User Guide

GoCo Voice Portal
V 3.1

by TELUS

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Introduction

Embrace the Power of Unified Communication with GoCo Voice Portal

In today's dynamic business landscape, seamless communication is the cornerstone of success.
The GoCo Voice Portal emerges as a game-changer, transforming your communication experience into a streamlined, unified whole.
This enterprise-grade, hosted-based, fully managed voice solution seamlessly integrates all your communication channels into one centralized platform, empowering you to connect, collaborate, and thrive.

Experience Crystal-Clear Voice Quality and Unwavering Reliability

Harness the power of GoCo Voice Portal's Hosted PBX voice solution and revel in the unparalleled clarity of crystal-clear voice quality. Leveraging dedicated network connections, the GoCo Voice Portal ensures unwavering call stability, ensuring that every conversation remains uninterrupted and free from frustrating audio glitches.

Liberate Yourself from the Burdens of Traditional PBX Management

With GoCo Voice Portal's Hosted PBX, you bid farewell to the capital-intensive and resource-draining cycle of traditional PBX acquisition, management, upgrades, and replacements. This hosted solution eliminates the need for on-premises infrastructure, freeing up your valuable IT resources to focus on strategic initiatives that drive business growth.

Enjoy Built-in Disaster Recovery and Mobile Work Flexibility

The GoCo Voice Portal's hosted nature provides built-in disaster recovery capabilities, ensuring that your communication lifeline remains intact even in the face of unforeseen disruptions. Additionally, embrace the flexibility of mobile work, empowering your employees to collaborate effectively from anywhere, anytime, without compromising on communication quality or access to rich collaboration features.

Unlock a World of Enhanced Communication and Collaboration

The GoCo Voice Portal extends far beyond basic telephony services. It offers a comprehensive suite of advanced communication and collaboration features, including call forwarding, voicemail, announcement repository, greetings, voice messaging management, business schedule/holiday schedule, and shared call appearance.
These features empower you to streamline workflows, enhance team productivity, and elevate your overall communication experience.

Embrace the Future of Communication with GoCo Voice Portal

The GoCo Voice Portal represents the pinnacle of modern enterprise communication solutions. Its seamless integration, crystal-clear voice quality, unwavering reliability, and built-in disaster recovery capabilities position it as an indispensable tool for businesses seeking to optimize communication and drive success.

The following user-guide will provide an overview for navigating the GoCo Voice Self-Serve Portal.

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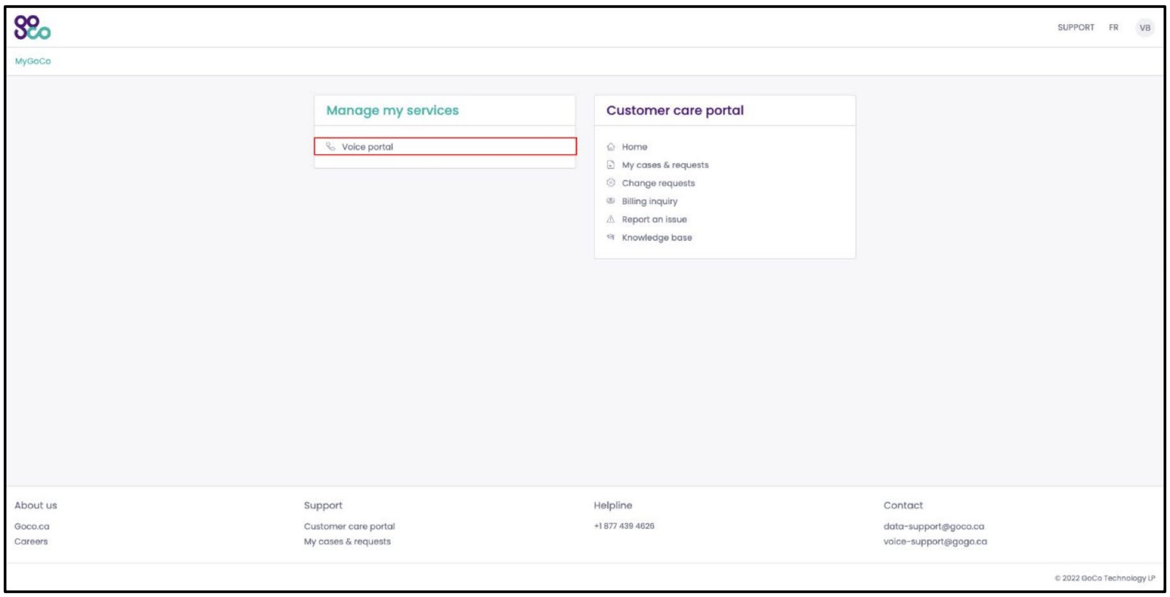
Access the Portal

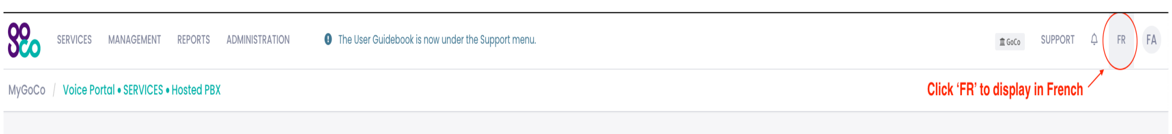
2.1 Access via MyGoCo

1. From the MyGoCo dashboard https://my.goco.ca/en/, under **Manage my services**, click on **Voice portal.** You will then be redirected to the GoCo Voice Portal: https://voice.goco.ca/
2. Enter your GoCo username and password and click on the **Sign in** button
3. Once your log-in credentials have been verified, you will be redirected to the GoCo Voice Portal.



2.3. Language Options

English or French language: To view the interface in your preferred language, simply click at the top right of your screen on either "EN" (abbreviation for English) or "FR" (abbreviation for French).



