Cloud Calling Portal

User guide

8/1/2025
Published
Version 1.1

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1 Getting started

1.1 About the Cloud Calling Poral

The Spectrum Business Cloud Calling portal is a secure web-based service that simplifies the onboarding and tenant provisioning process into a single workflow that can be managed by non-technical personnel. The portal offers a fast, reliable, scalable platform to provision, manage, and support your telephone number inventory.

In the event of an outage, use a disaster plan to forward any set of numbers to the PSTN at the carrier level to ensure call completion. You can also use analytics to see daily & weekly call volume trends and MOS and jitter analytics.

Access to the portal also provides you with additional searching and auditing capabilities.

1.2 Audience

This document is meant for personnel that will access the E911 Location Plus portal to:

- Move Telephone numbers to the Teams Admin Center
- Manage Disaster Plans
- View analytics

2 Access and login to the Portal

Access to the Cloud Calling portal is provided through a secure Internet connection via a web browser. When your account admin configures your account, you will be sent a welcome email with the link to access the portal. All users require a unique user ID and a password combination to access the portal. You will be assigned an initial username and be prompted to set your password upon first login.

2.1 Application requirements and settings

Display settings: For best results, we recommend that you set your display to a minimum resolution of 1680 by 1050 pixels.

Browser settings: The Cloud Calling portal is designed for use with most modern browsers, including Internet Explorer, Edge, Chrome, Firefox and Safari

For consistent results while using the application, the following settings should be used:

- JavaScript should be enabled
- Cookies should be enabled

Note: Passwords are case sensitive.

2.2 First time login

1. From the welcome email, click the link provided to complete your account setup. Set the password, as shown in Figure 1 below.

   Note: The account setup link will expire after 24 hours.

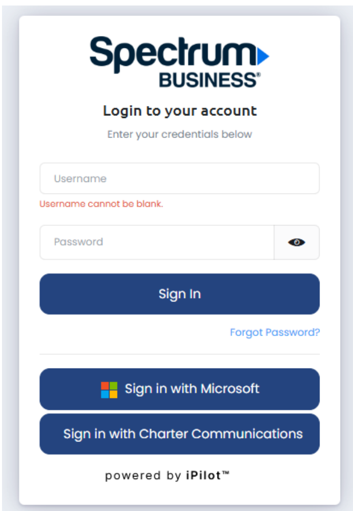


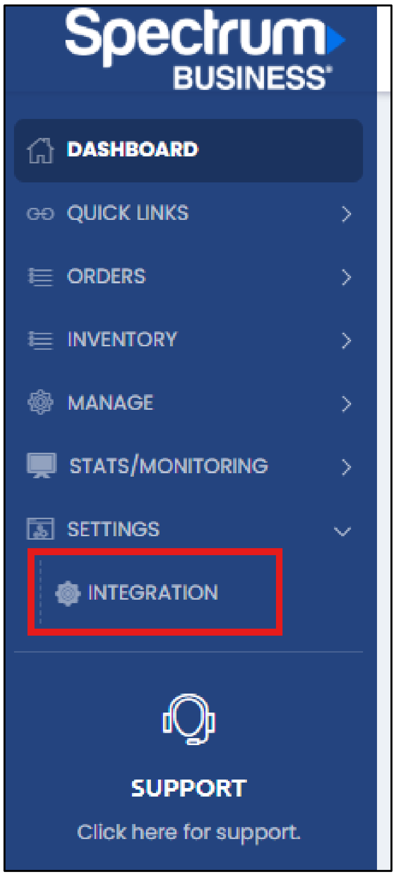
Figure 1: First login - set password screen

Note: if you use Single Sign On (SSO), going forward, you will only be able to sign in with SSO unless you reset your password.

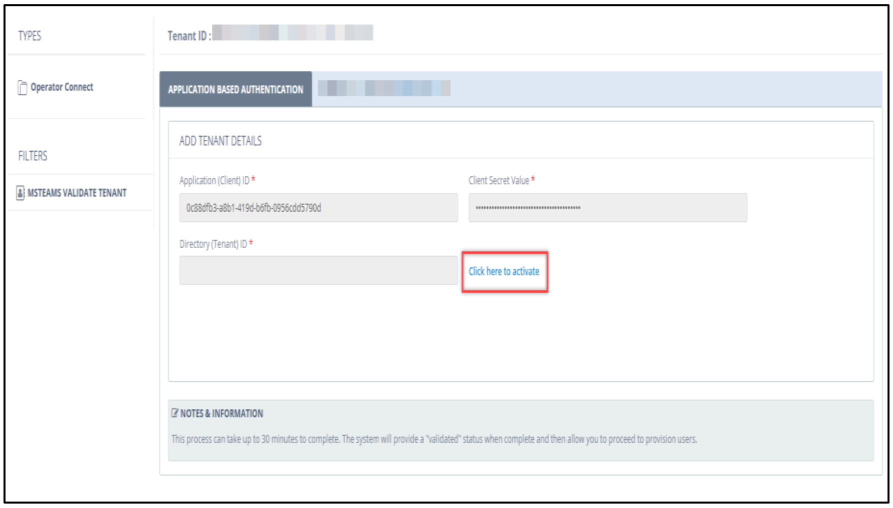
3 How to validate your tenant and configure Operator Connect

You will install the Microsoft iPILOT app. This app helps automatically validate and configure your tenant. You will need to give the app appropriate permissions to perform the automation.

1. Sign in to The Portal using SSO or your credentials.
   If this is your first time signing in to The Portal, you will go through a quick introduction walkthrough.
2. Go to Settings > Integration.

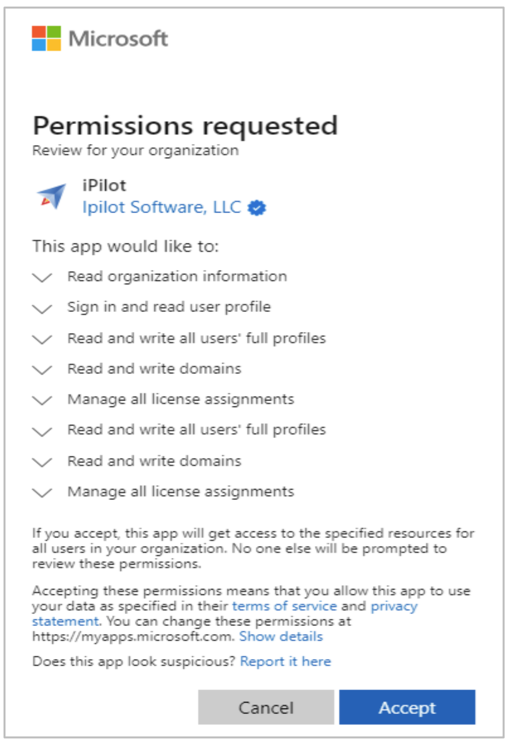


3. Select MSTEAMS Validate Tenant.
4. In the App Based Authentication section, select Click here to activate.



IMPORTANT: When activating, you must authenticate as a Global Administrator in the tenant configuring Operator Connect.

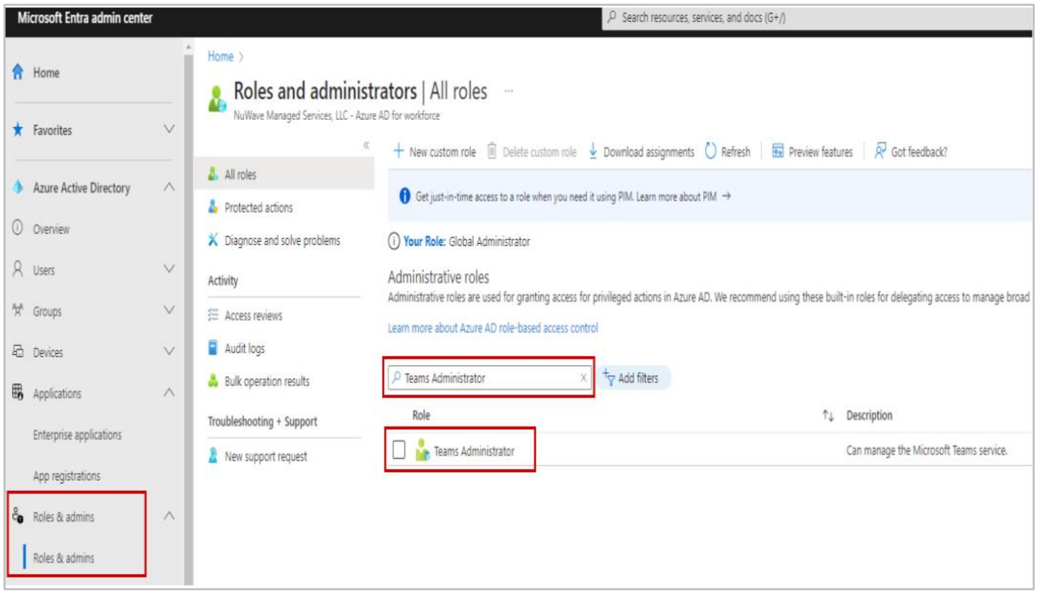
5. This will start the installation of the new app. Click Accept to install the app.



