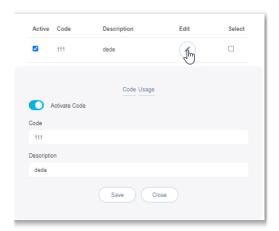
Add and manage the enterprise level Call Disposition codes that are used for your organization's Contact Center(s). Click on the Edit button adjacent to Call Disposition Codes to view the settings.

Call Disposition Codes			C	all Dispositio	n Codes	
		Add	Code			
		Active	Code	Description	Edit	Select
			111	dede		•
Add Call Disposition Codes			98984	test4		
While viewing Call Disposition Codes						
1. Click the Add Code button.						
 Click to toggle Activate Code to ON (if you wish agents to use it 	(default is Off)		Sa	Delete Code	es Cancel	

- 3. Code Enter the new 3 digit code
- 4. Description enter a short unique identifier for the code (displayed in selection lists)
- 5. Click the Save button in this area to submit. The new code is added to the list.

Edit Call Disposition Codes

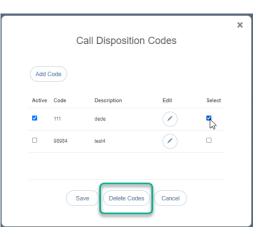
- 1. In the Call Disposition Codes *Edit* view, you may complete the following tasks:
 - Activate/Deactivate Call Disposition Codes: Click within the Active check box to Enable ☑ or Disable ☐ the selected code.
 - Edit Call Disposition Code information: Click on the Edit option next to a code in the list to review Code Usage, Activate or Deactivate, and modify the Description information.
- 2. Click the Save button in this area when finished.



Delete Call Disposition Codes

Caution: This action is immediate and cannot be undone.

- 1. Click within the check box ☑ in the Select column next to one or more listed codes.
- 2. Click on the Delete Codes button to immediately remove the selected code(s) from the system.



Enterprise Contact Center Routing Policies

Administrator access to define and manage the type of call routing and/or the call priority level(s) to be used for each of your organization's Contact Center(s). Click on the Edit button next to *Contact Center Routing Policies to* view the settings.

tact Center Routing Policies	- For	Contact C	enter Routing Policies	×
	Ŭ	Routing Policy	inite Order	
		Congest Wait Time O Pr	nority Order	
		Contact Center Name	Priority	
		Call Center 2050767	1	
		Call Center 2135910	2	
		Call Center 24304856	3	
		Call Center 2449871 Billing Call Center	4	
			Save	

Manage Enterprise Contact Center Routing Policies

- 1. Select an overall Routing Policy:
- 2. Click the radial button next to O Longest Wait Time (default) or Priority Order.
- 3. If Priority Order is selected, define the order of priority (1, 2, 3...) for each of the listed Contact Centers.
- 4. Click on the Save button to submit the changes or click Cancel to exit without saving changes.

***CONTACT CENTER**

The **Contact Center** page provides authorized Admins with access to manage call flow and queue configurations and edit Contact Center settings. Simply select a Contact Center in your list and click the adjacent Edit link to manage its settings, or click the Configure link to define the Basic, Advanced, and Routing Policy features.

моментим				
Admin Tools	Contact Center Lo	ocation List		
I Dashboard	Contact Center Location	ı List		
	Location	Location Name	View	
Locations	310000028-01	Louie's Famous Chicken	Edit	
Da Services & Users	310000028-09	Test2	Edit	
C Devices			0	
Trunking				
ch Enterprise Settings				
D Contact Center				
E Billing				
Service Changes				

Edit Contact Center Queues

The *Edit* option for a listing in the *Contact Center* page opens the Contact Center Queue List *Edit* view where the fundamental activation, call behavior, Quality of Service, queuing, reporting, and log in requirements are defined.

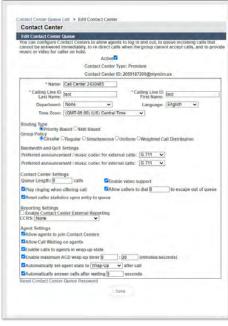
Edit Contact Center Basics

- 1. Make changes to the following, as needed.
 - Name: Type the name of the Contact Center that will display in lists and reports.
 - Calling Line ID: Type the Last Name and the First Name
 - Department: Choose the appropriate department from the drop-down menu.
 - Language: Select a language from the drop-down menu.
 - Time Zone: Choose the appropriate option for the location of the contact center.
- 2. Click the Save button or continue to the next section.

Edit Contact Center Group Policy Settings

Group Policy section:

- 1. Define as needed:
 - O Circular: hunt agents in order listed on queue profile, starting where the last call left off.
 - • Regular: Send calls to first available agent on list, always beginning at the top of the list.
 - • Simultaneous: Ring all agents at the same time; first user to answer handles the call.
 - • Uniform: Send calls to the agent that has been idle the longest.
 - Weighted Call Distribution: (enables Skills-based routing) Distribute calls to idle agents per their Contact Center profile skill percentage assignments.
- 2. Click the Save button or continue to the next section.



Edit Contact Center Bandwidth and QoS Settings

- 1. Select from the following setting options, as needed:
 - Preferred announcement / music codec for external calls: Use the drop-down menu to select from None, G.711, G.726, G.729 or AMR
 - Preferred announcement / music codec for internal calls: Use the drop-down menu to select from None, G.711, G.726, G.729 or AMR
- 2. Click the Save button to submit all changes and close the dialog or continue to the next section.

Edit Contact Center Settings

- 1. Select and/or define the following Setting options, as needed:
 - * Queue Length calls: Enter the minimum number of calls for the queue to trigger.
 - ♦ Enable video support: Click within the check box to ☑ enable/ □disable
 - ◆ Play Ringing when offering call: Click within the check box to ☑ enable/ □ disable.
 - Allow callers to dial to escape out of queue: Enter the digit(s) a caller may dial to exit the queue.
 - Reset caller statistics upon entry to queue: Click within the check box to ☑ enable/ □ disable.
- 2. Click the Save button to submit all changes and close the dialog or continue to the next section.

Edit Contact Center Reporting

- 1. Select or define the following Reporting options, as needed:
 - ◆ Enable Contact Center External Reporting: Click within the check box to ☑ enable/ □ disable.
 - * CCRs: Choose an option from the drop-down menu.
- 2. Click the Save button to submit all changes and close the dialog or continue to the next section.

Edit Contact Center Agent Settings

- 1. Select or define the following Agent Setting options, asneeded:
 - ♦ Allow agents to join Contact Centers: Click within the checkbox to ☑ enable/ □ disable.
 - Allow Call Waiting on Agents: Click within the check box to ☑ enable/ □disable.
 - ♦ Enable calls to agents in wrap-up state: Click within the check box to ☑ enable/ □disable.
 - Enable maximum ACD wrap-up timer_MM_ : _SS_ : Type the ADC wrap-up time limit in Minutes and/or Seconds
 - Automatically set agent state to _____after call: Click within the check box to ☑ enable/ □ disable.
- 2. Click the Save button to submit all changes and close the dialog.

Reset Contact Center Queue Password

Manage the password for the Contact Center.

- 1. Click on the Reset Contact Center Queue Password link at the bottom of the dialog.
- 2. Type a new Password.
- 3. Retype the new Password.
- 4. Click the Save button to submit the change to the Call Center queue password.

Type Password:		_	
Retype Password		-	
cetype Password			

Configure Contact Center Queue Features

The Configure option for a listing in the Contact Center page opens the *Contact Center Queue List* where the Basic, Advanced and Routing Policy feature settings may be managed. Activation for usage of many of these features must also be defined in the *Edit* Contact Center Queue section.

Configure Contact Center Queue	
Basic	VIEW/ED
Agents	Þ
Contact Center Status & Statistics	Þ
Supervisors	•
Announcements	
Announcement Repository	•
Advanced	VIEW/ED
Distinctive Ring	Þ
DNIS	•
Queue Status Notification	•
Call Disposition Code	Þ
Routing Policies	VIEW/ED
Forced Forwarding - ACD	•
Holiday Service - ACD	•
Night Service - ACD	•
Bounced Calls - Queue	•
Comfort Message Bypass - Queue	•
Overflow - Queue	Þ
Stranded Calls - Queue	

- 1. Click on the Configure link for a Contact Center listing to open the Configure Contact Center Queue dialog and review the features that may be administered.
- 2. Click on the arrow ▶ under the View/Edit column next to a feature to open its *Edit* view.

Contact Center Agents

Configure the list of agents that belong to the selected Contact Center. Users are available for selection if they have been *assigned* an appropriate Contact Center feature level.

- Users with a Contact Center Basic license may be assigned to Basic Contact Centers.
- Users with a Contact Center Standard license may be assigned to Basic or Standard Contact Centers.
- Users with a Contact Center Premium license may be assigned to <u>any</u> Contact Center.
- 1. Use the **I** arrows to move selected Available Agents to/from the Assigned Agents section.
- 2. Use the ▲ ▼ arrows to select and reorder the agents in the Assigned Agents list.
- 3. Click the Save button when finished to submit the data and close the dialog.

Level 3	Availa	ble Agents	Assigned Agents		
(Test Test2	2135) 4708321482X2555@mymtm	8	(April Shannon) 20560780126 (imymtin us	
			*	÷	

Contact Center Status & Statistics

Configure how the status and statistics of this Contact Center's activity are viewed and setup the email recipient(s).

- 1. Select or enter required information for the following options for statistics and reporting, as needed:
 - Daily Report: Click to enable/disable.
 - Statistics Source: Select the appropriate option from the dropdown menu list.
 - Reporting Period: Select the appropriate number of days from the drop-downmenu list, as needed.

ntact Center Status and Stat sorting.	istics allows you l	view the status and statistics of this Contact Center's activity and, as	required, configure e-mail statistics
Statistics Report Settings	Queue Status	Queue & Agent Statistics	
Daily Report	r		
Statistics Source: Applicati	onServer 👻		
Reporting Period: 30	~		
Email Addresses:			
See			

- Email Addresses: Enter email addresses in the fields provided, as needed.
- 2. Click the Save button when finished to submit the data and close the dialog.

Contact Center Supervisors

Manage the Supervisors and Agent assignments for this contact center.

- 1. Select Available Supervisors and use the arrows to move the selections to the Assigned Supervisor's section.
- 2. Click on the Assign Agents tab.
- 3. Choose a Supervisor from the drop-down menu.
- Select from the Available Agents and use the arrows

 ▶ to move the selections to the Assigned Agents section.
- 5. Repeat steps 3+4 for other Supervisors.

are the list of users who may supervise this Contact Center. Configure a sed and can include agents that are also supervisors.	onts to be supervised. Assolution agonts are any agont available currently ne
ervisors Assign Agents er search Criteria Below	
ione 🔹 (Starts With 🔹	(Search)
Available Supervisory	Assigned Supervisors
Lone: Loc2005661018[g)rymthin us ext. Lloc20241102[g]rymthin us devel Oreen Logathor. LLC: Text2055321071 Text206. Hagode/StR0442[g]rymthin us 202. DDII-197003207[g]rymthin us 202. DDII-197003207[g]rymthin us 202. DDII-19730923217[g]rymthin us 202. DDII-19730923217[g]rymthin us 202. DDII-19730923217[g]rymthin us 202. DDII-19730923217[g]rymthin us 202. DDII-1973092317[g]rymthin us 203. DDII-1973017[g]rymthin us 203. DDII-1973017[g]rymthi	
(D. DID)6783674581.@mymtm us	

6. Click on the Save button when finished to update the system and return to the Configure Contact Center Queue dialog.

Contact Center Announcements

Basic and Premium. Define the Announcement types and audio file selections for the Contact Center.

Entrance Message

- 1. Select and define the following Entrance announcement options, as needed:
 - ♦ Play Entrance Message
 - Image: Entrance Message is mandatory when played.
 - Audio: Select desired option:
 - Default play the system message.
 - URL -enter the URL(s) in order of play.
 - O Custom select File(s) in order of play.

intrance Message	Estimated Wait Message	Comfort Message	Music On Hold Message	Call Whisper Message	
Play Entrance Me	None in the second				
	is mandatory when played				
Audio:					
Default					
CURL					
£			D-		
2					
*					
4:					
Custom					
File1: None	v				
File2: None	¥				
File3: None	*				
File4: None	¥				

2. Click the Save button when finished to submit the data and close the dialog.

Estimated Wait Message

- 1. Select the Estimated Wait Message tab and define the following setting options:
 - ◆ Enable estimate message for queued calls: Click to place a check in the box ☑ to enable Estimate Wait Messages.
 - Announce Queue Position.
 - Play message for callers in queue positions: <u>X</u> (or lower): Enter the highest number in queue that will hear the queue position announcement.
 - ◆ Play high volume message: Click to place a check in the box ☑ to enable.

nnouncements ouncements allow:	s you to customize the Contac	t Center voice prompts	that are played to callers w	hile waiting in queue.
ntrance Message	Estimated Wait Message	Comfort Message	Music On Hold Message	Call Whisper Message
Enable estimate r	nessage for queued calls			
OAnnounce Queue	Position			
* Play message fo	r callers in queue positions: 1	00 (or lower)		
Play high volum	ie message			
Announce wait tir	me			
* Play message fo	r callers with a wait time of: 1	00 (minutes or lower)		
Play high volum	ie message			
* Default handling	time: 5 (minutes per call)			

- ♦ Announce Wait time: Click to
 enable/ disable
- Play message to callers with a wait time of <u>X</u> (minutes or lower): Enter the highest number of minutes a caller will be waiting when the wait time message will be allowed to play.
- ◆ Play high volume message: Click to place a check in the box ☑ to enable.
- Default handling time: X (minutes per call): Enter the default handling time per call.
- 2. Click the Save button when finished to submit the data and close the dialog.

Comfort Message

- 1. Select the Comfort Message tab and define the following setting options:
 - Play Comfort Message: Click to place a check in the box to enable Comfort Messages.
 - Time between messages X (seconds): Enter at least 10 (seconds) in the field.
 - Audio:
 - Default: Click to

 enable the use of system messages.
 - URL: Select to enter specific URLs for audio files which will be played to callers in the order shown (1, 2, 3, 4)
 - Custom: Select to enable and choose from the files in the Announcement repository which will be played to callers in the order shown (1, 2, 3, 4)

thance Message	Estimated Visit Message	Confort Message	Music On Hold Message	Call Whisper Massage	
Play Comfort Me		14			
	sages: 10 seconds kein	Caritive less then 10 second	C 1		
astio:					
Celault					
JURL					
£.					
2					
2.					
4					
Custom					
lifeft: None	v				
ile2: None	*				
ite3: None	*				
File4: None					

2. Click on the Save button when finished to submit the data and close the dialog.

Music On Hold

- 1. Select the Music On Hold tab and define the following setting options:
 - Enable Music or video on hold for queued calls: Click to enable Music On Hold.
 - Audio
 - Default: Click to

 enable the use of system messages.
 - URL: Select to enable and enter specific URLs for audio files or video which will be played to callers in the order shown (1, 2, 3, 4)

Enable music or i	video on hold for guessed cal	is .		
Audio:				
Citetault				
CURL				
1:				
2				
*				
4				
Custom				
Faint: test (Group)	*			
File2: testnick (Gro	up) 🕶			
File3: Rain1 (Group	6 v			
File4: Mill (Group)	*			
OExternal Source				

- Custom: Select to enable and choose from the files in the Announcement repository which will be played to callers in the order shown (1, 2, 3, 4).
- External Source: Click to select and enable external source.
- 2. Click on the Save button when finished to submit the data and close the dialog.

Call Whisper Message

- 1. Select the Call Whisper Message tab and define the following setting options:
 - Play Call Whisper Message: Click to enable Call Whisper Messages.
 - Audio
 - Default: Click to enable the use of system messages.
 - URL: Select to enable and enter specific URLs for audio files which will be played to agents in the order shown (1, 2, 3, 4)
 - Custom: Select to enable

 and choose from the files in the Announcement repository

Entrance Message	Estimated Wat Message	Comfort Message	Music On Hold Message	Call Whisper Message	
Play Call Whispe	r Mesuage			R	
Autilio:					
Obefault					
OURI.					
1:					
2					
\$					
4					
Custom					
File1: test (Group)	*				
File2: None	*				
File3: None	~				
File4: None	¥				

2. Click on the Save button when finished to submit the data and close the dialog.

Contact Center Announcement Repository

Manage the announcements and greeting files used by this Contact Center. As with the Announcement Repositories for any Locations, Groups or Departments, the file requirements and current usage amounts for the Contact Center's announcement files are displayed to the

Admin, and basic instructions for uploads and management are provided via the See Instructions link. See also: <u>Announcement Repository</u>

Contact Center Distinctive Ring

Manage distinctive ringing policies for Contact Center calls routed to agents that have Distinctive Ring setup foruse.

- Click to ☑ Enable distinctive ringing for Contact Center Calls.
- 2. Ring Pattern: Select the desired ring tone pattern from the drop-down menu options.
- 3. Click the Save button when finished.

Distinctive Ring			7
Configure the Con	tact Center disti	nctive ringing policies for calls rou	ited to the agent.
Enable distinc	tive ringing for	Contact Center calls	
a contraction of the contraction	Normal		

Contact CenterBounced Calls – Queue

Configure the Contact Center routing policy for unanswered calls.

- 1. Enable the following options:
 - Bounce Calls afterx Rings: Enter the number of rings if enabled.
 - ✤ ☑ Bounce Calls if agent becomes unavailable while routing the call.

Bounced Calls - Queue		The
Configure the Contact Center routing	policy for calls unanswered by agents.	0
Bounce Calls after 5 Rings		
Transfer to phone number /SIP-URI		
Bounce Calls if agent becomes una	valiable while routing the call	
Alert Agent if call is on hold for long	ger than 30 seconds Note: Cannot be less than 30 seconds.	
Bounce Calls after being on hold by	agent for longer than 60 seconds	
Save		

- ♦ I Alert Agent if call is on hold for longer than x seconds. Enter 30+ seconds if enabled.
- Bounce Calls after being on hold by agent for longer than x seconds. Enter an amount of time in seconds.
- 2. Click the Save button when finished to submit the data and close the dialog.

Contact Center Overflow – Queue

Configure the Contact Center routing policy, including announcements or videos for unanswered calls.

- 1. Select and define the following action and file options, as needed:
 - Perform busy treatment.
 - ✤ ③ Transfer to phone number SIP URI.
 - • Play ringing until caller hangs up.
 - ✤ ☑ Enable Overflow after calls wait x Seconds and select the amount of time (seconds) from the drop-down menu.
 - Play announcement before overflow processing and define the audio file(s)/types below.
 - Audio: Select desired option:
 - Default Use the default BW announcement
 - URL and enter the URL(s) in order of play
 - Custom and select File(s) in order of play
- 2. Click Save when finished to submit the data and close the dialog.

Contact Center Stranded Calls – Queue

Configure the Contact Center routing for calls stranded in queue when all agents are signed-out.

- 1. Select an Action option, as needed:
 - ✤ ④ Leave in queue
 - Perform busy treatment
 - Transfer to phone number SIP-URI: Click to enable and enter the appropriate 10-digit number to which calls will be forwarded.
- 2. Select an Audio option, as needed:
 - Default
 - ♦ O URL enter up to 4 web URLs in order 1-4
 - ✤ ④ Custom choose up to 4 audio files in your repository
- 3. Click the Save button when finished to submit the data and exit.

Overflow - Queue	Ŧ
Configure the Contact Center routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold.	
Note: The URLs/Tiles for audio video will be played in order they are listed.	
Action:	
Perform busy treatment	
OTransfer to phone number SIP-URI:	
OPlay ringing until caller hangs up.	
Enable Overflow after calls wait 30 Seconds	
Play announcement before overflow processing	
Audio:	
Default	
OURL	
1:	
2:	
3:	
4:	
Ocustom	
File1: None 👻	
File2: None	
File3: None 🗸	
File4: None	

Configure the Con queue when all the	act Center routing policy for calls strander agents are signed-out.	d in
Note: The URLs/fil listed	es for audio video will be played in order th	ney are
Action:		
St.eave in queue		
OPerform busy 1	reatment	
OTransfer to phi	ne number SIP-URL:	
ONight Service		
OPlay ringing us	til caller hangs up.	
OPtay announce	ment until caller bangs up.	
Audio:		
Default		
OURL		
t:		
2		
1		
4:		
Ocustom		
File1: None	•	
File2: None	•	
File3: None	~	
File4: None	*	
Salve		

Contact Center Distinctive Ring

Basic and Premium. Configure special ringtone policies for calls routed to the agent(s). *Click on the View/Edit arrow adjacent to this setting to begin.*

- 1. Select the following setting options, as needed:
 - Enable distinctive ringing for Contact Center calls: Click to enable

 distinctive ringing.
 - Ring Pattern: Choose a ring pattern option from the drop-down list.
 - Ring Pattern for forced delivered Contact Center calls: Choose a ring pattern from the drop-down list.

Distinctive Ring	W
Configure the Contact Center distinctive ringing policies for calls routed to the agent.	
Enable distinctive ringing for Contact Center calls Ring Pattern: [Norma] Ring Pattern for forced delivered Contact Center calls: Normal	
Save	

2. Click Save when finished to submit the data and close the dialog.

Contact Center Queue Status Notification

Turn on/off queue volume status notifications sent to agent devices and control the thresholds for high volume notifications.

While working in Contact Center > Edit > Configuration, click on the View/Edit link adjacent to Queue Status Notification to begin.

- 1. Select the following setting options, as needed:
 - ◆ Enable notification of queue status to agent devices: Click to enable ☑ or disable □ the setting.
 - ♦ High volume notification thresholds: Click to enable ☑ the volume threshold type you wish to agents to receive a notification about and define the value as needed. The options are:
 - □ Number of calls in Queue: Click to enable ☑ (as needed) and enter the number of calls in the queue that will trigger a notification.
 - Image: Description of time constraints that a call waiting in queue the longest will automatically trigger a notification.
- 2. Click Save when finished to submit the data and close the dialog.

Queue Status Notification	Ψ
Configure status sent to agent devices and control the thresholds for high volume notifications.	
Enable notification of queue status to agent devices	
High volume notification thresholds:	
Number of calls in queue: 100	
□Longest waiting time: 1200 Seconds	
Save	
Save	

Contact Center DNIS

Authorized Administrators may have access to manage the Contact Center DNIS configurations. DNIS, or Dialed Number Inbound Service, refers to the called or dialed number. Within the call center application, it is used <u>only</u> to refer to the case where multiple dialed numbers have been associated with a single queue or call center. The system allows configuration of up to 64 DNIS numbers to a single queue. When they are configured, someone calls into a call center and is ultimately directed to a particular DNIS number within a queue. They hear entrance messages associated with that DNIS and the agent receiving the call sees (and/or hears) that DNIS name when the call is delivered so they too know where the caller. DNIS configurations and settings take precedence over related Contact Center Announcement settings.

See also: Contact Center Announcements

While working in *Contact Center > Edit > Configuration*, click on the View/Edit link adjacent to **DNIS** to begin.

