

Business Services

CommPortal for PRI or SIP Trunking Services

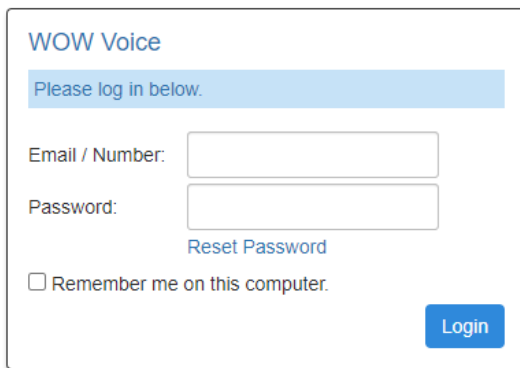
Administrator User Guide

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Getting Started

When you go to the WOW! Business Group Administrator Web Portal link (<https://phone.wowforbusiness.com/bg>), the first screen that appears is your login screen.

A screenshot of the WOW Voice login form. It has a title "WOW Voice" and a subtitle "Please log in below." Below this are two input fields: "Email / Number:" and "Password:". There is a "Reset Password" link below the password field. A checkbox labeled "Remember me on this computer." is at the bottom left. A blue "Login" button is at the bottom right.

Enter the email address or phone number assigned as the administrator on your account and password. Your initial password is provided by WOW!

Please Note: you will need to use your telephone number and change your password on the first login.

Your new password must meet the following criteria:

- Between 8 and 20 characters
- Include 1 Capital letter
- Include 1 number
- Include 1 special character.
- Passwords cannot have a letter or number that repeats three or more times (for example "AMJ25554"), can only have up to two sequential numbers (for example "AMJ2345")
- Password cannot be the phone number.

You will need a separate Email Address or Telephone Number for log in to each trunk group that you manage. *The CommPortal does not allow the same log in information for two different trunk groups.*

Resetting Your Password

The web portal login link also allows self-service password resets from its homepage. To reset your password, click the link as indicated and enter the configured email address on the following screen.



Confirm your number or your login email

Confirm the number/email you use to log in and press "Reset Password" to continue.

Email / Number:

[Reset Password](#) [Cancel](#)

A reset link will be emailed to the address entered:



Success

We have attempted to send you a password reset email to your previously configured account email address. If you do not receive this email shortly please contact your Service Provider.

[Return to Login](#)

Home


The primary Home page provides navigation to all of your options. Features for PRI and SIP Trunking services are available under Users, Account Codes, Call Records and Misc Settings.


Please Note that some features must be ordered and will not appear in your portal if it has not been purchased. For example, the Automatic Trunk Group Call Redirect feature is required for many of the Forwarding features included in this User Guide.



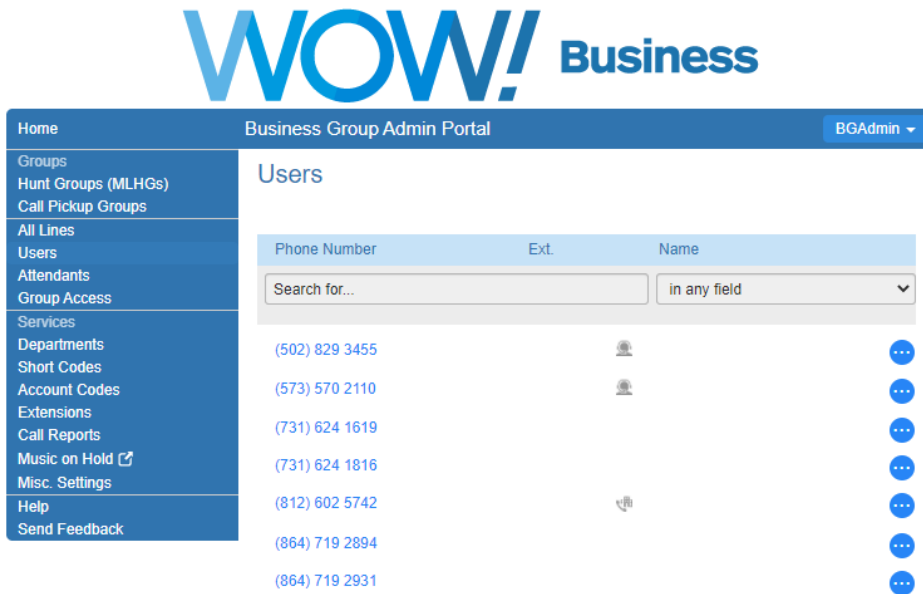
Customize Names

When you first log in to the CommPortal, you will see a list of Phone Numbers, but the Name field will be blank. It is very easy to update this field to simplify any future changes in the portal.

The  icon indicates this is an Administrator number that has visibility to all numbers on the account.

The  icon indicates this is the Main BTN for the trunk group. Managing inbound routing of the traffic for the trunk group can only be done by selecting this number.

