

SIGN IN

For Online Access to the Administration 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.

Note: The first time the portal is accessed, a Terms and Conditions dialog displays requiring manual acknowledgment to proceed.

ADMIN TOOLS MENU

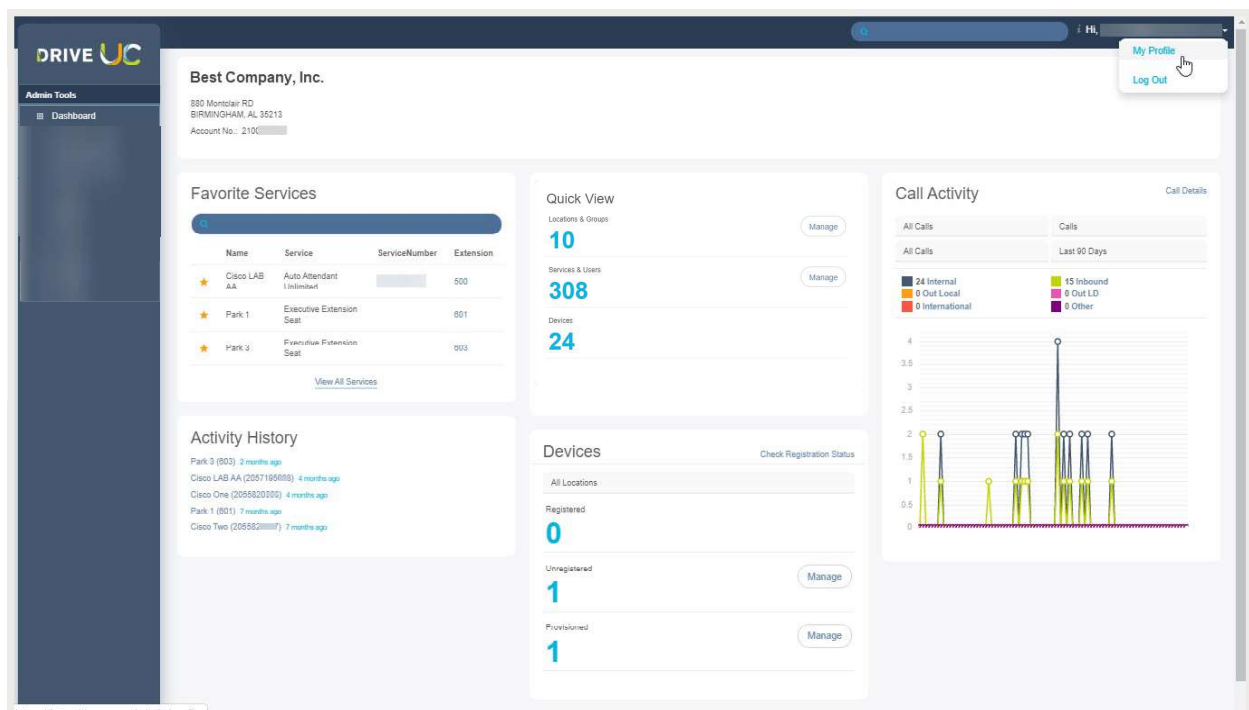
The **Admin Tools** Menu on the left side of the page offers permission-based access to at least some of the following sections. **Note:** Only those sections and tools the organization needs and the Admin is authorized to view will display.

