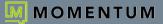
# **Voice Admin - Cloud Services Portal**



## **SIGN IN**

To access the Admin Tools area within the Cloud Services Portal: Go to https://portal.momentumtelecom.com to enter your separate Administrator account Username and Password credentials to Sign In and follow any MFA protocol setup or data entry steps presented to you. *Note: Upon initial log in, the system requires all account holders to acknowledge Terms and Conditions.* 

## ADMIN TOOLS MENU

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

- » Dashboard The site Home page displays account activity, and offers filtered quick access links to Admin Tools sections.
- » Locations & Groups Access to manage Department or Service level settings organized by Locations or Groups.
- » Services & Users Access to review and manage individual User level services and settings.
- » Trunking | IP Trunking | Enterprise Trunking General SIP or customized trunk information and setting administration.
- » Enterprise Settings Enterprise level feature and services management.
- » Contact Center Manage queues, schedules, assignments and the setup for any Contact Center(s) on the account.
- » \*Billing Restricted Access. Authorized Admin access to account billing history and payment management tools.
- » \*Microsoft Teams Restricted/Limited Access. O365 / MS Teams Admin access to manage hosted voice access for users.
- » \*Call Recording Limited Access Licensed only. Manage voice settings and Call Recording portal access permissions.
- » \*Webex Webex Customers Only. Search/Review activation process status data for Webex licenses on the account.
- » \*Support Tickets Restricted Access. View and (where fully authorized) submit minor tickets to Momentum's Retail Support.
- » \*Circuits | Service Locations Data Only List of active circuits/NIDs in inventory. Permission-based access to additional tools.
- » \*Manage MFA Review user MFA activation status and Reset MFA to assist users with MFA-related portal access issues.
- » \*Devices Provider-Level Only. Manage devices currently in NEPS inventory and their user assignments.
- » \*Service Changes Provider-Level Only. Advanced billing impacting single-process service and order management tools.

## ADMIN DASHBOARD

#### The Home page for Administrators.

The Admin Dashboard provides at-a-glance views of *Live* and historical account activity <u>AND</u> direct quick-access links from each card section to filtered views of your administrator-level tools, services, and features. Now you can track what's going on within your Enterprise account and access any area or service your organization wants you to manage from one web page - *fast*.

|               |  |   |  |                  |                                   |                            |   | ( Hi, Jan +                            |
|---------------|--|---|--|------------------|-----------------------------------|----------------------------|---|--|
| М моментим    | Best Company, LLC  | ,   |  |                  |                                   | 584000 \$2.00<br># 5142018 |   | Mole a Playmort                        |
|               | Favorite Services  |   |  |                  | Quick View                        | (Manage )                  | Call Activity                             | Call Details                           |
| Admin Tools   | Name<br>Bobby Neeman<br>Prinaking ESHI DID   | Service<br>Enversitive Seal of OID<br>ESTLOD                      | ServiceNumber<br>4708321488<br>2762162512            | brienwon<br>1489 | 6<br>Sertes & Lines               | Monage                     | 23 Internet                               | Lett / Deps  4 Unkund 4 Okt LD E Other |
| III Dashboard |  | ESH DD<br>ESH DD<br>DD<br>DD<br>Escuter Set w DD                  | 8148042544<br>8148042527<br>8148042527<br>8148042527 | 5414             | 156<br>Deter<br>26                |                            |   | 9 Obar                                 |
|               | Activity History   | View All Devices  |  | UN 77            | Devices<br>Al Loositze            | Check Proparation Status   |   |  |
|               | E911 DD (915897454) 12 hours age<br>Grigt Yelexwerpe (999) 12 hours age<br>DD DD (475950591) 12 hours age<br>IP Invelog DD (914105527) 12 hours<br>IP Invelog DD (914105527) 12 hours<br>IP Invelog DD (914105527) 12 hours<br>IP Invelog DD (9144105527) 12 hours | -   |  |                  | Hephenel<br>O<br>Urregibered<br>8 | Manage                     | Support Tickets                           | or                                     |
|               | Bobby Newman (478527488) 12 hours i<br>IP Inuning ESIT DID (548152544) 12 h<br>Colleb Bridge (478527498) 12 hours ag   | EVEN HOD  |  |                  | Produced<br>8                     | Manuge                     |   | At Canada (Vew Escalated)              |
|               | Starred Tickets 13   | no Bast Datus Last U  |  |                  |                                   |                            | Princing Cultanee<br>O<br>Cosed (20 Cays) | (View Pending Customer)                |
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|               | • 00709281 leal M  | inor no Dowed 17392<br>inor no Dowed 19792<br>loc no Dowed 17392  |  |                  |                                   |                            | Loter New Table                           | View All Tabala                        |
|               | ★ 00894328 Thata M   |   | Al Tichala   |                  |                                   |                            |   |  |

View Invoice

## ADMIN DASHBOARD FEATURES

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

GAINESVILLE, GA 30501

Account No : 987654321

Activity History

AA Tree (4706321472) a minute ago

Exec DID (4706321468) 17 hours ago Basic Metered Vmail (4706321535) 2 days ag

Smart Number (4703770105) 2 days ago

Voicemail Only TN (6782939529) 5 days age E911 DID (6783674584) 6 days ago

Premium Queue (4703770093) 7 days ago DID DID (4705093297) 8 days ago

Favorite Services

Q

\* Basic N

+ Smart Nu

🛧 🗛 Tre

+ Exec Loc 2

Exec Loc 2 (2056661018) 2 days ago

Basic Metered (4706321482) a few seconds age

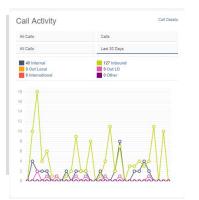
Dialln Feature (4706321488) a few seconds ago

Best Company, Inc

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

**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 in Momentum inventory, and the ability to filter by **Location**, check registration status, and access device assignments.

