



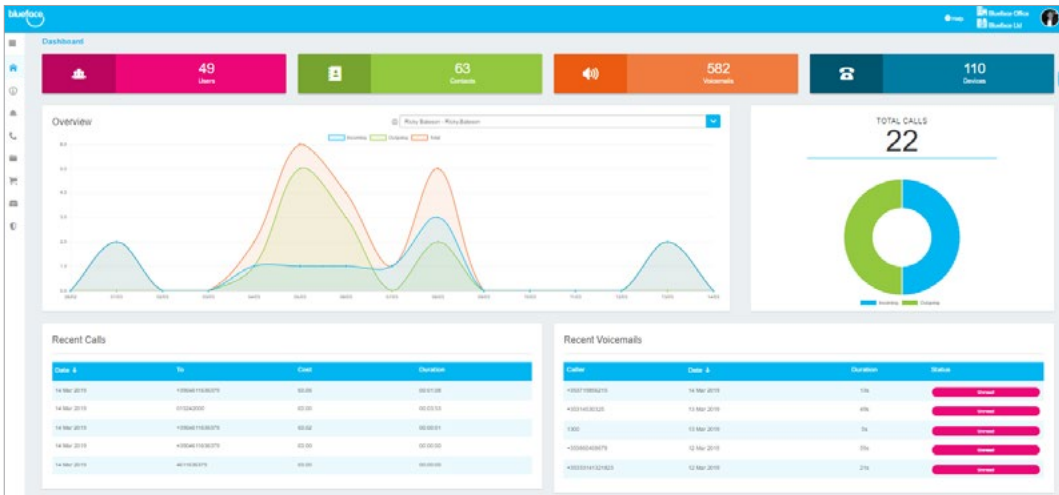
WESTCOAST CLOUD VOICE
powered by Blueface



DASHBOARD OVERVIEW

Version 1 – updated: Monday, March 9th, 2020

DASHBOARD OVERVIEW



Above is an administrator's view of the Westcoast Cloud Voice portal.

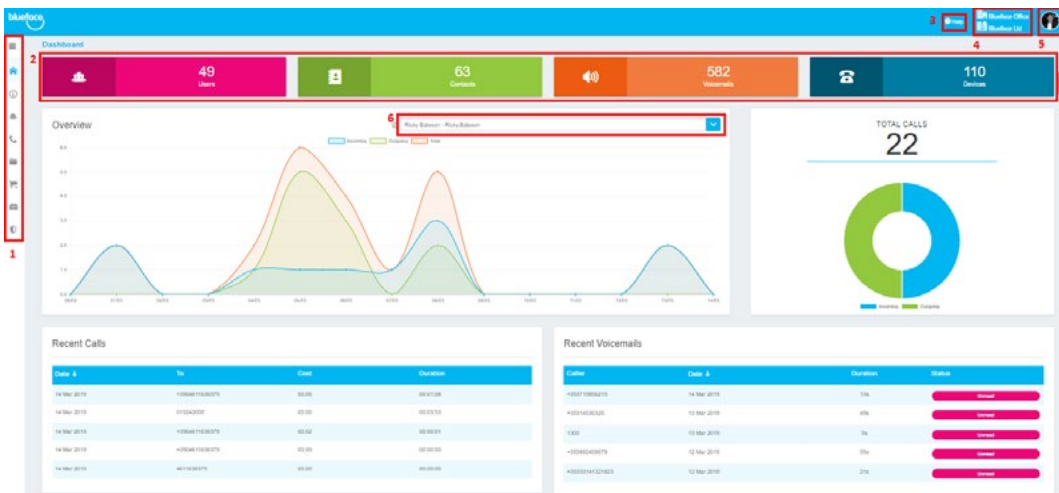
The dashboard displays details of recent incoming and outgoing calls as well as the number of devices, users, contacts and recent voicemails for the entire company.

- Administrators can use the dropdown to change this view to any user, device, group or the account as a whole
- Regular users will only see their own information

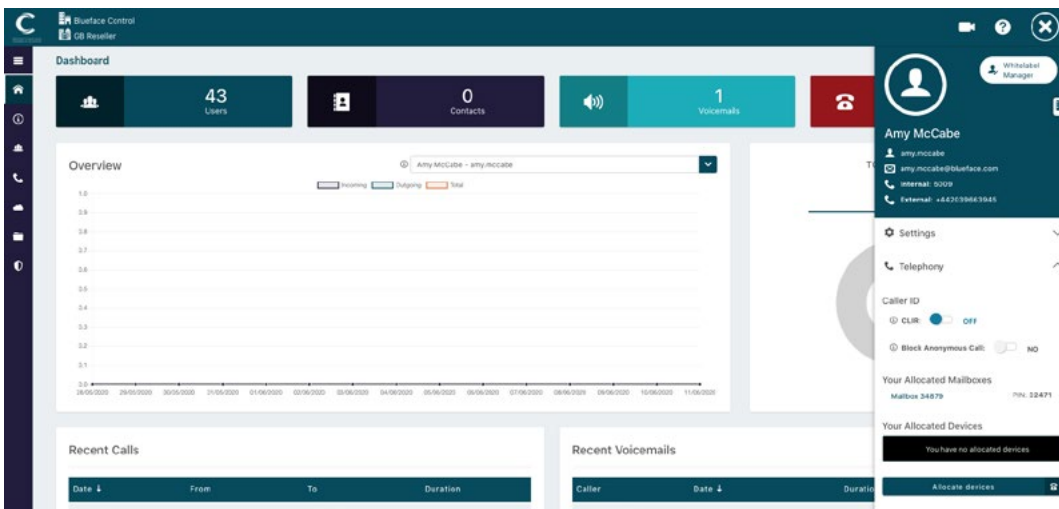
The recent calls and recent voicemails are not specific to any user, device or group – it will always display the five most recent calls and voicemails for the account as a whole.