6. The Microsoft iPILOT app requires the Teams Administrator role to validate and configure Operator Connect successfully.

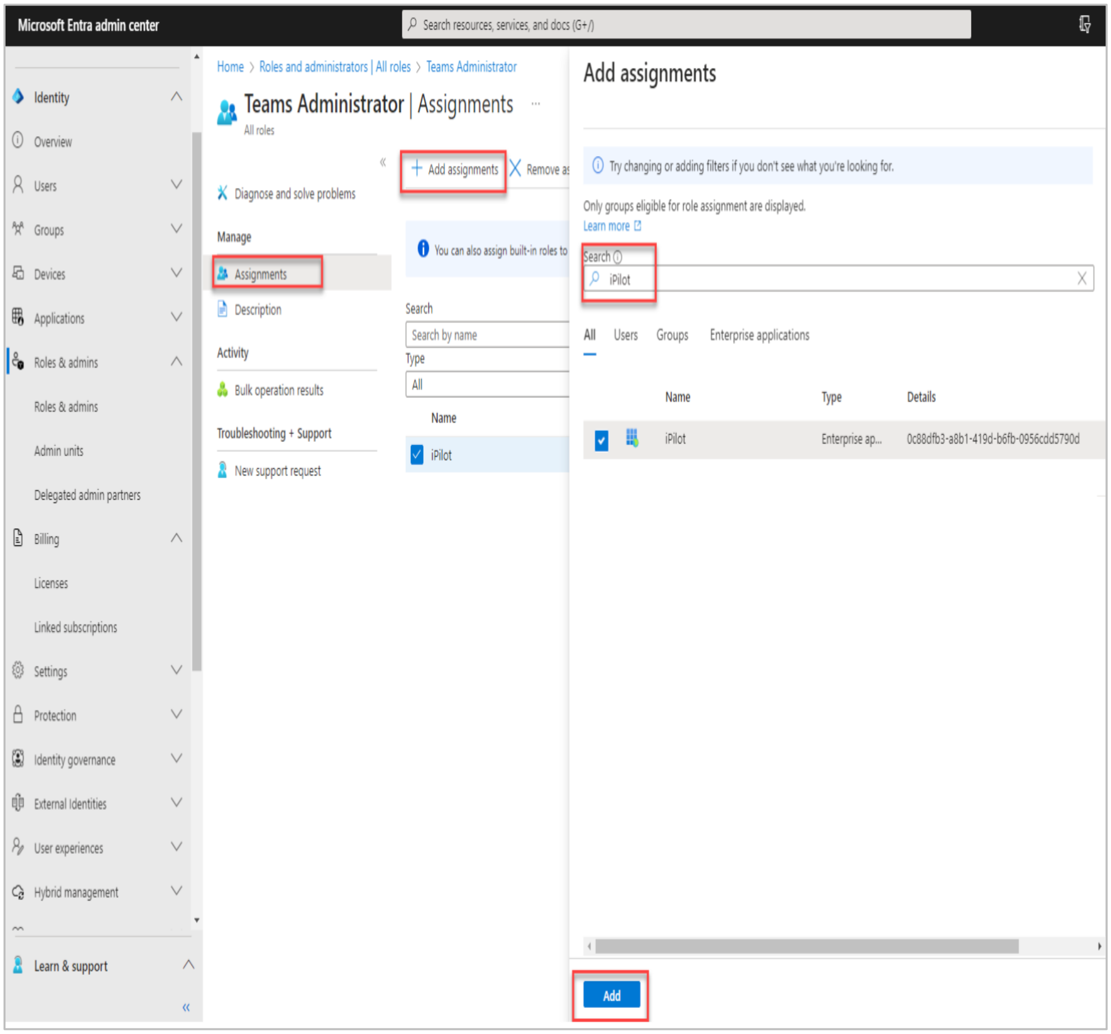
    a. Go to Azure Active Directory > Roles & Admins and select Roles & Admins (you may need to select Show More to see a full menu.)

b. Under Administrative roles, search for Teams Administrator. Select the checkbox for Teams Administrator.



c. Click Add assignments and then search for the iPILOT app. Confirm the App ID is 0c88dfb3-a8b1-419d-b6fb-0956cdd5790d.

d. Select the iPILOT app and click Add.



7. Go back to The Portal. You should see the VALIDATED statuses for each region once successfully configured.

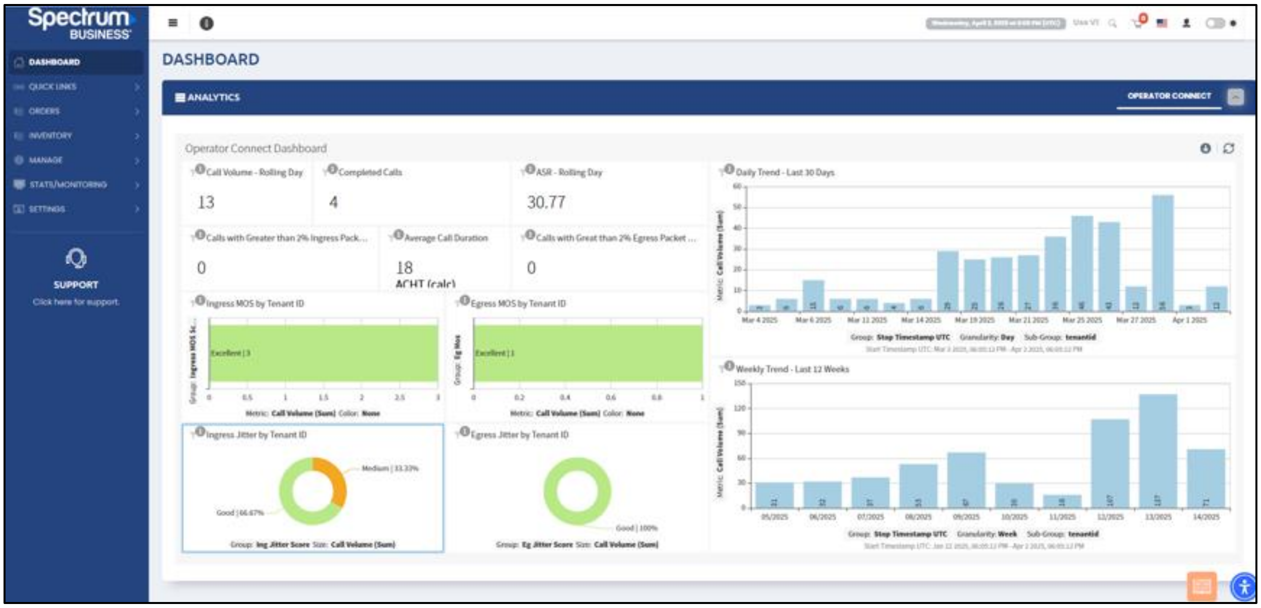
You are ready to start assigning user numbers and testing services.

