

My Cloud Services Portal Voice Admin

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 protocols may be required and Terms and Conditions may need to be acknowledged to enter.

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** - UserAccount 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 license holders
- ❖ ***Webex** - Webex customers only. Search for and review the self-activation process status for users who are assigned Webex licenses
- ❖ ***Circuits | *Service Locations** - Beta. For data customers. Review basic circuit performance metrics for devices in inventory
- ❖ ***Billing** - Restricted Access. Advanced Billing information review and payment management tools
- ❖ ***Manage MFA** - Review assigned user MFA activation status and Reset MFA to assist users with MFA-related access issues.
- ❖ ***Devices** - Provider-Level Access. Advanced access to manage device inventory on the account. Restricted.
- ❖ ***Service Changes** - Provider-Level Access. Advanced billing-impacting service change order management tools. Restricted.
- ❖ ***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*.

The screenshot displays the Momentum Voice Admin Dashboard for Mount Green Logistics, LLC. The interface includes a sidebar with navigation options like Dashboard, Locations & Groups, Services & Users, Trunking, Enterprise Settings, Contact Center, Billing, and IP Trunking. The main content area is divided into several sections:

- Account Information:** Mount Green Logistics, LLC, 880 Montclair Rd, Birmingham, AL 35213, Account No: 3, Current Balance: \$0.00, Due Date: 8/14/20.
- Favorite Services:** A table listing services such as 'number progression 1', 'MD408_7582', 'call center', 'test AA', and 'service 01' with their respective service numbers and extensions.
- Quick View:** Summary cards for Locations & Groups (10), Services & Users (320), and Devices (21).
- Call Activity:** A line chart showing call volume over time, categorized by 'All Calls' and 'Last 90 Days'.
- Activity History:** A list of recent activities, including IP Trunking DD, name 2, test AA, and Brandon Hagood.

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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. Billing Admins can see the latest invoice, pay the current bill, and access the Billing history. Admins without Billing access permissions will only see the Profile information in this section.

Links to: [Billing](#)

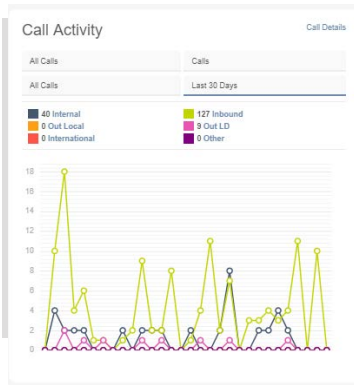
Best Company, Inc

GAINESVILLE, GA 30601
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.



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

Links to: [Services & Users](#)

Devices Check Registration Status

All Locations

Registered: **0**

Unregistered: **7** Manage

Provisioned: **7** Manage

Activity History

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

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

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

Favorite Services

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

[View All Services](#)

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

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

Quick View

Locations & Groups 10 Manage

Services & Users 308 Manage

Devices 24

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](#)

Starred Tickets

Support Tickets

All Customers: **0** View Tickets

Pending Customer: **0** View Pending Customer

Closed Customer: **0** View Recently Closed

Open Customer: **0** View Recently Updated

All Tickets: **5** View All

All Tickets: **5** View All Tickets

Support Tickets & Starred Tickets - These two optional dashboard cards only display to authorized Admins and offer quick views for submitted support ticket information, and access to the Support Tickets section to view more details.

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