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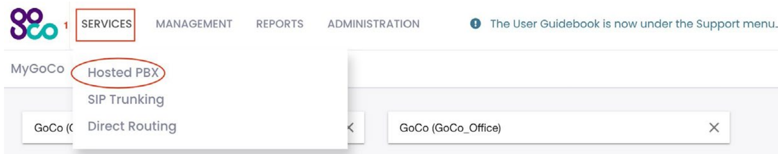
Hosted PBX: Once you are logged into the Portal:

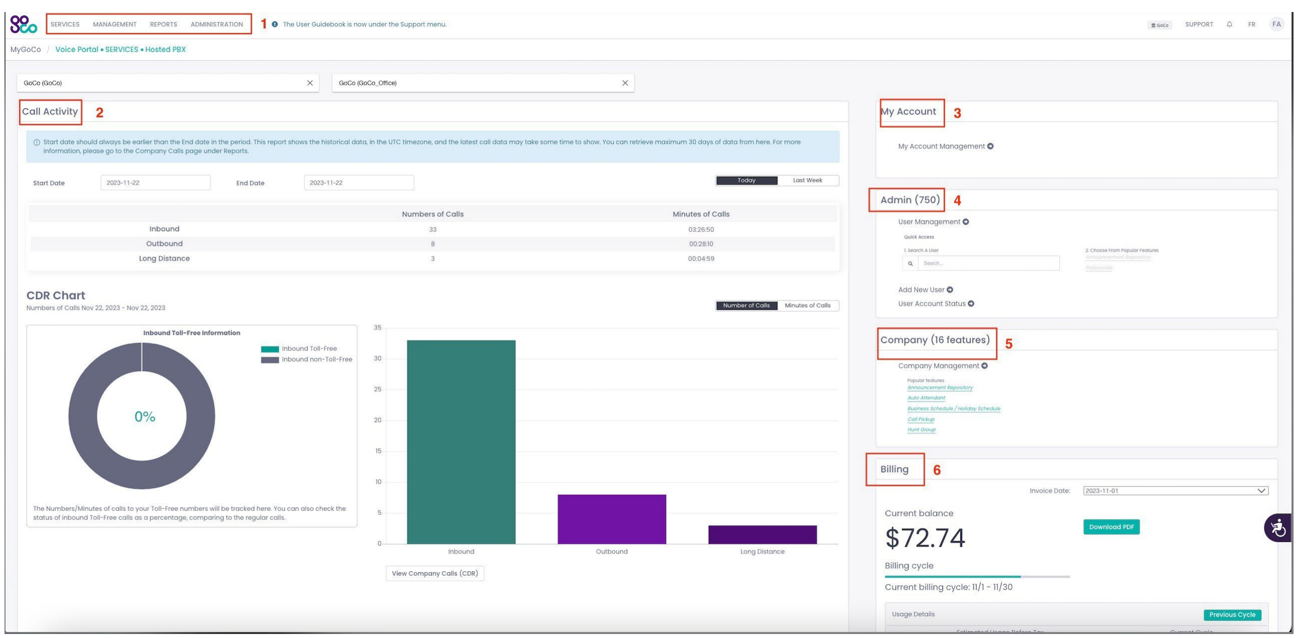
Click "**Services**" **1** > select **"Hosted PBX Dashboard"** from the dropdown list

The other links are for other VoIP products that you may have subscribed to, such as SIP Trunking or Direct Routing (for Microsoft Teams).

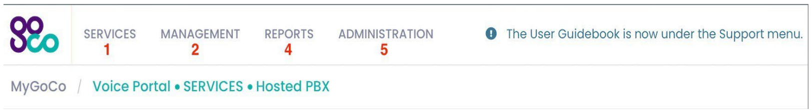


Key elements of the dashboard:

1. Top Navigation Bar
2. Call Activity
3. My Account Management
4. Admin (User management)
5. Company Management
6. Billing



3.1. Top Navigation Bar



1 SERVICES:

Click to open **"Hosted PBX Dashboard"** from the dropdown list.
The other 02 links are for other VoIP products that you may have subscribed to, such as **SIP Trunking** or **Direct Routing** (for Microsoft Teams).

2 MANAGEMENT:

The 'Management' tab is your one-stop shop for managing your:

Contact List: This section allows you to easily search, create, edit, and delete contacts, ensuring that your contact list remains accurate and up to date. Learn more: Other features > Contact List

Phone Inventory: This section allows you to keep a detailed inventory of your devices, including information such as MAC Address, type/model, and other device descriptions. Learn more: Phone Inventory

Phone Numbers: This section allows you all the available Phone Numbers, User details, Extension and/or Department associated and . You can also check the Call Forwarding Services for each Number. Learn more: Phone Number

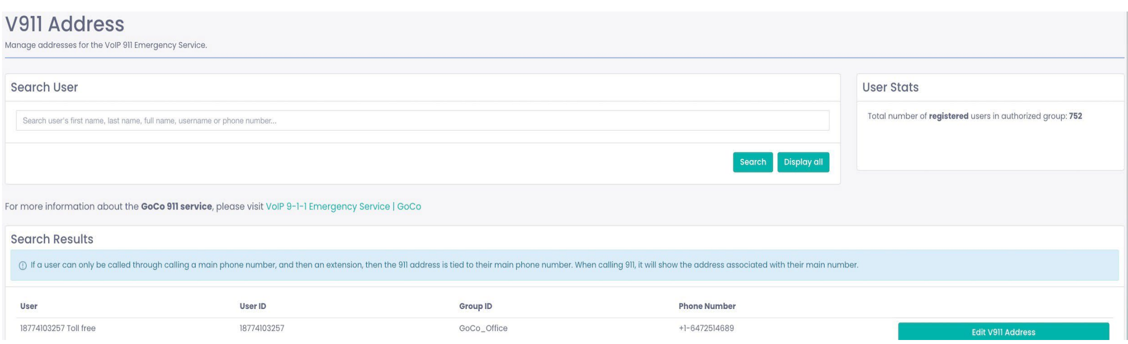
3 REPOTS: The 'Reports' tab is your go-to destination for accessing detailed call records for your company. Also known as:

The **Call Detail Records "CDR"** section provides you with a comprehensive report for tracking and analyzing detailed information about phone calls.