4 Dashboard/Analytics

The Dashboard displays analytics and gives a visual display of the following:

- Call Volume
- Packet Loss
- Jitter
- MOS Scores

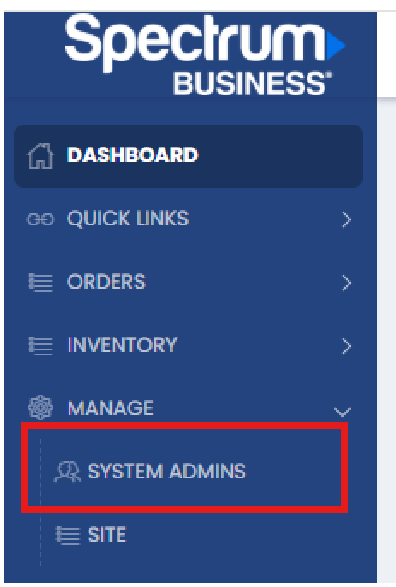
- Call Volume



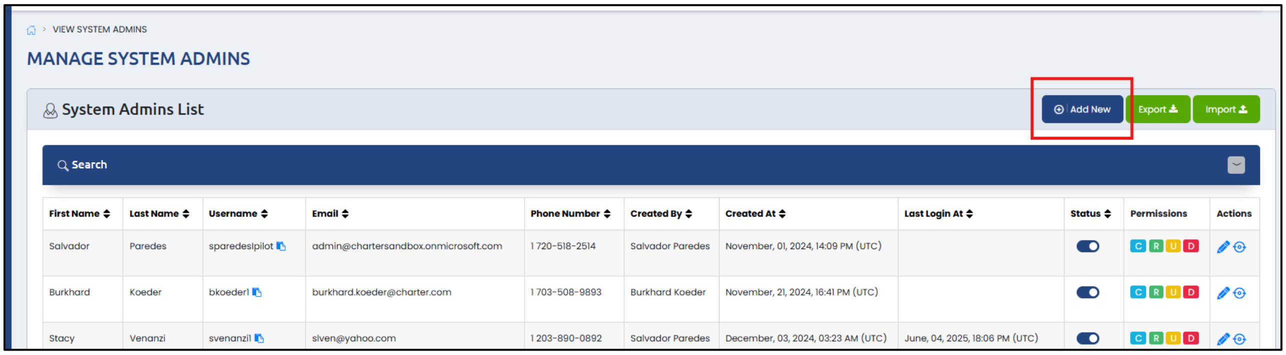
5 How to Add, Edit, or Remove System Admins

5.1 Add a system admin user

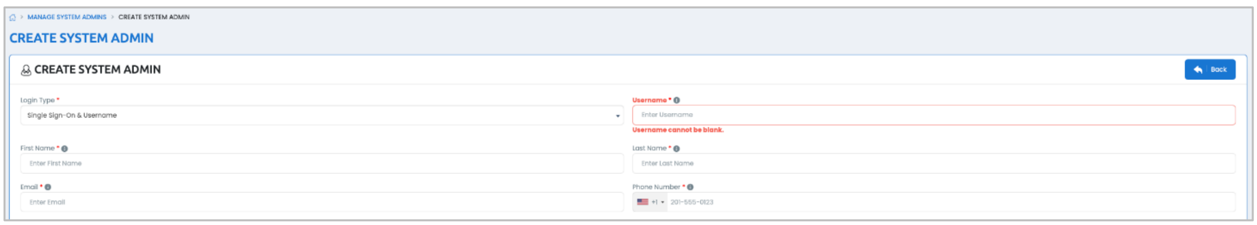
1. Go to Manage > System Admins.



2. Click Add New.



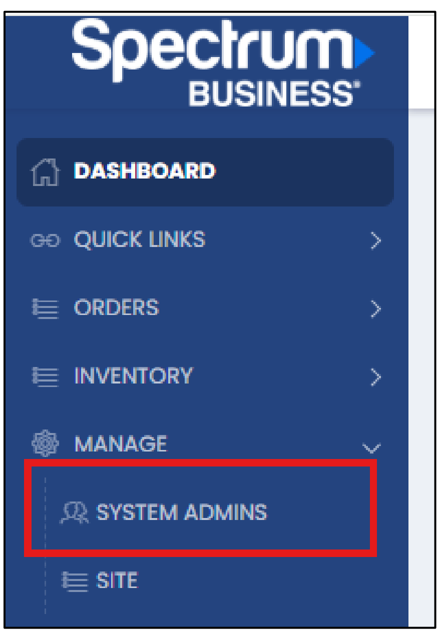
3. The Create new System Admin screen displays.
4. Enter the user's information and select their roles and permissions.
5. Click Save.



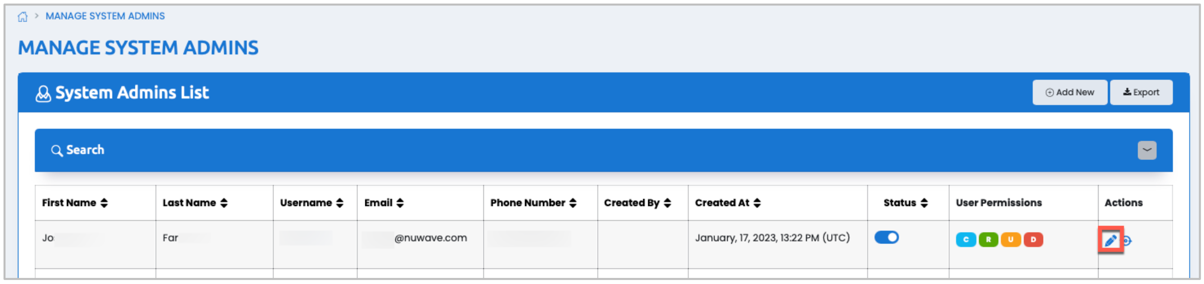
6. The user receives an email with login instructions.

5.2 How to edit a system admin user

1. Go to Manage > System Admins

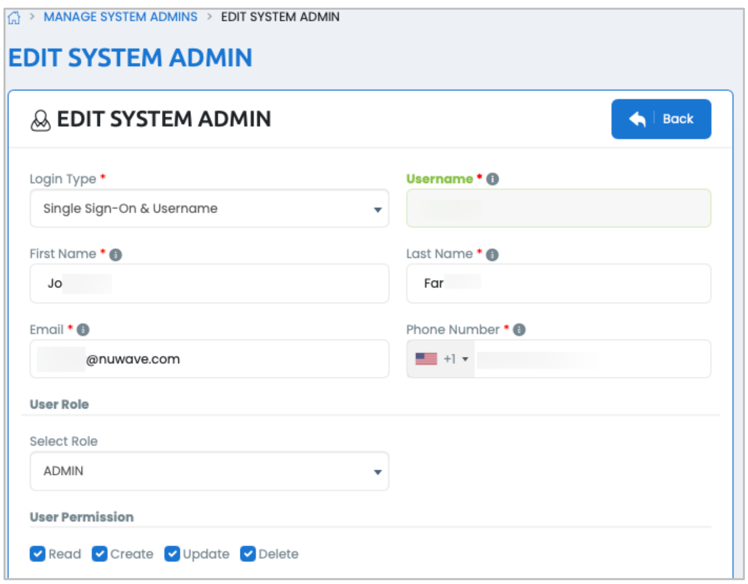


2. Click the Edit icon.



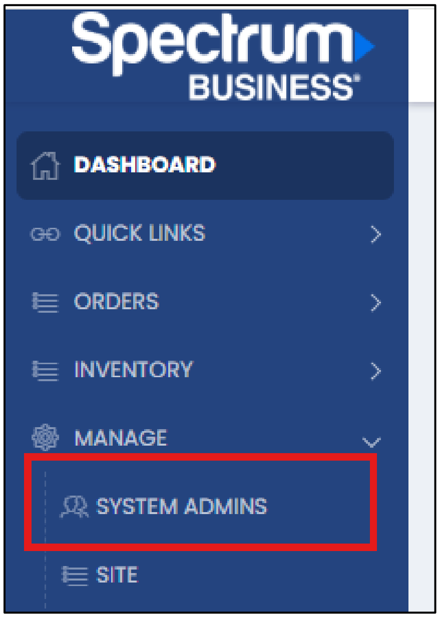
3. The Edit system admin screen displays.

4. Make any needed changes and click Save.

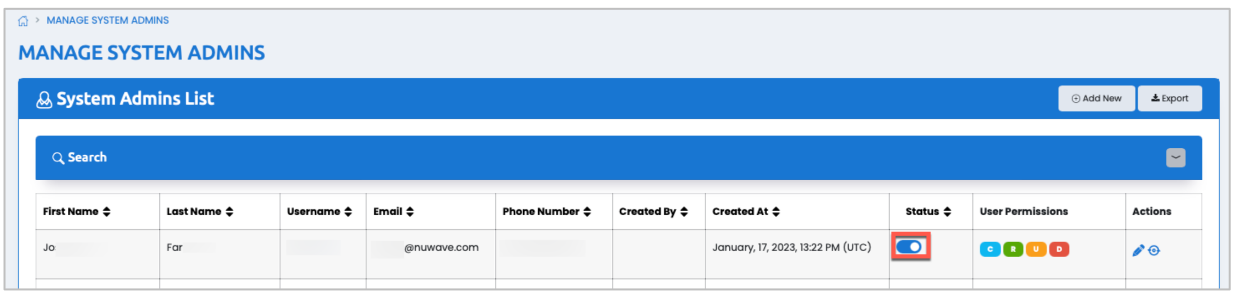


5.3 How to remove a system admin user

1. Go to Manage > System Admins.



2. Turn off the user's status.



3. The user cannot log in until you turn their status back on.

6 How to Assign numbers to Users

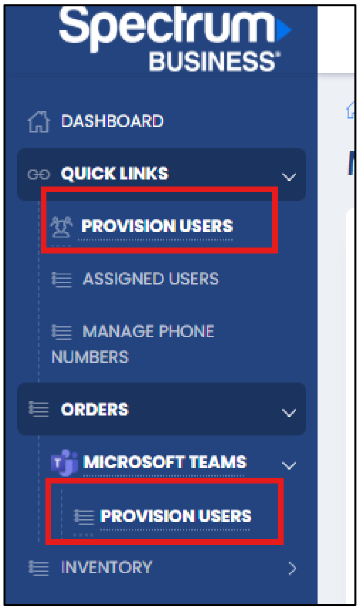
You can assign numbers in the portal to push them to your Microsoft Teams admin center.

