

SIGN IN

For Online Access to the Admin Tools within the Cloud Services Portal:

Go to the website URL you received from your service provider and enter the Administrator Username and Password credentials to log in.

ADMIN TOOLS MENU

The Admin Tools Menu on the left side of the view offers permission-based access to work within the following optional sections:

- » **Dashboard** – The Administrator Home page displays current and historical account activity, and offers quick access links to relevant voice and enterprise service management tools via the featured cards.
- » **Locations** – Access to manage Group, Department or Service level settings organized by Location.
- » **Services & Users** – Access to view and manage individual User level services and settings.
- » **Devices** – Advanced access to manage device inventory and assignments.
- » **Trunking** – Advanced access to SIP Trunk information and setting administration.
- » **Enterprise Settings** – Enterprise level feature and services management.
- » **Contact Center** – Manage queues, schedules, assignments and the setup for Contact Center(s).
- » **Documents** – A library offering User Guides and useful documentation from the Provider.
- » **Contact Directory** – An optional alternate hosted voice directory of custom phone contacts maintained at the Enterprise level.
- » **Service Changes** – Advanced access to 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, AND direct quick-access links from each card section to administrator-level tools, services, and features. Now you can see everything that is going on in an Enterprise account, and access any area or service you need to manage from one page - **fast**.

Best Company, Inc.
880 Montclair RD
BIRMINGHAM, AL 35213
Account No.: 2100

Admin Tools

- Dashboard
- Locations
- Services & Users
- Enterprise Settings
- Documents
- Contact Directory
- Service Changes

Favorite Services

Name	Service	ServiceNumber	Extension
★ Cisco LAB AA	Auto Attendant Unlimited		500
★ Park 1	Executive Extension Seat		801
★ Park 3	Executive Extension Seat		803

[View All Services](#)

Quick View

- Locations: **1** [Manage](#)
- Services & Users: **11** [Manage](#)
- Devices: **2**

Devices [Check Registration Status](#)

- All Locations: **0**
- Registered: **0**
- Unregistered: **1** [Manage](#)
- Provisioned: **1** [Manage](#)

Call Activity [Call Details](#)

All Calls	Calls
All Calls	Last 90 Days

Legend: 24 Internal, 0 Out Local, 0 International, 15 Inbound, 0 Out LD, 0 Other

Activity History

- Park 3 (803) 2 months ago
- Cisco LAB AA (2057195000) 4 months ago
- Cisco One (2058220000) 4 months ago
- Park 1 (801) 7 months ago
- Cisco Two (2055220000) 7 months ago

My Profile [Log Out](#)

Cloud Services Portal Administrators

ADMIN DASHBOARD FEATURES

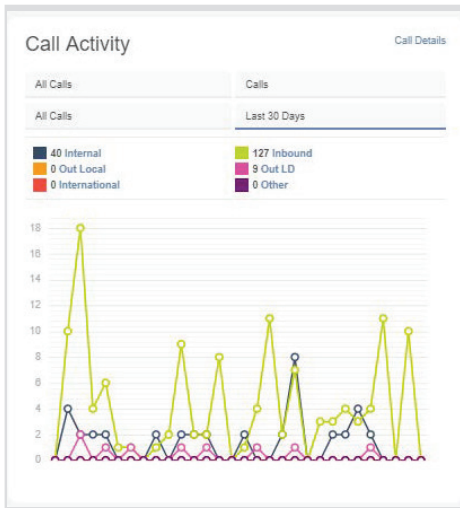
Dashboard cards offer LIVE and historical data along with easy access to common administration tools.

Account Profile - Review current account information.

Best Company, Inc.
 880 Montclair RD
 BIRMINGHAM, AL 35213
 Account No.: 2100008263

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

[Links to:](#) Call Log Details



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

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.

Quick View

Locations Manage

3

Services & Users Manage

32

Devices

3

Quick View - Total number of Locations, Services & Users, and Devices currently on the account.