The **CDR** captures and stores essential data related to each call, including the date, time, duration, caller ID, recipient, and call type (incoming, outgoing).
To Learn more: **Call Detail Records (CDR)**

4 Administration: The 'Administration' tab is the central hub for managing V911 Address & Permission Control

V911 Address: This section allows you to input and maintain the accurate and up-to-date address details, which are crucial for emergency services to quickly locate the residence in case of a 911 call.
For more information about the GoCo 911 service, please visit VoIP 9-1-1 Emergency Service | GoCo



Permission Control: This section allows administrators **ONLY** to assign departments to current user.

3.2 Call Activity

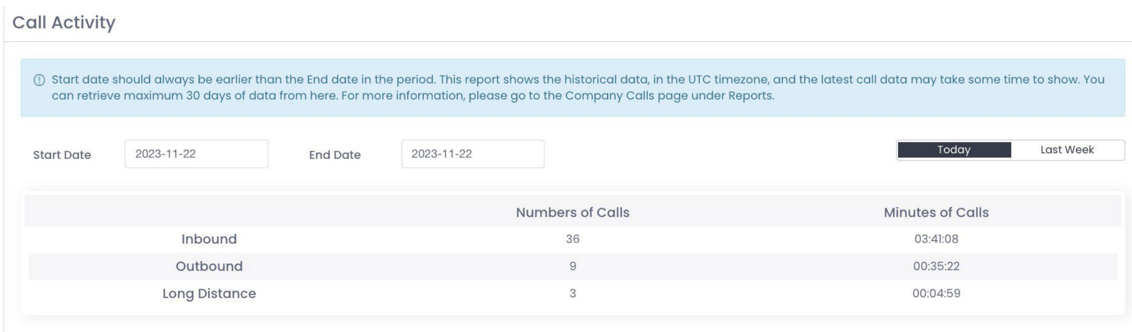
The 'Call Activity' tab provides a comprehensive overview of call statistics displaying Numbers of Calls & Minutes of Calls of **Inbound**, **Outbound**, and **Long-Distance Calls**.

- **Start Date Before End Date**: The selected start date must be always earlier than the end date to maintain chronological order and avoid data retrieval errors.

- Access historical call data in the universal coordinated time (UTC) timezone, ensuring consistency and accuracy across different time zones.

- Real-Time Updates (Limited): While the 'Call Activity' section primarily displays historical data, it reflects the latest call activity with a slight delay.

- 30-Day Data Retrieval: Retrieve call data for a maximum of 30 days from the current date. For more detailed historical data, please refer to the **'Call Detail Records CDR**'.



The CDR Chart reflects the call statistics shown in the 'Call Activity' section.
It provides a visual representation of **Inbound**, **Outbound**, and **Long-Distance Calls**.

To learn more: [Call Detail Records (CDR)]

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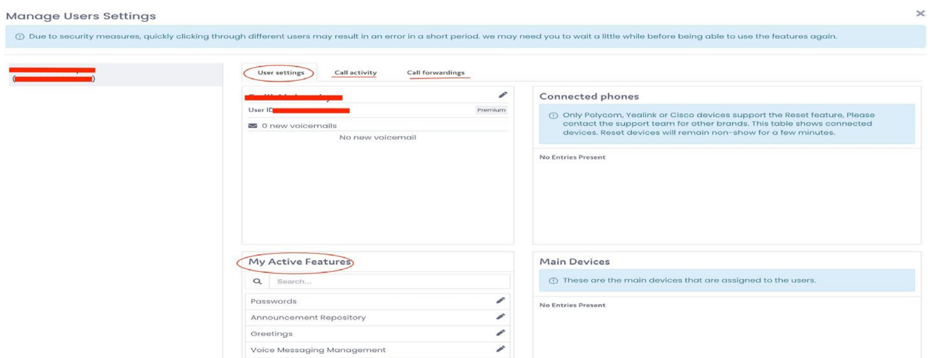
My Account:

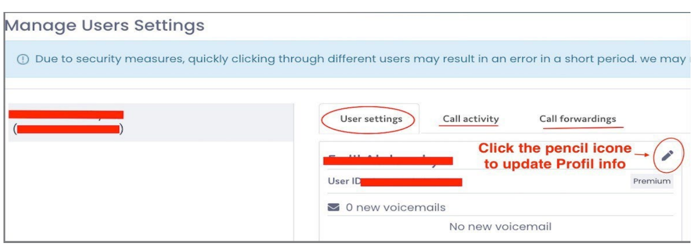
To get started, click on **My Account Management** in the **My Account** panel.

The three tabs on the "My Account" page are:
• **User Settings**: This tab allows users to view and update their Profile information, passwords, voicemail settings, and other account-related preferences under '**My Active Features**'.
It also shows Connected Phones, Main Devices, Shared Call Appearance
• **Call Activity**: This tab provides users with a detailed overview of their call statistics, and call logs.
• **Call Forwarding**: This tab provides users with quick access to manage call forwarding instances.



1. Profile Information

To update your Profile Information, click on the **pencil icon** close to your name. A **dialogue box** will open where you will be able to update your profile information (First & Last Name, Calling Line ID First Name & Last Name, email...) *Some of this information and actions can only be monitored by administrators.*



2. Call Forwarding Settings

Access the Call forwarding settings from the tab at the top or under the "**My active features**":

• Enable and disable call forwarding features
• Set call forwarding destinations
• Enable Reminders

Based on your license, up to 5 call forwarding settings are available and can be configured by clicking on the pencil icon.

