

Voice Admin - Cloud Services Portal

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

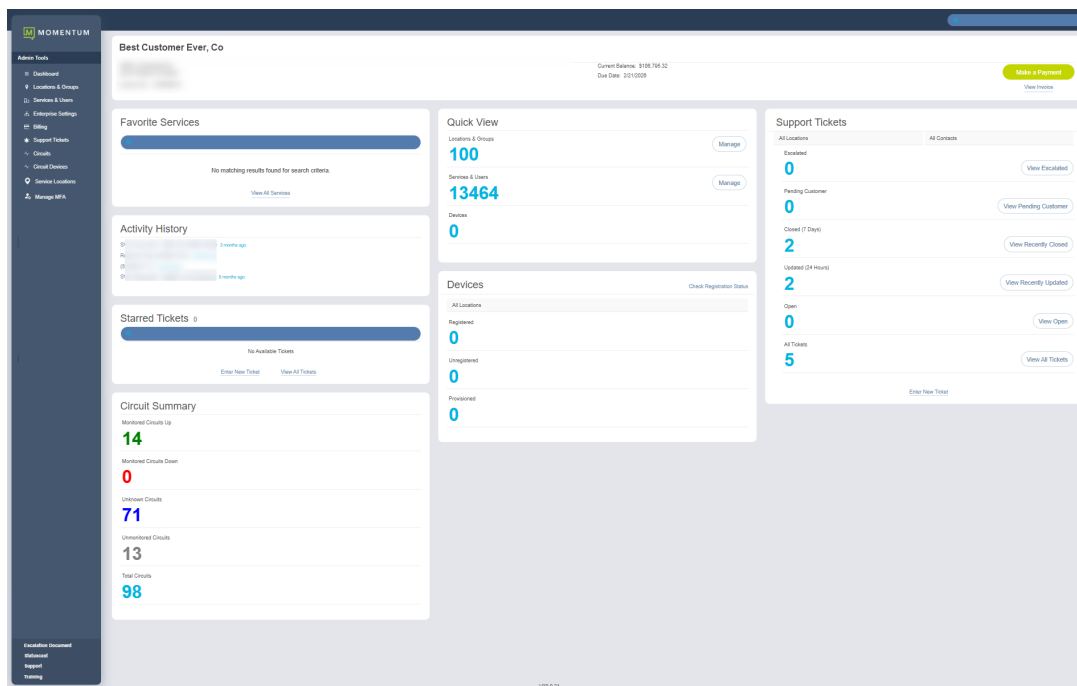
The **Admin Tools Menu** on the left side of the portal view offers permission-based access to at useful administration sections. Only those areas the Organizations the Admin is authorized to view will be displayed and available:

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 | *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

Voice Admin Dashboard

The Home page for Administrators. The Admin Dashboard provides at-a-glance views of *Live* and historical account activity, AND 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](#)

Best Company, Inc

GAINESVILLE, GA 30501

Account No.: 987654321

Total Due: \$6,043.54

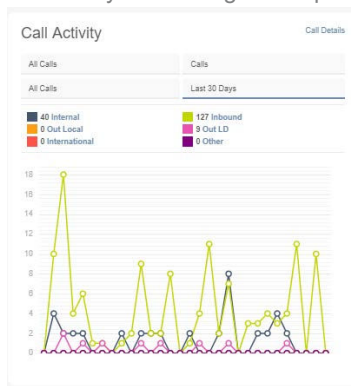
Current Balance: \$15668.71

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.



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.

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](#)

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 [Manage](#)

Services & Users [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](#)

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

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

Open: 0 [View Tickets](#)

Pending: 0 [View Pending Tickets](#)

Unassigned: 0 [View Recently Opened](#)

Unassigned: 0 [View Recently Closed](#)

Open: 5 [View Open](#)

Unassigned: 5 [View All Tickets](#)

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.