#### Links to: Services & Users

| Devices       | Check Registration Statu: |
|---------------|---------------------------|
| All Locations |                           |
| Registered    |                           |
| Unregistered  | Manage                    |
| Provisioned   | Manage                    |

| Locations & Groups | Manag |
|--------------------|-------|
| Services & Users   | Manag |
| Devices            |       |
| 24                 |       |

0105

|         |          |         |      |        |                            | Support Tickets     |                   |
|---------|----------|---------|------|--------|----------------------------|---------------------|-------------------|
|         |          |         |      |        |                            | Al Loodone          | All Contactor     |
|         |          |         |      |        |                            | Constitution<br>0   | (Vew ESG          |
| med T   | ickets s |         |      |        |                            | Panding Column<br>0 | View Panding Cust |
| listet  |          | Program | tere | Status | Levi U                     | Caused (7 Days)     | View Recently C   |
| 0156857 | 1681     | Meor    | **   | New    | 08/24/2<br>09/10.4M<br>CST | Updated (24 Maura)  | View Recently Up  |
| 0156430 | GA Test  | Mean    | **   | New    | 06/13/2<br>02.45 PM<br>CBT | -<br>               | Viav              |
| 0155371 | head     | Mear    | **   | New    | 0024/2<br>00.10.4M<br>051  | Al Tatala           |                   |
| 0155279 | 1651+    | Mean    | 80   | Dpen   | 06/05/2<br>10:30.AM<br>CST | 5                   |                   |
| 0140308 | "let A.  | Marer   |      | New    | 06/06/2<br>07/03 AM        |                     |                   |

Total Due: \$8,043.54 Current Balance: \$15868.71 Due Date: 3/31/2018

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 - 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 - 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

#### Support Tickets & Starred

Tickets - These two optional dashboard cards only display to authorized Admins and offer quick views of useful support ticket information, and link access to the Support Tickets section.

## **LOCATIONS & GROUPS**

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

The Locations page provides a searchable table listing of the Locations currently configured on the account. Authorized Admins may use the Section Search to locate specific terms within the table, use the column headers to sort the list alphanumerically, and access the following areas for each Location listed on the page:

- Location ID, Services, and Users Click on the number displayed for a Location in these columns to open the related list within the Services & Users page.
- Links to review and manage the Emergency Call Notification Email and See 911 Address List for each location.
- Edit icon (
   (far right column) opens the Group Settings dialog for the selected Location.

| SP Turking       3100011951-02       22       21       850 Montain RD       BRMMOHAM       AL       william powel@nomerturnatecom.com       See 914 Address Lis         Hented IP RBX.2       3100011951-02       8       9       850 Montain RD       BRMMOHAM       AL       william powel@nomerturnatecom.com       See 914 Address Lis         Service Office       31000011951-02       8       2       850 Montain RD       BRMMOHAM       AL       william powel@nomerturnatecom.com       See 914 Address Lis         Service Office       31000011951-02       3       2       850 Montain RD       BRMMOHAM       AL       william powel@nomerturnatecom.com       See 914 Address Lis         Brandom Ent SP Trunk Text       31000011951-02       9       9       850 Montain RD       BRMMOHAM       AL       william powel@nomerturnatecom.com       See 914 Address Lis  |          | Locations 8                |               |           |           |                  |            |           |                                    |                      |
|---|----------|----------------------------|---------------|-----------|-----------|------------------|------------|-----------|------------------------------------|----------------------|
| Preside (P FSX         2100001691-02         22         21         800 Montbar RD         BRM/NGHAM         AL         william powel@momentumelecon.com         See 911 Address Lis           SPF Trunking         2100001691-02         22         21         800 Montbar RD         BRM/NGHAM         AL         william powel@momentumelecon.com         See 911 Address Lis           Hoated IP FEX 2         2100001691-03         8         9         800 Montbar RD         BRM/NGHAM         AL         william powel@momentumelecon.com         See 911 Address Lis           Service Office         3100001691-04         3         2         800 Montbar RD         BRM/NGHAM         AL         william powel@momentumelecon.com         See 911 Address Lis           Service Office         3100001691-04         3         2         800 Montbar RD         BRM/NGHAM         AL         william powel@momentumelecon.com         See 911 Address Lis           Brandon Ext SP Trunk Test         3100001691-04         0         0         800 Montbar RD         BRM/NGHAM         AL         william powel@momentumelecon.com         See 911 Address Lis |          | Name                       | Location ID   | Services  | Users     | SVC Street       | SVC City   | SVC State | Emergency Call Notification Email  | E911                 |
| Heated IP PBX 2         31000011911-03         g         g         BSD Monitair RD         BRMMOHAM         AL         william powel@informertuntelecom.com         See 911 Address Lis           Service Office         21000011911-04         3         2         850 Monitair RD         BRMMOHAM         AL         william powel@informertuntelecom.com         See 911 Address Lis           Service Office         21000011951-04         3         2         850 Monitair RD         BRMMOHAM         AL         william powel@informertuntelecom.com         See 911 Address Lis           Brandon Ext SP Trunk Test         2000011951-05         9         9         850 Monitair RD         BRMMOHAM         AL         william powel@informertuntelecom.com         See 911 Address Lis  | 6 Groups | Hosted IP PBX              | 3100001951-01 | <u>81</u> | <u>73</u> | 880 Montclair RD | BIRMINGHAM | AL        | william.powel@momentumtelecom.com  | See 911 Address List |
| Service Office 3100001101-04 3 2 800 Moniclair RD BIRMINGHAM AL william powel@inomentumrelecon.com See 911 Address Lis<br>Brandon Ext SIP Trunk Test 3100001101-05 0 0 0 800 Moniclair RD BIRMINGHAM AL william powel@inomentumrelecon.com See 911 Address Lis  |          | SIP Trunking               | 3100001951-02 | 22        | <u>21</u> | 880 Montclair RD | BIRMINGHAM | AL        | william.powell@momentumtelecom.com | See 911 Address List |
| Brandon Ext SIP Trunk Test 3100001031.02 0 0 880 Montolai RD BRMINSHAM AL william powel@momentumtelecom.com See 911 Address Lis   |          | Hosted IP PBX 2            | 3100001951-03 | 8         | <u>e</u>  | 880 Montclair RD | BIRMINGHAM | AL        | william.powel@momentumtelecom.com  | See 911 Address List |
|   |          | Service Office             | 3100001951-04 | 3         | 2         | 880 Montclair RD | BIRMINGHAM | AL        | william.powel@momentumtelecom.com  | See 911 Address List |
| PTrunking test location 31000011611-08 48 28 880 Monitain RD BRMINGHAM AL william powel@momentumtelicoum.com See 911 Address La   |          | Brandon Ent SIP Trunk Test | 3100001951-05 | ō         | <u>0</u>  | 880 Montclair RD | BIRMINGHAM | AL        | william.powel@momentumtelecom.com  | See 911 Address List |
|   |          | IPTrunking test location   | 3100001951-08 | 48        | 28        | 880 Montclair RD | BIRMINGHAM | AL        | william.powel@momentumtelecom.com  | See 911 Address List |
| IP Trusking Test2 3100001951-07 54 35 880 Montain RD BIRMMOHAAM AL william powel@momentumtelecom.com See 911 Address Lia  |          | IP Trunking Test2          | 3100001951-07 | <u>54</u> | 35        | 880 Montclair RD | BIRMINGHAM | AL        | william.powel@momentumtelecom.com  | See 911 Address List |
| location gama 31000011051-03 4 2 880 Montolai FD BIRMINGHAM AL william.powel@momentumtelecom.com See 911 Address Lis  |          | location gama              | 3100001951-08 | 4         | 2         | 880 Montclair RD | BIRMINGHAM | AL        | william.powel@momentumtelecom.com  | See 911 Address List |

