nhc.

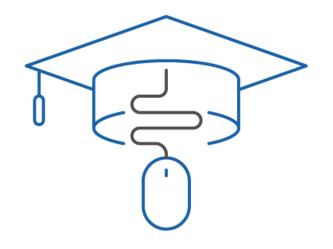*THE* Communications STACK Provider™

NHC Academy Training Module

Hosted Voice Product Training
Business Group Administrator

What you'll learn today.

Agenda

1. Logging In
2. Help Tool
3. Administrator Portal
4. MLHG's
5. Call Pick Up Groups
6. Lines
7. Phones
8. Departments
9. Short Codes
10. Account Codes
11. Extensions
12. Call Logs
13. Music on Hold
14. Misc. Settings

Log In

CommPortal Web

Please log in below.

Number: 5558675309

Password: ••••••••

☐ Remember me on this computer.

Login

If you have forgotten your password, please contact customer support.

Open up a web browser

Navigate to https://commportal.nhcgrp.com/bg

You will need to enter the following information.

Number – This is your 10 digit telephone number.

Password – This is your Commportal Password

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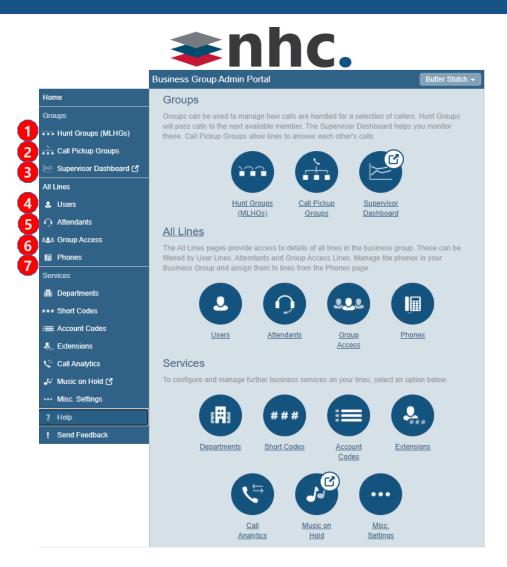
CommPortal Help

For on demand help, click on the Settings ❓ Help hyperlink.

(located at the bottom of the page)

Administrative Portal

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1. **Hunt Groups MLHG's (Multi-line Hunt Group):** A set of lines within a business group that allow calls to be passed to multiple lines within a hunt group.
2. **Call Pick Up Groups:** defines a group of lines in which subscribers can answer each others incoming call
3. **Supervisor Dashboard:** shows your call stats for the agents within a MLHG. (This will only appear if you have a Premium ACD and you are designated an ACD Supervisor)
4. **Users:** Shows all individual lines under your business group.
5. **Attendants:** Shows all Auto Attendants in your business group.
6. **Group Access:** Shows you a list of MLHGs within your BG
7. **Phones:** Allows you to manage the devices in your business group.

Administrative Portal cont....

1. **Departments:** Divide your business into separate groups.
2. **Short Codes:** A specific speed dial like code that is tied to an external phone number.
3. **Account Codes:** Allows you to restrict outbound calling by utilizing an access code.
4. **Extensions:** Allows users to quickly dial another number within the business group.
5. **Call Analytics:** Download CSV report of all calls to and from lines in your administration domain.
6. **Music on Hold:** The ability to change the music on hold and if applicable upload additional sound resources.
7. **Misc. Settings:** Gives access to the number blocks & external calls settings information.

MLHG's - Multi Line Hunt Groups - Settings

The MLHG page displays all lines and settings for a single MLHG (Multi Line Hunt Group).

A MLHG is a set of lines within a Business Group (MLHG Members), so that calls to the group hunt to a non-busy line within the Group or may be added to a queue if all lines are busy.

MLHG's - Multi Line Hunt Groups

1. Click on the Hunt group name.
2. Under Settings, you can change if Login/Logout is supported by default for new members.
3. Displays the Settings for the MLHG, providing access to the Preferences & Hunt Settings.

Ability to Change:
- Call Distribution Algorithm *(how calls hunt)*
- Maximum Queue length *(How many calls can be in the queue)*
- Maximum time calls can be queued
- Allow hunting on direct dialed calls *(will the calls hunt if one of the members is called directly)*
- How caller id is delivered *(does it show callers caller id or the lead number for the hunt)*
- How long to ring a line for before going to next line
- How long before trying a member again

MLHG's - Multi Line Hunt Groups - Pilot Numbers

The MLHG Pilots page provides access to the Pilot Lines for the MLHG.