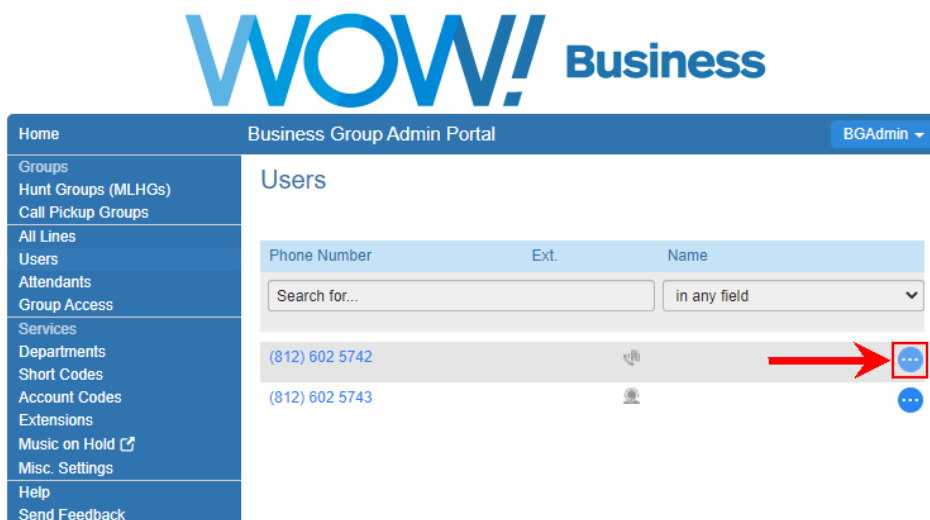
The numbers that do not have one of these icons are standard DIDs assigned to the trunk group.



The screenshot shows the 'WOW! Business' logo at the top. Below it is a navigation bar with 'Home', 'Business Group Admin Portal', and a 'BGAdmin' dropdown. A left sidebar contains a menu with categories: Groups, All Lines, Services, and Help. The main content area is titled 'Users' and contains a table with columns 'Phone Number', 'Ext.', and 'Name'. Below the columns are search fields: 'Search for...' and 'in any field'. The table lists several phone numbers, some with icons (person or handset) and some with a three-dot menu icon.

Phone Number	Ext.	Name
(502) 829 3455		
(573) 570 2110		
(731) 624 1619		
(731) 624 1816		
(812) 602 5742		
(864) 719 2894		
(864) 719 2931		

To update the Name field, click on the icon to the far right of the number field.



This screenshot is similar to the previous one, but with a red arrow pointing to the three-dot menu icon next to the phone number (812) 602 5742, indicating where to click to edit the name.

Phone Number	Ext.	Name
(812) 602 5742		
(812) 602 5743		

Click on Edit personal details.



The screenshot shows the 'Business Group Admin Portal' with a sidebar menu on the left. The 'Users' section is active, displaying a table with columns for Phone Number, Ext., and Name. A search bar is present. A context menu is open over the 'Main BTN' user, with 'Edit personal details' highlighted in a red box. Other menu options include 'View individual settings', 'Add services', 'Reset line', and 'Unlock account'.

Phone Number	Ext.	Name
(812) 602 5742		Main BTN
(812) 602 5743		BGAdmin

You can then enter the appropriate name for each number. This step is not required, but may simplify the process for managing numbers and inbound traffic routing on the trunk group.



The screenshot shows the 'Edit Personal Details' modal open over the 'Main BTN' user. The modal has a 'Name' input field and 'Save' and 'Cancel' buttons. The background shows the same user list as the previous screenshot.

Phone Number	Ext.	Name
(812) 602 5742		Main BTN
(812) 602 5743		BGAdmin

Managing Inbound Traffic

As an Administrator, you have the capability to re-route incoming traffic to your trunk group.

From the All Lines/Users tab, Select the Main BTN assigned to your account. This is the number that will control the settings for calls coming into the trunk group.

Please note that the numbers assigned to Administrators do not control routing to the trunk group. These are individual numbers only. Managing traffic for the trunk group can only be done by selecting the Main BTN.



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Users

Phone Number	Ext.	Name
<input type="text" value="Search for..."/> <input type="text" value="in any field"/>		
(502) 829 3455		BGAdmin
(573) 570 2110		BGAdmin 2
(731) 624 1619		John Jackson
(731) 624 1816		Jenni Smith
(812) 602 5742		Main BTN
(864) 719 2894		Example DI...
(864) 719 2931		Example DI...

Choose the Forwarding option.

[Home](#)
[Contacts](#)
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[Main BTN](#)

Phone Status

[Summary](#)
[Forwarding](#)

[Immediately](#)
[Busy](#)
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[Forwarding Destinations](#)

☐ Forward calls immediately.

Forward calls to:

[Apply](#)
[Cancel](#)

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Available forwarding types include:

- **Unconditional (Immediately)** - This forwards all of the selected number's calls to the configured forwarding destination immediately.
- **Busy** - This setting forwards calls to the destination number if all call paths are busy on the trunk group.
- **Unavailable** - This setting forwards the selected number's calls only if they cannot be delivered to your phone system. This setting is useful if you wish to forward calls in the event your phone system experiences an outage.