DNIS						
Configure the Contact Center DNIS to a	distribute calls to agents.					
DNIS Display settings:						
Display DNIS Number	r to agent when presenting call instead o	of calling number				
Display DNIS name to	o agent when presenting call instead of (alling name				
DNIS Priority settings:						
✓Automatically promo-	tes calls with Priority 1 to Priority 0 after	waiting 100 Seconds				
✓Automatically promo-	tes calls with Priority 2 to Priority 1 after	waiting 100 Seconds				
Automatically promo	tes calls with Priority 3 to Priority 2 after	waiting 100 Seconds				
Name	Phone Number	Extension	Priority	Edit	Select	
Call Center 2430485(Primary)	2059187200	7200	0 - Highest	Edit		
Save Add	Delete	1		1	I]	

Manage DNIS Display Settings

- 1. Select and define the following DNIS Display settings, as needed for DNIS numbers:

 - Display DNIS name to agent when presenting call instead of calling name Click within the adjacent box to enable ☑ or disable □.
- 2. Click Save when finished to submit the data and close the dialog.

Manage DNIS Priority Settings

- 1. Enable ☑ and define the following DNIS Priority settings, <u>as needed</u> for DNIS numbers:
 - * Automatically promotes calls with Priority 1 to Priority 0 after waiting X Seconds.
 - Automatically promotes calls with Priority 2 to Priority 1 after waiting X Seconds
 - Automatically promotes calls with Priority 3 to Priority 2 after waiting X seconds
- 2. Click Save when finished to submit the data and close the dialog.

Add DNIS

While working in the Contact Center Configuration – DNIS Edit view:

 Click on the Add button to begin creating a new DNIS listing.

The DNIS *Edit* view offers tabs for defining multiple setting options.

Configure DNIS Entrance	Message Estimated Wait Message	Comfort Message	Music On Hold Message	Call Whisper Message
DNIS Name:				
Phone No: None	•			
Extension:				
Priority 0 - Highe V				
Calling Line ID:	100			
Use custom calling	line name settings			
Calling Line ID Last N	ame:			
Calling Line ID First N	ame:			
	nnouncement settings			
Allow outgoing Con	tact Center call			

Configure DNIS

- 1. Enter or select the following settings options, as needed:
 - DNIS Name (required): Enter a name in the field.
 - DNIS Phone No: Select a phone number from the drop-down list.
 - Extension: Enter an extension that is defined in your system.
 - Priority: Select an option from the drop-down list.
 - Calling Line ID: Enter the display information.
 - ◆ Use custom calling line name settings: Click within the check box to enable ☑ and enter the following:
 - Calling Line ID Last and First Name: Enter the custom last and first names to be displayed for this line (caller ID)
 - ◆ Use Custom DNIS announcement settings: Click within the check box ☑ to <u>allow</u> the setup and use of settings found in the other tabs at the top of the view.
 - Allow outgoing Contact Center Call: Click to enable and allow agents to dial out using this DNIS.
- 2. When finished, click on the Save button to update the system with the new information and close the view, or continue on to define additional settings in the other tabs where their use is enabled or available.

DNIS Entrance Message

- 1. Select and define the following Entrance announcement options, as needed:
 - ✤ ☑ Play Entrance Message: Click within the check box to enable or disable □.
 - ✤ ☑ Entrance Message is mandatory when played: Click within the check box to enable or disable □.
 - Audio: Select and define the desired option(s):
 - Opefault Select if you wish to use the system's default message.

And a	Printer of Berlinser	Report attraction	Constant all succession	Alere al construction	Construction Construction	
Introve DNIS	Entrance Messag	Estimated Viait Metaloge	Comfort Message	White Out Hourd Weetende	Call Whitper Menauor	
onligure DNIS:	Call Carter 2430445(P	(year)				
se custom DMIS	S announcement settin I message	gs: False				
Entrance mask	dge is mandatory when	threads in				
urfloc.	and the summer of the sum					
Default						
URL						
e	-					
2:						
2						
4:						
Eastorn lief; None						
le2: None	-					
iw3; None	~					
in-4: None	~					
100						

- • URL Enter the URL(s) in the fields these define the order of play (1,2,3,4)
- O Custom Select the custom file(s) to be played in the order shown (1,2,3,4).
- 2. Click the Save button when finished to submit the data and close the dialog or continue on to define additional settings in the other tabs where their use is enabled or available as needed.

DNIS Estimated Wait Message

- 1. Select the Estimated Wait Message tab and define the following setting options:
 - ◆ Enable estimate message for queued calls: Click to place a check in the box ☑ to enable Estimate Wait Messages.
 - Announce Queue Position: Click within the radial button to
 enable and define:
 - Play message for callers in queue positions: <u>X</u> (or lower): Enter the highest number in queue that will hear the queue position announcement.

Configure DNIS	Entraince Message	Estimated Wall Message	EDGWINDT MAREINGH	Mulic On Hold Melange	Eald Writight Meaninger	
DNIS Name; Call	Center 2430485(Prima	(y)				
Use custom DNIS	announcement settin ind wait message for g	gs: Fdise usund calls				
Announce Que	ue Position					
 Play message Play high vol- 		ositions: 100 (or lower)				
Announce wait	time					
* Play message	for callers with a wait	time of: 100 (minutes or lo	Wer)			
Play high vol Default handli						
Detault handle	ing time; 2 minute	is per calli				

- ◆ Play high volume message: Optional. Click to place a check in the box ☑ to enable.
- Announce Wait time: Click to ⊙ enable/ O disable and define:
 - Play message to callers with a wait time of <u>X</u> (minutes or lower): Enter the highest number of minutes a caller will be waiting when the wait time message will be allowed to play.
- Play high volume message: Click to place a check in the box I to enable and define:
 - Default handling time: X (minutes per call): Enter the default handling time per call.
- Click the Save button when finished to submit the data and close the dialog or continue on to define additional settings in the other tabs where their use is enabled or available – as needed.

DNIS Comfort Message

- 1. Select the Comfort Message tab and define the following setting options:
 - Play Comfort Message: Click to place a check in the box to enable Comfort Messages.
 - Time between messages X (seconds): Enter <u>at least</u> 10 (seconds) in the field.
 - Audio:
 - Default: Click to

 enable the use of system messages.
 - URL: Select to enter specific URLs for audio files which will be played to callers in the order shown (1, 2, 3, 4)
 - Custom: Select to enable and choose from the files in the Announcement repository which will be played to callers in the order shown (1, 2, 3, 4)
- Click on the Save button when finished to save the data, close the dialog, and return to the DNIS list view.
- 3. Click Save to submit the new list information and update the system.

	Call Cente announce essage	r 2430485(P ement settin	gs: False	ait Message	Comfort Message	
ure DNIS: (stom DNIS Comfort M etween Me	Call Cente announce essage	r 2430485(P ement settin	rimary) gs: False		3	
stom DNIS Comfort M etween Me	announc essage	ement settin	gs: False	e less then 10 sec	13	
Comfort M etween Me	essage		-	e less then 10 sec	anda	
etween Me		0 second	S Note: Can't b	e less then 10 sec	anda	
	ssages.	second	S Note: Can't b	e less then 10 seci		
					onus.	
om						
None	~					
None	~					
None	~					
None	~					
	None None None	None Vone None Vone Vone Vone Vone Vone Vone Vone V	None Vone None Vone Vone Vone Vone Vone Vone Vone V	None Vone Vone Vone Vone Vone Vone Vone Vone	None V None V None V	None V None V None V

DNIS Music On Hold Message

- 1. Select the Music On Hold tab and define the following setting options:
 - ✤ Enable Music or video on hold for queued calls: Click to enable ③ Music On Hold.
 - Audio
 - Default: Click to

 enable the use of system messages.
 - URL: Select to enable ⊙ and enter specific URLs for audio files or video which will be played to callers in the order shown (1, 2, 3, 4)
 - Custom: Select to enable and choose from the files in the Announcement repository which will be played to callers in the order shown (1, 2, 3, 4).
 - External Source: Click to select and enable ③ external source.

	Music On Hold Message
Configure DNIS: Call Center 2430485(Primary) Use custom DNIS announcement settings: False Enable music or video on hold for queued calls Audio: ©Default OURL 1: 2: 3:	
4:	
OCustom File1: None	
File2: None V	
File3: None V	
File4: None 🗸	
OExternal Source	

- Click on the Save button when finished to save the data, close the dialog, and return to the DNIS list view.
- 3. Click Save to submit the new list information and update the system.

DNIS Call Whisper Message

- 1. Select the CallWhisper Message tab and define the following setting options:
 - Play Call Whisper Message: Click to enable Call Whisper Messages.
 - Audio
 - Default: Click to enable the use of system messages.
 - URL: Select to enable and enter specific URLs for audio files which will be played to agents in the order shown (1, 2, 3, 4)
 - Custom: Select to enable ⊙ and choose from the files in the Announcement repository
- Click on the Save button when finished. The Add DNIS dialog closes and the DNIS list displays.
- 3. Click Save to submit the new list information and update the system.

DNIS	×
Call Whisper Message	
Configure DNIS: Call Center 2430485(Primary)	
Default URL 1: 2:	
3: 4: Custom	
File1: None File2: None File3: None	
Save	
4	×.

Edit DNIS

While working in Contact Center DNIS settings view:

Note: The primary DNIS listing cannot be edited and is read only to protect that configuration. Contact your Account Manager or Customer Support if the primary DNIS configuration requires changes.

- 1. Click on the Edit link adjacent to the desired non-primary DNIS in the list to open the edit view.
- 2. Make changes to the available settings and options, including anymessage options, as needed.
- 3. Click on the Save button to submit the changes and return to the DNIS list view.
- 4. Click on the Save button to update the system with the new information and close the view.

Delete DNIS

Use Caution. All related underlying settings for the selected DNIS number are deleted as well and must be recreated if deleted in error. **Note:** The primary DNIS listing cannot be deleted in the Portal and is read-only to protect that configuration. Contact your Account Manager or Customer Service for assistance if the primary DNIS configuration requires changes.

While working in Contact Center DNIS settings view:

- 1. Click to place a check mark in the Select box adjacent to the desired DNIS in the list.
- 2. Click on the Delete button and click OK when prompted to remove the selection from the list.
- 3. Click Save when finished to update the system with all changes and close the view.

Contact Center Call Disposition Codes

Premium. Manage the Call Disposition Codes used to identify things like marketing promotions or special characteristics pertaining to the call. The disposition codes contain two elements: an identification value and a description.

Disposition codes can be used to address multiple scenarios, for example:

- Capturing the result of the call ("Requires Follow-Up", "Issue Resolved", "Contacted Sales Rep"),
- Capturing customer comments ("Angry", "Happy", "Called Multiple Times")
- Capturing marketing campaign feedback ("Print Advertisement", "Web Site", "Direct Mailing").

Disposition codes may be entered by the call center agent while the call is in progress or once the call has been finished and the call center agent is in Wrap-up state.

Call Disposition Codes can be entered at the Contact Center queue level and at the Enterprise level. See also: <u>Enterprise Call Disposition Codes</u>

To access this setting while working in Contact Center go to *Edit > Configuration, click on the View/ Edit link adjacent to Call Disposition Code to begin.*

Call Disposition Code	W
Add or Modify Call Disposition Codes. Disposition Codes are attributes applied to a call to identify marketing promotions or other topics pertaining to a call.	
Note:Add or modify call disposition codes are attributes applied to a call to identify marketing promotions or other topics pertaining to a call.	
Enable call disposition codes	
✓Use group codes in addition to Contact Center codes	
□Force use of call disposition codes with default codes None ▼	
Active Code Description Level Edit	
new one testing Enterprise Edit	
Save Add Delete	

ADMIN GUIDE

Manage Call Disposition Code Usage

- 1. Select and define the following basic service usage setting options, as needed:
 - Section Codes: Click within the box to enable ☑ / disable □ the use of Call Disposition codes.

 - ◆ Force use of call disposition codes with default codes _____Click to enable ☑ and select the default code that will be entered automatically if for some reason an agent does not enter one manually from the list of options provided in the drop-down menu.
- 2. Click Save to update the system with the new information for Call Disposition Codes.

Add a Call Disposition Code

Authorized Admins may create a custom call disposition code at the Contact Center Queue level while working in the Call Disposition Code *Edit* view:

- 1. Ensure that Call Disposition Codes are Enabled.
- 2. Click on the Add button.
- 3. Select and define the following:
 - Active: Click to place a check in the box ☑ to set this new code to Active when saved.
 - Code: Enter a code in the field provided.
 - Description: Enter a concise description of the purpose of the code e.g., 'MKTG Campaign 6.20'
- 4. Click the Save button when finished to add the custom disposition code to the list in the Edit view and close this dialog.

Activate a Call Disposition Code

The system offers several ways to manage whether call disposition codes are active and may be used by call center agents.

- Enable Call Disposition Codes: Click to place a check in the box to allow call disposition codes to be used.
- Click to place a check in the Active check box that is offered when Adding or Editing a call disposition code. Note: Always click the Save button aftermaking changes.

Edit a Call Disposition Code

The list displayed in Call Disposition Codes offers access to Edit individual code description and activation information. The code cannot be edited.

- 1. Click on the Edit link adjacent to a Call Disposition Code within the table list.
- 2. Make changes to the Description or to the Active setting.
- 3. Click Save when finished to update the system with the changes.

Delete a Call Disposition Code

Caution! This action is immediate and cannot be undone. While working in the Edit view for Call Disposition Codes, an Admin may delete a contact center queue level Call Disposition Code. Please note, the codes defined at the Enterprise level cannot be deleted at the Contact Center level.

- 1. Select the code you wish to remove by clicking to place a check in the box ☑ in the far right column adjacent to the code.
- 2. Click on the Delete button to immediately remove the code from the list.

Call Disposition Code	×
□Active	
*Code:	
Description:	
Save	
Save	

Contact Center Routing Policies

Call Centers temporarily hold calls in the cloud when all users assigned to receive calls from the queue are unavailable. Call Centers provide an automated "answer" with customizable greetings, comfort messages, and hold music for the caller to listen to.

Queued calls are routed to an available agent when he/she is no longer on an active call. Each call queue is assigned a lead number, which is a telephone number outside callers can dial to reach the agents assigned to thecal queue. Call Centers are also assigned an internal extension, which can be dialed internally to reach the agents assigned to the call queue.

The following sections offer examples of the types of routing policies that may be managed.

Forced Forwarding – ACD

Premium. Configure the Contact Center to temporarily divert new incoming calls to a different route independent of the Night Service route. Enabling Forced Forwarding does not affect calls already in the queue.

Note: The URLs/files for audio or video that are defined will be played in the order they are listed.

While working in *Contact Center > Edit* > *Configuration*, click on the Edit/View drop-down to open this setting for management.

 Select and/or define the following setting options as needed for Forced Forwarding – ACD usage:

	g - ACD	
Configure the Ca Forced Forwards	ntiat Center to temperarily divert new incoming balls to x different iouis independent of the Night Service iouis. Is does not affect caffs already in the gover.	
linter The Liftl o	lies for such svides still be played to sollie they are illatery	
3 (0)	ed Forwarding/ Othe Mitt	
Call Forwards to	phine number/SIP URL	
	Allow features access codes to configure forced forwarding.	
	OPtay announcement before forwarding	
Audio		
Default		
OURL		
8-		
2		
2.		
4		
Cicostem		
File1. None	v	
FileZ. None	v	
The state		
usa: None	v	

- ◆ Forced Forwarding On | Off: Click within the appropriate radio button to turn on ⊙ or O off.
- Call Forwards to phone number/SIP URI: Enter the phone number or SIP-URI in the field provided.
- Allow feature access codes to configure forced forwarding: Check this box if you would like the Call Center Supervisor to use their phone to activate (*51) and deactivate Redirect (*52) through the use of a star code / feature access code.
- ◆ Play announcement before forwarding: Click to enable ☑ and complete the following setting options as needed for the audio to be played...

Audio:

- Default Click to set as the default system message.
- URL Click to use specific files and enter up to 4 URLs in order of play.
- Custom: Click to use custom files that have been entered into the system and select up to 4 in the order of playfrom the drop-down selection tools.
- 2. Click Save when finished to update the system with the new information.

Holiday Service – ACD

Premium. The Holiday Service - ACD allows an optional message to be played and a different routing treatment for special days and Holidays where workers may not be present. To access while working in *Contact Center > Edit > Configuration*, click on the *Edit/View* drop-down to openthis setting for management. Select or define the following actions and setting options, as needed:

Holiday Service - ACD		W
Configure the contact center to route calls differently during holidays.		
Note: The URLs/files for audio video will be played in order they are listed.		
Action:		
None		
OPerform busy treatment		
OTransfer to phone number SIP-URI:		
Holiday Schedule: None 🗸	Play announcement before holiday service action	
Default		
OURL		
Audio:		
1:		
2:		
3:		
4:		
OCustom		
File1: None		
File2: None		
File3: None 🗸		
File4: None		
Save		

1. Select and define the

following: Action:

- • None: Calls are left in queue.
- • Perform Busy Treatment: Click to use the busy treatment.
- • Transfer to phone number/ SIP-URI: Click to route calls to an alternate phone number/SIP- URI and enter the correct destination information.
- Holiday Schedule _ : Select a schedule from the drop-down list. This list displays the Holiday Schedules defined in <u>Enterprise Time Schedules</u>.
- Default: Click to use the default announcement, which is "Your call is very important to us, but you have reached us on a scheduled holiday. Please call backduring normal business hours or wait to leave a message."
- • URL: Click to use an alternate audio or custom message and select accordingly below.

Audio:

If URL was selected above, choose from the following and define as necessary:

- URL: Click to use specific files and enter up to 4 URLs in order of play.
- Custom: Click to use the custom announcement files that have been entered into the Announcement Repository and select up to 4 in the order of play via the dropdown selection tools.
- 2. Click the Save button when all changes are complete to update the system and close the dialog.

Night Service – ACD

Premium. The Night Service option configures the routing, treatment, and announcement behaviors for calls received after normal business hours (Night service).

- 1. Select and define the following setting options for Night Service actions, as needed:
 - • None: Default. Calls are left in queue.
 - O Perform busy treatment: Click to select this option and set the service to perform busy treatment for calls during nonbusiness hours.
 - O Transfer to phone number / SIP-URI: Click to select this option and route calls toan alternate phone number/SIP-URI then enter the correct destination information inthe adjacent text field.
 - Force night service regardless of business hour schedule On O |Off ⊙ (default) Click within the ⊙ On radio button to enable this option and allow the supervisor or administrator to override the Business Hours schedule (defined below) and manually initiate Night Service for the queue. This manual override can also be activated by a Call Center supervisor using their phone interface if the feature access code optionis enabled below, as well.
 - Business Hours: Select the appropriate schedule from the drop-down to define businesshours.

Vight Service ACD	1
Configure the Contact Center to route calls differently during hours when the group is not in service. This is determined by a schedule that defines the business hours of the group, high synchronomic obstability frequent, it can have a schedule that defines business hours to be 24x7 which means that no night service sthall be provided.	
Note: The URLs/hies for audio video will be played in order they are listed.	
Action	
(BNone)	
OPerform busy treatment.	
UTransfer to phone number/SIP-UR:	
Force night service regardless of business hour schodule: OOn \$011	
Business Hours: None 🗸	
Allow feature access codes to manually override night service	
JPlay announcement before night service action	
Announcement to pay in menual override mode: #Normal announcement "Manual mode announcement	
Kormal Mode Audio:	
@Default	
CURL	
ft:	
2	
3-	
4	
OCustom	
Filat: Nana 🗸	
File2: None	
Filed: Nors	
Filed: None V	
Kanual Mode Audio:	
ØDefault	
DURL	
ti	
2-	
3:	
*	
OCustom	
Filef: None V	
File2: None V	
File3 None V	
Filed: None	
and interest in the second sec	

- Allow feature access codes to manually override night service: Click to enable and allow Call Center Supervisor(s) to use their phone to activate (*53) and deactivate (*54) the Night Service via star code/FAC.
- Play Announcement before night service action. Click to enable for use with busy treatment or transfer actions. This option can be configured to play an announcement prior to proceeding with the action Night Service. In this case, the announcement is played once to completion before the action is processed.
- Announcement to play in manual override mode: Click to enable either
 Normal announcement or O Manual mode announcement and continue to define the setting options in the corresponding section below for audio behaviors:
- Audio Mode sections: Based on the selection made for Announcement to play, make option selections in either Normal Mode Audio or Manual Mode Audio forthe following:
 - Default: Click to use the default messaging "Your call is very important to us, but you have reached us outside of business hours. Please call back during normal business hours or wait to leave a message."
 - URL: Click to enable the use of URLs and enterup to 4 URLs for the files in the order you wish them to play (1, 2, 3, 4.).
 - Custom: Click to enable and use the selection tools to choose up to 4 files from the Contact Center's Announcement Repository in the order they will play (1, 2, 3, 4).
- 2. Click Save when finished to update the system with the changes for Night Service ACD.

.....

Bounced Calls – Queue

Standard. Configure the routing policy for calls that are sent to an available agent but go unanswered by the agent in this queue. To access while working in *Contact Center > Edit > Configuration*, click on the *Edit/View* drop-down adjacent to this setting to open the *Edit* view.

- 1. Select and define the following setting options, as needed:
 - ✤ ☑ Bounce Calls after _x_ Rings: Click to enable and enter the number of rings to allow before thecal is bounced.

✓ Transfer to phone number :

SIP- URI _: Click to select this option and route calls to an

compute the con	act Center routing policy for ca	is unanswered by agents.		
Bounce Calls aft	r 5 Rings			
OTransfer to phon	number / SIP-URI			
Bounce Calls if a	gent becomes unavailable whil	e routing the call		
□Alert Agent if cal	is on hold for longer than 30	seconds Note: Cannot be	less than 30 seconds.	
Bounce Calls aft	r being on hold by agent for lo	nger than 80 seconds		

alternate phone number/SIP-URI then enter the correct destination information in the adjacent text field.

- ✤ ☑ Bounce Calls if agent becomes unavailable while routing the call: Click to enable this option to bounce calls being sent to an agent if the Agent transitions to an *unavailable* state while the call is end route.
- ☆ I Alert Agent if call is on hold for longer than seconds: Click to enable this service option if you wish for the system to notify the Agent if a call sent to them from the queue was put on hold for longer than the time defined here (in seconds). Note: 30 or more seconds are required here.
- ✤ ☑ Bounce Calls after being on hold by Agent for longer than seconds. Click to enable this service option if you want the system to automatically bounce a call that has been on hold for longer than the time defined here (in seconds).
- 2. Click Save when finished to update the system with the changes made for Bounced Calls Queue.

Comfort Message Bypass – Queue

Premium. This service policy offers the use of an alternate audio message if calls are expected to be answered quickly. When enabled, the usual comfort/Music-On-Hold treatments are bypassed, and the settings defined here are used. **Note:** This policy applies after the entrance message has finished playing(if applicable). While working in *Contact Center > Edit > Configure*, click on the *View/Edit* drop-down arrow adjacent to this setting to open the *Edit* dialog:

- 1. Select and/or define the following setting options:
 - Comfort Message Bypass On | ⊙ Off (default): Click within the ⊙ On radio button to enable this service.
 - ✤ ☑ Bypass Comfort message when estimated wait time is less than seconds: If the wait time is less that the amount entered here, the Bypass Comfort Message will be used. Enter the desired wait time in seconds.

alternate message will be presented to the caller, then set the message Audio source below.

- • Default: Click to use "Please hold while we transfer you to an agent."
- O URL: Click to select the use of URLs and enter up to 4 URLs in the order you wish them to play (1, 2, 3,4.).
- O **Custom**: Click to select and use the selection tools to choose up to 4 files from the Contact Center's Announcement Repository in the order they will play(1, 2, 3, 4).
- 2. Click on the Save button when finished to submit the changes and close the *Edit* dialog.