You can optionally assign one or more MLHG Pilot Directory Numbers to the Hunt Group. These provide a single contact number for the whole group.

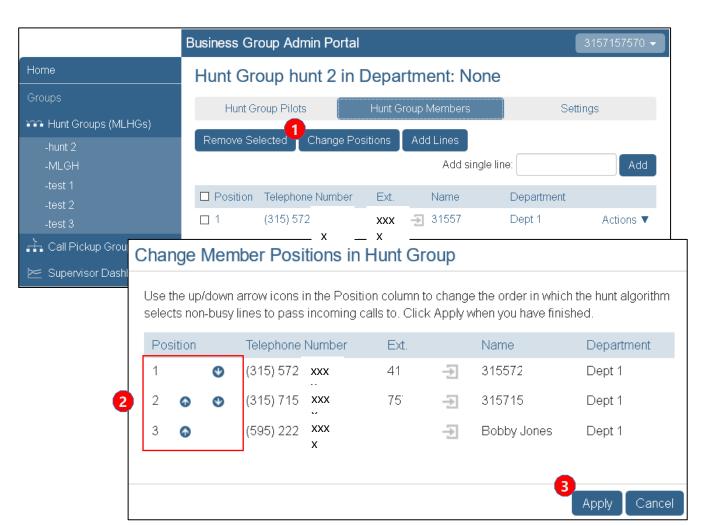# MLHG's - Multi Line Hunt Groups – Adding Lines

To Add a Line to a MLHG:

1. Click the Add Lines button.

2. Choose the number you wish to add by:
   – selecting the top checkbox to select all
   – select one or more with the individual checkboxes.

   NOTE: Displayed is a list of all lines in the Business Group that are not already in a MLHG).

3. Click the Add Selected button.

MLHG's - Multi Line Hunt Groups – Change Line Position

To Change the Positions of the Lines in a MLHG:

1. Click the Change Positions button. (You are shown a list of all lines in the MLHG).

2. Use the arrows to move a line's position up or down the list.

3. Click the Apply button to save the change.

MLHG's - Multi Line Hunt Groups – Remove Lines

To Remove a Line from a MLHG:

1. Choose the number you wish to remove by:
   – selecting the top checkbox to select all
   – select one or more with the individual checkboxes.

2. Click the Remove Selected button.

Call Pickup Groups

The Call Pickup Groups page displays all the Call Pickup Groups in a department.

A Call Pickup Group defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls. (A group can contain a maximum of 32 lines.)

Members of the Call Pickup Group must be able to hear the ringing phones of other group members.

Note: *Calls are limited to the number of lines programmed on each user's phone. For example: If you only have 2 lines programmed on the phone, you will only be allowed to have 2 simultaneous calls on that particular phone.*

Call Pickup Groups – Add Groups

To Add a Call Pickup Group:

1. Click the Add Group button.

2. Enter a new Call Pickup Group name.

3. Click the Add button.

Call Pickup Groups – Configuration

Click on the call pick up group name from the side menu.

To Add a Line:
- Click the Add Lines button.
- Select the lines to add.
- Click the Add Selected button.

To Remove a Line:
- Select the lines to remove
- Click the Remove Selected button.

Call Pickup Groups – Delete Groups

To Delete a Call Pickup Group:

1. Choose the group you wish to remove by:
    * selecting the top checkbox to select all
    * select one or more with the individual checkboxes.

2. Click the Delete Selected button

Call Pickup Groups - Settings

Access the Settings tab to change the name of the Call Pickup Group.

1. Click on the Settings tab.

2. Enter the new Call Pickup Group name in the box.

3. Click the Apply button to save the changes.

The Lines Tab displays all the numbers in your business group.

The lines sub tabs allow for a finer view.

Users: Allows you to see only the users in the business group.

Attendants: Allows you to see only the auto attendants in the business group.

Group Access: Allows you to see only the groups the business group.

Phones : Allows you to see the configured devices in the business group.

- This display also provides Administrative control of individual users in the business group.

- This view will also allow you to search for lines using a number, name, extension, or department.