3. My Voice Mail

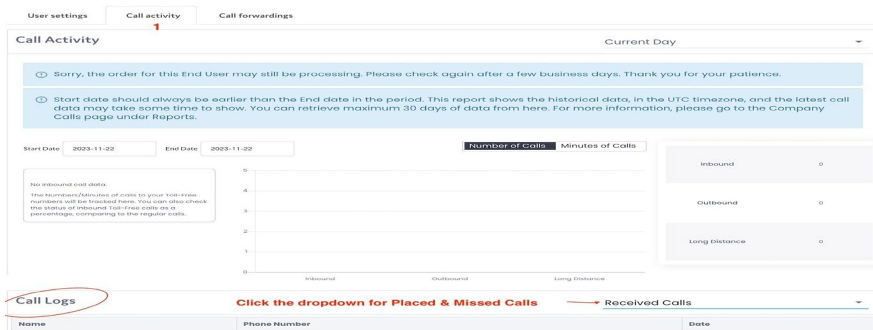
If you want to change your voice mail password in the portal, under the **My active features** panel, click on **Passwords** then on the **Set voicemail password** tab.

For more features related to your voice mail box, under the **My active features** panel, click on **Voice Messaging Management.**

Thefeatureallowsyou to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled.

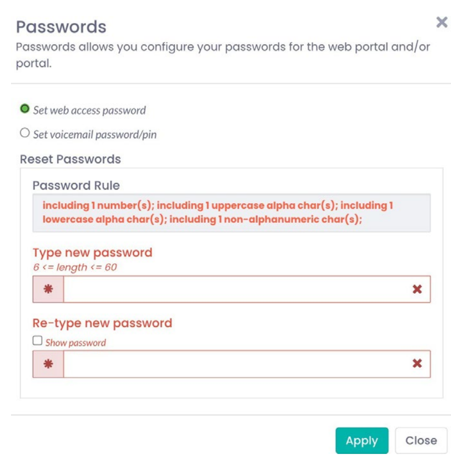
4. My Calls

Click **Call Activity** to check **Call Logs**, Here you can retrieve all the last **25** calls you Placed, Received or Missed.



5. Account Passwords

Under the **My active features**, click on **Passwords**. You will be able to change:



1- Set web access password: To change / reset your portals' account password

(Note: This will reset Webex password as well for Non-SSO logins)

2 - Set voicemail password: to change your voicemail password

Passwords rules:

including 1 number(s)
including 1 uppercase alpha char(s)
including 1 lowercase alpha char(s)
including 1 non-alphanumeric char(s)

1. cannot be the user's own extension or phone number
2. Cannot be the reverse of extension or phone number
3. cannot contain the same digits more than **3 times** in a row
4. cannot contain more than **3 sequentially** ascending digits or **3 sequentially** descending digits
5. cannot be any any of last **1 used passwords**
6. must be at least **6 Characters**, no more than 8 Characters

If your Login is disabled after 4 Login attempts, please contact voice-support@goco.ca

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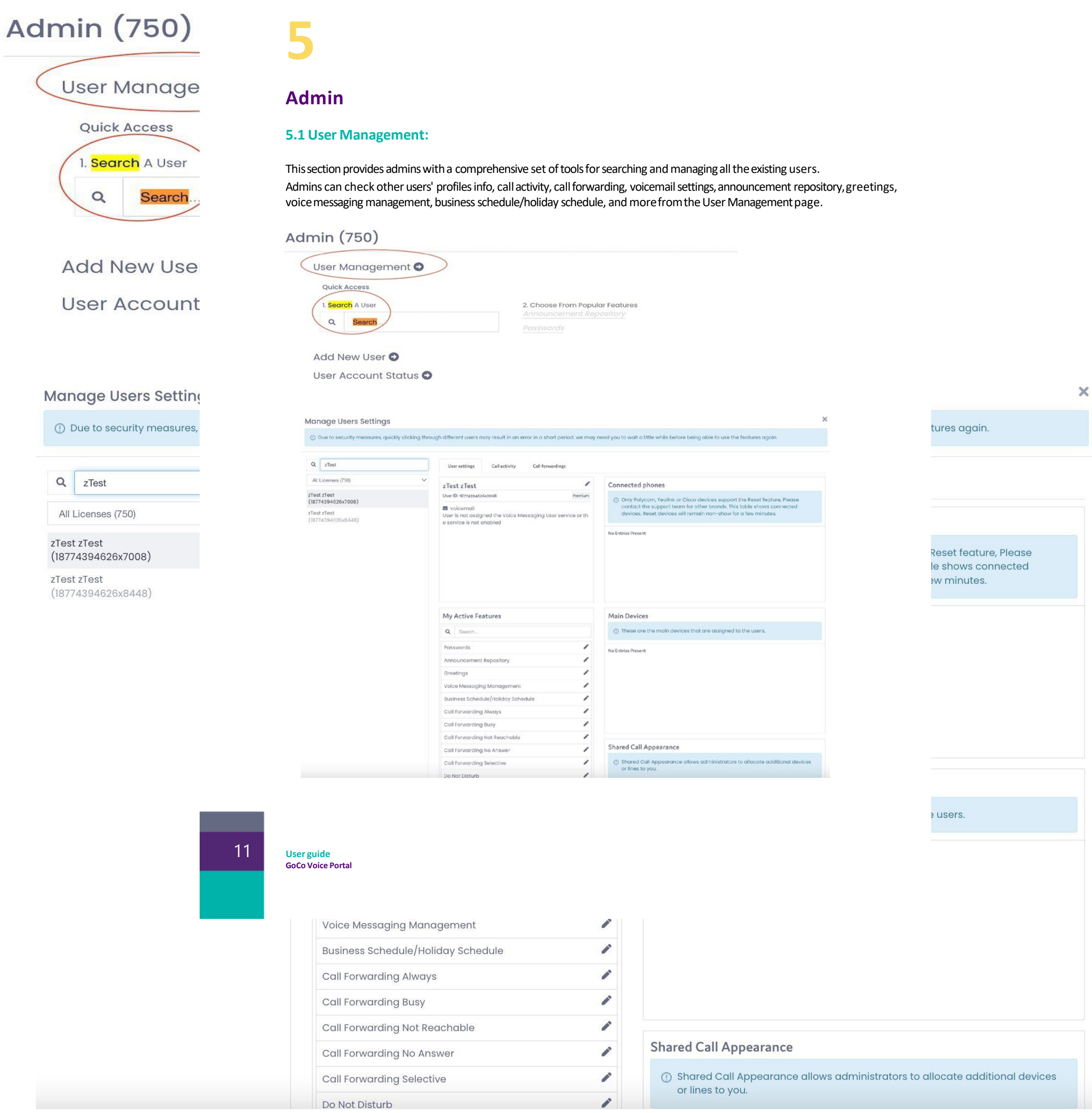
Admin

5.1 User Management:

This section provides admins with a comprehensive set of tools for searching and managing all the existing users.
Admins can check other users' profiles info, call activity, call forwarding, voicemail settings, announcement repository, greetings, voice messaging management, business schedule/holiday schedule, and more from the User Management page.



