

## 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

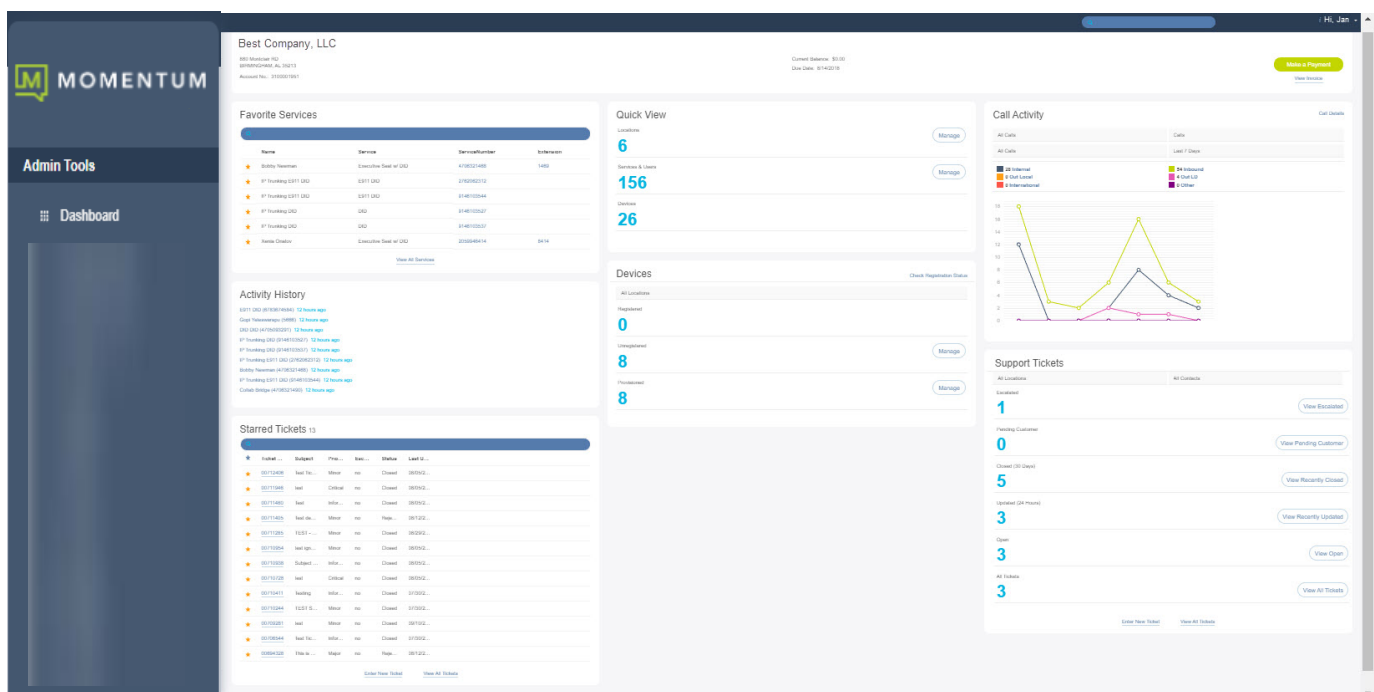
The [Admin Tools](#) Menu on the left side of the page offers permission-based access to at least some of the following sections. **Note:** Only those sections and tools the organization needs and the Admin is authorized to view will display.

- ❖ **Dashboard** - The 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 | \*Circuit Devices** - For data/managed network customers only. Review circuit performance metrics and information
- ❖ **\*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

# 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 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*.



## 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.

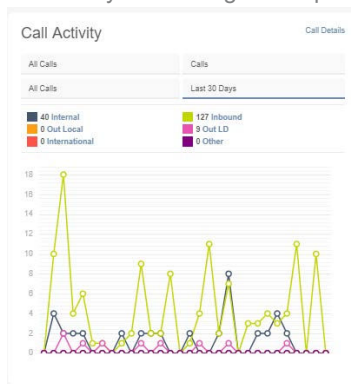
**Links to:** Billing

**Best Company, Inc**  
 GAINESVILLE, GA 30501  
 Account No.: 987654321

Total Due: \$6,043.54  
 Current Balance: \$15668.71  
 Due Date: 3/31/2018

[Make a Payment](#)  
[View Invoice](#)

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



**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

**Devices**
[Check Registration Status](#)

[All Locations](#)

Registered  
**0**

Unregistered  
**7**
[Manage](#)

Provisioned  
**7**
[Manage](#)

**Circuit Summary** - This widget offers a heads-up view of current circuit information.

**Circuit Summary**

Monitored Circuits Up  
**14**

Monitored Circuits Down  
**0**

Unmonitored Circuits  
**71**

Unmonitored Circuits  
**13**

Total Circuits  
**98**

### 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.

### 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	4706321468	1468
★ 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:** The **Services & Users** page and to the selected User's Dashboard for account management.

### Quick View

Locations & Groups  
**10**
[Manage](#)

Services & Users  
**308**
[Manage](#)

Devices  
**24**

**Quick View** - Total number of Locations & Groups, Services & Users, and Devices. Information is based on the Admin's access permissions.

**Links to:** Filtered views of **Locations & Groups** and **Services & Users**

**Starred Tickets**

Name	Subject	Status	Priority
4706321482	Basic (Seat) Metered LD	Open	High
4706321535	Basic Metered Seat with Voicemail w/ DID	Open	High
4703770105	Smart Number Unlimited Seat	Open	High
6782939529	Voicemail Only with TN	Open	High
4706321468	Executive Seat w/ DID	Open	High
4706321472	Auto Attendant Tree	Open	High
2056661018	Executive Seat w/ DID	Open	High

