

# User Roles - PBX Manager Portal Overview

The VOIPx3 PBX Manager Portal gives customers access to the system to manage their personal account settings and or the company settings. As a Manager, through your VOIPx3 Dashmanager you will determine whether a user has access to the PBX Manager Portal and if given, what user scope is defined. There are 6 different User Scopes. Below are examples of each.

**1. No Portal Access** - This person is **blocked** from access to the PBX portal.

### The following users will have Portal Access

A username & password are required, based on the registered user's profile. Example: <http://pbx.VOIPx3.com>

**2. Simple User** - 5 visible Icons: Home, Messages, Fax, Contacts, and Call History

The Simple User interface features five main navigation icons: Home, Messages (with a red notification badge), Fax, Contacts, and Call History. The Home page displays the following sections:

- NEW VOICEMAIL MESSAGES »**

From	Date	Duration
1 (512) 743-5128 POLK,CHRISTOPHE	Jan 4th 10:26 am	0:25
1 (713) 248-4243 HOUSTON, TX	Mar 12th 2018 3:57 pm	1:08
1 (704) 664-1311 ADAMS&ASC ARCHI	Dec 15th 2017 12:03 pm	0:14
1 (956) 722-0531 LEYENDECKER CON	Dec 14th 2017 3:41 pm	0:06
1 (956) 206-0177 JORGE CIGARROA	Nov 29th 2017 11:08 am	0:16
- ACTIVE ANSWERING RULE »**
  - Default
  - Simultaneously ring:
    - x207
- ACTIVE PHONES »**
  - 207 Yealink W52P 25.80 0.15
- RECENT CALL HISTORY »**

Number	Name	Date	Duration
523-4044		Jan 31st 3:54 pm	2:04
523-4044		Jan 31st 3:53 pm	0:00
201	Front Desk	Jan 31st 11:39 am	0:00
1 (956) 722-0531	LEYENDECKER CON	Jan 31st 11:39 am	1:57
242-1419		Jan 30th 4:11 pm	2:41
(512) 563-5556		Jan 30th 10:37 am	2:52
201	Front Desk	Jan 30th 10:19 am	0:00
1 (956) 763-1441	LEYENDECKER CON	Jan 30th 10:19 am	1:47

**3. Basic User** - 8 icons; ADD access to their own answering rules & time frames to the Simple User capabilities above. (NOTE: Their personal time frame rules, are not viewed as part of the main domain's rules. Its only visible and selectable from the user's personal view.)

The Basic User interface features eight main navigation icons: Home, Messages (with a red notification badge), Fax, Contacts, Answering Rules, Time Frames, Music on Hold, and Call History. The Home page displays the following sections:

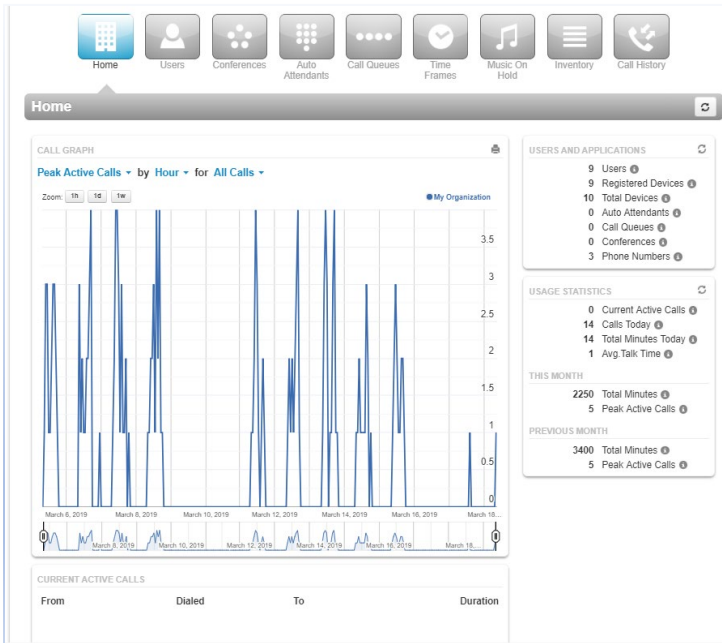
- NEW VOICEMAIL MESSAGES »**

From	Date	Duration
1 (214) 802-8098 Acc+12148028098	Mar 15th 10:03 am	0:11
1 (214) 649-1427 Acc+12146491427	Mar 13th 2:52 pm	0:23
1 (214) 733-2725 Acc+12147332725	Mar 13th 1:49 pm	0:56
- ACTIVE ANSWERING RULE »**
  - Default
  - Simultaneously ring:
    - x203
- ACTIVE PHONES »**
  - 203 Yealink W60B 77.83.0.10
- RECENT CALL HISTORY »**