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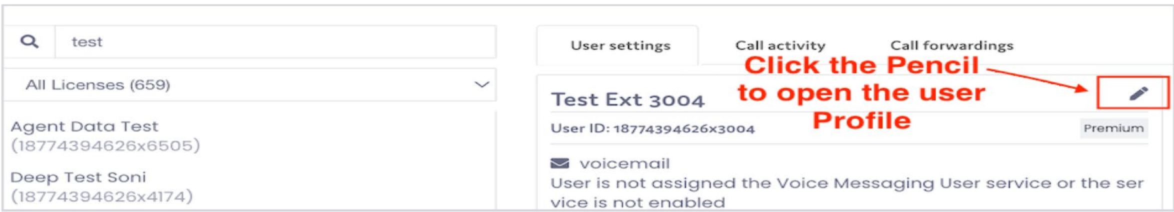
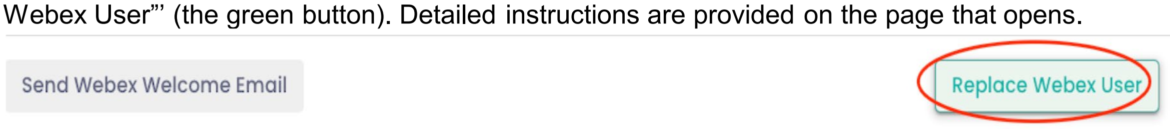
Admin

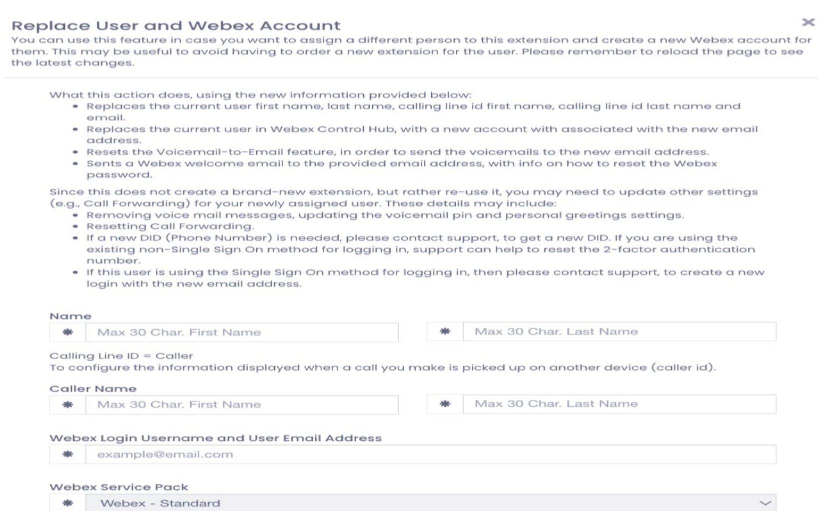
5.2 User Profile: The information filled in specifies your primary phone number, extension, and device that are used for handling calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list.



For Webex User:

"Replace Webex User" Feature: You can effortlessly replace the Webex account that is associated with an extension. This handy addition allows you to reassign an extension to a new person with a new Webex account, saving you the hassle of having to order a new extension. Dive into the details at 'Hosted PBX → Admin → User Management', find the user and click Edit (the pencil Icon for selected user), then "Replace Webex User"' (the green button). Detailed instructions are provided on the page that opens.





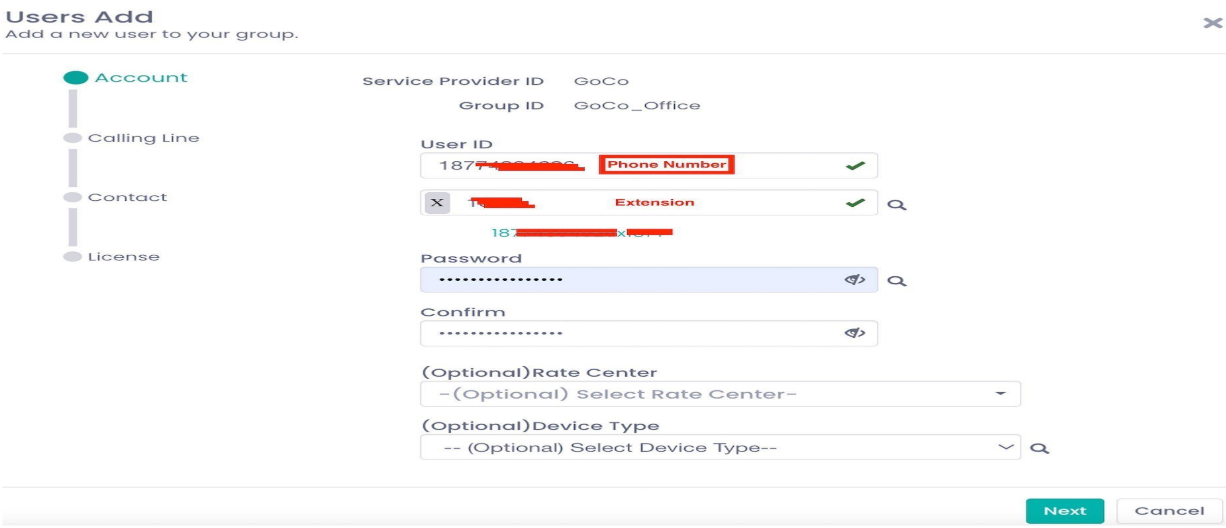
"Send Webex Welcome Email"

You can easily resend the 'Welcome Email' during setup. Gain more control at 'Admin -> User Management -> Edit option (pencil icon) -> 'Send Webex Welcome Email' button'.

