CLOUD VOICE BUSINESS PORTAL

COMPANY ADMINISTRATOR GUIDE

VERSION 2.0

BUSINESS

Contents

Introduction

The following provides a comprehensive user guide on how to use the Virgin Media Business Cloud Voice Business Portal. Where appropriate the guide will be backed up by screenshots to support the recipient of this guide.

For all help and support please visit virginmediabusiness.co.uk where you will find all our Cloud Voice guides or, alternatively, call us on 0800 052 0800.

Overview

The Business Portal allows users to configure their Cloud Voice service to suit their business needs for example how calls are handled. Configurations can be made by individual users to change their own service or Company administrators to make Site/Company-wide changes in one go.

The portal is available to the following individuals:

- Company administrator – the nominated individual who will govern and configure the Cloud Voice service for the whole company.
- Site (Group) administrator – the nominated individual who will govern and configure the Cloud Voice service for all users at a particular site or within a defined group.
- End user – the individuals using the Cloud Voice service who can configure their service to suit their individual needs.

The Business Portal can be logged onto from the following devices:

- Desktop (Windows/Mac) – Preferred
- Tablet
- Smartphone

The Business Portal supports the following browsers:

- Internet Explorer 8.0 and higher
- Firefox
- Chrome
- Safari

The Business Portal allows a Company Administrator to perform the following tasks:

- Manage account details and passwords of Users, including password resets
- View a dashboard for a Company and Site(s)
- View Users' devices and add/modify additional devices
- Manage groups
- Manage Site features
- Manage User features including removal/restriction of features

The Business Portal allows a Group Administrator to perform any or all of the following tasks, depending on what privileges they have been assigned by the Company Administrator:

- Manage account details and passwords of Users, including password resets
- View a Company and Site dashboard
- View Users' devices and add/modify devices
- Manage groups
- Manage Site features

- Manage User features including removal/restriction of features

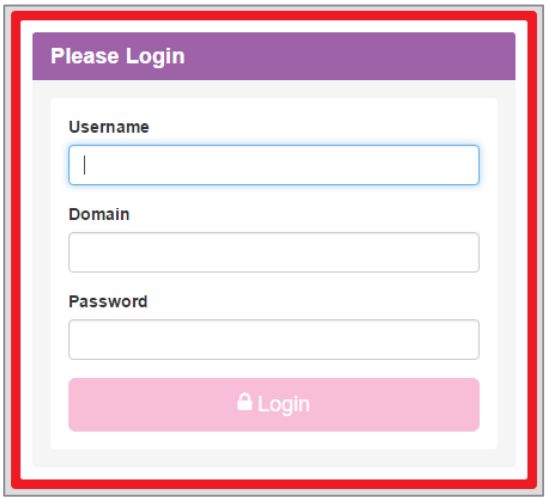
Throughout this document the terms User and Employee will be interchanged, but both mean the same thing – a person using the service and who has access to the Business Portal.

Audience

This document is intended for Company Administrators, Group Administrators and End Users. It provides detailed guidance on the configuration and management of the service at a Company, Site and User level.

Logging into the Portal

https://www.vmbcloudvoice.virginmediabusiness.co.uk/businessportal/



The Username, Domain and Password details will be sent to the End User in the Welcome Email once the user has been provisioned on the Cloud Voice service.

Password Ageing

Passwords will expire every 90 days and a User will be asked to enter a new password once this period has expired. When changing this password, a User will not be able to use the previous password. When entering a new password, the following rules must be adhered to:

- Password Length: 8 characters
- Convention: 1 uppercase letter, 1 number and 1 special character

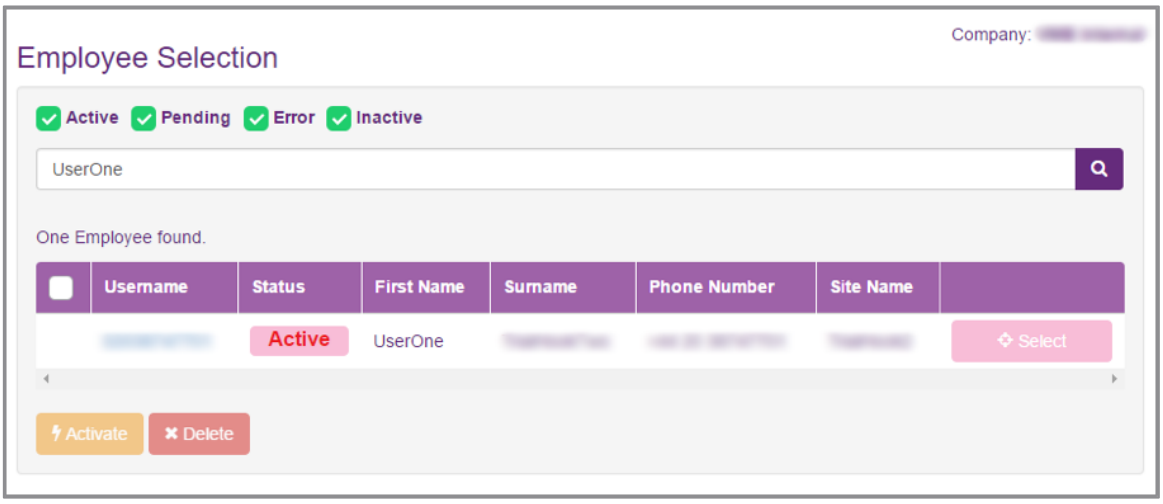
Password Resets

Company Administrator Reset

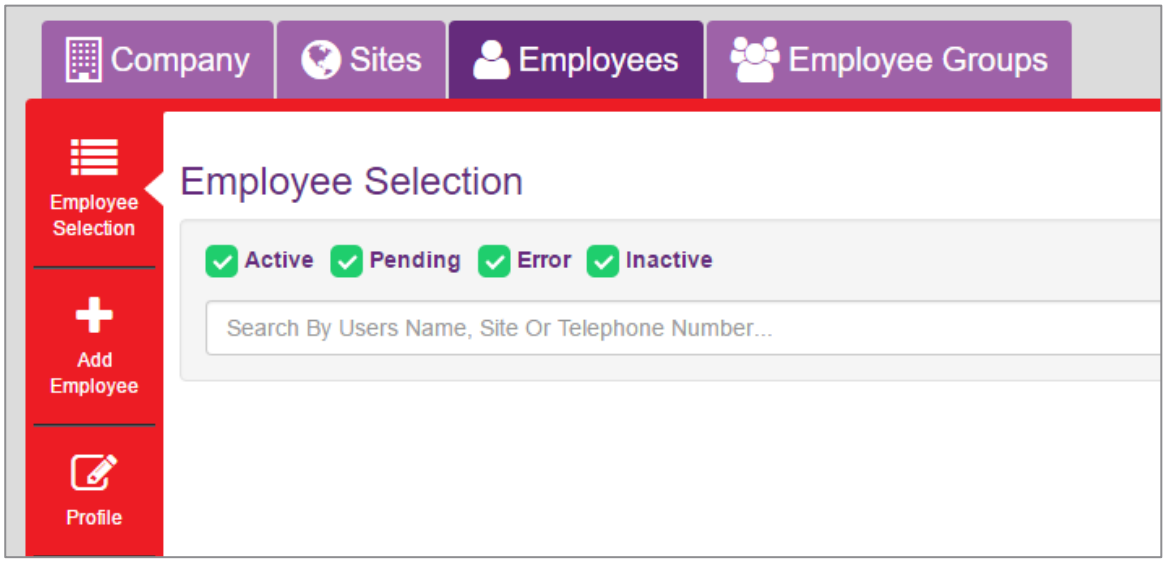
Password resets for Company Administrators can only be carried out by Virgin Media Business. If you need to reset a password, please contact Virgin Media Business.

Group/User Administrator Reset

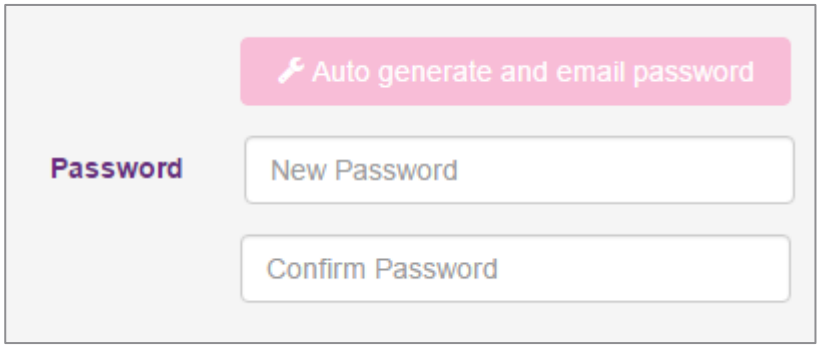
If a Group Administrator or User needs a password reset, this can be completed by a Company Administrator. Simply log into the Business Portal using your Company Administrator credentials, locate the Site, select Employees, locate the User and click on **Select.**



Click on **Profile** from the left-hand administration bar.



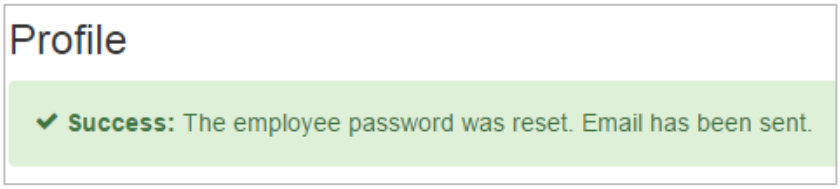
Select **Auto generate and email password** to reset the password and send this directly to the registered user.



Once selected this will display the following warning message. Please select **OK** to proceed.

> *The user's password will be reset and an email will be sent using the address specified in the user's profile. All unsaved changes will be lost. Click OK to continue*.

Once selected this will display the following Success message, indicating the password has been reset and sent.



Locked Accounts

If you enter the wrong credentials into the portal three times in a four-hour period, your account will be locked. This account will then stay locked for four hours, after which you can then enter the correct credentials.

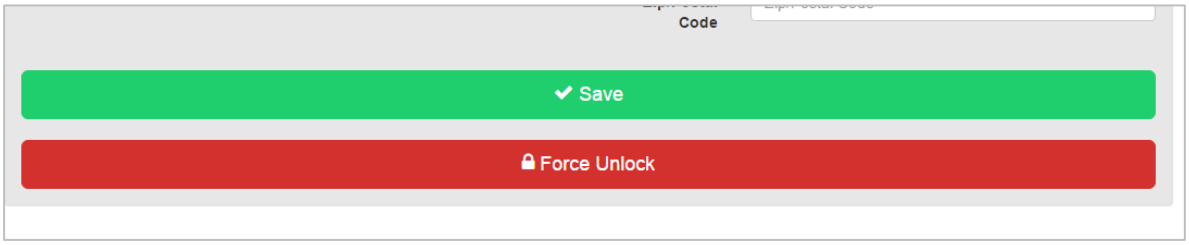
Alternatively you can contact your administrator, who can use the Force Unlock option to unlock this ahead of the four-hour period, and if needed reset the password.

Company Administrator Force Unlock

If you lock yourself out of your account you will need to contact Virgin Media Business, who can unlock this for you.

Group/User Force Unlock

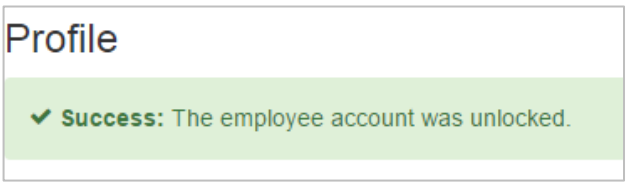
If a Group Administrator or User needs their account unlocked, this can be completed by a Company Administrator. Simply follow the steps identified in the Password Reset section above to locate the User, then select the **Force Unlock** option.



Once selected, this will display the following warning message. Please select **OK** to proceed.

The users account will be locked. All unsaved changes will be lost. Click OK to continue.

Once selected this will display the following Success message indicating the account has been unlocked. Please note that no email is sent when you unlock an account.



Portal Quick-Reference Guide

The following screenshots are used to provide a quick overview of the high-level functionality of the portal at a Company/Group Administrator level.

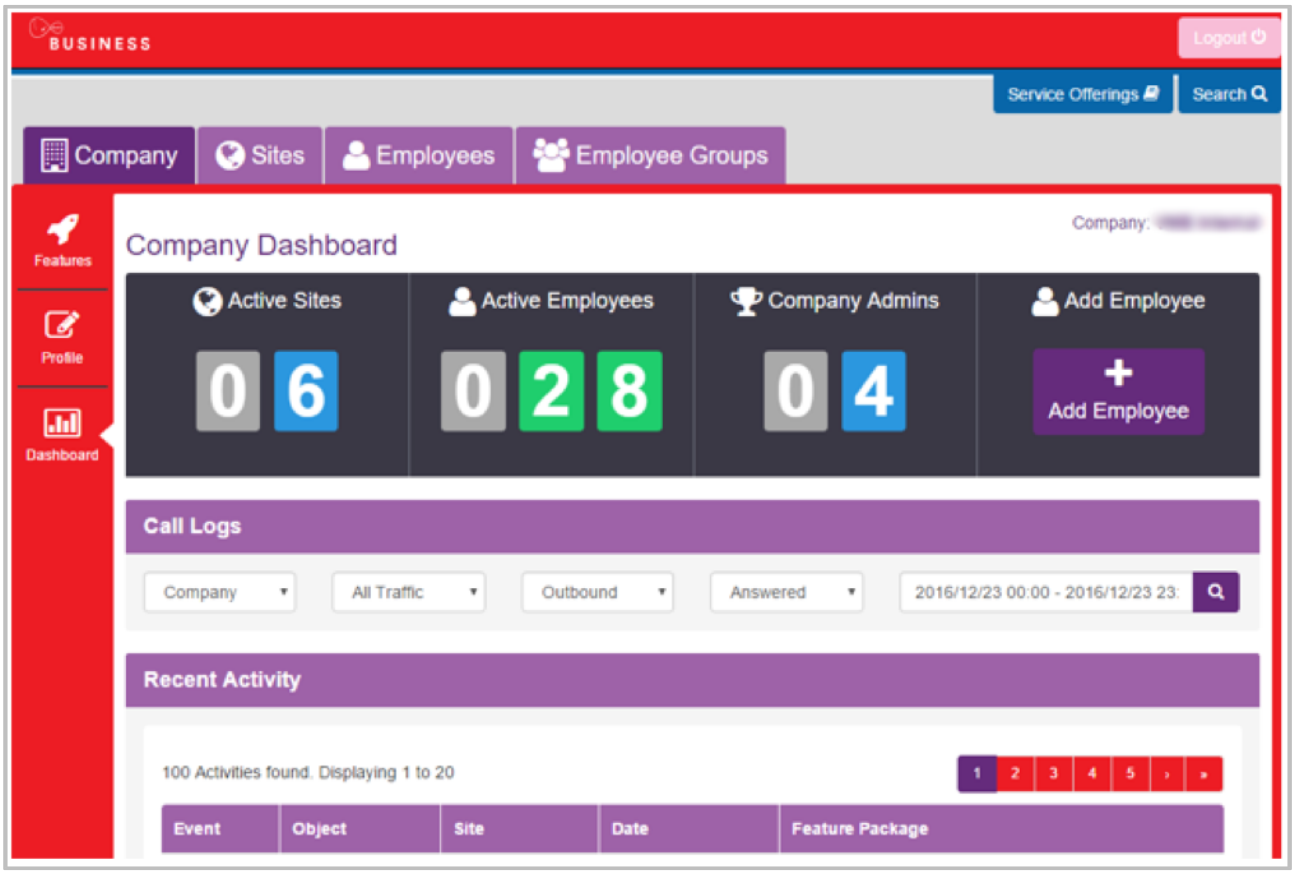
Tabs

The Business Portal uses tabs to navigate to the different sections of the portal and by default the landing page is the Company dashboard for Company Administrators. You can use the top navigation tabs to manage Sites, Employees and Employee Groups. The side navigation tabs (left-hand side) provide you with administration and management options within the selected Company, Site, Employee or Employee Groups.

Company Dashboard & Quick Statistic Tiles

As Company Administrator, you'll be presented with the following dashboard when you log in. This view will provide you with a visual quick stats section, displaying the following key information:

- Number of Active Sites
- Number of Active Employees
- Number of Company Admins
- Add Employee option (Note, though the link works, the functionality is disabled as this will impact your Agreement. To add employees please speak to Virgin Media Business)
- Call Logs
- Recent Activity

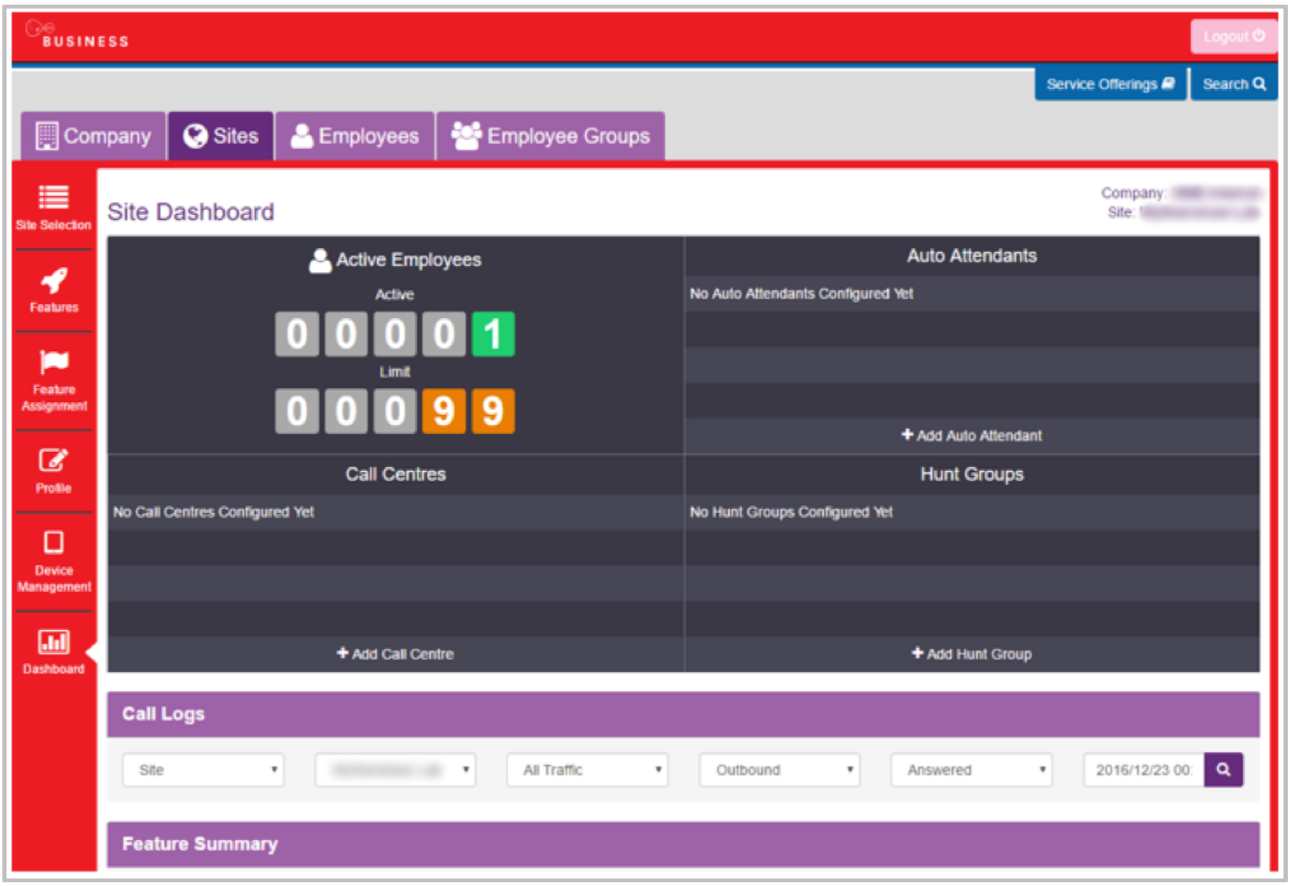


Site Dashboard & Quick Statistic Tiles

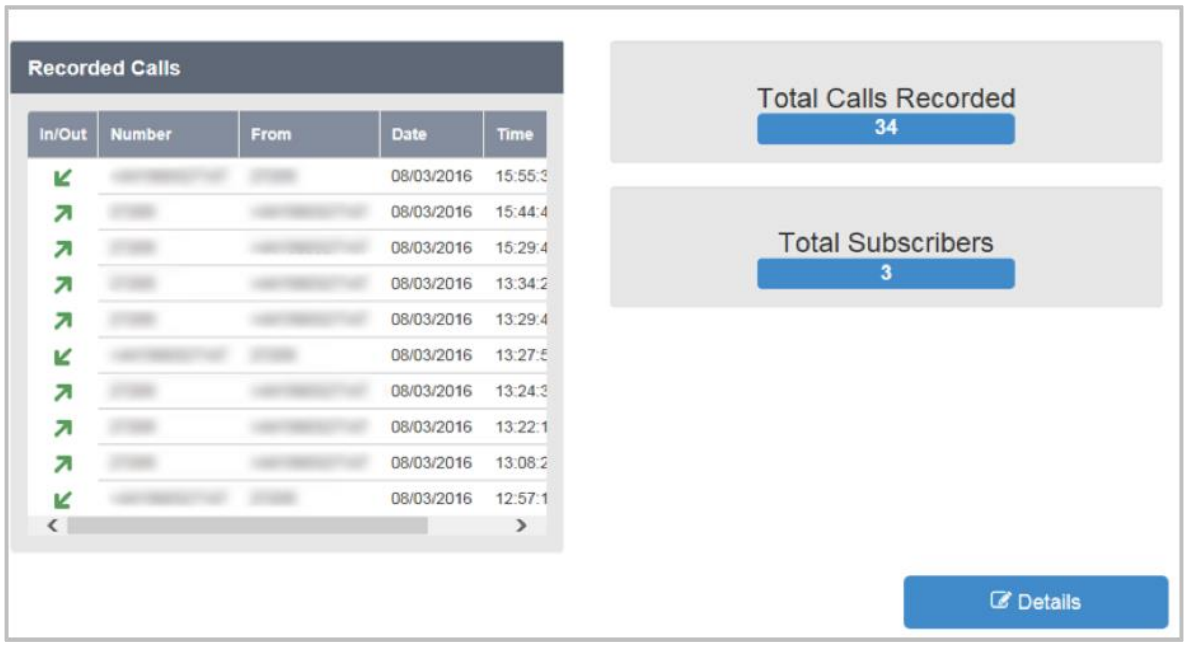
If a Group Administrator is created then they will not see the Company dashboard, but may see the Site Dashboard, Site Selection or Employees area. This is dependent on whether the Group(s) that they are administering is also a Site. A Group Administrator can only manage features within the group they have been assigned to.

