



Vonage Enterprise Portal

User Guide



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Introduction

Vonage Business provides a free portal for Vonage Business group administrators, voice users, allowing limited view and export of call logs and view and edit of voice settings.

Please note: Call logs will allow up to 60 records to be displayed.

Support Details

Please contact [Vonage Business Support](#) for assistance.

Vonage Enterprise Portal Access

The portal accessed at: <https://enterpriseportal.vonage.com>

Use the same login credentials as the Vonage Business Web Portal Login. Example of username format is below:

6505551212@vonagebusiness.com

Group Administrator Functionality

The portal has 2 features:

1. Dashboard
2. Call Analytics
3. Configurations

Dashboard

Dashboard allows easy access to user configuration options, password resets, analytics, and announcements.

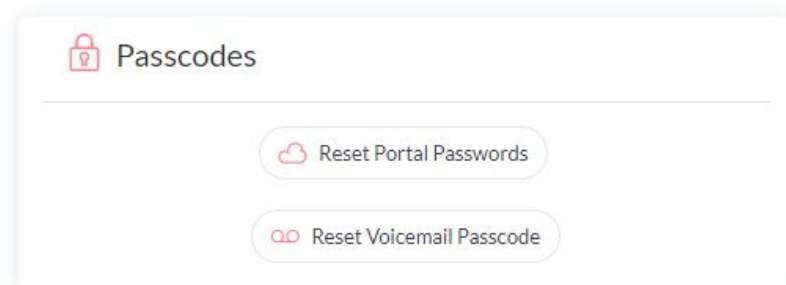
Configuration options can be accessed from the top bar.



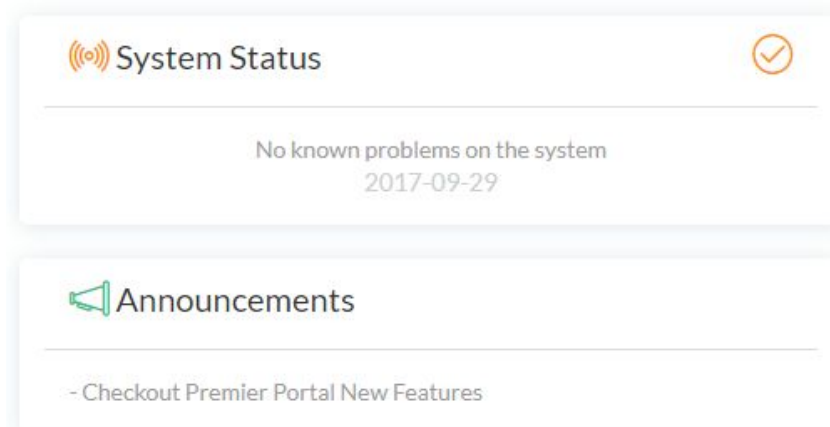
The User Guide and a quick tutorial can be accessed from the buttons shown below:



Portal and Voicemail Passcode reset access is available.



Service announcements and feature updates can be viewed on the Announcements Box.



Call Analytics

The Call Logs page allows users to view their call history, up to 60 records, 20 calls for each call type (placed, missed, received).

Group Call Analytics

Upon entering into My Call Analytics, the default data output is:

- Call Type - Defaults to "All"
 - Placed
 - Missed
 - Received

The My Call Log Report offers one output view of data:

1. Table Detail Data

Table Detail Data

The following fields are available in the Table Detail Data:

- User ID
- Name
- Dialed/From

- Call Type
- Date Time

Call Logs can be filtered and exported within seconds by simply clicking on the Export Data button above the table:



- Export to XLS (an XLS file will be created and automatically downloaded)
- Export to CSV (a CSV file will be created and automatically downloaded)

Configurations

The Configurations page allows group administrators to view and edit settings on their Vonage Business account. The following components are available within this module:

- User List
- Edit Hunt Groups
- Edit Auto Attendant
- Schedules

Edit Users

Upon entering into the Users page, you can search for users by name or user ID.

