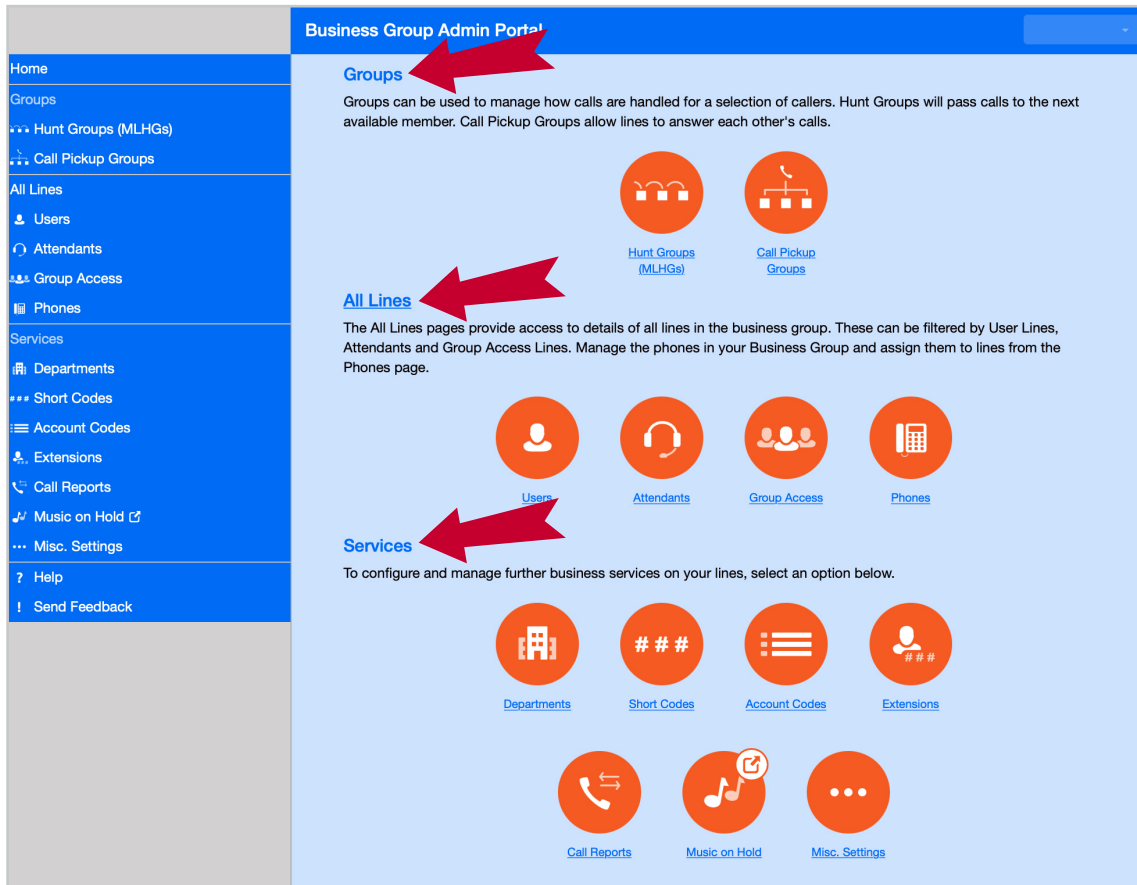## There are 3 sections to the Comportal

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

More detail of members within Hunt Group

• Position in group

• Telephone number

• Extension

• Name of phone

ALL LINES // USERS

Users identifies:

- Name of the user

- Extension

- Telephone number

- Administrator is also identified with an icon

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BUSINESS SOLUTIONS

Clicking on the telephone number or Easy Attendant opens Easy Attendant

Business Group Admin Portal   Sunny O'Day ▾

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

? Help

! Send Feedback

Attendants

Phone Number	Ext.	Name
Search for...		in any field ↕
(412) 123 4512 ←	📑⭐	Easy Attendant Main ••• ←
(412) 123 4534	📑⭐	Easy Attendant 2 •••