6.1 Before you begin

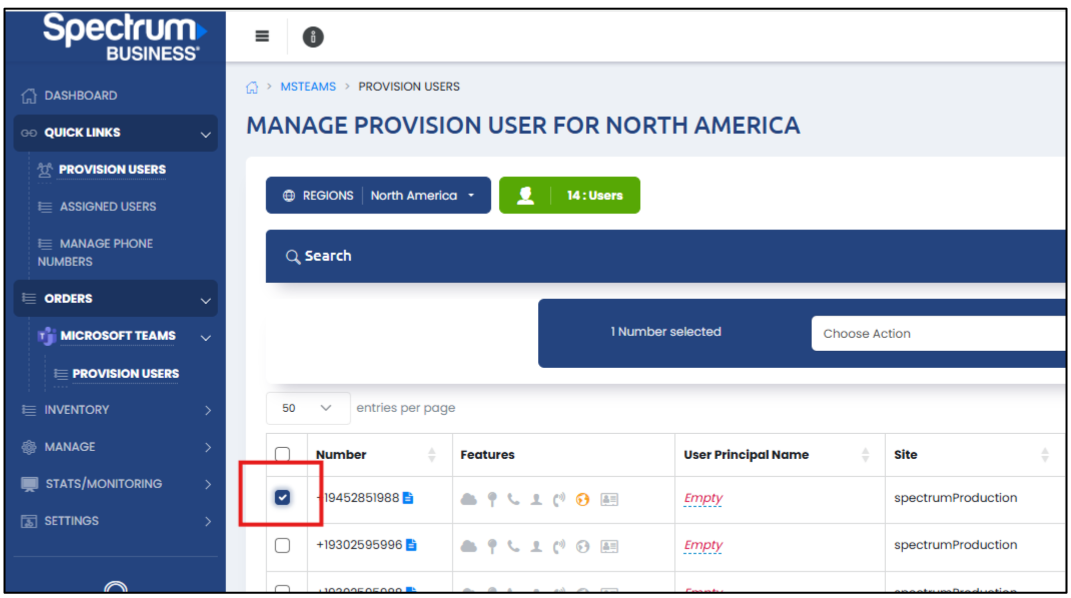
Users must be properly licensed to successfully provision them. Learn more in the Microsoft Teams Voice Licensing Guide.

6.2 How to Provision Users

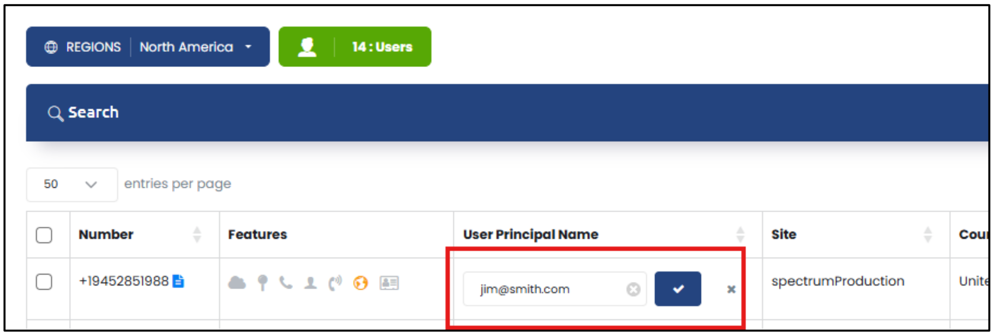
1. Go to Orders > Microsoft Teams > Voice Provisioning > Provision Users or use the quick link.



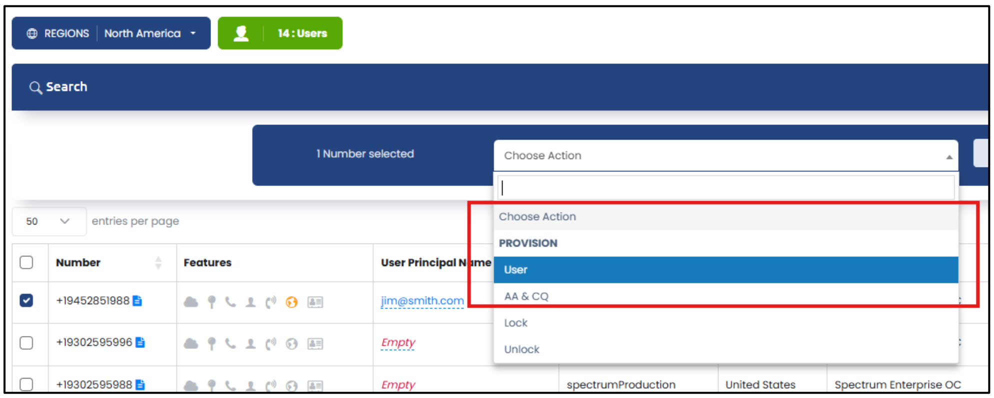
2. Select the checkbox for the numbers you want to manage. You can provision numbers of the same type simultaneously.



3. Enter the User Principal Name (email address) for the number and click the check mark to save.



4. In the Action drop-down, select Provision > User.



5. Click Apply.

6. The validation screen displays. Verify the Status is Available to provision. Click Next.

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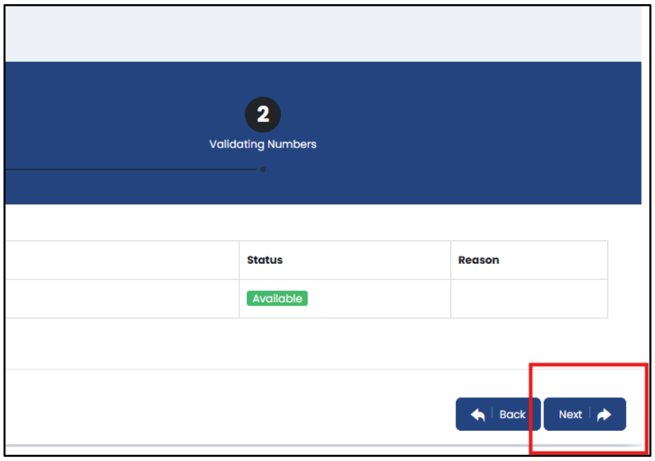
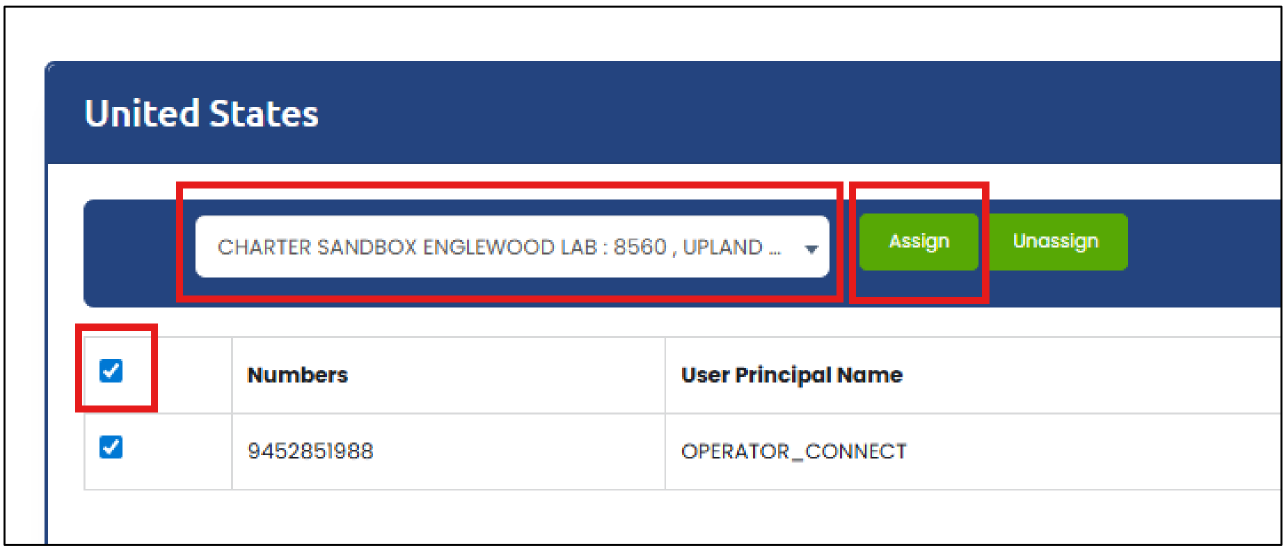
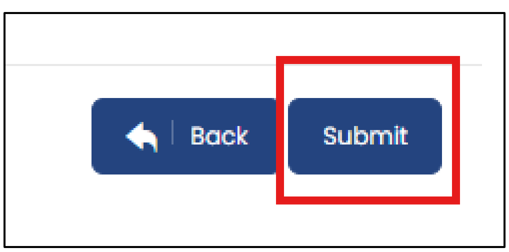


7. Click on phone number, select the address, and click assign.



8. Click Submit.



The numbers display in your phone number inventory in the Microsoft Teams admin center and are associated with the selected user.