Assuming the Group Administrator is allowed to administer the Site, the following will be displayed:

- Number of Active Employees
- Number of Auto Attendants created
- Number of Call Centres created
- Number of Hunt Groups created
- Recorded Calls (where enabled)
- Call Logs
- Feature Summary



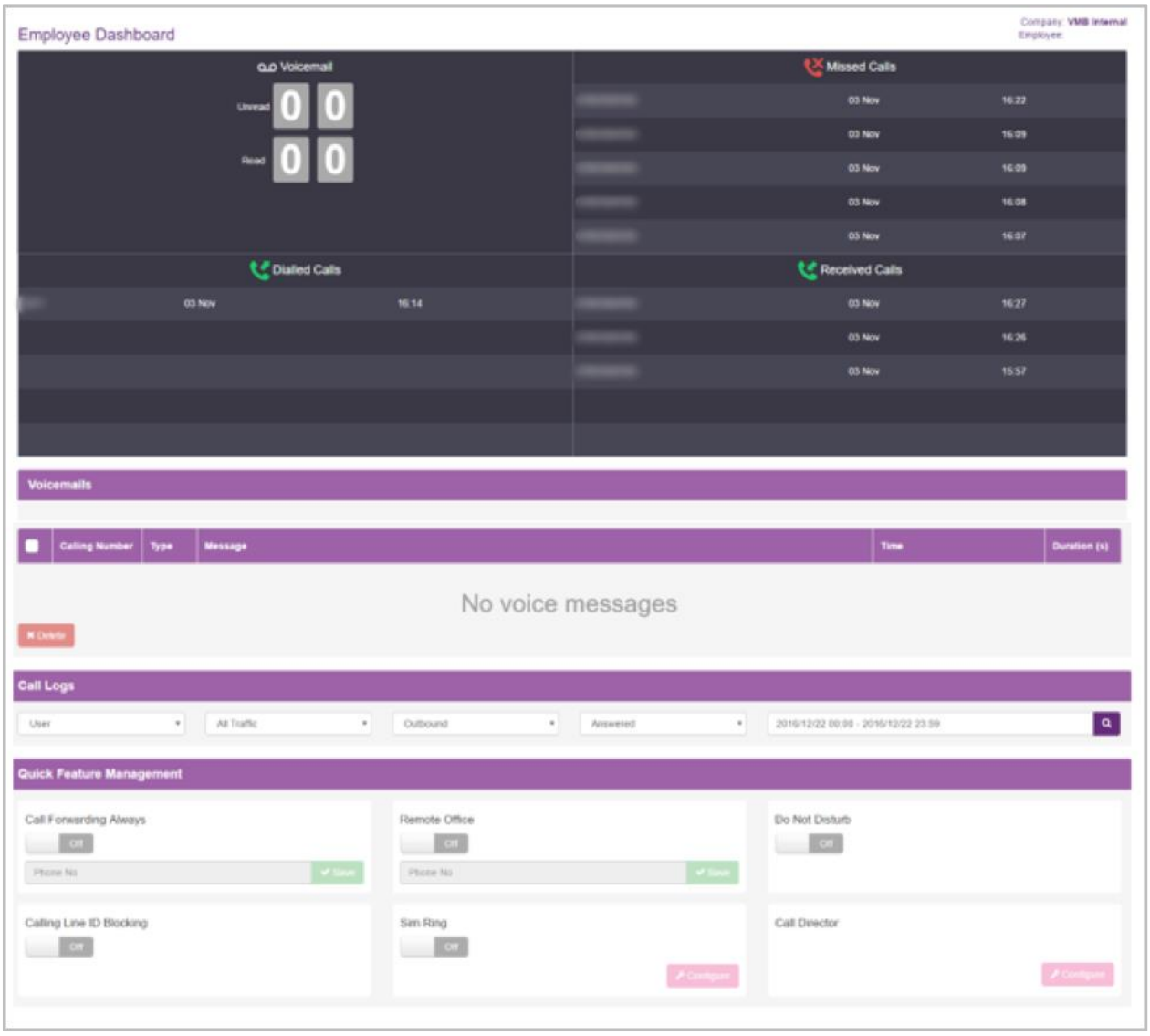
If you have Call Recording enabled then the dashboard display will look slightly different and include a section called Recorded Calls directly below the tiles, as per the image below.



Employee Dashboard & Quick Statistic Tiles

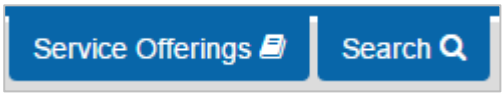
An administrator is able to log into the Employee Dashboard which will show them the following key information:

- Voicemail Notifications – Unread and Read
- Missed Calls – Number, Date and Time
- Dialled Calls – Number, Date and Time
- Received Calls – Number, Date and Time
- Recorded Calls – Last 10 recorded calls, calls in progress (only if enabled)
- Call Logs – user-level call data and analysis
- Quick Feature Management – top features



Service Offerings

The Service Offerings menu lists the **Feature Packages** that are available for Sites and Employees. This can be found at the top-right of the page:

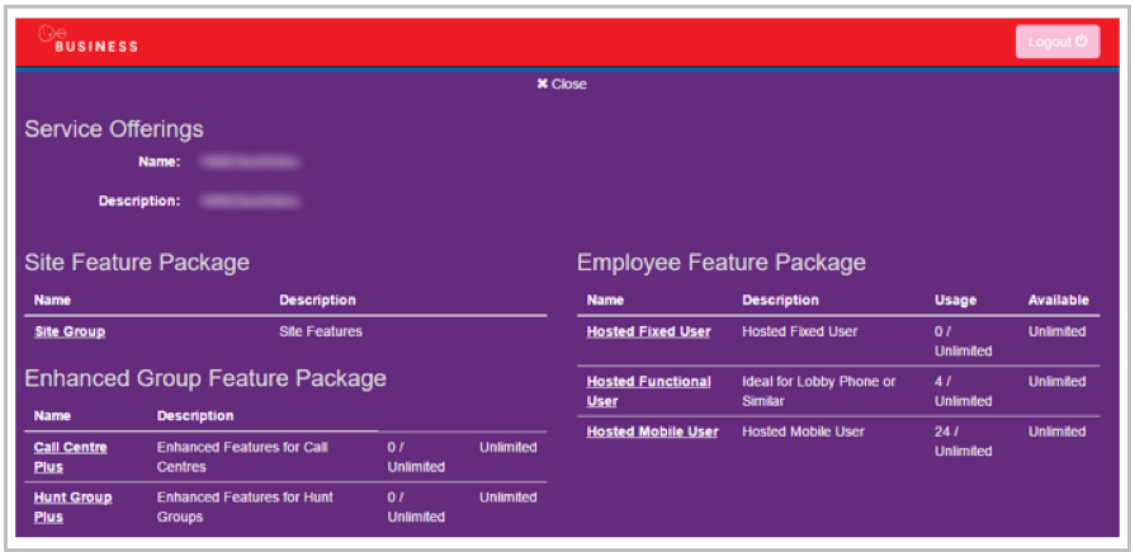


A Feature Package represents a specific collection of service features. You can use this information to determine which Feature Package you have assigned to each Employee and Company. Optional Add-On Features can also be viewed here.

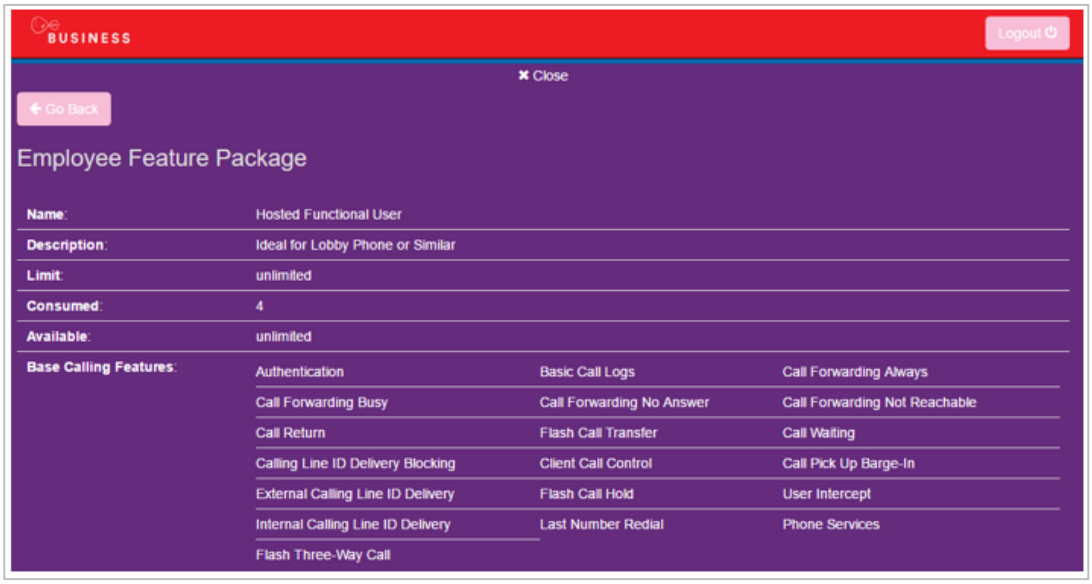
The Service Offerings tab will offer up different information, depending on which tab has been selected. This is summarised below:

Object	Service Offerings Tab
Company	Displays all available Site and Employee Feature Packages and Add-Ons company-wide
Site	Displays the Site Feature Package and Add-Ons assigned to the Site and all Employee Feature Packages and Add-Ons that are available for Employees under the Site
Employee	Displays the Feature Package and any Add-Ons assigned to the Employee

As a Company Administrator, you will be presented with the following view:



To then view the features within a package you simply need to click the package, which will then present the following views:



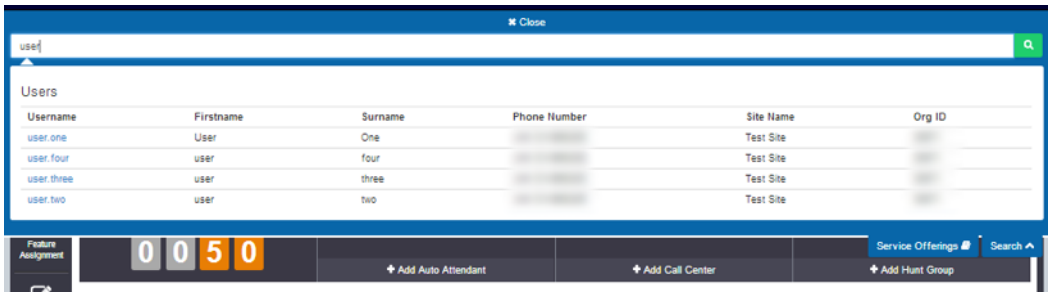
Live Search Function

You can use the Search function at the top of the page to search on a number of objects within the same company:

It offers a dynamic search facility across the following fields:

- Username
- Firstname
- Surname
- Phone Number
- Site Name

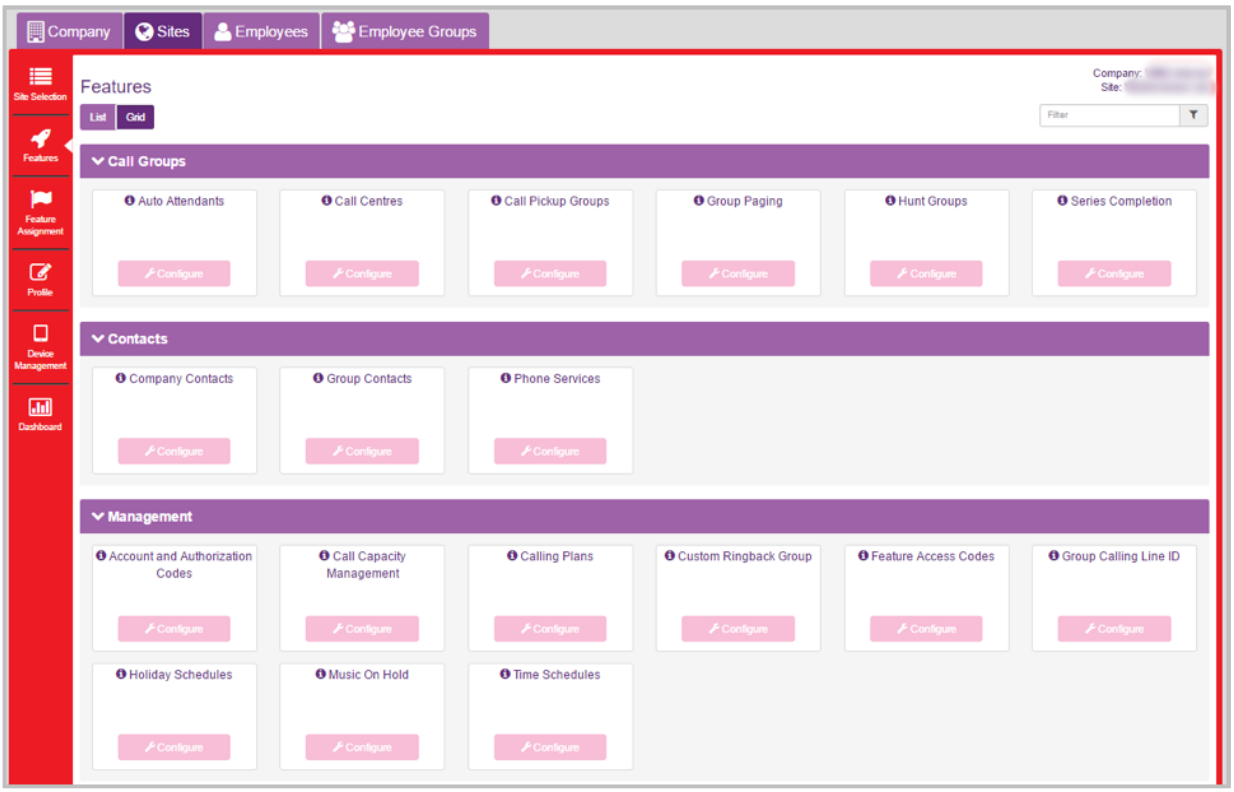
Administrators simply need to type in the criteria (full or partial) and it will list all matches:



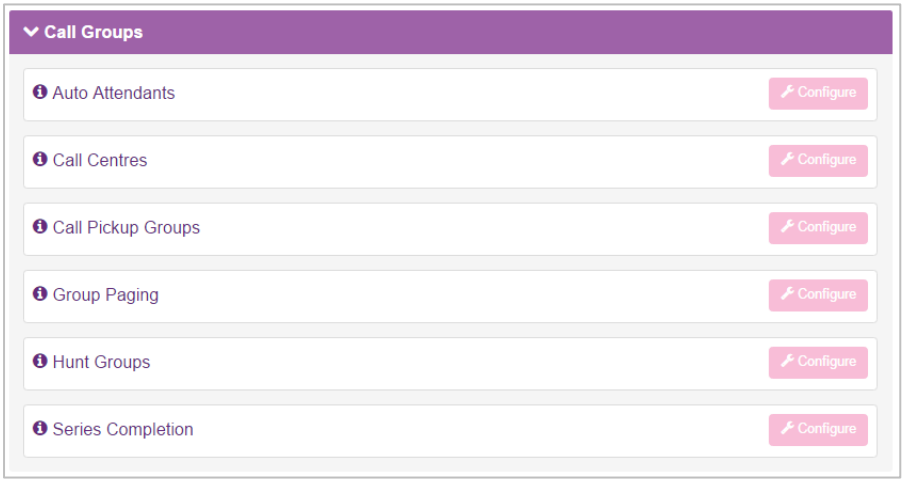
General Portal Views and Information

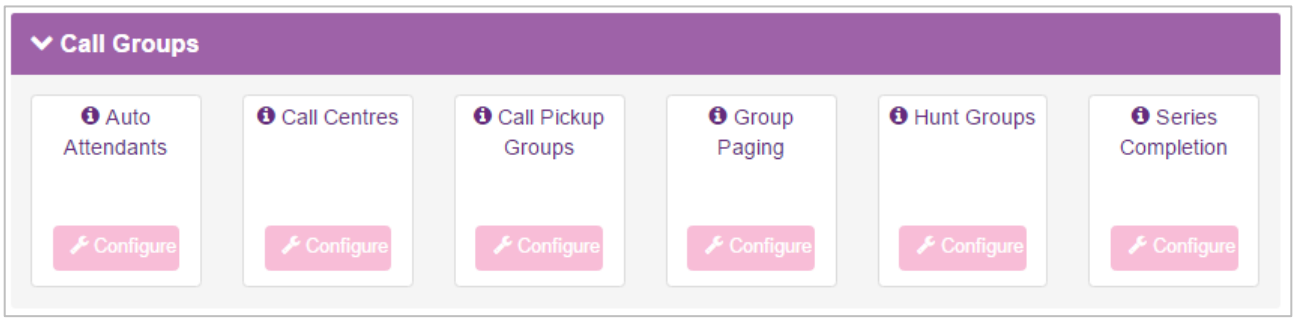
As a Company Administrator you can view features at a Site or Employee level.

From the **Site** or **Employees** tab, select a site or employee and you will then be able to open the **Features** tab on the left side. This will open up the Features view:



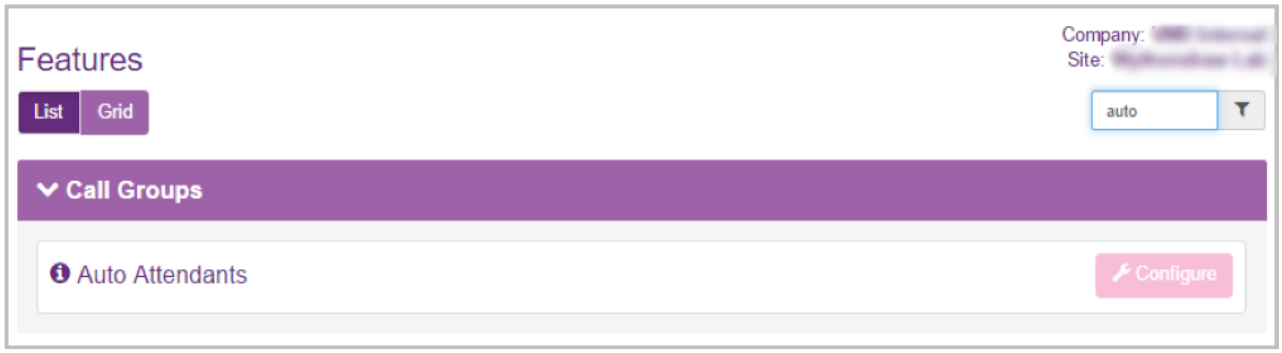
You have the option of viewing these as either a List or Grid view:





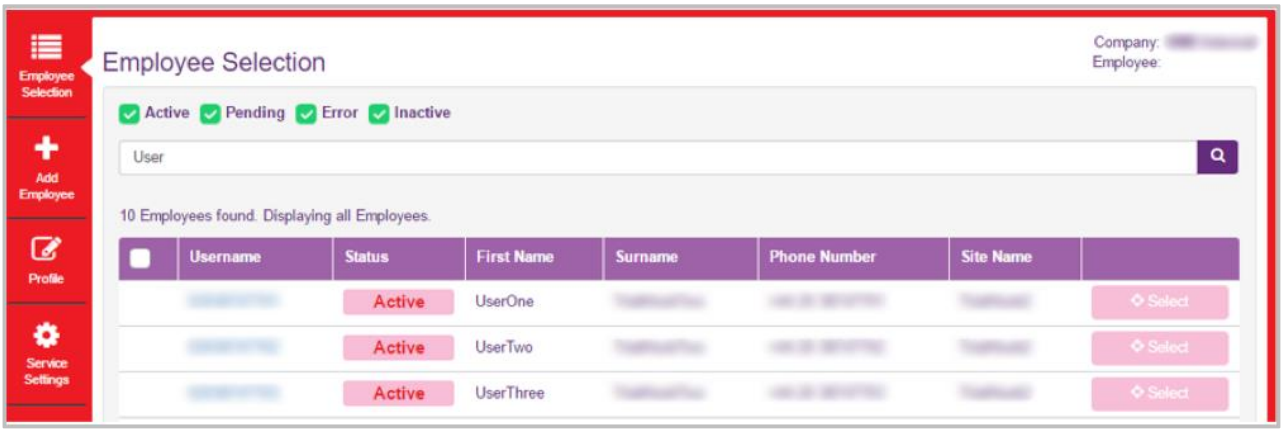
For a Feature description and more information, hover over the Icon. A brief summary will appear:

Some screens have filter options that allow you to dynamically filter the options displayed on the screen.