Phone Status

Summary

Forwarding

Immediately

Busy

Unavailable

Forwarding Destinations

Apply

Cancel

☒ Forward calls immediately.

Forward calls to:

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Unavailable Forwarding

It is a good idea to set up Unavailable Forwarding as soon as you access the CommPortal to be prepared for any unexpected outages.

Phone Status

Summary

Forwarding

Immediately

Busy

Unavailable

Forwarding Destinations

Apply

Cancel

☒ Forward calls if your phone is unavailable (e.g. it is unplugged or loses power).

Forward calls to:

(555) 555 5555

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

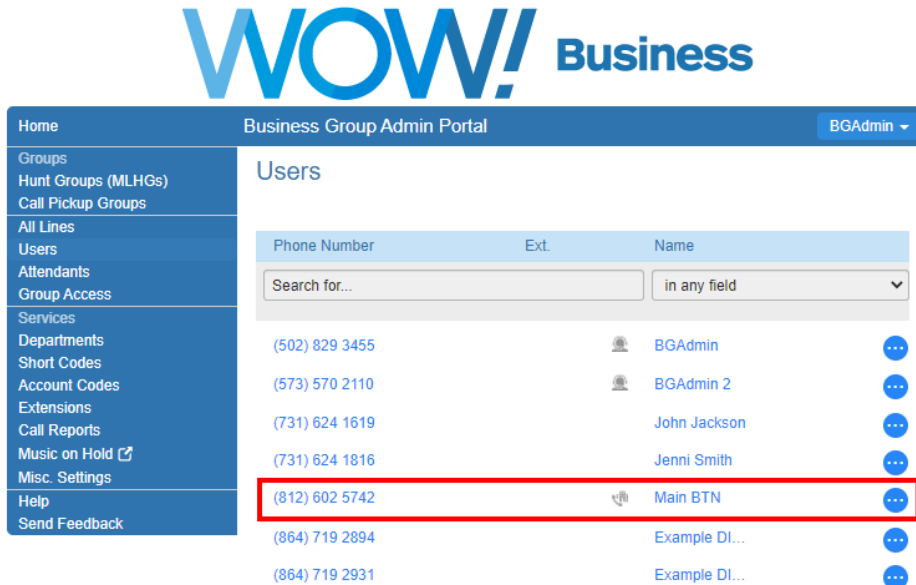
1. Choose the Unavailable option under Forwarding.
2. Enter the destination number where inbound calls should be sent if the PBX is unavailable.
3. Make sure the checkbox for Forward calls if your PBX is unavailable is selected.
4. Click Apply.

You can update the destination number at any time by following these same steps.

Unconditional Forwarding (Immediately)

This type of forwarding allows you to re-route inbound calls immediately from the CommPortal. This option can be used when you will be performing maintenance on your PBX and need to re-route inbound traffic temporarily, for example.

To activate this feature, follow the same process of selecting the Main BTN on your trunk group.



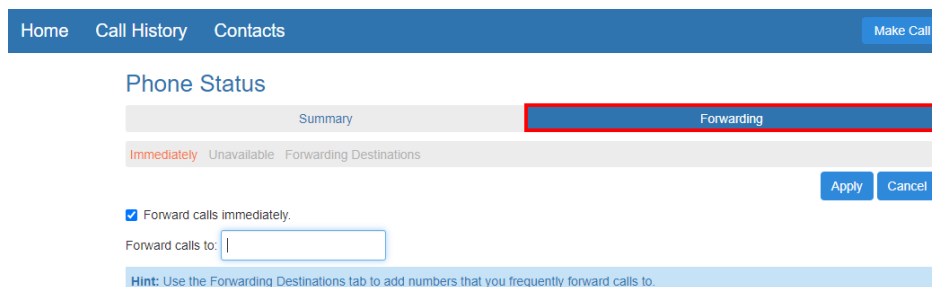
WOW! Business

Home Business Group Admin Portal BGAdmin

Users

Phone Number	Ext.	Name
(502) 829 3455		BGAdmin
(573) 570 2110		BGAdmin 2
(731) 624 1619		John Jackson
(731) 624 1816		Jenni Smith
(812) 602 5742		Main BTN
(864) 719 2894		Example DL...
(864) 719 2931		Example DL...

Choose the Forwarding Option



Home Call History Contacts Make Call

Phone Status

Summary **Forwarding**

Immediately Unavailable Forwarding Destinations

Apply Cancel

☒ Forward calls immediately.

Forward calls to:

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Follow the steps below to activate.