[Links to:](#) Locations, Services & Users, and Devices

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:](#) Devices

Devices Check Registration Status

All Locations

Registered

0

Unregistered Manage

7

Provisioned Manage

7

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

Cloud Services Portal Administrators

LOCATIONS

Review and manage settings for the Users and Services 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, and the **Emergency Call Notification Email** and **E911** column links open edit dialogs.
- **Edit icon** (far right column) opens the **Group Settings** dialog to edit settings for the selected Location.

Name	Location ID	Services	Users	SVC Street	SVC City	SVC State	Emergency Call Notification Email	E911	Edit
Hosted IP PBX	3100001851-01	81	73	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
SIP Trunking	3100001851-02	22	21	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Hosted IP PBX 2	3100001851-03	8	8	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Service Office	3100001851-04	3	2	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Brandon Ext SIP Trunk Test	3100001851-05	0	0	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
IPTrunking test location	3100001851-06	48	28	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
IP Trunking Test2	3100001851-07	54	35	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
location gama	3100001851-08	4	2	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	

SERVICES & USERS

Review and manage service settings for individual users 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 area of the site where editing may be performed. Users may also select specific listings to display as Favorites ★ on the Dashboard for quick access to accounts that are changed or managed frequently.

Service Type	First Name	Last Name	Service ID	Extension	MAC	Location	Dept	Assigned To
★ Anywhere Feature Control	anywhere	control	7827289257	9257		Call Center		anywhere control
★ DID	DID	DID	7827289287	9287		SIP Trunking		DID DID
★ Basic Metered Seat with Voicemail w/ DID	Basic	M Vmail	7827289253	9253	a540541356dc	Call Center		Basic M Vmail
★ Auto Attendant Tree	AA	Tree	7827289293	9293		Call Center		AA Tree
★ Premium Call Center Agent						Location 3		
★ Auto Attendant Unlimited	Standard	AA	7827289255	9255		Call Center		Standard AA
★ Collaborate Bridge	Collab	Bridge	7827289262	9262		Call Center		Collab Bridge
★ Premium Contact Center Queue with TN Unlimited	Premium	CC	7827289259	9259		Call Center		Premium CC
★ Audio Conferencing	Audio	Conf	7827289261	9261		Call Center		Audio Conf
★ DID	DID	DID	7827289296	9296		SIP Trunking		DID DID
★ DID	DID	DID	7827289290	9290		SIP Trunking		DID DID
★ DID	DID	DID	7827289273	9273		SIP Trunking		DID DID
★ DID	DID	DID	7827289287	9287		SIP Trunking		DID DID
★ DID	DID	DID	7827289268	9268		SIP Trunking		DID DID
★ DID	DID	DID	7827289285	9285		SIP Trunking		DID DID
★ DID	DID	DID	7827289271	9271		SIP Trunking		DID DID

DEVICES

Authorized Permission Required. Review and manage device inventory, 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. Data shown includes the MAC address, Make/Model, ACQ Code, Assigned To, Location, Line Keys, Video Enabled setting, and a link to view past changes for each device. The device management tools provided here make it easy to Add new devices to inventory, Configure, Swap and assign listed devices, remove device assignments, and delete devices from inventory.





