Site Manager Overview

Scope:

This document outlines the concept of sites and site managers.

Requirements:

- Access to Manager Portal

Sites

- A "Site" is a configurable group of Users and applications inside a domain.

- Allows for another level of granularity of management providing more flexibility and access to larger organizations/domains.

- A "Site" can be tagged to a user, call queue, conference bridge, AA, and indirectly to resources like Phone numbers and MAC addresses in inventory.

- Custom Music on Hold can be enabled for all Users in the Site.

- New Page to manage Sites and quickly report on resource allocation.

- New Scope, "Site Manager" will allow access to Site in a similar format to "Office Manager" but limited to just the resources in the site.
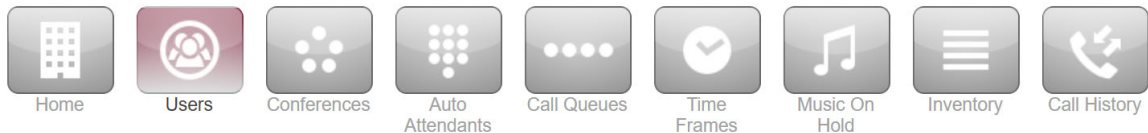
Site Managers

Site Managers can do the following:

- Edit Users

- Add Call queues

- Edit Numbers linked to resources it controls

- Edit MAC Addresses for users at Site

- Modify MOH for its site which all site users will default to.

Site Managers can see the following limited to their site...

- Call history

- Active Call info (live and historic stats)

- Resource counts (including API support)

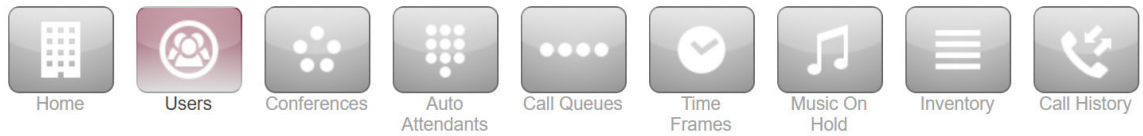## Users

Name ▲	Extension	Department	Site	Scope	
☐ Aragorn	500		Middle-Earth	Site Manager	
☐ Gandalf	502		Middle-Earth	Basic User	
☐ Legolas **Password Required**	501		Middle-Earth	Basic User	

Home	Users	Conferences	Auto Attendants	Call Queues	Time Frames	Music On Hold	Inventory	Call History

Users

Users	Sites

Name	Timezone	Area Code	Users	Registered Phones
Middle-Earth	US/Eastern	786	3	0

Call Queue

Home	Users	Conferences	Auto Attendants	Call Queues	Time Frames	Music On Hold	Inventory	Call History
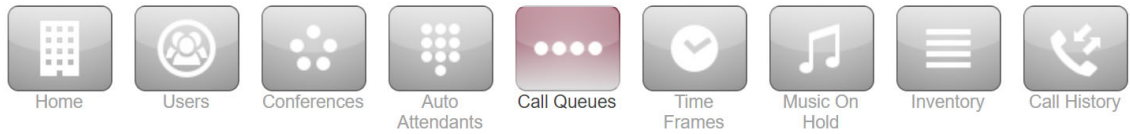
Call Queues

Add Call Queue

Name ▲	Extension	Department	Site	Type	Callers in Queue	Agents (Available)
Team	9001		Middle-Earth	Ring All	0	1 (0)

Inventory
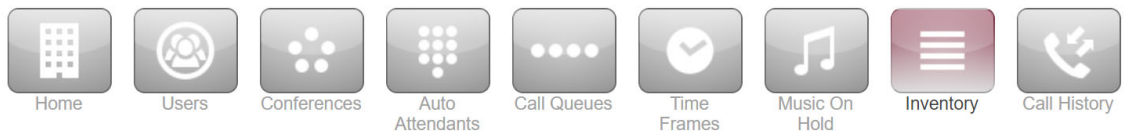
Home	Users	Conferences	Auto Attendants	Call Queues	Time Frames	Music On Hold	Inventory	Call History

Inventory

Phone Numbers	SMS Numbers	Phone Hardware	911 Numbers

Filters Site: Middle-Earth

Inventory

Phone Numbers   SMS Numbers   Phone Hardware   911 Numbers

Filters   Site: Middle-Earth

SNAPbuilder ▼   Add Phone

Music on Hold

Music On Hold / Middle-Earth

Middle-Earth   🔍

Settings   Add Music

No music on hold files have been added for the group.

Music will be inherited from the domain defaults.