

# Admin Portals

## Functional Comparison

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peachcomm



# Admin Portal Refresh

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## SUMMARY

- The **Calling Administrator Portal (CAP)** has been introduced to provide an enhanced customer administration tool that more seamlessly manages multiple location customers. This new portal provides an enterprise view of most elements, where the legacy My Account was more site/location focused.
- An updated design layout includes a modern look and feel that is easier to navigate and provides a more visually pleasing interface.

**IMPORTANT - PLEASE READ CAREFULLY:** For several months, during the transition, Users will continue to see and can use the current URL <https://www.voip.peachcomm.com/rep> while enjoying the NEW and Improved web page content including the new name noted above.

# Portal Side by Side

## Calling Admin Portal (CAP)

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Dashboard

Site: All Sites

### Quick Start

- Set Up a User**  
Quickly set up a user with a phone and software.
- Handling Incoming Calls**  
Determine what will happen when the business line is called.
- Add a Phone**  
Set up a phone with a phone number, a physical device, and a name that you choose.
- Set Up Office Hours**  
Create schedules for working hours and holidays to be used when handling incoming calls.

### Orders and Inventory

Open Orders	Stations	Services	Numbers			
	Available	Used	Unassigned	Assigned	Available	Used
0	1	8	0	13	4	24

Service Assurance **Call Quality is good** Show: 1 day

Calling Metrics Dashboard

## My Account Dashboard

Home Profile Orders Account Admin Call Recording My Reports

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Phone Assignment Device Management Site Services User Features Call History Notes

## Welcome to My Site

Your dashboard to manage the BroadCloud Demo System service

Choose from the quick links below or click on the tabs above to manage your service

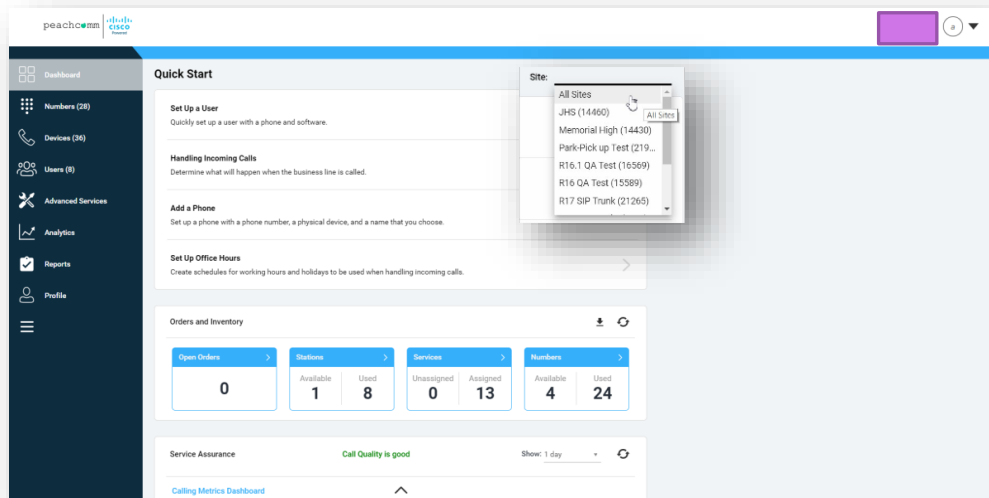
- Add/Modify Users
- Set Up Auto Attendant
- Share a Line
- Set Business Hours
- Reset User Password
- Set Up Hunt Group
- Monitor a Line
- Set/Change Call Policy for Site
- Set Business Continuity
- Manage Voicemail/Admin Portal
- Check Phone Status
- Set/Change Call Policy for a User

# Additional Functionality

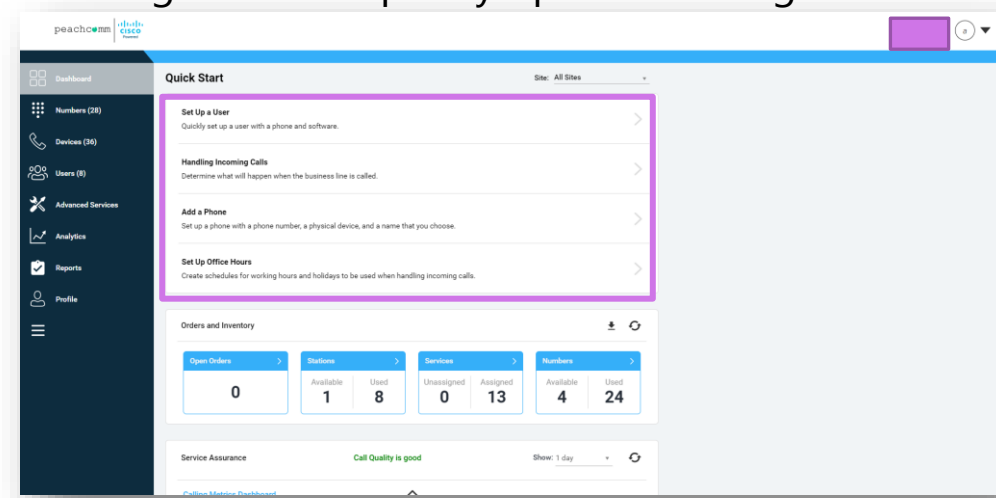
## WHAT'S NEW?

