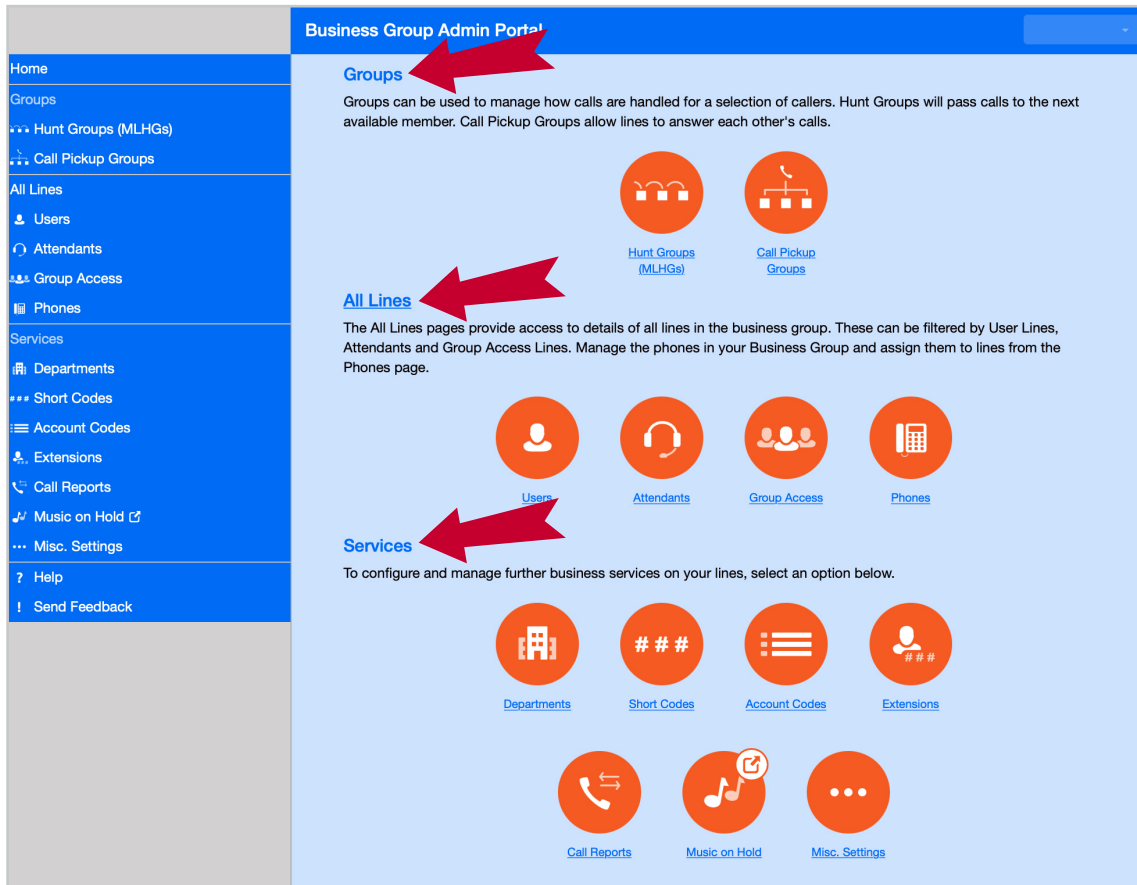


There are 3 sections to the Comportal



Groups

- Manages how calls are handled for select callers

All Lines

- Access and management to all lines within the business group

Services

- Options to make changes to lines on the account
- Move lines within departments, create short codes for transfer, manage extensions, etc.