The Group Call Log Report offers one output view of data:

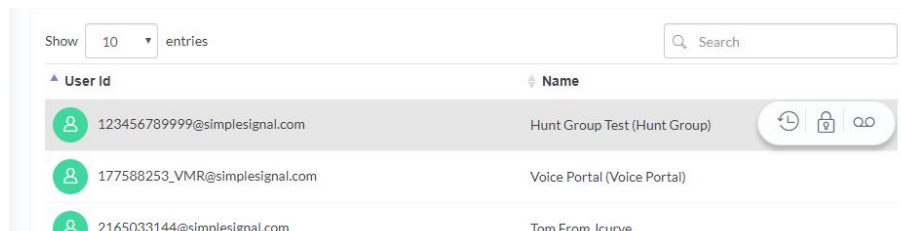
1. Table Detail Data

Table Detail Data

The following fields are available in the Table Detail Data:

- UserID
- Name
- Call Log
- Reset Password (Voice Portal)
- Reset Voice Passcode (Voicemail)

The following illustration displays the above fields:



The Edit Hunt Groups tab allows group administrators to view and edit their BroadWorks Hunt Group Settings.




From this page, you can see all the Hunt Groups configured. The fields shown are:

- Service ID -
- Name - This is an identifying name for the hunt group
- Phone Number - This is the phone number for the hunt group.
- Policy - This shows the ring policy
 - Circular
 - Regular
 - Simultaneous

Note: Hunt Groups cannot be added via Vonage Enterprise Portal. To add a new hunt group, contact Vonage Business Support to submit and order.

The following illustration displays the above options:

Hunt Groups List

Service ID	Name	Phone Number	Policy	
123456789999	Hunt Group Test	7202596988	Circular	
DH_Forward_test	DH Forward		Regular	
remote_office	remote office test	3032428103	Simultaneous	

Assigning Agents

Click on the Assign Agents button next to the Hunt Group Name. The fields shown are:

- Agent ID
- Name
- Select - Turn On / Off to add to Hunt Group.

Agent Id	Name	Select
ssgunify2	two gunify	<input checked="" type="checkbox"/>
edgartest	edgartest edgartest	<input type="checkbox"/>
CTI_ILD_TEST	CTI_ILD_TEST CTI_ILD_TEST	<input type="checkbox"/>
DenverSupport_VVX310	Denver Support Test 2	<input type="checkbox"/>
DenverSupport_VVX1500	Denver Support Test 3	<input type="checkbox"/>

Editing Hunt Groups

Click on the pencil icon next to the Hunt Group Name. The fields shown are:

- Hunt After No Answer - Turn On / Off
- No Answer Number of Rings
- Forward After Timeout

- Forward Timeout Seconds
- Forward to Phone Number
- Allow Call Waiting for Agents - Turn On / Off
- Use System Hunt Group CLID (Caller ID) Setting - Turn On / Off
- Include Hunt Group Name in CLID (Caller ID) - Turn On / Off
- Enable Not Reachable Forwarding - Turn On / Off
- Not Reachable Forward to Phone Number
- Make Busy When Not Reachable - Turn On / Off

The following illustration displays the above options:

Edit Hunt Group - 123456789999

[Agents Info](#) [Assign Agents](#)

Hunt After NoAnswer

No Answer Number Of Rings

Forward After Timeout

Forward Timeout Seconds

Forward To Phone Number

Allow Call Waiting For Agents

Use System Hunt Group CLID Setting

Include Hunt Group Name In CLID

Enable Not Reachable Forwarding

Not Reachable Forward To Phone Number

Make Busy When Not Reachable

[Update](#) [Close](#)

Edit Auto Attendant

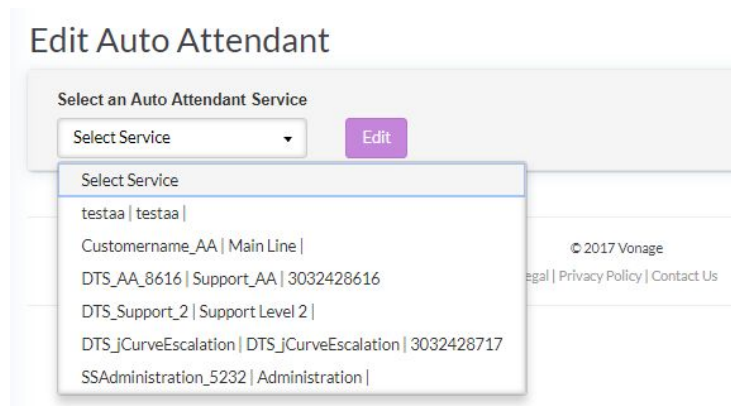
The Edit Auto Attendant tab allows group administrators to view and edit their BroadWorks Settings.

