User Portals Functional Comparison

Last modified 07.25.20



CISCO Powered

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User Portal Refresh

SUMMARY

- The **Calling User Portal (CUP)** has been updated with a refreshed user interface which is consistent with the look and feel of the Calling Admin Portal (CAP).
- Improvements include a common user experience for admins and users, a more visually pleasing interface and is easier to use.

IMPORTANT - PLEASE READ CAREFULLY:

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



Portal Comparison

Calling User Portal (CUP)

	Incoming Calls Sche	dules	Additional Features
D ^{or} Voicemail	Do Not Disturb		Select Do Not Disturb if you would temporarily like all calls to go directly to volcemail. This setting will remain on until you switch it off.
) Call History	Office Anywhere		Use your selected phones ('Locations') as an extension of your business phone number and slial plan.
3 Call Settings	Anonymous Call Rejection		Reject incoming calls with blocked caller ID's.
Directory	Call Forwarding		Forward incoming calls to another phone.
My Apps	Call Notify		Send yourself an email when you receive a call according to predefined criteria such as phone number or date/time.
	Simultaneous Ring		Ring yours and others ('call recipients') numbers at the same time for incoming calls.
			Carcel

My Phone Dashboard

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lessages My Features My Ru	les My Numbers My Cell History
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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 User Portal (CUP), have been launched:

Block my caller ID for Forwarded Calls

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	Incoming Calls Schedules Additional Features
💭 Call History	Barge in Call barging enables other users to drop in on your live call to speak with both you and the caller.
ද්ටූරූ Call Settings	Block my Caller ID for Forwarded Block my identity when I receive a transferred or forwarded call. Calla
Directory	Hoteling While hoteling, send and receive calls from another device, and have it be from your number. Hoteling will automatically turn off after 24 hours.
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Voicemail	Directory Contacts	Contacts M	y Contacts		
Call History	Q Search Directory				Export to CSV
	First Name	.ast Name 🕈	Phone Number	Extension	Location Code
Call Settings	Call Center			0408	ور
•	Auto Attendant - Basic			0410	e.
Directory	Voice Messaging Group			4889	٩.
	Call Center			5231	<i>د</i>
My Apps	Call Center			3838	C.
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	Diane			8387	د.
	Hunt Group			8864	٩.
	Blake			8135	<u>s</u>
	Allison			4942	<u> </u>
	Auto Attendant - Basic			3350	<u> </u>
	Drew			8298	<i>د</i>
	Lee			8192	e,

Enterprise & Site Common Directory

Functional Comparison

Function	Calling User Portal (CUP)	"Decommissioned" My Phone Portal
Landing page	Voicemail page (there is not Home tab equivalent)	Home tab
Play voicemail	Click on message and hit play arrow in controls that appear below message.	Click on message and hit play arrow in box above message list.
Delete voicemail	Click the trash can icon to the right of the message.	Click on action box to the right of the message and hit the Delete Selected button above the message list.
Download voicemail	Click on the message and hit the download icon in the control area which appears below.	Click on action box to the right of the message and hit the Download Selected button above the message list.
Rules-based actions	Find the specific feature first in the Call Settings page and then create rules within the feature.	These are created and managed in the My Rules tab where the feature is selected in a dropdown tab, then the rules are created.
Call History	Up to 60 of the most recent calls regardless of age. The list is displayed automatically without a need to enter a date range or select call types. A quick filter for Missed calls is provided in a separate tab.	My Call History tab. The user must select a start and stop date plus select the desired call types for the report. Maximum Call History range is 3-month increments.
Feature Management	The Call Settings tab has all user-based features and has three-tab groupings: Incoming Calls, Schedules and Additional Features. Features are enabled with a slider button.	The My Features tab has sub tabs for each feature.
Branding	There are new and separate branding color controls for the Calling Admin Portal.	Utilizes the existing legacy Branding color controls in the Service Provider portal Profile Tab.
Schedules*	Separate Holiday schedules are eliminated to reduce complexity. Schedules are applied in order from top to bottom in each specific rule-based feature.	Personal schedules for both Business Hours and Holidays may be created and applied to rule-based features.

***NOTE**: if a user has created a personal Holiday schedule, upon first login to the new portal they will receive a pop-up message informing that their Holiday schedules will be deleted and allowing them to download the schedules so the schedules can be manually rebuilt as a new schedules. If the user chooses not to delete the schedules and cancels, they will not be logged in.

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Navigation Cross Reference

Action	Calling User Portal (CUP)	"Decommissioned" My Phone Portal
Navigation tabs	On the left	Across the top
Voicemail and Fax management	Voicemail tab	My Messages tab
Voicemail settings	Voicemail tab>Voicemail Settings button	My Messages tab>Settings button
View Call History	Call History tab	My Call History tab
Feature Management	Call Settings tab	My Features tab
Personal Directory	Directory tab>My Contacts tab	My Numbers tab>Personal Directory tab
Enterprise Directory	Directory tab>Directory tab	My Numbers tab>Enterprise Directory tab
Speed Dial	Directory tab>My Contacts tab	My Numbers tab>Speed Dial tab
Calling Client Software download	My Apps tab	My Numbers tab>Mobile App tab My Numbers tab>Desktop Softphone tab My Numbers tab>UC-Tablet tab
Receptionist client launch	My Apps tab	My Features tab>Receptionist Soft Console tab
Call Center client launch	My Apps tab	My Features tab>Call Center tab
CRM Connect software download	My Apps tab	My Features tab>CRM Connect tab
Speed Dial	Directory tab> My Contacts tab	My Numbers>Speed Dial tab
User Profile settings (email address, time zone, portal password reset, voicemail pin reset, announcement language)	Account Settings selection from the dropdown menu in the top banner bar.	Profile button in top banner bar
Portal language	Select language in the top banner bar from the dropdown menu	Language button on the top banner bar



For Additional Support Email support@peachcomm.com OR Call us at 877-953-8741