Hunt Group Members tab shows the members within the group and allows you to add additional members and place them in the order that you want to prioritize the calls

The screenshot shows the Business Group Admin Portal interface. The left sidebar contains a navigation menu with the following items: Home, Groups, Hunt Groups (MLHG) (highlighted with a red arrow), -MLHG INVENTORY -to Front office CSC, Call Pickup Groups, All Lines, Users, and Attendants. The main content area is titled 'Hunt Group to Front office CSC' and features three tabs: Hunt Group Pilots, Hunt Group Members (active), and Settings. Below the tabs are buttons for 'Remove Selected', 'Change Positions', and 'Add Lines', along with an 'Add single line:' input field and an 'Add' button. A table lists the members of the hunt group:

Position	Telephone Number	Ext.	Name
1	(412) 123 4568	235	CUSTOMER SERVICE
2	(412) 123 4569	237	OFFICE MANAGER

More detail of members within Hunt Group

- Position in group
- Telephone number
- Extension
- Name of phone

Users identifies:

- Name of the user
- Extension
- Telephone number
- Administrator is also identified with an icon

The screenshot shows the Business Group Admin Portal interface. The left sidebar contains a navigation menu with the following items: Home, Groups (Hunt Groups (MLHGs), Call Pickup Groups), All Lines (Users, Attendants, Group Access, Phones), Services (Departments, Short Codes, Account Codes, Extensions, Call Reports, Music on Hold, Misc. Settings), and Help (Send Feedback). The main content area is titled 'Users' and displays a table with columns for Phone Number, Ext., and Name. A search bar is located above the table. The table lists several users, including 'Sunny O'Day', who is highlighted with a red arrow pointing to their user icon.

Phone Number	Ext.	Name
(412) 123 4567		Conference Room
(412) 123 4568	221	Break Room
(412) 123 4569	226	Office Manager
(412) 123 4590	253	Nora Hunter
(412) 123 4512	245	Sara Black
(412) 123 4534	225	Sunny O'Day

ALL LINES // ATTENDANTS

Clicking on the telephone number or Easy Attendant opens Easy Attendant

The image shows two screenshots from the Business Group Admin Portal. The main screenshot displays the 'Attendants' page with a table of attendant information. A red arrow points to the phone number '(412) 123 4512' in the 'Phone Number' column, and another red arrow points to the three-dot menu icon in the 'Name' column for 'Easy Attendant Main'. A second, smaller screenshot shows the 'Easy Attendant 2' settings page. A red arrow points to the 'Open Attendant Settings' button.

Business Group Admin Portal Sunny O'Day

Attendants

Phone Number	Ext.	Name
<input type="text" value="Search for..."/>		<input type="text" value="in any field"/>
(412) 123 4512		Easy Attendant Main
(412) 123 4534		Easy Attendant 2

Easy Attendant 2 Easy Attendant 2

Home

Line Status

Your Easy Attendant is currently on.

[Turn OFF](#)

[Open Attendant Settings](#)

Your Services

[Call Settings](#)

[View Account Settings](#)

[Open in New Window](#) [Close](#)

Once this page opens, click on
Open Attendant Settings

ALL LINES // EASY ATTENDANT

Schedule how your business handles phone calls with the Easy Attendant

Tabs across the top are easily accessible for making changes to the schedule



Or click an icon to enter a menu



The screenshot displays the 'Line Status' page for 'Tim's Easy Attendant'. At the top, there is a 'Home' link and a dropdown menu for 'Tim's Easy Attendant'. Below this is a 'Line Status' header. A horizontal navigation bar contains five tabs: 'Main' (highlighted in orange), 'Schedule', 'Business Hours Menu', 'Non-Business Hours Menu', and 'Extensions'. A 'Turn OFF' button is present, with the text 'Your Easy Attendant is currently on.' Below the navigation bar, there are three main sections: 1. 'Schedule' (Configure your business hours) with a clock icon. 2. 'Business Hours Menu' (Configure the menu your callers will hear during business hours. (IN USE)) with a menu icon. 3. 'Non-Business Hours Menu' (Configure the menu your callers will hear during non-business hours.) with a house icon. At the bottom of the main content area is a 'Switch to using a single menu' option (Stop using your schedule - callers will always hear the same menu) with a menu icon and a speaker icon. The footer is a blue bar with three columns: 'Personal Details' (Tim's Easy Attendant), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Send Feedback).