From this page, you can see the Auto Attendants configured in this group. The fields shown are:

- Service ID -
- Name - This is an identifying name for the hunt group
- Phone Number - This is the phone number for the hunt group.

Note: Auto Attendants cannot be added via Vonage Enterprise Portal. To add a new Auto Attendant, contact Vonage Business Support to submit and order.

The following illustration displays the above options:



Editing Auto Attendant

Click on the pencil icon next to the Auto Attendant Name. The fields shown are:

- Hunt After No Answer - Turn On / Off
- Extension Dialing Scope - Group or Enterprise
- Name Dialing Scope - Group or Enterprise
- Name Dialing Entries - LastName + FirstName or FirstName + LastName

First Digit Timeout Second	<input type="text" value="9"/>
Extension Dialing Scope	<input type="text" value="Department"/>
Name Dialing Scope	<input type="text" value="Department"/>
Name Dialing Entries	<input type="text" value="LastName + FirstName"/>

- Tab Options for Key Menu Selections
 - Business Hours Menu
 - After Hours Menu
 - Holiday Menu
- Action Options
 - Transfer With Prompt
 - Transfer Without Prompt
 - Transfer to Operator
 - Transfer to Submenu
 - Name Dialing
 - Extension Dialing
 - Transfer to Mailbox
 - Repeat Menu
 - Exit

Business Hours Menu
After Hours Menu
Holiday Menu

Enable first-level extension dialing

Key	Description	Action
0	<input type="text"/>	Transfer To Operator ▼
1	<input type="text"/>	Extension Dialing ▼
2	<input type="text"/>	Name Dialing ▼
3	testAALoadtime	Transfer With Prompt ▼ Phone: <input type="text" value="6709"/>
4	<input type="text"/>	select ▼
5	<input type="text"/>	select ▼
6	<input type="text"/>	select ▼
7	<input type="text"/>	select ▼
8	<input type="text"/>	select ▼
9	<input type="text"/>	select ▼
*	<input type="text"/>	select ▼
#	<input type="text"/>	select ▼

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

Schedules

The Schedules tab allows group administrators to view and edit their BroadWorks Settings.

From this page, you can view, add, and edit the Holiday and other time schedules configured for the group. The fields shown are:

- Schedule Name | Type

- Event - Time schedule
- Start Date
- End Date

The following illustration displays the above options:



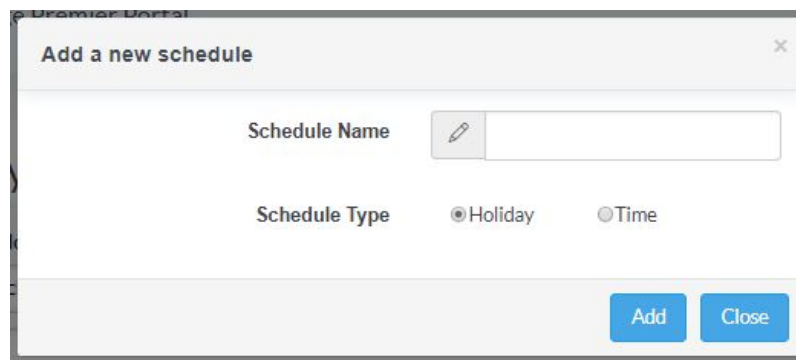
Adding a New Schedule

Click on the Add New Schedule button in the top right corner of page.

Note: Schedules can be deleted by clicking on the trash icon next the Schedule name.

The fields shown are:

- Schedule Name
- Schedule Type - Holiday or Time



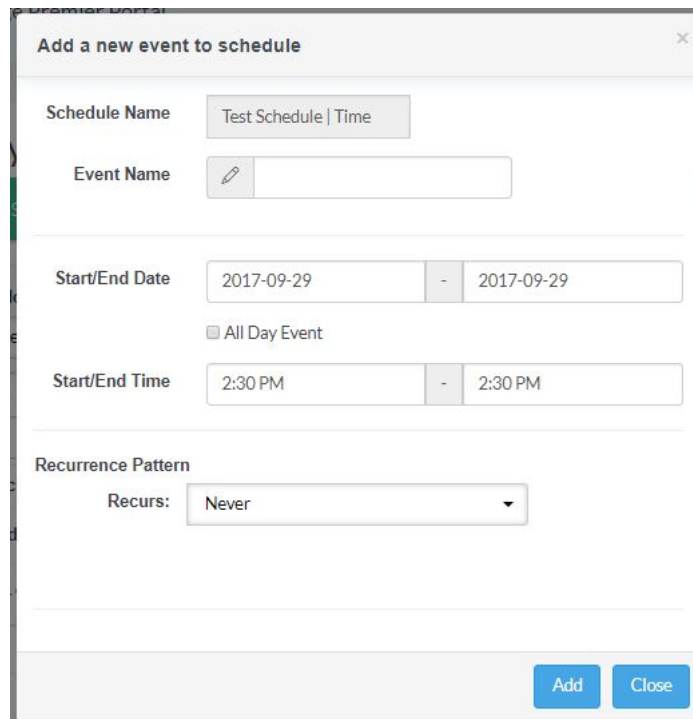
Adding / Editing / Deleting an Event

To add an Event to a Schedule, click on the + icon next to the Schedule name. Upon creation, the Event will appear under the Schedule Name heading. To edit an Event, click the pencil icon next to the Event name.

Note: Events can be deleted by click on the X icon next to the Event name.

The fields shown when adding and editing Events are:

- Schedule Name
- Event Name
- Start / End Date - Check "All Day Event" if applies.
- Start / End Time
- Recurrence Pattern - Never, Daily, Weekly, Monthly, Yearly.



The screenshot shows a dialog box titled "Add a new event to schedule" with a close button (X) in the top right corner. The form contains the following fields:

- Schedule Name:** A text input field containing "Test Schedule | Time".
- Event Name:** A text input field with a pencil icon on the left for editing.
- Start/End Date:** Two date input fields, both containing "2017-09-29", separated by a minus sign.
- All Day Event:** A checkbox labeled "All Day Event" which is currently unchecked.
- Start/End Time:** Two time input fields, both containing "2:30 PM", separated by a minus sign.
- Recurrence Pattern:** A dropdown menu labeled "Recurs:" with "Never" selected.

At the bottom right of the dialog box, there are two buttons: "Add" and "Close".

Voice User Functionality

The portal has 2 features:

4. Dashboard
5. Call Analytics
6. Voice Settings
7. Voice Messages

Dashboard

Dashboard allows easy access to voice configuration options, voice messages, analytics, and announcements.

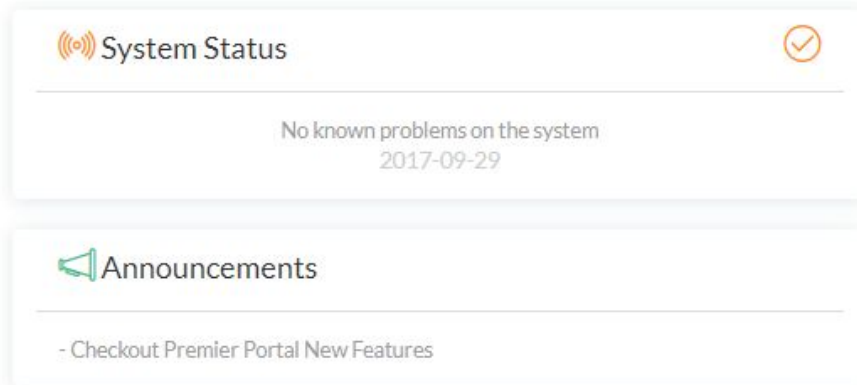
Configuration options can be accessed from the top bar.



The User Guide and a quick tutorial can be accessed from the buttons shown below:



Service announcements and feature updates can be viewed on the Announcements Box.



Call Analytics

The Call Logs page allows users to view their call history, up to 60 records, 20 calls for each call type (placed, missed, received).

My Call Analytics

Upon entering into My Call Analytics, the default data output is:

- Call Type - Defaults to "All"
 - Placed
 - Missed
 - Received

The My Call Log Report offers one output view of data:

1. Table Detail Data

Table Detail Data

The following fields are available in the Table Detail Data:

- Dialed/From
- Name
- Call Type

- Date Time

The following illustration displays the above fields:

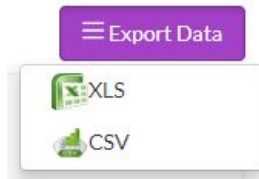
My Call Log Report

Call Type (s)
All [Filter](#) [Export Data](#)

Show 10 entries

Dialed/From	Name	Call Type	Date/Time
L	L	Placed	09/29/2017 09:35:24 am
7038669014	CC Supervisor III	Missed	09/13/2017 05:22:29 pm
1+18009378997	TOLL FREE CALL	Missed	08/01/2017 11:31:00 pm
17038669012	CC Agent IV	Missed	05/19/2017 06:43:57 pm

Call Logs can be filtered and exported within seconds by simply clicking on the Export Data button above the table:



- Export to XLS (an XLS file will be created and automatically downloaded)
- Export to CSV (a CSV file will be created and automatically downloaded)

Voice Settings

The Voice Settings page allows users to view and edit settings on their Vonage Business account. The following components are available within this module:

- General
- Mobility
- Call Forwarding
- Voice Messaging

General

The General page allows users to view and edit settings on their Vonage Business account. Upon entering the page the following fields are available:

- Anonymous Call Rejection
- Automatic Callback
- Do not Disturb
 - Allow a Reminder when Do Not Disturb is enabled.

The following illustration displays the above fields:

General	
Anonymous Call Rejection Reject calls from callers who have blocked the display of their phone number.	<input checked="" type="checkbox"/>
Automatic Callback When Automatic Callback is enabled, you will hear an announcement asking if you would like to monitor the number. Follow the instructions to activate and Vonage will ring you with a distinctive ring when the number becomes available.	<input type="checkbox"/>
Do not Disturb Send your calls directly to your voicemail without ringing your phone.	<input type="checkbox"/>
Reminder When Ring Reminder is enabled, you will be alerted when calls are received and Do Not Disturb is enabled.	<input type="checkbox"/>

Mobility

The Mobility tab allows users to view and edit their BroadWorks Anywhere and MobileLink Settings forwarding settings on their Vonage Business account.

Note: BroadWorks Anywhere and MobileLink cannot be turned on at the same time. You may need to contact support to enable and disable these options.

BroadWorks Anywhere Tab

From the BroadWorks Anywhere tab, you can add a device to your Anywhere configuration and edit device settings.

Upon entering the tab your current device or devices are displayed. The options are:

- Active? - Turn on / off the device for ring.
- Call Control? - Turn on/off this device for call control.
- Confirmation Required? - Turn on/off call answer confirmation. This prevents calls from going to voicemail on your mobile device.
- Delete - This button allows you to delete the device from the ring list.

Adding Numbers

From this page, you can add additional devices, by clicking on the **Add New** button. The fields are:

- Phone No - This is the phone number you would like to ring
- Description - This is an identifying name for the device.
- Active - Turn on / off the device for ring.
- Call Control - Turn on/off this device for call control.
- Confirmation Required - Turn on/off call answer confirmation. This prevents calls from going to voicemail on your mobile device.
- Delete - This button allows you to delete the device from the ring list.

MobileLink Tab

When BroadWorks Mobility is ON, you can edit your MobileLink device settings, otherwise all options are grayed out. If you would like to turn BroadWorks Mobility on, for use with MobileLink, [please contact support](#).

Upon entering the tab your current device or devices are displayed. The options are:

- BroadWorks Mobility - Shows on/off
- Mobile Number - Shows the mobile number configured for MobileLink
- Phone to Ring - Select options
 - Mobile
 - Fixed
 - Both
- Alert for Click-to-Dial Calls - Select on/off
- Alert for Group Paging Calls - Select on/off
- Enable Diversion Inhibitor - Select on/off
- Require Answer Confirmation - Select on/off
- User BroadWorks-based Call Control Services - Select on/off

Call Forwarding

The Call Forwarding page allows users to view and edit their forwarding settings on their Vonage Business account. Upon entering the page the following fields are available:

- Always
 - Allows an Alert when forwarding is On
- Busy
 - This works if you are on a call and do not have call waiting enabled or if you have do not disturb turned on.
- No Answer
 - Allow setting the Number of rings

- Not Reachable
 - This is incase your phone becomes unreachable i.e. internet goes out

Note: This page allow you to turn on and off Forwarding settings and to add phone numbers to forward to.

The following illustration displays the above fields:

The screenshot shows the 'Call Forward' settings page. It features a list of forwarding options, each with a toggle switch, a description, and a field for the destination number. The 'Always' option is currently enabled, with the number 2141234567 entered. The 'Reminder' option is disabled. The 'Busy' and 'No Answer' options are also disabled. The '# of Rings' option is set to 3, with a maximum of 20. The 'Not Reachable' option is disabled.

Setting	Toggle	Destination Number	Additional Info
Always Forward all calls to a designated number.	On	2141234567	Save icon
Reminder When Ring Reminder is enabled, you will be alerted when calls are received and Call Forward Always is enabled.	Off		
Busy Forward calls to a designated number when your line is busy.	Off		Save icon
No Answer Forward calls to a designated number when your line is not answered.	Off		Save icon
# of Rings Set the number of rings needed when Call Forward No Answer is enabled.		3	Max:20
Not Reachable Forward calls to a designated number when your line is not reachable.	Off		Save icon

Voice Mail

The Voice Mail page allows users to view and edit their voice messaging settings, and listen to voicemails on their Vonage Business account.

Upon entering the page the following fields are available:

- Voicemail
 - Allows ON/OFF for voicemail service.
- Send Busy Calls to Voicemail

- If call waiting is disabled and you are on a call or do not disturb is active, calls will go to voicemail
- Send No Answer Calls to Voicemail.
 - Calls that are not answered in a defined number of rings will go to voicemail
- Email a carbon copy of message
 - Allows WAV files of voicemail to be sent to any email address.
 - Note: If you are using a transcription service for you voice messages, and want to change that, you will need to contact support to edit.
- Transfer on “O” to Phone Number
 - Allows callers to dial “O” to transfer to the specified number.
 - Note: Instructions must be added to outgoing voicemail message.

Note: This page allow you to turn on and off Forwarding settings and to add phone numbers to forward to.


The following illustration displays the above fields:


Voicemail


Voicemail
Enable to send calls to voicemail when your line is unreachable.

Send Busy Calls to Voicemail
Enable to send calls to voicemail when your line is busy.

Send No Answer Calls to Voicemail
Enable to send calls to voicemail when your line is not answered.

of Rings
Set the number of rings needed when Voicemail No Answer is enabled. 
Max:20

Email a carbon copy of the message
Enter an email address to carbon copy voicemail WAV files when messages are received. 
If you have transcription services, please contact support to update address.

Transfer on '0' to Phone Number
Enable and enter a phone number to allow callers to transfer by dialing "0" during the voicemail greeting. 

Recommendation: Add instructions in your outgoing greeting advising callers to dial "0" to transfer.

Busy Lamp Field

Voice Messages

Upon entering the page the following fields are available:

Mass Edit Options

The following mass edit are available:

- Set All Unread
- Set All Read
- Delete All

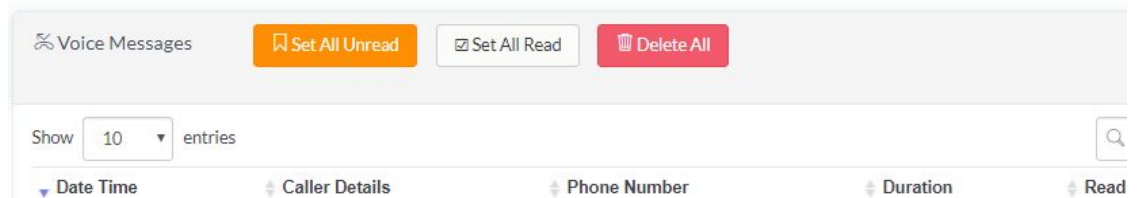


Table Detail Data

The following fields are available in the Table Detail Data:

- Date Time
- Caller Details
- Phone Number
- Duration
- Read Status (Set Read/Set Unread)

To listen to messages, click on the download icon.

To delete messages, click on the trash icon

The following illustration displays the above fields:

Show entries

Search:

Date Time	Caller Details	Phone Number	Duration	Read Status	
2016-06-10 05:35:40	LILBURN GA	+16786807033	00:00:43	<input type="button" value="Set Read"/>	
2016-06-07 08:24:04	SAN FRANCISCO CA	+16504883536	00:00:10	<input checked="" type="checkbox"/> Set Unread	
2016-06-03 02:55:24	VONAGE HOLDING	+13035061233	00:00:05	<input checked="" type="checkbox"/> Set Unread	

Showing 1 to 3 of 3 entries

Previous **1** Next