- » **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** - General SIP Trunk information and setting administration.
- » **Enterprise Settings** - Enterprise level feature and services management.
- » **Documents** - Review documentation that may have been added by the service provider.
- » **Contact Directory** - Review and manage Enterprise level custom contact entries.
- » **Contact Center** - Manage queues, schedules, assignments and the setup for Contact Center(s).
- » ***Billing** - Restricted Access. Authorized Admin access to account billing history and payment management tools.
- » ***IP Trunking** - Limited Access. Where in use: Access tools for specialized Trunk settings and related information.
- » ***Devices** - Restricted Access. Advanced tools. Manage device inventory and usage assignments.
- » ***Enterprise Trunking** - Limited Access. Where in use: IT Admin access to specialized Trunk maintenance settings.
- » ***Service Changes** - Restricted Access. Advanced single-process service and order management tools.
- » ***Microsoft Teams** - Restricted/Limited Access. O365 / MS Teams Admin access to manage Teams User voice access.
- » ***Call Recording** - Limited Access. Manage voice settings and dashboard link access for Call Recording license holders.
- » ***Webex** - Webex Customers Only. Search/Review activation process status data for Webex licenses on the account.

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**.



Cloud Services Portal Administrators

ADMIN DASHBOARD FEATURES

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

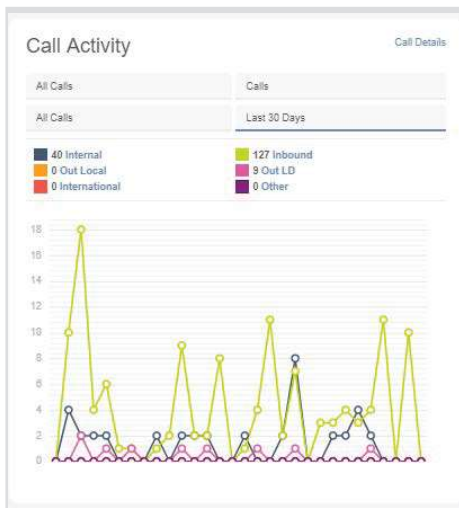
Account Profile - Review current account information.

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 & Groups

10

Manage

Services & Users

308

Manage

Devices

24

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.

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

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.

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LOCATIONS & GROUPS

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

The [Locations & Groups](#) page provides a searchable table listing of the Locations and Groups currently configured on the account. Authorized Admins may use the section Search to locate specific terms within the table. The column headers can sort the list alphanumerically, and Links and tools access the following areas for each listing 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) and the link under [Name](#) offer access to edit the feature settings for the selected Location.

Name	Location ID	Services	Users	SVC Street	SVC City	SVC State	Emergency Call Notification Email	E911	Edit
DevOps Test 5	3100002152-06	0	0	404 W MARKET ST	LEESVILLE	OH	nwtesting@records.com	See 911 Address List	
DevOps Test 6	3100002152-07	0	0	404 W MARKET ST	LEESVILLE	OH	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 7	3100002152-08	0	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 8	3100002152-09	0	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 9	3100002152-10	0	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 10	3100002152-11	0	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 11	3100002152-12	1	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 12	3100002152-13	0	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 13	3100002152-14	0	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 14	3100002152-15	0	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	
DevOps Test 15	3100002152-16	0	0	40 W MINER ST	COALDALE	PA	cid.hawthorne@momentumtelecom.com	See 911 Address List	

SERVICES & USERS

Review and manage service settings for individual users on the account.