Overflow – Queue

Basic, Standard, and Premium. Overflow treatment is applied to calls when the Call Center reaches its size limit or when callers have been in the Call Center for a specified amount of time. For example, if the Call Center queue size limit is set to 20, the twenty-first caller will be routed to the overflow destination. Likewise, if the overflow timer is set to two minutes, after two minutes, callers will be routed to the overflow destination. Use this section to define the routing policy and/or message behavior when a large number of calls have been received or calls have been waiting longer than a configured threshold.

While working in *Contact Center > Edit* > *Configure*, click on the drop-down arrow adjacent to Overflow – Queue to open the edit dialog.

1. Select and/or define the following options as needed for Overflow routing:

Action:

- O Perform busy treatment: Click to select this action – the caller hears a fast busy tone when Overflow treatment is in effect.
- Transfer to phone number SIP- URI: Click to select this option and route calls to an alternate phone number/SIP-URI when Overflow treatment is in

Overflow - Queue	W
Configure the Contact Center routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold.	
Note: The URLs/files for audio video will be played in order they are listed.	
Action:	
Perform busy treatment	
OTransfer to phone number SIP-URI:	
OPlay ringing until caller hangs up.	
Enable Overflow after calls wait 30 Seconds	
Play announcement before overflow processing	
Audio:	
Opefault	
Ourl	
1:	
2:	
3:	
4:	
OCustom	
File1: None	
File2: None	
File3: None V	
File4: None	
Save	

effect, then enter the correct destination information in the adjacent text field. This entry can be an extension, another phone number/queue, or even an external number.

- Play ringing until caller hangs up: Click to select this option and callers will hear ringing until they disconnect when overflow treatment is in effect.
- Enable Overflow after calls wait ____ Seconds: Click to select this option and apply overflow treatment to queued calls after a certain amount of time. Enter the amount of time in seconds. If the maximum number of queued calls is met, the next call to be presented to the queue is treated with the Overflow actions that are also defined in this area once the call has waited the specified amount of time.
- ✤ I Play announcement <u>before</u> overflow processing: Click to select and then define the audio selection that will be played prior to performing the overflow action setting(s) defined above.

Audio:

- • Default: Click to select and use the default system message "Your call is very important to us, but due to the high volume of calls we cannot answer your call. Please hold while we transfer you to Voice Messaging so that we can help you as soon as possible."
- O URL: Click to select the use of URLs and enter up to 4 URLs in the order you wish them to play (1, 2, 3,4.).
- O **Custom**: Click to select and use the drop-down tools to choose up to 4 files from the Contact Center's Announcement Repository in the order they will play(1, 2, 3, 4).
- 2. Click on the Save button when finished to submit the changes and close the *Edit* dialog.

Stranded Calls – Queue

Standard and Premium. Configure the processing / routing policy for any calls that are left stranded in queue when there are no agents currently signed in. (An agent is said to be staffing a queue if the agent has joined the queue and is not in the Sign-out state.) If the last agent staffing a queue "unjoins "the queue or signs out, then all calls in the queue become stranded and will be handled as described by the settings defined here. If an incoming call is received by a queue with no agents staffing the call center, then the call is initially put in the queue.

Once the queued call should be offered to an agent, and if there are no agents staffing the queue, then the call is processed as a stranded call. In particular, if the *Entrance Message is mandatory*... option is enabled or the queue elsewhere, then the entrance message is played to completion before the call is handled as a stranded call. See also: <u>Entrance Message</u>; <u>DNIS</u> Entrance Message

While working in *Contact Center > Edit > Configure*, click on the drop-down arrow adjacent to Stranded Calls – Queue to open the *Edit* dialog.

- Select and/or define the following action options, as needed for Stranded Calls:
 - O Leave in Queue: (default) Click to select this action option. Calls will simply remain in the queue.

Stranded Calls - Queue	¥.
Configure the Contact Center routing policy for calls stranded in queue when all the agents are signed-out.	
Note: The URLs/files for audio video will be played in order they are listed.	
Action:	
Leave in queue	
OPerform busy treatment	
OTransfer to phone number SIP-URL:	
ONight Service	
OPlay ringing until caller hangs up.	
OPlay announcement until caller hangs up.	
Audio:	
Default	
OURL	
1:	
2:	
3:	
4:	
OCustom	
File1: None V	
File2: None V	
File3: None V	
File4: None 🗸	
Save	

- O Perform busy treatment: Click to select this action option, and calls will be removed from the queue and receive a fast busy tone.
- • Transfer to phone number / SIP-URI _: Click to select this action option and enter the destination information in the data-entry field. Calls stranded in queue are removed from the queue and transferred to the configured destination.
- Night Service: Click to use this action option. Calls will be handled according to the <u>Night Service</u> configuration. Note: If the Night Service action is set to None, then the Stranded Calls policy will perform similarly, and calls remain in thequeue.
- • Play ringing until caller hangs up: Click to select. Calls are removed from the queueand provided with ringing until the caller disconnects.
- • Play announcement until caller hangs up: Click to select and then choose/define the audio selection below. The calls will be removed from the queue and the message selection(s) will be played on a loop until the caller disconnects/ends the call.

Audio:

- • Default: Click to select and use the default system message "Your call is very important to us, but no agents are available."
- O URL: Click to select the use of URLs and enter up to 4 URLs in the order you wish them to play (1, 2, 3, 4.).
- O **Custom**: Click to select and use the drop-down tools to choose up to 4 files from the Contact Center's Announcement Repository in the order they will play (1, 2, 3, 4).
- 2. Click on the Save button when finished to submit the changes and close the *Edit* dialog.

***IP TRUNKING**

Only organizations that have specialized Trunk Groups will see this section and only Authorized Administrators who manage their system's specialized SIP Trunks should access or use this section's management tools.

										Manurpi Anniciated	DIDs Call Legs for Locate
Inusk ID	Trunk Name	Location	Start Cafe	IP Address 1	IP Count	Assigned DID's	Group Policy	Service State	Direction		
72385	meidettusier	IPTrunking test location	05/22/2019 11:37:07 AM	112.55	10		nator_balan	block	64	Callogr	3
72386	second IP Trunk Group	(PTrunking test location	05/23/2019 11 44 06 AM	114	5		top_down	bisck	belti	Call Loga	1
2392	test 3	(PTrunking last location	10/24/2019 05:00:35 PM	68.178.1.1	2		round_robin	inservice	out	Call Logs	1
2409	TestTrankAS	PTrunking last location	1012/2019 03:10:15 PM	68.1.1.1	ž.		top_down	DIDCK	but	Call Logs	2
2410	Trans2AS	PTrunking levil location	11/12/2019 03/38/53 PM	65.1.1.1	1	0	round_robin	unciervice	bdh	Call Logs	2
2413	Trunt	IP Tranking Test2	11/14/2019 02:08:51 PM	68.1.1.2	1	e	top_down	block	Doff	Cull Logs	2
12414	Ratest	IP Trusting Test2	11/15/2019 11:05:08 AM	888.5	1	5	round_robin	inservice	pending	Call Logs	1
2415	test.	IP Transing Test2	11/15/2019 02:24 49 PM	4144	1	0	round_robin	intervice	out.	Call Logs	0
72410	begl4	IP Trusking Teit2	11/15/2019 03:04:52 PM	1111	4	0	round_robin	Intervice	in .	Call Logo	0

Trunking Information

The IP Trunking page offers a searchable table view of the current specialized Trunk Group(s) on the account and offers access to review call logs and manage Trunk Group settings. The display provides views of the Trunk ID, Location, Start Date, IP Address1, IP Count, Assigned ID's, Group Policy, Service State, and Direction (Calls) information for each location.



Trunk Group IP Count

The IP Count column displays the current count of IPs and a click on the number listed within the IP Count column for the Trunk Group opens a dialog to display a listing the current IPs.

P 944	mi 1	IP Count	
1143		4	
	IF	Addresses:	
	IP Addres	55	
	1.1.4.100		
	1.1.4.4		
	1.1.4.3		
	1.222.33	255	

Manage Associated DIDs

Use Caution. Any association changes are committed immediately upon clicking *Submit*. Authorized Administrators may assign DIDs for IP Trunk Groups. When assigning DIDs to a trunk group or unassigning DIDs from a trunk group, the selected DIDs are held in the *Pending DID(s)* bucket until Administrator clicks **Submit** for the order.

While working in the IP Trunk Group page:

- 1. Click on the Manage Associated DIDs link at the top of the IP Trunking page (top right) to open the IP Trunk Management dialog.
- 2. Complete the following tasks, as needed:
 - Select the appropriate Trunk Group Location from the drop-down list. The current Un-Assigned, Pending, and Assigned DIDs for that IP Trunk Location display below.
 - Select a DID and use the Assign>, <Undo and
 <Unassign buttons to move the selected DID(s) to the new status section(s); repeat as needed.
- 3. Click on the Submit button when DID assignment changes have been made.

View Trunk Group Call Logs

The Call Logs offer an informative listing of all calls to and/or from a trunk group within a defined time frame. The Call Logs view provides filter options that allow the user to reduce or expand the data set. Access to review call log information is provided in two places within the IP Trunk Group section:

- <u>Call Logs for Locations</u> (IP Trunking page top right) This link opens the IP Trunking Call Logs for Location selection and review.
- Individual Locations The Call Logs links displayed within the table for each listing open the call log containing data for the selected location.

Export Call Logs

While working within the Call Logs view, Admins are provided with access to the Export Call logs link to download the current call log display to a report ready **.csv** spreadsheet format which may be saved to a useful file format in a local folder.

Manage Trunk Group Settings

Click on the Edit icon 🕐 adjacent to the IP Trunk Group listing (far right column) to open the IP Trunk

Group page. Fields that cannot be edited display the Sicon when the cursor is placed over the field. field. Make changes to the editable fields.

Manage IP Trunk Call Paths

See: IP Trunking Call Path

*ENTERPRISE TRUNKING

Only organizations that have specialized Enterprise SIP Trunk Groups will access this section and only experienced Trunk Administrators should attempt to work with these management tools.

Enterprise Tru	inking				Save Cancel
Enterprise Trunk Name:		3100001951-MSTeams			Manage Associated DiD
Routing Type.		mmighted			
Max # of Reroute Attempts (m	ax 10)	×.			
Max # of Reroute Attempts wit	trin a Phonty (max 10):	1.5			
Route Exhaustion Action		D None			
		Forward to Phone			
Trunk Group Presidential by an Irray Trunk Group	per passes (and 10	100			
			Wainbd	Manade Trunk	
	Available / Assigned	Priority	Weight	Manage Trunk	
205718790877RUNK	Available Available Assigned	Priority	Weight 50	Manage Trunk	
2057187900776UNK 3180001951-8801 3180001851-880	Available				
20671879087961894 3100001051-8801 3100001951-8803 3100001151-8801	Available	3	50	0	

The Enterprise Trunking page offers tools for working with the any Enterprise SIP Trunks on the account. The Administrators with access to this section must have expertise with PBX/BroadSoft Enterprise SIP Trunk management.

A simple table view also displays the basic setup for any Trunk Group(s) on the account and tools to change priority and weight settings. The Edit button adjacent to a Trunk Group in this table also offers access to review and/or manage additional available settings and options.

The table display lists the Trunk Group (Name), whether it is currently Available/Assigned, its Priority and the Weight assignments for each trunk group.

Other tools on this page include:

Manage Associated DIDs	Save / Cancel	Column Tools	Edit
Manage Associated DIDs Click to open a new view and manage DID associations for Trunk Groups.	When changes are made to the data in the table, these tools display at the top of the page. Click Save to submit the changes or click Cancel to remove the changes.	Click the Column Name to sort data by column contents. Data within the Available/Assigned, Priority and Weight columns may also be edited using the tools provided.	The Edit button opens the selected Trunk Group's settings dialog for review or maintenance.

Manage Enterprise Trunking Routing

The top section of the Enterprise Trunking page offers some general call routing settings that are applied to the listed Trunk Groups below.

- 1. Make changes to the following settings, as needed:
- Max # of Reroute Attempts (max 10): Use the number selection tool within the field to define the appropriate amount for this setting (0-10).

nterprise Trunking		Save	Cancel
Enterprise Trank Nerve	2190017914-4/STeerre	Manage According DIDs	
Max # at Heroute Attempts (max 10).	10		
Max # of Reroute Alternets within a Priority (max 10)	a .		
Koule Exhauston Action	C Province C Province to Phone		

- 3. Max # of Reroute Attempts within a Priority (max 10): Use the number selection tool within the field to define the appropriate amount for this setting (0 to 10).
- 4. Route Exhaustion Action: Select from ⊙ None (default) or Forward to Phone and enter the 10-digit phone number in the field below when it becomes available (do not add special characters or spaces).
- 5. Click Save when finished to submit the change.

Assign Enterprise Trunk Group

Each Trunk listed in the table offers a tool to assign available trunks. This tool is a button under the column titled **Available/Assigned** which shows the current availability status.

To manage this setting while working in Enterprise Trunking:

- 1. Locate the Trunk Group in the table listings.
- 2. Click the button when it shows as *Available* to set it to Assigned or click the button when it shows as *Assigned* to set it to Available.
- 3. Click Save (top right) when finished to submit the change.

Route Exhaustion Action	None Forwa	rd to
"Trush Group Weight invasi 5e an Integer between 1 and 88559 "Trush Group Phonty must be an Integer between 1 and 10		
Trunk Group	Available / Assigned	
2100017914-a001	Assigned	
2100017914-ph/01	Assigned	
2057300443TRUNK	Assigned	

Manage Associated DIDs

Manage Associated DIDs This link at the top of the Enterprise Trunking page opens a dialog that allows the Admin to manage the DID associations (Users) for the Enterprise Trunk Groups on the account.

- 1. Click on the link to open the Enterprise Trunk Management dialog.
- 2. Select a Trunk ID from the drop-down selection tool.
- 3. Select one or more DIDs you need to manage in either the **Available DIDs** or **Assigned DIDs** section.
- 4. Choose an action:
 - Click on the Assign > button if you wish to move the selection(s) to the Assigned DIDs section.
 - Click < Unassign to move selections in the Assigned DIDs section to the Available DIDs section.

Moved items are placed in the Pending DID(s) section until the user clicks Submit.

- Click < Undo | Undo > to return selected items in *Pending* to their original section.
- Click Cancel to quit and exit without making changes.
- Click Submit when finished to save the change(s). These changes are committed immediately and the items in *Pending* are moved to the appropriate section for review as the system updates.

Manage Enterprise Trunk Group Priority

Each Trunk listed in the table offers a tool to define the priority. This tool is a data entry field under the column titled **Priority** which shows the current entry for the setting per Trunk Group. An individual Trunk Group's Prioritymust be an integer between 1 and 10.

To manage this setting in the Enterprise Trunking page:

- 1. Locate the Trunk Group in the list.
- 2. Click within the **Priority** field.
- 3. Select a value (1-10) using the selection tool.
- 4. Click Save (top right) to submit the change.

Trunk Group	Available / Assigned	Priority	
2100017914 all01	Assigned	10	1
2100017914-phi01	Assigned	10	ĺ
2057300443TRUNK	Assigned	٥	1

Manage Enterprise Trunk Group Weight

Each Trunk listed in the table offers a tool to define the weight. This tool is a data entry field under the column titled Weight which shows the current entry for the setting per Trunk Group. *An individual Trunk Group's weight must be an integer between 1 and 65536.*

- 1. Locate the Trunk Group within the table list.
- 2. Click within the Priority field.
- **3.** Define a value (1-65536) using the selection tool.
- 4. Click Save (top right) to submit the change.

						Managa Associated DiDa	
Enlerpenie Trunk Name		2100017914-MSTeams				SHIPPE AND CHINCILLES	
Máx e ol Reroute Altempts (mail 10).		10					
Max # of Renoutly Attempts within a Priority (mer. 10)		8					
Haute Ekhausten Action		Nette Nette Nette Nette					
sina Dinage Margot Huad be an Integer because 1 and 65536 unit dinage Prindy Australia, in Integer because - Carell 10							
Trunk Group	Available / Assigned.	Pri	only	Weight	Managa Trunk		
2180317914-0881	Assigned		10	- 50.	1		
2100317934-2001	Assigned	E	10	- 30	1		
		_	0				

Manage Enterprise Trunk Group Settings

Each Enterprise Trunk Group listed also provides the Admin with access to review and manage

many of the more advanced settings. The Manage Trunk column offers this access via the Edit icon 🖉 adjacent to the listing.

Trunk Group	Available / Assigned	Priority	Weight	Manage Trunk	
2100017914-ati01	Assigned	10	10	(\mathcal{O})	
2100017914-ph/01	Assigned	10	50		
2057300443TRUNK	Assigned	0	0		

1. Click on the Edit 🕐 icon adjacent to the selected Enterprise Trunk group within the table to open a new dialog for setting review and maintenance.

Use caution. Erroneous modifications to these settings can result in negative service impacts.

		н,
Manage Trunk Group		Save Can
* Name:	21000179	R
Descriment	None	
* Maximum Active Calls Allowed:	60	
Manimum Incarring Calls Allowed	3	
Maximan Golgong Calls Allaved	2	
Enable Authennication		
Authentication Liser frame:	tester1	
Type New Authentication Password		
Trunk Group Identity	21000179 com@memtm as	
OTGEDTG Identity	Contra Contractor	
CL4500 K4 Identity	8	
Enable Trunk Group Pretto	L.	
Allow calls directly to turk group with trunk locatity		
Nave calls directly to truck group with DTG dentity.		
Include much assisting for cast to thurk group.		
incluids (DTG identicy for call to hunk group	8	
Enable network address (donrify)		
Allow uncreared calls:	8	
Allow unscreamed emergency talls		
Route to pairing domain;		
Pearing Domain:	Nora	
Trunk Group User Lookub Policy'	O Use default system policy	
	Use this truck group policy	
	Extended	
Calling Like Identity Spunce For Screened Trunk Oroup Calls Policy.	Use default system policy	
	Profile Name Profile Number	
Support Connected identity Paircy	O Use default system policy.	
	Use this trunk group policy	
Flict User Calify Line Identity for External Calis Usage Folicy:	Desblad All Originating Calls	
File: User Calling Live Identity Usage for Emergency Calls Pélicy.	No Calls	
Pilóc User Charge Number Usage Policy:	No Calls	
There and installed contrasts in and 5		
	V18 1 158	

Note: Some settings shown here are read-only within the portal. Contact your telephony System Administrator or Service Provider for assistance with the settings you do not have access to manage.

- 2. Make changes to the following settings and options (where allowed), as needed:
 - * Name: Provider Access Only.
 - Department: Optional Select a department from the drop-down selection tool, as needed.
 - * Maximum Active Calls Allowed: Provider Access Only.
 - Maximum Incoming Calls Allowed: Provider Access Only.
 - Maximum Outgoing Valls Allowed: Provider Access Only.
 - Section Click within this check box to Enable ☑ or Disable □.
 - * Authentication User Name: Optional Enter a user name to be used for authentication
 - Type New Authentication Password: Optional Enter the password credential to be used for authentication.
 - Trunk Group Identity: Provider Access Only.
 - OTG/DTG Identity: Optional Enter the ID parameter for Outgoing Trunk Group/ Destination Trunk Group usage.
 - ✤ Enable Trunk Group Prefix: Click within this check box to Enable ☑ or Disable □ and enter the prefix to be used in the field below.

- Allow calls directly to trunk group with trunk identity: Click within this check box to Enable ☑ or Disable □.
- Allow calls directly to trunk group with DTG identity: Click within this checkbox to Enable ☑ or Disable □.
- Include DTG identity for call to trunk group: Click within this check box to Enable ☑ or Disable □.
- Senable network address identity: Click within this check box to Enable ☑ or Disable □.
- Allow unscreened calls: Click within this check box to Enable ☑ or Disable □.
- * Allow unscreened emergency calls: Click within this check box to Enable \square or Disable \square .
- * Route to peering domain: Provider Access Only.
- Peering Domain: Provider Access Only.

Basic or Extended

- Calling Line Identity Source For Screened Trunk Group Calls Policy:
 - Select from: \odot Use default system policy
 - O Use this trunk group policy ▼
 Profile Name, Profile Number, Received Name Profile Number, Received Name Received Number
- - Enabled or Disabled
- Pilot User Calling Line Identity for External Calls Usage Policy: Select from: All Originating Calls Unscreened Originating Calls

No Calls

Pilot User Calling Line Identity Usage for Emergency Calls Usage Policy
 Select from: All Originating Calls
 Unscreened Originating Calls

No Calls

Pilot User Charge Number Usage Policy
 Select from: All Originating Calls

Unscreened Originating Calls No Calls

3. Click on the **Save** button (top right) when finished to submit any changes and close the dialog.

*MICROSOFT TEAMS | OC TEAMS

Limited/Restricted Access. Only organizations that have Microsoft Teams Connector or OC Teams integrations may see a Teams section and only Authorized Microsoft Teams Administrators <u>should</u> access and use these management tools.

Your **Microsoft® Teams** section offers access to tools for managing the basic user voice network TN assignments for licensed MS Teams user and resource account numbers.

													_
Micros	oft Teams												Q
						Connec	to Moranot 355 Satu	ș Domain 🔵 ONS Co	onfiguration (Se	tup Temp Users Oerheid Rou	ing Unit Lite		
Doort Users In Getgere Dit Dat			na japana in new lak)										Provisioned Provisioned - Incorrect V
	rce Account												 LinProvisioned With Value UnProvisioned Missing 5
First Name	Last Name	Principal	Phase	Est.	Last Updated	Location	Sip Prosy	User Type	Status	Manage Acco			
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The tabs listed at the top of your Microsoft Teams section can include:

Microsoft Teams	Connect to Microsoft 365	Setup Domain	DNS Configuration	Setup Temp Users	Derived Routing	User List
OC Teams/Operat	or Connect	Phone Number	Consent Con	nect to Microsoft 365	User List	

Teams Section Tabs:

- Connect to Microsoft 365 Restricted/Limit access to Teams Admins to connect to MS Teams account
- Setup Domains Restricted/Limit access to Teams Admins to setup domains on correct zones
- DNS Configuration Restricted/Limit access to Teams Admins for DNS configuration
- Setup Temp Users Restricted/Limit access to Teams Admins to create example temp users
- Derived Routing Restricted/Limit access to Teams Admins for Derived Routing setup
- Phone Number Restricted/Limit access to Teams Admins for Teams phone number list sync/review
- Consent Restricted/Limit access to Teams Admins: Provide consent to the service provider to connect with your Teams Tenant (via API)
- User List Restricted/Limit access to Teams Admins to manage user TN / Call Routing assignments and license provisioning status for the integration with the service provider's network

Note: If connected, a limited set of tasks may be completed in this portal. MS Teams Admins can review useful deployment / setup information and manage settings limited to Call Routing access or TN assignment changes within these sections. Microsoft Teams Admins may access the full set of the assigned user and account administration tools for their MS Teams instance by logging into the appropriate **Microsoft Teams/ Microsoft 365/O365 Administration Portal** directly for performance of those Teams administration tasks.

User List

This Microsoft Teams tab section is the default post-deployment view for Authorized Teams Admins.

The User List provides tools to review basic Teams User information and C Edit each Teams user's TN assignment or call routing setting from this portal and offers <u>read-only</u> access to select additional Teams Account information from the Teams Admin portal. This section is the default view when opening the Microsoft Teams section once the deployment steps in the other tabs have been completed.