MAC	Make Model	ACQ Code	Assigned To	Location	FQDN	TN Count	Video Enabled	Date Added	History
1C4E7F4E3C05	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	06/21/2016 12:10 PM	Configure Remove Edit
110223a32aa	BW Polycom 331	Owned	Corp Yelassarasaju2055004	Hosted IP PBX	10.0.20.1	1	No	05/26/2016 02:54 PM	Configure Unassign
00339693759	BW Polycom Business Media VVX_400/401/410/411	Owned		Hosted IP PBX	N/A	0	No	03/18/2016 01:08 PM	Configure Remove Edit
114433221144	FAX_AudioCodes_MP_202	Owned		Service Office	N/A	0	No	03/14/2016 03:22 AM	Configure Remove Edit
38294854892	BW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2016 01:25 PM	Configure Remove Edit
375675972832	BW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2016 01:25 PM	Configure Remove Edit
342902782358	BW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2016 01:25 PM	Configure Remove Edit
33441115487	BW Polycom Business Media VVX_600 Paper Label Slicar	Owned		SIP Trunking	N/A	0	No	02/27/2016 11:20 PM	Configure Remove Edit
008877554433	BW Polycom SoundStation IP 8000/8000/7000	Owned		Service Office	N/A	0	No	02/27/2016 10:47 PM	Configure Remove Edit
334422112211	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	02/27/2016 10:45 PM	Configure Remove Edit
113344221122	BW Polycom 331	Owned		Hosted IP PBX 2	N/A	0	No	02/27/2016 10:41 PM	Configure Remove Edit
112211331144	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	02/27/2016 10:34 PM	Configure Remove Edit
370027603216	BW Polycom Business Media VVX_201	Owned		SIP Trunking	N/A	0	No	02/23/2016 05:41 AM	Configure Remove Edit
759383703932	BW Polycom Business Media VVX_400/401/410/411	Owned		SIP Trunking	N/A	0	No	02/23/2016 05:41 AM	Configure Remove Edit

TRUNKING

Review and manage 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.

Location	Location ID	Trunk Group ID	Pilot DID	Enterprise CP	Location CP	Services Numbers	Edit
location 2	3100000028-02	20572196008TRUNK	2057219608	7	2	1	
Sip Trunk Location	3100000028-05	2057219623TRUNK	2057219623	7	3	1	
Hilare's House of Chicken Soup	3100000028-03	2057300918TRUNK	2057300918	7	1	0	
Sip Trunk Location	3100000028-06	2057300979TRUNK	2057300979	7	1	0	

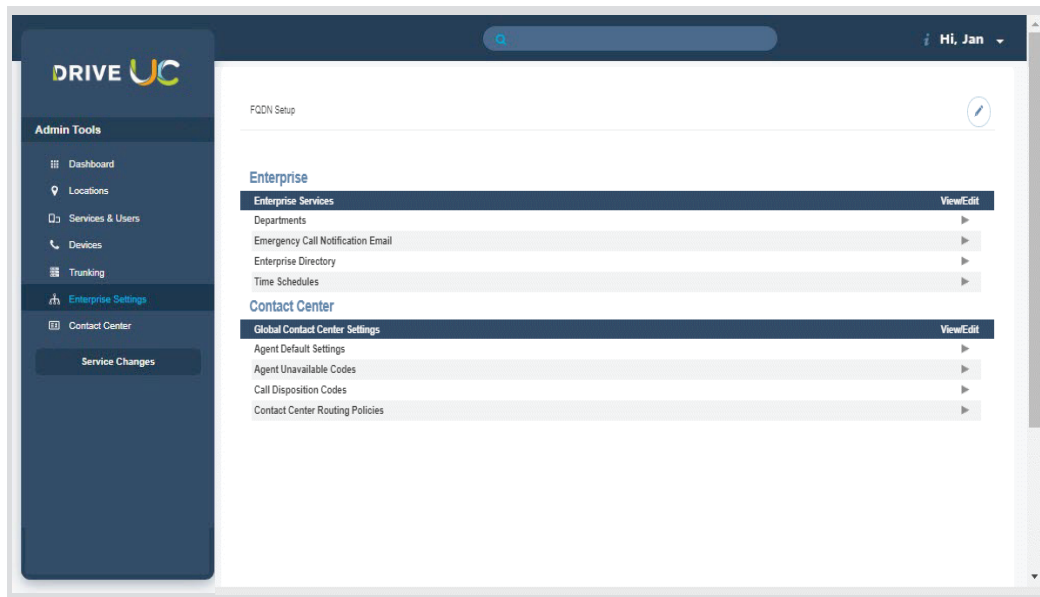
Cloud Services Portal Administrators

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).