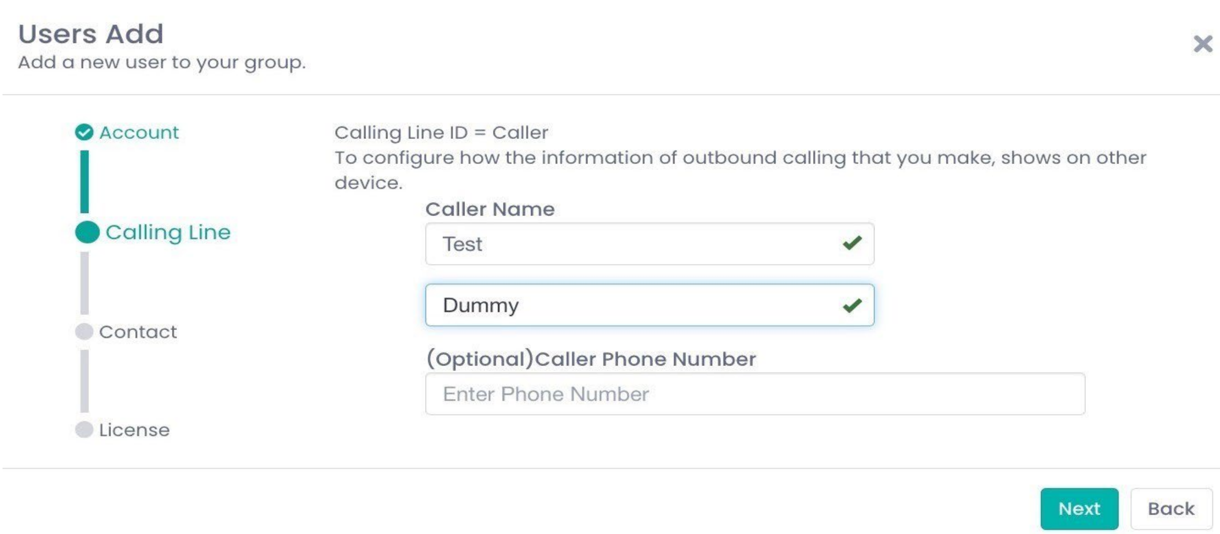
5.2 Add New User

- In the **Admin** panel, Click on **Add New User** to open the **Users Add** dialogue box.

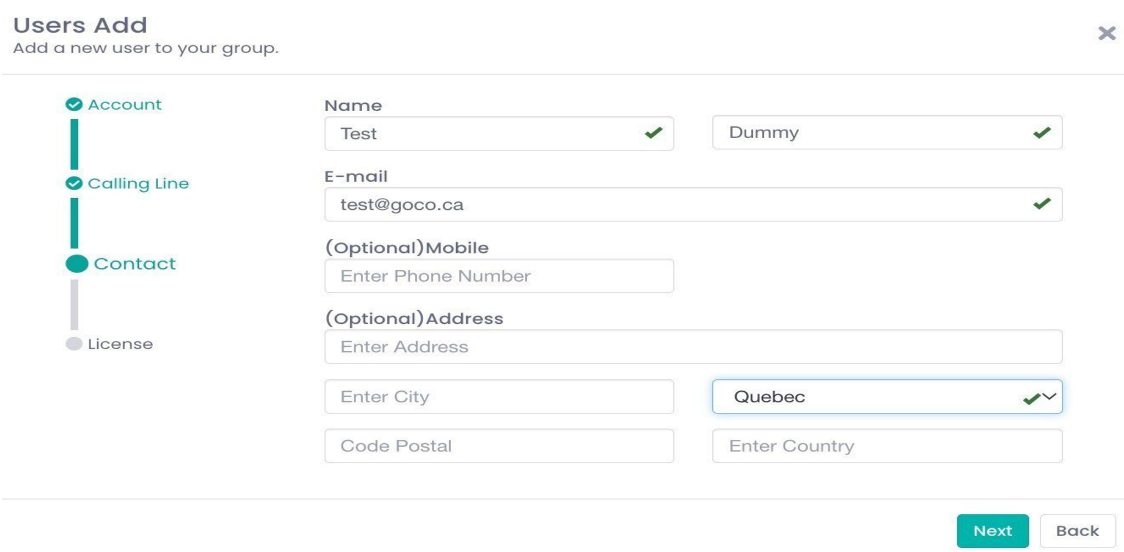
Account: Complete all required fields. (Optional: Rate Center & Device Type)