**Support Tickets**

All Tickets	All Tickets
0	0
0	0
0	0
0	0
0	0
5	5
5	5


**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.

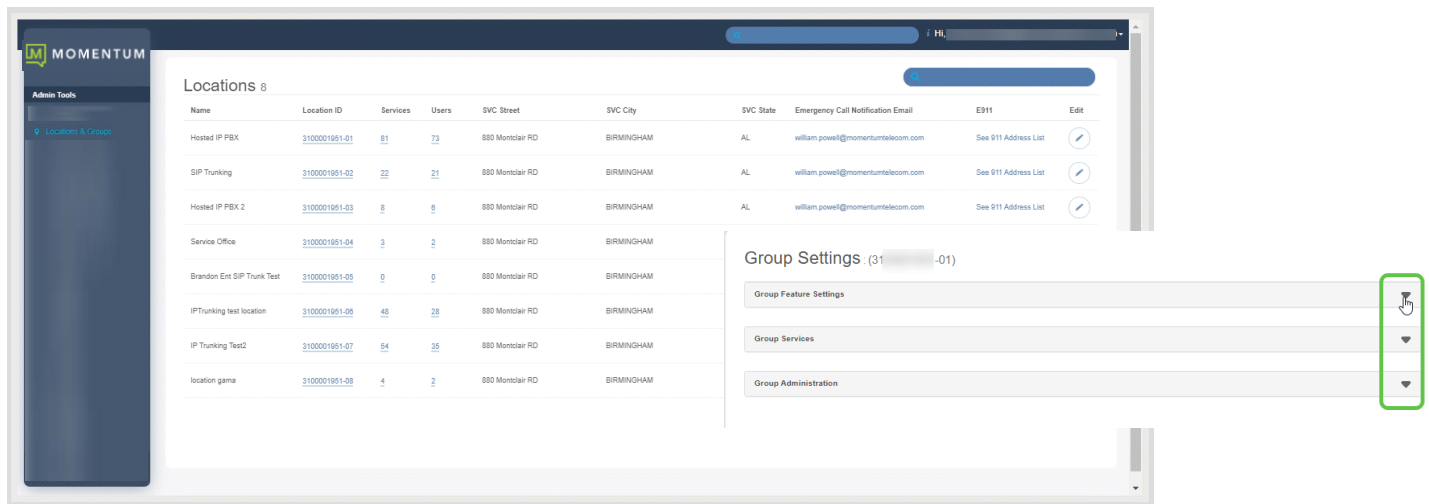
**Note:** Some dashboard sections may display information or tools for optional or advanced permissions sections of the Cloud Services Portal **ONLY** if the Administrator has been granted sufficient access permissions for any of those areas.




## 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.

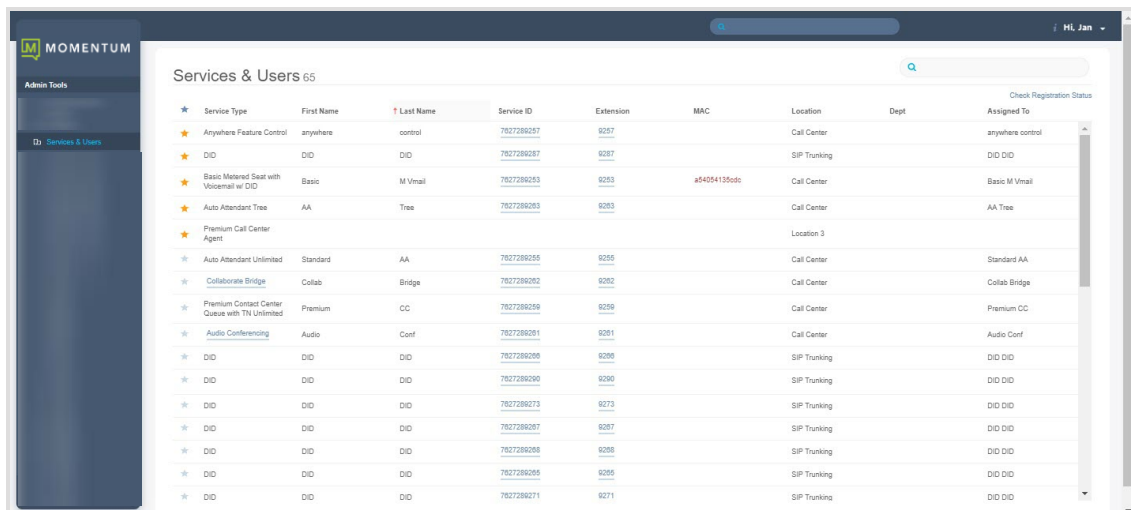


Name	Location ID	Services	Users	SVC Street	SVC City	SVC State	Emergency Call Notification Email	E911	Edit
Hosted IP PBX	<a href="#">3100001951-01</a>	<a href="#">81</a>	<a href="#">73</a>	880 Montclair RD	BIRMINGHAM	AL	<a href="#">william.powell@momentumtelecom.com</a>	<a href="#">See 911 Address List</a>	
SIP Trunking	<a href="#">3100001951-02</a>	<a href="#">22</a>	<a href="#">21</a>	880 Montclair RD	BIRMINGHAM	AL	<a href="#">william.powell@momentumtelecom.com</a>	<a href="#">See 911 Address List</a>	
Hosted IP PBX 2	<a href="#">3100001951-03</a>	<a href="#">8</a>	<a href="#">6</a>	880 Montclair RD	BIRMINGHAM	AL	<a href="#">william.powell@momentumtelecom.com</a>	<a href="#">See 911 Address List</a>	
Service Office	<a href="#">3100001951-04</a>	<a href="#">3</a>	<a href="#">2</a>	880 Montclair RD	BIRMINGHAM				
Brandon Ext SIP Trunk Test	<a href="#">3100001951-05</a>	<a href="#">0</a>	<a href="#">0</a>	880 Montclair RD	BIRMINGHAM				
IPTrunking test location	<a href="#">3100001951-06</a>	<a href="#">48</a>	<a href="#">28</a>	880 Montclair RD	BIRMINGHAM				
IP Trunking Test2	<a href="#">3100001951-07</a>	<a href="#">54</a>	<a href="#">35</a>	880 Montclair RD	BIRMINGHAM				
location gama	<a href="#">3100001951-08</a>	<a href="#">4</a>	<a href="#">2</a>	880 Montclair RD	BIRMINGHAM				

## 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(ension), 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 ★ on the Dashboard for quick access to accounts that they manage frequently.