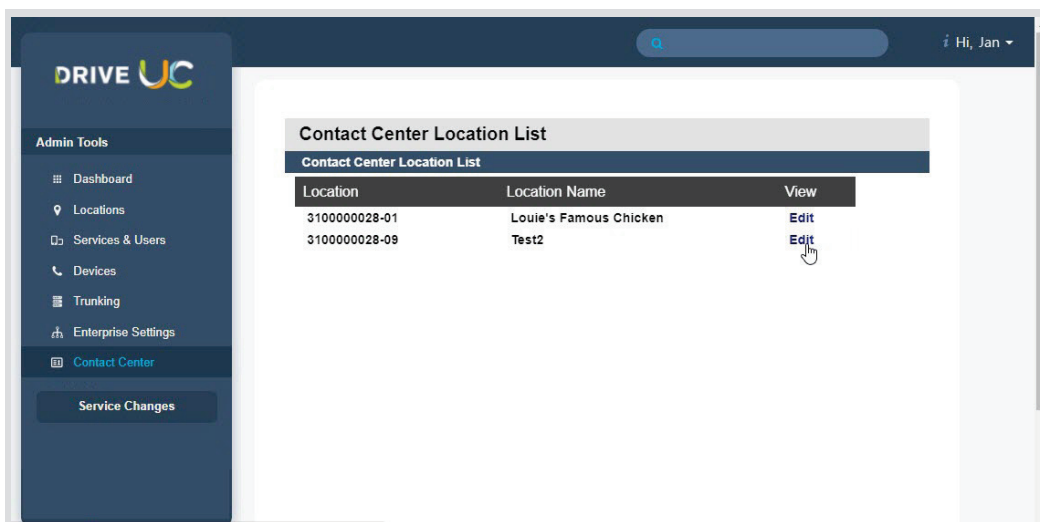
- **View/Edit** - The drop down arrow ► next to an item opens the *Edit Settings* view.



CONTACT CENTER

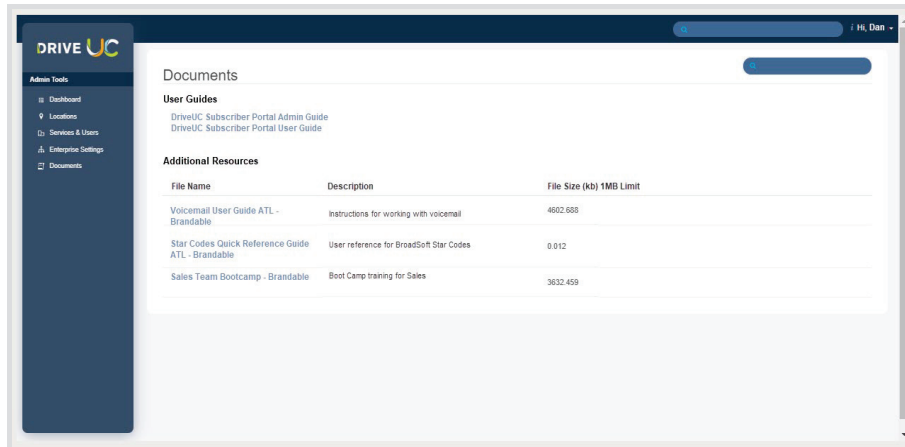
Manage Contact Center activation, setup, and feature configurations.

The **Contact Center** page provides authorized Administrators 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.



DOCUMENTS and CONTACT DIRECTORY

Optional pages offering access to downloadable documents from the provider or a customizable common phone directory.



DRIVE UC

Admin Tools

- Dashboard
- Locations
- Services & Users
- Enterprise Settings
- Documents

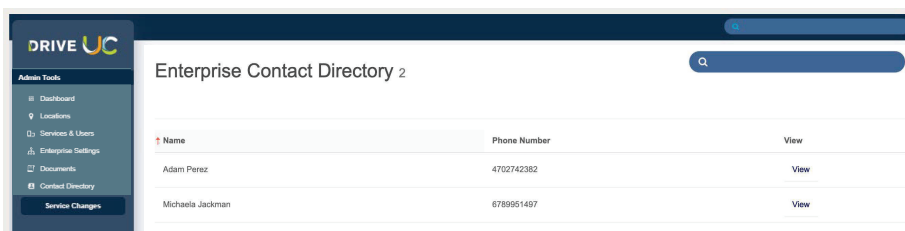
Documents

User Guides

- DriveUC Subscriber Portal Admin Guide
- DriveUC Subscriber Portal User Guide

Additional Resources

File Name	Description	File Size (kb) 1MB Limit
VoiceMail User Guide ATL - Brandable	Instructions for working with voicemail	4602.608
Star Codes Quick Reference Guide ATL - Brandable	User reference for BroadSoft Star Codes	0.012
Sales Team Bootcamp - Brandable	Boot Camp training for Sales	3632.459