- You can also identify who is a business group administrator and what lines are you auto attendants from this view by reviewing the icons next to the seat name.

Icons

The Solid star icon represents the Premium Auto Attendant.

The white star icon represents the Easy Attendant.

The person wearing headset represents a Business Group Administrator.

Three boxes connected at the top represents a MLHG Pilot TN, the telephone number that when dialed will ring a group of lines.

Lines - Actions – View Individual Settings

- Click the Actions drop-down and select **View individual settings** to gain access to an individuals CommPortal under the administrator's view.

- You will be able to make changes and view information within the selected individuals CommPortal.

  Note: Administrator's will not have access to the individual's voicemail messages or click-to-dial.

Lines – Actions- Reset Account Information

From the All Lines tab in the Business Group Admin portal, an Administrator has the ability to reset the account.

1. Go to the **All Lines** tab.

2. Click on the **Actions** dropdown.

3. Click the **Reset Line** option.

4. Enter New account name. Apply. (Confirm change on pop up window)

5. Record Password information for new user.

Note: This will reset all the information back to the initial setup, including voicemail. You should ensure that all voicemail messages are retrieved prior to completing this action

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Lines - Actions - Unlock Account

If the user attempts to access their voicemail and enters the incorrect voicemail password too many times, they are locked out.

Administrators have the ability to unlock the user's voicemail.

1. Go to the **All Lines** tab.

2. Click on the **Actions** dropdown.

3. Click the **Unlock account** option.

Note: Don't forget to also reset the user's Voicemail password.

Editing Personal Details

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As an Administrator, you can change aspects of a user's individual line:

1. Click on **Actions button** to the right of the user you wish to modify.

2. Click on **Edit personal details**
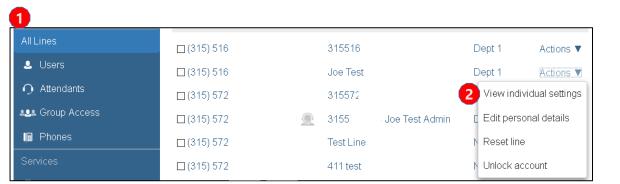
3. To Change Seat Name:

   -Edit the Name field appropriately.

   To Grant Administrator Privileges:
   - Click on Admin drop-down and choose the level.
   - **Not an Administrator** grants no privileges.
   - The Next level down grants full business group privileges .
   - The Next level down grants privileges only in the department.

4. Click the Save button.

Changing Internal Caller ID

You can change the caller ID for calls internally between other callers in your Business Group.

1. Go to **All Lines**.

2. Select the **Actions** button, and select **View individual settings**

3. Click on the **Call Setting** from your services menu on the new window that just popped up.

4. Enter the name as it should be displayed in the If not withheld, signal my name as: field.

5. Click **Apply**

Note: This field is limited to 15 characters. This name will only show internally when using extension dialing and will not be send outside of the business group.

Phones - Management

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- The Phones page provides the ability to manage the phone profiles within your business group and assign lines.

- A Phone Profile is a set of configurations for a physical phone and can exist at several levels.
  - For a Business Group
  - For a Department *(This phone profile will override the Business Group level programming)*
  - For a Business Group Line *(This phone profile will override the Departmental level programming)*

  ***Note**: As a Business Group Administrator you have the ability to change phone configurations at the Business Group level, the department level & the individual level.*

Phices – Managing Profiles

To Manage your Phone Configurations at the Business Group Level:

Click on manage your phone profiles (with the Phones in Department set to View All)

To Manage your Phone Configurations at the Departmental Level. This will allow you to Configure phone buttons and settings for the entire business group.

Click on manage your phone profiles (with the Phones in Department set to the appropriate department). This will allow you to Configure phone buttons and settings for only the phones that are assigned to this department..