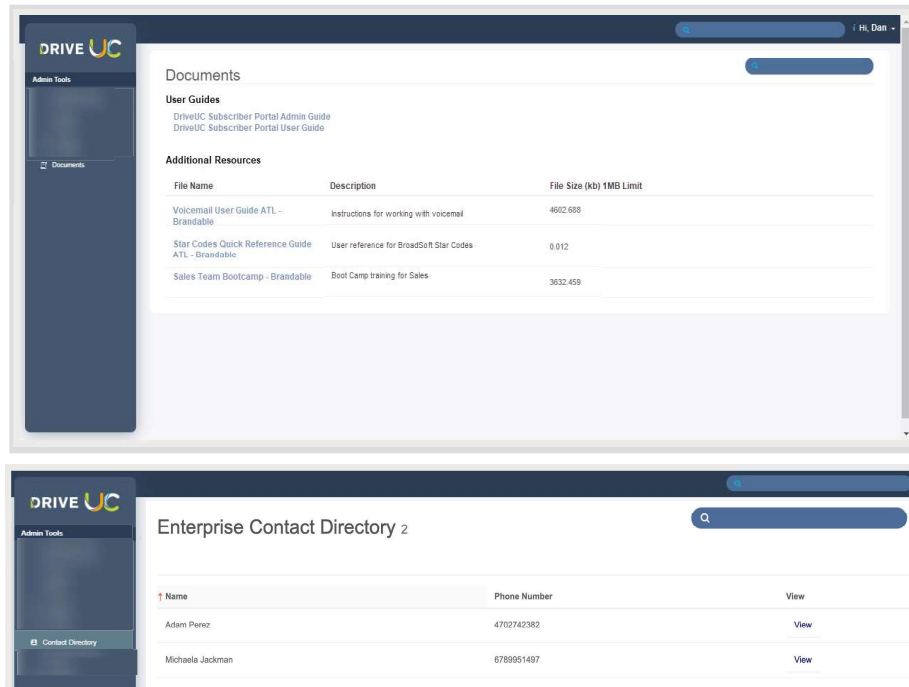
Services & Users displays a searchable and sortable list of the user accounts currently defined on the account. The information is provided in a simple table format, and includes the [Service Type](#), Name (First,Last), [Service ID](#), Ext (Extension), MAC (Address), Location, Department and Number 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	7627280257	9257		Call Center		anywhere control
★ UUU	UUU	UUU	7627280257	9257		SIP Trunking		UUU UUU
★ Basic Metered Seat with Voicemail w/ DID	Basic	M Vmail	7627280253	9253	a540541356dc	Call Center		Basic M Vmail
★ Auto Attendant Tree	AA	Tree	7627280253	9253		Call Center		AA Tree
★ Premium Call Center Agent						Location 3		
★ Auto Attendant Unlimited	Standard	AA	7627280255	9255		Call Center		Standard AA
★ Collaborate Bridge	Collab	Bridge	7627280252	9252		Call Center		Collab Bridge
★ Premium Contact Center Queue with TN Unlimited	Premium	CC	7627280259	9259		Call Center		Premium CC
★ Audio Conferencing	Audio	Conf	7627280251	9251		Call Center		Audio Conf
★ DID	DID	DID	7627280256	9256		SIP Trunking		DID DID
★ DID	DID	DID	7627280250	9250		SIP Trunking		DID DID
★ DID	DID	DID	7627280273	9273		SIP Trunking		DID DID
★ DID	DID	DID	7627280257	9257		SIP Trunking		DID DID
★ DID	DID	DID	7627280258	9258		SIP Trunking		DID DID
★ DID	DID	DID	7627280255	9255		SIP Trunking		DID DID
★ DID	DID	DID	7627280271	9271		SIP Trunking		DID DID

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DOCUMENTS and CONTACT DIRECTORY