EASY ATTENDANT // SCHEDULE

Configure your business schedule by clicking on the cells in the grid


Home Tim's Easy Attendant

Line Status

Main **Schedule** Business Hours Menu Non-Business Hours Menu Extensions

Apply Cancel

Configure your business hours by clicking on the appropriate cells in the grid. Click and drag to select multiple cells.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Special Days
1 am								<p>Configure days when your normal weekly schedule does not apply, for example, vacations. On these days, your non-business hours menu will be played all day.</p> 
2 am								
3 am								
4 am								
5 am								
6 am								
7 am								
8 am								
9 am								
10 am								
11 am								
12 pm								
1 pm								
2 pm								
3 pm								
4 pm								
5 pm								
6 pm								
7 pm								
8 pm								
9 pm								
10 pm								
11 pm								

[Zoom In](#)

Key Business Hours Non-Business Hours

Click the icon to configure special days, such as holidays and vacations, when the normal weekly schedule does not apply

Use the Business Hours Menu or Non-Business Hours Menu to configure lines

Home Tim's Easy Attendant ▾

Line Status

Main Schedule **Business Hours Menu** Non-Business Hours Menu Extensions

Apply Cancel

Assign functions to each key on the caller's phone

1	Transfer to Phone ▾	0792 ▾
2	Transfer to Voicemail ▾	0792 ▾
3	Transfer to Voicemail ▾	0792 ▾
4	Return to Previous Menu ▾	
5	Do Nothing ▾	

Record initial greeting

This announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left. e.g., "Welcome to Bob's Tires. Press 1 for..."

[listen/change](#)

Drop down menus for changes

Ability to create a custom greeting

EASY ATTENDANT // EXTENSIONS

Use the Extensions Menu to configure each line, including ability to record a personal greeting

Home Tim's Easy Attendant

Line Status

Main Schedule Business Hours Menu Non-Business Hours Menu **Extensions**

Business Group Extensions Additional Extensions

Include Selected Exclude Selected **Include All Lines** **Exclude All Lines**

Search for name, description or announcement number...

Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>	Easy Attendant	(412) 123 4567	None	✓	record
<input type="checkbox"/> 101	Sunny O'Day	(412) 123 2345	None	✓	listen/change
<input type="checkbox"/> 102	Nora Hunter	(412) 123 7891	None	✓	record

New Business Group Extensions will be automatically included
Callers are allowed to dial by extension only after selecting "Dial by Extension" menu option

Include or exclude from a business group

Record individual greeting for a line

ALL LINES // PHONES

Lists all the phones on the business group

- Easily manage phones via department if applicable
- Search via number on larger applications

The screenshot shows the 'Business Group Admin Portal' with a sidebar on the left containing navigation options: Home, Groups (Hunt Groups (MLHGs), Call Pickup Groups), All Lines, Users, Attendants, Group Access, Phones (highlighted), Services, Departments, Short Codes, Account Codes, Extensions, Call Reports, and Music on Hold. The main content area is titled 'Phones' and features a search and assignment interface. A red box highlights the 'Select department' dropdown, 'Assign to Department' button, 'Enter number...' input, and 'Assign to Line' button. Below this is a table of phone profiles with columns for Model, MAC Address, Description, and Assigned to. A search bar is located above the table.