## **SERVICES & USERS**

Review and manage feature settings for individual users and services on the account.

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

|                 |    |   |             |             |            |           | Q            |              |      | i Hi                              | i, Ja |
|-----------------|----|---|-------------|-------------|------------|-----------|--------------|--------------|------|-----------------------------------|-------|
|                 | Se | rvices & User                                     | <b>S</b> 65 |             |            |           |              |              | ٩    |                                   |       |
|                 | *  | Service Type                                      | First Name  | † Last Name | Service ID | Extension | MAC          | Location     | Dept | Check Registration<br>Assigned To | State |
| ervices & Users | *  | Anywhere Feature Control                          | anywhere    | control     | 7627289257 | 9257      |              | Call Center  |      | anywhere control                  | 1     |
| ervues is users | *  | DID   | DID         | DID         | 7827289287 | 9287      |              | SIP Trunking |      | DID DID                           |       |
|                 | *  | Basic Metered Seat with<br>Voicemail w/ DID       | Basic       | M Vmail     | 7827289253 | 9253      | a54054135edc | Call Center  |      | Basic M Vmail                     | 1     |
|                 | *  | Auto Attendant Tree                               | AA          | Tree        | 7627289263 | 9283      |              | Call Center  |      | AA Tree                           | 1     |
|                 | *  | Premium Call Center<br>Agent                      |             |             |            |           |              | Location 3   |      |                                   | 1     |
|                 | *  | Auto Attendant Unlimited                          | Standard    | AA          | 7827289255 | 9255      |              | Call Center  |      | Standard AA                       | 1     |
|                 | *  | Collaborate Bridge                                | Collab      | Bridge      | 7627289262 | 9202      |              | Call Center  |      | Collab Bridge                     |       |
|                 | *  | Premium Contact Center<br>Queue with TN Unlimited | Premium     | cc          | 7027289259 | 9259      |              | Call Center  |      | Premium CC                        |       |
|                 | *  | Audio Conferencing                                | Audio       | Conf        | 7627289261 | 9261      |              | Call Center  |      | Audio Conf                        |       |
|                 | *  | DID   | DID         | DID         | 7827289288 | 9295      |              | SIP Trunking |      | DID DID                           |       |
|                 | *  | DID   | DID         | DID         | 7627289290 | 9290      |              | SIP Trunking |      | DID DID                           |       |
|                 | *  | DID   | DID         | DID         | 7827289273 | 9273      |              | SIP Trunking |      | DID DID                           |       |
|                 | *  | DID   | DID         | DID         | 7627289267 | 9207      |              | SIP Trunking |      | DID DID                           |       |
|                 | *  | DID   | DID         | DID         | 7627289268 | 9258      |              | SIP Trunking |      | DID DID                           |       |
|                 | *  | DID   | DID         | DID         | 7627289265 | 9265      |              | SIP Trunking |      | DID DID                           |       |

## ENTERPRISE SETTINGS

Manage the Enterprise (global) level settings and features.

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

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

|                       |                                   | i Hi,   |     |
|-----------------------|-----------------------------------|---------|-----|
| <b>М</b> МОМЕNTUM     |                                   |         |     |
|                       | FQDN Setup                        |         |     |
| Admin Tools           | POUN Setup                        |         |     |
|                       |                                   |         |     |
|                       | Enterprise                        |         |     |
|                       | Enterprise Services               | View/Ed | sit |
|                       | Departments                       | ►       |     |
|                       | Emergency Call Notification Email | ►       |     |
|                       | Enterprise Directory              | ►       |     |
| A Enterprise Settings | Time Schedules                    | ►       |     |
|                       | Contact Center                    |         |     |
|                       | Global Contact Center Settings    | View/Ec | fit |
|                       | Agent Default Settings            | ►       |     |
|                       | Agent Unavailable Codes           | ►       |     |
|                       | Call Disposition Codes            | ►       |     |
|                       | Contact Center Routing Policies   | ►       |     |

### **CONTACT CENTER**

Contact Center management tools for activation, setup, and feature configurations.

