

Cloud Services Portal Admin

Sign In

For Online Access the Admin Tools Area within the Cloud Services Portal:

Go to <https://bizvoice.liveoakfiber.com> and enter the Administrator Username and Password credentials to Sign In.

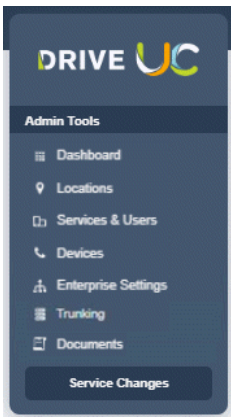
During your initial direct portal access process, you may be required to acknowledge Terms and Conditions to proceed.

To Emulate From RPX:

Navigate to the Services (S) for an enterprise or location and click on the **Group Subscriber Portal (New)** link for an admin user on the account.

Admin Tools Menu

The Admin Tools Menu offers permission-based administrator access to some or all of the following optional sections:



- » **Dashboard** - Home page containing quick access links to voice, service and user management tools
- » **Locations** - Access to manage Group, Department or Service level settings organized by Location
- » **Services & Users** - Access to manage individual User level services and settings
- » **Trunking** - SIP Trunk information and feature administration
- » **Enterprise Settings** - Enterprise level feature and services management
- » **Contact Center** - Manage queues, schedules, assignments, and the setup for Contact Center(s)
- » **Documents** - Optional. A library of any useful documentation offered by the Provider
- » **Contact Directory** - Optional. Add/Manage the common custom contact directory.
- » **Service Changes - Restricted Access** - Special training and authorization required to work with advanced service change tools
- » **Devices - Restricted Access** - Special training and authorization required to manage NEPS device inventory/assignments
- » **IP Trunking - Restricted Access** - Advanced specialized Trunk Group management
- » **Enterprise Trunking** - Specialized Enterprise Trunk Group management tools

Admin Dashboard

The Home page for Administrators.

The Admin Dashboard provides at-a-glance views of *Live* and historical account activity, site-wide search functionality, **AND** filtered quick-access links from each card section to related administrator-level tools, services, and features. Now you can see everything that is going on in your account - Enterprise, Group, and User levels - and access the services you manage - **fast**.

Best Company, Inc.
880 Montclair RD
BIRMINGHAM, AL 35213
Account No.: 2100

Favorite Services

Name	Service	ServiceNumber	Extension
★ Cisco LAB AA	Auto Attendant Unlimited		500
★ Park 1	Executive Extension Seat		001
★ Park 3	Executive Extension Seat		003

[View All Services](#)

Quick View

- Locations: **1** [Manage](#)
- Services & Users: **11** [Manage](#)
- Devices: **2**

Call Activity [Call Details](#)

All Calls | All Calls | Last 90 Days

24 Internal | 15 Inbound
8 Out Local | 0 Out LD
0 International | 0 Other

Devices [Check Registration Status](#)

All Locations

Registered: **0**

Unregistered: **1** [Manage](#)

Provisioned: **1** [Manage](#)

Admin Dashboard Features

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

Account Profile - Review current basic account information. Billing Admins may see a link to the Billing information.

Best Company, Inc.

880 Montclair RD
BIRMINGHAM, AL 35213

Account No.: 2100008263

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

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

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

Quick View - Total number of Locations, Services & Users, and NEPS Devices currently in inventory on the account.

Links to: Locations, Services & Users

Quick View

Locations

3

Manage

Services & Users

32

Manage

Devices

3

Favorite Services - Locate accounts to set as favorites★ for constant quick Dashboard access to service dashboards.

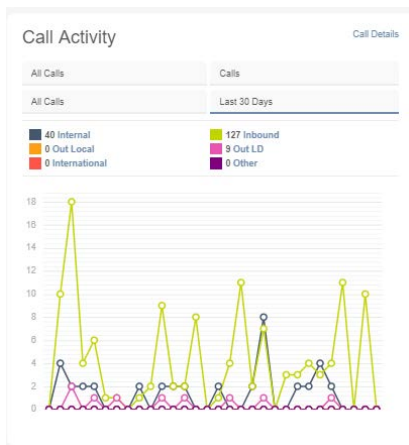
Links to: Services & Users and to the selected User's Dashboard for account management.

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](#)

Call Activity - A quick graphical view of overall call data for the account(s) the Admin manages, with tools to filter the view, see 'mouse-over' details within the display, and a link to review and export filtered call logs.



Voicemail Usage Report - Restricted Access. If this optional add-on is enabled, it displays to Authorized Administrators, it offers a list of recent voicemail activity and access to historical logs. When reviewing the logs, column header sorting and useful filters are available. An **Export VM Usage Report** link (top right) allows the admin to download a .csv spreadsheet of the list contents as currently sorted or filtered.

Voicemail Usage Report

Service ID	Today	Total	New	Saved	Last Access...
440701984	1	5	5	0	07-14-2021 03:50:43 AM CST
440701951	1	1	1	0	07-14-2021 03:50:11 AM CST
440701980	2	2	2	0	07-14-2021 03:50:02 AM CST
440701945	1	3	3	0	
440701468	2	4	3	0	

Service ID	Today	Total	New	Saved	Last Access...
440701984	1	5	5	0	07-14-2021 03:50:43 AM CST
440701951	1	1	1	0	07-14-2021 03:50:11 AM CST
440701980	2	2	2	0	07-14-2021 03:50:02 AM CST
440701945	1	3	3	0	
440701468	2	4	3	0	

Devices - Where enabled, this card offers counts for registered, unassigned, and provisioned NEPS devices in inventory, with tools to check the registration status, and the ability to filter/view the items grouped by **Location**.

Links to: Devices

Devices

[Check Registration Status](#)

All Locations

Registered

0

Manage

Unregistered

7

Manage

Provisioned

7

Manage