Phones – Managing Profiles

To Create a New Phone Profile:

1. Click Create New Profile button

2. Choose the phone model you wish to set programming for.

3. It will appear on your Manage your phones page & be available for programming.

Note : You will want to choose the model that matches your phone. Some phone models look very similar. The VVX 300 and 310 look the same but have different internals. If you choose a 300 and you have a 310 the programming will not take on the phone.
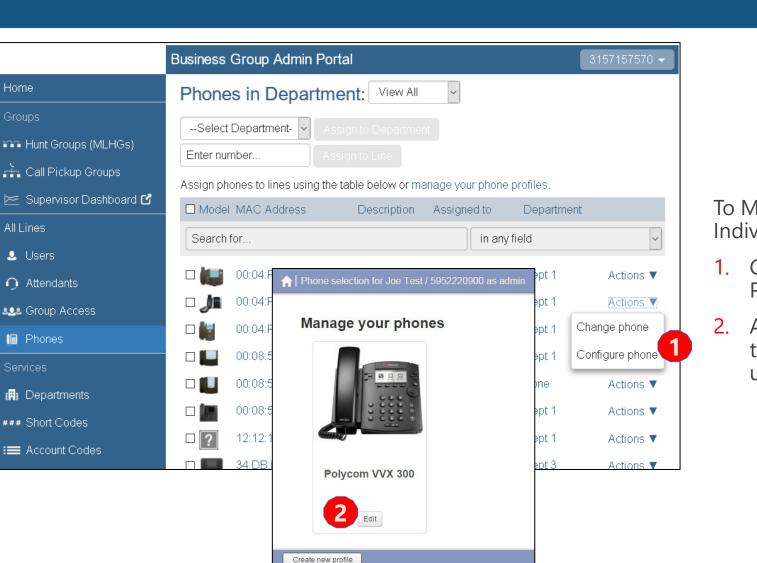
Phones – Managing Profiles

To Edit your Phone Profile:

1. Click the Edit button.

2. The Phone profile will open & you can then program the phone.

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Phones – Managing Profiles

To Manage your Phone Configurations at the Individual Phone Level:

1. Click on the Actions ▼ drop down from the Phones tab and choose **Configure phone**.

2. A new window will open allowing you to edit the profile for the individual phone. Click Edit under the phone profile to make changes.
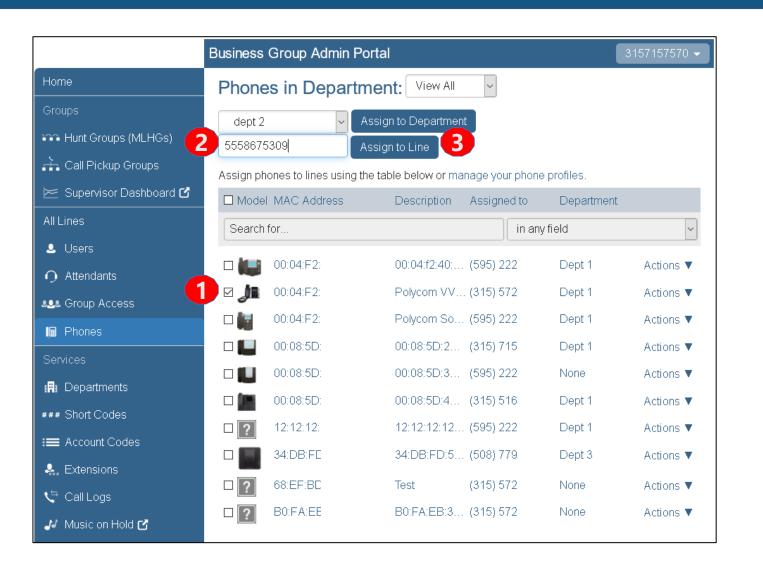
Phones - Descriptions

To Change the Description Associated with a particular line in the Group:

1. Click on the **Actions ▼** drop down from the Phones tab and choose **Change phone**.

2. In the pop-up window input the new description in the Description field.

3. Click the Apply button.

Phones – Assigning a Telephone number to Phone

To Assign a Line to a Phone:

1. Place a checkmark next to the phone.
2. Enter the telephone number.
3. Click Assign to Line.

Note: Telephone Number must be an existing Telephone Number or already built. To add a new number to a phone contact NHC.

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Phones – Assigning to Departments

The Phones page also provides access to Assign Phones to a Department or Assign Phones to a Line.

To Assign a Phone to a Department:

1. Place a checkmark next to the phone.
2. Select the department from the drop-down box.
3. Click Assign to Department.

Departments

The Departments page displays all departments in the Business Group.

Departments divide your Business Group into separately-administrable groups.

Business Group administrators can optionally be restricted so that they only have privileges to administer lines within a given Department.

Departments may also be divided into sub-departments.