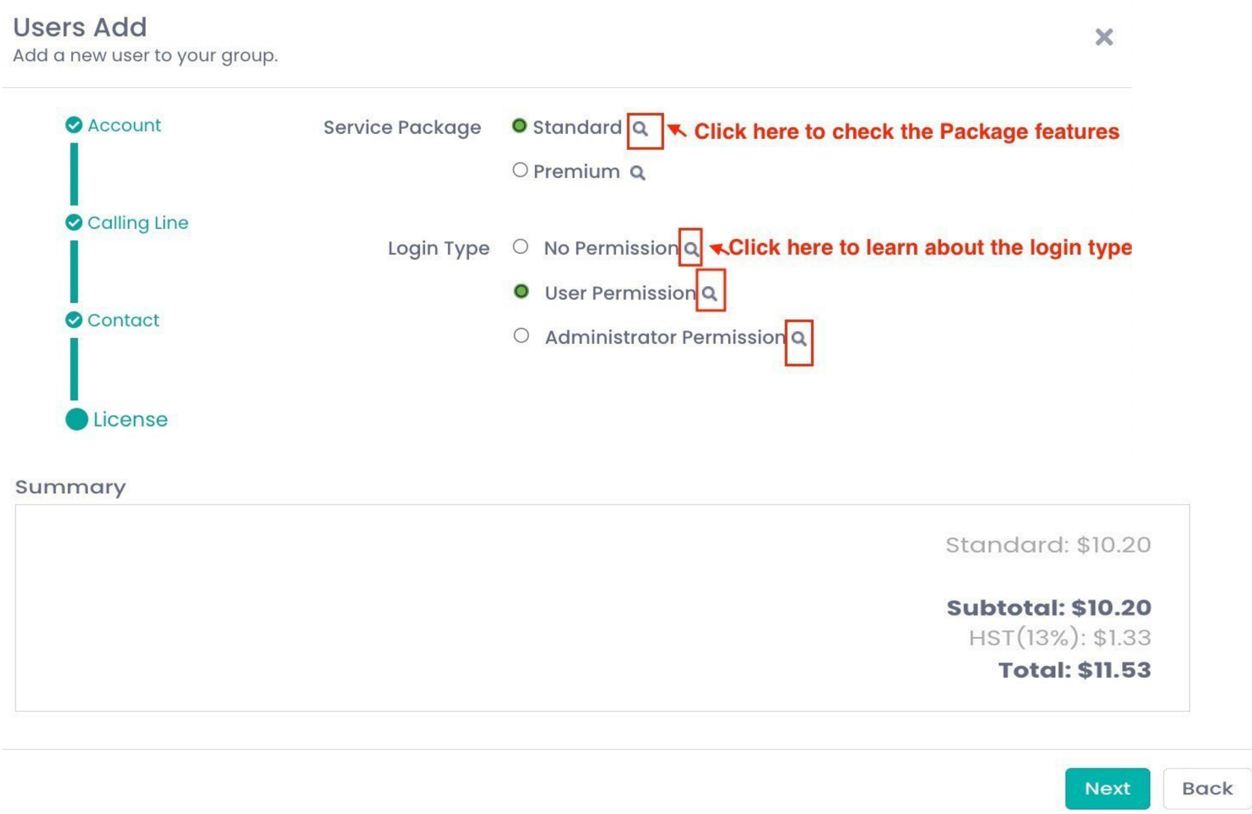
Calling Line: Complete all required fields. (Optional: Caller Phone Number)



Contact: Complete all required fields. (Optional: Mobile & Address info)



License: Once you have verified the Service Package & Login Type, click on **Next** to save and the user will be created.



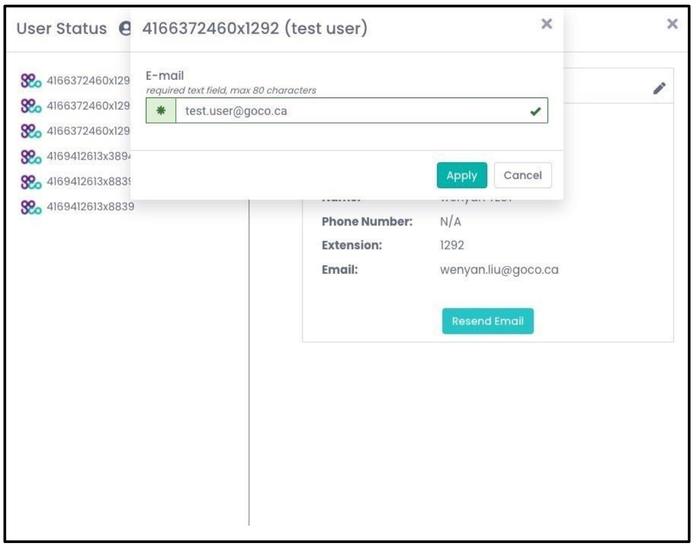
5.3 User Account Status *(for Admins only)*

Upon clicking on **STATUS**, a dialogue box will open if a User Activation Log is found.

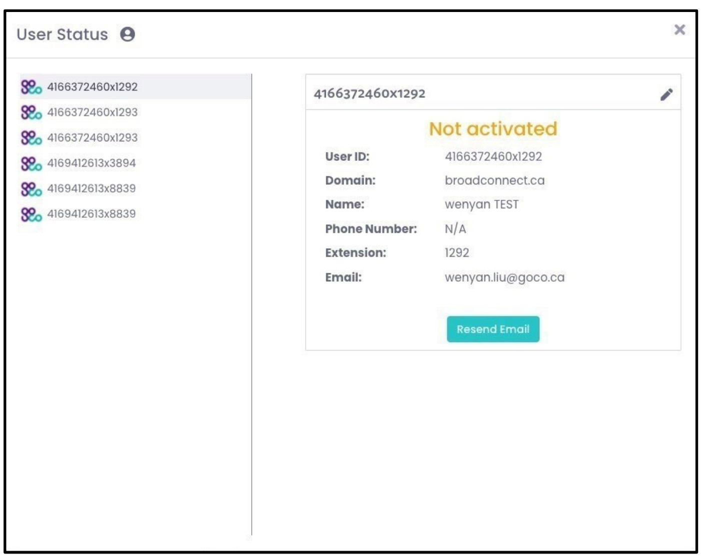
This page allows you to view the status (**Pending activation, Activated**, or **Not activated**) of users and update a user' email to receive the activation email (MAC Address link for hardware phones).

To view the status of a user (ONLY FOR ADMINS):

1. From the **User Status** sidebar, click on the user you wish to check the status from in the left column.
2. A summary of the user status will be displayed:
3. To update a user's activation email:
   - Click on the pencil in the top right area of the dialog box.
   - Enter the new email address and click on **Apply**.



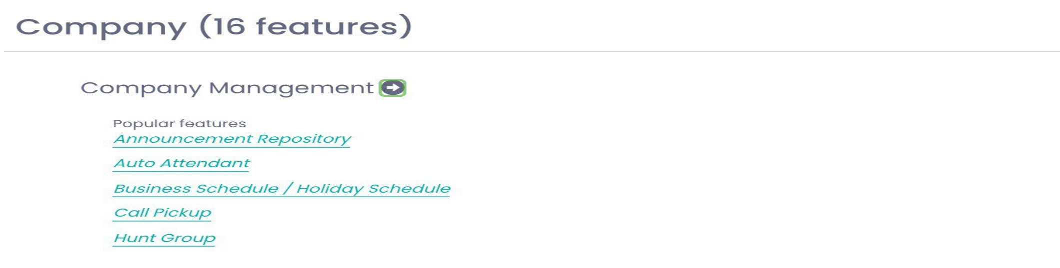
4. Click on **Resend Email** to have the activation email sent to the new email address.