The **Contact Center** page provides authorized Admins with full access to manage their Contact Center feature configurations and overall settings. This section shows the current Status, Name, Type, Phone Number, and

Ext(ension) within a searchable list. Each Contact Center listing offers access to **Edit** its default setup and **Configure** individual feature settings.

|   |                         | Q                      |      | i Hi, Jan <del>-</del> |
|---|-------------------------|------------------------|------|------------------------|
| М моментим  |                         |                        |      |                        |
| Admin Tools   | Contact Center Lo       | ocation List           |      |                        |
|   | Contact Center Location | 1 List                 |      |                        |
|   | Location                | Location Name          | View |                        |
| and the second se | 310000028-01            | Louie's Famous Chicken | Edit |                        |
|   | 310000028-09            | Test2                  | Edit |                        |
|   |                         |                        | 0    |                        |
|   |                         |                        |      |                        |
|   |                         |                        |      |                        |
| Contact Center  |                         |                        |      |                        |
|   |                         |                        |      |                        |
|   |                         |                        |      |                        |
|   |                         |                        |      |                        |
|   |                         |                        |      |                        |
|   |                         |                        |      |                        |
|   |                         |                        |      |                        |

### \*BILLING

Restricted Access. Authorized Admins may review and manage account billing information and payments.

The **Billing** page displays current account and balance history information (at the Enterprise or - where enabled - at the Location level, with easy access to the tools that allow Admins to review and manage statements, edit the billing payment method information, setup routine monthly payment schedules, and even immediately pay the current bill when necessary. Billing tools include:

|                     |         |                        | Q           | í Hi,                                 |
|---------------------|---------|------------------------|-------------|---------------------------------------|
| моментим            |         |                        |             |                                       |
| er Services         | Billing |                        |             |                                       |
| Basic Materied Soci |         |                        |             |                                       |
| in Tools            |         | Customer Profile       |             | Ψ.                                    |
| Billing             |         | Bills                  |             | Ĵ                                     |
|                     |         |                        |             | •                                     |
|                     |         | 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             |             | · · · · · · · · · · · · · · · · · · · |

#### Pay My Bill • Billing Method Setup • View Statements

### TRUNKING

Access for IT Admins to review and manage basic SIP Trunking settings.

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

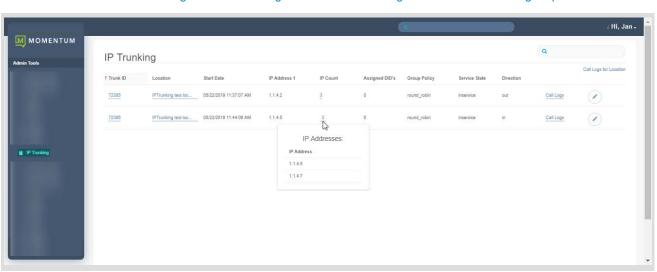
- Location ID Links directly to the Services & Users page to review or modify individual assignments.
- Pilot DID Provides a color code health indicator (Red = Issue) and links directly to the Services dashboard.
- Edit The Edit icon 
   opens the Group Settings page for administration of the SIP Trunk defaults.

| MOMENTUM  | Trunking 4                      |              |                 |            |               |             | ٩                |      |
|-----------|---------------------------------|--------------|-----------------|------------|---------------|-------------|------------------|------|
| nin Tools | Location                        | Location ID  | Trunk Group ID  | Pilot DID  | Enterprise CP | Location CP | Services Numbers | Edit |
|           | location 2                      | 310000028-02 | 2057219606TRUNK | 2057219806 | 7             | 2           | 1                |      |
|           | Sip Trunk Location              | 310000028-05 | 2057219823TRUNK | 2057219823 | 7             | 3           | 1                |      |
| Trunking  | Hilaire's House of Chicken Soup | 310000028-03 | 2057300916TRUNK | 2057300916 | 7             | 1           | D                |      |
|           | Sip Trunk Location              | 310000028-08 | 2057300979TRUNK | 2057300979 | 7             | 4           | 0                |      |

### **IP TRUNKING**

Advanced Access for IT Admins. Review and manage specialized IP Trunking information and settings.

For those organizations using **IP Trunking**, this page displays current and historical IP Trunking information, with easy access to the tools that allow authorized Administrators to manage IP Trunking location settings and create call log reports. IP Trunking tools include:



#### View/Edit Trunking Location Settings • View Call Logs • Create Call Log Reports

### **ENTERPRISE TRUNKING**

Advanced Access for IT Admins. Review and manage Enterprise SIP Trunking settings for the account.

The **Enterprise Trunking** page provides access to the tools that allow specially trained and authorized Admins to manage and maintain specialized Enterprise trunk group settings.

View/Edit Trunk Group Settings • Manage DID Associations • Manage Routing/Priority/Weight

| Enterprise Truk   | linning                                      | 2100017914-MSTeams              |        |              | Manage Assoc |
|---|--|---------------------------------|--------|--------------|--------------|
| Max # of Reroute Attempts (n  |  | 10                              |        |              |              |
|   |  |                                 |        |              |              |
| Max # of Reroute Attempts wi  | thin a Priority (max 10):                    | 10<br>O None                    |        |              |              |
| Route Exhauston Action  |  |                                 |        |              |              |
|   |  | Forward to Phone                |        |              |              |
| e Trunking  |  | Forward to Phone     8635551212 |        |              |              |
| * Trunk Group Weight must be an Inte<br>* Trunk Group Priority must be an Inte                | ger between 1 and 10                         | 8635551212                      |        |              |              |
| * Trunk Group Weight must be an Inte  |  |                                 | Weight | Manage Trunk |              |
| * Trunk Group Weight must be an Inte<br>* Trunk Group Priority must be an Inte                | ger between 1 and 10                         | 8635551212                      | Weight | Manage Trunk |              |
| * Trunk Group Wright must be an Inte<br>* Trunk Group Priority must be an Inte<br>Trunk Group | ger between 1 and 10<br>Available / Assigned | 8835551212<br>Priority          |        | Manage Trunk |              |

## TEAMS (MS or OC)

Restricted Access for O365/MS Teams Administrators Only.