					Connect to Micr	Selu	p Domain DNS Configura	tion Setup Temp	Jsers Derived	Routing User List	
ort Users Imp figure your Team figure your Team	ort Users s Call Queues (opens in r s Auto Attendants (opens	rew tab) in new tab)									Provisioned Provisioned - Incorrect Voice Policy UnProvisioned Mth Viels Phone License UnProvisioned Mith Viels Phone License
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irst Name	Last Name	Principal	Phone	Ext	Last Updated	Location	Sip Proxy	User Type	Status	Manage Acco	
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		PKtest@themountgr					sip:pktest@themount	Auto Attendant	•		
		momentumApp@the						Standard	•		
italiy	Boris	vboris@themountgre					sip:250d011f6f3a46f	Standard	•		
		test123@themountgr					sip:lest123@themou	Auto Attendant	•		
		testtest@themountgr					sip:lestlest@themou	Auto Attendant	•		
		999@themountgreen					sip:999@themountgr	Auto Attendant			

Section Search



Enter terms to locate data specific to the User List section.



Columns

The column headers allow sorting of list contents alphanumerically. The Phone column contents offer a link to each User's Dashboard <u>after</u> TN assignment for easy access to view or edit any non-Teams voice services/settings available for management in this portal. The **Status** column offers a visual indicator of each account's current setup/readiness for use. Reference the legend (top right) for color code information.

Edit

Teams Admins Only. The Edit button next to each listing in the table opens the Edit dialog for TN assignment or Call Routing maintenance.

Export / Import Users

Teams Admins Only. Use with caution. Incorrect use/formatting can be service impacting. Click these links to Export a correctly formatted .csv file to update TN assignment or routing enable/disable settings for multiple Teams accounts (already in the system/listed), and then Import the correctly formatted file into the portal. Or - simply use the Edit tools for a specific listing. Contact Customer Support for assistance.

Resource Account Tools

Configure your Teams Call Queues (opens in new tab) Configure your Teams Auto Attendants (opens in new tab)

Add Resource Account

Teams Admin Only. Helpful links to the MS Teams Admin Portal to properly manage Teams Call Queues or Auto Attendants. Add Resource Account button to enter required information for a new Teams RA that has been defined in the Teams Admin portal (sync). Use Edit tools to assign a TN and enable/assign user mapping.

Search Teams User List

The section **Search** field at the top of this tab allows the Admin to enter terms to find within the User List. Matching listings display for review or selection. Remove the search term from the field to redisplay the full default list view.

Resource Account Links

Authorized MS Teams Admins may click these helpful links to open and sign into their Teams Admin portal to manage their Resource Accounts.

Configure your Teams Call Queues (opens in new tab) Configure your Teams Auto Attendants (opens in new tab)

Export List

The Export Users link creates a pre-formatted .csv spreadsheet file containing the current list of Teams Users that can be opened for review/edit and saved locally. This data is imported from Microsoft Teams. Only the TN assignment and routing on/off setting can be updated using this form.

- 1. Click the Export Users link (top right). The system will create a file for review and download locally.
- 2. Click on the MSUser (x).csv file that displays at the bottom of the browser to open or save the file locally. This file is useful for reporting or to update TN assignment or routing enable/disable settings for multiple Teams user accounts (already in the system/listed).
- 3. Use the browser or application tools to Save the copy to a local folder or system file.

Import List

Click this link at the top right of the *User List* view to import a correctly formatted .csv file into the portal. This is useful when there is a need to update the TN Assignments or call routing enablement of a large number of Teams Users. Otherwise, the Edit icon next to a User in the list offers access to complete this task for individual Teams Users. Use caution. See also: Export List.

ManageTeams Account - TN Assignment

Authorized Admins may have access to assign and edit Teams User TN assignments within Microsoft Teams >User List. Please note, that the majority of the information displayed to Admins in this section is read-only and offered as a reference. Fields that display a red circle with a slash icon \bigotimes when the cursor is hovered are read-only.

1. Click on the Edit icon 🖉 adjacent to the desired User in the far-right Manage User column.

While working in Microsoft Teams > User List:

The Update Microsoft Teams User dialog displays. In this view, only the TN Search field at the top of the list allows the Admin to make changes; the other fields are read-only.

2. Click within the TN Search field to use the dynamic search tool to locate unassigned telephone numbers in your inventory that

Update Microsoft Teams User		Disable Direct Round
The Security		
Ansigned D(D) beat	Services ant model 2007187081	
Loador	Jack mokaliti 20071187000	
First Nation	line2 e811 D/D 2059187218	
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can be selected for this user. As you type a useful search entry, the list will filter to show any available TNs that contain matching information for review and selection.

3. Click on an item within the search results to select it and assign it to the user.

The system will automatically update this Teams User's settings to use this new TN for calling. Upon completion, click on the User List button at the top of the view to return to the Account List view - or select another area of the Cloud Services Portal.

Manage Teams Account - Mapping

Authorized Teams Admins may have access to manage the Teams User or Resource Account call routing mapping setting within this portal. Please note, that the majority of the information displayed to Admins in this section is read-only and offered as a reference for the settings/ features that are managed within the MS Teams Admin portal.

While working in Microsoft Teams > User List:

1. Click on the Edit icon adjacent to the desired User within the list in the far-right *Manage User* column.

The Update Microsoft Teams User dialog displays. In this view there is a button to Enable or Disable Direct Routing for the Teams User. Only the TN Search field can be edited.

 Click on the Enable/Disable Derived Routing button (top right). This button is dynamic and shows the action that can be taken currently. For example, when mapping has already been setup the button displays *Disable User Mapping*.



- **Enable**: Ensure a TN has been assigned and confirmed and then click Enable User Mapping.
- Disable: Click the Disable User Mapping button to turn it off.
 Use Caution: This action also removes the current TN Assignment.
- 3. Click on the Yes button to continue and make the change or click No to stop and return to the list view without making a change.

Add Resource Account

Authorized Teams Admins may have access to enter new Resource Account information to be synced with the data already set up in the MS Teams Admin portal.

While working in Microsoft Teams > User List view:

- 1. Click the Add Resource Account button (top left) to view the Add dialog.
- 2. Fill in or select the following required fields to match the information in the MS Teams Admin Portal for the resource account to be added:
 - Display Name enter a unique name that identifies this resource account in Teams and displays in lists for selection in this portal.
 - Username enter the email address information defined in the Teams Admin portal for this resource account using the tools provided in the fields to format it correctly.
 - Resource Account Type click within the field to choose from Auto Attendant or Call Queue in the selection menu.

Bob and Doug Call Queue	
Username	
bobndoughotline	@ themountgreenteams.onmicrosoft
Resource Account Type	
Call Queue	

Add Resource Account

 Click Save when finished to add this information and update the User / Account list and review the license status information to ensure proper use or Edit.

Note: Once the Admin has added the new Resource Account to the list and verified the teams license is appropriate to usage, they may click the Edit tool to assign a TN and Enable Mapping. (See Manage Teams Account - TN; Manage Teams Account Mapping)

Teams Deployment Tabs

Connect to Microsoft 365 (Derived Routing and OC Teams)

Teams/Microsoft 365 Administrators Only. This Microsoft Teams section tab is for deployment of the connection to the MS Teams instance and use should be restricted to MS Teams Administrators. It allows an authorized Teams Admin to begin the setup and deployment process by securely entering and verifying the correct Admin Username/Password access credentials for their Microsoft 365 or O365 Teams account to create the connection and synchronize. Other fields in this tab are pre-formatted to contain the correct information and cannot be edited. The Notes section displays instructions and information about tasks performed at this step in the deployment process.

C	Connect to Microsoft 365	Stellar Temp Users
Trunk:	3100003736-MSTeams	Support Notes To begin, the Deployment Wizard helps the Admin initiate the connection to the Microsoft 365 Tenant.
Usér Namo	Alex@NamasteOnlineYogaStudio us	Provide the User Name and Password credentials for the Microsoft 365. Tenent and click Save
Password.		Note: These credentials must have Admin access and PowerShvill command execution privileges to set up Derived Routing
		Alive this User Name and Password are Saved, click on the Verify Credentials batton to ten the medentials, and ensure that the Deployment Witzerd is able to connect in the Microsoft 355 Tenam.
		Once the connection is verified, the user list is retrieved from the Microsoft 365 tenant within (5 minutes.
Time - Verify Contentials Continue		When completed and the connection is vertiled, click Continue to move on to the next step
		For more information, please review this Microsoft article. Integrildoes microsoft com/on-us/microsoft and and article number domain num-

During Deployment: The User Name and Password fields need to be completed with the Microsoft365/ O365/Teams account access credentials, Saved, and then Verified. All other fields are read-only and pre-formatted to contain the correct information for setup. The password credentials are secured and obscured. Read-only fields display a red icon when the cursor is hovered over the field.

Post Deployment: The User Name and Password may be updated (and verified) by an authorized Teams Admin when necessary. All other fields remain read-only.

Only a Teams Admin should attempt to make changes in the Microsoft Teams section.

Add Microsoft Teams Account Admin Access Credentials

- 1. Enter Microsoft 365/O365 Administrator User Name and Password credentials using the secured fields provided.
- 2. Click Save to update.
- 3. Click Verify Credentials the system will verify the connection and provide a success or failure notification.

Check the account information in Microsoft 365/Teams and retry entry of credentials as necessary until a successful connection is made.

4. If this is the initial deployment, click Continue (or click on the Setup Domain tab) to proceed to the next deployment step - or select another Admin Tools menu option to complete other tasks.

Edit Microsoft Teams Account Admin Access Credentials

Only Authorized Teams Administrators should be permitted to edit the account access credentials for the organization's Teams instance connection within the Cloud Services Portal when they have been updated/changed in the Microsoft 365 account.

- 1. Enter new Microsoft 365/O365 Administrator User Name and Password credentials
- 2. Click Save when the new credentials are entered.
- 3. Click Verify Credentials and wait for the success notification. Check the credentials in MS Teams and try again if the verification process is unsuccessful.

Setup Domain (Derived Routing)

During the deployment process, this tab section provides access for an authorized Teams Admin to submit the domain information and complete the first step for enabling Derived Routing for the account. The Notes section offers brief instructions and information about the task performed at this step.

/icrosoft Teams	
Connect to Microsoft 365 Setup Domain DNS Conliguration Setup T	amp Users Derived Routing User List
In this Deployment Step:	
The SBC Primary and Secondary FQDN domains will be added to the Office 365 / MS Teams Tenant for Derived Routing.	Support Notes in this step, the Deployment Wizard helps the Admin by setting up the SBC Domains in the Teams Terrant for Derived Routing. The Primary and Secondary FGDN domains are pre-formatted using the Enterprise ID.
View Domain Information for Derived Routing	Click on the Setup Domain Routing button to add the information to the Microsoft 365 Tenant. Once the green Domain Created status notification appears (or after deployment is completed) the Admin may elect to click on the View Domain Information for Derived Routing button to revew the setup information.
Domain Created: 10/27/2021: 3 52:24 PM	When completed and verified, click the Continue button to move on to the next deployment step.

The information in this deployment tab is read-only and cannot be edited. An authorized Teams Admin may click the Setup Domain Information for Derived Routing button to perform this deployment task. A creation timestamp displays at the bottom of the tab when completed. Click Continue to move on to the next step in the deployment process.

View Domain Information for Derived Routing

Post-Deployment, an authorized Teams Admin may review the setup completion notification and click View Domain Information for Derived Routing to see the setup information in this tab.

DNS Configuration (Derived Routing)

This deployment wizard tab allows an authorized Teams Admin submit a request for DNS domain creation and configuration on the correct zone for the account. The Notes section displays brief instructions and information about the tasks performed in this tab for deployment.

Control	ct to Microsoft 365 (Setup Domain) DNS Configuration	Setup Terry Users
DNS Toker (D DNS Toker Crueled On Toket Status	01211531 19/27/02/1, 7 48-27 PM Classed	Second Alites In this step the Deployment Wixed allows the Admin to submit a regard ficket to the Sepond Team containing the concel, information (collected from the previous step) requesting the update for DNS enters in prevands not the next deployment steps for the connection with the Microsoft 366 Teamit and the provide returns. Click the Context Teken buildon to submit the setup request to Support. Note the ONS Enter (D when it is created The Tacket Status field will update to indicate progress. One completed (Ticket Status = Closed) and the green DISS Tacket Completed (Ticket Status = Closed) and the green DISS Tacket Completed (Ticket Status = Closed) and the green DISS Tacket Completed (Ticket Status = Closed) and the green DISS Tacket Completed (Ticket Status = Closed) and the green DISS Tacket Completed (Ticket Status = Closed) and the table, clock the Continue builtion to move to the next deployment step.
Drole Thiel Continue		

The information in this tab is read-only cannot be edited. 🚫

An authorized Teams Admin may click the **Create Ticket** button during this step in deployment to auto-submit a prepared ticket to the correct department and then review ticket number and subsequent completion notifications when that process is complete and the ticket is closed.

Once the **Ticket Completed notification** displays below the buttons in the tab, click **Continue** to display the next tab and the next deployment step.

Create DNS Configuration Ticket

An authorized Teams Admin may click the **Create Ticket** button during deployment to submit the prepared ticket to the correct department for DNS Configuration. Once submitted, the MS Teams Admin may review ticket number and subsequent completion notifications when that process is completed, and the ticket with the Service Provider has been closed.

Click Continue when configuration is complete to display the next deployment step.

Post Deployment: Authorized Teams Admins may access this tab to review the setup completion notification data and the ticket closure date/time information for this step in the deployment process.

Setup Temp Users (Derived Routing and OC Teams)

During the deployment process, this tab allows an authorized Teams Admin to specify the correct License type and then generate the pre-defined temporary users for the account. The system will take some time to replicate and update completely before further deployment tasks can be performed.

The Notes section may display instructions and information about for the tasks performed in this section for deployment.

Microsoft Teams		
Co	nnect to Microsoft 365 Csetup Domain CDNS Configu	ration Setup Temp Users Derived Rousing User List
his step creates Microsoft Teams Te	emp User 1 and Temp User 2 using the License Type se	L2
License Type	-Select	Support Notas In this dep, this Deplayment Witand allows the Admin to select this control. License Type and create Temporary users (as shown in the Temp User 1 and 2 finds) within Microsoft 366 to validate this domain contiguration setup completed in the previous stepe and prepare for Derived Routing sistup. Select the License Type from the drop-down list of options. Click on the Greate Temporary Users buttler
Create Temporary Users	Continue	Please wait for 24 business hours to allow Microsoft 365 to replicate the domains across their systems.
WAIT 24 HOURS FOR REPUICATION AC 5(15)/2021, 1:36:16 PM Temporary Users Created: 5/12/2021, 1:36		When completed (and after 24 basiness hours have elapsed to provide time for propagation through the Microsoft system), click Continue to move on to the next step.
		Note: A Microsoft 365 Tenant Admin can remove these temporary test users in the Microsoft 365 portal after the Derived routing setup is completed and it has been verified that it is working.

During Deployment: The two Temp Users displayed in this tab are auto-populated from those set up in MS Teams and cannot be edited. The Teams Admin may complete the following tasks here:

- Select the correct License Type from the drop-down list of supported licenses.
- Click the Create Temporary Users button. This submits the information for creation.
- Upon completion, Authorized Teams Admins can review the creation notification data.
 Check back after 24 hours to review and click the Continue button to move on to the next step.

Post Deployment: Teams Admins may review the setup completion notification / task completion date/time information for this step in the deployment process.

Derived Routing

This Microsoft Teams section is for deployment and has restricted/read-only access for Admins.

During the deployment process, it provides access for an authorized Teams Admin to Verify the domain information and complete the step for enabling Derived Routing. The **Notes** section offers brief instructions for the task that can be performed in this tab.

Connect to Microsoft 365 Setup Domain	INS Configuration Setup Temp Users Derived Routing User List
	5
Submit the request to setup and enable Derived Routing.	Support Notes
	In this step, the Deployment Wizard helps the Admin enable Derived
	routing of voice traffic between the Microsoft Teams Tenant and the Voic
	Network.
	Click on the Setup Derived Routing button.
Setup Derived Routing Continue	Wait 24 hours for this process to be completed.
	Once this step is complete, Derived routing and TN assignments may be
WAIT 24 HOURS FOR REPLICATION ACROSS THE SYSTEM	setup for the individual Teams users already added and assigned license
Derived Routing Setup 4/12/2021, 5:42:52 PM	in the Microsoft Teams Tenant.

During Deployment: The fields in this tab are auto-populated with the correct information and cannot be edited. An authorized Teams Admin may click the Setup Derived Routing button during Deployment to initiate the setup process. Note: this process takes approximately 24 business hours to complete and replicate across the system. Once the setup process is finished, a notification of setup completion displays with a timestamp. At that point the Admin may click **Continue** to move on to the next step (User List) in the deployment process.

Post Deployment: Authorized Teams Admins may review the setup completion notification data and the derived routing readiness verification information in this tab.

Phone Number (OC Teams)

This Microsoft Teams section lists the phone numbers allotted for OC Teams users or resource accounts for the Teams Admin to review.

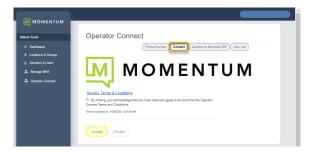
During Deployment: This tab provides the list of licensed numbers on the OC teams account and their type (user/resource account).

Post Deployment: The Edit icon under the Manage column (far left) opens a simple edit dialog where call routing can be enabled or disabled for the selected number.

in Tools	Opera	tor Connect						
Dashboard Locations & Groups					oft 385 User List		Update Operator C	Connect Service Number
Services & Users	Manage	Phone Number	Emergency Address	Assigned to	Available Usages	II Decisional A Location & County		
Manage MFA		2128376500			Resource Account	Do Darvise & Darv	User Search.	Use this field to select the correct user is your acco
	\odot					E Silvy	Analysed DG / Envir	212627468
Operator Connect		8167094479			User	Z. Manage WW. Z. Operator Connect	Leader	One Ballery Park Plana, NY
		810/0844/8			User	2. Operator Connect	First Name:	
							Last Norte:	
		8167094496			User		Dar Principal Name.	
							Devel City	
		2138132850			User		Date:	
							Dar Bais Charged On	
							über State	
							Date Location	

Consent (OC Teams)

In this tab, the Teams Admin may review, confirm, and accept the Operator Connect Terms & Conditions.



*CALL RECORDING

Limited Access section for **Broadsoft** Call Recording voice setting and site access administration tasks. **Authorization required.** The Call Recording section displays only if Call Recording licenses have been provisioned for users on the account and to keep recording data secure, Call Recording Admin licenses are needed.

						í Hi, 1.cor
MOMENTUM	Call Recording					٩
Admin Tools	Admin Dashboard					
III Dashboard	↑ Name	Group	Role	Recording	Username	Edit
 Locations & Groups D₃ Services & Users 	5250 Testing - [2054035250]	3100004616-01	User - Advanced	NEVER	2054035250@mymtm.us	(\mathcal{P})
A Enterprise Settings	NicoleTest@mymtm.us	3100004616-01	Supervisor	ALWAYS		
Billing Call Recording	Siprec Testing - [2056236447]	3100004616-01	User - Basic	NEVER	2056236447@mymtm.us	
	Siprec Testing - [2057219499]	3100004616-01	User - Basic	NEVER	2057219499@mymtm.us	۲
	Siprec Testing - [2057219538]	3100004616-01	User - Basic	NEVER	2057219538@mymtm.us	
	siprec@wrecked1.com	3100004616-01	Administrator	ALWAYS		
	siprec1@mymtm.us	3100004616-01	Administrator	ALWAYS		

The display within the Call Recording page offers useful information about the users on the company's account that have been granted Call Recording licenses. This area offers tools to search the list of users in the display, view or manage the basic BroadSoft voice settings related to Call Recording for each licensed user, and a link at the top of the page for the Administrator (who is currently logged into the Cloud Services Portal) to access their Call Recording portal Admin account (if enabled) within a new web page.

Search Call Recording Users

The Search bar within the Call Recording page offers a useful way to filter the page and find a user based on the data displayed within the table. Like the general site search bar, this field offers a dynamic search. As the Admin enters text into the page search field, the system locates all matches in the table below and displays them as a list for review. The Admin may click on the Edit icon next to a listing to make changes. Remove the data from this field to return to the full list view again.

Manage Call Recording-Related Voice Settings

While viewing the Call Recording page:

- 1. Locate the user in the list.
- 2. Click on the listing's Edit *icon* (far right column). *The User Voice Settings dialog displays.*
- 3. Select and/or enter information as needed in the following sections within the Voice Settings dialog:

Record Call - Click to select one of the following record options:

- • O Always (Default) Call recording is always on and saved and the user cannot pause or stop recording. This option is best for basic agent/users who should not have access to the Call Recording portal and do not need to control when or whether calls to or from their line are being recorded.
- O Always with Pause/Resume Call recordings are always on, and the user can pause and resume from their device as needed for privacy compliance. This option is good for basic agent/users who should not have access to the Call Recording portal and have need to occasionally pause the recording on their device to accept private information and then resume recording.

×

- On Demand Call recordings will be saved from the start of the call when the user manually starts recording. This option is good for any licensed user (typically Advanced Supervisor/Admin) who should be able to control whether calls are being recorded on their extension.
- • On Demand with user initiated start Call recordings are started by the user and the recording is saved only during the time the user initiates and ends recording during the call. This option is often assigned to advanced license users (Supervisors or Administrators) who should be able to control whether their calls are recorded and *when* recording should occur within a call.
- • Never If selected, the user's calls will not be recorded or saved until a different option is selected.
- Play Call Recording Start/Stop Announcement -Click to enable the use of an automated announcement when recording is manually started or stopped by the user (when Pause/Resume or an On Demand setting is selected).
 See also the Play Announcement Notification below.
- Record Voice Messaging Option displays for Executive+ Seats only if enabled for use in BroadWorks Click to enable call recording of voicemails left by callers.

Pause Resume Notification - Select one of the following options for notifications when using the pause feature:

Record Call:	
Alwaya	
O Never	
O On Demand	
CAlways with Pause/Resume	
O On Demand with User Initiated Start	
Play Call Recording Start/Stop Announcement.	
Pause / Resume Notification:	
None	
O Beep	
O Play Announcement	
Recording Notification:	
Repeat Gail Record Warning Tone 15	seconds
· Resear Record Call Warring Tone Tener Value must	ha ne tú and re 1000
Display Call Recording Connect Access Link in Us	er Dathboard
Save Ca	ncel
-3498 1-4	(1)-51

- O None Default. No notification is played when Pause or Resume are applied for call recording
- O Beep A beep plays when Pause or Resume are used if selected.
- • Play Announcement If enabled, a brief automated announcement plays at Pause/Resume. **Recording Notification** Elect to use warning tones, as desired:
- Optional: ☑ Click to enable the use of a repeating warning tone during recorded calls and set the number of seconds between the tones being played. Minimum = 10 sec | Maximum = 1800 sec.
 Example: 120 = every 2 minutes. The defaults for this = OFF and 15 seconds.
- Display Call Recording Connect Access Link in User Dashboard. Default = OFF. This is an optional access control setting to manage access link display within the Cloud Services Portal. Click to add a check mark in the box to allow authorized and licensed Call Recording Portal Supervisors or Admins to view a link to the Call Recording site when logged into their Cloud Services Portal account in the Dashboard (or within the Call Recording section if enabled for a Cloud Services Portal Admin's account).