This section explains the Westcoast Cloud Voice portal layout, and how to access the features that will be discussed later in this guide.

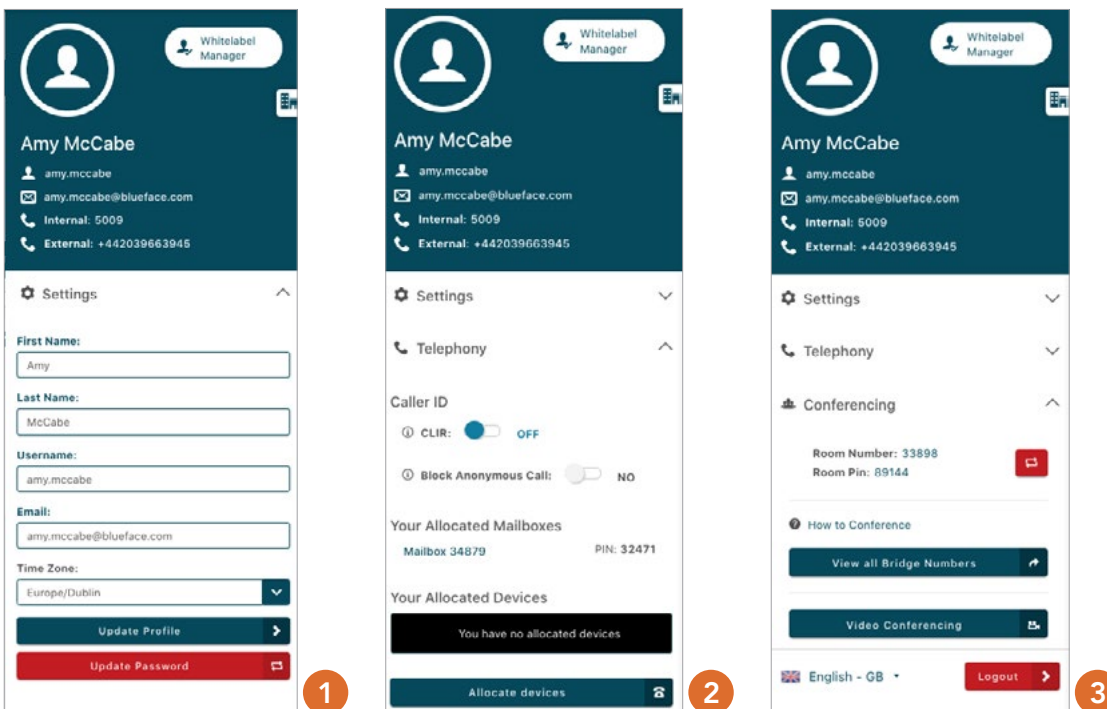
When you access the Westcoast Cloud Voice portal, the dashboard section will be displayed on the screen. To allow you to better navigate the Westcoast Cloud Voice portal, please familiarise yourself with seven key areas on the page:



1.	The menu bar allows you to navigate to different sections of the UC portal. Each menu has various different sub-menus. Click on the icon of the menu you wish to view in order to expand the sub-menus
2.	The top banner displays the number of users, contacts, voicemails and devices on the account. These coloured blocks also act as a quick link to the corresponding sub-menu
3.	The Help button is a link to Blueface user tutorials, to find out how to use many of the UC portal's features
4.	Listed here from top to bottom is the account the logged-in user is currently on and, below that, the reseller of said account
5.	Use the avatar which can be edited by the user. Clicking here will populate a user-specific menu bar on the right-hand side of the screen which we will look at in further detail below
6.	This dropdown option can be used by customer administrators and above to decide whether a user, device, group or all call details are displayed in the overview graphs on the dashboard screen
7.	For resellers or above a quick search bar can be populated on the right-hand side by clicking here, which we will look at further below



Clicking on the user-profile avatar will populate a user-specific menu bar on the right-hand side of the screen which contains three separate menus. By clicking on the user avatar you can update or remove your profile image.



1. Settings	Allows users to quickly update some personal settings including first and last names, username, email address and password, along with their timezone
2. Telephony	Allows users to view and update the status of the devices and lines allocated to their profile. CLIR (caller line ID restriction) can be enabled here, along with their mailbox details
3. Conferencing	Allows users to view their conference room number and PIN, reset their conference room PIN and access their upcoming video conference, or create one



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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**