A Teams section only displays for those organizations with integrated **Teams** services (Direct/Derived routing connector or Operator Connect), and offers specially authorized and trained Teams Administrators access to a simplified deployment wizard. Post-deployment, the wizard tabs offer read-only views. The User List and Resource Accounts tabs offer basic tools for MS Teams TN/Direct Routing setting management from this portal. *Teams-related setting and user administration tasks should be managed by an O365/MS Teams Admin with sufficient permissions via the organization's O365 / Teams Admin portal.* The available Teams section tools (Post-Deployment) include:

#### Teams Deployment Info • User TN / Derived Routing Assignment Access • User/Phone List

|      |                |           |           |           |       |       |                         |           |                            |           |                |                 |           |         |        |                             | 6  |
|------|----------------|-----------|-----------|-----------|-------|-------|-------------------------|-----------|----------------------------|-----------|----------------|-----------------|-----------|---------|--------|-----------------------------|--|
| Mi   | crosof         | t Teams   |           |           |       |       |                         |           |                            |           |                |                 |           |         |        |                             | Cat.   |
|      |                |           |           |           |       | Conne | ct to Microsoft 365     | Setup Dor | nain DNS Configu           | ration Se | tup Temp Users | Derived Routing | User List |         |        |                             |  |
| Ехро | rt Users Impor | t Users   |           |           |       |       |                         |           |                            |           |                |                 | G         |         |        | <ul> <li>UnProvi</li> </ul> | red<br>red - Incorrect Voice Policy<br>sloned With Valid Phone License<br>sloned Missing Valid Phone Licer |
| Fir  | st Name        | Last Name | Principal |           | Phone | Ext   | Street                  | State     | Last Updated               | User      | Usage Locat    | Sip Proxy       | Us        | er Type | Status | Manage User                 | aoneo ansang valo Priore Licer   |
| Gr   |                | wapu      |           | ountgree  | 205   |       | 1200<br>CORPORATE<br>DR | AL        | 2023-12-<br>27T12:05:49.78 |           | us             | )themou         | ntg       |         | •      |                             |  |
| Bi   |                | on        |           | ounigree  | 205   |       | 1200<br>CORPORATE<br>DR | AL        | 2023-12-<br>27T12:05:49:78 |           | US             | themou          | ntgr      |         | •      | $\checkmark$                |  |
|      |                |           |           | nountgre  |       |       |                         |           |                            |           |                | Otherns         | kunt      |         | •      |                             |  |
|      |                |           |           | mountgr   |       |       |                         |           |                            |           |                | Qthem           | ount      |         |        | $\checkmark$                |  |
|      |                |           |           | untgreent |       |       |                         |           |                            |           |                | remoun          | igre      |         | •      |                             |  |
|      |                |           |           | untgreen  |       |       |                         |           |                            |           |                | themou          | ntgr      |         | •      |                             |  |
|      |                |           |           | mounlgr   |       |       |                         |           |                            |           |                | @them           | ount      |         | •      |                             |  |
|      |                |           |           | 3100001   |       |       |                         |           |                            |           |                | 345@3           | 100       |         | •      |                             |  |
|      |                |           |           | nountgre  |       |       |                         |           |                            |           |                | @them           | ant       |         |        |                             |  |

### CALL RECORDING

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

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

| м                          |               |                 |           |               | a    |  |
|----------------------------|---------------|-----------------|-----------|---------------|------|--|
| Call Recording             | 1             |                 |           |               | 9    |  |
| 7 Name                     | Group         | Role            | Recording | Extension     | Edit |  |
| Sipr sting -<br>psr 775    | 3100004616-01 | User - Advanced | ALW/0/S   | 255 S@nymim   |      |  |
| Sipr using -<br>psr 250    | 3100004616-01 | User - Advanced | ALW/075   | 255 id@nymtm  |      |  |
| Sipr using -<br>por 3ntg   | 3100004616-01 | User - Basic    | ALW/97S   | 205 Id@mymtm. |      |  |
| Sipr sting -<br>por 447]   | 3100004616-01 | User - Basic    | ALWRY5    | 255 Digmyrnin |      |  |
| Sipri sting -<br>pori kong | 3100004616-01 | User - Basic    | ALWRY'S   | 255 Xiĝnyntn  |      |  |
| Sipe sting -<br>poi 744    | 3100004616-01 | User - Basic    | AU/00/5   | 255 M@nyren   |      |  |
| Sign using -<br>[217 493]  | 3100004616-01 | User - Basic    | AUNR/S    | 255 N@nymtm   |      |  |

View License Holders • Manage Call Recording Voice Settings • Manage Call Recording Site Access

### WEBEX

Limited Access section for accounts with Webex application licenses.