Easy Attendant 2

Home   Easy Attendant 2 ▾

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

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

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

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

Drop down menus for changes →

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

Ability to create a custom greeting

EASY ATTENDANT // EXTENSIONS

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

Include or exclude from a business group

Record individual greeting for a line

Lists all the phones on the business group

• Easily manage phones via department if applicable

• Search via number on larger applications

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BUSINESS SOLUTIONS

☐	🚀	64:16:7F:05:F3:35	CONFERENCE ROOM S6000	(724) 482 6205 •••
☐	☎	64:16:7F:1C:84:B8	Break Room VVX 501	(724) 48
☐	☎	64:16:7F:1C:85:A3	Nora Hunter VVX501	(724) 48
☐	☎	64:16:7F:1C:88:44	Roscoe Good VVX 501	(412) 123 4568 •••

Change phone
Configure phone

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

Program keys to make changes to phone lines

✓ None
Speed Dial
Automatic Callback
Automatic Recall
Trace Call

➤ Key 2
➤ Key 3
➤ Key 4

PROGRAMMABLE KEYS

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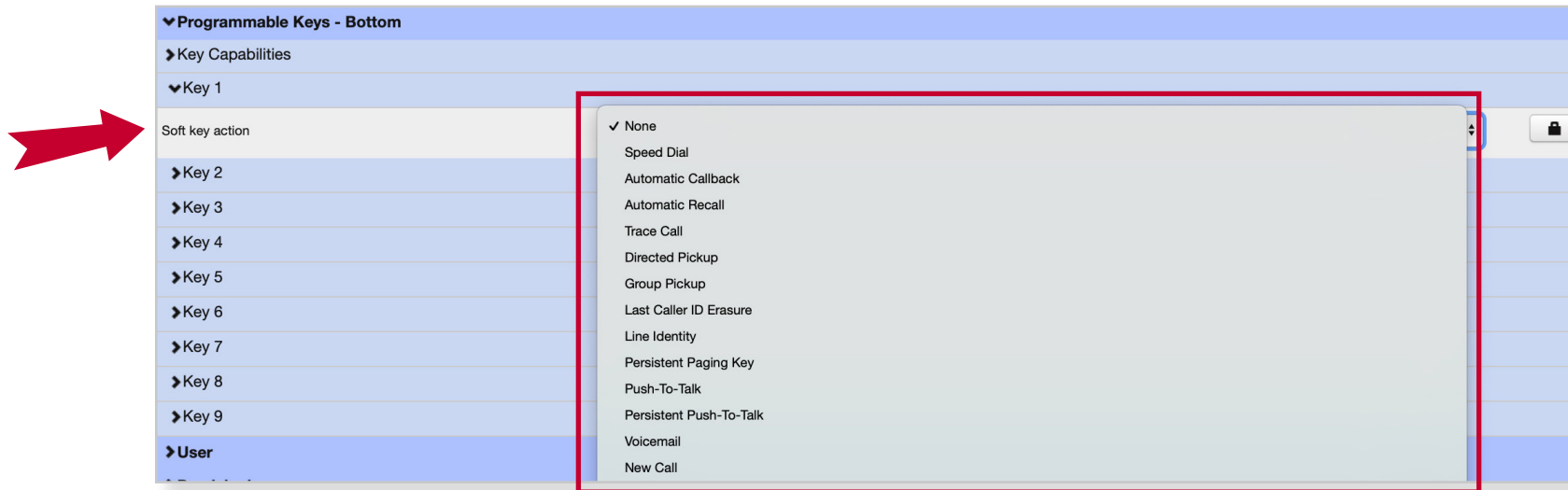
Customers can choose from many popular features for the phone soft keys

• 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

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

Polycom VVX 501

Edit

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

> Shared Settings

Sidecars

Delete

Add sidecar

ARMSTRONG®
BUSINESS SOLUTIONS

Short Codes allow users to quickly dial common numbers

Add or view numbers for quick dialing access

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 |

	Short Code	Name	Telephone Number or Service Access Code

Search for...

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

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): ____

Add Cancel

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

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　Extensions
　Call Reports

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
	Search for...	
☐	221	(412) 123 4567
☐	223	(412) 123 8910
☐	224	(412) 123 1234
☐	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

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　Extensions
　Call Reports
　Music on Hold ⧉

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

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

Canned resource files