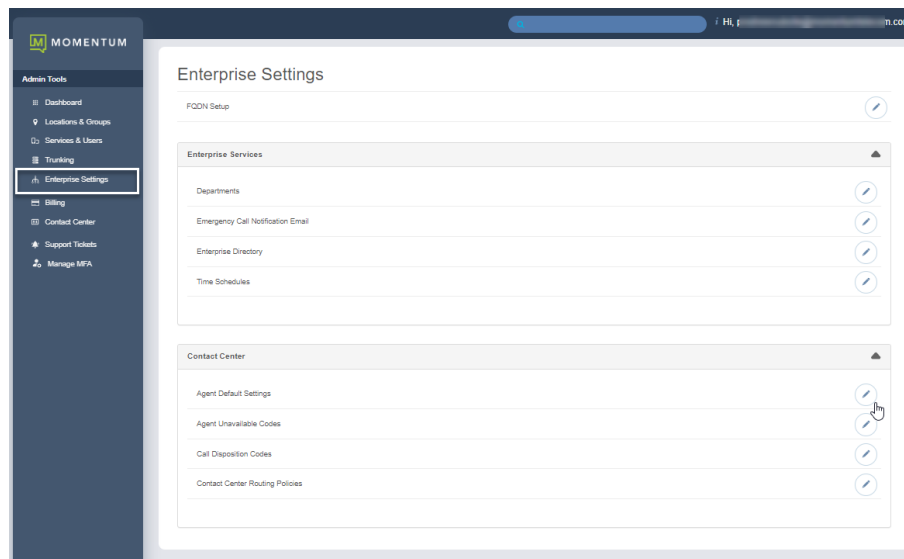
Service Type	First Name	Last Name	Service ID	Extension	MAC	Location	Dept	Assigned To
★ Anywhere Feature Control	anywhere	control	<a href="#">7827286257</a>	<a href="#">9257</a>		Call Center		anywhere control
★ DID	DID	DID	<a href="#">7827286267</a>	<a href="#">9267</a>		SIP Trunking		DID DID
★ Basic Menard Seat with VoiceMail or DID	Basic	M Vmail	<a href="#">7827286253</a>	<a href="#">9253</a>	a54054135dc	Call Center		Basic M Vmail
★ Auto Attendant Tree	AA	Tree	<a href="#">7827286263</a>	<a href="#">9263</a>		Call Center		AA Tree
★ Premium Call Center Agent						Location 3		
★ Auto Attendant Unlimited	Standard	AA	<a href="#">7827286255</a>	<a href="#">9255</a>		Call Center		Standard AA
★ Collaborate Bridge	Collab	Bridge	<a href="#">7827286262</a>	<a href="#">9262</a>		Call Center		Collab Bridge
★ Premium Contact Center Queue with TIX Unlimited	Premium	CC	<a href="#">7827286259</a>	<a href="#">9259</a>		Call Center		Premium CC
★ Audio Conferencing	Audio	Conf	<a href="#">7827286261</a>	<a href="#">9261</a>		Call Center		Audio Conf
★ DID	DID	DID	<a href="#">7827286266</a>	<a href="#">9266</a>		SIP Trunking		DID DID
★ DID	DID	DID	<a href="#">7827286260</a>	<a href="#">9260</a>		SIP Trunking		DID DID
★ DID	DID	DID	<a href="#">7827286273</a>	<a href="#">9273</a>		SIP Trunking		DID DID
★ DID	DID	DID	<a href="#">7827286267</a>	<a href="#">9267</a>		SIP Trunking		DID DID
★ DID	DID	DID	<a href="#">7827286268</a>	<a href="#">9268</a>		SIP Trunking		DID DID
★ DID	DID	DID	<a href="#">7827286265</a>	<a href="#">9265</a>		SIP Trunking		DID DID
★ DID	DID	DID	<a href="#">7827286271</a>	<a href="#">9271</a>		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).

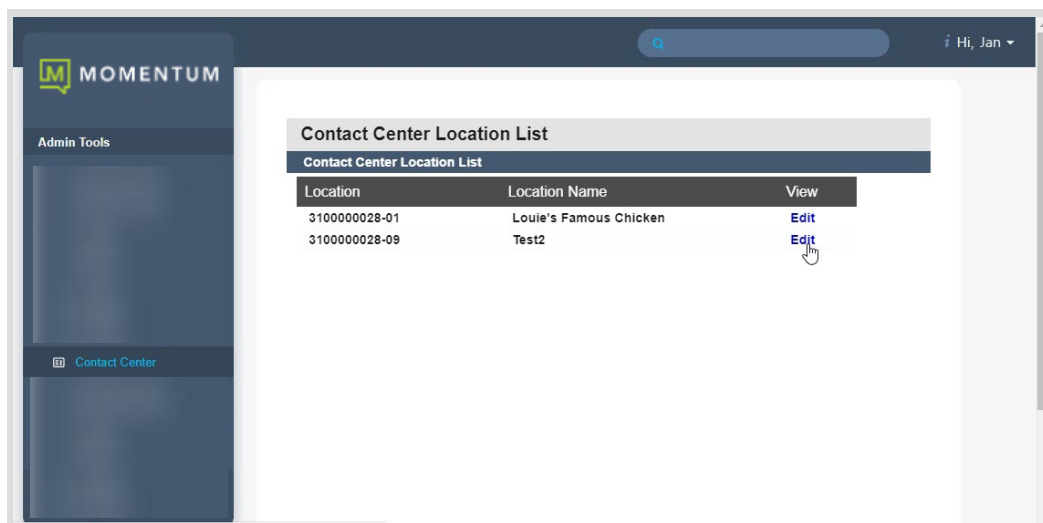
- **View/Edit** The drop down arrow ► next to an item opens the **Edit Settings** view.



## 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.

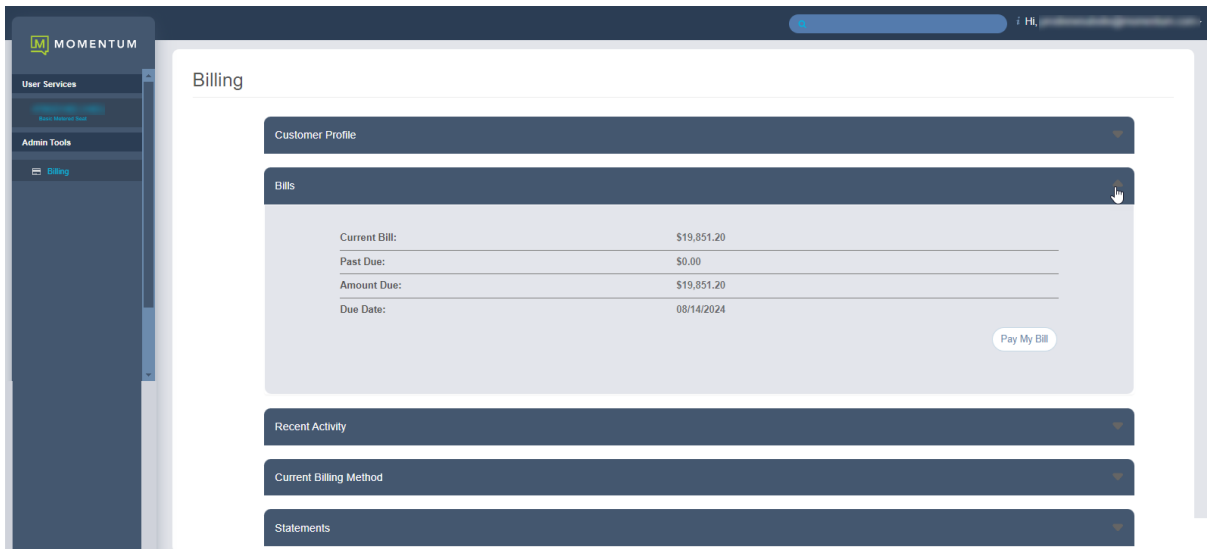


## \*BILLING

*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:


[Pay My Bill](#) • [Billing Method Setup](#) • [View Statements](#)

