



*How Employees and Support Staff Can Quickly and Easily Manage Their Cloud-Based Phone Solution*

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## THE OFFICESUITE™ CUSTOMER PORTAL

Broadview Networks' OfficeSuite service is a cloud-based phone solution that provides small- and medium-sized businesses with an enterprise-grade phone system and service, typically without any capital investment or increased support staff. The solution includes phones and all the network services that support voice and Internet access services.

Between users and the core phone system is OfficeSuite's customer portal-- a simple and easy to use web site that gives system administrators and end-users direct control over the system and their phones, whether they are in or out of the office. Users can quickly and easily set preferences, enable features and make real-time changes without any maintenance contract, additional charges or lengthy delays.

Within each business location, a person or small group of people are identified as system administrators. For most customers, administrators are usually the office manager, receptionist or the same person who made the decision to buy OfficeSuite. Companies with I.T. staff can also utilize these resources, but, unlike many other systems, advanced training is not required to manage the system.

System administrators can easily manage the day-to-day changes to the overall OfficeSuite environment. Administrators can quickly add and remove users or locations with just a few mouse clicks. These users also create and edit group profiles that establish the company rules for how and when certain groups within the company can access services and features, like long distance and international calls.

***"Users can quickly and easily set preferences, enable features and make real-time changes without any maintenance contract, additional charges or lengthy delays."***

**Broadview NETWORKS™** **OfficeSuite™**

John Doe 100 Home | Help | Logout

- My Settings
  - My Personal Details
  - My Phone
  - My Call Coverage
  - My Voice Mail
  - My Call Groups
- Company Directories
  - Internal Directory
  - External Directory
  - Company Settings**
    - Users and Locations
      - [View, edit, delete, disable a User/Location](#)
      - [Add a User](#)
      - [Add a Location](#)
    - Profiles
      - [View, edit, delete Profiles](#)
      - [Add a Phone Key Profile](#)
      - [Add a Call Permission Profile](#)
    - External Directory / Speed Dials
      - [View, edit, delete External Directory \(speed dial\) entries](#)
      - [Add a company speed dial](#)
    - Call Groups
      - [View, edit, delete Call Groups](#)
      - [Add a Broadcast Group](#)
      - [Add a Hunt Group](#)
      - [Add a Monitor Group](#)
      - [Add a Rollover Group](#)
      - [Add a Pickup Group](#)
    - ACD Queues
      - [View, edit an ACD Queue](#)
    - Phone Inventory
    - General
      - [View and edit Business Details](#)
      - [View and edit Routing Details](#)
      - [View and edit Auto Attendants](#)

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Administrators also use the portal to set how incoming calls are delivered within a given location (aka "site"). The first priority is establishing the site's business details, including operating hours for every day of the week and holidays. This feature allows OfficeSuite to handle calls differently during specific hours and events.

If a company uses direct inbound dial (DID) phone numbers as part of their solution, those phone numbers are mapped and managed inside the portal and can be changed easily. Inbound calls can also be sent into various types of call groups, like broadcast groups or hunt groups. Administrators use the portal to establish the call group type and its membership, so if a personnel change is made, the system can be updated quickly to avoid any missed or improperly routed calls.

**Based on a survey of administrators representing almost 10,000 end users, 4 of the most commonly used features—Voicemail, Broadcast Groups, Auto Attendant, Call Coverage—all can be created and administered with 3 mouse clicks or under and in less than 10 seconds.**



**3 CLICKS**



**10 SECONDS**

Many companies also choose to utilize auto attendants at various levels within their organization. Administrators use the portal to quickly establish new auto attendants; determine where calls are routed during specific times of day for these attendants; and even record prompts by clicking a record button within the portal and dictating new instructions to callers through their phone. Unlike many other providers, with OfficeSuite there are no limits to how many auto attendants a company can have. Auto attendants can be used for individual departments, and even for individual employees.

The OfficeSuite customer portal is extremely powerful for employee end-users as well. Users can access the portal to update their own personal details, program their phone and enable features that improve productivity and flexibility.

Each OfficeSuite phone includes up to 48 programmable buttons. Employees use the portal to easily program the function of each of these buttons. Buttons can be programmed as simple speed dials or can be used for more advanced functions like enabling or disabling certain features, monitoring other phones on the network or transferring calls to other extension or alternate phone numbers.

Users also access the portal to create and manage their own call coverage. Users can choose where calls go in the event they cannot answer, so they never have to miss a call. Calls can go to voicemail, to an auto attendant, to a co-worker or to another number like a mobile phone. Many customers also choose Mobile Twinning as an option for their service. In the portal, users would establish what phone will simultaneously ring when their extension or direct dial phone number is called. In addition, a phone button can be designated to enable/disable the Twinning feature as needed, or the user can enable/disable this feature via the portal.

Voicemail has evolved with OfficeSuite and preferences are managed from within the portal. Users determine how and where notifications and/or messages will be commu-

nicated. Notifications and messages can be sent via e-mail so it can be accessed from within an email client or on most smart phones. Messages can also be picked up from any phone or through the voicemail web portal.

The portal also allows employees to view their profiles, their membership to call groups and allows them to access and click-to-dial other users within their company on the OfficeSuite system or external resources identified by administrators in the external directory.

The OfficeSuite customer portal was created to provide companies with direct access to manage their own environment without any steep learning curve or advanced degree. As part of each OfficeSuite deployment, Broadview Networks programs many of the functions for the customer and provides training to system administrators so they become experts in the portal. The expectation is that customers will become self-sufficient in managing their virtual system through this intuitive portal. Once training and installation is complete, Broadview Networks continues to support each customer with 60 days free support over the phone and provides quick start guides so administrators and users alike know how to access the portal and can navigate the buttons on their new phones.

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**Broadview Networks' OfficeSuite™** cloud-based phone system, with its ACD and Mobile Twinning features, allows you and your business the worry-free, cost-efficient communications solution necessary to provide excellent customer service and grow your business to the highest level possible.



Don't wait another minute. Visit [www.broadviewnet.com/officesuite](http://www.broadviewnet.com/officesuite) and view a video demo outlining all the excellent features described in this report. Then, call Broadview Networks at 1-800-405-2200 to arrange for a live demonstration.