Important Note: Most Call Recording License holders should <u>not</u> have access to the Call Recording site. If not a licensed Supervisor or Admin for Call Recording, this setting should be kept disabled/turned **OFF**.

 Click the Save button at the bottom of the dialog when finished to update the settings. Or click the Cancel button, or the X (top right) to exit the dialog without making changes.

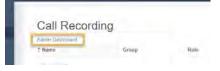
Access the Call Recording Portal

Authorized Call Recording portal Admins logged into the Cloud Services Portal as an Admin may have access to a direct link to the Call Recording portal from the *Call Recording* section in Admin Tools.

Note: Links to open the Call Recording portal will only allow the level of access the user has (if any) to work in it. If a Cloud Services Portal Admin does not have sufficient access permission to work in the Call Recording Portal, the system will not allow automatic sign in. If the license holder is a call recording portal admin or supervisor, but NOT a Cloud Services Portal Admin, they can be allowed to see an link in their User Dashboard. (*Refer to the "Display Call Recording Connect Access Link in User Dashboard" setting described above.*)

While viewing the Call Recording section:

Click on the **Admin Dashboard** link (top left above the list). This opens the Call Recording portal in a new browser window tab.



*WEBEX

Limited Access section for accounts with purchased Webex application licenses only.

The Webex section displays to authorized Admins only if Webex licenses have been purchased for users on the account. The Webex page displays the current Webex Self-Activation process state for each licensed user (as of the last refresh of the data) in a searchable and sortable table. This is useful for tracking each user's self-activation status. The information displayed in the table is read-only. A listing with an email entry in the Email column has at least begun the Self-Activation process.

	Webex Review Progress of Webex Ar	All	*						R Directory Source	Đ
board ions & Groups	Last Webex Status Update W	led Oct 18 2023 07 48 02 GMT	F-0400 (Eastern Daylight Time)						Last Directory Sync State	is in queue to be proce
tes & Users	Location	Webex License	† Service Type	Service ID	Ext	First Name	Last Neme	Email	Webex Email Validation	
nise Settings	All 🗸			All 🗸						
ict Center	4/2021 regression test	standard	Basic Meleced Seat	205	1013	contact center'	Teaf	G	pending_creation_b	Refresh Status
×	4/2021 regression test	standard	Basic Seat	205	9377	James	Hetfield		pending_creation_b	Refresh Status
	Service Office	basic	Basic Seat	205	0545	testMPO	for_ldp_addon_line		Pending Email Input	Refresh Status
	4/2021 regression test	prensum	Executive Seat	205	4933	Jane	Jouhnson		Pending Email Input	Refresh Status
	4/2021 regression test	prensum	Executive Seat	470	0096	Another	AA		Pending Email Input	Refresh Status
	4/2021 regression test	standard	Executive Seat	205	5468	Test User	Test User		Pending Email Input	Refresh Status
	Service Office	basic	Executive Seal	205	2324	Auto	Allendant		Pending Email Input	Refresh Status
	4/2021 regression test	standard	Momentum Connect with Webex - Standard	205	7736	fest 1	webex		pending_creation_b	Refresh Status
	SIP Trunking	basic	Smart Number Seat with Messenger	205	5523	Smart	Number		pending_creation_b	Refresh Status
	SIP Trunking	basic	Smart Number Seat with Messenger	205	7684	DID	Number2		pending_creation_b	Refresh Status
	SIP Trunking	basic	Smart Number Seat with Messenger	205	9811	Test1	External1		Pending Email Input	Refresh Status

Section Tools

- Drop-Down Selection Tool (top right) allows the Admin to filter the table contents by useful Webex Self-activation process states, as needed. Filter options here can include:
 - All (Default) Displays the licensed Webex users on the account at any self-activation process state.
 - Provisioned Displays the licensed users that have completed self-activation and are provisioned in Webex.

These users are able to download and install Webex, or may have done so and completed the Self-Activation and installation process.

- Pending Email Input Displays the licensed users that have not begun self-activation by submitting their email address for validation in the Webex activation portal.
- Pending Email Validation Displays the licensed users that have entered their email in the activation portal and Webex is in the process of validating that the email address is not already in use, or has instructed the user to delete old account(s) using that email address and is awaiting completion of that task to proceed with validation for use with this license.
- **Provisioning** Displays the licensed users that have validated their email with Webex and Webex is in the process of preparing the account to allow download and install of the Webex application.
- Section Search Tool (top right in the page) search terms found in the table below.
- > Column Headers sort the table data below alphanumerically by the column contents.
- Refresh Status click this button adjacent to a listing in the table to check for the latest Webex self-activation process status of an individual license holder.

Directory Sync Click the Directory Sync button (top right) to manually request contact directory synchronization with Webex.

Directory Sync

- The Directory Sync button can be clicked by an authorized Admin once every 24 hours as long as the button is active. If the button is not active/grayed out, the 24 hour period has not yet elapsed.
- A status message under the button shows last time attempted and the current status until completion.
- While processing, the notification displays to identify that a request is in queue and processing.
- Upon completion of processing, the date/time of the sync completion displays as a notification to Admins.
- The amount of time to complete the sync is dependent on the number of requests already in queue for the Service Provider and Webex, as well as the size of the data to be updated in all of those requests. The status notification message will indicate when the process had finished for the latest request.

The Directory Sync button becomes unavailable for any Admin to click while a request is in queue processing and for 24 hours after a request to synchronize was completed.

Please Note:

- At least one (1) Webex license holder on the account (and listed in the table) must have completed self-activation on the Momentum control hub and completed login within their desktop application in order for Webex to identify the enterprise for directory synchronization. If no licensed users have activated at the time an Admin clicks the Directory Sync button, the Directory Sync will add the request to the queue, attempt to process, and then will eventually return an error message since a sync can't be performed until there is at least one licensed user who has activated and logged into their Webex application.
- Directory Synchronization is automatically performed by Webex at least once every seven (7) days for activated enterprises. There are no notifications displayed in the Webex applications or this portal when these automated syncs performed by Webex occur. The automated Webex Directory Syncs do not impact the usage of the Directory Sync button in the Webex section.

Important Note: A license holder that does not have an email address listed in the Email column, and/or one that has a *Status* of Pending Email Input, has <u>not yet</u> begun the process of Self-Activation in the Webex activation portal and has not installed the Webex application.

- Export link (top right) allows the Admin to download the listings in the current table view (Filtered or Sorted) to a .csv spreadsheet file that can be saved locally.
- Additional Filters Helpful table filtering fields below the sortable column headers allow the user to filter by Location, License Type, Service ID, Ext(ension), First or Last Name, Email address, and/or Email Validation Status

*CIRCUITS

Data | Network Customers Only. Limited Access section that displays on accounts with circuit devices in inventory (monitored/unmonitored).

The Circuits section displays only if networking circuit devices have been purchased on the account. This section offers a searchable list of the circuits on the account with tools that allow an Admin to sort the list 1 alphanumerically 1 by clicking on the column headers, Edit (*) some circuit-related information displayed in this portal (only), and view performance data for an item in the table. This section provides helpful information about the known circuits on the account.

and the second s) <i>i</i> Hi,			m.us-
	Circuits List								
Admin Tools								-	-
Dashboard Locations & Groups	Circuit ID	Circuit Name	Speed (Mbps)	Location	State	IS		-	
E Billing ▲ Support Tickets → Circuits	R02228	D60002	100	1 Concourse PKWY, ATLANTA, GA 30328		Open Ticket	~	0	
Service Locations	R02130	D60003	500	3286 N Park BLVD, ALCOA, TN 37701		Open Tickel	E.	2	
	R02126	D60004	100	111 S Independence Mail E, PHILADELPHI PA 19106	IA. •	Open Ticket		1	
	8993208010326875	D60001	250	1200 Corporate DR, BIRMINGHAM, AL 352	242 🔹	Open Ticket	(B)	1	
	NP20002-PIT-PA	D60005	200	1200 Corporate DR, BIRMINGHAM, AL 352	242	Open Ticket	K	1	
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The table in the Circuits List provides the following information for each listing:

- Circuit ID – The circuit identifier
- Circuit Name The circuit type name can be changed to display in lists within this portal
- Speed (Mbps) General upload/download speed of the circuit displays (where applicable)
- Location The location information on file for the item
- Status If monitored, this column displays an up/down status indicator. Green = UP | Red = Down
- Open Ticket If visible, click to create and submit a ticket for the adjacent device Ref: Support Tickets
- Graphs Click to view graphical performance metrics
- Edit Ô|að Á{ Á{ [åã Á@ Áðā] |æ Á Ág { ¦ {æði } Áçæ Á @ , } Á ã@ Á Á@ Á [¦æðA] |`Dós@æði Á æ^Áæçæðæà|^Á{ ¦Á åãð * ÉA Ô@;;;*^•Á@;!^Á;;^Á;;/Á;ä];;;;*A;`;;;;*A;`;;;;*A;`;;;;*A;`;;;;*A;`;;;;*A;`;;;;*A;`;;;;*A;`;;;*A;`;;;*A;`;*A;`;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;;*A;`;*A;

Edit Circuit Information

While viewing the Circuits List, some information can be modified for each listing displayed here to make it easier to identify within this portal. These changes are for portal display purposes only and do not update the circuit.

- 1. Click on the Edit 🕢 icon adjacent to the desired listing to open the Edit Circuit Item dialog.
- 2. As needed, make changes to the following (where authorized and/or if the system allows edits for the item):
 - Circuit ID: Read-Only. The assigned identifier for the circuit
 - Circuit Name: The circuit type name
 - NID MAC: Read-Only. The mac address for the device
 - Download Speed (Mbps) and Upload Speed (Mbps) -Enter/edit the speed displayed for the device.
 - Location: Read-Only. The item's location address on file.
 - Notification Email: Enter an email address for receipt of automated notifications from the service provider - if it is monitored.
 - Set Latitude | Longitude: Enter coordinates to override the default (address on file) map location displayed for this circuit, as needed.
 - Reset Override Coordinates: Click this link to return the map coordinates in the Set Latitude | Longitude fields to the original address on file.
- 3. Click Save when finished to update the system with the new information and exit the dialog or click Cancel to quit and exit the dialog without making changes.

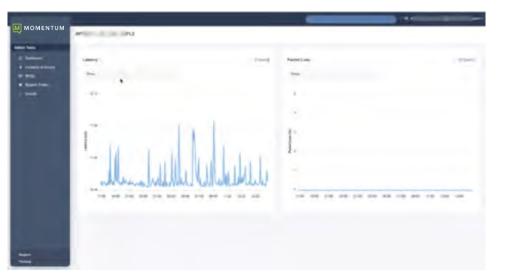
		×
Edit Circuit Ite	em	
Circuit ID		
NP -F	24	
Circuit Name		
D60005		
NID MAC		
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Developed Council	(10-1-1)	
Download Speed	(woba)	
Upload Speed (M	Here \	
200	lops)	
Location		
	Corporate Dr/B'ham/AL]	
Interface		
crown-pittsburg	ih-WAN1	
Notification Email		
Notification Email		
Set Latitude (curr	ent: 31.852059)	
Set Longitude (cu	irrent: -86.6417456)	
Reset Override		
	Save Cancel	

View Performance Metrics

While viewing the Circuits List:

Click on the name of the desired item where it is listed in the **Circuit ID** column to open a view with performance metrics for that item. Interactive graphics show useful metrics data and historical information like Latency history and Packet Loss data. The Graph icon (E) adjacent to a listing in the table also opens this view.

Use the filter tools above each chart section in view to review performance metrics for specific time periods or data types.



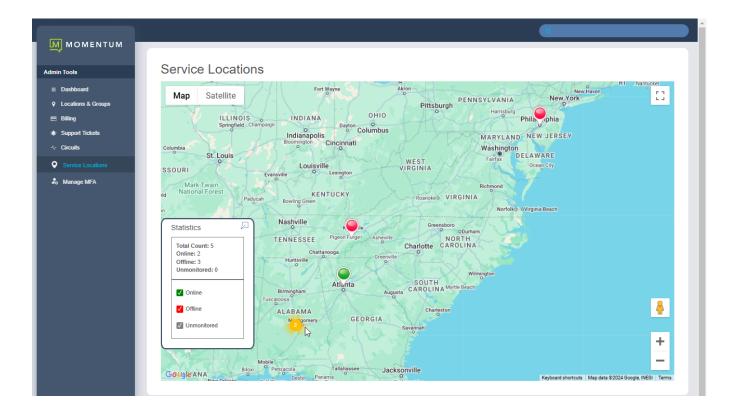
Hover the cursor over the graph to view more precise metrics.

Click the [Expand] tool to increase the size of the selected section for a better view and click the dashboard link in that view to return.

Service Locations

The **Service Locations** menu link opens a user-friendly map view of the circuits in your inventory that are currently being monitored by the service, as well as those disclosed by your organization but that are not currently monitored by the service.

- The map view can be expanded and moved around using the + | tools (lower right) or the cursor.
- The map can be displayed in Map Terrain view or Satellite view.
- Basic Statistics display select specific circuits to refine the data or minimize the statistics dialog view.
- Click on a pin in the map to view more information about a specific circuit noted in the map.
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 Ÿ^ ||[, ÁMÁUltiple: A number indicates how many known circuit devices are identified. Click the pin to see the current status of all devices in this area on the map. Õ!^^ } ÁMÁT [} ãt !^ å ÄÄU } |ð ^
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MANAGE MFA

This area displays a list of the portal accounts the Admin has been granted permission to view. Click on the Manage MFA option in the left navigation menu to open the Manage MFA Users section. This area populates as each Portal account holder sets up their MFA protocol for Cloud Services Portal access. The data displays in a 1 sortable I and searchable list of the User and Admin portal access accounts, making it very easy to view the MFA usage of the organization's portal users and quickly assist users who need help with MFA protocols to gain access to the portal. The SuperAdmin can see all portal access accounts for their organization's users and Admins. Group Level Admins can see the portal access accounts for the users in the groups/locations they are authorized to manage.

Use	er ID	Azure Use	er Name	Ema	ii	Verification Method	Last Reset	Manage User
4(38	prodr	2momentumtele	st	2momentumtelecom.com	n	2023-11-09	Reset MFA
2(07	2056	ymtm.us	jaı	erry@momentumteleco	арр	2024-02-14	(Reset MFA)
1!	40	4706:	ymtm.us	da	ri@gomomente	1	2023-10-23	Reset MFA
1:	38	4703	ymtm.us	ve	etty@momentu	h	2023-10-23	Reset MFA
1!	37	1657!	030643_VMR@	jaı	mentumteleco	sms	2023-05-26	(Reset MFA)
1!	22	4706:	ymtm.us	st	umtelecom.com	n	2023-10-23	Reset MFA
1!	18	4706:	ymtm.us	st	umtelecom.co	m sms	2024-02-14	(Reset MFA)

This section also offers a simple section search tool at the top of the list. The information provided in this page for each listing includes:

- User ID The Service Provider's user account identification number
- User Name The login user name credential for Users ([TN]@mymtm.us) and admins (email)
- Email The notification email address if defined for the user/admin account in Manage Users
- Verification Method The users' currently activated MFA protocol type (SMS text or one of the apps)
- Last Reset The date the last MFA Reset action was performed for the account

Reset MFA

Reset MFA

This button provides Admins with information about the state of each user's MFA activation status and a simple way to immediately disable/disconnect the current setup and prompt the user to set up a new MFA protocol during the login process (if MFA use is Mandatory).

- Grayed button = MFA is inactive/not currently set up for the account a reset cannot be performed.
- White button = MFA is active/in use for the account a reset can be performed.

Simply click on the **Reset MFA** button adjacent to the desired account if it is active to immediately deactivate the user's current MFA method (SMS Text or App). Once clicked, the button will turn gray and will not become available to click again until the user has set up an active MFA protocol for portal access.

This action will allow the selected portal account holder to:

- Sign in and bypass MFA protocol usage during portal login if MFA use is set to Optional.
- Be prompted by the system to select and set up a new MFA verification code receipt method (SMS Text or authentication app) during login if MFA use is Mandatory.

Note: If the user/Admin is currently logged into the portal, an MFA Reset is not necessary. Users may modify their own MFA method selection/setup by going to My Profile > View Profile > Manage MFA and following the relevant setup/activation steps. **Please Note: Admins cannot set up other users' MFA protocols for them.**

*Advanced Permission Sections

Restricted Access and Provider-Level Sections

The Service Provider in conjunction with the organization's management will define the SuperAdmin for the account, who will then define permissions for other Administrators (if any) who may be granted access to one or more provider-level or advanced permission sections and any tools that may be found within them. As a best practice, access to provider-level tools will not be granted by the Service Provider until well after implementation and system stabilization have been completed. These are areas where improper usage can negatively impact billing or services, and Administrators should have time to develop more advanced expertise and completed specialized additional training *prior* to access being granted by the Service Provider. As a rule such access can be discussed about 6 months after hand-off to AM/Support following implementation completion.

By default, these areas are only made available to an organization's SuperAdmin and all other Administrators have no access permissions set up.

Only Authorized and trained Administrators should be provided with access to view or work with any of the tools in the following restricted access sections.

- Billing (Default: SuperAdmin = FULL, Billing Admin Enabled = FULL, all others equal NONE)
- Service Changes (Default: ALL = NONE. Requires Service Provider approval and additional training)
- Devices (Default: All = NONE. Requires Service Provider approval and additional training)
- Support Tickets (Default = SuperAdmin FULL Access, all others = NONE; additional option = Read Only)

Note:

Momentum Telecom provides expert, 24/7 assistance and maintenance for our customers. This exceptional level of service is how we make sure each and every customer is well taken care of and their systems continue to be healthy and problem-free.

The Advanced Permission areas will only be authorized for and Admin's use by the Service Provider after a period of system stability has elapsed. These tools are also 'use at your own risk'. Great caution should be used when planning to offer additional access to any of the tools in these Advanced Permission areas to any members of your staff.

Should the leadership of your organization decide to discontinue that hands-on support service experience and attempt to implement self-management of additional billing and service impacting areas of the telephony and integrated services on your system instead, it is recommended that caution should be used when deciding whether to allow Admins to be trained to use and then granted access to one or more of the Advanced Permission Sections. Enabling access to these sections requires the assistance of the Service Provider. To protect customers' accounts from accidental misuse, completion of additional training on the proper use of the provider-level tools in each of these areas is often a prerequisite prior to the Service Provider enabling access and setting up individual Admin tool access to those areas.

It is also *recommended* that additional 'self-management' not be attempted or enabled until well after the system's implementation has been completed and has been live and in stable use for some time. The typical period the provider allows for confirmation of the system's health and Administrator proficiency with all other tools is approximately 6 months post-implementation for billing/service impacting Provider-Level Advanced Permission sections.

The SuperAdmin can contact Account Management to discuss whether additional access to advanced permission provider-level tools for some of your Administrators, their responsibilities once some or all access is granted, and to clarify any changes to support levels that the use of these tools may entail.

While additional access to self-manage many single-process tasks that are typically handled only by the Service Provider can be made available in these Advanced Permission Sections if the Service Provider has evaluated that some level of access beyond the default tools is warranted, the additional access that might be granted to advanced permission tools does not allow Admins to perform ALL typically provider-level only tasks from within this portal. Tasks that cannot be performed from the Cloud Services Portal will still need to be performed by the Service Provider, and in those cases, an authorized contact for the organization will still be required to call or contact the Service Providers' Support team for assistance with those fully provider-level actions or tasks.

*BILLING

Restricted Access. Only Authorized Billing Administrators should access or manage tools in the Billing page.

The Billing page provides tools for reviewing and managing the monthly billing and payments for the Enterprise account or Locations on the Enterprise Account (where enabled and authorized for use by the organization). Note: By default, only the Super Admin is automatically granted access to view the Billing section and the billing information displayed in the Dashboard Account Profile widget. The Super Admin has the ability to authorize Billing section/information access for other account profiles currently defined in the system.

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M MOMENTUM					
User Services	Billing				
Easic Metered Seat					
Admin Tools		Customer Profile		Ť	
🖽 Billing		Bills		÷.	
		Current Bill:	\$19,851.20		
		Past Due:	\$0.00		
		Amount Due:	\$19,851.20		
		Due Date:	08/14/2024		
				Pay My Bill	
		Recent Activity		*	
		Current Billing Method		-	
		Statements		•	

Authorized Billing Admins may also be notified of billing changes, additional charges, or issues in this view.

Note: If enabled by the organization, a drop-down selection tool may display in the Billing page that allows specially authorized Billing Admins to manage accounts payable (AP) per selected location.

View Customer Profile

The **Customer Profile** section displays an overview of the current billing address, account number, and the current payment method in use.

stomer Prof	lie		٩
	Name	Mount Green Logistics, LLC	
	Account Number	3100001951-00	
	Payment	Due Upon Receipt	
	Billing Address	880 Montclair RD BIRMINGHAM, AL 35213	

View Bills

The **Bills** section of the page offers up-to-date information for the Current Billing Cycle, any amounts Past Due, and the Pay My Bill button which offers the option to pay the current bill or setup recurring payments. Where in use by the organization, a drop-down selection tool may display that allows authorized Billing Admins to choose a specific location to review and manage.

Bills				
	Current Bill:	\$18,826.19		
	Past Due:	\$0.00		
	Amount Due:	\$18,826.19		
	Due Date:	07/15/2024		
			Pay My Bill	

02/15/2024 ×

View Recent Activity or Statements

The Recent Activity section displays the current payment information and Statements offers visibility to historical (completed) payment statements.

View Current Billing Method

The Current Billing Method section displays the payment method of record and offers another access point to Set Up a recurring payment method.

Current Billing Method		4
Due Upon Receipt		
Set up		

۰.

Pay My Bill

Once an authorized Admin is viewing the billing data, the **Bills** and **Current Billing Method** sections of the page offer access options to set up payments.

The Pay My Bill button and Set Up buttons both open the *Bills* page where you may manage the following payment method options for your bill:

- 1-time credit/debit payment
- recurring credit card payments
- recurring bank draft payments



Note: Eligible debit cards will be transacted through the Electronic Funds Transfer network. Momentum can process debit cards on the STAR and PULSE networks or debit cards as credit cards provided there is a Visa, MasterCard, or American Express logo on the front of the card.

2. Click Save or Submit to fill out the forms and complete the payment process you selected.

Setup a Credit Card Payment Method

 Click the Make a one-time credit/debit card payment link to pay the the current bill. If you choose to pay by credit card, a processing fee (1.8%) will be applied to each processed transaction. Note: The system will provide notifications of the processing fee amount for confirmation before submission and the total with fee amount included after payment is submitted.

Payments	Recurring Payments	
Dne-Time Payment	Set Recurring Payments	
If you choose to pay by credit card, there will be a credit card processing fee in the amount of 1.8% applied to this transaction. The control of the set of the set of the set of the set of the restricting your credit card. We can avoid the processing he is set of the by choosing another non credit card payment method.	If you choose to pay by recarring credit card, there will credit card processing fee in the amount of 1.8% applies each recarring transaction. It else the more credit more with accepting your credit card. You can avoid the processing fee by choosing another in credit and payment method.	d to rred
AccountNumber	AccountNumber	
3100001951-00	3100001951-00	
AmountDue	AmountDue	
18626.19	18826.19	
Amount	CC Number	
0	Expiration Security Code	
CC Number	Month 🗸 / Year 👻	
Spiration Marth v / / Year v	Passe to achies when you set up a recurring payment methor and due balance as well as current charges will be charged on school due payment calas.	