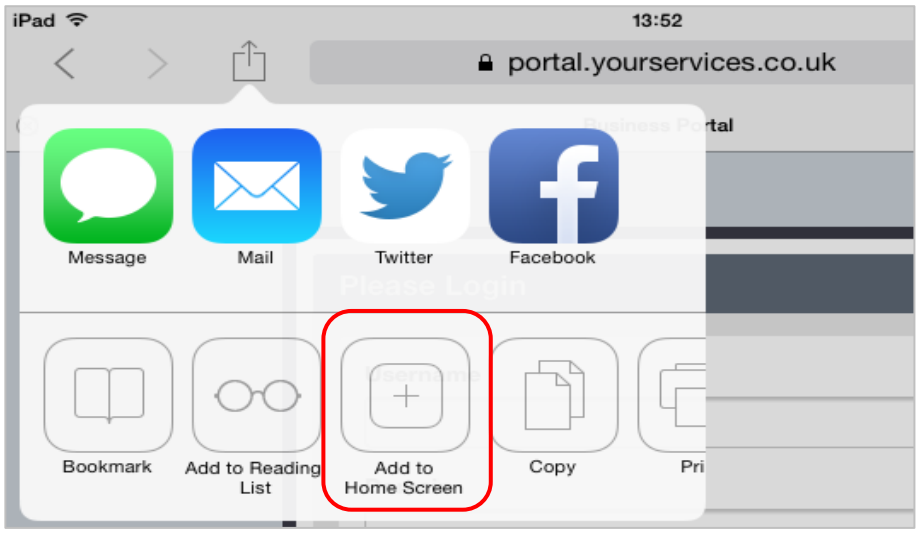
Additionally, the Site Selection, Employee Selection and Group Selection pages have search options which allow you to search through the following data:

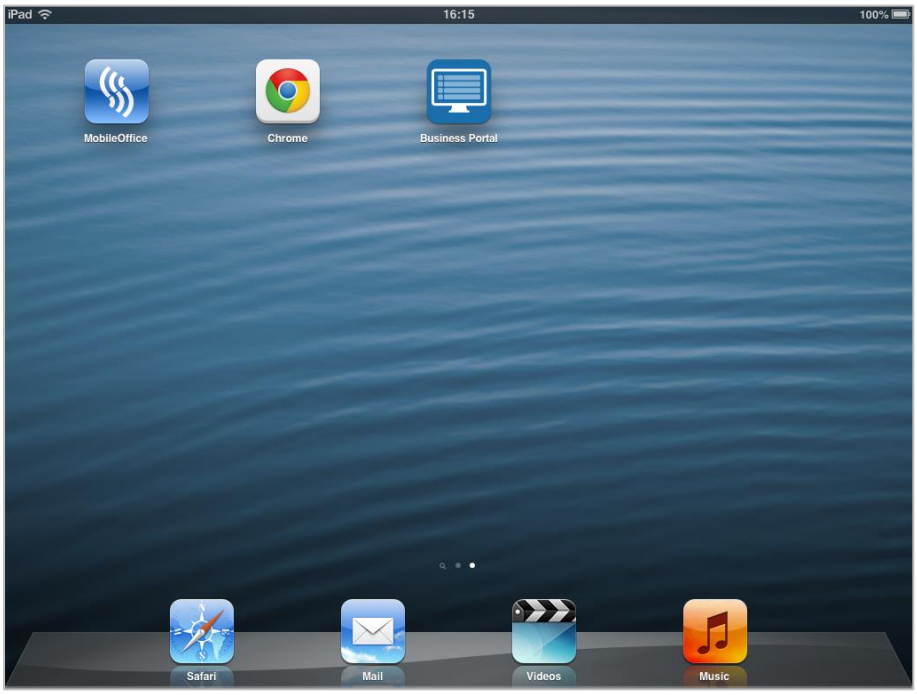
- Site Selection
- Site Name
- Group Selection
- Group Name
- Employee Selection
- Username
- Firstname
- Surname
- Phone Number
- Site Name



Saving the Business Portal as a Home Screen on iOS

Access the Business Portal on your iOS device and you can save it to the home screen. By doing so, it effectively behaves like an app:



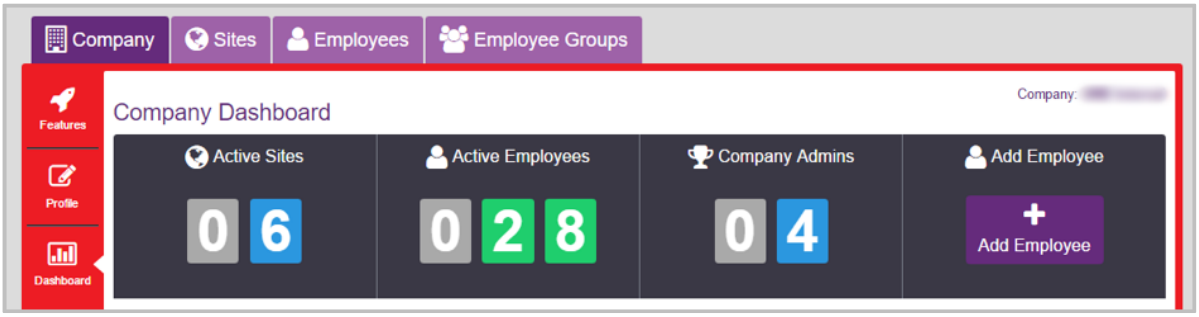


Dashboard Description – Company

Quick Statistic Tiles

Select a Company and click on the **Dashboard** to be presented with a visual quick stats section that will display the following:

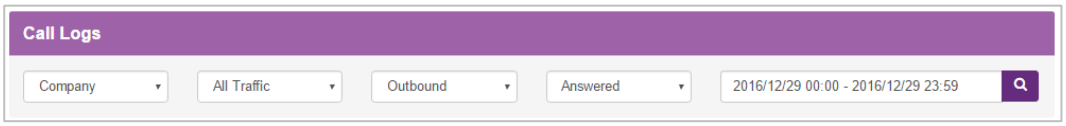
- Number of Active Sites
- Number of Active Employees
- Number of Company Admins
- Add Employee option: Please note, to add employees, you will need to contact Virgin Media Business. You will not be able to add an employee through the portal as this will impact your contract with Virgin Media Business.



Call Logs

Call Logging provides company-wide call records, plus comparison and analytical tools for tracking and improving the efficiency and effectiveness of business communications.

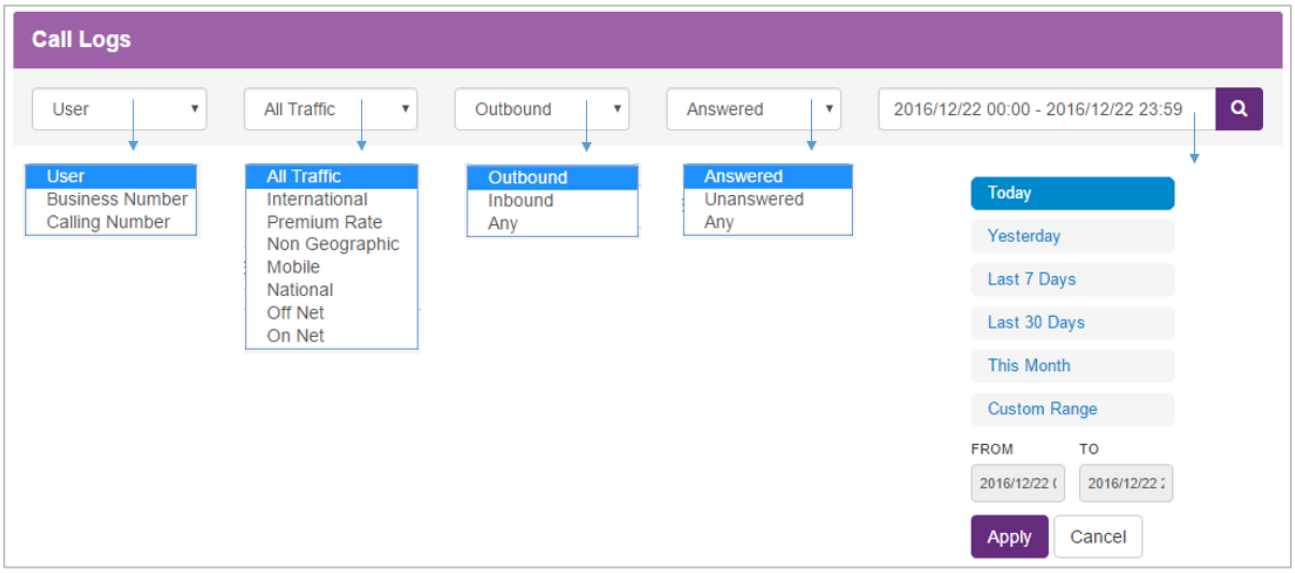
An intuitive, feature-rich interface allows you to visualise trends and patterns, zoom in on detailed data or view key headline information at a glance. Call Logging is accessed via the Dashboard in the Business Portal from anywhere and on any device via a Web Browser and Internet connection.



The search bar may display different options depending on your account privileges. You are able to build your search by first selecting your criteria from the options boxes and then secondly by clicking the magnifying glass to submit the search and view the results. The Graph and Compare Views, List View, Type View and Top 10 Views (detailed below) will display the results based on your chosen search. There is a maximum delay of approximately 15 minutes for new calls to be displayed.

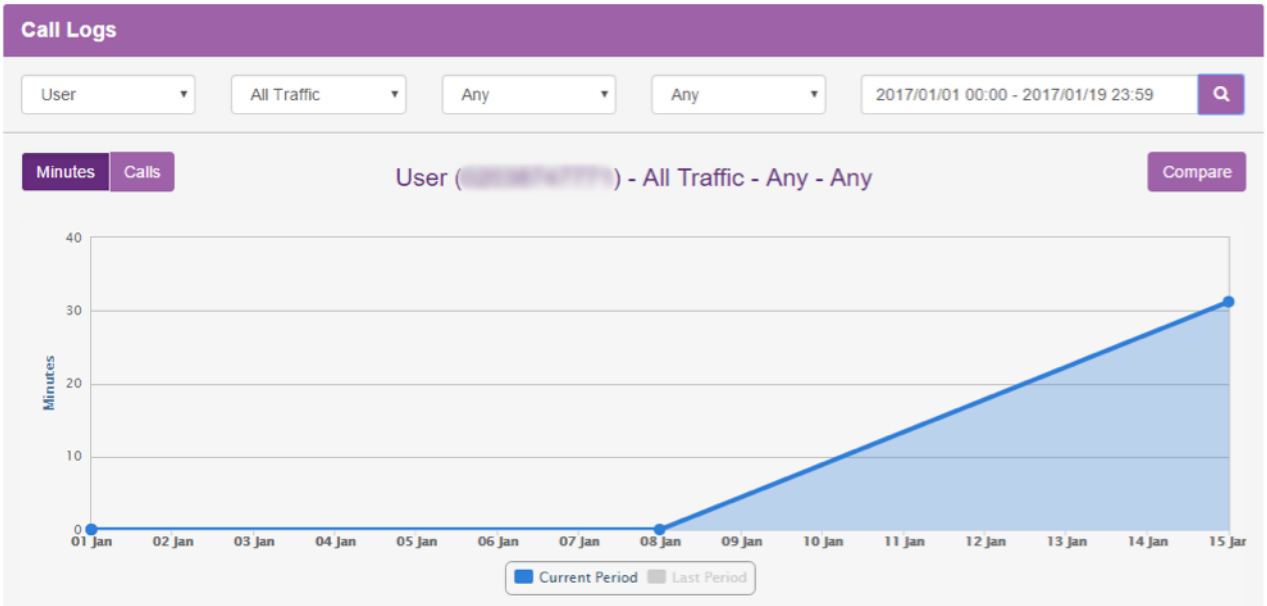
The search criteria available are:

- **Object** – Company, Site, User (by Username), Business Number (by full or partial telephone number), Calling Number (by full or partial telephone number)
- **Traffic** – All Traffic, International, Premium Rate, Non-Geographic, Mobile, National, Off-Net, On-Net
- **Direction** – Outbound, Inbound, Any
- **Status** – Answered, Unanswered, Any
- **Date Range**



Graphical View and Compare

When your results are returned, the Graphical View displays total calls or minutes for the current month by hour, day, week or month. You can zoom into the graph for monthly down to hourly views and pan across the graph to move to the previous or next period of time. You can hover over each data point dot on the graph to display the values.



- Zoom between Hourly, Daily, Weekly and Monthly data
- Use the interactive graph to pan and hover for more data
- A comparison feature overlays the previous month's data results, allowing you to analyse patterns and trends
- You can switch between the views detailed below using the View Buttons

List | Type | Top 10 ▾ | Export

Show 10 ▾ entries | Page 1

Business Number	Time	Duration (s)	Calling Number	Destination	Call Status
	18/01/2017 10:10:45 AM	5		Off Net Originating Call	↗
	18/01/2017 10:09:53 AM	3		Off Net Originating Call	↗
	18/01/2017 10:08:47 AM	7		Unanswered Call	↗
	18/01/2017 10:07:07 AM	3		Off Net Originating Call	↗
	18/01/2017 10:00:13 AM	5		Unanswered Call	↗
	18/01/2017 09:59:19 AM	11		Unanswered Call	↗
	18/01/2017 09:55:23 AM	8		Unanswered Call	↗
	18/01/2017 07:45:58 AM	32		Off Net Originating Call	↗
	18/01/2017 07:45:36 AM	10		Off Net Originating Call	↗
	18/01/2017 07:45:07 AM	21		Off Net Originating Call	↗

Showing 1 to 10 of 64 entries

‹ 1 2 3 4 5 ›

List View

The List View provides individual call information on the results of your search, including the Business Number, Time, Duration, Calling Number, Destination and Call Status.

You can order the List View results by ascending or descending Time or Duration by clicking on the corresponding column title. Browse the data by selecting the number of entries to display and/or by navigating through the result pages

Type View

List | Type | Top 10 ▾ | Export

Type	Minutes	Total %	Calls	Total %
Off Net	7.83	25.1%	43	67.2%
On Net	23.37	74.9%	21	32.8%
Total	31.2		64	
Inbound	22.73	72.9%	14	21.9%
Outbound	8.47	27.1%	50	78.1%
Total	31.2		64	
Answered	28.15	90.2%	41	64.1%
Unanswered	3.05	9.8%	23	35.9%
Total	31.2		64	

The Type View allows you to instantly compare different types of calls to provide key information including the amount of Off-Net calls versus On-Net calls, Inbound versus Outbound and Answered versus Unanswered. The Type View displays the percentage split of total minutes and total calls for each call type. This is a useful feature to instantly view how many of your calls are On-Net (often within the Company or between Sites and

free of charge) versus Off-Net calls to people outside of your Company. It allows you to see how calls are being handled and monitor performance by viewing the incoming and outgoing call split and percentage of answered and unanswered calls.

Top 10 View

The Top 10 View provides the 10 highest results based on your search and top 10 category selection. For example, this allows you to see the top 10 destinations or numbers involved in calls across your whole Company, individual users or Groups.Click the Top 10 View button and select your category from the list of Calling Number, Destinations, International Calls, Mobile Calls and National Calls. For example, if your search was for all outbound, answered or unanswered calls for a Site and you select the top 10 International Calls, then the Top 10 View will display the top 10 most frequent international numbers being dialled by that Site and all of its Employees.

This is a useful feature to instantly view what regions a marketing campaign is targeting, which of your Customers are called or call you the most, the most popular international destinations, which Customers call Customer Service the most and which Employees answer the most calls to these numbers, etc.

The Top 10 view allows you to see what the most popular calls are being made and received, increase business effectiveness and reduce costs.

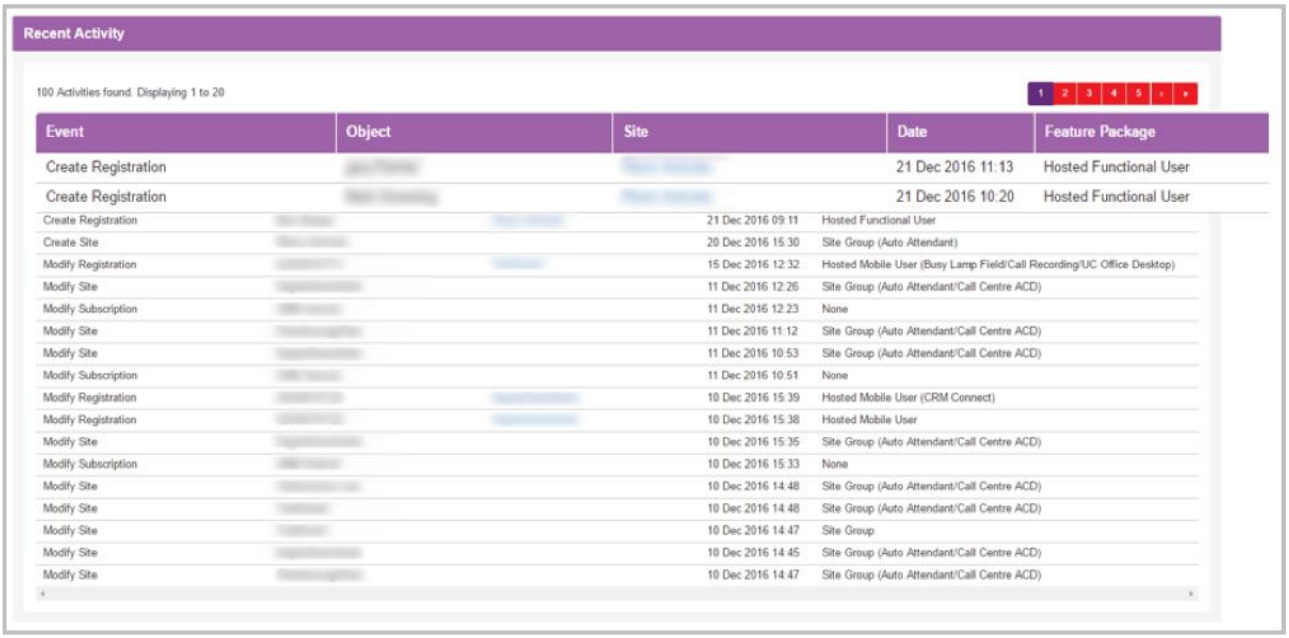
Export Tool

The export tool allows you to export the current data in the chosen search and view as a CSV file. Click the **Export** button – this will automatically download all of the data in the current view in comma-separated values format.

Recent Activity

The Recent Activity section of the Company Dashboard shows the recent provisioning activity for Sites, Employees and specific Site Features such as Call Centres that generate provisioning events. These events include activating, modifying and deleting Employees, and assigning/removing Feature Packages from Call Centres and Hunt Groups.

The information on each event shows the Event Type (e.g. Create Registration), the Object (e.g. its Username), the Site for which the event occurred, the Date the event occurred and any Feature Package assigned to the Object.



