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

Service Change

The Home page for Administrators.

The Admin Dashboard provides at-a-glance views of *Live* and historical account activity, site-wide search functionality, <u>AND</u> 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*.

							i Hi, My Profile
Best Compa 880 Montclair RD BIRMINGHAM, AL 350 Account No.: 2100	any, Inc. 213						Log Out
Favorite Se	ervices			Quick View		Call Activity	Call De
٩				Locations	Manage	All Calls	Calls
Name	Service	ServiceNumber	Extension	1		All Calls	Last 90 Days
Cisco LAB AA	Auto Attendant Unlimited Executive Extension		500	Services & Users	Manage	24 Internal 0 Out Local 0 International	0 Out LD 0 Other
 Park 1 Park 3 	Seat Executive Extension Seat		603	Devices		4	Ŷ
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Activity His Park 3 (803) 2 months Cisco LAB AA (20571) Cisco One (20568200 Park 1 (801) 7 months Cisco Two (205583)	tory ago 05003) 4 months ago 000) 4 months ago ago 27 months ago			Devices Al Locations Registered	Check Registration Status		
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				Provisioned	Manage		

	» Locations -
	» Services &
Admin Tools	» Trunking - S
iii Dashboard	» Enterprise
Locations	» Contact Ce
D Services & Users	» Documents
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A Enterprise Settings	» Service Ch
E Documents	advanced s

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.

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 (4706321482) 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 Best Company, Inc. 880 Montclair RD BIRMINGHAM, AL 35213

Account No.: 2100008263

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

Links to: Locations, Services & Users

3	Manage
Services & Users	Manage
Devices	
3	

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 Aptional åæ @a[&åÅ^&a] Åisplays to Authorized Administrators, it offers Áa listÁsf 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.

lervice ID	Today	Total	New	Saved	Last A	cces								
407971564	1	5	5	0	07-14-0 03:59-4 CST	8021 I3 AM								
407971051	1	3	1	0	07-14-3 03:50:1 CST	1021 1 AM								
407971580	2	2	2	0	07-14-0 03:55:0 CST	2021 12 AM								
					_		_				_	_	_	
4407971545	1	3	3	-							-	_	_	
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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.

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	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	

Devices - <u>Where enabled</u>, 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	
Unregistered	
7	Manage
Provisioned	Manage
7	manage