The screenshot shows the 'Phone Status' interface with a navigation bar at the top containing 'Home', 'Call History', 'Contacts', and a 'Make Call' button. Below the navigation bar, the 'Phone Status' section has two tabs: 'Summary' and 'Forwarding'. The 'Forwarding' tab is active and contains three sub-tabs: 'Immediately' (highlighted with a red box), 'Unavailable', and 'Forwarding Destinations'. Under the 'Immediately' sub-tab, there is a checkbox labeled 'Forward calls immediately.' which is checked (also highlighted with a red box). Below this checkbox is a text input field labeled 'Forward calls to:' containing the number '555-555-5555' (highlighted with a red box). To the right of the input field are 'Apply' and 'Cancel' buttons (both highlighted with red boxes). A hint at the bottom states: 'Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.'

1. Choose the Immediately tab under Forwarding.
2. Enter the destination number where all inbound calls will be routed.
3. Click on the Forward calls immediately checkbox.
4. Click Apply.

As soon as the Apply button is clicked, the next incoming call to the trunk group will be routed to this new destination number.

To return the routing of inbound calls to the trunk group, unclick the Forward calls immediately checkbox and Click Apply.

The screenshot shows the 'Phone Status' interface with the 'Forwarding' tab active. The 'Immediately' sub-tab is selected. The checkbox labeled 'Forward calls immediately.' is now unchecked (highlighted with a red box and a red arrow pointing to it). The text input field 'Forward calls to:' still contains '555-555-5555'. The 'Apply' and 'Cancel' buttons remain visible on the right.

As soon as the Forward calls immediately checkbox is unchecked and the Apply button is selected, the next incoming call will be routed back to the trunk group.

Busy Forwarding

This type of forwarding re-routes calls to the destination number if all call paths are busy on the trunk group. This is another good forwarding option to set up as soon as you access the CommPortal so calls are routed to the desired destination number instead of receiving a busy signal. This type of Forwarding is only available on the Main BTN. It is not available at the specific DID level.

To activate this feature, follow the same process of selecting the Main BTN on your trunk group.



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Business Group Admin Portal

BGAdmin

Users

Phone Number	Ext.	Name
Search for...		
in any field		
(502) 829 3455		BGAdmin
(573) 570 2110		BGAdmin 2
(731) 624 1619		John Jackson
(731) 624 1816		Jenni Smith
(812) 602 5742		Main BTN
(864) 719 2894		Example DI...
(864) 719 2931		Example DI...

Choose the Forwarding option

Home

Contacts

Make Call

Main BTN

Phone Status

Summary

Forwarding

Immediately

Busy

Unavailable

Forwarding Destinations

Apply

Cancel

☐ Forward calls immediately.

Forward calls to:

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Follow the steps below to activate.

Phone Status

Summary Forwarding

Immediately **Busy** Unavailable Forwarding Destinations

Apply Cancel

☒ Forward calls immediately if your line is busy.

Forward calls to:

(555) 555 5555

Hint: Use the [Forwarding Destinations](#) tab to add numbers that you frequently forward calls to.

1. Choose the Busy tab under Forwarding.
2. Enter the destination number where inbound calls will be routed if All Call Paths are busy.
3. Click on the Forward calls immediately if your line is busy checkbox.
4. Click Apply.

As soon as the Apply button is clicked, this forwarding will be activated and calls will be routed to the destination number if all call paths are in use.

Forwarding Destinations

The Forwarding Destinations option allows you to configure commonly used numbers to be referenced by name. This can simplify the re-routing of inbound calls when you are making changes quickly. It is very easy to set up new Destinations by name.

Home Call History Contacts Make Call

Phone Status

Summary Forwarding

Immediately Unavailable **Forwarding Destinations**

Clear List Apply Cancel

Manage your forwarding destinations.

Welcome to Forwarding Destinations

Add numbers that you frequently forward calls to.

To begin, enter a memorable name and phone number into the fields opposite.

New Destination

Forwarding destinations allow you to configure where your forwarding services route to by name rather than number.

Destination:

Number:

Add Clear

1. Go to the Forwarding Tab
2. Select Forwarding Destinations
3. Enter a Location Name under Destination.
4. Add the phone number in the Number field.
5. Click Add.

Here is an example of adding a location named Roswell Warehouse.

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[Clear List](#)
[Apply](#)
[Cancel](#)

Manage your forwarding destinations.

Welcome to Forwarding Destinations

Add numbers that you frequently forward calls to.

To begin, enter a memorable name and phone number into the fields opposite.

New Destination

Forwarding destinations allow you to configure where your forwarding services route to by name rather than number.

Destination:

Number:

[Add](#)
[Clear](#)

You can modify the Destination List at any time.
 Remove a Destination by clicking on the Trash icon.
 Add new Destinations at any time to prepare for future routing of calls to these locations.

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[Call History](#)
[Contacts](#)
[Make Call](#)



Phone Status

[Summary](#)
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[Immediately](#)
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[Forwarding Destinations](#)

[Clear List](#)
[Apply](#)
[Cancel](#)

Manage your forwarding destinations.

Destination	Number	
Roswell Warehouse	(678) 222 4320	
Marietta Location	(770) 220 6843	

New Destination

Forwarding destinations allow you to configure where your forwarding services route to by name rather than number.

