My Cloud Services Portal Voice Admin

MOMENTUM

Sign In

To Access the Admin Tools Area Within My Cloud Services Portal:

Go to portal.momentumtelecom.com and enter your Administrator Username and Password credentials to Sign In.
During the sign in process, MFA verification may be required and Terms and Conditions may need to be acknowledged.

Admin Tools Menu

The Admin Tools Menu on the left side of the portal view offers permission-based access to at useful administration sections.
Only those areas the Organizations the Admin is authorized to view will be displayed and available:
Note: *Restricted access sections require additional authorization and specialized training prior to use.*

- ❖ **Dashboard** - The home page for Administrators offers useful information and filtered access to useful sections of 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 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
- ❖ ***Call Recording** - Call Recording customers only. Manage basic voice settings for Call Recording licenses holders
- ❖ ***Webex** - Webex customers only. Search for and review the self-activation process status for users who are assigned Webex licenses
- ❖ ***Circuits | *Service Locations** - *For data customers. Review basic circuit performance metrics for devices in inventory*
- ❖ ***Billing** - Restricted Access. Advanced Billing information review and payment management tools
- ❖ ***Devices** - Provider-Level Access. Advanced access to manage device inventory on the account. Requires additional training
- ❖ ***Service Changes** - Provider-Level Access. Advanced billing-impacting service change order management tools. Requires additional training
- ❖ ***Support Tickets** - Limited Access - Permissions and authorization required to work with the tools to communicate with Customer Support

Voice Admin Dashboard

The Home page for Administrators. The Admin Dashboard provides at-a-glance views of *Live* and historical account activity, AND direct **filtered** quick-access links from each card section to the administrator-level tools, services, and feature pages found in the menu on the left. Now you can see and track everything that is going on and access any area or service you need to manage from one web page - *fast*.

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VOICE ADMIN DASHBOARD FEATURES

The Dashboard section cards offer LIVE and historical data along with easy access to common administration tools. All Dashboard features and portal sections require sufficient authorization or permission to view and use.

Account Profile - Review current account information, and for AP Billing Admins, see the latest invoice, pay the current bill, and access the Billing history.
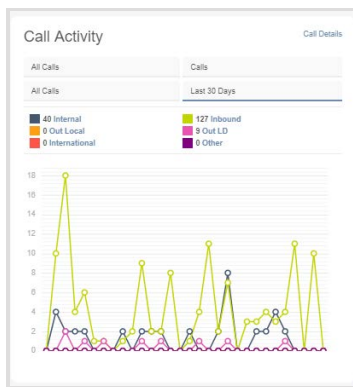
Links to: Billing

Best Company, Inc
GAINESVILLE, GA 30501
Account No.: 987654321
Total Due: $6,043.54
Current Balance: $15668.71
Due Date: 3/31/2018
Make a Payment
View Invoice

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

Call Activity — Call Details
All Calls — Calls
All Calls — Last 30 Days
40 Internal   127 Inbound
0 Out Local   9 Out LD
0 International 0 Other

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

Links to: Direct links to Dashboard of the accounts or services listed here.

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

Devices - Current counts for registered, unassigned, and provisioned devices in NEPS inventory, and the ability to filter by Location, check registration status, and access device assignment information.

Links to: Services & Users

Devices — Check Registration Status
All Locations
Registered
0
Unregistered
7 Manage
Provisioned
7 Manage

Favorite Services - Locate accounts set as favorites ★ for constant quick Dashboard access. Use the Search (top) or pagination tools (bottom) to find accounts you've set as Favorites.

Links to: The Services & Users page and to the selected User's Dashboard for account management.

Favorite Services

	Name	Service	ServiceNumber	Extension
★	hunter regression1	Executive Unlimited Seat	2057196886	6886
★	MD406_7582 MD406_2112	MS Teams Trunk Group Pilot DID	2057219569	9569
★	call cntr	Premium Contact Center Queue DID	2057219411	9411
★	test AA	Auto Attendant	2058475426	5426
★	exece 01	Executive Unlimited Seat	2057193162	3162

|◀ ◀ 1 2 ▶ ▶| 1 - 5 of 6 items
View All Services

Quick View - Total number of Locations & Groups, Services & Users, and Devices. Information is based on the Admin's access permissions.

Links to: Filtered views of Locations & Groups and Services & Users

Quick View
Locations & Groups
10 Manage
Services & Users
308 Manage
Devices
24

Note: Additional dashboard sections may display information or tools for optional or advanced permissions sections of the Cloud Services Portal if the Administrator has been granted sufficient access permissions for any of those areas.