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

Search Table Contents • Filter by Activation Status • Sort Columns • Refresh Status for Updates • Directory Sync

| Account regression       standard       Basic Seat       2(       76       9877       James       Hetfield       Pending Email Input       Refresh Statu         SIP Turking       basic       Simart Number       2(       2(       2523       Smart       Number       smo@mdgo us       Pending Email Input       Refresh Statu         Sip Turking       basic       Sisser With       2(       2(       2(       5523       Smart       Number       smo@mdgo us       Pending Email Validation       Refresh Statu         Simart Number       Simart Number       Simart Number       Simart Number       Simart Number       smo@mdgo us       Pending Email Validation       Refresh Statu  | Webex<br>Review progress of We |               | All<br>ar users: | Ŧ          |      |                 |           |                 | Last Synced Date: Wed Sep 14<br>0400 (Eastern Daylight Time)<br>In queue to be processed<br>Directory Sync | 2022 15:40:26 GMT-<br>Exp |
|--|--------------------------------|---------------|------------------|------------|------|-----------------|-----------|-----------------|--|---------------------------|
| Account regression       standard       Basic Metered<br>Seat       2C       11       1013       contact center/<br>Test       Test       cctest@mggo.us       Provisioned       Refresh Statu<br>Refresh Statu         42021 regression       standard       Basic Seat       2C       76       987       James       Hetfield       Pending Email Input       Refresh Statu         SiP Trunking       basic       Simart Number<br>Seat with<br>Seat with<br>Seat with<br>Seat with       2C       23       5523       Smart       Number       smmo@mglgo.us       Pending Email Validation       Refresh Statu  | Location                       | Webex License | † Service Type   | Service ID | Ext  | First Name      | Last Name | Email           | Webex Email Validation   |                           |
| test     samadu     seat     seat     seat     seat     seat     seat     seat     conscience     rest     conscience     rest     conscience     Refresh State       4/0021 regression<br>test     standard     Basic Seat     20     76     9877     James     Heffeld     Pending Email Input     Refresh State       SiP Trunking     basic     Smart Number     Seat vith     21     23     5523     Smart     Number     smno@mglgo us     Pending Email Validation     Refresh State       SiP Trunking     basic     Smart Number     Smart Number     smno@mglgo us     Pending Email Validation     Refresh State  | All 🗸                          |               |                  | All 🗸      |      |                 |           |                 |  |                           |
| Sip Trunking     basic     Smart Number       Sip Trunking     basic     Smart Number       Sip Trunking     basic       Sing Trunking     basic   | 4/2021 regression test         | standard      |                  | 20 11      | 1013 | contact center' | Test'     | cctest@mglgo.us | Provisioned  | Refresh Status            |
| SIP Trunking basic Seat with 20 23 5523 Smart Number smme@mglgo.us Pending Email Validation Refresh State<br>Sinart Number Simart Number Simart Number Simart Sim<br>Simart Simart |                                | standard      | Basic Seat       | 20 76      | 9877 | James           | Hetfield  |                 | Pending Email Input  | Refresh Status            |
|  | SIP Trunking                   | basic         | Seat with        | 20 23      | 5523 | Smart           | Number    | smno@mglgo.us   | Pending Email Validation   | Refresh Status            |
| SIP Trunking basic Seat with 20 [14 7684 DID Number2 Pending Email Input Refresh State   | SIP Trunking                   | basic         | Seat with        | 20 84      | 7684 | DID             | Number2   |                 | Pending Email Input  | Refresh Status            |

## **\*SUPPORT TICKETS**

Limited Access / Advanced Permissions required section.

The Support Tickets section displays only if the Admin has been granted permission to view it. Additional permissions required in order to be authorized to also submit minor tickets to Momentum Retail Support.

|   | ipport      |  |   |          |                |        |              |  |          |                |  |                  |
|---|-------------|--|---|----------|----------------|--------|--------------|--|----------|----------------|--|------------------|
|   |             |  |   |          |                | 8      | 88.538.3960  | CALL Customer ) : your ticket # ready) | Care     |                |  |                  |
|   | Ipport Tick | Kets 5<br>Foliats closed within last 7 day | 5   |          |                |        |              |  |          |                | (  | Enter New Ticket |
| * | + Ticket    | Status                                     | Subject   | Contact  | Priority       | Opened | Closed       | Escalated                              | Category | Contact Method |  |                  |
|   |             |  |   |          |                |        |              |  |          |                |  |                  |
|   | All 🗸       | All 🗸                                      | All 🗸   | All 👻    | All 🗸          |        |              | All 🗸                                  | All 👻    | All 🗸          | Clear Filters                                      |                  |
| 3 |             | All V                                      | TEST - DO NOT<br>CLOSE                              | All      | All V<br>Minor | 10.5   | 5 AM         | All 🗸                                  | All ~    | All 🗸          | Clear Filters                                      |                  |
|   |             |  | TEST - DO NOT                                       | All      |                | 10.50  |              |  |          | All 🗸          |  |                  |
|   | <u>01</u> : | New  | TEST - DO NOT<br>CLOSE<br>QA Test - Do not          | QATester | Minor          |        | I AM         | 00                                     | Other    |                | <ul> <li></li> <li></li> <li></li> <li></li> </ul> |                  |
|   | 01:<br>01:  | New  | TEST - DO NOT<br>CLOSE<br>QA Test - Do not<br>close |          | Minor          | 10:11  | i AM<br>2 AM | no.                                    | Other    | Email          |  |                  |

## \*MANAGE MFA

Data shown in this section is permission-based.

The Manage MFA section offers access to a searchable and sortable list view of the user and admin portal access accounts along with a **Reset MFA** tool that lets the Admin disconnect an account's current MFA protocol thus allowing the account holder to sign into the portal without using MFA (if MFA is Optional) OR setup a new MFA protocol again during the next sign in attempt (if MFA is Mandatory). The data in this page is populated as account holders set up their MFA protocols during sign in or via their account profile.