Recent Activity

100 Activities found. Displaying 1 to 20

Event	Object	Site	Date	Feature Package
Create Registration	[illegible]	[illegible]	21 Dec 2016 11:13	Hosted Functional User
Create Registration	[illegible]	[illegible]	21 Dec 2016 10:20	Hosted Functional User
Create Registration	[illegible]	[illegible]	21 Dec 2016 09:11	Hosted Functional User
Create Site	[illegible]	[illegible]	20 Dec 2016 15:30	Site Group (Auto Attendant)
Modify Registration	[illegible]	[illegible]	15 Dec 2016 12:32	Hosted Mobile User (Busy Lamp Field/Call Recording/UC Office Desktop)
Modify Site	[illegible]	[illegible]	11 Dec 2016 12:26	Site Group (Auto Attendant/Call Centre ACD)
Modify Subscription	[illegible]	[illegible]	11 Dec 2016 12:23	None
Modify Site	[illegible]	[illegible]	11 Dec 2016 11:12	Site Group (Auto Attendant/Call Centre ACD)
Modify Site	[illegible]	[illegible]	11 Dec 2016 10:53	Site Group (Auto Attendant/Call Centre ACD)
Modify Subscription	[illegible]	[illegible]	11 Dec 2016 10:51	None
Modify Registration	[illegible]	[illegible]	10 Dec 2016 15:39	Hosted Mobile User (CRM Connect)
Modify Registration	[illegible]	[illegible]	10 Dec 2016 15:38	Hosted Mobile User
Modify Site	[illegible]	[illegible]	10 Dec 2016 15:35	Site Group (Auto Attendant/Call Centre ACD)
Modify Subscription	[illegible]	[illegible]	10 Dec 2016 15:33	None
Modify Site	[illegible]	[illegible]	10 Dec 2016 14:48	Site Group (Auto Attendant/Call Centre ACD)
Modify Site	[illegible]	[illegible]	10 Dec 2016 14:48	Site Group (Auto Attendant/Call Centre ACD)
Modify Site	[illegible]	[illegible]	10 Dec 2016 14:47	Site Group
Modify Site	[illegible]	[illegible]	10 Dec 2016 14:45	Site Group (Auto Attendant/Call Centre ACD)
Modify Site	[illegible]	[illegible]	10 Dec 2016 14:47	Site Group (Auto Attendant/Call Centre ACD)

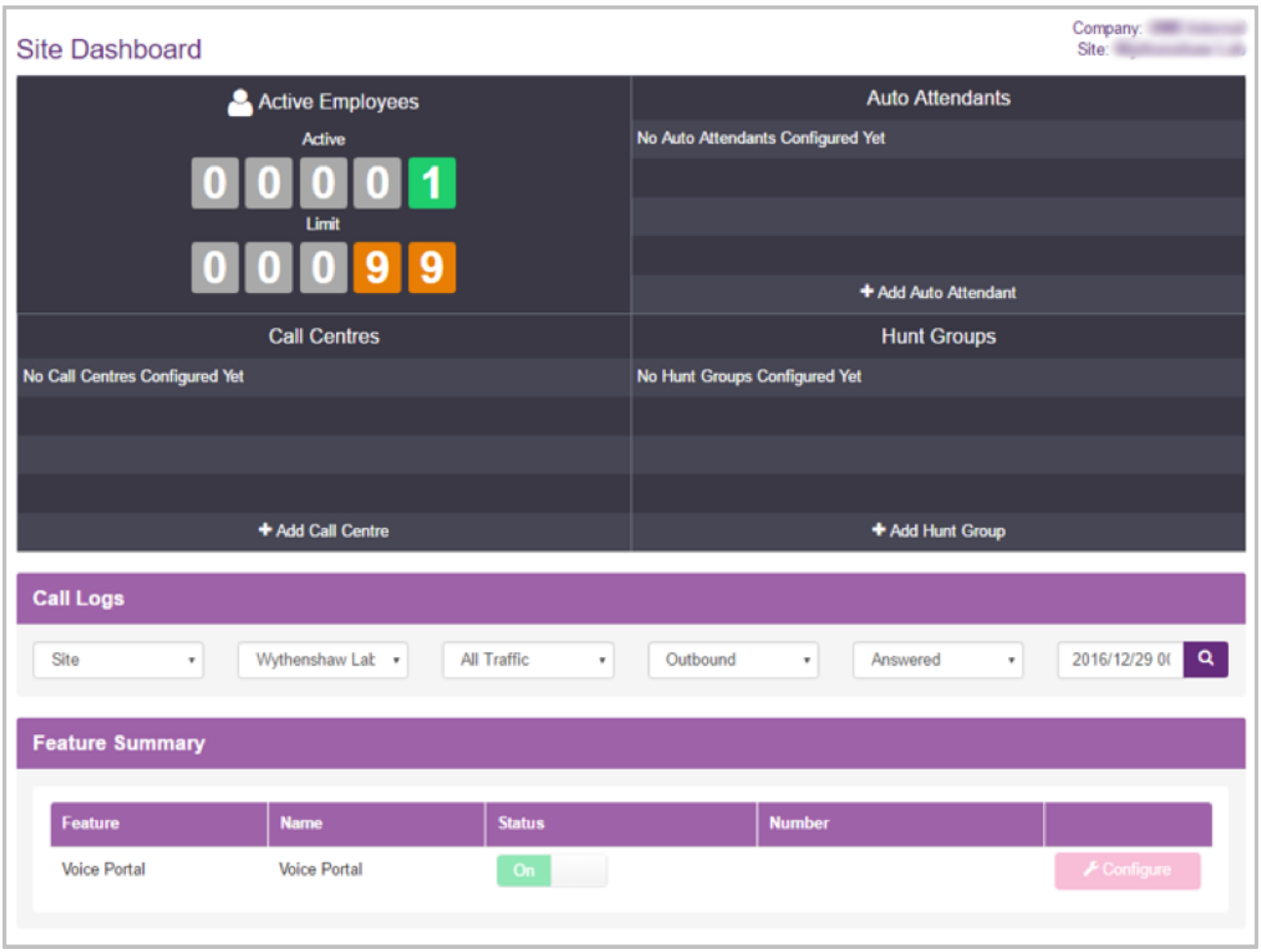
Please note that this section will not display changes made within features, i.e. a User changing their Simultaneous Ring setting.

Dashboard Description – Site

Quick Statistic Tiles

A Company Administrator clicking onto a Site dashboard or a Site Administrator logging in will be presented with the following visual quick stats:

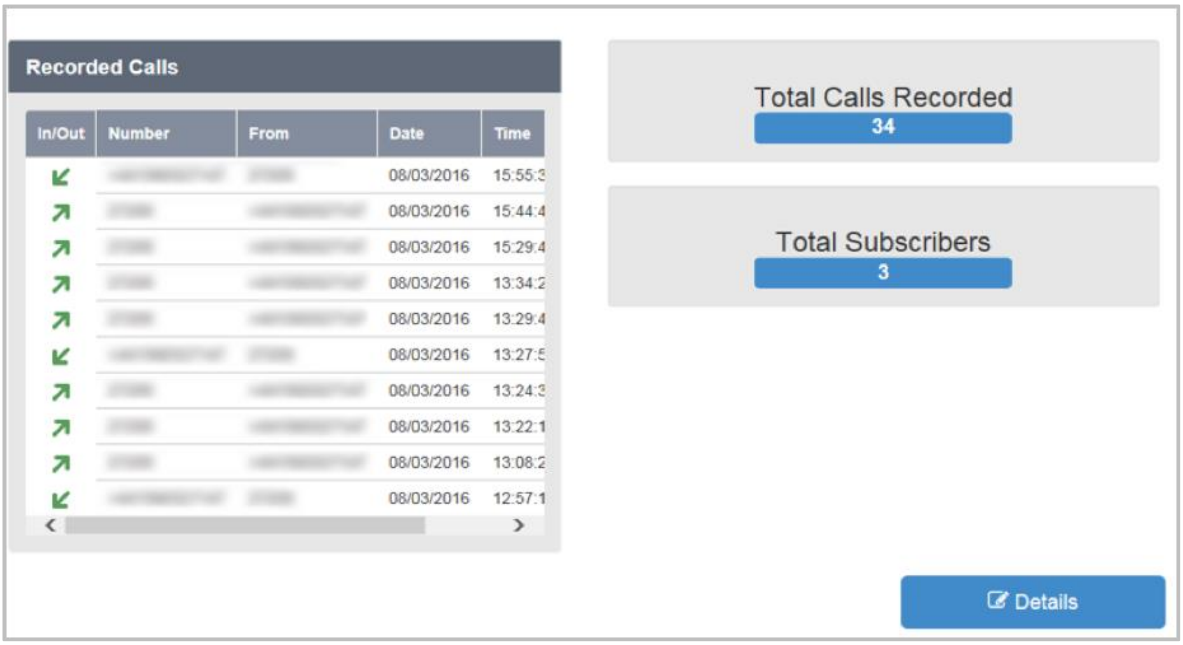
- Number of Active Employees
- The Limit of Employees
  (corresponding to the number of employee licences purchased for the Site)
- List of Auto Attendants, including a shortcut to create a new one
- List of Call Centres, including a shortcut to create a new one
- List of Hunt Groups, including a shortcut to create a new one



Recorded Calls (if enabled)

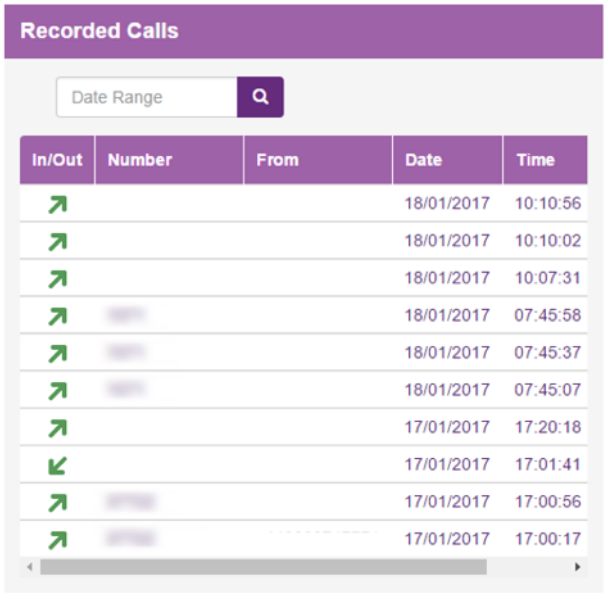
The Site Dashboard contains a section on Call Recording when the Virgin Media Business Administrator has enabled this, if the product has been purchased as part of your Agreement. This is divided into four areas:

- Recorded Calls
- Total Calls Recorded
- Total Subscribers
- Details

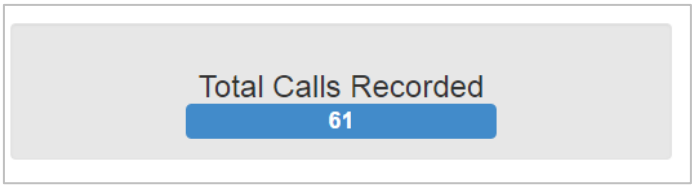


Recorded Calls screenshot can be seen below and contains the following, which is informational only:

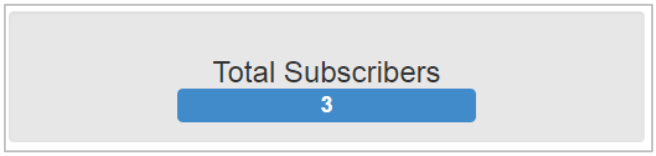
- Last 10 recorded calls, including In/Out, Number, From, Date, Time, Duration



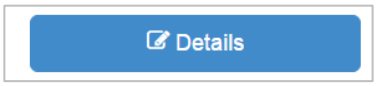
A **Total Calls Recorded** screenshot can be seen below and displays a total count of how may recorded calls there are on the Site:



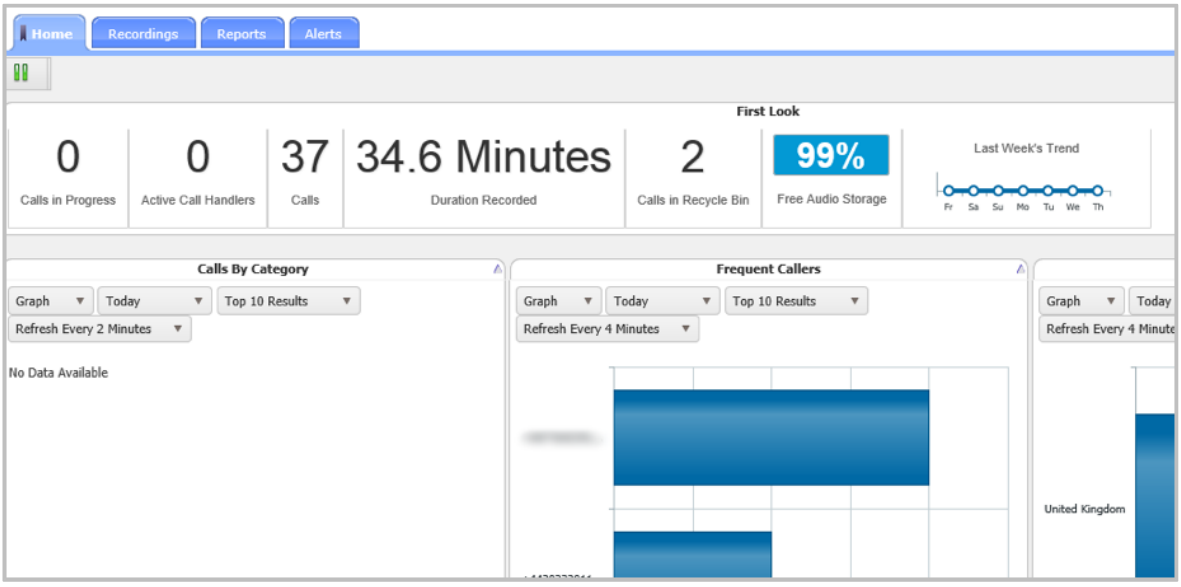
A **Total Subscribers** screenshot can be seen below and displays a total count of Users who are having their calls recorded:



If the **Details** button is selected, this will open up the Call Recording portal in another window.



From here the Company and Group Administrator may see calls, play calls, delete calls and manage their Call Recordings. Please review the *Cloud Voice Business Portal – Voice Recording Application User Guide* for further details on how to use this.

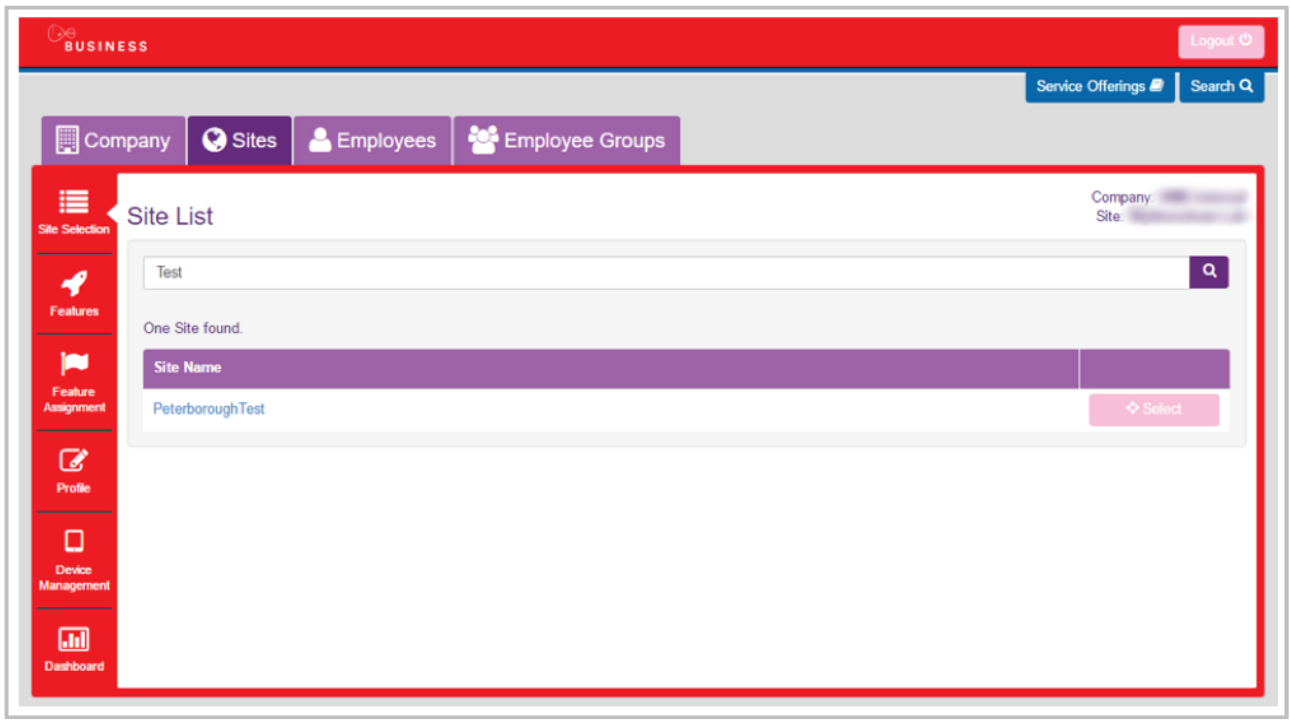


Call Logs

Call Logging provides a Site's call records, comparison and analytical tools for tracking and improving the efficiency and effectiveness of business communications. The function works the same as described above in the *Company* section.

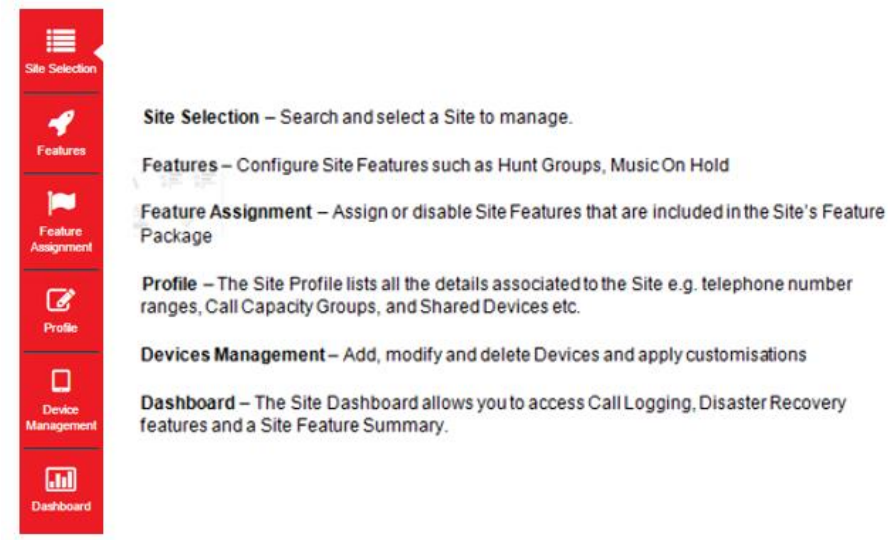
Managing Sites

This allows the Company Administrator or Group Administrator to manage the Site Features, Site Profile and Devices, and view the Site Dashboard.



Sites Sidebar

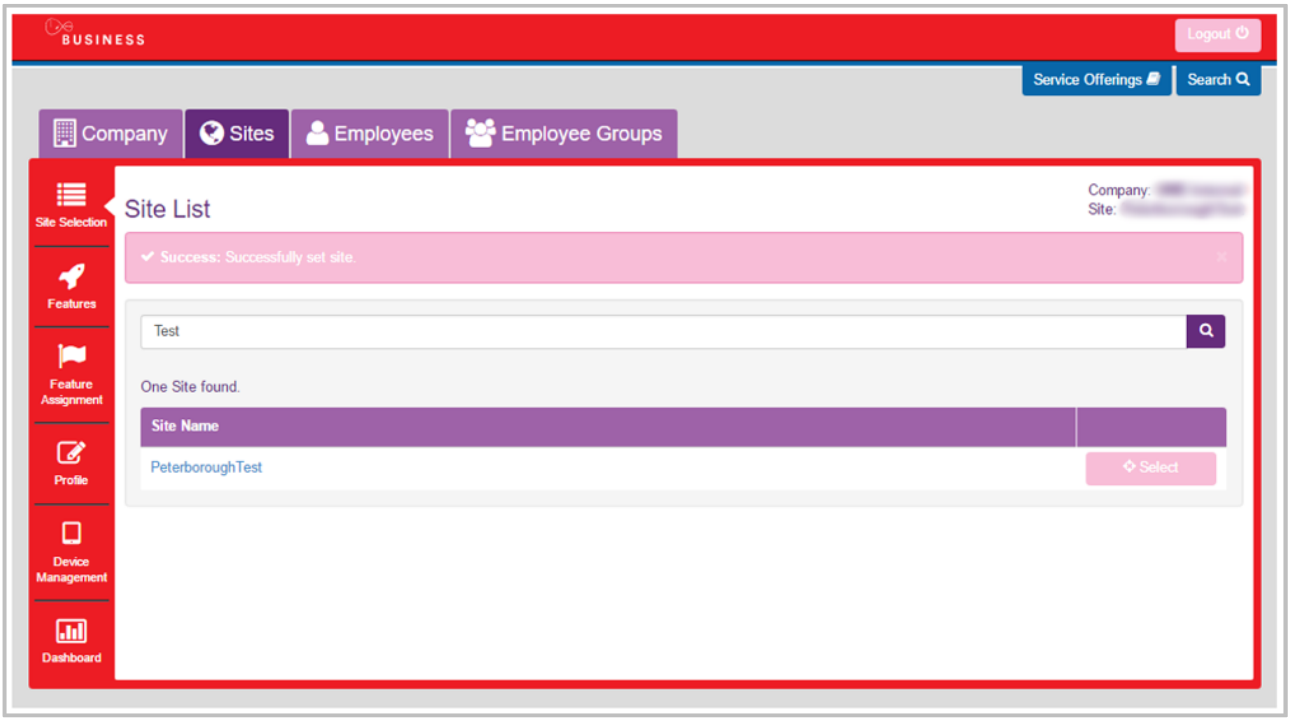
When you select the Sites tab you will be presented with a left-hand side bar, which provides administrative functions for that Site, as per the screenshot:



Site Selection

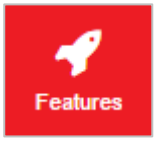
Select this tab to search, select and manage Sites:

You can search by Site name or simply hit the **Search** button to return a list of all Sites.



