Voice Admin - Cloud Services Portal

MOMENTUM

Sign In

To Access the Admin Tools Area Within the Cloud Services Portal:

Go to portal.momentumtelecom.com and enter your Administrator Username and Password credentials to Sign In.

During the sign in process, MFA security protocols may be required and acknowledgment of Terms may be required to proceed upon entry.

Admin Tools Menu

The Admin Tools Menu on the left side of the portal view offers permission-based access to at useful administration sections. Only those areas the Organizations the Admin is authorized to view will be displayed and available:
Note: *Admin Tools section access is permission-based. The Provider-Level sections are not displayed to any Admins by default.*

- ❖ **Dashboard** - The home page for Administrators offers useful information and filtered access to useful sections of the Cloud Services Portal
- ❖ **Locations & Groups** - Manage Location and Group level features and settings
- ❖ **Services & Users** - Review User / Service Account list and access to manage individual user/account settings
- ❖ **Trunking | *IP Trunking | *Enterprise Trunking** - Review and manage basic or specialized trunking settings based on the organization's setup
- ❖ **Enterprise Settings** - Manage enterprise-level services and features
- ❖ ***Contact Center** - Contact Center customers. Administer Contact Center setup
- ❖ ***Microsoft | OC Teams** - Teams Admin access only. Advanced Teams initial deployment and User TN / Routing assignment management tools
- ❖ ***Call Recording** - Call Recording customers only. Manage basic Broadsoft voice settings and site access for Call Recording license holders
- ❖ ***Webex** - Webex customers only. Search for and review the self-activation process status for users who are assigned Webex licenses
- ❖ ***Circuits | *Service Locations** - For data/managed network customers only. Review basic circuit performance metrics for devices in inventory
- ❖ ***Support Tickets** - Limited Access - Permissions/authorization required to work with the tools to communicate with Customer Support
- ❖ ***Billing** - Restricted Access. Advanced Billing information review and payment management tools
- ❖ ***Manage MFA** - Review assigned user MFA activation status and Reset MFA to assist users with MFA-related access issues

Voice 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 **filtered** quick-access links from each card section to the administrator-level tools, services, and feature pages found in the menu on the left. Now you can see and track everything that is going on and access any area or service you need to manage from one web page - *fast*.
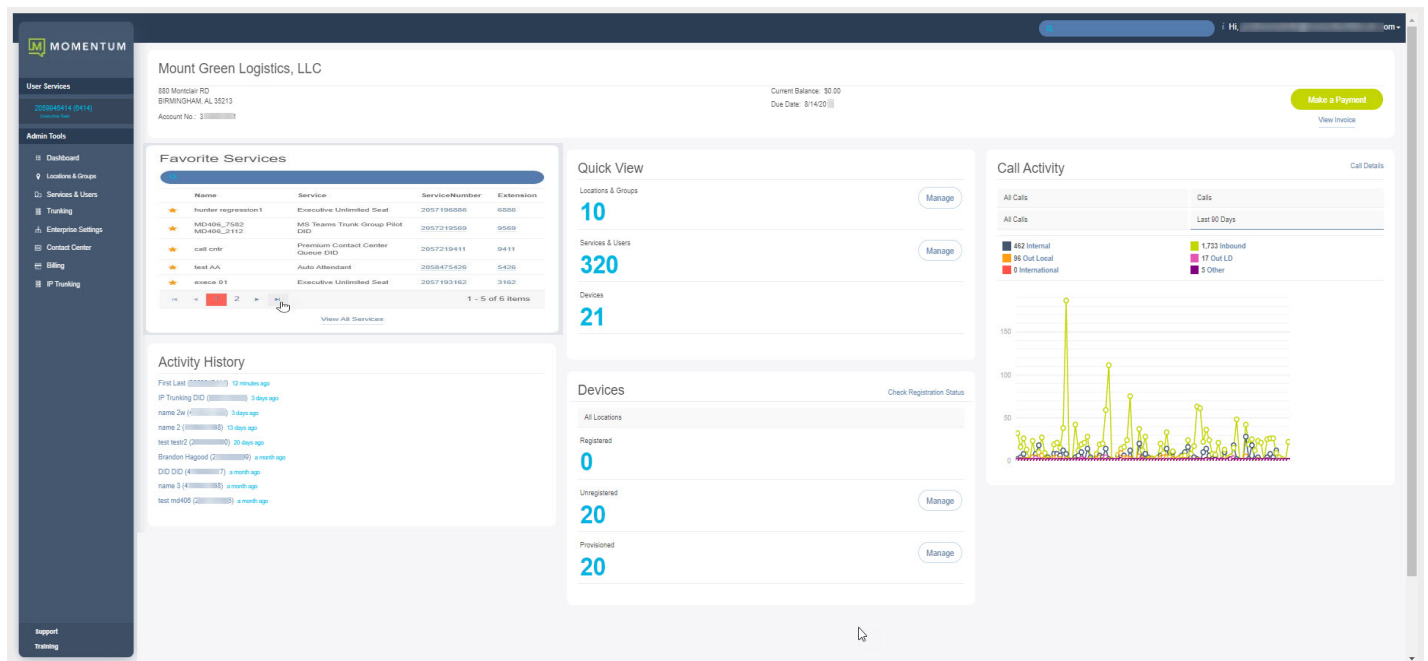
VOICE ADMIN DASHBOARD FEATURES

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

Account Profile - Review current account information. Billing Admins can see the latest invoice, pay the current bill, and access the Billing history. *Admins without Billing access permissions will only see the Profile information in this section.*
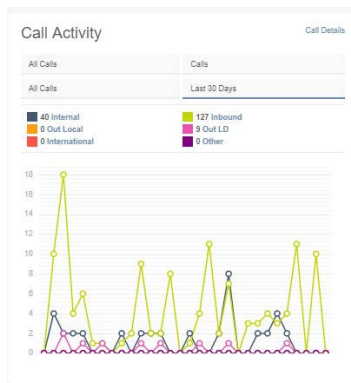
Links to: Billing

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

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

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

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

Links to: Services & Users

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 for submitted support ticket information, and access to the Support Tickets section to view more details.

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