Departments – Adding a Department

To Add a Department:

1. Click the Add Department button.

2. Enter a new name for the Department you wish to create.

3. Select a Parent Department your new department will belong to as a Sub-Department.

4. If applicable, enter an Operator Number.

5. Specify any call limits you would like to apply to this department.

6. Click the Add button.

Short Codes

nhc

Business Group Admin Portal — 3157157570

Short Codes in Department: Joe Test

Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department.

Move selected to: --Select Department-- | Move

Delete Selected | Add | Add Range

Short Code	Telephone Number or Service Access Code
☐ 171	*71
☐ 172	*72
☐ 182	*82
☐ 199	*99
☐ 555	(585) 851
☐ 900	*9000
☐ 901	(585) 261
☐ 1170	*70
☐ 8000	*7570
☐ 9000	*4144

Navigation menu:
Home
Groups
- Hunt Groups (MLHGs)
- Call Pickup Groups
- Supervisor Dashboard
All Lines
- Users
- Attendants
- Group Access
- Phones
Services
- Departments
- Short Codes
- Account Codes
- Extensions

The **Short Codes** page shows all the short codes active in a department.

A Short Code is a specific code that is tied to a phone number for all users within the business group to access.

*The Short Code number can not match an existing extension, and by default, there is a maximum of 130 short codes, call park orbits and extensions allowed at once. If additional are required, please contact New Horizons.

Short Codes - Adding

nhc

To Add a Short Code:

1. Click the Add button.

2. Enter a new Short Code.

3. Select a Telephone Number or Service Access Code.

4. Enter the telephone number to be assigned to the Short Code.

5. Click the Add button.

As an additional option select a department from the drop- down menu.

* Short codes can also be added in ranges by using the Add Range button. Enter the beginning & end of the short code range and the 1st number in the range. This is only suitable for numbers in a sequence.

* Call Park Orbits, Extension and Short Codes, all use the same numbering resources and cannot be duplicated. For example if you use extension 200 you cannot have a short code 200.

Short Codes - Deleting

To Delete a Short Code or Short Code Range:

1. Choose the Short Code or Short Code Range you wish to remove by:
   – selecting the top checkbox to select all
   – select one or more with the individual checkboxes.

2. Click the Delete Selected button.

Account Codes

The **Account Codes** page allows you to establish account codes of your choice against calls made by dialing the appropriate code when placing an outbound call.

1. Check the box next to the Call Type you wish to associate with an Account Code.

2. Enable **Use Validated Account Codes** by checking the box to the right.

3. Decide the **Account Code Length**.

4. Decide the maximum incorrect attempts before blocking the account.

5. Click the Apply button to save.

Note: Account Codes **MUST** be enabled by New Horizon before any codes apply.

Assigning Account Codes

1. Click the Edit List button.
2. To Add a New Account Code to the List:
   – Enter the account code & description in the appropriate fields.
   – Click the Add button.
3. To Remove an Account Code:
   – Click the X icon next to the appropriate entry.
4. To Remove all the Account Codes:
   – Click the Clear List button.

   Once all desired changes have been made:

5. Click the OK button.
6. Click Apply to complete changes

- ***Note:*** *You must click the **Apply** button to save your changes or the **Cancel** button to discard your changes.*

Extensions

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The Extensions page shows all the extensions currently active in a Business Group.

An extension allows users to quickly dial another number within the Business Group without having to dial the full telephone number.

Users also have the ability to call or transfer straight to voicemail by dialing a star (*) code followed by the extension.

By default, there is a maximum of 130 short codes, call park orbits and extensions. If additional are required, please contact New Horizons.

To Add an Extension to the Business Group:

1. Click the Add button.

2. Enter the new extension number you wish to create.

3. Enter the telephone number that the extension is assigned to. *(* The telephone number must be a member of your business group.)*

4. Click the **Add** button.

   As an additional option select a department from the drop-down menu.

* Short codes can also be added in ranges by using the Add Range button. Enter the beginning & end of the short code range and the 1st number in the range. This is only suitable for numbers in a sequence.

Extensions - Editing

To Change or Edit an Extension that has been previously created:

1. Click on the hyperlink of the Extension you want to edit.

2. Edit the Extension

3. Edit the telephone number

4. Click the Save button.

Extensions - Deleting

To Delete an Extension or Extension Range:

1. Choose the Extension or Range you wish to remove by:
   – selecting the top checkbox to select all
   – select one or more with the individual checkboxes.