Features

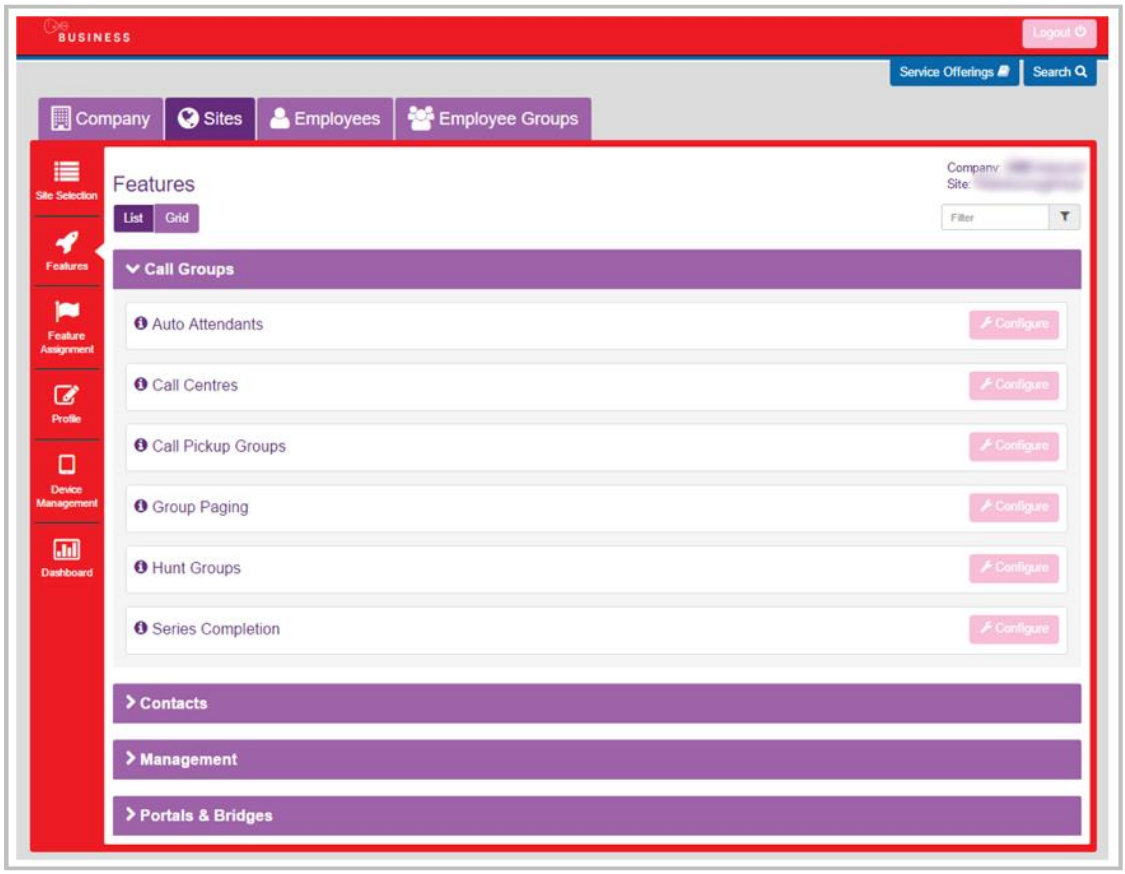
Select this tab to configure Site features:



As a Company or Group Administrator, you can configure the features for a Site. Company Administrators can configure features for any Site within an entire Company. Group Administrators can only configure features for the individual Sites for which they have been granted administrative privileges. Site features are listed under the following categories and can be displayed as a List or a Grid:

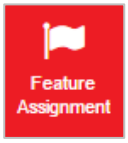
- Call Groups – (e.g. Auto Attendants, Call Centres, and Hunt Groups)
- Contacts – (e.g. Company Contacts, Group Contacts, Phone Services)
- Management – (e.g. Call Capacity Management, Calling Plans, Group Calling Line ID)
- Portals & Bridges – (e.g. Call Director Portal, My Room Audio Conferencing Bridge and Voice Portal)

Click the **Configure** button next to the Site Feature that you wish to configure.



Feature Assignment

Select this tab to remove features from a Site:

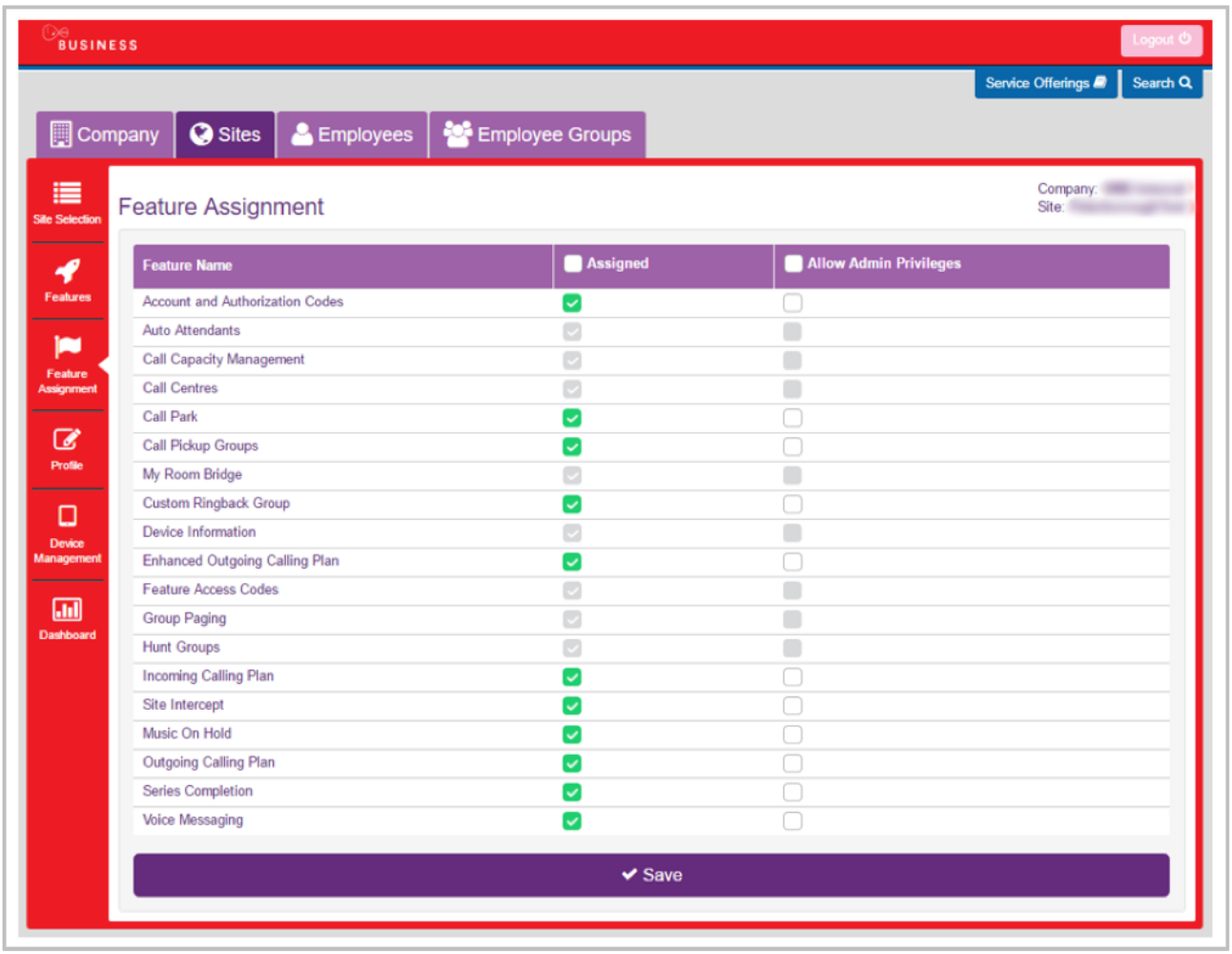


As a Company Administrator or Group Administrator, you can use the Site Feature Assignment page to view the Site features that have been assigned to your Sites. You can also change these assignments, making features available or unavailable to individual Sites as required.

The changes you make to the feature assignments for a given Site apply to all Employees who use the service at that Site. For example, if you enable a specific feature, Employees at the Site can use it. If you disable a specific feature, it is not available for use by any Employees at the Site. Similarly, only features that are currently enabled can be configured using the Employee Feature Settings page. When you disable a feature, all corresponding configuration capabilities are also disabled. You can change a Site's feature assignments at any time.

If you are a Company Administrator, you can view and edit feature assignments for any of your Company's Sites. If you are a Group Administrator, you can only view and edit feature assignments if you have been granted administrative privileges for a Group that is being used to represent one of your Company's Sites.

To assign or remove features, or to permit or deny a Group Administrator the right to make changes, select or clear the check boxes in the **Allow Admin Privileges** list:

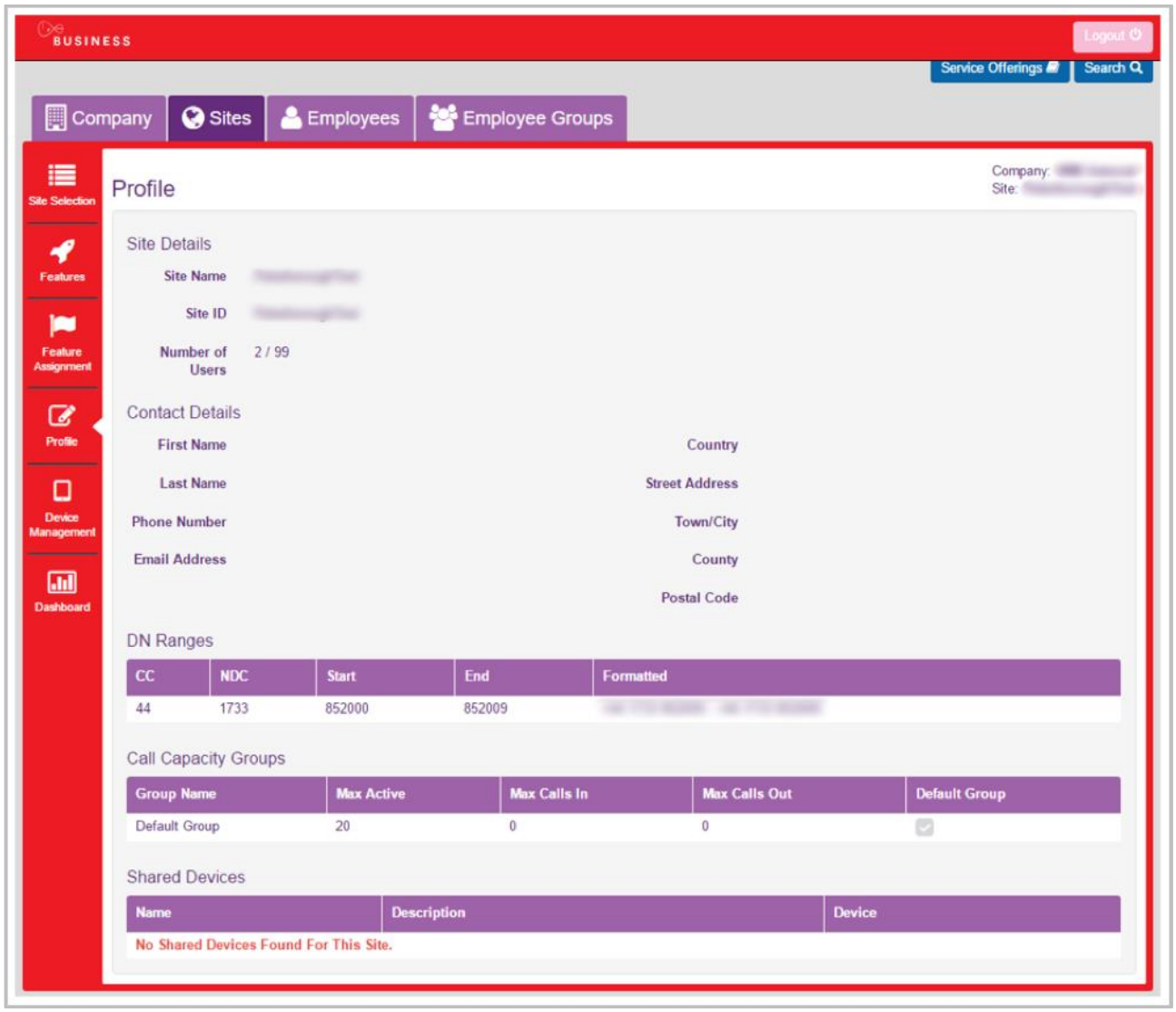


Profile

Select this tab to see a profile of the Site:

The Site Profile is informational and consists of the following:

- Site details (e.g. Number of Users, address and contact details)
- DN Ranges (telephone number(s) associated with the Site)
- Call Capacity Groups



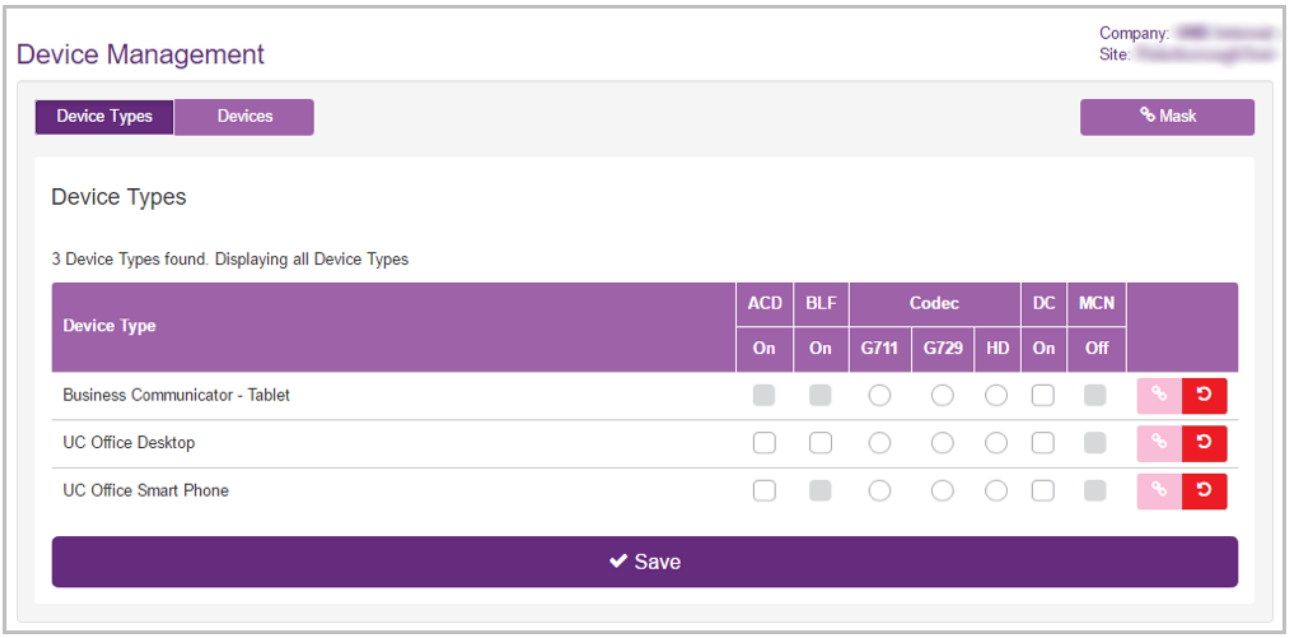
Device Management

Select this tab to manage devices and profiles:

The Device Management feature allows you to create, modify, and delete the devices (IP phones and/or Analogue Terminal Adaptors ATAs) that are used within a given Site. As an Administrator, you can also see a list all of the devices that are currently in use within a Site, or search for specific devices by device name, device type or available ports.

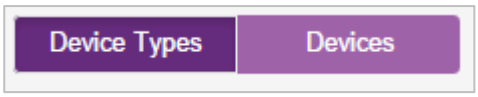
The Devices Employee feature associates a set of devices with an Employee (called “alternative locations” or “shared call appearances”). The **Device Management** Site Feature serves as a device inventory and provides functionality to manage and customise devices.

Devices are listed as Device Types – type of devices associated to the Site – and Devices – list of all devices under the Site.



Device Types

The **Device Types** tab allows you to view, manage and apply customisations to all devices of a particular type (manufacturer and model) that are provisioned under the Site.



Only the customisations and their options that are available to the Device Type are displayed. Customisations that are not applicable are greyed out.

In order to customise all devices under the Site of certain types you simply choose from the customisation options and click **Save**. The device configuration files will be automatically rebuilt for all devices. When the devices are resynchronised (e.g. on reboot) with the configuration provisioning servers, the new customisations will be applied to the device(s).

For example:

The following table explains the available options, note, some options are only available if they have been purchased as an add-on as part of your Agreement:

Customisation	Option	Purpose
ACD *When purchased as an add-on*		To apply Call Centre Agent ACD State soft keys to the device that allow Call Centre Agents to Sign In/Out of Call Centres that they are assigned to and set their ACD state e.g. Available, Wrap-Up and Unavailable.
ACD *When purchased as an add-on*	On (tick check box)	This applies a configuration that will enable additional soft keys on the device for the Call Centre Agent to set their Call Centre ACD state.
ACD	Off (default)	This applies a configuration that does not include the additional ACD soft keys for Users who are not Call Centre Agents or who

When purchased as an add-on		do not wish to use this functionality.
BLF *When purchased as an add-on*		To apply Busy Lamp Field feature integration with devices. When this option is enabled, the SIP transport is changed from UDP to TCP to ensure that the complete and larger BLF signalling is communicated successfully. You are advised to contact your Network Administrator before making any changes to this customisation.
BLF *When purchased as an add-on*	On (tick check box)	This applies Busy Lamp Field feature integration with the device and changes the signalling transport.
BLF *When purchased as an add-on*	Off (default)	Leave this option off or set to off when Busy Lamp Field integration is not required.
Codec		To apply a particular voice codec that may offer better quality or less bandwidth consumption. Leave blank or click reset to use the default (typically applies G711 preference). You are advised to contact your Network Administrator before making any changes to this customisation.
Codec	G711	This applies a G711a/u codec preference.
Codec	G729	This applies only the G729 codec to ensure that a lower bandwidth is consumed at the cost of voice quality.
Codec	HD	This applies the G722 HD Voice codec. It consumes the same bandwidth as G711 and can offer a more realistic voice quality.
DC		This applies a configuration to the device that allows it to operate and communicate with the platform over a private Direct Connection deployment, e.g. a MPLS deployment that privately connects with the platform rather than via an Internet breakout point. You are advised to contact your Network Administrator before making any changes to this customisation.
DC	Off	This applies a standard deployment option when the device communicates with the platform via normal access methods over the Internet and not a Direct Connect deployment. Setting this to Off for a Device Type that is DC-enabled by default overrides the

		default and applies a configuration that is designed for communication over the Internet rather than the private access method.
DC	On	This applies a configuration to the device that is designed for deployments where the device will operate over a private Direct Connection deployment.
MCN		To disable Missed Call Notifications on the device.
MCN	Off (tick check box)	This disables Missed Call Notifications on the device.
MCN	On (default)	Leave the check box unticked for Missed Call Notifications to be enabled – the default behaviour.

Device Management also provides the option to create a configuration mask for customisations and apply this mask to multiple Device Types. This speeds up the application of the same customisations to multiple Device Types. Administrators select the mask options from the expandable Mask menu and then click the mask icon for each Device Type to apply the configuration.

Devices

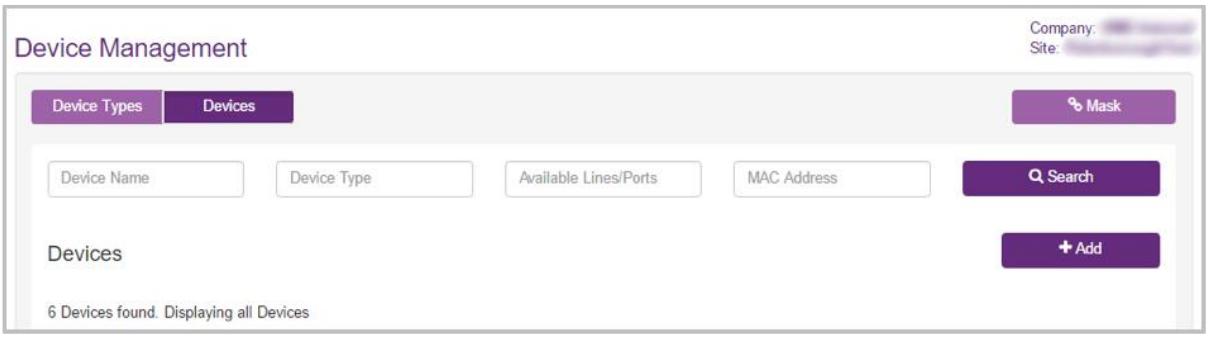
The **Devices** tab allows you to search, create, modify and delete devices and view, manage and apply customisations to a subset of devices or individual devices that are provisioned under the Site.