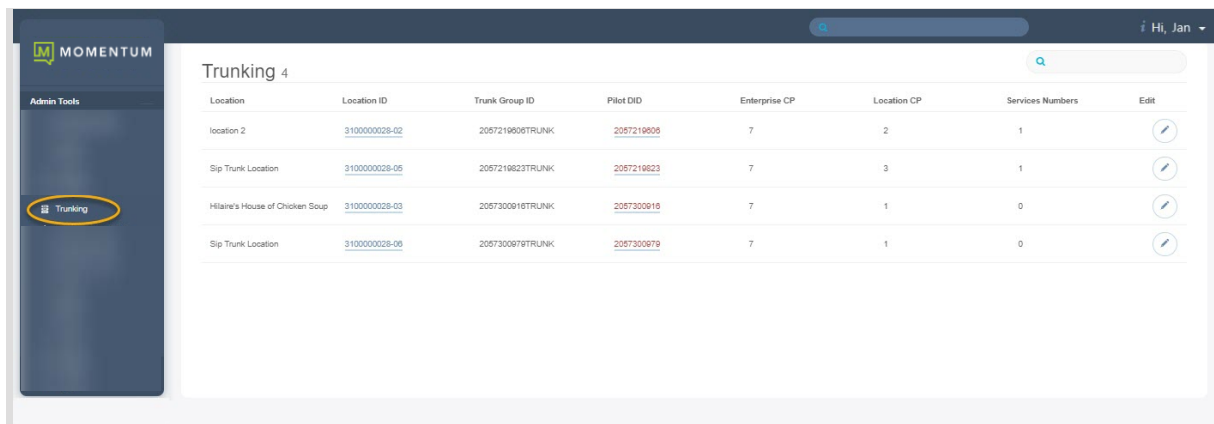


## TRUNKING

*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.

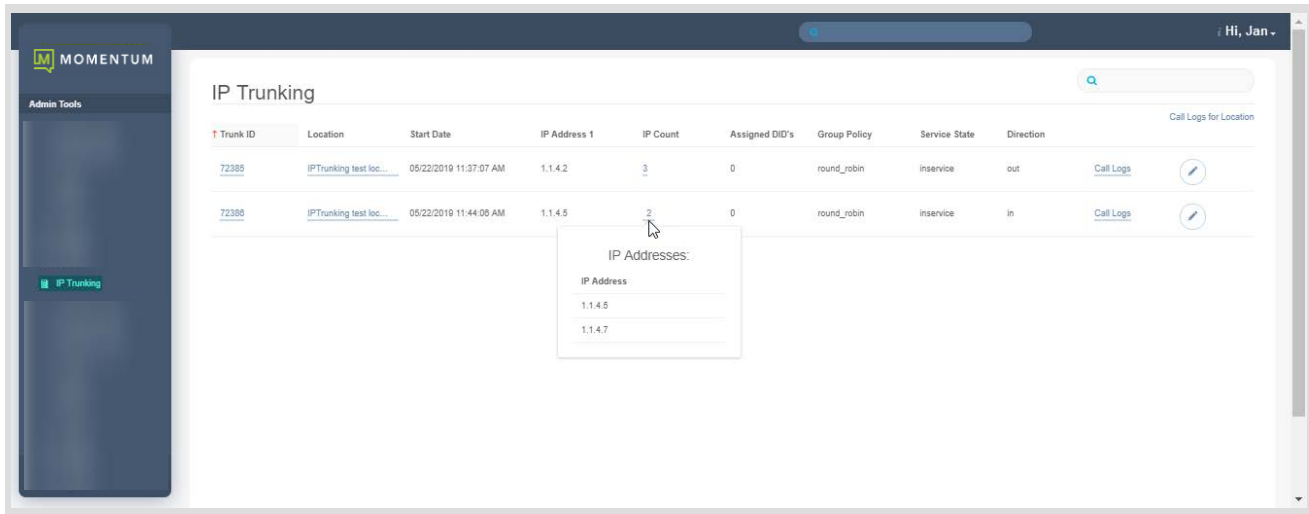


## IP TRUNKING

*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](#)

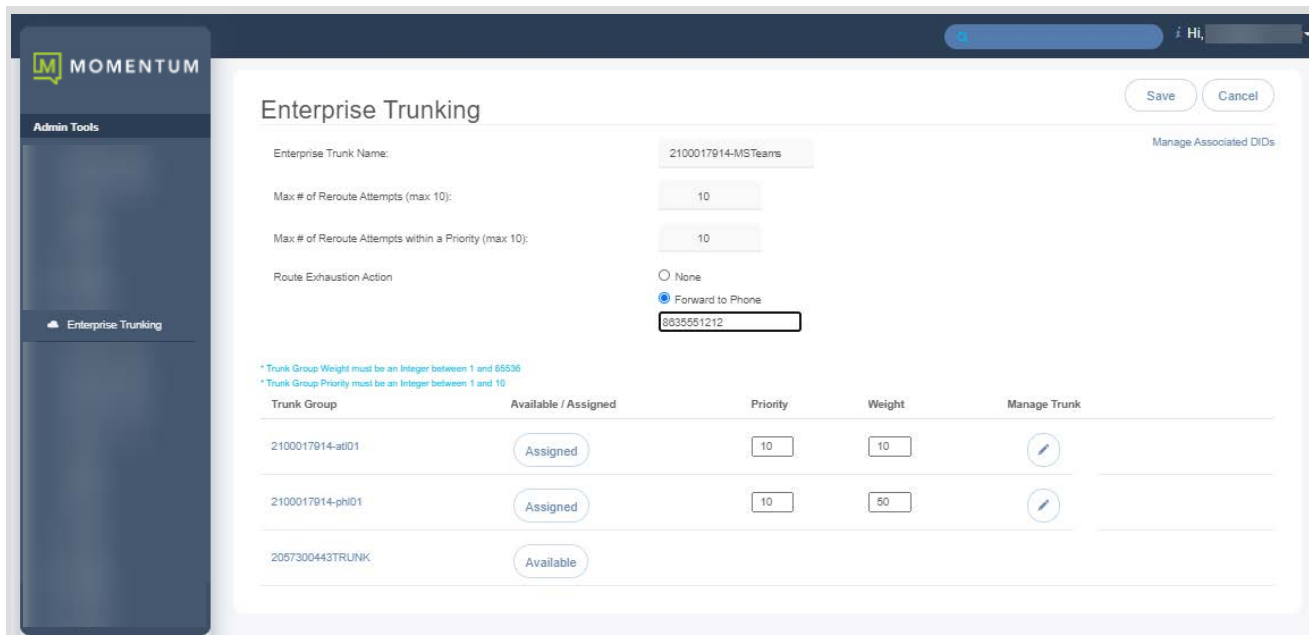


## ENTERPRISE TRUNKING

*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](#)