Destination:

Number:

[Add](#)
[Clear](#)

Users (DIDs)

The users menu also allows you to access individual settings for DIDs assigned to your trunk group.



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Business Group Admin Portal

BGAdmin

Users

Phone Number	Ext.	Name
<input type="text" value="Search for..."/> <input type="text" value="in any field"/>		
(502) 829 3455		BGAdmin
(573) 570 2110		BGAdmin 2
(731) 624 1619		John Jackson
(731) 624 1816		Jenni Smith
(812) 602 5742		Example PBX
(864) 719 2894		Example DI...
(864) 719 2931		Example DI...

Clicking the blue button to the right of each number will allow you to access settings specific to that number:



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Business Group Admin Portal

BGAdmin

Users

Phone Number	Ext.	Name
<input type="text" value="Search for..."/> <input type="text" value="in any field"/>		
(502) 829 3455		BGAdmin
(573) 570 2110		BGAdmin 2
(731) 624 1619		John Jackson
(731) 624 1816		Jenni Smith
(812) 602 5742		Example PBX
(864) 719 2894		Example DI...
(864) 719 2931		Example DI...

View individual settings
 Edit personal details
 Add services
 Reset line
 Unlock account

With Administrator Access, you will be able to view and modify the following options for each DID assigned to the Trunk Group:

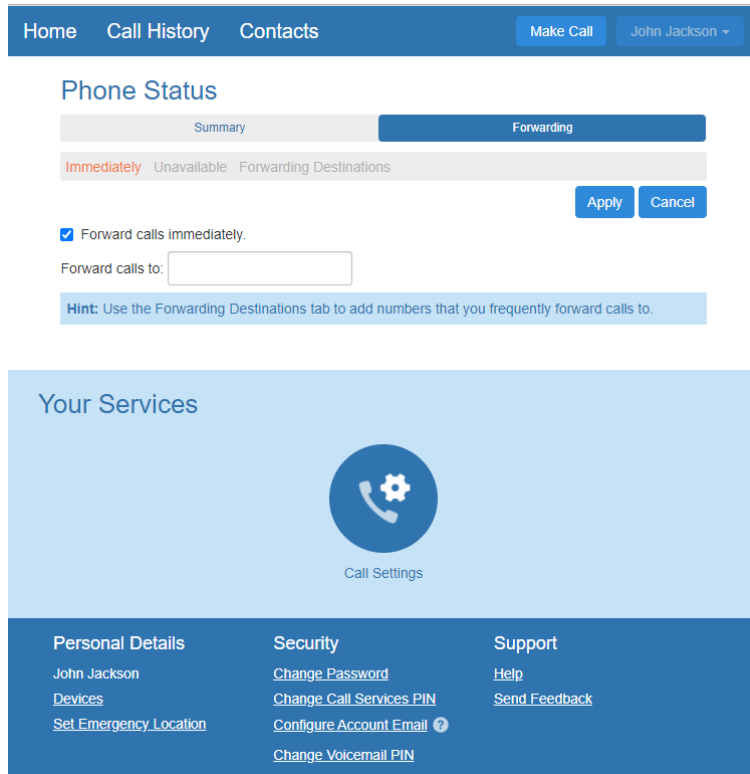
- View individual settings – Clicking this link opens a pop up window to display that user's individual CommPortal. This is very useful to audit or change a user's personal configuration.
- Edit personal details – This link allows you to change a user's provisioned name (e.g. move a certain user to another physical phone/desk).
- Reset Line - The Reset Line option on the Lines page allows you to allocate the selected line to a different user. Resetting a line removes all data, including any call lists. Note: Resetting an account is a significant change that takes a few seconds to complete, and cannot be reversed. The existing account is stripped - all messages and contacts are deleted, personal settings and schedules are removed and service options are returned to the Class of Service values. Subscribed services are still available, but may be disabled awaiting reactivation by the new subscriber.
- Unlock Account – The Unlock Account option is available for cases where a user has disabled access to their account on the CommPortal via too many incorrect password attempts. To reset the user's login count and allow another attempt, simply click this link.

Individual Line Settings

The following types of forwarding are available to manage for individual DIDs in the CommPortal:

- Unconditional (Immediately) - This forwards all of the selected number's calls to the configured forwarding destination immediately. If the Main BTN is also forwarded at the same time, the destination number set up at the individual DID level will take precedence in routing the call.
- Unavailable - This setting forwards the selected number's calls only if they cannot be delivered to your phone system. This setting manages where calls should be routed to in the event your phone system experiences an outage. A number entered for an individual DID will take precedence over the forwarding set at the trunk group level.

The process for forwarding calls for an individual DID is the same as described above for the Main BTN. Clicking the View individual settings link for any of the Users in the list shows the following dialog.