Only the customisations and their options that are available to the Device Type are displayed. Customisations that are not applicable are greyed out.

In order to customise individual devices you simply locate the device and then choose from the available customisation options, as per the table above, and click **Save**. If you can't find it then you can use the **Search** button to locate the device:

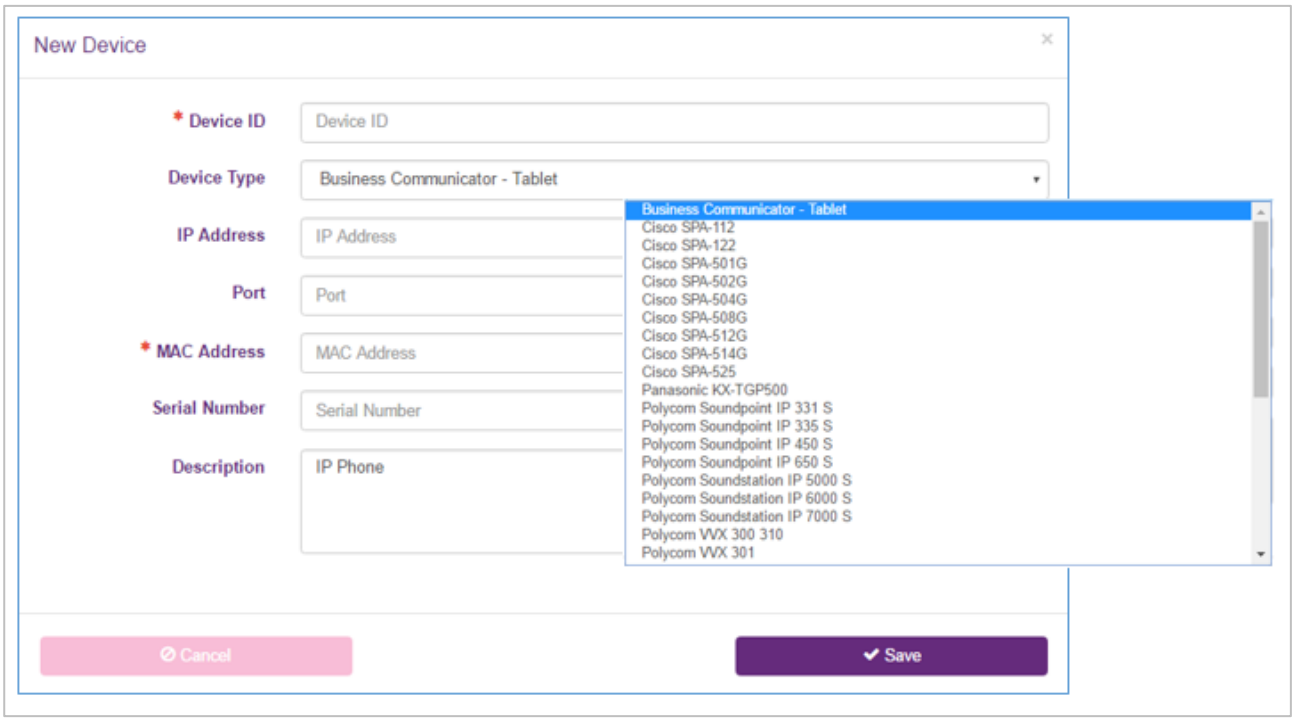
The device configuration file(s) will be automatically rebuilt. When the devices are resynchronised (e.g. on reboot) with the configuration provisioning servers the customisations will be applied to the device(s).

To add a new device click the **+Add** button underneath the Search button:



Then follow these steps:

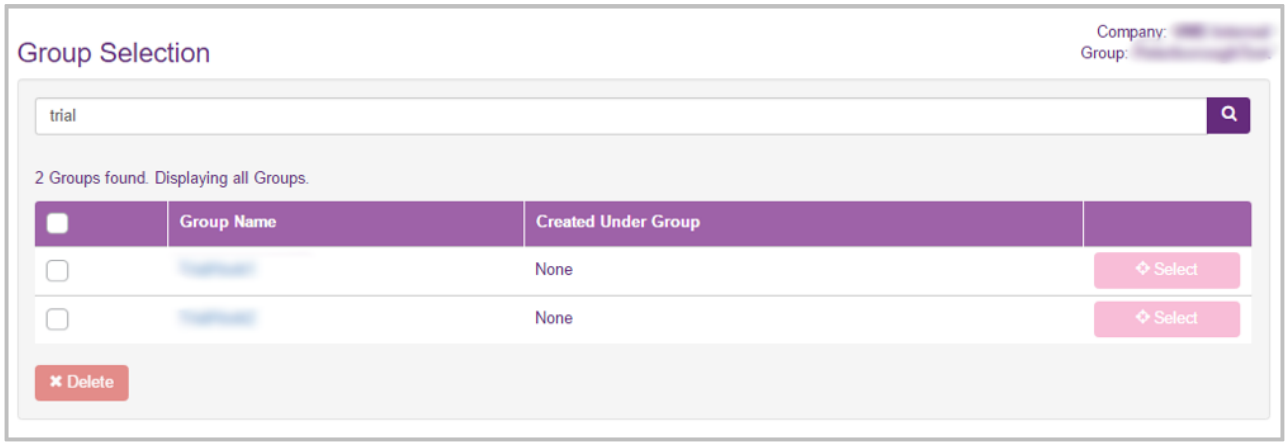
1. Click **New** – The New Device page is displayed
2. Fill in the fields to configure the new device
3. New Device Fields:
   - Device ID – A unique identifier for the device
   - Device Type – The type (make and model) of device. Note the device must be on the list of approved handsets.
   - MAC Address – The MAC address of the device
4. Click **Save**


New Device
* Device ID
Device ID
Device Type
Business Communicator - Tablet
IP Address
IP Address
Port
Port
* MAC Address
MAC Address
Serial Number
Serial Number
Description
IP Phone
Business Communicator - Tablet
Cisco SPA-112
Cisco SPA-122
Cisco SPA-501G
Cisco SPA-502G
Cisco SPA-504G
Cisco SPA-508G
Cisco SPA-512G
Cisco SPA-514G
Cisco SPA-525
Panasonic KX-TGP500
Polycom Soundpoint IP 331 S
Polycom Soundpoint IP 335 S
Polycom Soundpoint IP 450 S
Polycom Soundpoint IP 650 S
Polycom Soundstation IP 5000 S
Polycom Soundstation IP 6000 S
Polycom Soundstation IP 7000 S
Polycom VVX 300 310
Polycom VVX 301
Cancel
Save

Adding & Managing Groups (Optional)

As a Company Administrator, you can use the Business Portal to create a hierarchy of Groups for organising your Company's Employee accounts. Each Group you create can act as a container for other Groups, for specific sets of Employee accounts, or both. You can build a multi-level Group hierarchy by creating one or more top-level Groups, and then by adding sub-Groups within this top-level Group. Once you have created a Group hierarchy, you can assign Employees to specific Groups or create additional Groups as required.

You can use Groups to organise your Company's user accounts in any meaningful way. For example, you can use Groups to reflect your Company's real-world organisational or functional structure:



When you start to manage your Company's hierarchy of Groups and user accounts, you will notice that some Groups have already been created. These Groups represent your Company and its geographic location(s), specifically, the Company Site(s) at which the service can be activated. These Groups are created by Virgin Media Business when the service is set up and appear as top-level Groups.

As a Company Administrator, you cannot create Company Site-specific Groups. You can view the Site-specific Groups that Virgin Media Business has created, modify their properties, and assign administrators to them, just as you can with any Groups you create. Unlike the Groups you create, however, when you assign a Group Administrator to a Group that represents a Site, you give this User the ability to configure service features that apply to the Site as a whole.

Employee Groups Sidebar

When you select the **Employee Groups** tab you will be presented with a left-hand side bar, which provides administrative functions for that Group, as per the screenshot below:

Group Selection
Select your Group to manage or delete.

Add Group
Select this tab to 'Add' new Groups.

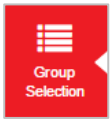
Profile
Select this tab to view contact details and other information for the Group.

Group Admins
Select this tab to assign a Group administrator to a Group or Site. You would give this Employee the ability to create, manage, and delete user accounts, sub-groups, and service activations within the Group.

Group Memberships
Select this tab for Employee association to Groups.

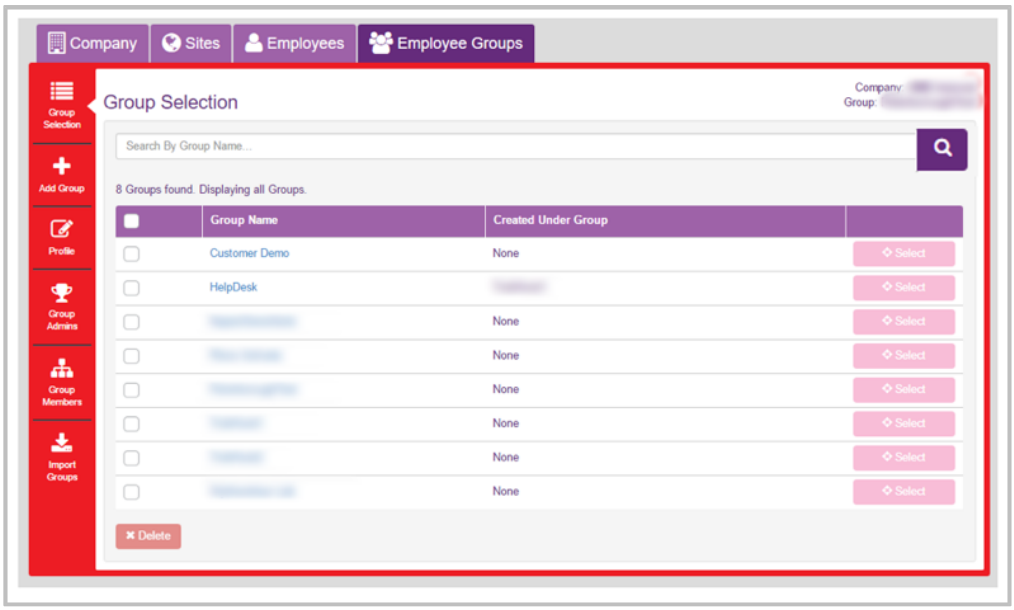
Import Groups
Select this tab for importing Groups.

Group Selection



Select this tab to manage or delete Groups:

You can search by Site name or Group name by simply hitting the **Search** button to return a list of all Groups or by entering a name before searching. Please note that Sites are classed as Groups and are automatically built as standard.

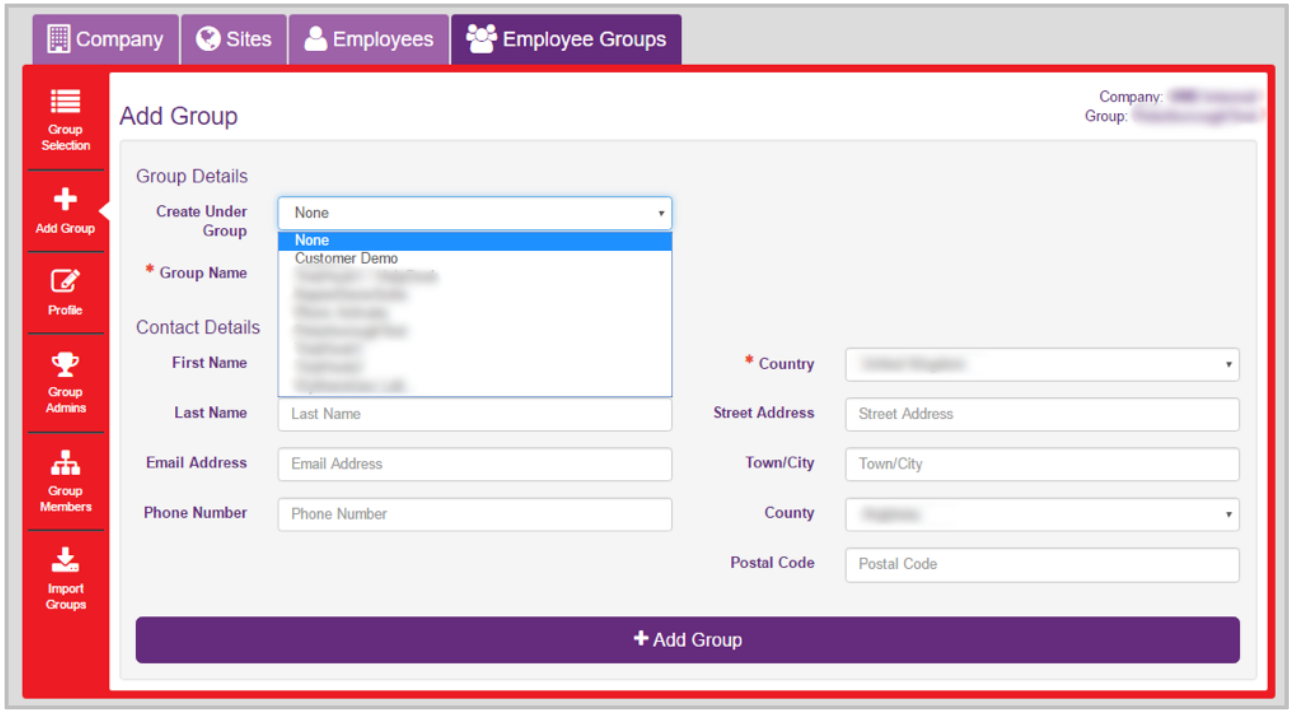


Add Group

Select this tab to add new Groups:

If you are logged in as a Company Administrator, this page lists all the Groups that currently exist within the Company. If you are logged in as a Group Administrator, this page lists the Groups for which you have been assigned administrative privileges.

You can use the Business Portal to add Users to Groups that represent the logical organisation of the Company at any time. You can then add the User to any existing Group or remove specific Group Memberships as required. If you are a Group Administrator, you can only manage Group Memberships on behalf of Users who are members of the Groups for which you have been assigned administrative privileges.



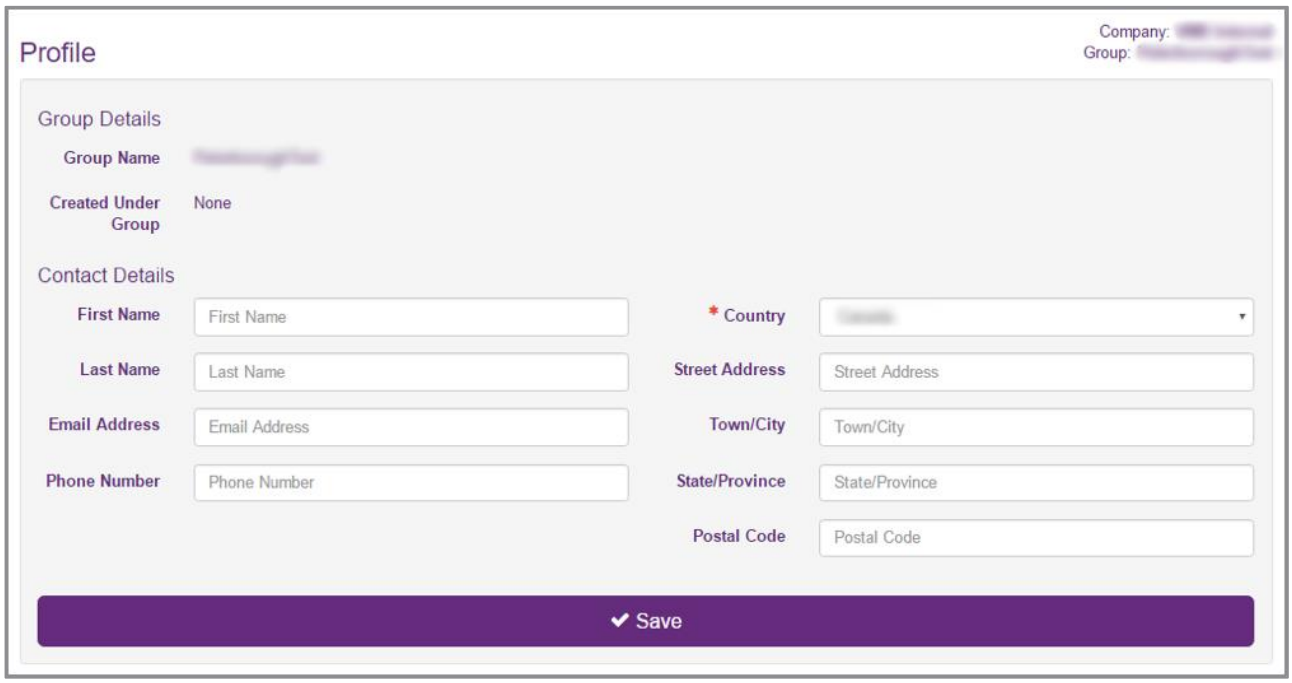
To add a Group, select **Create Under Group** and complete the required fields**.**

Profile

Select this tab to see or amend a Group profile:

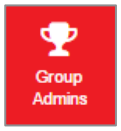
You are able to view or amend the following:

- **Created Under Group** – The Group that the current Group was created under. If it is a top-level Group, this value is “none”. If it is a sub-level Group, this value is the name of the Group or Groups above the current Group in the hierarchy, for example, “Sales“ or “Sales/Sales West”.
- **Group Name** – The name of the Group. Once you create a Group or sub-Group, you cannot change its name.
- (Optional) Contact First Name
- (Optional) Contact Last Name
- (Optional) Contact Email Address
- (Optional) Contact Phone Number
- (Optional) Address



Group Admins

Select this tab to assign a Group Administrator to a Group:



When you assign a Group Administrator to a Group, you give this Employee the ability to manage user accounts and sub-groups within the Group. When you assign a Group Administrator to a Group that represents one of your Company's Sites, the Group Administrator also gains the ability to configure the service features that apply to the entire Site.

When you assign a Group Administrator to a Group, the administrative capabilities extend to all sub-Groups contained within the Group. These privileges do not extend upward within the Group hierarchy.

You cannot assign Group administration privileges to users who have Employee or Company administrator accounts. Employee accounts have no administrative capabilities; Company Administrators automatically have administrative privileges for all Groups within the Company. You therefore need to change the employees' administration layer to **Group Admin** under the **Profile** tab of the User.

If you are a Company Administrator, you can use the Business Portal to assign a Group Administrator to any Group or sub-Group. If you are a Group Administrator, you can use the Business Portal to assign Group Administrators to any of the Groups you manage.

Assign an Administrator to a Group

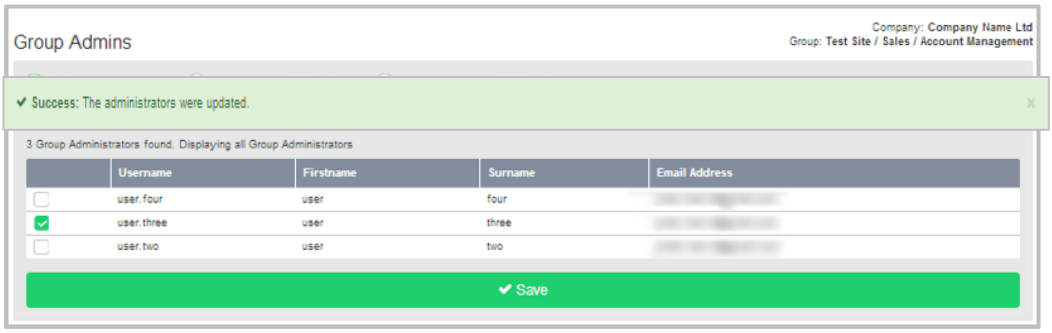
Set the Group that you want to assign Administrators to, as described in Group Selection side tab then follow these simple steps:

1. Select the **Group Admins** side tab and **Search**.
2. Select the desired Administrator(s).
3. You can limit the search by selecting one of the following:
   - All Group administrators
   - Administrators Of This Group
   - Administrators Not Of this Group

4. Select the check box beside the name of each Employee to whom you want to grant administrative privileges for the Group or clear the check box beside the name of each Employee from whom you want to remove administrative privileges for the Group.

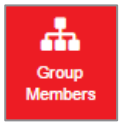
5. Click **Save** to save your changes.

6. A message is displayed at the top of the page to indicate that the Group's administrator settings have been updated:



Group Members

Select this tab to assign a Group administrator to a Group:



Once you create a Group, you can select it and assign Employees (or “members”) to it to continue building your organisational hierarchy.

If you are a Company Administrator, you can assign any Employee to any Group. Similarly, you can remove Employees from specific Groups or move Employees between Groups as required. If you are a Group Administrator, you can assign Employees to any Group you have created or for which you have been assigned administrative privileges. Similarly, you can remove Employees from any of the Groups you manage.

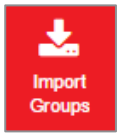
Set the Group that you want to assign administrators to, as described in Group Selection side Tab and select **Search**. If you are logged in as a Company Administrator, this page lists all the Groups that currently exist within the Company. If you are logged in as a Group Administrator, this page lists the Groups for which you have been assigned administrative privileges.

