# **User Portals**
## Functional Comparison

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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
https://www.voip.peachcomm.com/myphonenext while enjoying the NEW and Improved web page content including the new name noted above.

# Portal Comparison

## Calling User Portal (CUP)
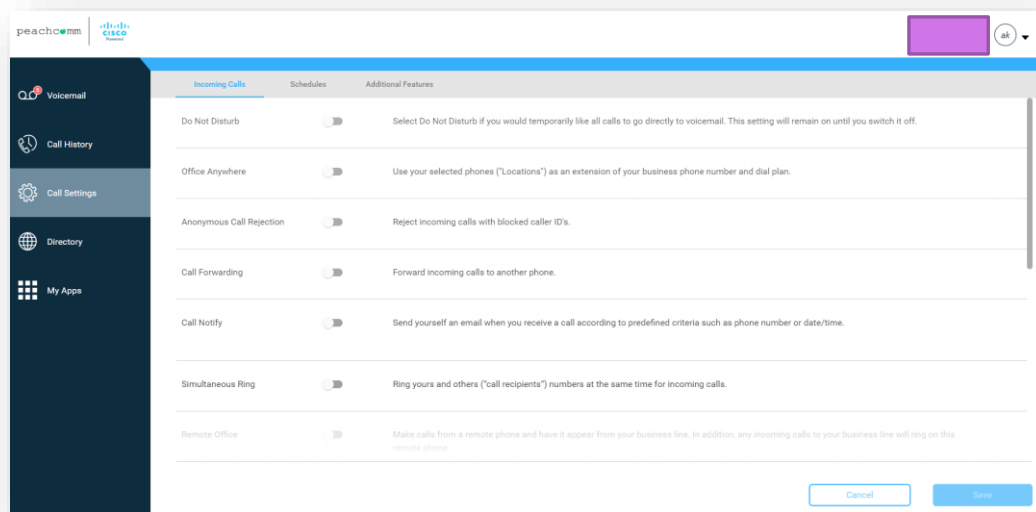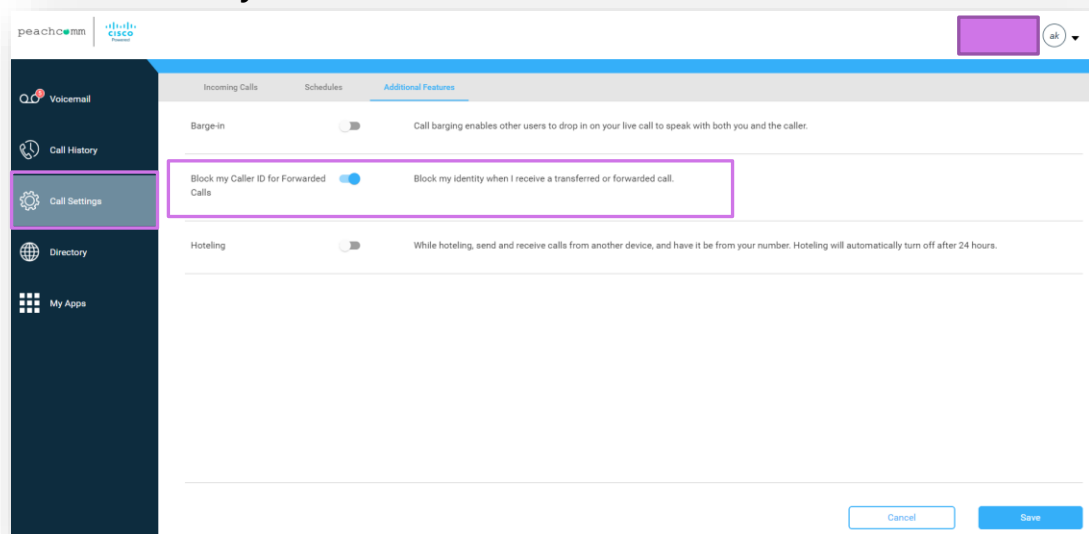


## My Phone Dashboard

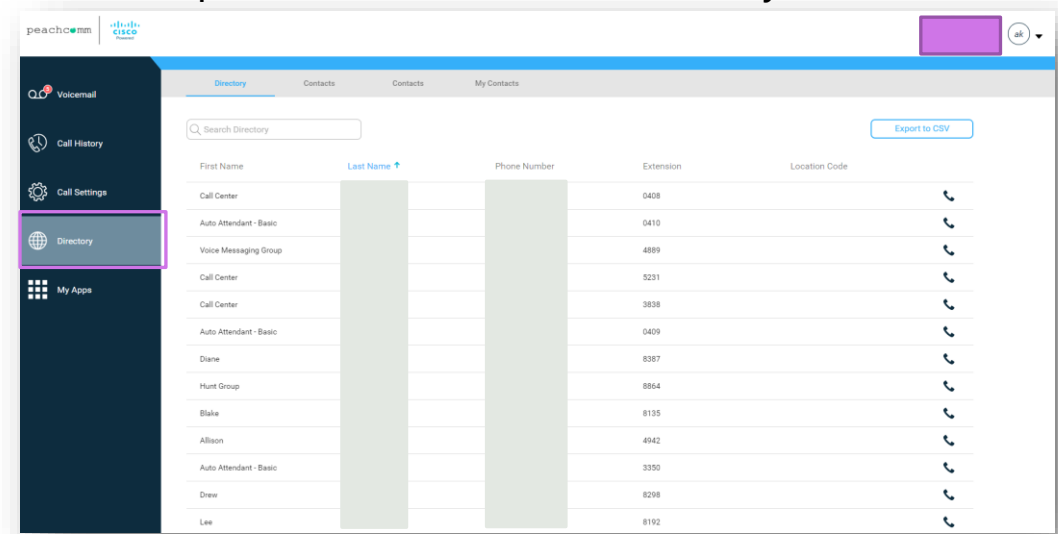# Additional Functionality

## 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

- 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.

# 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](mailto:support@peachcomm.com) OR
## Call us at 877-953-8741