You can manage the numbers in The Portal > Inventory > Microsoft Teams > Assigned Users.

7 Assign numbers to Auto Attendants or Call Queues

7.1 Summary

An Auto Attendant (AA) combines pre-recorded messages or text-to-speech technology, allowing users to access information and complete tasks without a live agent. Auto Attendants are sometimes called Interactive Voice Response (IVR).

Set up an Auto Attendant to support:

- Custom menus and call trees
- Transferring calls to call queues, human operators, or other Auto Attendants
- Scheduled special messages for after-hours or holidays

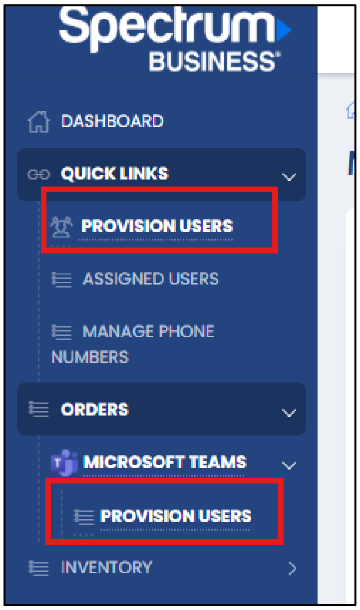
A Call Queue (CQ), sometimes called a *Hunt Group,* is a method of ringing multiple users for certain types of calls.

7.2 Before you begin

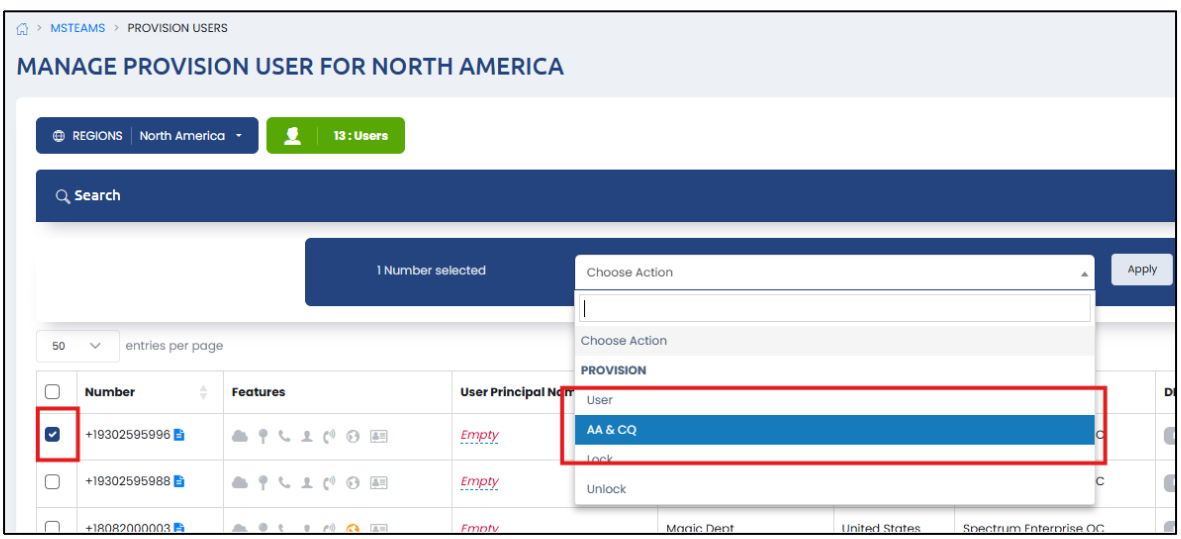
- An Auto Attendant requires a resource account.
  - Assign a unique number to each resource account.
  - Assign the resource account to your Auto Attendant in the Teams admin center.
- Each resource account needs a Microsoft Teams Phone Resource Account license.
- Each resource account must be created in the Teams admin center (not the Microsoft 365 admin center).
- Learn more about Auto Attendant Supported Languages

7.3 How to Assign Numbers to AA or Call Queues

1. Go to Orders > Microsoft Teams > Provision Users. Or use the quick link.



2. Select the checkbox for the phone number you want to assign.
3. In the User Principal Name column, select the drop-down to view all licensed accounts within your tenant.
    - If the UPN is missing, type it in using the Enter manually option.
4. In the action drop-down, select Provision > AA & CQ.
5. Click Apply to assign the number.



6. The number will now be removed from the Provision users page and can be managed from the Inventory.

7.4 Additional information

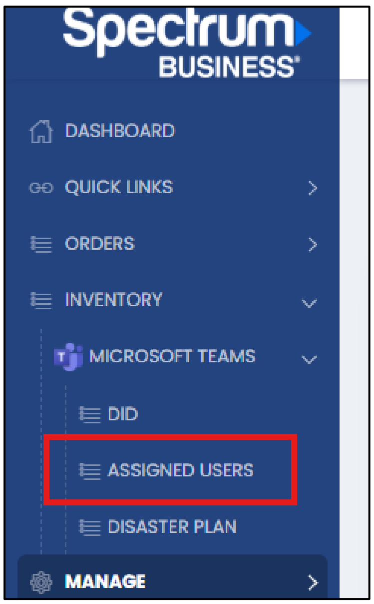
[Set up an Auto Attendant - Small Organization]

[Set up an Auto Attendant - Large Organization]

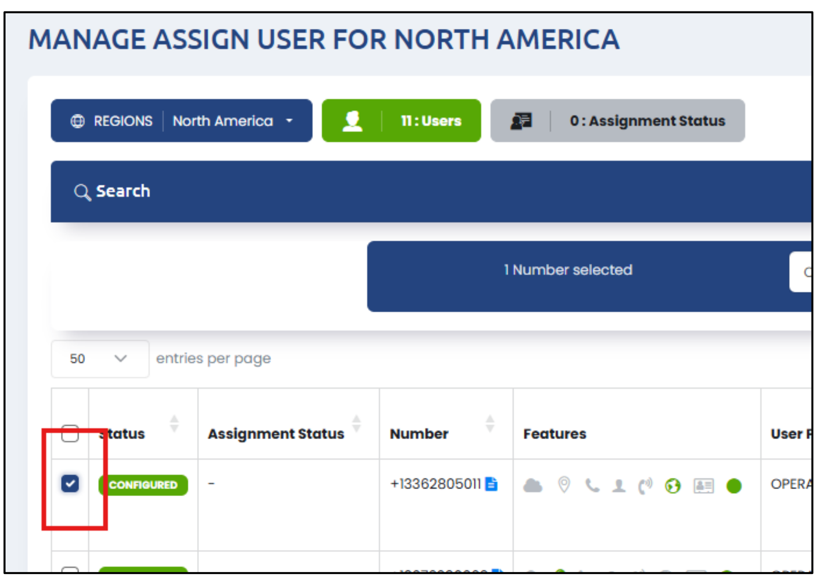
[Microsoft Teams Call Queues]

8 How to Unassign Numbers

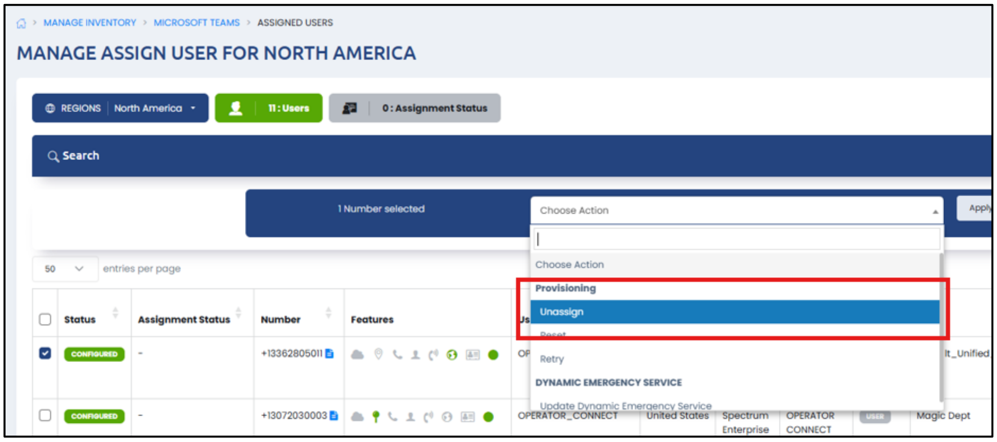
1. Go to Inventory > Microsoft Teams > Assigned Users or use the quick link.