2. Click the Delete Selected button.

Call Logs

The Call Logs page allows you to download a report of all calls made to or from lines in your Business Group. Information is provided on a historical basis (not real time).

To Download a Report:

1. Enter the start and end dates for the records you wish to display.
2. From the drop-down box, select the department whose calls should be included in the report. (Optional)
3. Click the Download button.

Music on Hold - Mapping

The Music on Hold page provides access to allow users to configure the music that the callers will hear when placed on hold. This is an optional feature.

The Mappings tab provides you with many options to consider when deciding to use Music on Hold.

- Choose the **Initial Resource** as the music you wish to play to callers when on hold.
- What **Action** you want the music on hold to follow: repeat, play once, or repeat with interruptions.
- **Start Point** - Choose whether you want the music to start at the beginning of the file or random.

1. Default - Music on hold that will play for the whole business group

2. Directory Number - Music on Hold that will play for specific numbers

The Music on Hold Resources page allows you to upload files to use as music or messages on hold.

1. Click on **Choose File**, Click on Browse. Find the file you wish to upload on your computer. The File must be in .WAV or .MP3 format and cannot exceed the total size limit for the music on hold (10 MB).

2. Give the file and ID number and Description, the ID should be a number, the Description a word(s).

3. Click the Add button to upload

Misc. Settings – Other Settings

The Miscellaneous Settings page gives access to the Number Blocks and External Calls settings information. The Other Settings tab allows the setting of other business group wide functions.

Restricted Subscriber Messaging is used to prevent the forwarding of voicemails to someone outside of the Business Group.

To Use Internal Extensions, checkmark the box to display business group extensions rather than directory numbers.

To change the Internal Operator Number for the Business Group as a whole, enter the number you want.

Misc. Settings – Other Settings- 911 Notification Email

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Misc. Settings

| Number Blocks | External Calls | **Call Notifications** | Other Settings |

Select contacts to receive notifications when emergency calls are dialled within their department. Nested departments will contact both the emergency contacts of their own department and those of its parent's.

Disable Emergency Call Notifications   **Add New**

| Department | Emergency Contacts |

There are no Call Notification

Emergency Callers

Add details for the people to be notified when emergency calls are made from the chosen department.

Department: Joe Test

| **Email** | Outdial |

Name	Email Address
C_Bear	C_Bear@dot.com ✕

Save   **Cancel**

Home
Groups
🔴🔴🔴 Hunt Groups (MLHGs)
🔺 Call Pickup Groups
✉ Supervisor Dashboard ⎋

All Lines
👤 Users
🎧 Attendants
👥 Group Access
📱 Phones

Services
🏢 Departments
Short Codes
☰ Account Codes
👤 Extensions
📞 Call Reports
🎵 Music on Hold ⎋
••• Misc. Settings

The Miscellaneous Settings page gives access to the 911 Notification configuration tab.

This will send notifications to the configured parties when 911 is dialed.

To configure Email Notification.

Choose Misc. Settings.

Then Call Notifications.

Press Add New.

Select the Department you which to configure for.

these are usually set by location address

Select email.

Add the name of email recipient.

Add Email address

Click Save

Misc. Settings – Other Settings- 911 Notification Outbound Dial

nhc

Misc. Settings

| Number Blocks | External Calls | **Call Notifications** | Other Settings |

Select contacts to receive notifications when emergency calls are dialled within their department. Nested departments will contact both the emergency contacts of their own department and those of its parent's.

Disable Emergency Call Notifications   **Add New**

Department	Emergency Contacts

There are no Call Notifications configured.

Emergency Callers

Add details for the people to be notified when emergency calls are made from the chosen department.

Department: Joe Test

| Email | **Outdial** |

Name	Telephone Number
C_Bear	5558675309 ✕

Save **Cancel**

The Miscellaneous Settings page gives access to the 911 Notification configuration tab.

This will send notifications to the configured parties when 911 is dialed.

To configure Call Notification.

Choose Misc. Settings.

Then Call Notifications.

Press Add New.

Select the Department you which to configure for.

these are usually set by location address

Select Outdial.

Add the name of Outdial recipient.

Add telephone number.

Click Save.

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Thank you for learning with us today!

Have Questions? Visit nhcgrp.com/academy for more information.