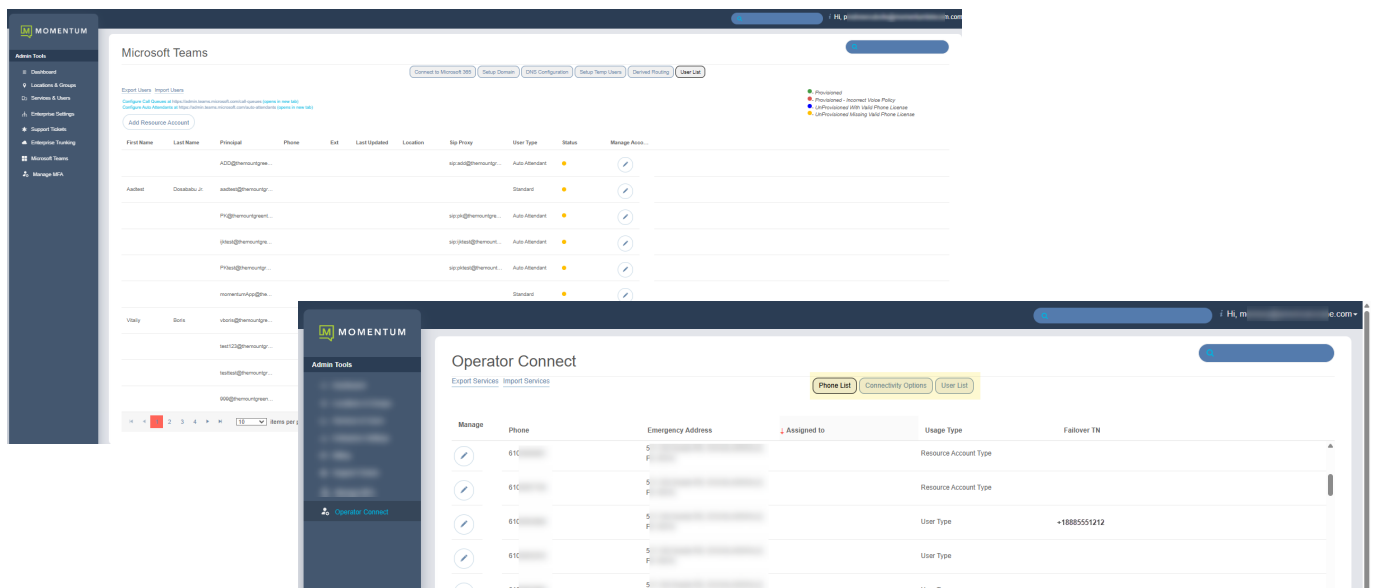


## TEAMS (MS or OC)

*Important: Restrict Access to your 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](#)



The screenshot displays the MOMENTUM interface for Teams administration. The left sidebar shows the 'Admin Tools' menu with options like Dashboard, Locations & Groups, Services & Users, Enterprise Settings, Support Tickets, Enterprise Training, Microsoft Teams, and Manage MFA. The main content area is divided into two sections: 'Microsoft Teams' and 'Operator Connect'.

**Microsoft Teams** section includes tabs for 'Export Users', 'Import Users', 'Connect to Microsoft 365', 'Setup Domain', 'O365 Configuration', 'Setup Temp Users', 'Derived Routing', and 'User List'. Below these tabs is a table listing users with columns: First Name, Last Name, Principal, Phone, Ext, Last Updated, Location, App Proxy, User Type, Status, and Manage Access. The table shows several users with their details and status indicators.

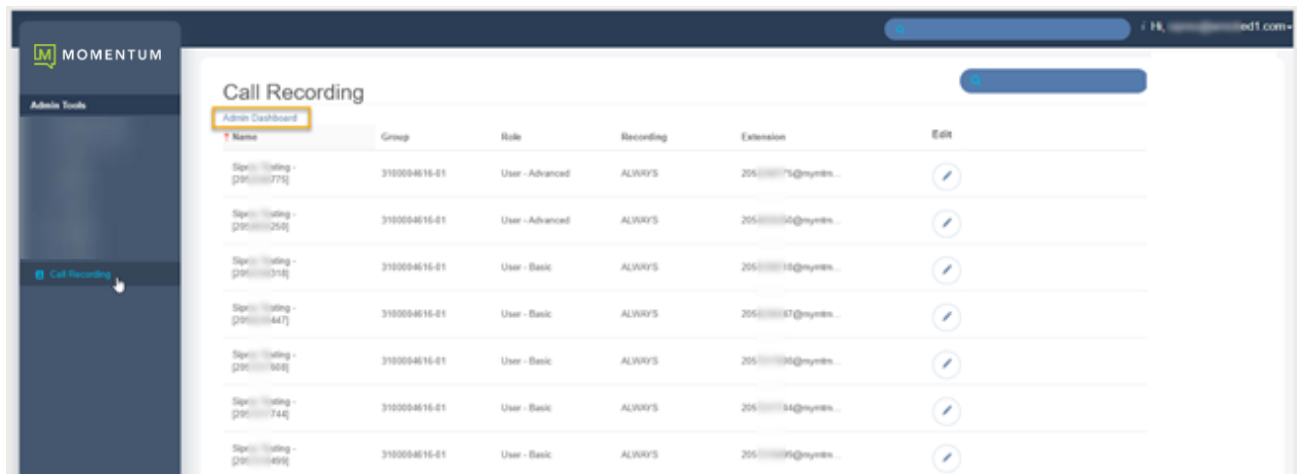
**Operator Connect** section includes tabs for 'Export Services', 'Import Services', 'Phone List', 'Connectivity Options', and 'User List'. Below these tabs is a table listing services with columns: Manage, Phone, Emergency Address, Assigned to, Usage Type, and Failover TN. The table shows several services with their details and status indicators.

## 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.

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



The screenshot displays the MOMENTUM interface for Call Recording administration. The left sidebar shows the 'Admin Tools' menu with options like Dashboard, Locations & Groups, Services & Users, Enterprise Settings, Support Tickets, Enterprise Training, Microsoft Teams, and Manage MFA. The main content area is titled 'Call Recording' and includes a sub-tab 'Admin Dashboard'.