Model	MAC Address	Description	Assigned to
<input type="checkbox"/> 📞	64:16:7F:05:F3:35	CONFERENCE ROOM S6000	(412) 123 4567
<input type="checkbox"/> 📞	64:16:7F:1C:84:B8	Nora Hunter VX 501	(412) 123 4568
<input type="checkbox"/> 📞	64:16:7F:1C:85:A3	Sunny O'Day VX 501	(412) 123 4569
<input type="checkbox"/> 📞	64:16:7F:1C:88:44	FRONT DESK VX 501	(412) 123 4590
<input type="checkbox"/> 📞	64:16:7F:1F:D3:F0	Roscoe Good VX 501	(412) 123 4512
<input type="checkbox"/> 📞	64:16:7F:1F:D3:F1	LOCAL PROGRAM VX 501	(412) 123 4534
<input type="checkbox"/> 📞	64:16:7F:1F:D3:F2	June Highland VX 501	(412) 123 4596

ALL LINES

CHANGE AND CONFIGURE PHONES

<input type="checkbox"/>		64:16:7F:05:F3:35	CONFERENCE ROOM S6000	(724) 482 6205	⋮
<input type="checkbox"/>		64:16:7F:1C:84:B8	Break Room VVX 501	(724) 482 6205	⋮
<input type="checkbox"/>		64:16:7F:1C:85:A3	Nora Hunter VVX501	(724) 482 6205	⋮
<input type="checkbox"/>		64:16:7F:1C:88:44	Roscoe Good VVX 501	(412) 123 4568	⋮

Click the icon on the right side to change or configure phone

Manage your phones



Polycom VVX 501

Edit

Clicking "Configure phone" opens the phone for that number

Click on edit to configure



- ▶ Programmable Keys - Line
- ▶ Programmable Keys - Bottom
- ▶ User
- ▶ Provisioning
- ▶ Network Settings
- ▶ Advanced
- ▶ Paging Groups
- ▶ Push-To-Talk
- ▶ LDAP