The screenshot shows the 'Phone Status' dialog for a user named John Jackson. The dialog has a top navigation bar with 'Home', 'Call History', 'Contacts', 'Make Call', and a dropdown for 'John Jackson'. Below the navigation bar, the 'Phone Status' section has two tabs: 'Summary' and 'Forwarding'. The 'Forwarding' tab is active, showing options for 'Immediately', 'Unavailable', and 'Forwarding Destinations'. The 'Immediately' option is selected with a checkbox. Below this, there is a text input field for 'Forward calls to:' and a hint: 'Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.' At the bottom of the dialog, there is a 'Your Services' section with a 'Call Settings' icon. The footer contains three columns of links: 'Personal Details' (John Jackson, Devices, Set Emergency Location), 'Security' (Change Password, Change Call Services PIN, Configure Account Email, Change Voicemail PIN), and 'Support' (Help, Send Feedback).

This screen allows you to configure the line's forwarding options. This is especially useful in an instance where your phone system may be undergoing maintenance and you wish to forward some or all of your lines. Individual lines can be forwarded to specific cell phone numbers while other calls into the trunk group will be routed to the destination set up for the Main BTN. The forwarding menu mirrors the options outlined for forwarding options on the Main BTN above.

E911 Configuration

E911 Addressing

It is imperative to maintain accurate address information to ensure first responders have the most up-to-date address information for each of your end users whether they are located in different suite numbers or are located in a satellite office.

As the Administrator, you have the capability to update this address information at any time from the CommPortal for the Main BTN or for any individual DIDs assigned to the trunk group.

For any number you would like to view or change the 911 address information, view the individual line settings.

WOW! Business

The screenshot shows the 'Business Group Admin Portal' with a sidebar menu on the left. The main content area is titled 'Users' and contains a table with columns for Phone Number, Ext., and Name. A search bar is at the top of the table. A dropdown menu is open for the user 'Example PBX', showing the following options:

- View individual settings
- Edit personal details
- Add services
- Reset line
- Unlock account

Select the Set Emergency Location option at the bottom of the page.

The screenshot shows the 'Your Services' section with a 'Call Settings' icon. Below this, there are three columns of links:

- Personal Details**
 - Example PBX
 - Devices
 - Set Emergency Location** (highlighted with a red box)
- Security**
 - Change Password
 - Change Call Services PIN
 - Configure Account Email ?
 - Change Voicemail PIN
- Support**
 - Help
 - Send Feedback

This will open a new dialog box to enter the detailed 911 Address information.



The following address is your current address:
Please review the following address information and change it if it is not correct.

Items marked with * are required.

Your name:*

Address line 1:*

Address line 2:

City:*

State:*

Zip code:*

Address updates may take a few moments. Please only click the Update button once.

Address line 2 can be free form text, although the typical format of address2 is: <unit type> <unit num> <unit type> <unit num>
We store a maximum of 60 characters worth of information for address line 2. To fit more information into a smaller space, we will try to abbreviate the information to maximize the information sent.

Here are example address2 entries and their normalized values:
suite AA | STE AA
building A floor 3 room 7 | BLDG A FL 3 RM 7

Your name - Enter your Company Name

Address Line 1 - Enter the street address of your current location.

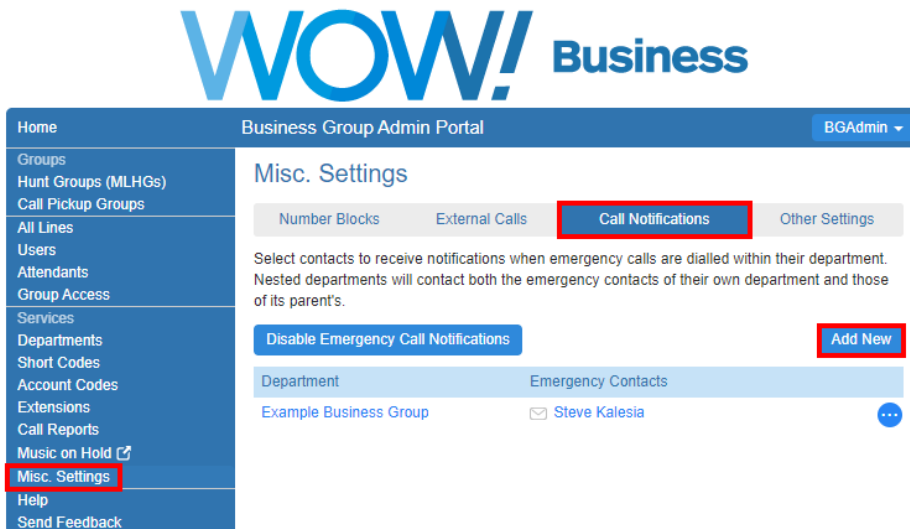
Address Line 2 - Provide more specific details on your location at the street address. Include Building number, Floor number, Suite or Office number. You can also include directions such as Office 24 in NW corner of the building or West section of the building. Adding this information in Address Line 2 helps first responders to locate you more quickly. This space is limited to 60 characters in Address Line 2 so use Abbreviations when entering your location such as “BLD A, FL 10, STE 1000, OFC in NW CRNR”. Also verify your **City**, **State**, and **Zip code**.