DRIVE UC

Admin Tools

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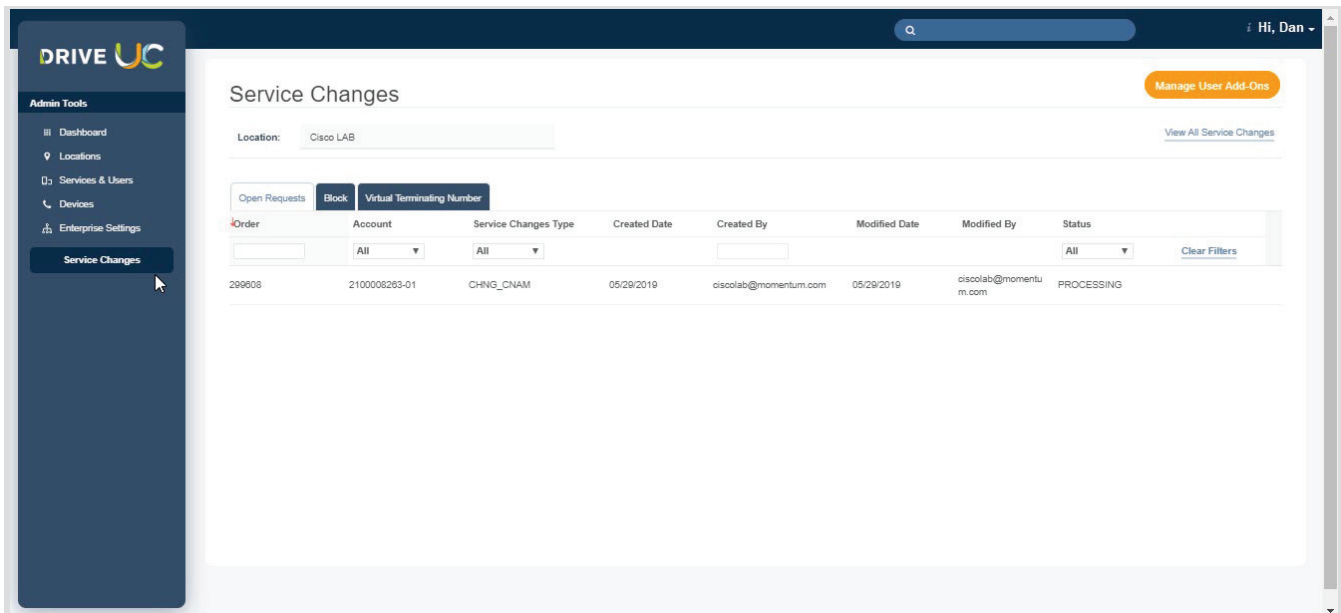
Enterprise Contact Directory 2

Name	Phone Number	View
Adam Perez	4702742382	View
Michaela Jackman	6789951497	View

SERVICE CHANGES

Advanced Access Permissions Required. Manage non-billable orders and 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 Administrators to Move, Add, and Change account services and review order status information.



DRIVE UC

Admin Tools

- Dashboard
- Locations
- Services & Users
- Devices
- Enterprise Settings
- Service Changes

Service Changes

Location: Cisco LAB [View All Service Changes](#)

Open Requests **Block** **Virtual Terminating Number**

Order	Account	Service Changes Type	Created Date	Created By	Modified Date	Modified By	Status
299808	2100008263-01	CHNG_CNAM	05/29/2019	cisolab@momentum.com	05/29/2019	cisolab@momentum.com	PROCESSING