2. The Manage Assign User page displays. Select the checkbox next to the number(s) you want to unassign.



3. In the Action dropdown, select Provisioning > Unassign. Click Apply.
    - It can take 5-15 minutes to unassign fully.



A confirmation page will display showing the number(s) you unassigned. The number(s) will return to the Manage Provision User page for further management.

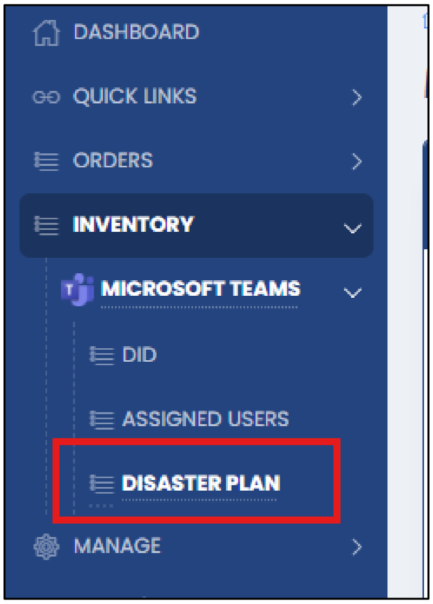
9 Disaster Plan Overview

9.1 Summary

In the event of an outage, set up a disaster plan to forward to the PSTN at the carrier level on any set of numbers. You can set up multiple plans based on different outage criteria.

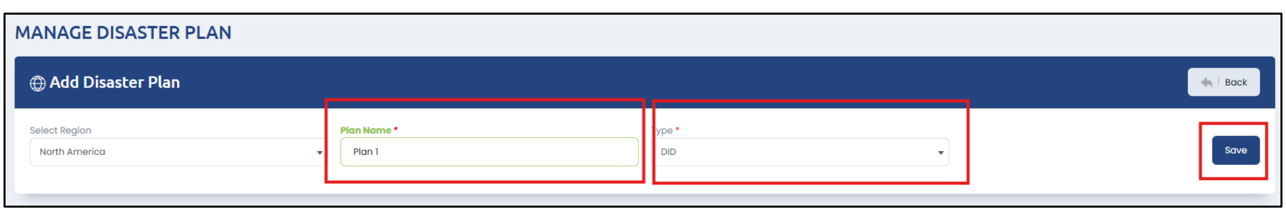
9.2 Create a disaster plan

1. Go to Inventory > select your UC solution > Disaster Plan.



2. Click Add new.

3. Enter the disaster plan details.
    a. Select the Region the plan applies to.
    b. Enter a Plan Name.
    c. Select the number type the plan applies to.
4. Click Save.



5. The disaster plan is created.

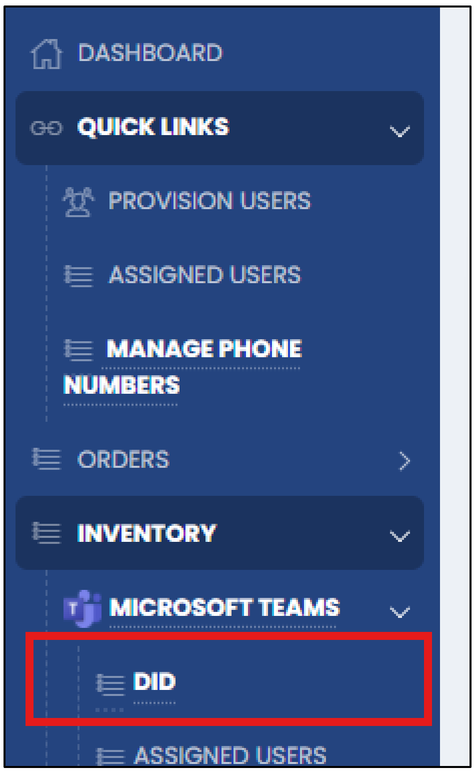
10 Add Numbers to a Disaster Plan

10.1 Summary

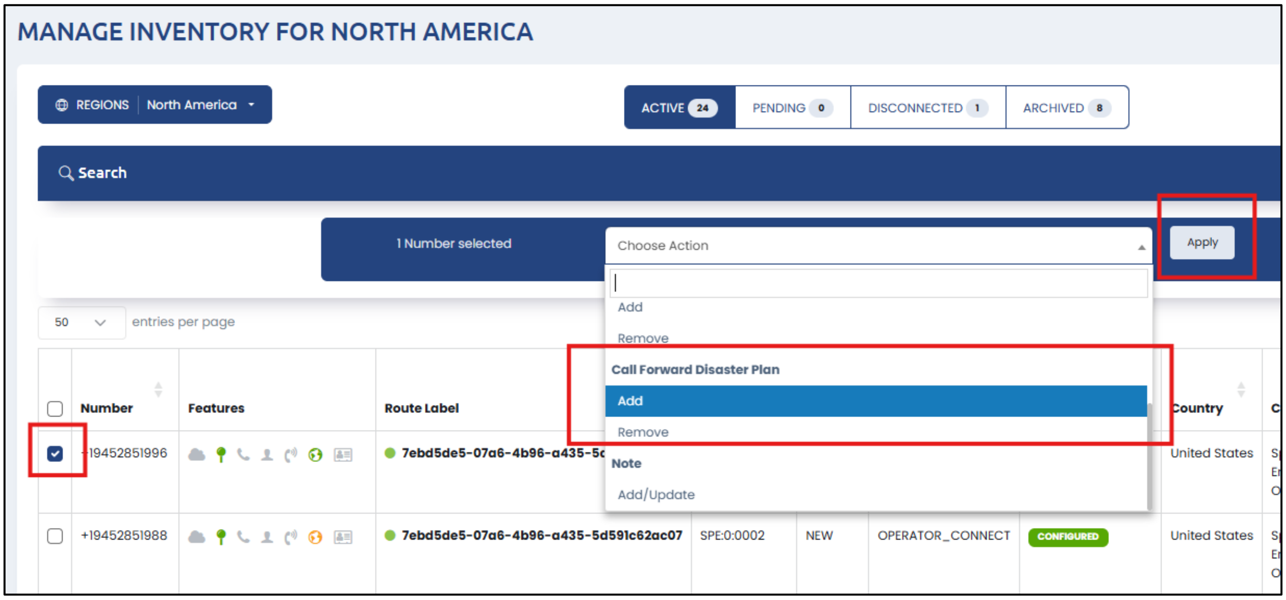
In the event of an outage, set up a disaster plan to forward to the PSTN at the carrier level on any set of numbers. You can set up multiple plans based on different outage criteria.