Note: Only the Portal Account Holder can set up the Multi-Factor Authentication protocol they'll use to log into their account.

|              |       |       |           |               |     |                      |                     | •          | і н.        |
|--------------|-------|-------|-----------|---------------|-----|----------------------|---------------------|------------|-------------|
| M MOMENTUM   | Ma    | ana   | ge MF     | A Users       |     |                      |                     |            | <b>a</b>    |
| Admin Tools  | 4 Usi | er ID | Azure Use | er Name       | Ema | il .                 | Verification Method | Last Reset | Manage User |
|              | 41    | 38    | prodr     | gmomentumtele | st  | §momentumtelecom.com |                     | 2023-11-09 | Reset MFA   |
|              | 21    | 97    | 2056      | ymäm, us      | ja  | eny@momentumteleco   | app                 | 2024-02-14 | (Reset MFA) |
|              | 1!    | 40    | 4706:     | ymtm.us       | dz  | ri@gomomentu         |                     | 2023-10-23 | Reset MFA   |
|              | 1!    | 38    | 4703      | symfim, us    | ve  | etty@momentu         |                     | 2023-10-23 | Reset MFA   |
|              | 1!    | 37    | 1657:     | 030643_VMR@   | ja  | mentumteleco         | sms                 | 2023-05-26 | (Reset MFA) |
|              | 15    | 22    | 4706:     | ymlm.us       | st  | umfelecom.com        |                     | 2023-10-23 | Reset MFA   |
|              | 1!    | 18    | 4705:     | ymlm.us       | st  | untelecom.com        | sms                 | 2024-02-14 | Reset MFA   |
| 🗴 Manage MFA |       |       |           |               |     |                      |                     |            |             |

## \*Circuits & Service Locations

#### Data/Managed Network Customers ONLY.

The **Circuits** page displays a list of circuits that are currently in inventory and active with the Service Provider. If Monitoring service was purchased, status indicators display red (down) or green (up). Gray = known/unmonitored. Additional tools require authorization. **Service Locations** offers a helpful Mapped view of known circuits with tools for reviewing more status details if monitored.

|         |                         |              | (a   | i Hi, michael  |
|---------|-------------------------|--------------|--|--|
| OMENTUM | Circuits List           |              |  |  |
| łs      | 9                       |              |  |  |
|         | Circuit ID Circuit Name | Speed (Mbps) | Location   | Status   |
|         | NP20012_ATL_GA          | 500 / 500    | NP2 9506]  |  |
| As .    | R02874 USSD3            | 100 / 100    | R02  |  |
|         | R02928 USLEB            | 500 / 500    | R02  |  |
|         | R03016 USVA1            | 100 / 100    | R03-   |  |
|         | P20032_BOS_MA USPLN     | 1000 / 1000  |  | C  |
|         | R00928 USHI2            | 20 / 20      | R00 III Dashboard  | Service Locations  |
|         | R00997 USBEN            | 50 / 50      | ♀ Locations & Gro<br>R00   | New York Philipurgh Charges INDIAKA OHIO   |
|         | R01205 USRI3            | 100 / 100    | ♦ Support Totols     ♦ Concurs     Port     Port   | Colomos<br>ST. Louis<br>St. Louis<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancaulta<br>Lancault |
|         | R02043 USCSP            | 150 / 150    | ₽ Manage MFA<br>R02  | SSOURI Longville unter villetinka Greek<br>National foreit press Mitter Villetinka Greek<br>National foreit press Texture Villetinka   |
|         | R01624 USBOH            | 500 / 500    | R01  | n Mathville → Generation Generation  |
|         | R01734 USASH            | 200 / 200    | R01  | Chiller 2<br>Chiller 2   |
|         |                         |              |  | Creize Allunta CAROLINA Mynthesisen  |
|         | R01867 LISMEM           | 1000 / 1000  | R01/arrenter ou and a real contractor and real or and a real of the real of th | Come ALARAMA<br>Dimensioned CEORGIA Chargest   |

## \*DEVICES

#### Restricted - Service Provider Level. Support/SLA Impacting. Advanced additional training required prior to access. Review and manage devices in NEPS inventory, along with their settings and assignments.

The Devices section offers access to a searchable view of All, Assigned, and Unassigned Devices for management, with the ability to Export a detailed device listing report, and add new devices to inventory, and manage FQDN and VLAN assignments for Locations on the account. The device management tools provided here make it easy to Add new devices to inventory, Configure, Swap and Assign listed devices, Remove device assignments, Delete devices from inventory, and review the historical activity of actions performed on each device within the Portal.

|               |   |             |                            |                 |               |             |               |                     |         | с нц      |          |                   |     |
|---------------|---|-------------|----------------------------|-----------------|---------------|-------------|---------------|---------------------|---------|-----------|----------|-------------------|-----|
| Devices :     | 13  |             |                            |                 |               |             |               |                     | (9)     |           |          | Add De            | _   |
| Al Devices An | igned Unassigned Group FGI                                  | ON Settings | Group VI.AN Settings       |                 |               |             |               |                     |         |           | 0        | Sheck Registratio |     |
| MAC           | Make Model  | ACQ<br>Code | Assigned To                | Location        | FQDN          | TN<br>Count | Video Enabled | Late Added          | History |           |          |                   |     |
| 1CAE7F4E6CD6  | FAX_AudioCodec_MP_202                                       | Owned       |                            | Hosted IP PBX   | NIA           | 0           | No            | 06/21/2010 12:10 PM | ۲       | Configure | Remove   | Edt               | ) 1 |
| 110033aa33aa  | BW Polycom 331  | Owned       | Gopi Yeleswaraapu(20550804 | Hosted IP PBX   | 10.0.20.<br>1 | 1           | No            | 05/29/2019 02:54 PM | ۲       | Configure | Unassign |                   |     |
| 003300887755  | BW Polycom Business Media<br>VVX 400/401/410/411            | Owned       |                            | Hosted IP PBX   | NA            | 0           | No            | 03/19/2010 01:08 PM | ۲       | Configure | Remove   | Edit              | 5   |
| 114433221144  | FAX_AudioCodec_MP_202                                       | Owned       |                            | Service Office  | NIA           | 0           | No            | 03/14/2010 03:22 AM | ۲       | Configure | Remove   | Edt               | )   |
| 382548954892  | BW Polycom 335  | Owned       |                            | Hosted IP PBX   | NIA           | 0           | No            | 02/28/2010 01:25 PM | ۲       | Configure | Remove   | Edt               | )   |
| 376676673832  | BW Polycom 335  | Owned       |                            | Hosted IP PBX   | NA            | 0           | No            | 02/28/2019 01:25 PM | ۲       | Configure | Remove   | Edt               | 5   |
| 342962782309  | BW Polycom 335  | Owned       |                            | Hosted IP PBX   | NA            | 0           | No            | 02/28/2019 01:25 PM | ۲       | Configure | Remove   | Edit              | 5   |
| 334411115487  | BW Polycom Business Media<br>VVX 600 Paper Label<br>Sidecar | Owned       |                            | SIP Trunking    | NIA           | 0           | No            | 02/27/2019 11:20 PM | ۲       | Configure | Remove   | Edit              | 2   |
| 998877554433  | BW Polycom SoundStation<br>IP 5000,6000,7000                | Owned       |                            | Service Office  | NIA           | o           | No            | 02/27/2019 10:47 PM | ۲       | Configure | Remove   | Edt               | 5   |
| 334422112211  | FAX_AudioCodec_MP_202                                       | Owned       |                            | Hosted IP PBX   | NIA           | 0           | No            | 02/27/2010 10:45 PM | ۲       | Configure | Remove   | Edt               |     |
| 113344221122  | BW Polycom 331  | Owned       |                            | Hosted IP PBX 2 | NIĂ           | 0           | No            | 02/27/2019 10:41 PM | ۲       | Configure | Remove   | Edit              |     |
| 112211331144  | FAX_AudioCodec_MP_202                                       | Owned       |                            | Hosted IP PBX   | NIA           | 0           | No            | 02/27/2010 10:34 PM | ۲       | Configure | Remove   | Edt               |     |
| 375927503215  | BW Polycom Business Media<br>VVX 201                        | Owned       |                            | SIP Trunking    | NIA           | o           | No            | 02/22/2019 05:41 AM | ۲       | Configure | Remove   | Edt               |     |
| 759382752932  | BW Polycom Business Media<br>VVX 400/401/410/411            | Owned       |                            | SIP Trunking    | NIA           | 0           | No            | 02/22/2010 05:41 AM | -       | Contaire  | Remove   | Edt               |     |