As the new portal is the platform for the future, several new features which are only available in the Calling Admin Portal (CAP), have been launched:

- Enterprise View of all users, numbers, devices and services



- Quick Start section – wizard for specific activities to get service quickly up and running

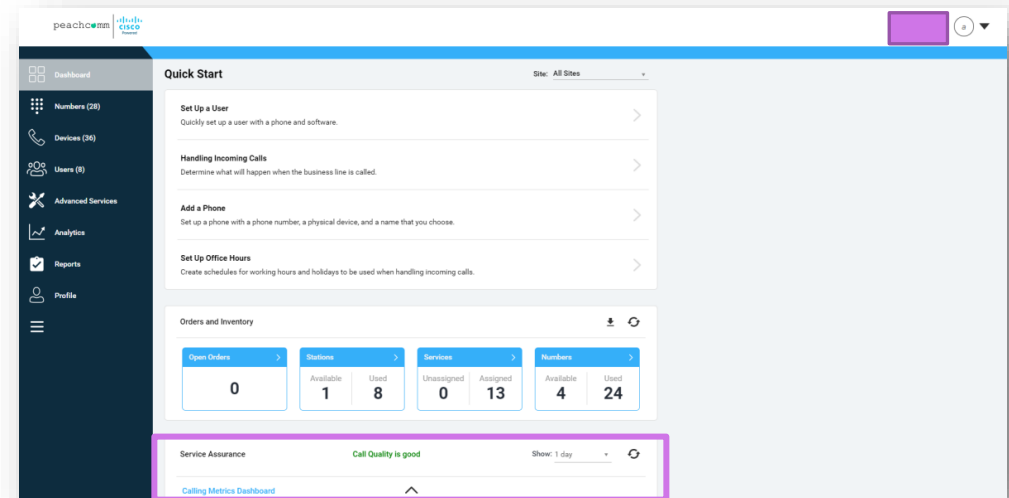
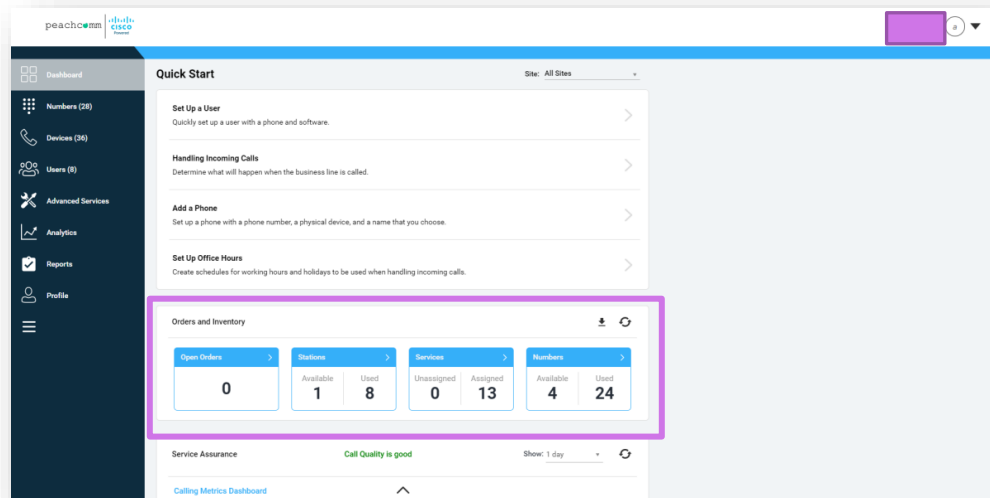


# Additional Functionality

## WHAT'S NEW?

As the new portal is the platform for the future, several new features which are only available in the Calling Admin Portal (CAP), have been launched:

- Orders and Inventory panel
- Service Assurance panel

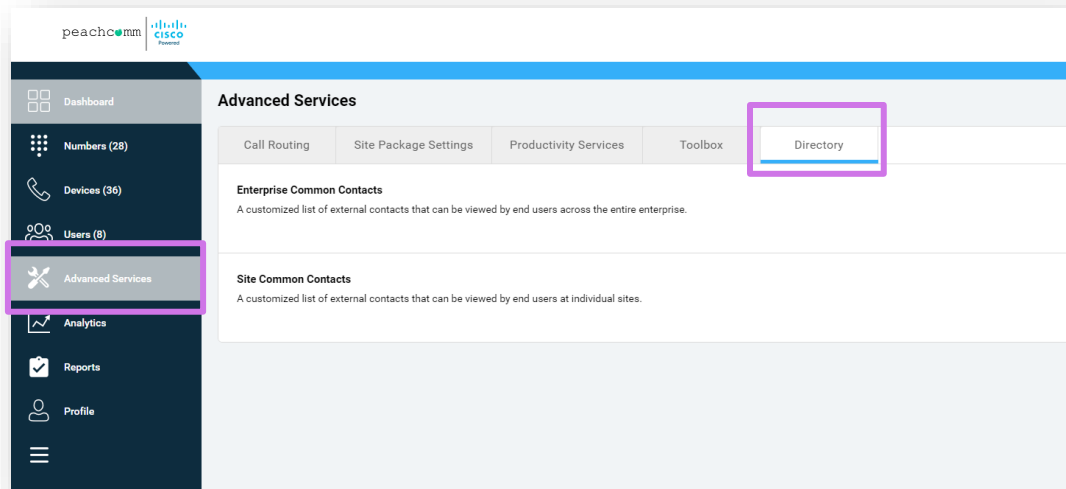


# Additional Functionality

## WHAT'S NEW?

**As the new portal is the platform for the future, several new features which are only available in the Calling Admin Portal (CAP), have been launched:**

- Custom Directories



- Support for extension-only users
- Quantity counts in left-hand navigation menu
- Customizable Columns in Numbers, Devices & User pages
- Support for Dubber Call Recording
- Location Codes for multi-location enterprises to configure private dial plans for on-net call routing
- Call Forwarding (Always and Selective) for Automated Attendants, Hunt Groups and Call Queues
- Provides Admin access to a user's portal (My Phone)
- Bulk Edit of User Call Forwarding
- Bulk device upload
- Link to CScan Network Assessment tool to test network quality

# Functional Comparison

Function	Calling Admin Portal (CAP)	“Decommissioned” My Account/My Site
<b>User View</b>	Full Enterprise or Site level views	Restricted to Site view only
<b>Numbers View</b>	Full Enterprise or Site level views	Restricted to Site view only
<b>Devices View</b>	Full Enterprise or Site level views	Restricted to Site view only
<b>Set Up a User</b>	Set Up a User wizard under Quick Start section of the Dashboard or Set Up a User button in the Users page <b>NOTE:</b> An email address and user ID is required	A wizard in Phone Assignments when editing a telephone number
<b>Edit a User</b>	Edit function is in the Users page under the Actions button	Edit a user in Phone Assignments
<b>Add Devices</b>	Add Ported Device button in Devices page	Add Ported Device button in Device Management tab
<b>Call History</b>	Within the Analytics page, new functionality includes preset searches for Today, Yesterday, Last 7 days and Last 30 days.	Call History tab in My Site for a specific Site or the My Reports tab in My Account
<b>User Features</b>	In Users tab via the Edit option under Actions button and is managed <b>by user.</b>	In User Features tab and is managed <b>by feature</b>
<b>Manage Services</b>	Advanced Services page with sub tabs grouped by function	Site Services are listed by Service
<b>Searches</b>	Supports searching all Sites when on All Sites view and Granular searching based on selected criteria	Site specific searches with free-form fields without criteria

# Navigation Cross Reference

Action	Calling Admin Portal (CUP)	"Decommissioned" My Account/My Site
Site selection	Top, right Site drop-down list	Left-hand column Site listing
Number Management	Numbers page	Phone Assignment tab
Device Management	Devices page	Device Management tab
User Management	Users page	Phone Assignment tab
Service Management	Advances Services page	Site Services tab
User Feature Management	Users page	User Features tab
Site level Call History	Analytics page	My Site Call History tab
Enterprise Call History	Analytics page	My Reports tab
Orders	The Open Orders tile on the Dashboard page	Orders tab
Automated Attendant and Queue Stats reporting	Reports page	My Reports tab



# Navigation Cross Reference

Action	Calling Admin Portal (CAP)	"Decommissioned" My Account/My Site
<b>Company Profile</b>	Company Profile menu option under the banner bar drop down	Contact tab under top Profile tab
<b>Login Details</b>	Login Details menu option under the banner bar drop down	Login tab under top Profile tab
<b>Manage Admins</b>	Manage Admins menu option under the banner bar drop down	Account Admin tab
<b>Portal language selection</b>	Select Language menu option under the banner bar drop down	Banner bar item
<b>Privacy Statement</b>	Privacy Statement menu option under the banner bar drop down	Banner bar item
<b>Site Profile</b>	Profile page	Profile tab
<b>Change Main Number</b>	Profile page	Home tab
<b>Upgrade/Downgrade Numbers</b>	Profile page	Home tab
<b>Change Directory Listing</b>	Profile page	Home tab
<b>Notes</b>	Profile page	My Site Notes tab



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**Call us at 877-953-8741**