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

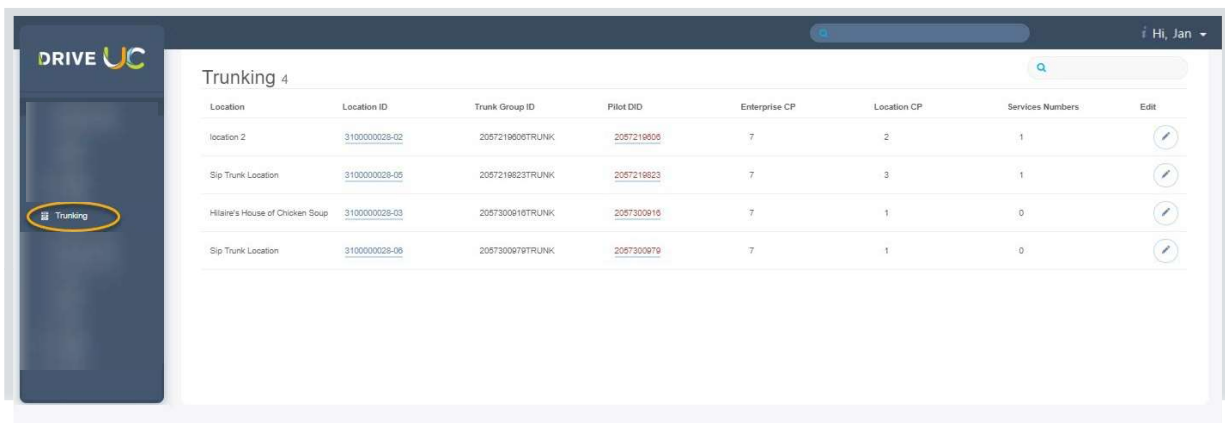


TRUNKING & IP TRUNKING

Review and manage SIP or IP 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.

The IP Trunking 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.



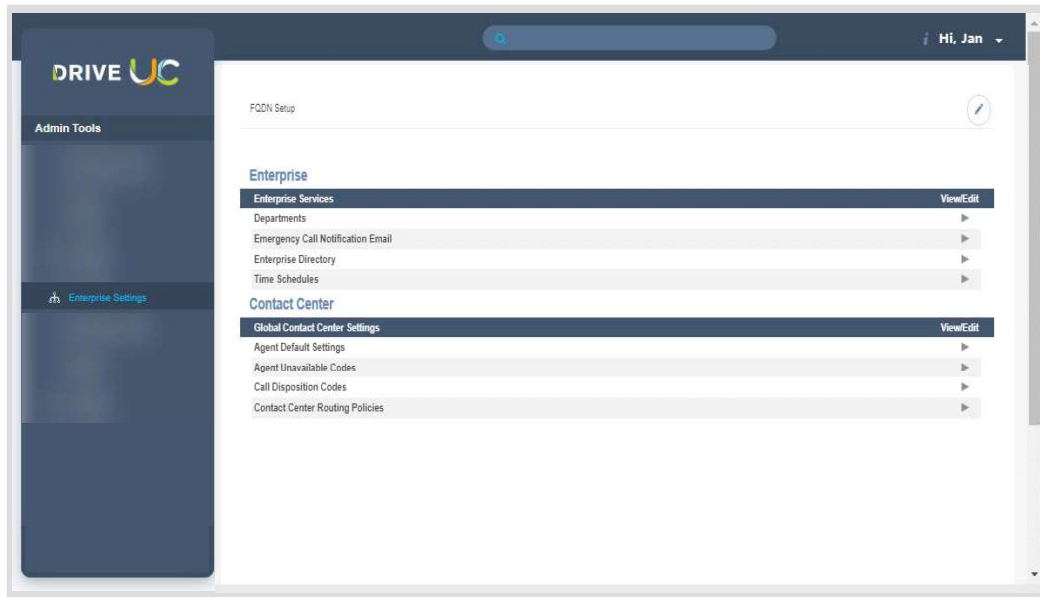
Cloud Services Portal Administrators

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).