- ▶ Sidecar Key Capabilities
- ▶ Sidecar 1

Configure screen shows the model of phone

Configuring options appear in the drop down menu

▶ Key Capabilities

▼ Key 1

Soft key action

▶ Key 2

▶ Key 3

▶ Key 4

✓ None

Speed Dial

Automatic Callback

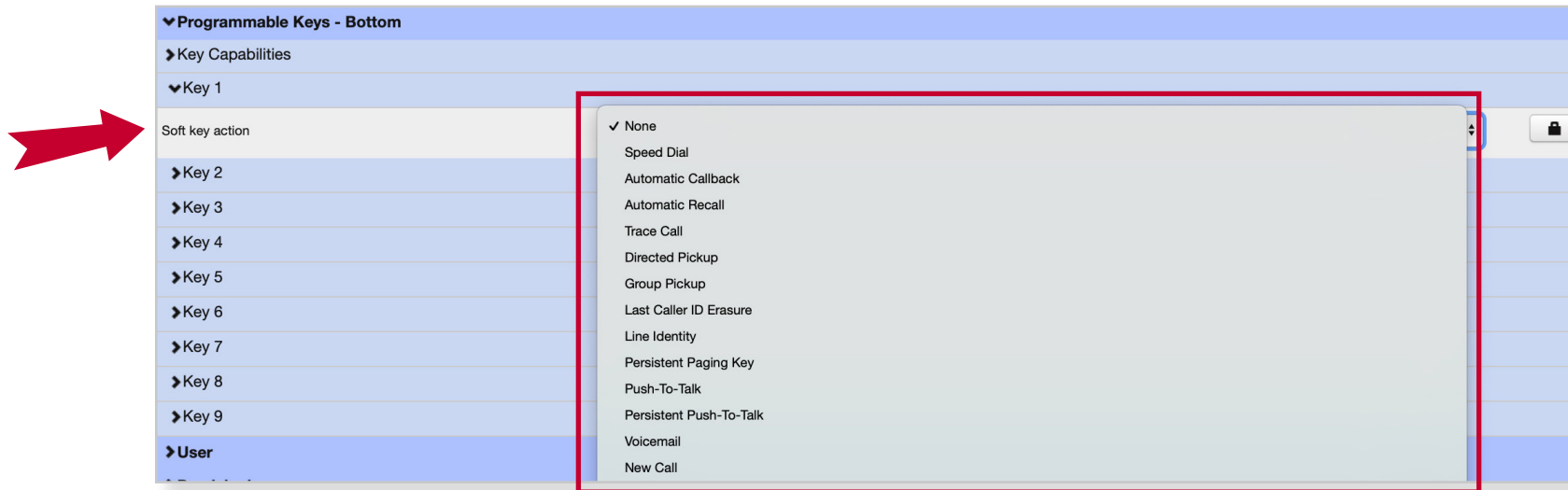
Automatic Recall

Trace Call

Program keys to make changes to phone lines

PROGRAMMABLE KEYS

Options for Key Functions



Customers can choose from many popular features for the phone soft keys

- Enhanced Monitored Extension – visually see if a line is in use
- Enhanced Call Park – Establish a key to place calls on hold
- Speed Dial – Establish Keys to auto dial a number
- Voicemail – Easily transfer calls directly to voicemail

PHONES // SIDECAR

A Sidecar can be added to any phone

- Additional soft keys
- Use for additional extensions on large phone installs
- Use for dropdown soft key options

Manage your phones



Click on edit to configure



Sidecars



Delete

Add sidecar

- › Programmable Keys - Line
- › Programmable Keys - Bottom
- › User
- › Provisioning
- › Network Settings
- › Advanced
- › Paging Groups
- › Push-To-Talk
- › LDAP

- › Sidecar Key Capabilities
- › Sidecar 1

- › Shared Settings

SERVICES // SHORT CODES


Short Codes allow users to quickly dial common numbers

Add or view numbers for quick dialing access

On this page you can create the short code to use, and the phone number it maps to

Short Codes

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

[Delete Selected](#)  [Add](#) [Add Range](#) [Import](#) [Export All](#)

<input type="checkbox"/>	Short Code	Name	Telephone Number or Service Access Code
<input type="text" value="Search for..."/>			

Add Single Short Code

Enter the code and (optionally) either the telephone number or the service access code that it maps to, and then click Add

Short Code:

Maps to: Telephone Number Service Access Code

Telephone Number:

Add a name to include an entry in the business directory.

Name (optional):

SERVICES // EXTENSIONS & CALL REPORTS

The Extensions screen shows the current list of short extensions

- Note: to transfer a call to an extension voicemail, simply add a # before entering the extension number



Business Group Admin Portal

Sunny O'Day

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with #.

Delete Selected Add Range Add

Count of extensions: 24

Ext.	Telephone Number
<input type="checkbox"/>	221 (412) 123 4567
<input type="checkbox"/>	223 (412) 123 8910
<input type="checkbox"/>	224 (412) 123 1234
<input type="checkbox"/>	225 (412) 123 5689

The Call Reports function allows the administrator of the business group to download a report of calls made to and from lines

- Ability to choose a start and end date for the report



Business Group Admin Portal

Call Reports

Download CSV report of all calls to and from lines in your administration domain.

Date Range:

Start date:

month day year

End date:

month day year

Download

SERVICES // MUSIC ON HOLD

Music On Hold for customers to listen to while waiting on hold

- Select resource for Music On Hold as applicable
- Custom configurations can be uploaded
- Auto attendant can also have a pre-recorded file

Music On Hold Mappings in department: BUTLER_OFFICE_AUV (root)

[security](#) [mappings](#) [resources](#)

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 15 - Funky	Repeat	Global 25 - Jazz	Start		Edit Use Default
<input type="text" value="448-724-4480"/>	<input type="text" value="Global 15 - Funky"/>	<input type="text" value="Repeat"/>	<input type="text"/>	<input type="text" value="Start"/>		Add

0 of 30 mappings used

Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.

Canned resource files



ID	Description	Length
15	Funky	88 seconds
10	Beep	15 seconds
20	Classic	29 seconds
25	Jazz	32 seconds