

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 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** - 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 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**.

The screenshot displays the Momentum Voice Admin Dashboard for Mount Green Logistics, LLC. The account details include: 880 Montclair Rd, BIRMINGHAM, AL 35213, Account No. 3, Current Balance: \$0.00, and Due Date: 8/14/20. A 'Make a Payment' button is visible.

Favorite Services

Name	Service	ServiceNumber	Extension
hunter regression 1	Executive Unlimited Seat	2957196886	6886
MD498_7582	M31 Teams Trunk Group Pilot DID	2957218569	9569
MD498_3112			
call center	Premium Contact Center Queue DID	2957218411	9411
test AA	Auto Attendant	2958475426	5426
service 01	Executive Unlimited Seat	2957193162	3162

1 - 5 of 6 items

Quick View

- Locations & Groups: 10
- Services & Users: 320
- Devices: 21

Call Activity

All Calls: 442 Internal, 38 Out Local, 8 International

Last 90 Days: 1233 Inbound, 17 Out LD, 3 Other

Activity History

- First Last (0000000000) 12 minutes ago
- IP Trunking DID (0000000000) 3 days ago
- name 2e (0000000000) 3 days ago
- name 2 (0000000000) 13 days ago
- test test2 (0000000000) 20 days ago
- Brandon Hagood (0000000000) a month ago
- DIG DID (0000000000) a month ago
- name 2 (0000000000) a month ago
- test md498 (0000000000) a month ago

Devices

- All Locations: 0
- Registered: 20
- Unregistered: 20
- Provisioned: 20

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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](#)

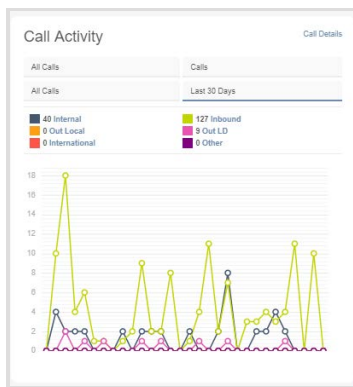
Best Company, Inc

GAINESVILLE, GA 30501
Account No.: 987654321

Total Due: \$8,043.54
Current Balance: \$15688.71
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.



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

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

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

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

Name	Service	ServiceNumber	Extension
★ hunter regression1	Executive Unlimited Seat	2057196886	6886
★ MD496_7532 MD496_2112	MS Teams Trunk Group Pilot DID	2057219569	9569
★ call cntr	Premium Contact Center Queue DID	2057219411	9411
★ test AA	Auto Attendant	2058475426	5426
★ excec 01	Executive Unlimited Seat	2057193162	3162

1 - 5 of 6 items

[View All Services](#)

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.

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](#)

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.