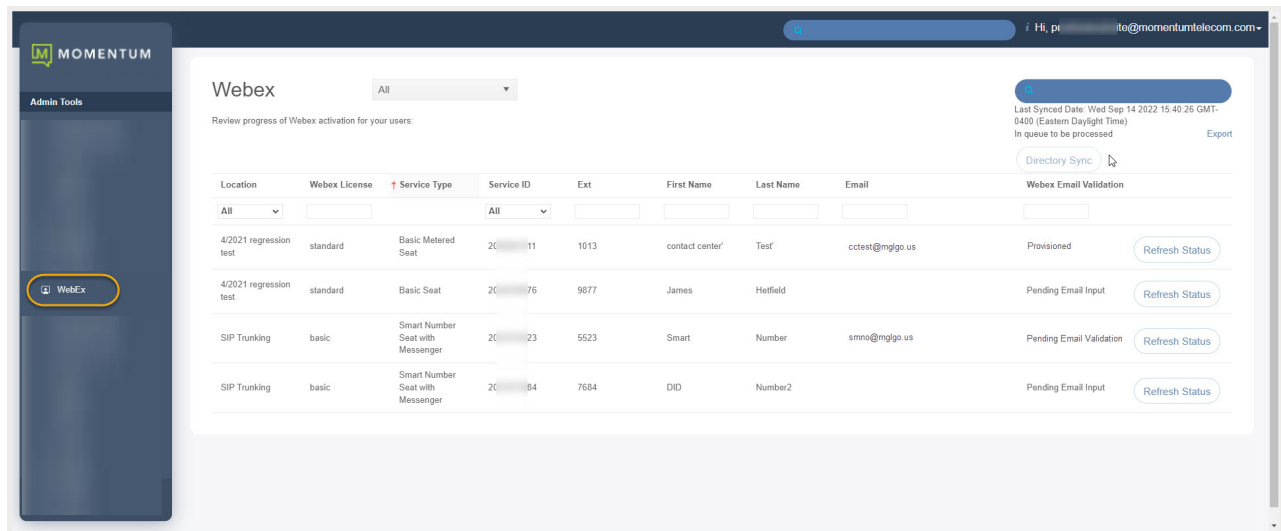
The 'Admin Dashboard' section shows a table listing users with columns: Name, Group, Role, Recording, Extension, and Edit. The table shows several users with their details and status indicators.

## WEBEX

Limited Access section for accounts with Webex application licenses Only.

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](#)



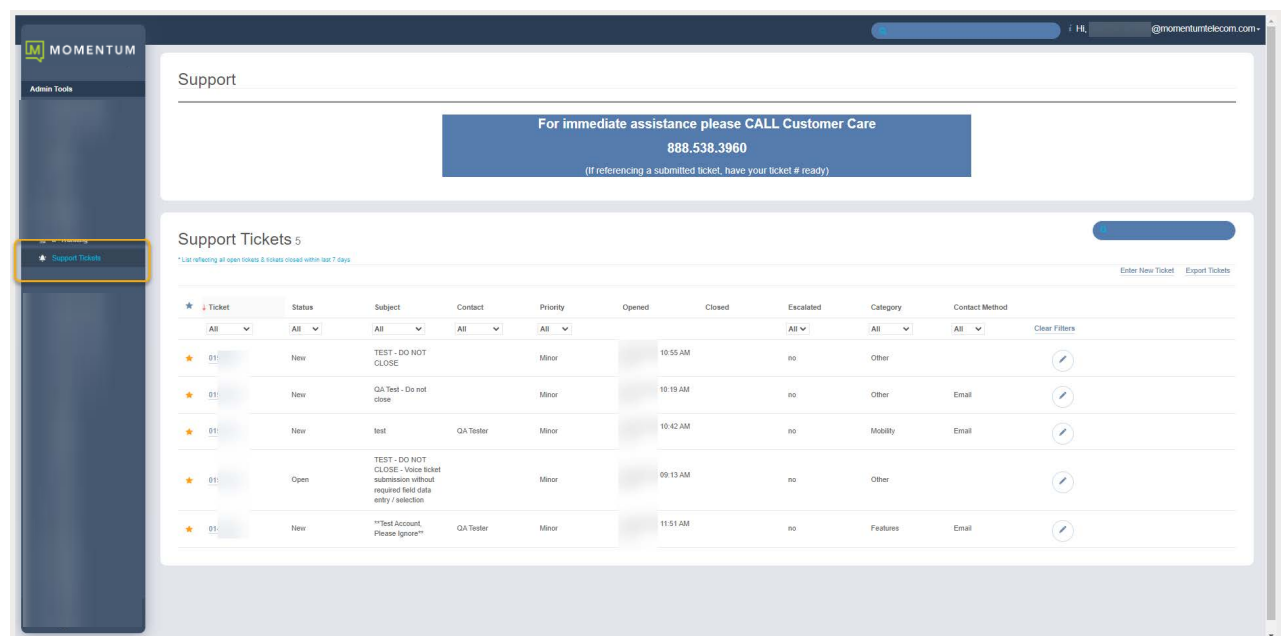
The screenshot shows the 'Webex' section of the Momentum Voice Administrator interface. The left sidebar has a 'WebEx' link highlighted. The main content area displays a table of Webex users with columns: Location, Webex License, Service Type, Service ID, Ext, First Name, Last Name, Email, and Webex Email Validation. The table lists four users with their respective activation statuses and 'Refresh Status' buttons. A 'Directory Sync' button is also visible.

Location	Webex License	Service Type	Service ID	Ext	First Name	Last Name	Email	Webex Email Validation
4/2021 regression test	standard	Basic Metered Seat	2011	1013	contact center	Test	cctest@mglo.us	Provisioned
4/2021 regression test	standard	Basic Seat	2076	9877	James	Helfield		Pending Email Input
SIP Trunking	basic	Smart Number Seat with Messenger	2023	5523	Smart	Number	smno@mglo.us	Pending Email Validation
SIP Trunking	basic	Smart Number Seat with Messenger	2084	7684	DID	Number2		Pending Email Input

## \*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.



The screenshot shows the 'Support Tickets' section of the Momentum Voice Administrator interface. The left sidebar has a 'Support Tickets' link highlighted. The main content area displays a banner for immediate assistance (888.538.3960) and a table of support tickets. The table has columns: Ticket, Status, Subject, Contact, Priority, Opened, Closed, Escalated, Category, and Contact Method. The table lists five tickets with their respective statuses and details.

Ticket	Status	Subject	Contact	Priority	Opened	Closed	Escalated	Category	Contact Method
01	New	TEST - DO NOT CLOSE		Minor	10:55 AM		no	Other	
01	New	QA Test - Do not close		Minor	10:19 AM		no	Other	Email
01	New	test	QA Tester	Minor	10:42 AM		no	Mobility	Email
01	Open	TEST - DO NOT CLOSE - Voice ticket submission without required field data entry / selection		Minor	09:13 AM		no	Other	
01	New	***Test Account, Please Ignore***	QA Tester	Minor	11:51 AM		no	Features	Email

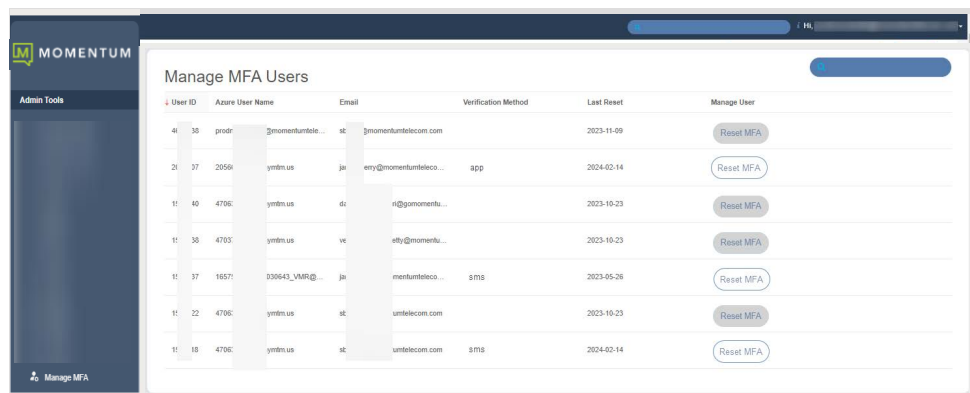


## \*MANAGE MFA

*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.