### **\*SERVICE CHANGES**

Restricted - Service Provider Level. Support & Billing Impacting. Advanced additional training required prior to access. Perform some simple single-process orders and assignment changes to services for the account.

The **Service Changes** page displays current account service orders, with easy access to the tools that allow specially trained/authorized Admins to Move, Add, and Change account services and review order status information.

|               |                          |                         |                            |                       |               |                          | _           |                          |
|---------------|--------------------------|-------------------------|----------------------------|-----------------------|---------------|--------------------------|-------------|--------------------------|
| Service       | Changes                  |                         |                            |                       |               |                          | Add Service | s Manage User Add        |
| Location:     | All Locations            |                         |                            |                       |               |                          |             | View All Service Cl      |
| Open Requests | Seat Type Caller ID [CN4 | M] Block Extension Line | Type Listing Virtual Termi | inating Number        |               |                          |             |                          |
| Order         | Account                  | MACD Type               | Created Date               | Created By            | Modified Date | Modified By              | Status      |                          |
|               | All 🔻                    | All 🔻                   |                            |                       |               |                          | All ¥       | Clear Filters            |
| 280083        | 310000028-12             | ADD_SERVICES            | 03/20/2019                 | rfetters              | 03/20/2019    | rfetters                 | OPEN        |                          |
| 286681        | 310000028-12             | ADD_SERVICES            | 03/20/2019                 | trizzcarter           | 03/20/2019    | trizzoarter              | OPEN        |                          |
| 286680        | 310000028-12             | ADD_SERVICES            | 03/20/2019                 | vwhitsett             | 03/20/2019    | vwhitsett                | OPEN        |                          |
| 286676        | 310000028-01             | ADD_SERVICES            | 03/20/2019                 | Cloud Services Portal | 03/20/2019    | Cloud Services<br>Portal | PROCESSING  | <u>View</u><br>Terminate |
| 286606        | 310000028-01             | ADD_LOCATION            | 03/19/2019                 | jdewoody              | 03/19/2019    | jdewoody                 | PROCESSING  |                          |
| 286120        | 310000028-08             | DISC_LOCATION           | 03/18/2019                 | matt.warren           | 03/18/2019    | matt.warren              | OPEN        |                          |
| 285235        | 310000028-01             | ADD_SERVICES            | 03/13/2019                 | Cloud Services Portal | 03/13/2019    | Cloud Services<br>Portal | OPEN        | Edit<br>Delete           |
| 284802        | 310000028-01             | ADD_SERVICES            | 03/11/2019                 | Cloud Services Portal | 03/11/2019    | Cloud Services<br>Portal | OPEN        | Edit<br>Delete           |
| 284801        | 310000028-01             | ADD_SERVICES            | 03/11/2019                 | Cloud Services Portal | 03/11/2019    | Cloud Services<br>Portal | OPEN        | Edit<br>Delete           |
| 284800        | 310000028-01             | ADD_SERVICES            | 03/11/2019                 | Cloud Services Portal | 03/11/2019    | Cloud Services<br>Portal | OPEN        | Edit<br>Delete           |
| 284799        | 310000028-01             | ADD_SERVICES            | 03/11/2019                 | Cloud Services Portal | 03/11/2019    | Cloud Services<br>Portal | OPEN        | Edit<br>Delete           |
| 284798        | 310000028-01             | ADD_SERVICES            | 03/11/2019                 | Cloud Services Portal | 03/11/2019    | Cloud Services<br>Portal | OPEN        | Edit<br>Delete           |
| 284781        | 310000028-01             | ADD_SERVICES            | 03/11/2019                 | Cloud Services Portal | 03/11/2019    | Cloud Services<br>Portal | OPEN        | Edit<br>Delete           |
| 284777        | 3100000028-01            | ADD_SERVICES            | 03/11/2019                 | Cloud Services Portal | 03/11/2019    | Cloud Services<br>Portal | OPEN        | Edit<br>Delete           |