Select the check box beside the username of each Employee that you want to add to the Group or clear the check box beside the username of each Employee that you want to remove from the Group, then select **Save.**

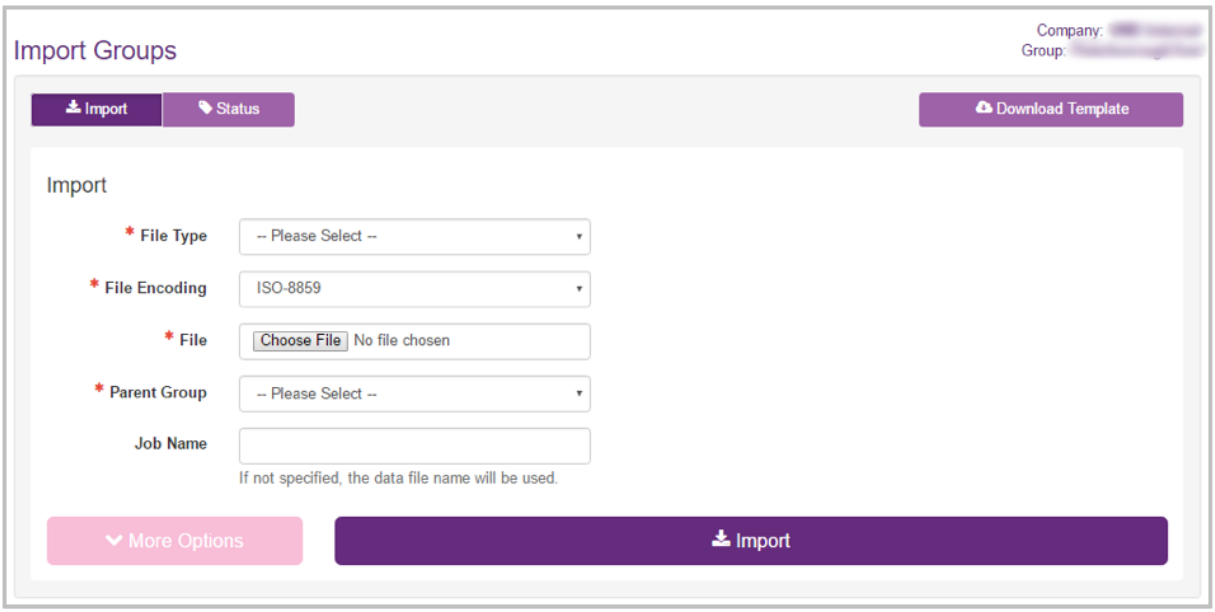
A message is displayed at the top of the page to indicate that the Group’s administrator settings have been updated:

Import Group

Select this tab to import groups rather than creating them on the portal:

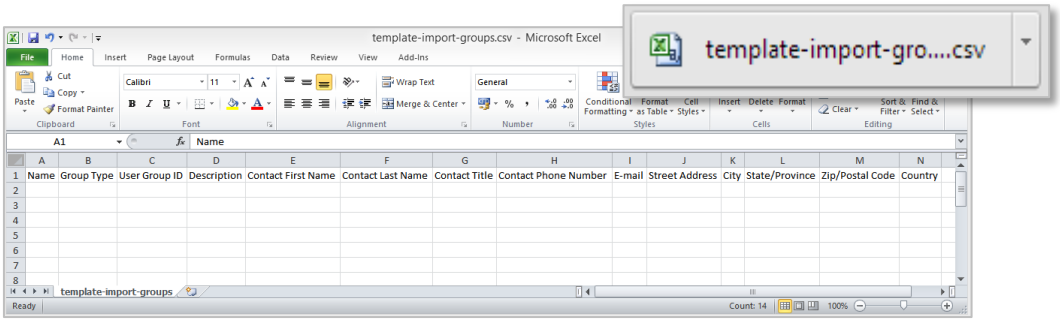


Preparation and Importing Groups



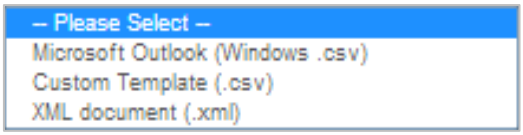
The following sections describe tasks you must perform using applications other than the Business Portal. It is recommended that you consult the documentation provided with these applications as you perform these tasks.

1. Click the **Download Template** link.



If you are filling in a Group template, you must specify a value in the **Name** column for each Group you intend to import e.g. Sales Group.

2. Select the type of file from which you want to import Groups.



You can choose Microsoft Outlook (.csv), Custom Template (.csv), or XML Document (.xml). The file type you choose must correspond to the file that contains the Group information you want to import. ***Custom Template (.csv) is recommended for Group Import files created using Microsoft Excel.***

3. Browse and Select the file you want to import.

4. Select the Parent Group you need the Group imported.

   Type a name for the import job in the field provided; this name will be used to identify the job so that you can track its progress.

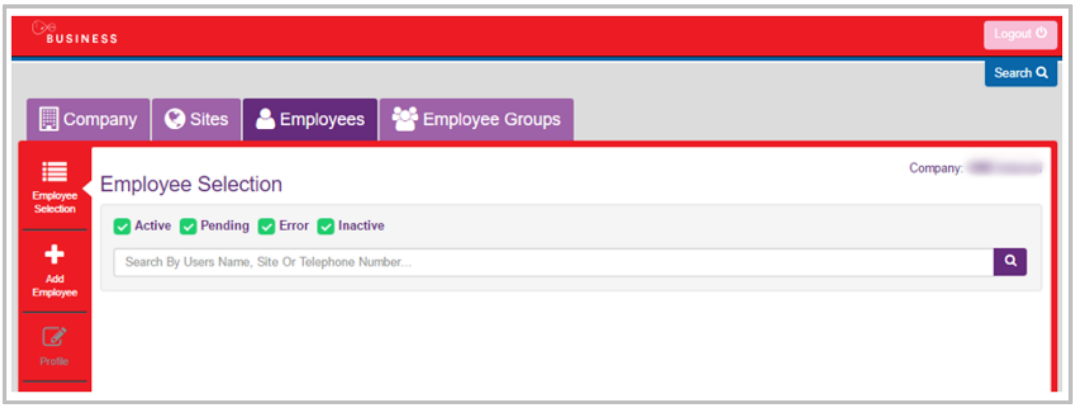
5. More options:
   - **Schedule** – Start now or select a future date and time.
   - **Method**:
     a. Add New Groups – Adds all new Groups specified in the import file; does not change the information for Groups who already exist within the selected target Group.
     b. Update Current Groups – Overwrites the information for existing Groups with the information specified in the import file; does not add new Groups specified in the import file.
   - **Priority** – Low, Medium, High
   - **Mode** – **Run In Test Mode** is recommended for first-time users to test the Job before submitting.

6. Click **Import**.

7. You can check the status of any ongoing or completed import jobs using the Check Status page.

Managing Employees

The Employee will be able to log in and manage their own features and passwords etc. However an Administrator can also do this, as well as administer the Employee's Devices. (Employees can't administer their own devices.)



Employees Sidebar

When you select the **Employees** tab you will be presented with a left-hand side bar, which provides administrative functions for that User, as per the screenshot below:

Applications
Select this tab for the Employee's application username, to reset the application password and a quick links to download the applications available for the Employee.

Group Memberships
Select this tab for Employee association to Groups.

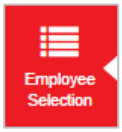
Admin Privileges
Assign Groups to administer for Employees with the Group Administrator role.

Dashboard
Select this tab for the Employee's dashboard including Quick Feature Management, Call History, Voice Mail Message Summary and Call Logging.

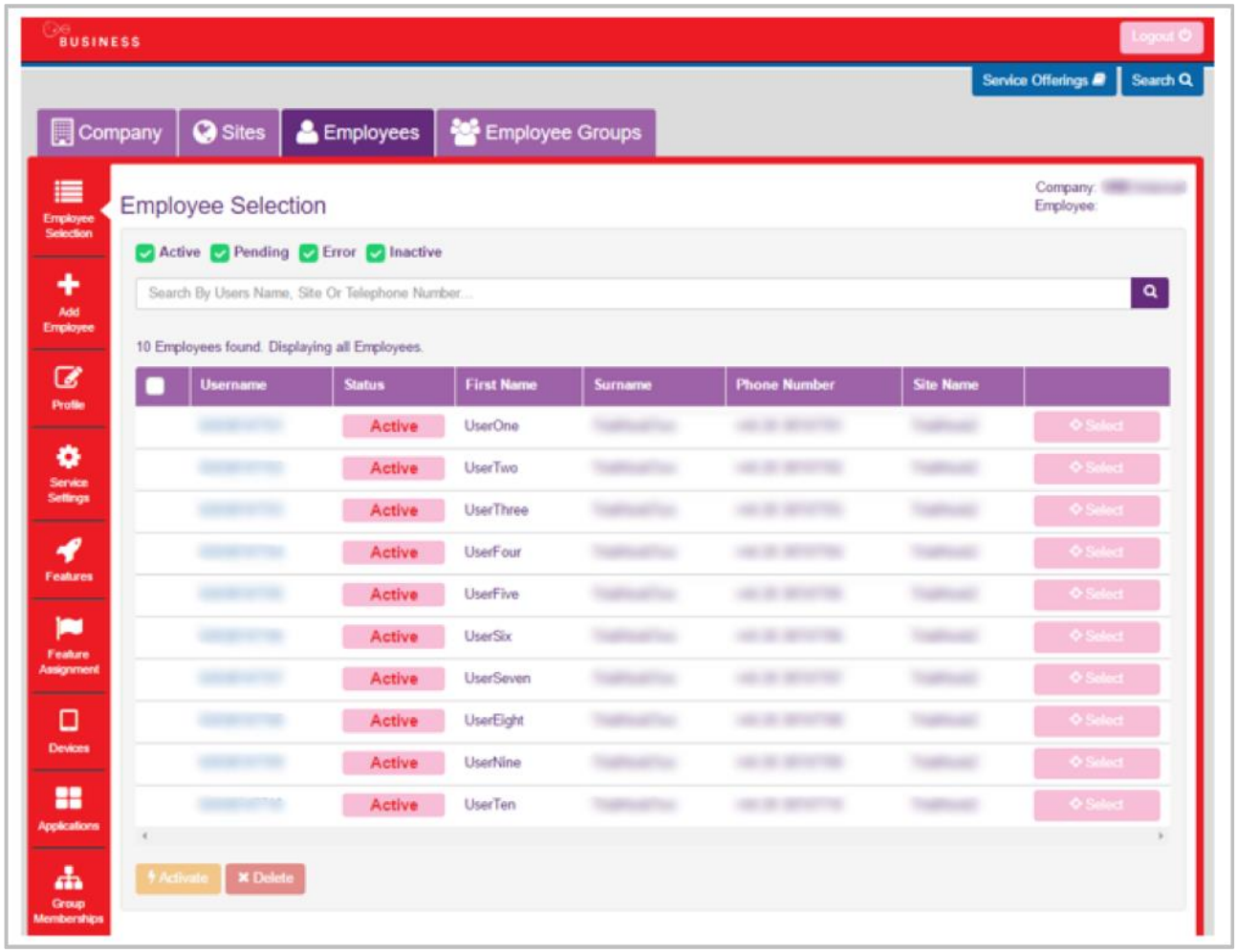
Import Employees
Not currently available.

Employee Selection

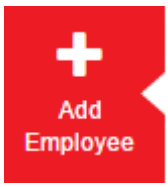
Select this tab to search, select and manage Employees.



You can search by Employee name or simply hit the **Search** button to return a list of all Employees, which will then allow you to perform a number of changes as detailed after the Add Employee selection below.


BUSINESS
Logout
Service Offerings
Search
Company
Sites
Employees
Employee Groups
Employee Selection
Add Employee
Profile
Service Settings
Features
Feature Assignment
Devices
Applications
Group Memberships
Employee Selection
Company:
Employee:
Active
Pending
Error
Inactive
Search By Users Name, Site Or Telephone Number...
10 Employees found. Displaying all Employees.
Username
Status
First Name
Surname
Phone Number
Site Name
Active
UserOne
UserTwo
UserThree
UserFour
UserFive
UserSix
UserSeven
UserEight
UserNine
UserTen
Select
Activate
Delete

Add Employee

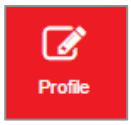


Though the add employee tab is available, the add employee functionality is not available at this time as this would impact your contract.

If you want to add employees, please contact your sales representative at Virgin Media Business.

Profile

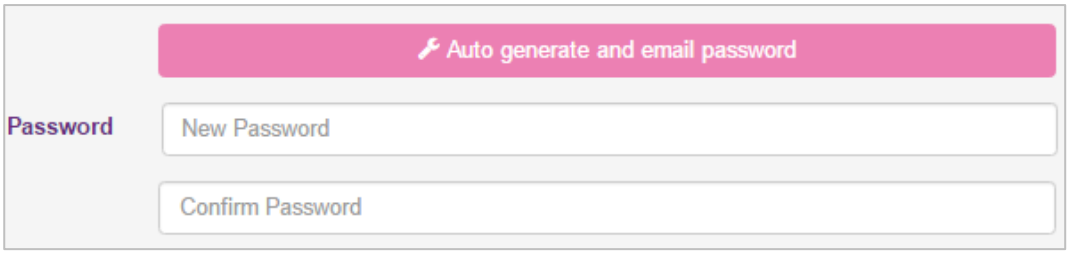
Select this tab to see a profile of the User and to modify some elements:



The User Profile is mainly informational and consists of the following:

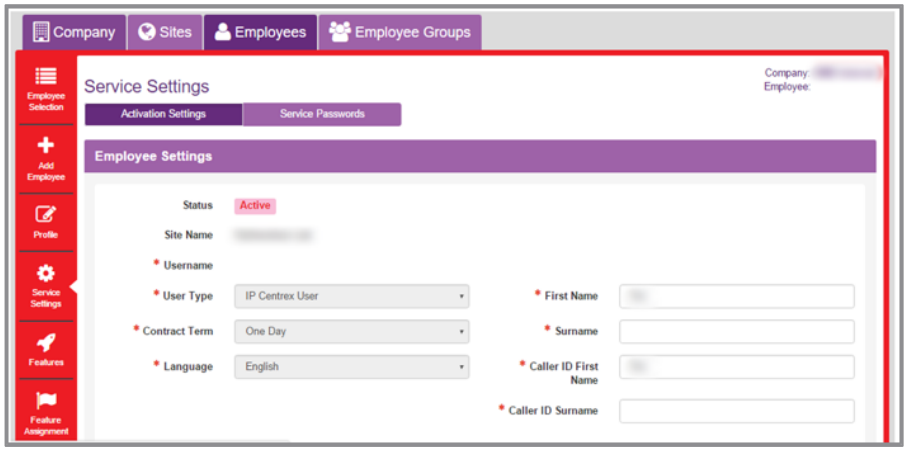
- Username
- Employee Address details
- Employee Role – Customer, Group Administrator or Employee (this can be changed)
- Address fields

As a Company or Group Administrator, you are also able reset the User's password for them. Selecting **Auto generate** will set a secure password and automatically send it to the Employee:



Service Settings

Select this tab to Modify configuration settings for an existing User.

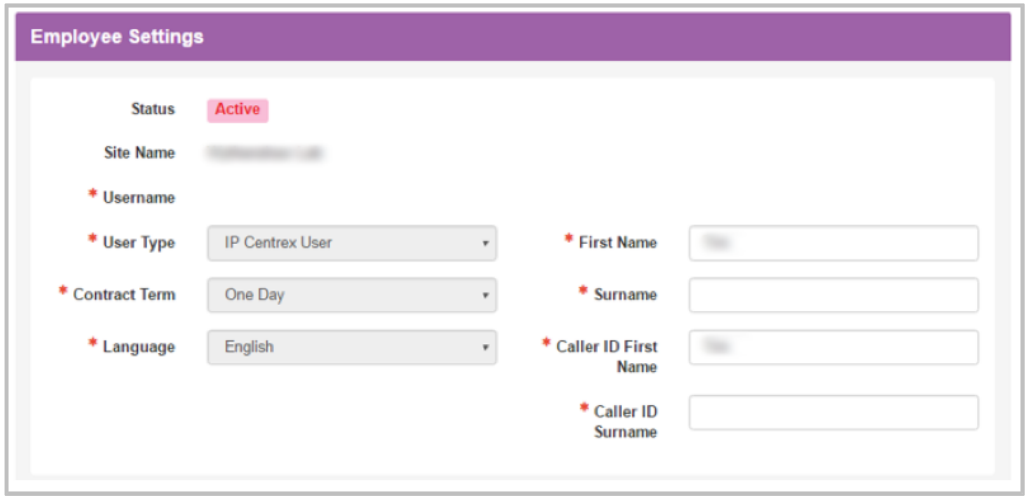


Employee Settings

By default you are able to change the following settings on this page:

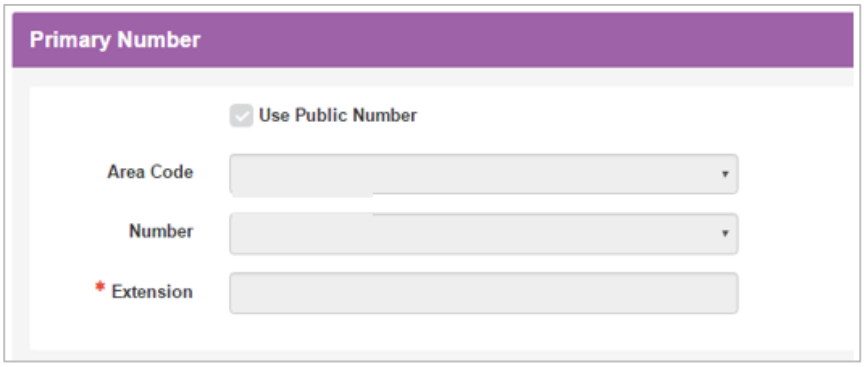
- Firstname – User's first name
- Surname – User's last name
- Call ID Firstname – The first name that is displayed to other parties during calls that you place or receive
- Caller ID Surname – The last name that is displayed to other parties during calls that you place or receive

The non-editable fields show choices that have been selected for that User as part of the Agreement.



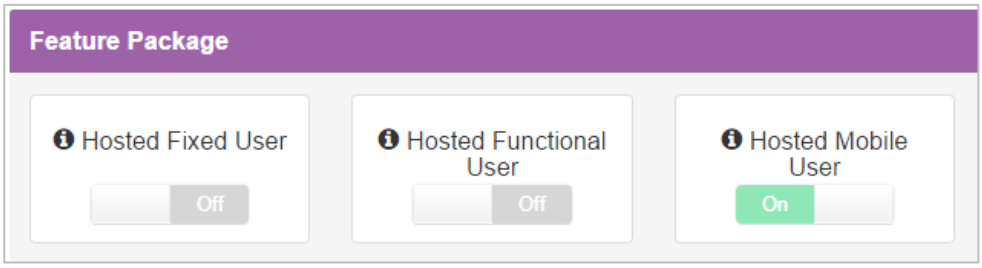
Primary Number

By default this section is informational only and displays what telephone number and extension number you were given when the service was set up for you:



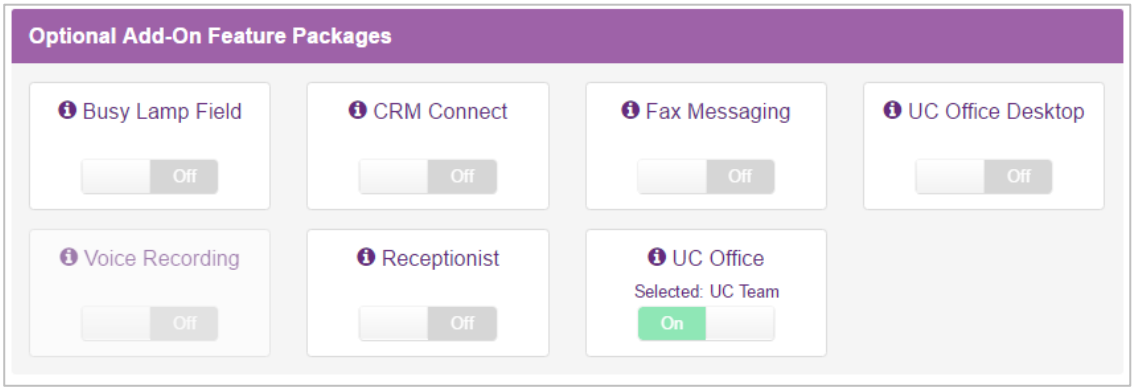
Feature Package

By default, this section is informational only and displays what Line Pack (User feature pack) the Virgin Media Business Administrator allocated to you when the service was set up for the user as per the Agreement:



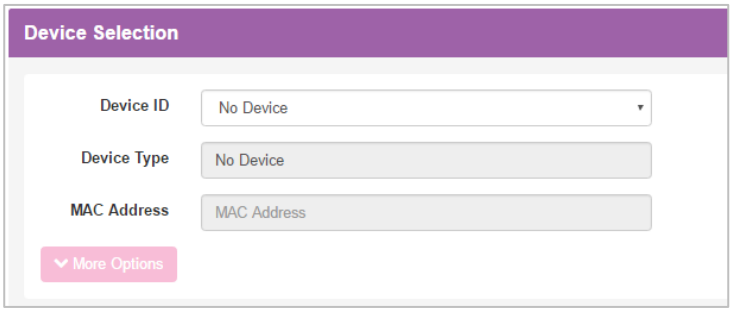
Optional Add-On Feature Packages

By default, this section is informational only and displays what Add-On Features the Virgin Media Business Administrator allocated to the User as per the Agreement:



Devices

Use the options provided to Modify the Employee's Primary Device, by selecting one that has already been created under the Site:



If you are using the Additional Line feature, whereby you want to add another line to an existing User's phone, then ensure you select that existing device. If you select **New Device**, you must choose the appropriate device type from the Device Type field and fill in the MAC Address (required).