OR

Click the Manage recurring credit card payments link to enter payment information, schedule payments to occur at defined intervals, and save this as the payment process on record. Note: When you initially set up a recurring payment method, any past due balance will be included with the current cycle charges on your first scheduled payment date so that your account is made fully current.

Setup a Recurring Bank Draft

 Click the Setup a recurring bank draft link and follow instructions to enter account information and schedule recurring withdrawals directly from a bank account. The system walks you through the process.

Once set up, an option to cancel this method and choose another payment process option becomes available.

Bank Draft	t
er must match	wing information to make a payment. All information you you checking or saving accounts statement. Funds will be than three days before your invoice's due date.
Account Name	
(As it appears	on your checks)
lccount Type	
Please Select	~
Account Numbe	57
c00002345	5' 5 c 1234567812# 34.56
<00002345	5 < 1234567812# 3456
COODO2345	5 < 1234567812# 3456

*SERVICE CHANGES

Restricted Access - Provider level.

The Service Changes section of the Cloud Services Portal is an advanced Administration tool that requires additional authorization and recommended training prior to access.

The Service Changes page provides a searchable list of the current service orders for the account and the current status of each. Tools are provided to view services by Location, Add Services, Manage User Add-Ons, View All Service Changes (historical activity), Edit or Terminate incomplete orders, or Delete open service change orders. Information and useful system notifications are provided throughout this area to assist trained and specially authorized Admins with Service Change tasks.

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n Tools	Service (Changes							- and the second	Manage Lines Mid-Lines
Dashboard	Location: A	Il Locations								View All Stewark Charge
Location										
Services & Users	Over Requests	Seat Type Caller ID (CN/	M] Block Extension Line Type	2 Listing Virtual Term	nating Number P Trunking Call Ps	da l				
Devices	Order	Account	Service Changes Type	Created Date	Created By	Modified Date	Modified By	Status		
Trunking			All 👻					A8 4.	Case Lines	
Enterprise Settings					Saudinant		Emo			
litting	BA2838	1. 41	CHIND_DINE_TANK	Lavabrada V	040000.000	10105/2023	mentum/elecom.com	PROCESSING	Addine .	
IP Trunking Support Tickets										
Service Changes										
uners .										

The primary Service Change tools listed at the top of the page include:

Location All Locations	Select the Location to be managed/reviewed from the drop-down selection tool above the tabs and then choose a tab or action button to begin performing tasks.
Add Services	Opens the Add Service view to allow selection and configuration of new service requests/orders.
Manage User Add-Ons	Opens the Manage User Add-ons view of the current Add-on assignments, sortable by location and Un-Assign Add-ons to allow reassignment/Change.
View All Service Changes	Opens the All Service Changes view to display a sortable list of all service change requests that have been entered and their status (Open, Submitted, Discarded, Processing). Context sensitive tools are provided to View, Edit, Delete and/or Terminate, based on the current status of the order.

The default view when the Service Changes page displays is the **Open Requests tab** for *All Locations*. Information is provided in a sortable table view. Tabs above the table offer access to all of the service change areas the Admin may access, and the tools to perform related actions and tasks. The Change Management areas <u>can include</u> Seat Type, Caller ID [CNAM], Block, Extension, Line Type, Listing, Virtual Terminating Number, and IP Trunking Call Path.

Open Requests Seat Type Caller ID [CNAM] Block Extension Line Type Listing Virtual Terminating Number IP Trunking Call Path

Open Requests

The default view when the Service Changes section first displays is Open Requests for All Locations.

									_
Service Ch	anges								
Lines & City									
Destance In	a Type Calm KI (25044) Hand Even	ine line Type Linking							
- ð	And Description in the second lines	MACO Type	Customer Manue	Orand Date	Constel By	Administrat Carte	- Manifred By	Stame.	Canalization
1000	Select Y	Setul *							
2010	3130000034-01	ACD SERVICES	Sect Account.	colercoid.	Cost Servora Rosar	Issicriculta	Could Service Party	CHEN.	App.
	a sourcement	Carl and a second			San Arrist - Col				
perme	310000008-03	CHARLENTER	Test Assession	COURTERS	Canal Arrivani Mirtak	III.08.2018	Chief Barrier Porter	Processi	(and and a second
282797	- 2/10000023-02.	DHW0_LGTW0-	Titat Account	03/28/2014	Closed Services Partal	8226/2019	Coult Services Purcle	enocitativid	Van: Sectore
282798	V100000003-01	ADD_SURVICES	Tiket Account	1020379	Cost Devices Treat	6332622946	Goud Skylink Pursu	0901	Lill Doorse
202344	81100000008-01	ACO_SERVICES	Text Austinet	0000014	Dista Revena Rocal	22(2)(2018	Check Relations Partial	IPEN.	LO
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28168	31000000008-08	ADD_DEW/CES	faat Account	01083214	Mass	000302918	abeats	TPEN	1.55
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291538	39(00000000-0)	ADD_SKRAGES	Tiret Account	\$0.2678W	HSP Supercent	03725-2919	10 ² Spectra	CORE N	625
201604	1.0300000008-01	ADD_SERVICES	Sat Amazon	000004	Jack Scientific	00080048	All Support of	10481	Efr
281827	210000006-01	ADD INSPUTCES	Test Assess	(DOADDN)	MP Support	101192010	WOP Excentration	THEN.	100

The most recent Services Change order is displayed at the top. This view may be filtered and sorted using the Location selection tool, table Column Headers, and the Order, Account, MACD Type, Created By and Status filter tools within the table.

View Open Requests by Location

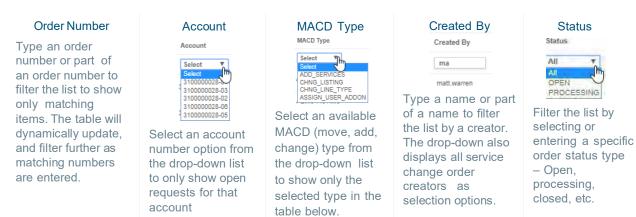
Click on the Location drop-down at the top of the page and select an available option to filter the view by Open Requests for the selected location.

Sort Open Requests

Click on the **Column Headers** in the Open Requests view to sort the data in ascending or descending order alphanumerically based on the values within the selected column.

Filter Open Requests

The list of open and processing Service Change order requests may also be filtered by:



Clear Filters

Click the Clear Filters <u>link</u> above the columns (far right) to remove any applied filters and return to the default sort and display order.

View a Service Change Order

When a service is added and in an Open or Processing status, it is listed for review in the Open Requests tab.

1. Click the <u>View</u> link adjacent to the item in the far right column to open the read-only Order Details view.

278478	310000028-01	ASSIGN_USER_ADDON	Test Account	02/07/2019	matt.warren	02/07	7/2019 m	att.warren	OPEN	<u>View</u> راس
dialog	and retu	en finished to e m to the reviev Change reques	v the		4 Product Endures Unmore Seat	C Service D D 2014488802 1	CHNG_CNAM Order dension Une Nerre S992 - Ineat Proce	Details Loadon Tel: Associ	Cafer IO (CRAM) Joine Date	×

Edit a Service Change Order

If a service change order can be edited, the option to do so is provided.

1. Click on the Edit link adjacent to an item in the far right column to open the item in Edit mode.

Order	Account	MACD Type	Customer Name	Created Date	Created By	Modified Date	Modified By	Status	
	Select V	Select V							
282861	310000028-01	ADD_SERVICES	Test Account	03/01/2019	Cloud Services Portal	03/01/2019	Cloud Services Portal	OPEN	Edit Delaha

2. Make changes to the order, service configuration, quantity, etc., as needed.

Note: Each service change type requires specific information for configuration. The system will assist users and notify if any missing information is discovered during the auto-confirmation process it completes prior to allowing the order to be submitted.

3. Click Save when finished to submit the updates/changes for processing.

Delete a Service Change Order

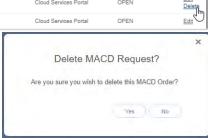
If a service change order can be deleted, the option to do so is provided.

1. Click on the <u>Delete</u> link adjacent to the desired item in the far right column.

282766	310000028-01	ADD_SERVICES	Test Account	02/28/2019	Cloud Services Portal	02/28/2019	Cloud Services Portal	OPEN	Edit Delete
282545	310000028-01	ADD_SERVICES	Test Account	02/28/2019	Cloud Services Portal	02/28/2019	Cloud Services Portal	OPEN	Edit

2. Click Yes when prompted to confirm the action.

The service change order is deleted, and the system updates the list of Open Requests. The history of the action is also recorded and may be reviewed by clicking on the View All Service Changes link at the top of the Service Changes section.



Terminate a Service Change Order



It is important to note that while additional access to perform many self-management tasks is provided here, some order and change related tasks <u>cannot</u> be performed by a Customer Admin within the portal and contacting the Service Provider for assistance will still be required for those actions.

Add Services

Specialized Authorization Required. Advanced access to create a new service order for a location on the account. New charges (recurring and/or non-recurring) that can affect billing will be incurred when adding products that have NRC/MRC charges.

	9	al Conter • - Conter - Conter - Toolway kality) 5				
Pricing is listed and a full Price Book is provided to assist Admins.		annach Mannerstan Pr	course by Part IO or Description	-		
	Partilitare	Product Desception	Muniteday	Óre-Time		
	06213	200.5 read NELWOOD	342.74	62.53	Auto	
	Doub!	Weine Northern	81.85	\$1.43	Add.	
	004	City Corrier (Price) Rummer	40.00	89.45	2482	

Add

Add a Service Change Order

- 1. Click the Add Services button to open the Add Services view.
- 2. Choose a Location from the drop-down selection tool.
- 3. Locate desired items via:
 - a. The Search tool above the list.
 - b. Scroll through the list.
- 4. Click the Add button adjacent to the desired item to select it.

The selected item is displayed at the top of the page to allow for *configuration*.

Most service change types require specific configuration information in order to

Add Service	s			
Location: (Lineara	rece Dillace Y			
Auto Altendant Tree				
Quality 1 Desire				
		Carrigues		
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			Search Momentain Products by Part No.	
			obarden incontentian incodeds by Partici	na or Desorgrou
Parl Nore	* Prisous Conception	Banboy	Dist Data	
ind73	Auto-Metedani Trine	jue no	90.00	A65
PXIO.	Seguter	60.00	20.00	Add
		10.00		7.61

submit for processing. The system will assist users and notify when missing information is discovered during the autovalidation process it completes prior to allowing the order to be saved and/or submitted.

Note: At any time, users may stop the add process. Click Remove to delete the item from the order and click Yes to confirm and re-select something else; or click Cancel to discard the order and click Yes to confirm.

- 5. Click Configure to view configuration details.
- 6. Enter all required and any useful information for configuration of the selected item.
- 7. Click Save. The system will review and then either display a Success! message or indicate that there is missing/required configuration information and provide an opportunity to revise and *Save* again.
- 8. Repeat steps 3 7 for any other services to be added to the location in this order.
- 9. Click Continue to proceed to order submission.
- 10. Enter or select a Service Date.
- 11. Click Submit Order when finished to send the new service order and view the Order Confirmation page.

During configuration, the system will note any <u>current</u> services or products that are inconsistent or incompatible with a selection, including those that already exist and do not need to be re-ordered, and inform the user if the order is not required.

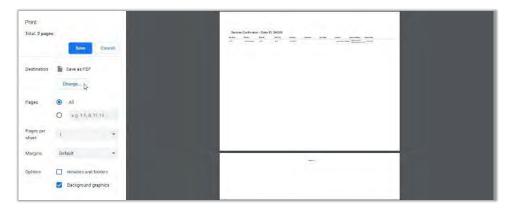
Part Num	1 Product						onthly				One-Tirse	Location	
P0077	Darge IV						\$0.00				\$5.00	Louie's Famous Chicken	C Configurer
					M	irch 2	640						
			a.	- 84	Te	-	19	77	38				
					\$	6	7	8	2				
			10,	11		13			10				
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		Service Date:	ŧ.							9			
			Desir	ed De	e Da	te is r	twinda	nory.		-0			
			200	unif C	hedge		Daci						

Print Service Change Confirmation

While viewing the *Services Confirmation* page after submitting a Service Change, the option to **Print Confirmation** is provided at the bottom of the page.

M MOMENTUM										Hi, Jan +
Admin Tools	Services	s Confirmation - O	rder ID: 28403	9 One-Time	Due Date	Extension	Line Email	Cocation	Service Address	Service Date
E DisAflowed Constitutes D: Services & Denses C. Desses D: Turaking d. Printprint Settings Contad Center Contad Center Mit Gontad Center	269	Tail Free Former	24.04	4000	sacritorie			Louis Famous Costaer	BUS MONESAN ACI BURMANONANA, AL 35213	03090019
Bervice Charges Report Training					6	Ð				

- 1. Click on the Print Confirmation link (bottom of the page) to open the Print dialog.
- 2. Accept the default settings (PDF, All pages, to local file...) to print all that is displayed per page, or select from the following print options:
 - Destination: Click Change to specify the print type and file location on your local system.
 - Pages: Specify the number or range of pages to print.
 - Pages per sheet: Specify the number of pages to print on each page, as needed.
 - Margins: Define new top, bottom, and side margins, as needed.
 - Options: Click to place checkmarks in the checkboxes for Headers and Footers and Background Graphics to include in the final print copy.
- 3. Click Save when finished to download a copy of the order confirmation.



Manage User Add-Ons

The Manage User Add-Ons button (at the top of the Service Changes page views) opens the *Manage User Add-Ons* section where users have access to review current user-level add-on services for each location on the account and assign and un-assign those add-ons.

Manage User Add-ons		
Location Louie's Famous Chicken		
Add-On		
Momentum Mobility with Messenger	Available: 4 Assigned: 0 Remaining: 4	Assign
Barge In	Available 1 Assigned 1 Remaining 0	Un-Assign
Momentum Mability Desktop Softphone	Available, 3 Assigned: 2 Remaining, 1	Assign Un-Assign
Momentum Mobility View	Available: 1 Assigned: 1 Remaining: 0	Un-Assign
Momentum Connector	Available: 2 Assigned: 0 Remaining: 2	Assign
Call Reporting Lite Extension	Available: 1 Assigned: 0 Remaining: 1	Assign
Call Reporting Plus or Call Reporting Pro Extension	Available: 1 Assigned: 1 Remaining: 0	Un-Assign
Call Reporting Pro Agent	Available: 1 Assigned: 1 Remaining: 0	Un-Assign

- This view provides access to lists of the current user add-on services.
- Filter the view using the Location selection tool at the top of the page (required).
- Each item in the list offers details that include:
- Add-On (service name)
- Available, Assigned and Remaining add-on counts
- Management tools to Assign Assign available add-ons and Un-Assign Un-Assign add-ons.

Note: Any currently assigned User Add-Ons that may conflict with a new add-on must be <u>Un-Assigned</u> prior to a new Service Change request.

Assign a User Level Add-On

The Assign management tool is available to use for User Add-ons that have a count of 1 or more under Remaining.

Assian

1. Click the Assign button adjacent to an Add-On (far right column).

The list of available users with compatible services displays.

- 2. Use one of the following methods to locate the user(s) to be assigned the Add-On:
 - Scroll through the list to locate the appropriate user.
 - Use the Search tool at the top of the list to filter the list by name or telephone number(TN).
- 3. Click on the Assign button next to the desired user to assign the add-on.
- 4. Repeat for any other users if there are multiple Add-Ons available.
- 5. Click Save when finished to submit the change in User Add-On assignment(s), close the dialog and return to the Manage Add-Ons view.

The system updates the counts under Available, Assigned and Remaining for the User Add-On changes just entered.

turbin d to	igned 1 Remain		ssign User Add-On		
Search	Usurs by Nan	ne or TN			
Service ID	Extension	First Name	Last Nation	faat Type	
	0307	0	0	Advanced Extension Seat	Assign
	0209	a	a	Extension Seat	Assign
	01	Retail	Test	Exectative Entension Seal	Assign
	7083	Alak	к	Advanced Extension Seat	Assign
	inr.	Jack	Delegie	Executive Extension Sets	Amign
	9274	Patrica	Fortundenmen	Energitee Entermiser Seat	Assign
2014488002	8002	Retal	Text	Seat Executive Unitmined Seat	Assign
2762104988	4007	12.51	orter	Executive Unimited	Assign
2250521560	1960	Test	Law?	Eest Advanced (Sex) Unimited	Assign
2063831210	0438	Retal	Tex	Unimited Executive Unimited Seat	Aesign
2100122080	2588	Test	Userl	Executive Universed	Assign
				Segt	
2000820508	0508	Kasey	Jamadon	Barb Seat	Aseign
2100385498	5400	Elisnea	Bacam	Ease Seat	Assign
2007210407	801	3	3	Advanced (Sear) Universed	Assign
2057219499	9409	2	2	Advanced Clear) Unimited	Assign
2167219567	857		0	Easia Seat	Assign
2057219534	0234	Rept	Test	Executive Uninviso Teat	Assign
2057219758	9758	-	2	Executive Unimited	Assign
2057219764	9764	Wedh	Test	Econorive Unificated Seat	Assign
2157200183	0883	12-22	1	Advanced (Seat) Unimited	Assign
2157915423	5423	wai	lastry	Environment Unimited	Assign
2557915510	6510	istal	lasting	Executive Untimined Seat	Assign
2000002512	2012	rest.	LIDER	Advanced (Tear) Unimod	Assign
35485/9122	9122	feed		Unimited Advanced Clear) Unimited	Assign
8502070002	0076	Bratdot	Warran	Executive Universe	Assign
8542400128		10.52		Seat Executive	Assign .
				2631	1000

Un-Assign a User Level Add-On

The **Un-Assign** management tool becomes available for User Add-ons that have a count of 1 or more under the **Assigned** column.

1. Click on the Un-Assign button adjacent to an Add-On (far right column).

The list of current Add-On Assignment(s) displays.

- 2. Click on the Un-Assign button next to the desired user to remove the assignment.
- 3. Repeat for any other users if there are multiple Add-Ons to be unassigned.
- 4. Click Save when finished to submit the change in User Add-On assignment(s), close the dialog, and return to the Manage Add-Ons view.

		Un	Assign User Add-0	nC		
valatie 3 Aas	igned 2 Remain	ng 1				
Search	Lisers by Nam	e or TN				
Service ID	Extension	First Name	Last Name	Seat Type		
2084820808	0004	kasey	Samesin	Basic Seat	Un-Assign-	
2053931219	9438	Retail	Teat	Enscolve Unimbed Seat	Un-Ansign	
			Save Close			

The system updates the counts under Available, Assigned, and Remaining to account for the User Add- On changes just entered.

View All Service Changes

View All Service Changes

Click the View All Service Changes link for Admin access to view a table listing of historical and current Service Change orders, including those that were Discarded or Terminated, and to perform management tasks to View, Edit, Delete, or Terminate any orders in the process queue.

All Servic	e Changes							
Örder	Account	† Service Changes Type	Created Date	Created By	Modified Date	Modified By	Status	
	All T	All 🔻					All T	Clear Filte
293416	3100000028-01	ADD_SERVICES	04/24/2010	3999347877uy@ykkkikku.oo m	04/24/2018	3999347877uy@y kkkiku.com	OPEN	Edit Delete
291648	310000028-01	ADD_SERVICES	04/16/2019	matt.warren	04/16/2019	matt.warren	OPEN	View
291521	3100000028-13	ADD_SERVICES	04/15/2019	jdewoody	04/15/2019	jdewoody	COMPLETED	View
291416	3100000028-01	ADD_SERVICES	04/14/2019	3999347877uy@ykkkkku.co m	04/14/2019	3999347877uy@y kkkikku.com	DISCARDED	View
291404	3100000028-13	ADD_SERVICES	04/12/2019	jdewoody	04/12/2019	jdewoody'	COMPLETED	View
290757	3100000028-01	ADD_SERVICES	04/10/2010	3999347877uy@ykkikku.co m	04/10/2018	3999347877uy@y kkkkku.com	COMPLETED	View
289914	3100000028-01	ADD_SERVICES	04/05/2019	3999347877uy@ykkkkku.do m	D4/05/2019	3999347877uy@y kkkkku.com	COMPLETED	View
289906	3100000028-01	ADD_SERVICES	04/05/2019	3999347877uy@ykkkkku.co m	04/05/2019	3999347877uy@y kkkikku.com	OPEN	Edit Delete
289413	310000028-01	ADD_SERVICES	04/03/2019	3999347377uy@ykkkkku.co m	04/03/2019	3999347877uy@y kkkkku.com	COMPLETED	View
289346	3100000028-01	ADD SERVICES	04/03/2019	3999347877uy@ykkkkku.co	04/05/2019	3999347877uy@y kkkikku.com	DISCARDED	View

Information for the Service Changes that have been made is listed in an easy-to-read table format showing the most recent service changes first by default.

Data within the table includes:

- ✤ Order The ordernumber for the Service Change
- ✤ Account The Location identifier
- Service Changes Type The service change type
- Customer Name The parent account
- Created Date The day the service change was created
- ✤ Created By- The Admin who created the service change
- ✤ Modified By The Admin who last modified the order
- Status The current status (Open, Submitted, Processing, Discarded) of the order

Admins with appropriate access can perform the following administrative activities in this view:

- Sort The column headers may be used to sort the data in ascending/descending alphanumeric order.
- Filter The data in the table may be filtered using the tools above the table to modify the view by Order (*number*), Account (*select*), MACD (change) Type (*select*), Created By (*name*) and by Status (*Open, Submitted, Processing and Discarded*).
- * Clear Filters This link removes any filter selections and resets the table to the default sort order.
- Actions The link options to View, Add, Delete, Terminate that are adjacent to each listing dynamically provide available actions based on the current status of the service change order.

View Service Change Order Details

- 1. Click View next to an item to review the read-only information about the service change order.
- 2. Click Cancel when finished.

Edit an Active Service Change Order

This action is available when editing is permissible.

- 1. Click on the Edit link next to the desired item to open the Add Services view where editing is permitted.
- 2. Click the Configure button to update or modify quantity, name, numbers etc.

Note: Each service change type requires specific information for configuration. The system will assist users and notify if any missing information is discovered during the auto-confirmation process it completes prior to allowing the order to be submitted.

- 3. Locate, select, and configure additional services (as needed).
- 4. Click Save when finished.

Delete a Service Change Order

Use Caution: This action cannot be undone. This action is available to select when permissible within the process. Note: Completed orders cannot be deleted.

- 1. Click the Delete link option adjacent to a Service Change order listing.
- 2. Click Yes to confirm the action when prompted.

Seat Type

Change (upgrade or downgrade) seat types for lines in locations on the account. In this tab, Column headers may be used to sort the list alphanumerically by the column contents. A section Search tools provided to allow users to filter the list by entered terms. The details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, and Location.

The *Seat Type* column displays the current seat type and allows the user to select another type to order from the drop-down list.

Note: Recurring and/or Non-Recurring fees may be incurred by changes made here. A link to a copy of the Price Book is provided as a reference.