10.2 Add numbers to a disaster plan

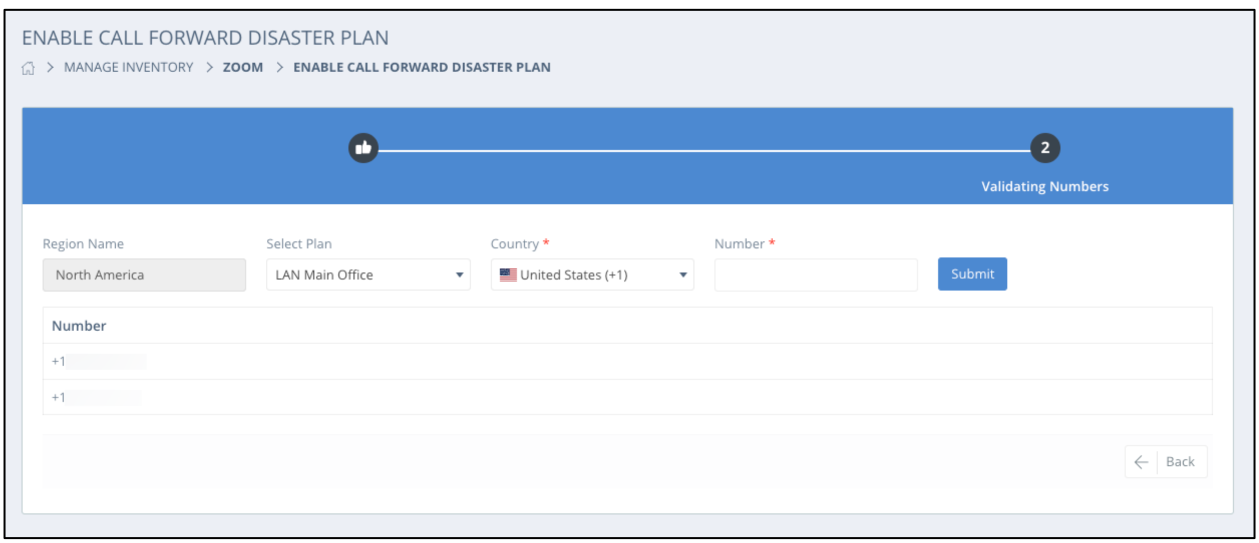
1. Go to Inventory > select your UC solution > DID or Toll-free or use the quick link.



2. Select the checkbox for the numbers you want to manage.
3. In the Action drop-down, select Call Forward Disaster Plan > Add.
4. Click Apply.



5. The validation screen displays. Click Next.
6. Select the disaster plan you would like to apply to the selected numbers. If you don't have a disaster plan yet, you can create and name one now.
7. Enter the number you want to forward the selected numbers to when the disaster plan is active.
8. Click Submit to add the numbers to the disaster plan.



9. The selected numbers will be forwarded to the identified forward number when the disaster plan is active.

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11 Bulk add numbers to a disaster plan

11.1 Summary

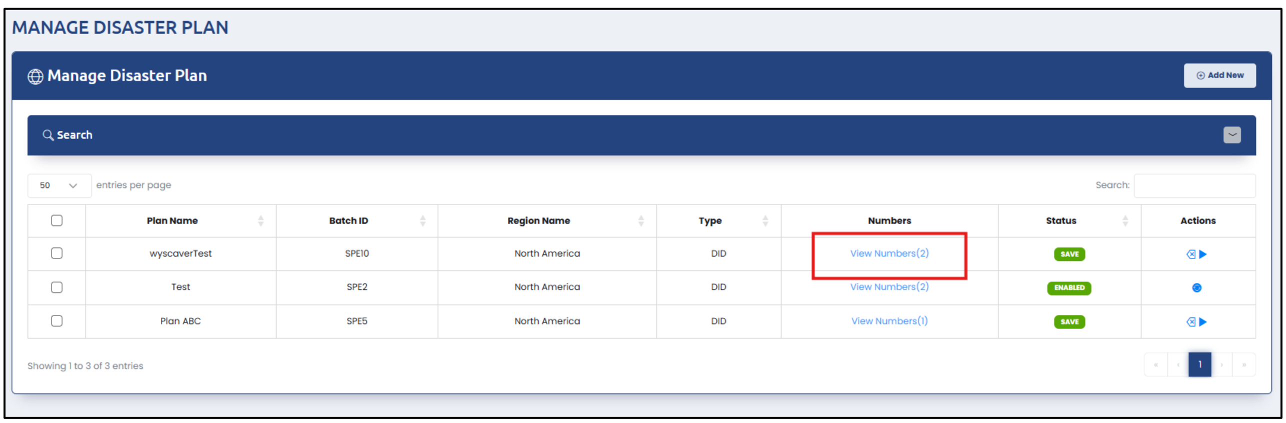
Bulk upload or add numbers in bulk to an existing disaster plan.

11.2 Before you begin

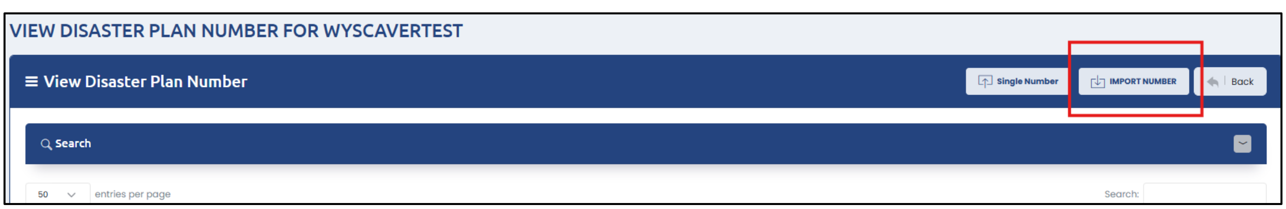
- You must have already created the disaster plan you want to upload numbers to.
- The Forward To numbers must be unique when bulk uploading numbers to a disaster plan.

11.3 Bulk upload numbers

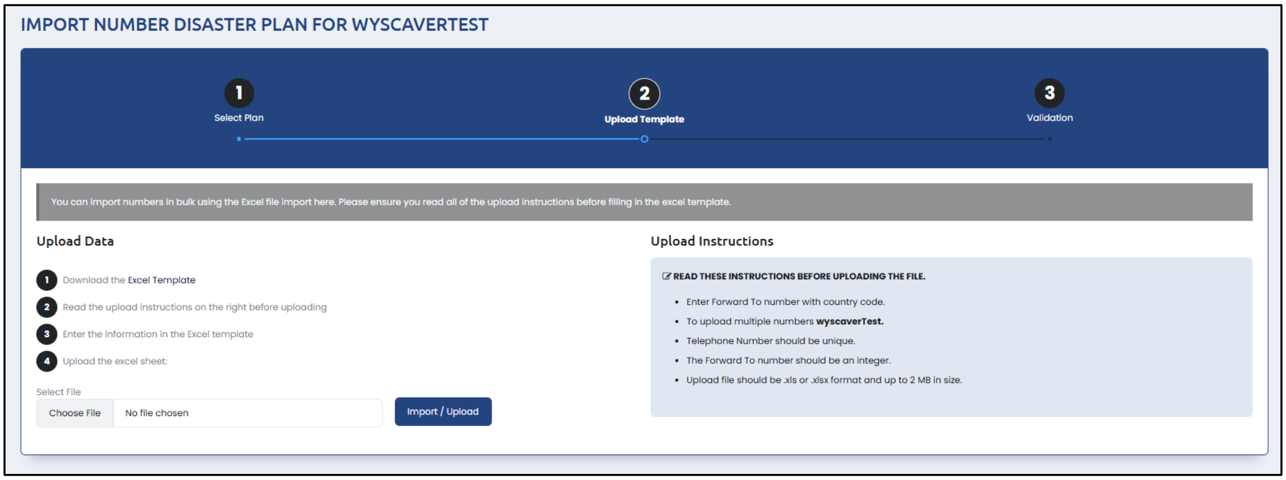
1. Go to Inventory > select your UC solution > Disaster Plan.
2. Select View numbers.



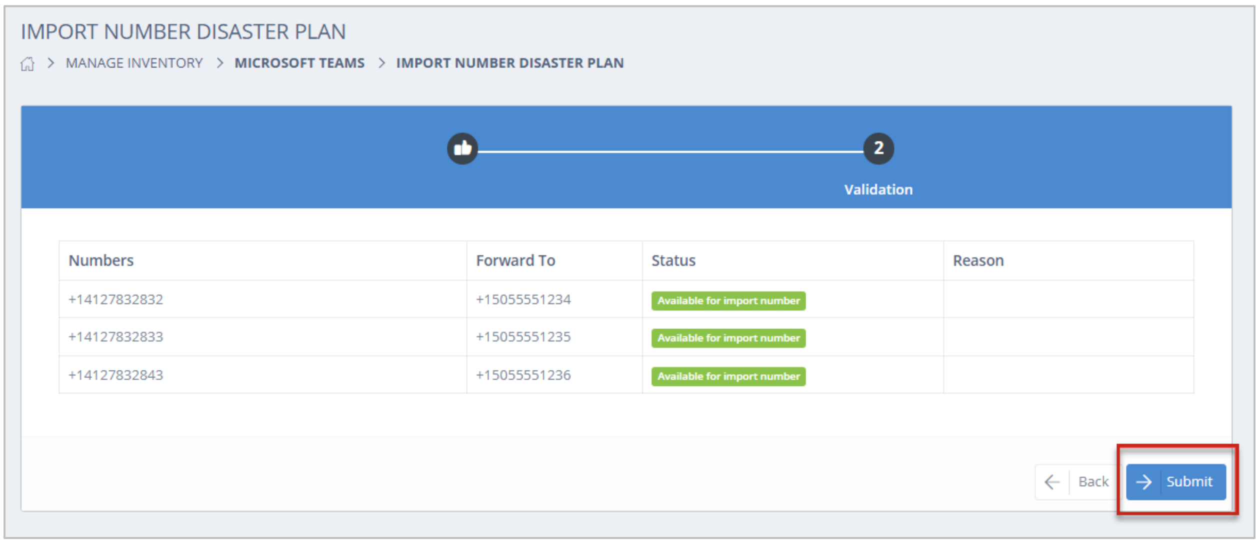
3. Click Import numbers.