Authentication

This section is informational only and should not be changed.

Resubscribe a User

Resubscribe allows you to control when/if you will roll out new features to existing Users. In order to resubscribe a user, and make any new features appear, a Virgin Media Business Administrator would have needed to have resubscribed the Company and Site beforehand.

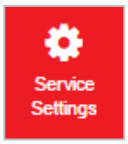
If instructed to resubscribe a user, you simply need to scroll down to the bottom of the page and select the **Save** button from within Service Settings. This will then reconnect to the server to check for any new features. During this process the user's status will changed to Pending, before moving to Complete, approximately one minute. Once completed, simply navigate to the features page and search for the new feature.

Remove Employee

Please contact your sales representative at Virgin Media Business to remove employees. This functionality is not available yet as this will impact your Agreement.

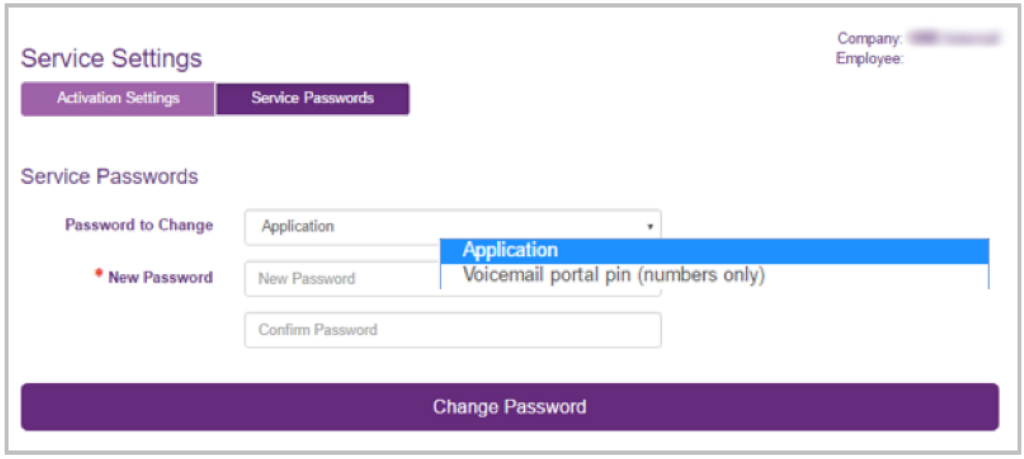
Service Settings – Service Passwords

As an Administrator, you can use the Business Portal to change your Employee's passwords on their behalf or they can manage these themselves under their **My Account** tab:



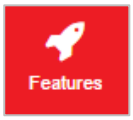
The following passwords can be changed:

- **Application** – Changing the Application password changes the password that Employees use to access the Applications associated with them.
- **Voice Portal PIN** (numbers only) – this is their Voicemail PIN and Voice Portal passcode



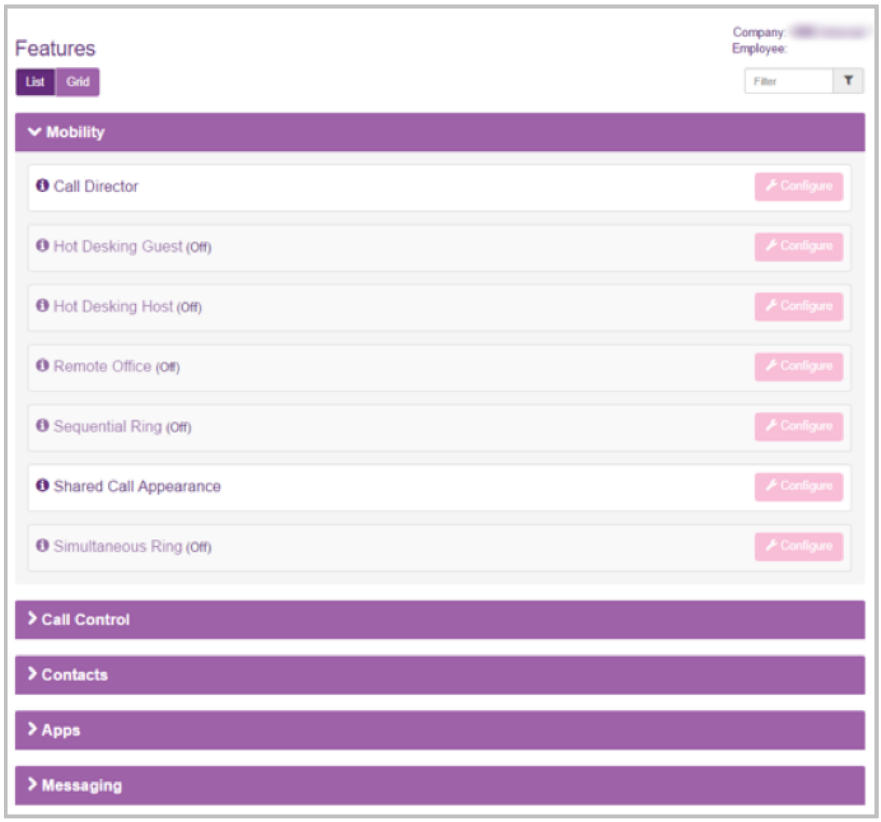
Features

As an Administrator, you can use the Business Portal to change your Employee's features on their behalf, or they can manage these themselves under their account login. No hierarchal precedence is set when features are changed, so if a User makes changes, after an Administrator has, the User ones will be the ones activated.



The Features are categorised as follows:

- **Mobility** – Subject to the Feature Package ordered, this category will allow you to configure the features that allow call mobility, e.g. Call Director, Remote Office etc.
- **Call Control** – Subject to the Feature Package ordered, this category will allow you to configure the features that allow call control, e.g. Call Forwarding, Call waiting etc.
- **Contacts** – Subject to the Feature Package ordered, this category will allow you to configure the contacts and directories-related features, e.g. Personal Contacts, Phone Services or Speed Dials.
- **Apps** - Subject to the Feature Package ordered, this category will allow you to configure the applications available for Cloud Voice, e.g. Mobile, Tablet, Desktop.
- **Messaging** – Subject to the Feature Package ordered, this category will allow you to configure the Employee's Voicemail, Fax Messaging features etc.



Features Assignment

Select this tab to remove features from a User:

As a Company Administrator or Group Administrator, you can use the Employee Feature Assignment page to view the features that have been assigned to your Employees. You can also change these assignments, making features available or unavailable to individual employees as required.

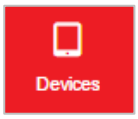
The changes you make to the feature assignments for a given Employee only apply to that Employee. If you disable a specific feature, it is not available for use by that Employee. Similarly, only features that are currently enabled can be configured using the Employee Feature Settings page. When you disable a feature, all corresponding configuration capabilities are also disabled. You can change an Employee's feature assignments at any time.

If you are a Company Administrator, you can view and edit feature assignments for any of your Employees. If you are a Group Administrator, you can only view and edit feature assignments if you have been granted administrative privileges for a Group that is being used to represent one of your Company's Sites.

To assign or remove features, or to permit or deny a Group Administrator the right to make changes, select or clear the check boxes in the **Allow Admin Privileges** list.

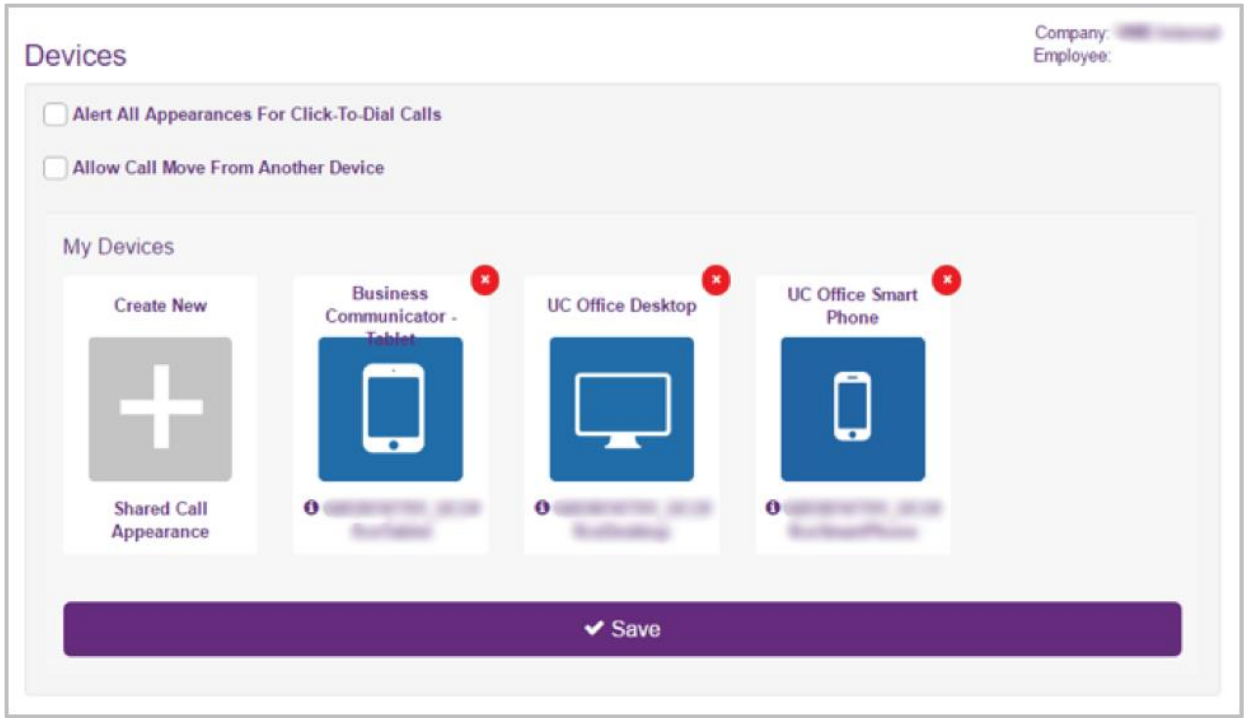
Devices

Use this option to change device settings and/or add a new device:



Each Employee will have a device associated with them to enable them to make and receive calls. The Shared Call Appearance 5 feature (subject to feature pack ordered), allows an Employee to have up to five additional devices associated with them. This allows incoming calls to ring on all of the devices simultaneously and outbound calls can be made from any one of the associated devices, all using the associated single telephone number.

The device that is associated with the Employee during setup is the Primary Device. All associated devices are considered alternative locations and are Shared Call Appearance Devices. Please note that a softphone application is considered a device and will be listed under **Devices**:

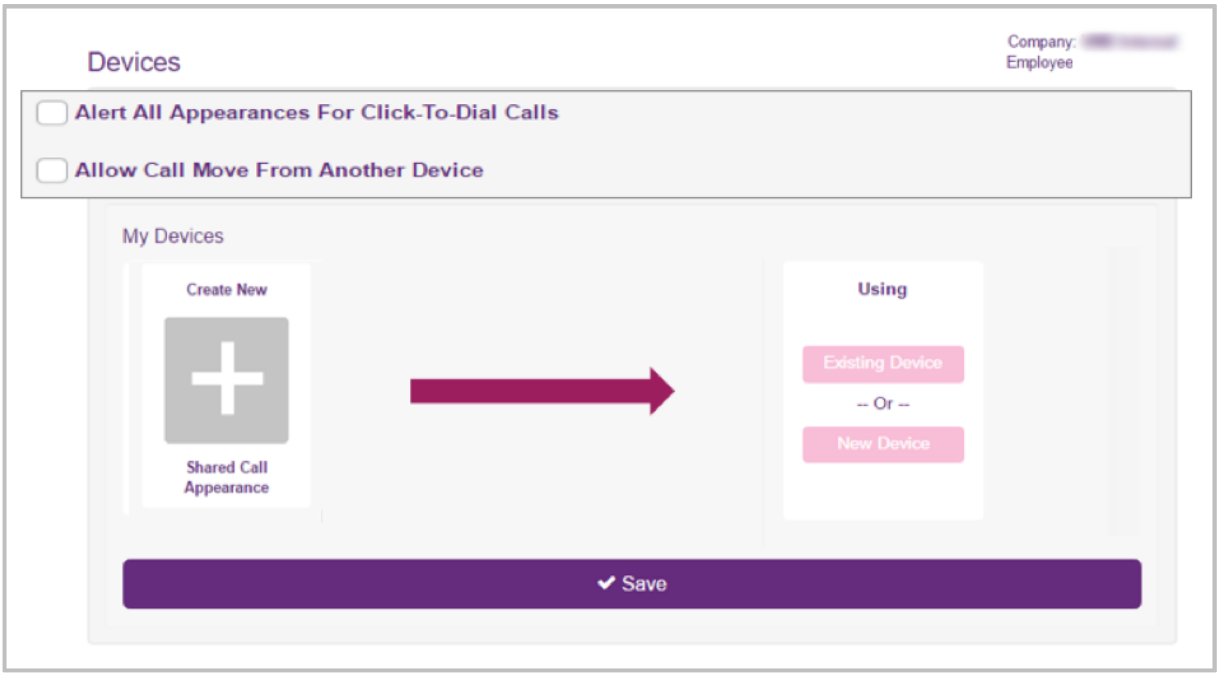


You can add a new device by selecting **Create New Shared Call Appearance.** This will allow you to add an **Existing Device** available under the Site or add a completely **New Device**. Please refer to the *Site* section of this guide for information on adding new devices.

The following options can also be set against each device:

- **Alert All Appearances For Click-To-Dial Calls –** When enabled, your primary and SCA (Shared Device(s)) locations are alerted for a Click to Dial call.

- **Allow Call Move From Another Device –** This allows you to dial a FAC (Feature Access Code – Call Retrieve and Call Director Call Move – *11) to retrieve an existing active call from another location (Shared Device(s)):

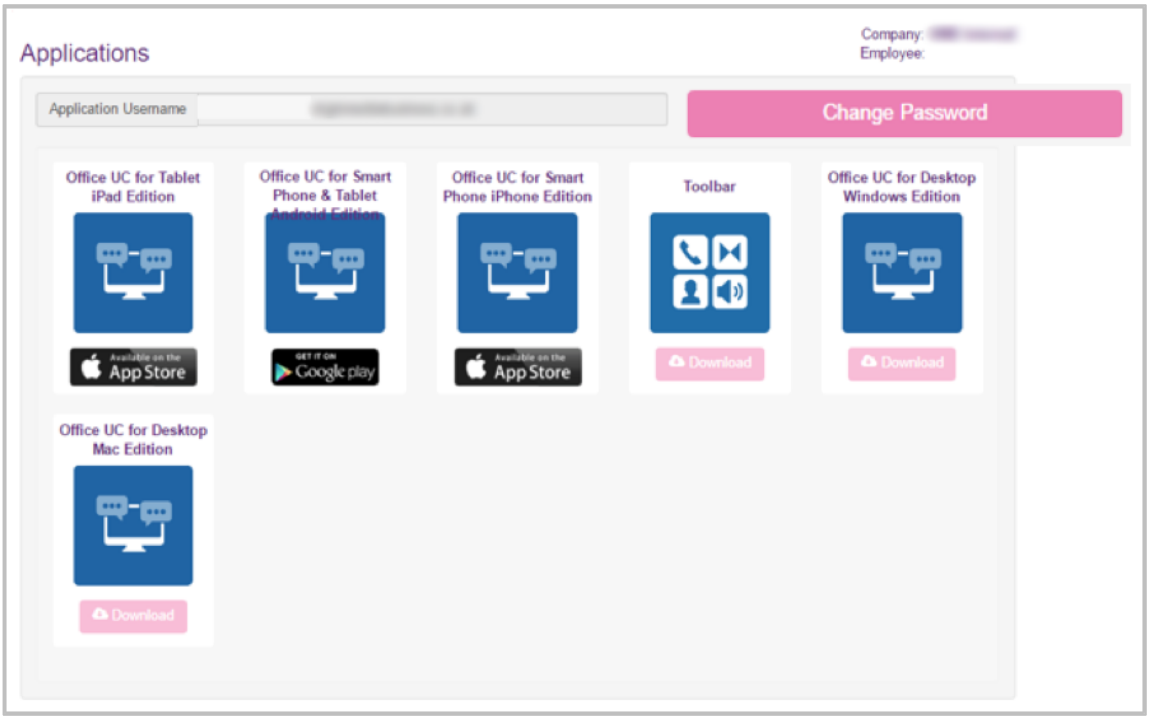


Applications

Select this tab to see what Applications are available to an Employee:

Within this page, we list the Application Username for reference and offer the opportunity to change the password. Changing the password for applications does not generate an email, so you will need to pass this to the Employee if it is changed here. Alternatively the Employee can do this themselves under their Service Settings.

On this page you or the Employee can also download the Apps by either downloading directly to their PC/Mac or via the Apple App Store or Google Play:



Group Memberships

Select this tab to manage which Group(s) the Employee is a member of:

From this page you can see:

- All Groups
- Groups of Which This Employee Is A Member
- Groups of Which This Employee Is Not A Member

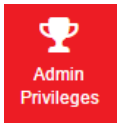
If you want to add the Employee to a Group then simply place a tick in the box and hit **Save**. Alternatively you can remove them from a Group by removing the checkbox against the Group, followed by **Save**.

For Group Creation, Managing a Group or Deletion of a Group refer to *Creating and Managing Groups* in this guide.

This area allows you to manage which Group(s) the Employee is a member of.

Admin Privileges

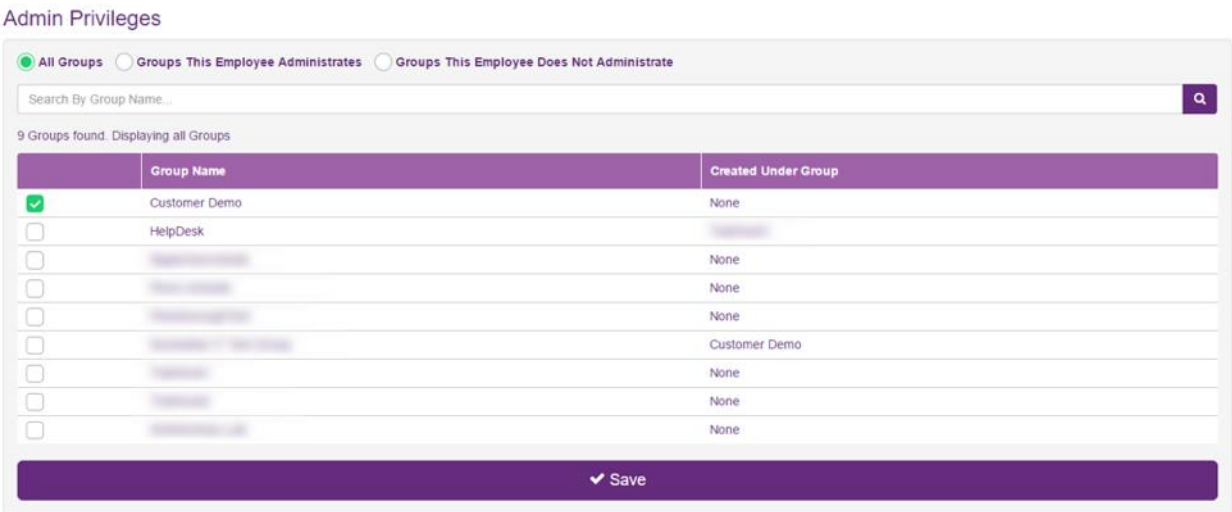
Select this tab to see what administration privileges the Employee has:



By default, Employees with the Group Administrator role have privileges that allow them to manage Employee accounts and Groups. However, these privileges are only enabled when the Group Administrator is assigned to a specific Group.

If you are a Company Administrator, you can assign Group Administrator users to any Site or Group within your organisational hierarchy. If you are a Group Administrator, you can assign other Group Administrator users to any of the Groups you currently manage.

When you assign a Group Administrator to a Group, the administrative privileges extend to all sub-groups contained within the Group. These privileges do not extend upward within the Group hierarchy. You can change a Group Administrator's Group assignments at any time:



Filter Groups by selecting the top radio buttons – All Groups, Groups This Employee Administrates and Groups This Employee Does Not Administrate.

Import Employees

This section is for information only. To import employees will impact your Agreement and therefore you will need to contact your sales representative at Virgin Media Business.

IF YOU REQUIRE FURTHER HELP, PLEASE CALL OUR CUSTOMER CARE TEAM ON 0800 052 0800

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