1. Click on the Seat Type tab to open the section for review.

uniter Sec	_				
Spen Trapents See Tary Caler (C)(2444) (C	ink Extension Law Type Links	1	Search Momentum Skryices		Wer Principan Clincit Ser
Product	1 Service ID	Extension	Line Room	Location	Seat Type
	2065555985	5985	Cocy Hastroma	Hite	Executive (Sears Local MIC) ♥
Sections (Sect) Local WOLT Included - Meaned LCI	-1057910384	5985	Cocy Heathorne	Size:	(Esecutive (Seat) Local (HO) •) (Adversed (Seat) Local Ind) • ;
inclose (Sant) Local in/Out Incoded - Manuel LC Diamon (Sant) Unal In/Out Insuinet - Manuel LC		5085			
Torona Davidney (Sant) Local (NOLI) Inconed - Maximed (21 Muhammi (Sant) Local (NOLI) (Millione) - Meternia (22 Advanced (Sant) Local (NOLI) (Millione) - Meternia (20 Emotorie) (Sant) Local (NOLI) (Millione) - Meternia (20	10701036	5985	Corple Masserson	7841	(Advantual (hall) (and lock Ψ)

- 2. Choose a Location.
- 3. Locate the user seat to be changed.
- 4. Seat Type: Click to choose from the drop-down list of available seat type change options for the selected user seat.
- 5. Repeat for any additional seat changes to other listings for the selected Location.
- 6. Click Save when finished to submit the Seat Type change request(s).

Caller ID (CNAM)

Manage/*change* the Caller ID to be displayed for lines in each location on the account. In this tab, Column headers may be used to sort the list alphanumerically. A section search tool is provided to allow users to filter the list by entered terms. The details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, and Location.

- 1. Click on the Caller ID [CNAM] tab.
- 2. Select the appropriate Location.
- 3. Select the service to be receive a CNAM change within the list.
- 4. Caller ID [CNAM]: Type the name to be displayed to call recipients when *Caller ID* is in use.

Service Changes					
Location Test2					
Open Requests Seat Type Caller ID (CNA	M Block Extension Line Type Listing	1			
Contraction of the local division of the loc	Internet Sector and Descent of Sector				
					and the second second
			Bearch Mo	mentum Services.	Cancel Save
Product	† Service ID	Extension	Bearch Mo	mentum Services.	Caller ID (CHAM)
		Extension 0540			
Product Auto Attendare Call Center Divis Number	1 Service ID		Line Name	Location	Caller ID (CNAM)

- 5. Repeat for any additional Caller ID [CNAM] changes to other listings.
- 6. Click Save to submit the changes for processing, Or to discard the changes, click *Cancel* and choose Yes when prompted to confirm the action.

Block

Manage/*change* settings that block specific call types from lines in each Location on the account. In this tab, Column headers may be used to sort the list alphanumerically.

A section search tool is provided to allow users to filter the list by entered terms.

The details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, and Location. Simple On/Off check box tools for the block setting options are provided.

- 1. Click on the **Block** tab to display the section.
- 2. Select a Location at the top of the page to display the assigned lines.
- Locate the line to be changed. Block: Click within a check box to ☑ enable/ ☐ disable the setting options, as needed. These settings include:

ocation Tast2						
		_				
Open Requests Seat Type	Concernance of the local division of the loc	dention Line Type	Listing			
	13				Search Momentum Services	Cancel Sava
Product	T Service ID	Extension	Line Name	Location	Block	
Auto Amendant	2055020549	0540	Retail2 Tett1	Test2	🗇 Cireotory Assistance (411) 🗐 Operator Assistance (6) 👻 Imemational Calling 🗐	Domestic Long Distance
Call Center DNIS Number	2055020868	0555	Ristall Test	Test2	🗇 Directory Assistance (411) 🗟 Operator Assistance (0) 📽 International Calling	Domestic Long Distance
Premium Contact Center Queue	2055623572	1072	Resal Test	Test2	Ul Directory Assistance (411) III Operator Assistance (0) 🕷 International Calling III	Damestic Long Distance
Executive Unimited Seat	2066073102	8003	cedy line	Test2	🗐 Directory Assistance (41f) 🔟 Operator Assistance (0) 🖉 Impirational Calling 🗇	Domestic Long Distance
Exectione Unimited Sast	2057219885	9836	tact order	Tatr2	C Directory Assistance (41)	Damestic Long Distance

- A Directory Assistance: ☑ Enable to block calls from the line to directory assistance (USA = 411).
- ♦ Operator Assistance: I Enable to block calls from the line to operator assistance.
- ♦ International Calling: I Enable to block international calls from the line. (Enabled by default)
- ◆ Domestic Long Distance: ☑ Enable to block domestic long-distance calls from the line.
- 4. Click Save to submit the changes for processing. Or click Cancel and confirm when prompted to discard changes.

Extension

Manage/*change* extension assignments for lines in each location on the account. In this tab, a section search tool is provided to allow users to filter the list by entered terms. The details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, and Location, and Extension (new). Column headers may be used to sort the list alphanumerically.

Service Changes

- 1. Click on the Extension tab.
- Select a Location at the top of the page to view the assigned lines in a simple table format.
- 3. Locate the item to be changed.
- 4. Type a new extension number in the Extension field adjacent to the item in the far-right column.
- 5. Repeatas needed for other lines.
- 6. Click Save when finished to submit the change(s) to the extension(s) Or click Cancel and confirm when prompted to discard changes to extensions.

Line Type

Manage/change line type assignments for services assigned to locations on the account. The data in this section is listed in a simple table format. The details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, and Location. A section search tool is provided to allow users to filter the list by entered terms. Column headers sort the list alphanumerically. The editable fields update dynamically based on previous selections. Be aware that a short loss of service may also occur when Line Type changes are made. Ref: <u>Seat Type</u>.

Note: Recurring or Non-Recurring fees may be incurred by changes made here. A link to a copy of the **Price Book** is provided as a reference. Service changes here may also be subject to a short loss of service while the number is reconfigured in the switch. Devices sharing call appearance may auto-reboot or require a manual reboot after the update. Recommended: Use the Seat Type tab to upgrade or downgrade seat types to avoid loss of service.

	APPAR COURSE											
Specificipants 54	NT2+ Cabu	01:3949] 0	an Damar	Un Tak	Lines							
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Tritlant	T Sandea ID	Extension	Line Name	Location	Line 7/gin	Linting Type	Dell Address	Listing Name	Caller ID (CALAR)	Territolog Number	Live Devel	
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Discussio Unimed	100 Million		-	Livers Farms	Transference (Series and Text)	TACIO AMATE .						

- 1. Click on the Line Type tab to open the section for review.
- 2. Select a Location at the top of the page to view assigned lines in a simple table format.
- 3. Locate the line to be changed.
- 4. Select or define the following as needed to change the Line Type settings:

	Product	† Service ID	Extension	Line Name	Location	Line Type	Listing Type	Omit Address	Listing Name	Caller ID [CNAM]	Terminating Number	Line Email	
- 1	Advanced (Seat) Unlimited	2057300950	0950	test user	test	Executive Unlimited Seat V	LISTED ¥		User X	User X	N/A	email@email.com	

- Line Type: Select a new Line Type from the available options in the drop-down. The other listing fields also become available for edit.
 Note: If there are User Add-Ons assigned, the system notifies the user that they must be Un-assigned
- prior to a Line Type change.
 Listing Type: Select an option in the drop-down once changes are made to the Line Type. Options include LISTED, NONLIST, NONPUB and NONSUBMIT (default)

Louie's Famous	Executive Unlimited Seat	0	NOSUBMIT				Test Line	N
Chicken		Th	s record cannot be	e Updated u	ntil all Aud-Cris	s are removed from the	service	
Litule's								
Famous	Executive Unlimited Seat	4	NOSUGMIT				test 1	NO

- ◆ □ Omit Address: Available for edit when *Listed* is selected for the *Listing Type*. Click to place a check mark in the check box ☑ to omit Address in the listing.
- * Listing Name: Type the assigned name to be displayed for the service.
- ← Caller ID [CNAM]: Type the name or term used for outgoing Caller ID (displayed to receivers).
- Terminating Number: Used with Virtual Number Line Type. Enter the 10-digit number (no spaces or special characters)
- ✤ Line Email: Enter the fullemail address (e.g., name@email.com).
- 5. Click Save to submit the change(s) for processing Or click Cancel and confirm to discard changes.

Listing

Make *changes* to the *Listing Type*, *Omit Address*, and *Listing Name* options for the ordered products for each location on the account. The data in this section is listed in an easy to usable format. The searchable details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, Location, Listing Type, Omit Address, and Listing Name.

Service Change	95									
Lotation Louis's Famous D	voluer									
Open Requests. Seat Type	Caller ID (CANA) Block Extens	an Line Type Lating								
		La.						Search Momentani Survices.	-tipepet	2014
Product	Service ID	Estimation	Line Name	Losation	1 Listing Type	Circlet Ackdress	Listing Name			
Auto Attantiant	2014250800	6113	mat relie	Leuis's Famous Dhicken	NONFUB #		John Dee			
Executive Universed Seat	2014440002	6962	Petal Test	Louis's Famous Chuken	(NOBLENT *)				-	
Call Center DNIS Number	20283939996	3208	Retail Test	Louis's Famous Chicken	(NOSUBALT *)				1	

- 1. Click on the Listing tab to open the section for review.
- 2. Select a Location at the top of the page. The list for the location displays.
- 3. Make changes to the following Listing option edit fields, as needed:
 - ✤ Listing Type: Choose from:



- > LISTED Select to enter information and list.
- > NONLIST Select to enter information but not include in directory listings.
- > NONPUB Select to enter information but not include for publishing.
- > NOSUBMIT Default. Read-Only. Select another Listing Type to make changes.
- Omit Address: Click to place a check mark in the box to omit the Address in the listing.
- * Listing Name: Type the name for the listing.
- 4. Repeat as needed to make changes to additional listings for the location.
- 5. Click Save when finished to update the Listing(s) with the change(s). Or click Cancel and confirm to discard changes to Listing Types.

Virtual Terminating Number

This Service Changes tab provides access for authorized Admins to make <u>changes</u> to the terminating number assignment for any Virtual Terminating Number lines that have already been added to the account. (Ref: <u>Add Services and Line Type</u>)

Location: Louie's Famous Chicken					
Open Requests Seat Type Caller ID (CNAM) Block Extension Line Type Listing Vi	itual Terminating Number			
			earch Momentum Services		Cancel Save
					Ę.
Product	Service ID	Line Name	1 Location	Terminating Number	
Virtual Number	3048079517	8.8	Louie's Famous Chicken	2057219534] 📧	
Virtual Number	2055086329	33	Louie's Famous Chicken	2057219538	

- 1. Click on the Virtual Terminating Number tab in the Service Changes page.
- 2. Select a Location from the drop-down list at the top of the page. The list for the location displays.
- 3. Identify the correct virtual number line within the table. *The Search tool and column headers are available to assist in sorting orfiltering the list.*
- 4. Click within the corresponding field under the Terminating Number column (far right).
- 5. Enter the new 10-digit telephone number (**no** spaces/special characters) to define a new number to which all calls will be directed.
- 6. Click on the Save button when finished to submit the changes and update the system with the new terminating number information.

While the system updates the data for the VTN(s), the change request information may be reviewed in the **Open Requests** tab, and within the **View All Service Changes** page. The *History* of this service change activity may be reviewed in both of those pages, as well.

IP Trunking Call Path

If specialized Trunking is in use within the organization's system, Authorized Admins may see the **IP Trunking Call Paths** tab in the **Service Changes** section. This area provides tools to modify the Call Path Plan and TrunkLimit settings for each TrunkLocation.

M MOMENTUM						(Hi , Jan ≁
Admin Tools	Service Char	nges				Add Services Manage User Add-Ons
III Dashboard 9 Locations	Location: IPTrunking	test location				View All Service Changes
D2 Services & Users	Open Requests Seat Ty	pe Caller ID (CNAM) Block	Extension Line Type Listing	Virtual Terminaling Number	IP Trunking Call Path	
≣ Trunking A Enterprise Settings					Search Manadum/Service	Cancel Save
E Billing	* Trank Group ID	USOC	Call Path Plan	Trunk Limit	New Trunk Limit	
Support Tickets	72385	iP103		¥ 50		
Service Changes	72266	89103	2 Way Trank Induced for Trank Codecied Con Trank Professional	50 		
Support Training						

- 1. Click on the IP Trunking Call Path tab. Pranking Call Path
- 2. Select a Location from the drop-down menu at the top of the page.
- 3. Identify the correct Location within the table. The Search tool and column headers are available to assist in sorting or filtering the list.
- 4. Once the Location has been identified, make changes to the following fields, as needed:
 - Call Path Plan Click on the drop-down menu to select a new plan option.
 - New Trunk Limit Type a new amount in this field to update the trunk limit (whole numbers only – no special characters or spaces).

		(Cancel Save
* Trunk Group ID	USOC	Call Path Plan	Trunk Limit	New Trunk Limit	
72385	#P103	2 Way Trunk	50		
72386	IP103	2 Way Trunk Inbound Only Trunk Outbound Only Trunk 2 Way Trunk	3 so		

- 5. Repeat as needed to update any other Trunk Groups listed under the selected Location.
- 6. Click on the Save button to submit the change request(s).

The information for this change request may be reviewed in the **Open Requests** tab, and within the **View All Service Changes** page. The *History* of this service change activity may be reviewed in both of those pages, as well.

*DEVICES

Restricted Access - Provider Level.

Specially trained and authorized Administrators may be granted permission to work with these advanced tools.

The Devices section offers a searchable table list view of devices in Momentum inventory, as well as individual lists of the Assigned and Unassigned devices. These will only display if they have been added into the *inventory* of the account. Admins may also have access to Add, Configure, Unassign/Remove devices, or Export the list of devices and their current setting information to a .csv spreadsheet. Function icons to the right of each device listing offer access to review the device's activity History, Configure the device (where allowed), Unassign the device, Edit unassigned device inventory data, or Remove an Unassigned device.

										H9,	@momentumtelecom.co	20 *			
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# Danhboard 9 Locations & Groups	Al Devices A	isgreed Unansigned Group FGDN Settings Group VLAN S	rītings								Export Devices				
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3	The Add Davies butter allows on							Export Devices							
0	The Add Device button allows an authorized Admin to add new							The Export Devices link downloads							
Locate data found within	devices to inventory one at a time.							a .csv spreadsheet containing the list							
the table view below.	Once added, the device(s) may be							of devices and their current settings							
	configured and assigned to users.							for review or reporting.							
		5		5											
Tab Views		Column Link(s)							History						
											5				
Al Devices Analysed Unsurged Divis (100/12/ming) Group MAN Series	4	Assigned To a													
Click a tab to review listed		provide acces											he entire		
information for All Devices,		assignments/numbers and link to the Services & Users page listing.							history of activity for the selected device.						
Assigned or Unassigned	<i>,</i>	Services & Os	ers pa	agens	sung			sele	ected	devi	ce.				
Devices, and Group VLAN	or														
FQDN Settings															
Configure	Check Registration Status							Unassign							
	Poll NEPS / BroadSoft and update														
Configure	registration information.							Unassign							
Opens a new view where t	he								Allows authorized users to delete						
user may define or edit the									the current assignment for a device,						
configuration data for the									or un-assign and remove the device						
selected device.			from inventory.												
Remove					Edit										
Rem									Edit						
Delete unassigned de	rom inventory.		Modify unassigne							device	invento	ry data.			
5 ,															

View Device Lists

Access to review and manage the account's devices in inventory is provided in the Admin Dashboard via the Devices card and the Quick View card for authorized administrators. The Devices section is also accessible via the menu listing in the Navigation panel on the left. The tabs at the top of the **Devices** page offer access to review the device lists for All Devices, Assigned and Unassigned devices. The default view is All Devices.

 While in the Devices section, click on a tab at the top of the page to view related lists of devices in inventory (if any) and to access the inventory management tools for those devices.



Group VLAN Settings

This Devices page allows an Admin to manage the default Virtual Location Area Network (VLAN) ID, IP Transport Protocol, and Audio and Signaling Encryption for each location's devices.

Note: Individual devices within the Group may be setup with alternate VLAN IDs or Encryption during provisioning or configuration, and changes to some settings in this tab may require all devices assigned to the Group to be reprovisioned prior to configuration updates taking effect.

- 1. Click on the Group VLAN Settings tab.
- Select a Location from the drop-down menu options.

Devices 23	
Al Devices Assigned Unassigned Broup FODN Se	Straps Charles (1.4)/ Sertings
Group VLAN Settings	
Set Group VLAN ID Setus a Vinuel Location Area Nerview (VLAN) as the order. Th Use VLAN (07 VLAN (07)	e debat can la summer o a ministral entre los l'estests.
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Set Group Encrypted Audio & Signal	ing for Devices The poor if a feasibility of the sector the notation of the poor, you may sect to oversite the poor Audit and Signating Encryption settings during serve poor
Encole Encrypted Audio & Signaling*	In the first of the second states of the second states on the first first states to second state with second states from

3. Enable and define the following settings, as needed to define defaults for the group: Set Group VLAN ID

🗣 Use VLAN ID?

 $\ensuremath{\mathsf{On/Off}}$ setting. Click to slide the toggle to $\ensuremath{\mathsf{ON}}$ and enter the VLAN ID in the

field provided. Must be between 2 and 1001, or between 1006 and 4094.

Set Group IP Transport Protocol for Devices

Suse TCP? On/Off setting. Click to slide the toggle to ON as needed to use TCP as the IP transport protocol rather than UDP (default).

Note: TCP is not the typical transport protocol for voice traffic and should only be used when there are 20 or more Busy Lamp Fields (BLF) configured for one or more individual devices in the group (E.g., Receptionist sidecar device). If the current IP transport protocol settings for this group are changed (Enabled or Disabled), all devices within the group must be re-provisioned before the new setting will be pushed to device configuration files. Contact Technical Support for assistance, as needed.

Set Group Encrypted Audio & Signaling for Devices

Section 2017 Setting Conversion of the setting Setting

Click to slide the toggle to ON as needed for usage.

4. Save - Click the Save button to update the system with any changes.

D

Group FQDN Settings

The default Fully Qualified Domain Name (FQDN) can be defined for each Location/Group in the Devices page. The FQDN can also be managed at the individual device level when editing the configuration. While working in Devices:

Devices 23

Group FQDN Setup

urrent FQDN: 192.168.96.1

Save Cancel

Location Hosted IP PBX

Available FQDN:

All Devices Assigned Unassigned Group FCDN Settings

Setup a Fully Qualified Domain Name (EQDN) as default EQDN for the location

Group FODN S

- 1. Click on the Group FQDN Settings Tab.
- Location Choose a location option from the dropdown menu list.
- Current FQDN Read Only. Displays the current default FQDN assignment.
- Available FQDN Click within the field to open the drop-down selection list and choose an option from the FQDNs that are available for selection.
- 5. Save Click the Save button to update the system with the new information.

Add a Device

The Add Device button opens a new view where an authorized Admin can enter new device information into inventory, including the type, MAC address, and location for its usage.

While working in Devices:

- 1. Click on the Add Device button to begin.
- 2. Enter or select the correct options for the following:
 - MAC Address Type the MAC address in the correct format. Assistance is provided if the entered format is incorrect.
 - Device Type Select the correct type in the drop-down menu.
 - Location Select the correct location from the drop-down menu.
 - Device Notes Optional. Enter any useful information about the new device in the field provided.
- Click the Save button to update the system with the new information and close the dialog, or

Click the Save & Add Another Device button to save the information and define the settings for another device in inventory.

Export Device Setting/Configuration Information

The Export Devices link at the top of the **Devices** section view allows users to download the current list of devices along with the information shown within the Devices list to a .csv spreadsheet format (comma-delimited) for reporting or distribution.



Add Device Inventory	
individually add devices to inventory. Once added, devices can be assigned to users and configured,	
MAC Address	
Device Type	
-Select-	
Location	
-Select-	
Device Notes	
Save Save & Add Another Device Close	

View Device Activity History

(a) The **History** column of the Devices page offers access to review the activity (provision, configuration, and assignment) history of each device.

While working in Devices:

- 1. Click on the History (2) button adjacent to a device to instruct the system to open a new dialog and load the device's activity history for review.
- 2. Click the Close button to exit the dialog and return to the Devices list view.

Check Registration Status

The Check Registration Status link (top right of the main Devices page) polls NEPS and BroadSoft for the latest registration information and updates the devices in the list with that new data, as needed. The date and time of the latest check is displayed to a

Check Registration Status

list with that new data, as needed. The date and time of the latest check is displayed to Admins. This database review and update process may take a few moments to complete.

Configure a Device

Configure Determine the configure button next to a device in the list opens a dialog that allows an authorized Admin to define the configuration or make modifications to the current configuration settings for a selected device. The information icons in the dialog offer helpful setting information.

Note: Device configuration options are dependent on the BroadWorks features and services that are enabled for use by the organization.

While working in Devices:

- 1. Select a device within one of the Devices Tab lists.
- 2. Click on the Configure button adjacent to it to open the Configure Device dialog.
- **3.** Select or specify the device configuration options, as needed, or required. The information displayed in darker gray fields is read-only.
- Select or define the Telephone Number, Label (extension), and service/feature behavior options for each Line. (Numbers and names are displayed/searchable) Information about each service setting is provided by clicking on the adjacent *i* icon.
- Click Save when all necessary configuration information for the device has been defined. The system updates and the dialog closes.

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			27							

Swap Device

While working in Configure Device:

- 1. Click to toggle the Swap Device setting switch to ON.
- 2. Select the New MAC ID from the drop-down list.
- 3. Select the New Device Type from the drop-down list of available options. OR Click the setting toggle switch to *disable* .
- 4. Click Save to update the information and close the dialog or click Close to exit.



Modify Current Device VLAN Set to TCP

While working in Configure Device:

- 1. Click to toggle \mathbb{R}^{+} the switch to Enabled.
- OR Click the setting toggle to disabled
- 3. Click to set to None (default), or
- 4. Click to enable and Enter a VLAN ID in the field (must be between 2 and 1001 OR between 1006 and 4094).

Where in use, the current Group VLAN ID default is provided as a reference. In this example the current Group VLAN ID is 45.

5. Click Save to update the information, OR - Click Close to exit the dialog without making changes.

Set Device FQDN Assignment

While working in Configure Device:

1. Click within the FQDN field to select from the available Fully Qualified Domain Name options in the drop-down list.

	V	Modify current device VLAN s (Current group VLAN ID is set to 4 (AN ID	
		None O	
	urrent	current device VLAN set to TCP group VLAN (D is set to 45) be between 2 and 1001 or between 100	06 and 4094.
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Cerrent group FODN default is a		

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2. Click Save to update the information, OR- Click Close to exit the dialog without making changes.

Set Device Line Assignments

While working in Configure Device:

- 1. Define the following information for each line on the device (line 1, line 2, etc.), as needed:
 - Telephone Number Select a ten-digit telephone number for the line from the dropdown list of available options.
 - the drop-down list of available options.
 - corresponding check box to enable Busy *Lamp* Field (presence information) for any secondary line(s).

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2 2056861018 1018 // 🔲 🗐	

- SCA Click to place a check in the corresponding check box to enable Shared Call Appearance for the line. SCA is not available to be selected for a line if the service (telephone number) is not already provisioned on another device.
- MWI Click to place a check in the corresponding check box to enable Message Waiting Indicator on the line. Recommended.
- Image: Market And Annual States and Annual St
- CC Click to place a check in the corresponding check box to enable / require Contact Center Agent Sign-On for the line.
- Span Enterthe number of line keys (digits) to be used for agent login in the space provided.
- 2. Click Save when all necessary configuration information for the device has been defined.