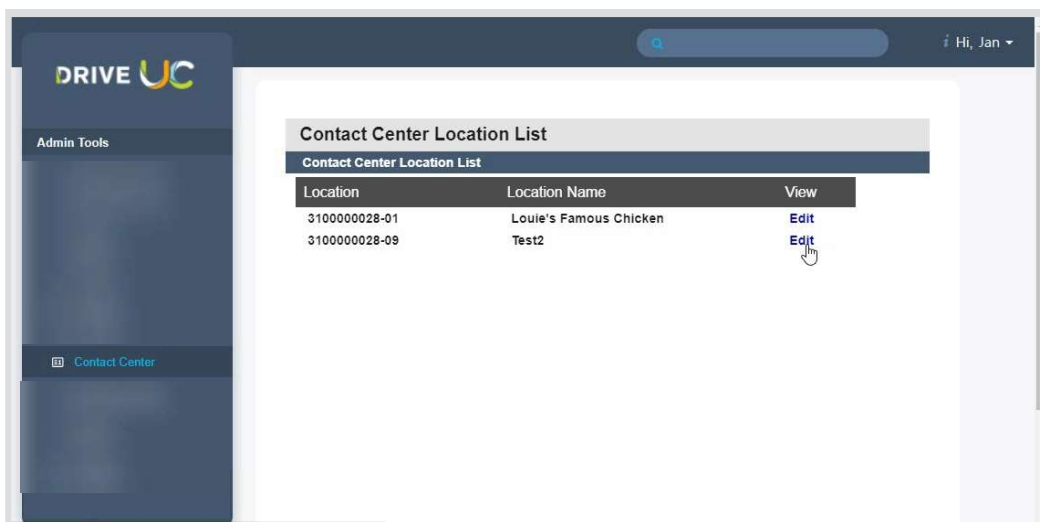
- **View/Edit** - The drop down arrow ► next to an item opens the *Edit Settings* view.



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.



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*DEVICES

*Authorized Permission and Specialized Training Required for Access
Review and manage NEPS 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
1CA2F74E5C2D	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	06/21/2019 12:10 PM	Configure Remove Edit
110323a23a4	SW Polycom 331	Owned	Click "View" to see details	Hosted IP PBX	10.9.20.1	1	No	09/02/2019 02:54 PM	Configure Unassign
003399887755	SW Polycom Business Media VXX 800 Paper Label	Owned		Hosted IP PBX	N/A	0	No	03/18/2019 01:08 PM	Configure Remove Edit
11442221144	FAX_AudioCodes_MP_202	Owned		Service Office	N/A	0	No	03/14/2019 03:22 AM	Configure Remove Edit
33294854532	SW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
370575073832	SW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
842952762309	SW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
33441115487	SW Polycom Business Media VXX 800 Paper Label	Owned		SIP Trunking	N/A	0	No	02/27/2019 11:20 PM	Configure Remove Edit
608877854433	SW Polycom SoundStation IP 8800 8800 7000	Owned		Service Office	N/A	0	No	02/27/2019 10:47 PM	Configure Remove Edit
334422112211	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	02/27/2019 10:45 PM	Configure Remove Edit
110344221122	SW Polycom 331	Owned		Hosted IP PBX 2	N/A	0	No	02/27/2019 10:41 PM	Configure Remove Edit
112211331144	FAX_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	02/27/2019 10:34 PM	Configure Remove Edit
375927803215	SW Polycom Business Media VXX 201	Owned		SIP Trunking	N/A	0	No	02/22/2019 05:41 AM	Configure Remove Edit

*SERVICE CHANGES

*Advanced Access Permissions, Authorization, and Specialized Training Required.
Manage single process 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.

Order	Account	Service Changes Type	Created Date	Created By	Modified Date	Modified By	Status
299608	2100005263-01	CHNG_CNAM	05/29/2019	ciscolab@momentum.com	05/29/2019	ciscolab@momentum.com	PROCESSING

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*ENTERPRISE TRUNKING

Advanced Access Permissions Required. Review and manage available Enterprise Trunk Group settings.

The **Enterprise Trunking** section provides access to review Enterprise Trunk Group settings and the tools to allow authorized Administrators to manage and maintain the specialized Enterprise trunk group settings.

[View/Edit Trunk Group Settings](#) • [Manage DID Associations](#) • [Manage Routing/Priority/Weight](#)

The screenshot shows the 'Enterprise Trunking' configuration page. The left sidebar has 'Admin Tools' and 'Enterprise Trunking' (selected). The main area has a 'Save' and 'Cancel' button at the top right. Below is a form for 'Enterprise Trunk Name' (2100017914-MSTeams) and 'Manage Associated DIDs'. The form includes fields for 'Max # of Reroute Attempts (max 10):' (10), 'Max # of Reroute Attempts within a Priority (max 10):' (10), and 'Route Exhaustion Action' (Forward to Phone, with a text box containing 0035551212). Below the form are two notes: '* Trunk Group Weight must be an integer between 1 and 65536' and '* Trunk Group Priority must be an integer between 1 and 10'. A table lists trunk groups with columns: Trunk Group, Available / Assigned, Priority, Weight, and Manage Trunk.