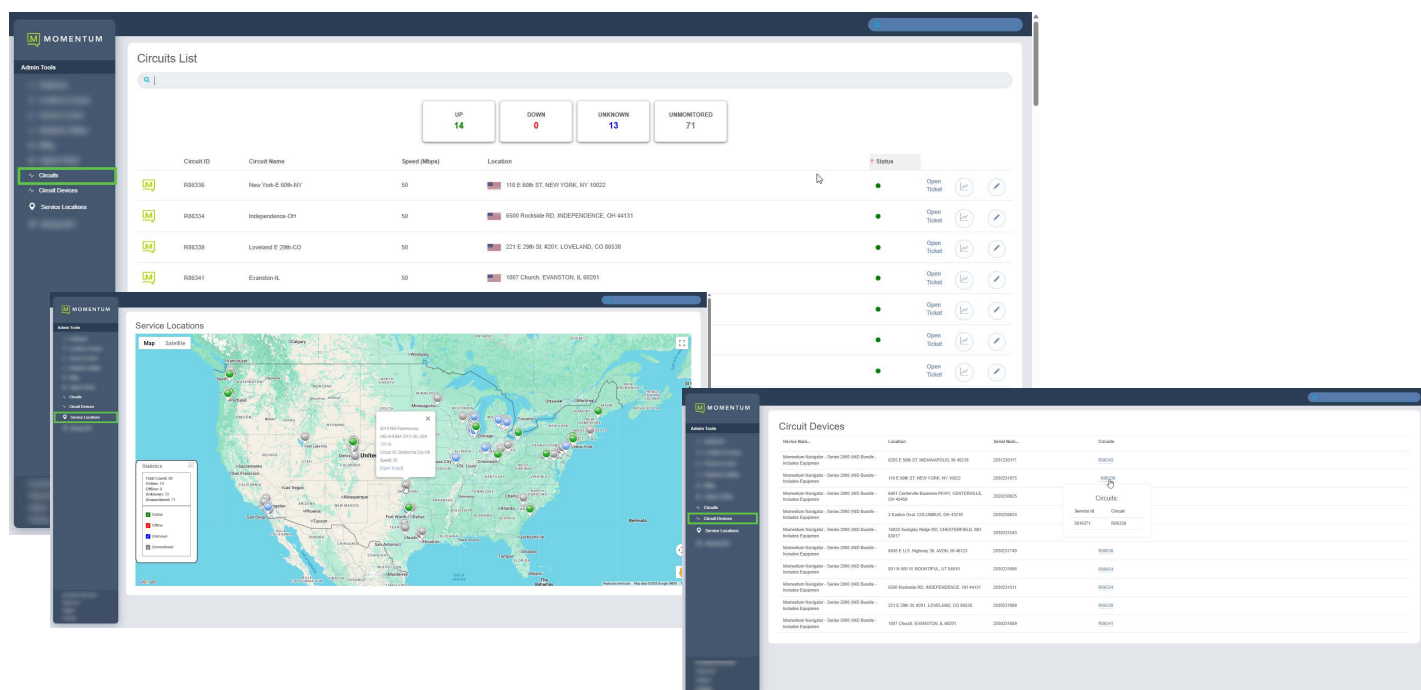


User ID	Avatar	Admin User Name	Email	Verification Method	Last Reset	Manage User
41	36	prodr...	@momentumtelecom.com	stc	2023-11-09	Reset MFA
29	37	20569	ymtn.us	ja	2024-02-14	Reset MFA
11	40	4706	ymtn.us	dc	2023-10-23	Reset MFA
11	36	4703	ymtn.us	ve	2023-10-23	Reset MFA
11	37	16571	030643_VMR@...	ja	2023-05-26	Reset MFA
11	22	4706	ymtn.us	stc	2023-10-23	Reset MFA
11	18	4706	ymtn.us	stc	2024-02-14	Reset MFA

## \*CIRCUITS | \*SERVICE LOCATIONS | \*CIRCUIT DEVICES

*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. **Circuit Devices** offers a helpful list of circuit-related device information.



The image displays three overlapping screenshots of the Momentum Voice Administrator interface:

- Circuits List:** A table showing circuit details. Summary: UP 14, DOWN 0, UNKNOWN 13, UNMONITORED 71.
 

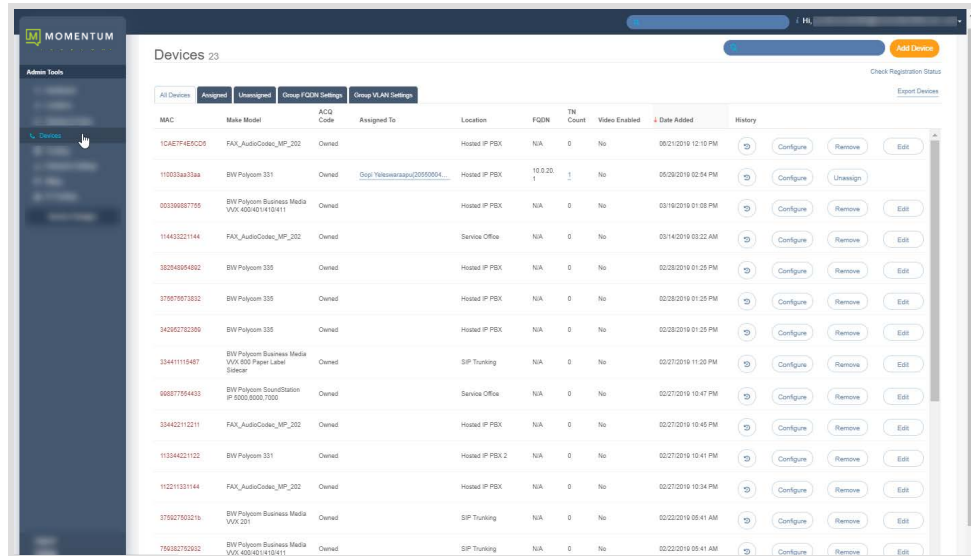
Circuit ID	Circuit Name	Speed (Mbps)	Location	Status
R88336	New York E 608-RTY	50	110 E 608 ST, NEW YORK, NY 10022	Open Ticket
R88334	Independence-01	50	6500 Rockside RD, INDEPENDENCE, OH 44131	Open Ticket
R88338	Loveland E 29b-CO	50	221 E 29th St, LOVELAND, CO 80538	Open Ticket
R88341	Evanston-IL	50	1007 Church, EVANSTON, IL 60201	Open Ticket
- Service Locations:** A map of the United States showing the locations of various circuits marked with colored pins.
- Circuit Devices:** A table listing device information for each circuit.
 