ADMIN GUIDE

Modify Device Configuration

While working in Devices:

- 1. Select a device within one of the Device Tab lists.
- 2. Click the Configure configure button adjacent to it.
- 3. Make changes to the current device settings or line features, as needed.
- 4. Click Save when all necessary configuration changes for the device have been defined. The system updates and the dialog closes and returns focus to the Devices list view.

Reboot a Device

While working in Devices:

- 1. Select a device in the list.
- 2. Click on the adjacent Configure button for the listing.
- 3. Make any changes needed to device configuration.
- 4. Click Save to submit the new configuration data.
- 5. Click the Reboot Device button.

The device is directed to reboot and update configuration data.

Inassian	a Device
Unassign	

While working in Devices:

 Click on the Unassign button adjacent to the device to be unassigned to begin. Unassign Admins have two options when Unassigning devices – to remove the assignment or to remove the assignment and delete the device from inventory.

Unassign Only

1. Where available, click on the <u>Unassign Only</u> link in the Unassign this device? dialog to *remove* current line/service assignments but keep the selected device available in inventory to allow for reassignment/configuration.

Unassign this device? By clicking Unassign you acknowledge the current device will have its configuration reset, setting a device is service impacting if it is note.	
reset, setting a device is service impacting if it is in use. Unussign & Remove from (nventory	
Linuxian Only	
Consequences	
Close	

Configure Device

Configure

Unassign and Remove a Device from Portal Inventory

Use Caution. This action cannot be undone. The device will be removed from active inventory and once the configuration is updated, will not function within the network unless re-Added, configured, and assigned again.

- 1. Click on the Unassign & Remove from Inventory link in the Unassign the device? dialog to remove the assignments AND delete the selected device from inventory.
- 2. Click Yes to confirm the action if prompted.

Manage Unassigned Devices

Devices that are not currently assigned are listed in the All Devices and the Unassigned tabs when reviewing the *Devices* section. Besides the *History* and *Configure* tools, additional management tools are provided for any currently <u>Unassigned</u> devices to assist Admins with device management tasks.

Devices 1								Q			Add Device
All Devices Assi	igned Unassigned										Export Devices
MAC	Make Model	ACQ	Assigned To	Location	FQDN	TN	Video Enabled	History			
64167f801516	BW Polycom			Hosted IP PBX	N/A.	0	false	3	Configure	Remove	Ediț

The additional tools include:



Edit – Select this button to edit the device inventory information before configuring and assigning it. Remove – Select this button to remove the unassigned device from inventory immediately.

Edit

Remove

Edit Unassigned Device Inventory Data

Once a device has been added, or has been unassigned, an authorized Admin may edit the associated inventory data (MAC Address, Type, and Location assignments).

While working in Devices:

- 1. Select an Unassigned device in the list.
- 2. Click the Edit button adjacent to it to begin editing the inventory information.
- 3. Select or specify the following:
 - MAC Address Enter or Edit the MAC Address. Correct formatting information is provided if data is entered in error.
 - Device Type Select the correct device type from the drop-down list of options.
 - Location Select the correct Group/Location via the dropdown list of options.
 - Device Notes Enter short notes about the device.
- 4. Click Save to update the system with the new device information, close the dialog, and return to the Devices list.

Remove an Unassigned Device from Portal Inventory

Use Caution. This action cannot be undone. The device will be removed from active inventory and once the configuration is updated, will not function within the network unless re-Added, configured, and assigned again.

While working in Devices:

- 1. Select an Unassigned device in the list.
- Click on the adjacent Remove button for the listing.
- 3. Click the Remove from Inventory link to delete the unassigned device from inventory and return to *Devices*.

	Remove this device?
	Remove this device?
By clicking inventory.	'Remove' you acknowledge the current device will be removed from your
Remove fr	om Inventory
	Close

For assigned devices, Ref: Unassign and Remove a Device from Portal Inventory

Edit Device Inventory	
MAC Address	
64167/801516	
Device Type	
BW Polycom Business Media VVX 101	
Location	
880 Montclair RD - 3100001951-01	
Device Notes	
NEPS Sync	

***SUPPORT TICKETS**

The Support Tickets section and related tools require authorization to view or use.

Support Ticket submitters need to be Authorized Contacts for Customer Support communications for the organization. *Full* access permission to Support Tickets is required to submit tickets and access the related Dashboard tools.

Tickets entered via the Portal should be requests for information or assistance with <u>non</u>-emergency issues. Requesting assistance with multi-step change processes, billable changes, or urgent issues should <u>always</u> be requested by an Authorized contact for your organization via a phone call to Customer Care or the Account Manager to ensure that the specialized expert assistance needed for more complex issues is provided quickly.

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	The Support Tickets section Search tool for finding any information within the Ticket list.
Enter New Ticket	Opens the New Ticket view to allow the Admin to define and submit a new minor request for assistance to Customer Service.
Export Tickets	Creates a downloadable copy of the basic Support Ticket table list contents in a .CSV spreadsheet format file. That file may be saved in a local folder.
★ ☆	Enabled/Disabled - Click the Star icon in the first column to set the adjacent Ticket as Starred (watched) in the Support Tickets page and to add the selection to the Starred Tickets card on the Dashboard for easy access and review upon login. Click the Orange Star icon again to remove the star and stop 'watching' that ticket in the Portal.
	Where provided for an open ticket, the Edit icon opens the selected Ticket for detailed review and/or new comments or updates. This tool is available until the ticket is closed.

Each submitted ticket is listed in a simple table view that is sortable (alphanumeric column sorting), filterable (drop-down selections), and searchable (section Search field). The columns include: Starred (watched), Ticket Number, Status, Subject, Contact, Priority, Opened, Closed, Escalated, Category and Contact Method. For Authorized Admins, this page can also provide tools to create new tickets, set tickets as Starred (watched/favorites), Edit (comment, update, or request closure for) any open tickets within the list, and to Export the list of tickets that are available for review in the portal at the current time to a .csv spreadsheet file that can be saved locally.

Ticket Submission Types

Cloud Services Portal provides those granted Read-only access with a place to view eligible support ticket information, or if granted Full access, the tools to submit tickets to customer service for **non-emergency** issues and requests for information while working within the Portal. This submission method does **not** replace the need to call Customer Support to report outages, or anything you might consider a major or critical issue that requires immediate assistance.

Tickets requesting multi-step change processes, billing changes, or urgent issue reports should **always** be submitted by placing a call to Customer Service to ensure that the specialized expert assistance needed for those requests is always provided in a timely manner for speedy resolution.

Search for Tickets

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Section Search – The Search field within the *Support Tickets* section (top right) offers a full-featured text search of all information found within the Support Tickets section table.

Filter or Sort the Ticket List



- The **Column Headers** offer sorting and filtering tools to make it easy to find specific ticket types or information.
- Click on the Column Header <u>Name</u> to sort the list falphanumerically↓ by the column contents.
- Beneath some of the column headers are drop-down selection tools to <u>filter</u> by the specific types of information displayed within the table. The default selection for the drop-down menus is **All**.
- Click on the Clear Filters link in the table header section (far right) to remove any applied filters and return to the default list view.

Watch Tickets

The first column in the Support Tickets section view offers Admins the ability to set a ticket as **Starred** (watched). When Enabled, the watched tickets display first in the list while open/ closed within the past 7 days <u>and</u> within the **Starred Tickets** dashboard section for at-a-glance access on login (if authorized to view that widget).

Simply click on the 2 star icon adjacent to a selected ticket listing in the Support Tickets page to turn it orange \bigstar . The list will display watched tickets first and add the selected ticket to the Dashboard Starred Tickets *watch* list as well.

Download the Ticket List

- Click on the Export Tickets link (top right) to download a .CSV format (comma-delimited) spreadsheet containing the basic ticket information that is currently available within the table view.
- 2. Double-click on the file in *Downloads* to open the file in your spreadsheet application.
- 3. Save the file to a location within your local system as desired for use/review.

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Export Tickets

Support Tickets

Ticket

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All

Create a New Ticket

Authorized Admins may be granted access to create and submit minor issue/question support tickets. This tool is available from the Dashboard in the **Support Tickets** card and in the Support Tickets section.

- 1. Click on the Enter New Ticket link in the Support Tickets card on the Dashboard or at the top of the page.
- 2. Select or enter the following information for the new support ticket. * = a Required Field
 - **Type***: Drop-down that displays only to hybrid Voice and Data customers. A selection is **required** if allowed. If displayed, choose the appropriate type (Voice, Data, or Both) from the drop-down selection options. *The fields update dynamically to offer the correct options for the ticket and can include:*
 - Location: Optional: If displayed, you may select a Location or Group from the drop-down list.
 - Circuit ID*: Required for Data type. Choose the correct circuit from the list. Note: This information is auto-populated for you if the ticket is created for a circuit within the Circuits & Data section (Recommended).
 - Contact: Optional. Select an authorized contact's name from the drop-down. You may elect to use the Write-In Contact option and enter alternate information. Please note: If you are not listed here, it is likely you are not an authorized customer support contact for your organization. Upon receipt of each ticket, Customer Care will follow a process to verify the request/report to determine whether the submitter is noted as authorized for the organization and will communicate with an authorized contact for permission to proceed as necessary.

Type Data Location : Select Subject *: Crout kt*: Select Contact : Select Contact Method: Select	New Tic	ket	
Circuit Id*: Select Contact : Select	Туре		Data
Contact : Select	Location :	Select	Subject *:
Contact : Select	Circuit Id* :	Select	Description *
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- **Contact Method**: Optional. Select the best method of initial Support response from the drop-down menu options (Email or Phone). The contact method you select will be appended to the description information to ensure speedy response times. *Please note, once a ticket is entered via the portal, updates to it will also be displayed within the Portal Support Tickets section and it will remain for read-only review in the list for up to seven (7) days after it is closed. If nothing is selected here, your organization's Authorized Contacts' corresponding information for the selected method (as it is currently on file with Customer Support) will be used. If you are not an authorized support contact, Support will verify your request/inquiry/report with an authorized contact for your organization before proceeding.*
- Subject*: Required. Type a short, concise, descriptive subject line for the ticket this information will be the first indication of the issue or request that Support will see and will be displayed for review within the Ticket lists. Example: Main Office - 2 Yealink T46 phones are not accepting the config updates.
- Description*: Required. Enter a complete description of the issue or request. Include all relevant information about the issue or request such as times the event happened and steps taken to fix, along with any other information that could help Customer Support quickly resolve the issue for you or respond to you with the information you require as quickly as possible. Ticket Description contents may be edited in this portal for up to 24 hours, however such changes to the description field are <u>not</u> noted or included as updates to customer care representatives. Recommendation: Add Comments to update tickets with new information after submitting rather than the Description field. Using Comments ensures that all ticket contacts are notified of changes and are updated appropriately.
- 3. Click on the Submit button when all information has been included to send the ticket to Support and make a note of the new ticket # that displays upon successful submission and make note of the Ticket #.
 - You may also click the **Cancel** button to quit and return to the last view without submitting a ticket.

OR - Complete the steps outlined below <u>as needed</u> to also attach .txt, .pdf, or image files (.gif, .tif, .png...) file(s) to the ticket and/or to append more information about a device, etc. prior to clicking <u>Submit</u>.

Add Attachments to a Ticket

Admins may attach individual PDF or Image files to a ticket to include screenshots or reports that may assist Customer Service with issue resolution.

Add Attachments

- Click on the Add Attachments button to open a local file selection form.
- 2. Browse to, select, and click Open to add an Image (.jpeg, .gif, .tiff, .png) or PDF file from your system that will be submitted along with the ticket. Note: .doc, .txt, .csv, etc. <u>not</u> supported
- 3. Repeat the steps above to include more file attachments, as needed. *The system will notify users if the selected attachment file size limits are exceeded or the attachment file types are incompatible.*



Recommendation: Send unsupported file types via email to Support once an agent contacts you.

- 4. Select the View Attachments link (top right) to review or remove X attachment(s) before submission.
- 5. Click Submit when all ticket information is included to send the ticket with attachment(s) to Support. Or click Cancel to clear all selected/entered information and guit the ticket creation process.
- 6. Make a note of the new ticket # for future reference or if you wish to contact Support via phone or email for faster resolution.

Manage Ticket Attachments

While working in the Support Tickets page:

- Click on the Ticket Number in the table, Or click on the Edit icon adjacent to a Ticket to open the Edit View. The number of attachments is listed above the Description field as a reference.
- Click on the <u>View Attachments</u> link (top right in the Ticket Edit view) to: A pop-up dialog displays a list of the files that were attached from within the portal.
- Click on the desired file name within the pop-up dialog to download and then open a copy of the attachment. Or Click on the red X adjacent to the item to remove the attachment.

View Ticket Updates

Basic information about each ticket is displayed within the Support Tickets table in the Support page.

The Support Tickets page list also offers access to a read-only view of ticket information by clicking on the Ticket Number's link.

See also: Starred Tickets Dashboard Card and Support Tickets Dashboard Card

Support Tick			Support Tickets	
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Add Affected Devices, Services, or Circuits to a Ticket

Admins may use these selection tools to identify one or more Services, Devices, or Circuits (if a Data customer) to add to the ticket comments during submission or while editing if that information will assist Customer Service with issue resolution.

Simply click on the button and use the selection tools to locate and choose one or more items and then click on the Add button provided to include this information on the ticket.

Add Affected Circuits
Add Affected Devices

VieynAttachments -CM5391-ReleaseNotes.pdf Tester.pdf

Edit a Ticket

The initial information defined for the ticket should not be modified, however new information, attachments, or Affected Devices and Services & User selections may be added at any time while the ticket is *Open*. *While working in the Support Tickets page:*

- 1. Click on the Edit 🕢 icon adjacent to the desired Ticket within the list.
- 2. Complete the following as needed to add information to the Ticket:
 - Add a Comment
 - Add Affected Devices (Circuits/Data)
 - Add Services & Users
 - Add Attachments
- 3. Click the Submit button when finished to send the Ticket update(s) to Support or click on the Cancel button to remove the latest changes and revise your edits or exit.

Add a Comment to a Ticket

To notify Customer Support of changes or additions to the original request or issue description, submit a **Comment**. Note: Changes made to the description information (if still allowed) are not identified as 'updates' and will <u>not</u> be included by Salesforce in notifications to ticket owners/team members or the ticket submitter. Use a comment to provide new information or to respond to requests for information from Support.

While working in the Support Tickets page:

- Click on the Edit icon (Far right column) adjacent to the ticket you wish to update with a new comment. *The Ticket's Edit View displays.*
- 2. Click on the Add Comment button to open a New Comment field.
- 3. Type up to 3000 characters and spaces in the New Comment field.
- 4. Click on the Submit button to send your latest comment to Support or click on the Cancel button to remove the latest changes and revise your edits or exit.

Add Comment	New Comment Enter your new comment here
l.	Mitry, Character Lamit = 27/5000
or	Submit

Request Closure of a Ticket

Once submitted, only Customer Care can close the ticket, however if the viewer of an open ticket has Full access, they can request that Customer Care close a ticket at any time once it has been opened.

While working in the Support Tickets page:

- 1. Click on the Edit 🖉 icon adjacent to the desired Ticket within the list.
- 2. Click on the Request Close button within the Edit Ticket dialog. The request to close this ticket will be sent to Customer Care and upon receipt they will finalize their work, add notes about the ticket as necessary, and then close the ticket. After closure, the ticket will remain visible and available for review in the Support Tickets page list within the portal for up to 7 days.

Starred Tickets Dashboard Card

If the Admin has sufficient access permissions to Support Tickets, the Starred Tickets dashboard widget may display. Tools in this section of the dashboard can include the following (based on access permissions):

- ✤ A simple search tool for the list contents.
- Column Header alphanumeric sorting
- Click the ticket # link to see ticket information (read-only)
- Click an adjacent Orange star to stop watching the item and remove it from the list upon refresh
- View All Tickets link if visible, click to open the Support Tickets section and view the list of tickets authorized for your review based on your permissions.

Sta	rred Ticl	kets 5					
*	Ticket	Subject	Prior	Esca	Status	Last Up	
*	01568571	TEST	Minor	no	New	08/24/2 09:10 AM CST	
*	01554393	QA Test	Minor	no	New	06/13/2 03:45 PM CST	
*	01553712	test	Minor	no	New	08/24/2 09:10 AM CST	
*	01552796	TEST	Minor	no	Open	06/05/2 10:30 AM CST	
*	01433984	**Test A	Minor	no	New	06/06/2 07:03 AM CST	
н	< 1 →	м					1 - 5 of 5 items
			View	w All Tickets			

Support Tickets Dashboard Card

If the Admin has sufficient access permissions to Support Tickets, this dashboard widget may display. Tools in this section of the dashboard can include the following (based on access permissions):

- Filtering tools to refine by Location or Ticket Contact
- Counts for each of the noted actions/options in the dialog
- Quick access to open the filtered views of tickets within the Support Tickets Section via the buttons in the dialog

All Locations	All Contacts	
Escalated		
0	View E	Escalated
Pending Customer		
0	View Pending (Sustome
Closed (7 Days)		
0	View Recent	y Closed
Updated (24 Hours)		
0	View Recently	Updated
Open		
5	Vi	iew Oper
All Tickets		
5	View A	II Tickets

Advanced Permission Settings

LIMITED ACCESS - SuperAdmin Only

CAUTION. Additional Administrator permissions (and often more training) are required for access to review and manage the information and tools within the **provider-level restricted access sections**. By default, most of those restricted area features are <u>not</u> enabled for use by *any organization* and the permissions to enable those restricted sections must be authorized and managed by the Service Provider. If any of those areas are enabled for use by the Service Provider, the organization's SuperAdmin must discuss the organization's responsibilities and liabilities for usage with their Service Provider contact (and potentially receive additional training) prior to attempting management of this additional access for their organization's Cloud Services Portal Admins. *Provider-level tool access and use can result in diminished support service levels and incorrect usage by your staff can create self-inflicted service losses or negative impacts to your business.*

Only the SuperAdmin should use these tools or grant access to their staff while working in Locations & Groups > Manage Users:

- FÈ Locate the correct Portal account in the Manage Users list.
- **C** Click on the Edit option next to the selected account.
- **HÈ** Click on the Advanced Permissions... link to review and edit the available *Advanced Permission* settings.

Edit User			
User Name:	billingadmin2		
Password:		Re-enter Password:	•••••
Password Re	covery Email:		
Advanced Ad	min Permissions		

IÈ Choose the areas and relevant level of access to the provider-level restricted access tools and sections that if any are visible. Note, most of these will not be visible by default:

Service Changes - (AKA MACD) If visible: Click within the listed check boxes to ☑ enable or □disableÁ the <u>appropriate</u> Service Changes section and feature access level for this account holder. Use Caution.Á **Best Practice:** When in doubt, do <u>not</u> enable the *Add* access options for any Admins who should notÁ have the ability to increase your organization's billing costs.

Devices – If visible: Click within the listed check boxes to \square enable or \square disable <u>appropriate</u>Á administrative device management tool access in the restricted *Devices* section. Use Caution.

Billing – (Access Restricted) Disabled by default for all but the SuperAdmin. Click within the adjacent check box to \square enable the selected AdminÁ $|AW^{|}|TNASS[$) cto view the Billing section, access invoice/statement documents, and manageÁull payments for the account or any specifically assigned locations.

Support Tickets – **Default Setting = NONE** for all accounts except the SuperAdmin. Other Apptions are Read Only and FULL Access. Use Caution as access to these tools can be a security risk and those granted the ability to submit tickets (Full) must be authorized support contacts for your organization.

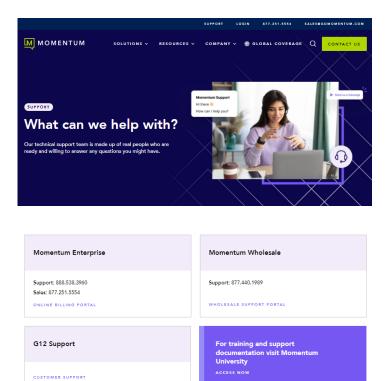
- **NONE** is the default because the vast majority of portal account holders should <u>not</u> have access to review or submit tickets to the provider as a security precaution for all Organizations. Á
- Read-Only authorization allows portal accounts with this permission level to view ticketsÁ submitted by those authorized to contact the Provider's Customer Service department on behalf of the ÁOrganization but cannot edit or submit tickets.
- Full access allows the account holder to view and submit tickets to Customer Care. APlease note, very few portal account holders should <u>ever</u> be granted FULL access and those who are must be authorized contacts in file with Customer Support..

Best Practice: Do <u>not</u> provide Full Access to any portal account holder that does not have the fullÁ authorization of your Organization to review all eligible support tickets for the organization, and whoÁare not authorized to communicate with or make requests of the Service Provider on behalf of theÁOrganization that could impact billing or service.

I È Click the Save button to submit the changes and Save again in the Edit User view. A Upon their next portal login, the restricted access section(s) or tools will display to that Admin per the level of access granted.

SUPPORT

The **Support** option in the left navigation *Menu* panel (and in the quick access drop-down menu at the top of the screen) offers quick access to the Support page information found at GoMomentum.com.



TRAINING

The **Training** option in the Menu panel (and in the quick access drop-down list at the top of the screen) opens the Momentum University library in a new browser page.

This web page offers links to useful Momentum University documentation, information, and videos about Momentum products and services that are available to customers 24/7.

The Cloud Services Portal section offers comprehensive documentation to help you work in the portal, or to download copies of the documentation for future use.

Please note, all documentation and resources provided in Momentum University are updated quite frequently to keep the information up to date - so check back often.



My Cloud Services Portal	Quick Start	Quick Reference	Guide	Video
Account Authorization Codes	Å			
Anonymous Call Rejection	Å			
Auto Attendant	R			Þ
Auto Attendant Tree	P			Þ
Barge-In	R			
Basic Audio Conferencing	R			
Call Block	P			
C-0.5 Tra	R			
Portal Administrator – Data	Å	R	ß	
Portal Administrator – Voice	Å	R	Ł	Þ

CONTACT US

A team of expert support professionals are here to assist with technical issues, questions related to billing, feature usage, service upgrades, and any other general inquiries you may have. Simply contact us and a caring representative will help you with your request.

SUPPORT BY PHONE

General Line

888.538.3960

Live phone support is available 24/7 for speedy assistance and issue resolution.

Calling Customer Care directly is always the fastest way to get help when you need it.

Have your Momentum Telecom account number handy to help us better assist you when you need us.

Important: In order to provide optimal support, we recommend that the Account Owner or an Authorized Contact contact us via our toll-free support number (above) regarding any critical issues that may require quick troubleshooting or expert assistance for resolution. Support Tickets submitted via the subscriber portal or email are considered **minor issues or requests for information by default** and will be worked as quickly as possible by the team in order of receipt. A call to customer care always ensures speedy and more immediate assistance.

ONLINE SUPPORT

GoMomentum.com/support

Online options are provided to access Customer Support quickly and easily, including contact information and helpful tools to submit a support request ticket. For fast resolution, include the issue, details of your efforts to resolve (if any), methods to reproduce the issue, along with your account number and authorized contact information. Direct access from the Cloud Services Portal is available by clicking on the Support menu option.

USER RESOURCES

GoMomentum.com/MU

Momentum University is an online library of training and support resources that will equip you with all you need to learn about Momentum's best-in-class cloud services and their features. This library includes continuously updated product user guides, quick reference tools, tips, videos, and more - and it is always available for customers to reference on the Momentum Telecom website 24/7/365 for training when you need it. Direct access from the Cloud Services Portal is found by clicking on the Training menu options.

Check Momentum University often for the latest product information and helpful resources.