Trunk Group	Available / Assigned	Priority	Weight	Manage Trunk
2100017914-att01	Assigned	10	10	
2100017914-ph01	Assigned	10	50	
2057300443TRUNK	Available			

*MICROSOFT TEAMS

*Advanced Access Permissions, Authorization, and Specialized Training Required.
Tools for deployment (restricted) and Teams User TN assignment.*

The **Microsoft Teams** section provides an initial SBC/Direct Routing deployment wizard - and post-deployment opens directly to the User List for Teams User TN/Direct Routing management.

The screenshot shows the 'Microsoft Teams' user management page. The left sidebar has 'Admin Tools', 'Dashboard', 'Microsoft Teams' (selected), 'Support', and 'Training'. The main area has a 'Connect to Microsoft 365' button and tabs for 'Setup Domain', 'DNS Configuration', 'SBC Configuration', 'Setup Temp Users', 'Direct Routing', and 'User List' (selected). Below the tabs is a table with columns: First Name, Last Name, Princip..., Phone, Street, State, Last Up..., User State, Usage L..., Sip Proxy, User Type, and Manage User. The table lists several users, including 'ruk...', 'th...', 'y@f...', 'the...', 'mal...', 'th...', and '@th...'. The last row shows a user with address '1200 CORPO... DR, AL' and date '2021-04-30T13:2...'.

Cloud Services Portal Administrators

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](#)

Location	Provisioned	Service Type	Service ID	Ext	First Name	Last Name	Email	Webex Email Validation
AL - Birmingham	Pending Email Input	Executive Unlimited Seat	2010000048	600	Michael	TE		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	2010000055	500	Jill	Le		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	2010000048	600	ME	Int		Pending Email Input Refresh Status
AL - Birmingham	standard	Standard (Seat) Unlimited	2010000011	300	De	Bo		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	2010000041	400	Michael	Tel		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	2010000027	500	Li	Ge		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	2010000039	400	Orion	I		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	2010000061	200	Kal	Me	kac@momentum.com	Provisioned Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	2010000072	300	Ad	Nu		Pending Email Input Refresh Status
AL - Birmingham	standard	Executive Unlimited Seat	2010000078	400	Col	Th	col@momentum.com	Provisioned Refresh Status
AL - Birmingham	basic	Executive Unlimited Seat	2010000040	400	Ry	Ter		Pending Email Input Refresh Status

CALL RECORDING

Access to review and manage Call Recording license holder 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.

[View License Holders](#) • [Manage Call Recording Voice Settings](#) • [Manage Call Recording Site Access](#)

Name	Group	Role	Recording	Extension	Edit
Spencer, Gwendolyn	310000010-01	User - Advanced	ALWAYS	2010000071@momentum.com	Edit
Spencer, Gwendolyn	310000010-01	User - Advanced	ALWAYS	2010000072@momentum.com	Edit
Spencer, Gwendolyn	310000010-01	User - Basic	ALWAYS	2010000073@momentum.com	Edit
Spencer, Gwendolyn	310000010-01	User - Basic	ALWAYS	2010000074@momentum.com	Edit
Spencer, Gwendolyn	310000010-01	User - Basic	ALWAYS	2010000075@momentum.com	Edit
Spencer, Gwendolyn	310000010-01	User - Basic	ALWAYS	2010000076@momentum.com	Edit
Spencer, Gwendolyn	310000010-01	User - Basic	ALWAYS	2010000077@momentum.com	Edit