4. The Import Numbers screen displays.
5. Follow the instructions on the screen to download the Microsoft Excel template, enter your numbers, and upload the numbers to the disaster plan.



6. The number validation screen displays. Click Submit.



7. The numbers are uploaded to the disaster plan.

12 Enable a disaster plan

12.1 Summary

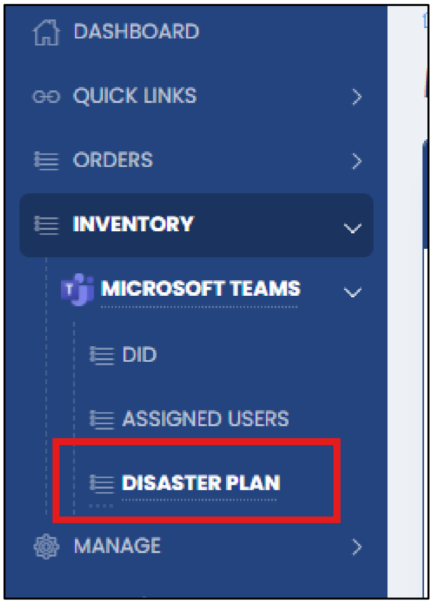
Enable a disaster plan to reroute numbers using a pre-configured plan in the event of an outage.

12.2 Before you begin

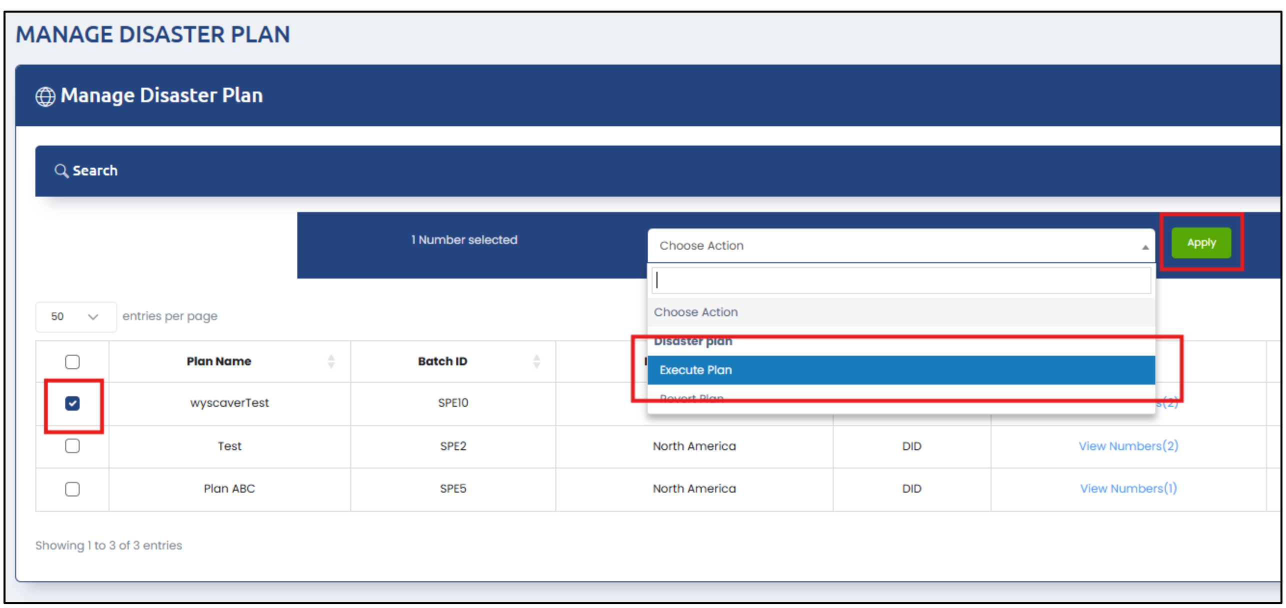
A disaster plan can take 5 - 10 minutes to fully enable. Once completed, the status changes from DISASTER PLAN IN PROCESS to ENABLED. It can take an additional few minutes to complete routing on the network.

12.3 How to enable a disaster plan

1. Go to Inventory > select your UC solution > Disaster Plan.



2. Select the checkbox for the disaster plan you want to enable.
3. In the Action drop-down, select Disaster Plan > Execute Plan.
4. Click Apply.



5. The disaster plan is enabled. Numbers added to the disaster plan will forward according to the plan settings.

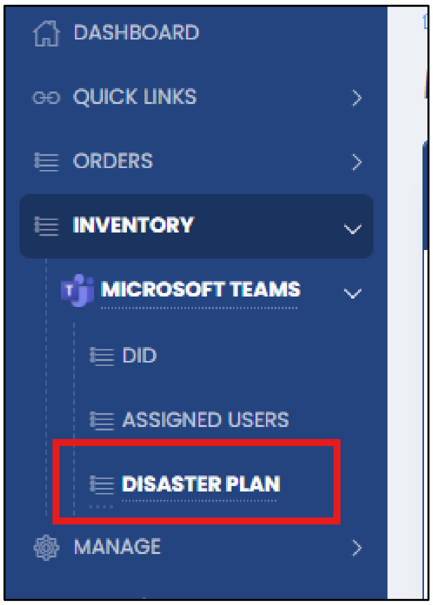
13 Disable a disaster plan

13.1 Summary

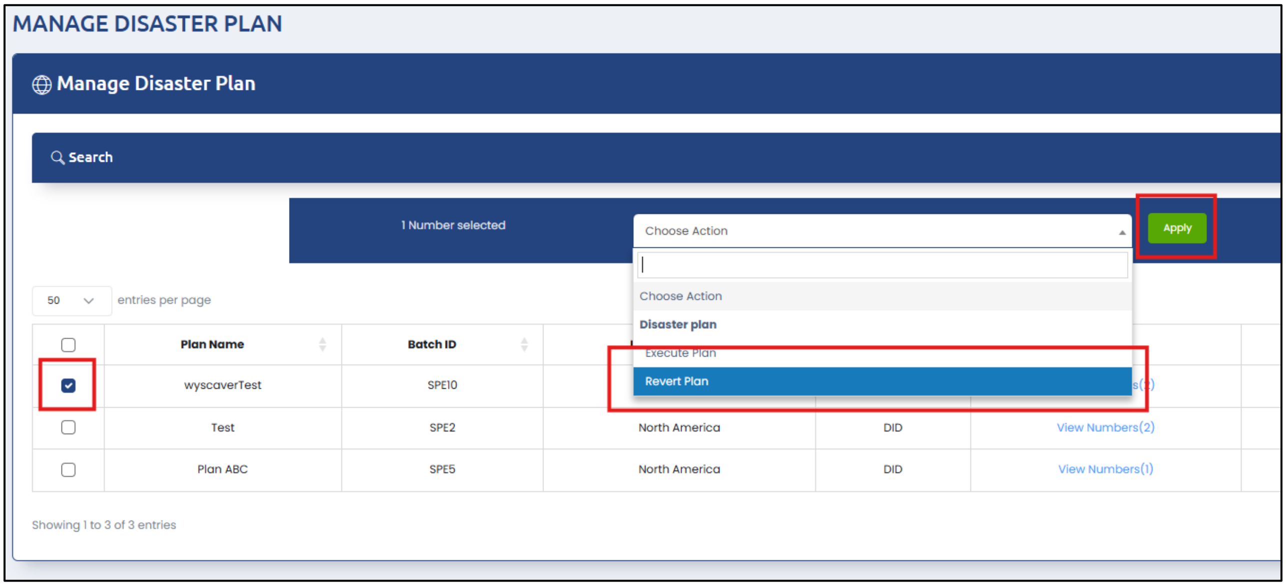
Disable a disaster plan to return numbers to their normal routing.

13.2 How to disable a disaster plan

1. Go to Inventory > select your UC solution > Disaster Plan.



2. Select the checkbox for the disaster plan you want to disable.
3. In the Action drop-down, select Disaster Plan > Revert Plan.
4. Click Apply.



5. The disaster plan is disabled. Numbers return to their normal routing.