Once you Click on “Update Address”, this data is automatically sent to the 911 database to update the address information.

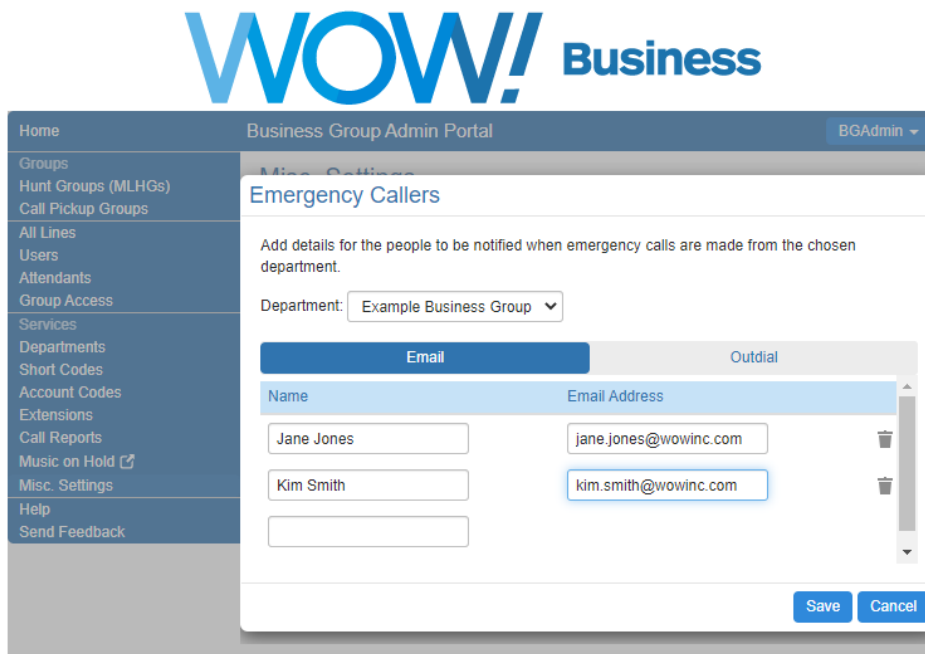
Emergency Call Notification

Another valuable feature is the ability to set Emergency Call Notifications to receive an alert any time a 911 call (or 933 test call) is placed from your trunk group.

To set up this notification, go to the Miscellaneous Settings tab and Click on Call Notifications.



By Clicking on the Add New option, you can enter the Emergency Contacts for your account.



Simply add the contact name and email address and click Save.

You also have the option to add a notification by telephone for any emergency calls placed from a number in the trunk group. Click on the Outdial tab to enter Telephone Numbers to be contacted.

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Emergency Callers

Add details for the people to be notified when emergency calls are made from the chosen department.

Department:

Email	Outdial
Name	Telephone Number
Steve Kalesia	555-555-5555
Jane Doe	745-933-5622

Save Cancel

This Emergency Notification can be configured to notify multiple emails and telephone numbers.

If a phone number is entered and an emergency call is made by a line in the trunk group, the number will receive a call with an automated recording stating the following:

"This is an emergency call notification. An emergency call has been dialed by <voicemail recorded name> telephone number <telephone number> the dialed number was <911 or 933>. To confirm that you have heard this notification, Press 1. To replay the notification, press 2."

Calls are repeated every two minutes if '1' is not pressed during the call.

If an email address is entered in the system, an email will be sent including this same information with the number that placed the call and the number dialed.

Call Reports

The Call Logs feature allows you to download logs for all call activity originating from or terminating to the users within the trunk group. This can be for a specified date range up to 30 days for the entire Trunk Group or for only a specific department. This report will also include internal (station to station) calls and is downloaded in .CSV format for easy import into Excel or any other spreadsheet program.



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Call Reports

Download CSV report of all calls to and from lines in your administration domain.

Date Range:

Start date:

04

30

2021

month day year

End date:

05

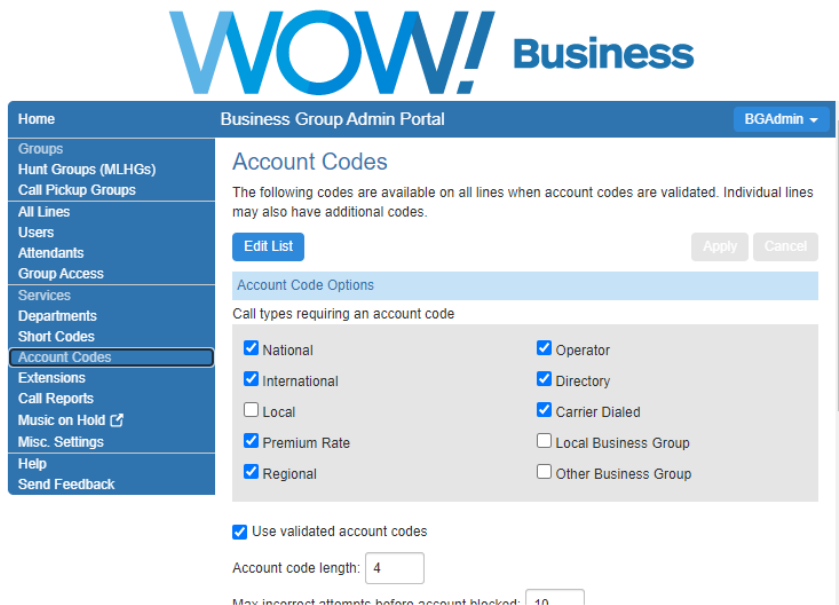
30

2021

month day year

Download

Account Codes



Account Codes allow you to control the ability for users within the Business Group to make certain call types, based on whether they enter either a predefined code (Validated) or any string of digits of a specific length (Non-Validated). There are a variety of options available to be used when administering this feature with the details listed below.

- Call types requiring an account code:
 - National - Nationwide long distance calls.
 - International - Any International calls outside of the US, including toll free.
 - Local - Local geographic area calling that isn't considered long distance.
 - Premium Rate – 900, 976, etc.
 - Regional – Calls within the same LATA that are billed as LD.
 - Operator - Operator and operator services calls.
 - Directory - Directory assistance calls.
 - Carrier Dialed – Calls made using a 10-10 dialaround (e.g. 10-10-288 to use ATT LD).
 - Local Business Group - Extension dialing within the business group to local numbers.
 - Other Business Group - Extension dialing within the business group to numbers outside of the local calling area.
- Use validated account codes:
 - When this option is checked, the code dialed by a user will be checked against a list of predefined codes to allow the call to be placed. When it is not checked, any string of digits matching the configured length can be used. The major use case for this option would be offloading the management of codes to WOW! as opposed to having to manage a list of assigned codes yourself.

- Account code length:
 - This parameter sets the length of the account codes in use for the BG. When setting validated account codes, the number of digits must equal this value.
- Max incorrect attempts before account blocked:
 - This indicates the number of times a user is allowed to enter an invalid account code (whether validated or non-validated) before their account is blocked from further calling.
- Account code length may be overridden per line:
 - If this option is checked, an individual line/user can have an account code length differing from the global value.
- Lines may view business group account codes:
 - This setting allows an individual user to view the account codes set for the entire business group. If your intent is to control users' access to certain calling options, this should be left disabled.
- Lines can view and change/can view/cannot view their own validated account codes:
 - Depending on how this option is set, an individual user of the business group can either view and edit, view only or have no access to their codes. This allows you better control over your users' access to calling options and overall security.

Help

Home	<h3>Misc. Settings</h3> <h4>Number Blocks</h4> <p>A Number Block defines a range of directory numbers used for Business Group Lines in the Business Group.</p> <p>Each Number Block in the table shows the range of directory numbers and the number of directory numbers to which Business Group Lines have actually been assigned.</p> <h4>External Calls</h4> <p>Each call type can have the following limits. Note, external call limits apply to the total number of incoming and outgoing calls.</p> <ul style="list-style-type: none"> • Unlimited. • Limited. In this case the maximum number of external calls is also shown. • Not permitted. <p>Your default carriers for making calls are shown. Note, these may be overridden on per line and/or per call.</p> <h4>Call Notifications</h4> <p>Only administrators of the whole Business Group can enable or disable Emergency Callers.</p> <p>Only the departments that have at least one Emergency Contact configured are listed.</p>
Hunt Groups	
Lines	
Departments	
Short Codes	
Account Codes	
Extensions	
Call Reports	
Misc. Settings	
Send Feedback	

Clicking the Help option displays the pop-up window above, which provides details on the features contained within the Admin portal along with some additional information for explanation. This can be very useful in better understanding how a certain feature or option functions both from an administrative aspect as well as from a user interaction standpoint. Some of the documentation contained within the Help dialogs won't apply to your Voice Trunking product set, as it only utilizes a small subset of features.

Send Feedback

When you select send feedback in your account settings, you'll get a pop-up that allows you to type the feedback you want to send regarding CommPortal. This is a good way for you to send feedback to WOW! on a bug or feature request that you might encounter but should not be a replacement for calling or chatting with our care agents as that is the fastest and most reliable way to get support from WOW!.

The screenshot displays the 'Business Group Admin Portal' interface. On the left is a dark blue sidebar menu with the following items: Home, Groups, Hunt Groups (MLHG's), Call Pickup Groups, All Lines, Users, Attendants, Group Access, Services, Departments, Short Codes, Account Codes, Extensions, Call Reports, Music on Hold (with an external link icon), Misc. Settings, Help, and Send Feedback (highlighted with a red rectangle). The main content area is titled 'Feedback' and features a speech bubble icon with an exclamation mark. Below the title is a section labeled 'Description' with the text: 'Is there a feature you'd like to see in CommPortal or have you found a bug? Please enter any feedback you have below.' This text is followed by a large, empty rectangular text input field. At the bottom right of the form are two blue buttons: 'Close' and 'Submit'.