Device Name	Location	Serial Num.	Circuit
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	6205 E 59th St, HOMERIDGE, IL 60146	200029017	R88333
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	110 E 608 St, NEW YORK, NY 10022	200029073	R88336
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	6601 Columbia Business Park, COLUMBIANA, OH 43085	200029025	R88334
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	3 E 29th St, LOVELAND, OH 80538	200029043	R88338
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	6545 E 115 Highway, IL 60132	200029109	R88339
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	2015 S 300 St, ROCKFORD, IL 61105	200029088	R88334
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	6500 Rockside Rd, INDEPENDENCE, OH 44131	200029044	R88334
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	321 E 29th St, LOVELAND, OH 80538	200029089	R88338
Interstate-01 - Service 2000 0000 Bundle - Interstate-01	1007 Church, EVANSTON, IL 60201	200029085	R88331

## \*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.

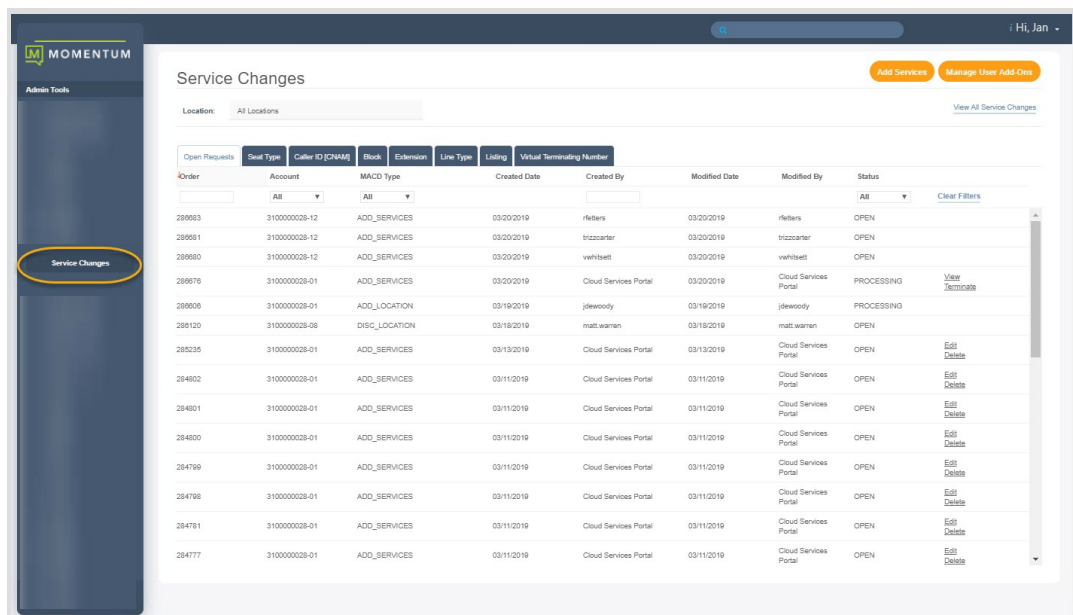


MAC	Make Model	ACQ Code	Assigned To	Location	FQDN	TN Count	Video Enabled	Date Added	History
104E7F4E0C25	FAH_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	08/21/2019 12:10 PM	Configure Remove Edit
110305a33aa	BW Polycom Business Media VXX 40040141011	Owned	Sup Velocisnapu22000004...	Hosted IP PBX	10.9.20.1	1	No	05/28/2019 02:54 PM	Configure Unassign
00308687785	BW Polycom Business Media VXX 40040141011	Owned		Hosted IP PBX	N/A	0	No	03/18/2019 01:08 PM	Configure Remove Edit
11443221144	FAH_AudioCodes_MP_202	Owned		Service Office	N/A	0	No	03/14/2019 03:22 AM	Configure Remove Edit
30204050402	BW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
17607807382	BW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
34308278208	BW Polycom 335	Owned		Hosted IP PBX	N/A	0	No	02/28/2019 01:25 PM	Configure Remove Edit
32441115487	BW Polycom Business Media VXX 4001410111011	Owned		SIP Trunking	N/A	0	No	02/27/2019 11:20 PM	Configure Remove Edit
68807784433	BW Polycom SoundStation P 8800 8000 7000	Owned		Service Office	N/A	0	No	02/27/2019 10:47 PM	Configure Remove Edit
32443211231	FAH_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	02/27/2019 10:45 PM	Configure Remove Edit
11334421122	BW Polycom 335	Owned		Hosted IP PBX 2	N/A	0	No	02/27/2019 10:41 PM	Configure Remove Edit
11221133144	FAH_AudioCodes_MP_202	Owned		Hosted IP PBX	N/A	0	No	02/27/2019 10:34 PM	Configure Remove Edit
17602780216	BW Polycom Business Media VXX 201	Owned		SIP Trunking	N/A	0	No	02/22/2019 05:41 AM	Configure Remove Edit
78030278208	BW Polycom Business Media VXX 40040141011	Owned		SIP Trunking	N/A	0	No	02/22/2019 05:41 AM	Configure Remove Edit

## \*SERVICE CHANGES

**Restricted Access - Service Provider Level. Support & Billing Impacting.**  
Perform some simple single-process and automated changes to services or lines on the account.

The **Service Changes** page displays current account service orders, with easy access to the tools that allow specially trained/authorized Admins to modify many (but not all) account services, and review process status data.



Order	Account	MACD Type	Created Date	Created By	Modified Date	Modified By	Status	
289563	3100000028-12	ADD_SERVICES	03/20/2019	rflatters	03/20/2019	rflatters	OPEN	
289561	3100000028-12	ADD_SERVICES	03/20/2019	trizzocarier	03/20/2019	trizzocarier	OPEN	
289560	3100000028-12	ADD_SERVICES	03/20/2019	whitsett	03/20/2019	whitsett	OPEN	
289576	3100000028-01	ADD_SERVICES	03/20/2019	Cloud Services Portal	03/20/2019	Cloud Services Portal	PROCESSING	View Template
289506	3100000028-01	ADD_LOCATION	03/19/2019	jlewoody	03/19/2019	jlewoody	PROCESSING	
289120	3100000028-08	DISC_LOCATION	03/18/2019	matt.warren	03/18/2019	matt.warren	OPEN	
285235	3100000028-01	ADD_SERVICES	03/13/2019	Cloud Services Portal	03/13/2019	Cloud Services Portal	OPEN	Edit Delete
284802	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete
284801	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete
284800	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete
284799	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete
284798	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete
284781	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete
284777	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete