

# Administrator Portal

**Administrators can easily make changes to the POPP Hosted Microsoft VoIP Phone System as the needs of the business evolve.**

Your service reputation demands a unified communications system that can respond to changing business needs quickly and easily so that your team is available to take care of your customers. Whether you need to simply reset a voicemail PIN, or re-route calls and change recorded announcements because of a seasonal event, the Administrator Portal provides an intuitive web-based interface to get the job done. Your team is backed by the experienced professionals at POPP to assist with unfamiliar changes or make recommendations to help the configuration change with your business' needs.

You have control over who can administer the entire system, or specific departments. Designate as many administrators as you need.

**The Administrator Portal allows access to the following items, among others:**

- Main number call flow and call forwarding
- Schedule Time-of-Day, Day-of-Week and seasonal routing of calls
- Auto Attendant Configuration, Menus, and Recordings
- End-user line/phone button configuration
- Password and PIN resets, company-wide
- Hunt Group configuration and usage data
- Music on Hold, Messaging on Hold Configuration
- End user voicemail settings
- Call Center Supervisor Dashboard
- Call History and Call Analytics Reports (download or receive by e-mail)

## Administrator Portal Home Screen

**Home**

- Groups
  - Hunt Groups (MLHG's)
  - Call Pickup Groups
  - Supervisor Dashboard
- All Lines
  - Users
  - Attendants
  - Group Access
  - Phones
- Services
  - Short Codes
  - Call Analytics
  - Music on Hold
  - Misc. Settings
- Help
  - Send Feedback

**Groups**

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. The Supervisor Dashboard helps you monitor these. Call Pickup Groups allow lines to answer each other's calls.

- Hunt Groups (MLHG's)
- Call Pickup Groups
- Supervisor Dashboard

**All Lines**

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

- Users
- Attendants
- Group Access
- Phones

**Services**

To configure and manage further business services on your lines, select an option below.

- Short Codes
- Call Analytics
- Music on Hold
- Misc. Settings

The designated system administrator within your organization should review the Administrator Portal Reference Manual found at [www.popp.com/support](http://www.popp.com/support) for a complete listing of instructions for tasks and actions they will be responsible to perform.

# User Portal

Your team can customize their experience to remain productive whether in the office, at home or on-the-go.

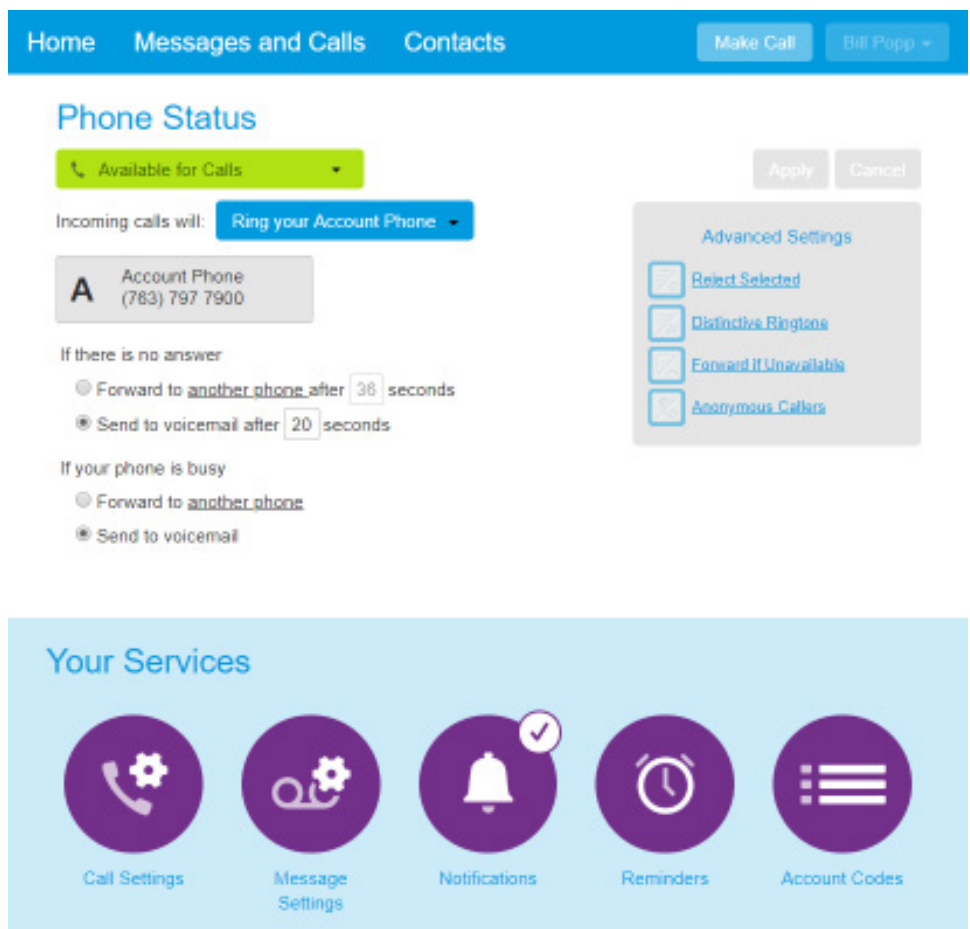
Many organizations are empowering their employees to work from home or during non-traditional work hours. The User Portal gives authorized users access to self-manage settings of their line/phone to suit their needs – accessible at any time from a computer or smartphone. Users who are mobile can stay connected and productive by easily adjusting how incoming calls are routed to them (e.g. ring their desk phone, or forward to their cell phone), or modifying their voicemail greeting. Call center agents can see if callers are waiting in queue and take action to ensure calls are being answered promptly, thereby improving your service reputation.

The User Portal is available to Deskphone Users, Softphone Users, Deskphone & Softphone Users, and Common Area Phone Users. The system administrator has control over which users are given access to the User Portal to make settings changes.

The User Portal allows authorized users access to the following items, among others:

- DID Number Call Forwarding
- Phone Button Configuration
- Voicemail, Voicemail Greetings, and Voicemail settings (e.g. Voicemail-to-email)
- Click-to-call from any phone (e.g. Make an outbound call from your home phone and show caller ID from the office)
- Contacts
- DID Number Incoming Call Handling (DND status, Send caller to voicemail, etc.)
- Login/Logout of Hunt Groups
- Call Center Agent Dashboard
- Ring Tones
- Reminder Calls

## User Portal Home Screen



For a complete listing of the capabilities available, please review the User Portal Reference Manual found at [www.popp.com/support](http://www.popp.com/support).