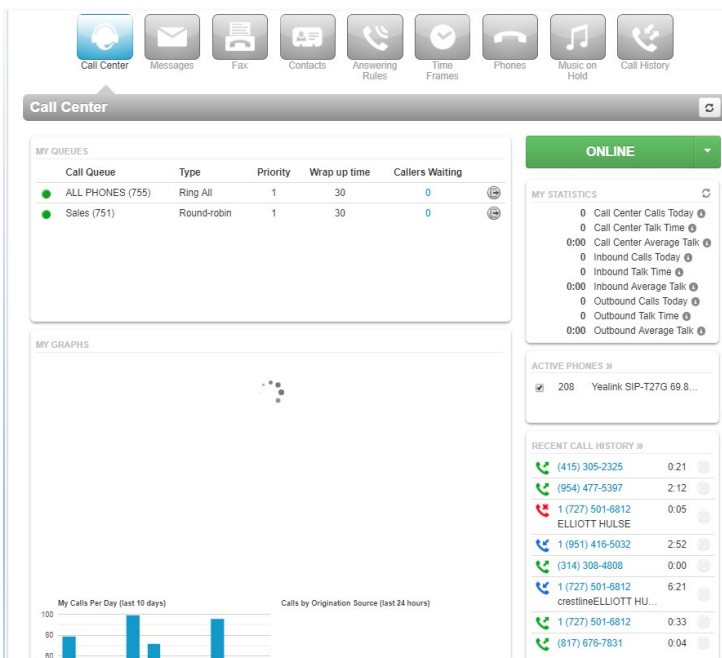
Number	Name	Date	Duration
1 (469) 360-7978	+14693607978	Mar 15th 2:37 pm	1:41
(214) 757-6132		Mar 15th 2:18 pm	1:53
1 (714) 916-5718	+17149165718	Mar 15th 2:12 pm	1:02
1 (214) 956-0030	+12149560030	Mar 15th 1:23 pm	3:17
1 (214) 802-8098	+12148028098	Mar 15th 11:41 am	0:19
1 (214) 802-8098	+12148028098	Mar 15th 10:02 am	0:28
1 (817) 663-5484	+18176635484	Mar 15th 10:00 am	2:03
1 (214) 649-1427	+12146491427	Mar 13th 2:51 pm	0:40

**4. Office Manager / IT<sup>1</sup>** – 9 icons; In this view Users, Conference, Auto Attendants, Call Queues, MOH are added to the previous role.

- Limit # of Active Calls
- Limit # of External Calls
- Limit # of Max Users
- Limit # of Departments
- Limit # of Max Conference Bridges
- Limit # of Max Auto Attendants
- Limit # of Max Call Queue



**5. Call Center Agent<sup>1</sup>** – 9 icons; This view shows the call queue they are part of, how many callers are still waiting, as well as other options similar to the Simple User role.



6. **Call Center Supervisor**<sup>1</sup> – 5 icons; This role allows the supervisor to move agents into or out of different queues, as well as adding statics on the fly to current call flow. Reports are also available to the supervisor.

The screenshot displays the Call Center Supervisor interface. At the top, there are five navigation icons: Call Center, Agents, Call Queues, Music On Hold, and Call History. Below these is a 'Call Center' header with a refresh icon. The main content area is divided into several sections:

- CALL QUEUES »**: A table with columns for Call Queue, Active Calls, Callers Waiting, Wait, Agents Online, and Agents Idle. The data is as follows:

Call Queue	Active Calls	Callers Waiting	Wait	Agents Online	Agents Idle
Accounting (752)	0	0	-	2	2
ALL PHONES (755)	0	0	-	8	8
Dispatch (750)	0	0	-	4	4
E-Logics (754)	0	0	-	0	0
Logistics (753)	0	0	-	2	2
Sales (751)	0	0	-	3	3
- ACTIVE CALLS GRAPH**: A line graph titled 'Active Calls (last 8 hours)' with a y-axis ranging from 0 to 2. The graph shows a single data point at the value of 1.
- STATS GRID**: A summary of key performance indicators for all queues:

STATS GRID	ALL QUEUES
CW 0	AWT 0:04
AHT 1:18	ABN 0%
CA 3	CV 3
- AGENTS » 10 ONLINE**: A list of agents with a search bar and a magnifying glass icon. The list includes:
  - Eric Docherty
  - Alisha Jones
  - Alan Levy
  - Michelle Limones
  - Diana Neil
  - Tierra Reil
  - Kristina Reynolds
  - Conference Room
  - Cux Service
  - Open User
  - Open User
  - Linda Weir
  - Becky Wilson

<sup>1</sup> This is an Upgraded User seat profile. Once edited, an additional monthly fee will be applied.