6

Company Management

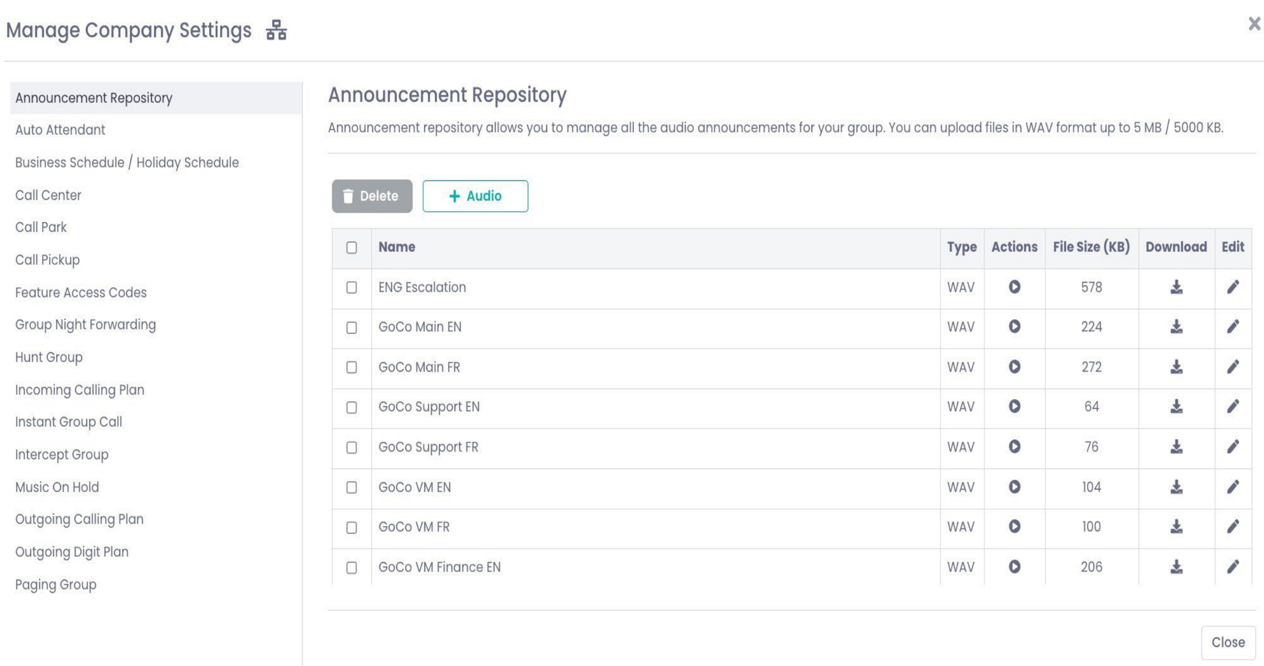
The **Company Management** panel gives Administrators the ability to manage group-level services such as Auto Attendant, Hunt Group, Call Center etc.



Upon clicking on **Manage**, a dialogue box will open.

6.1 Manage Company Settings

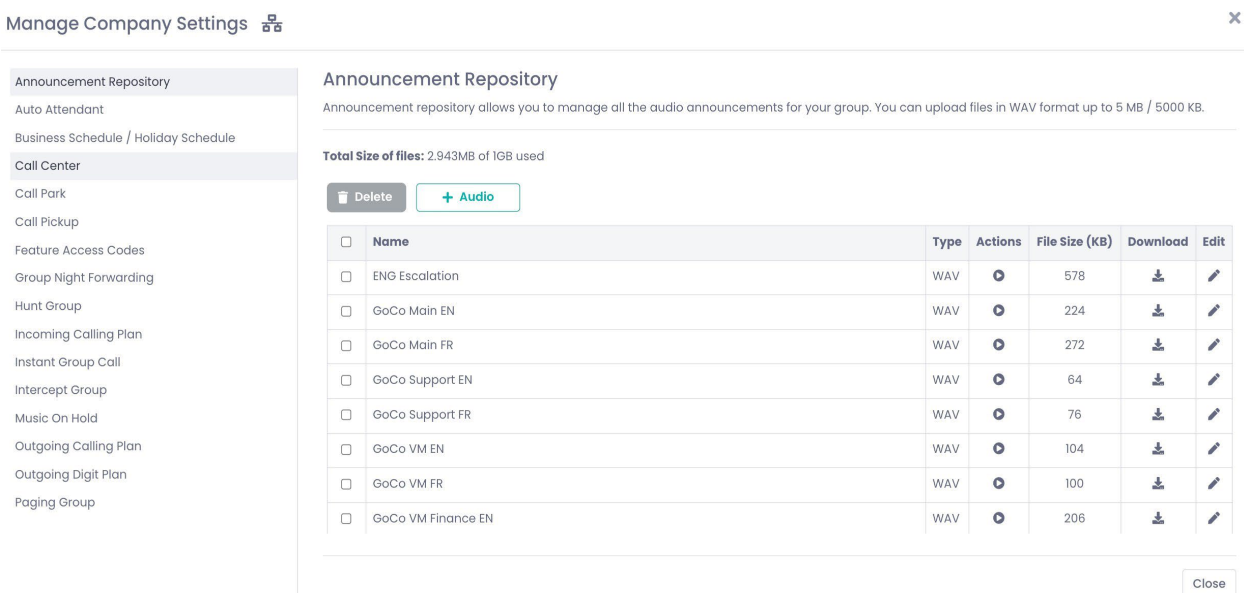
This page displays all the **group services** which are currently activated for your company group. To manage those services, simply click on a specific group service on the sidebar.

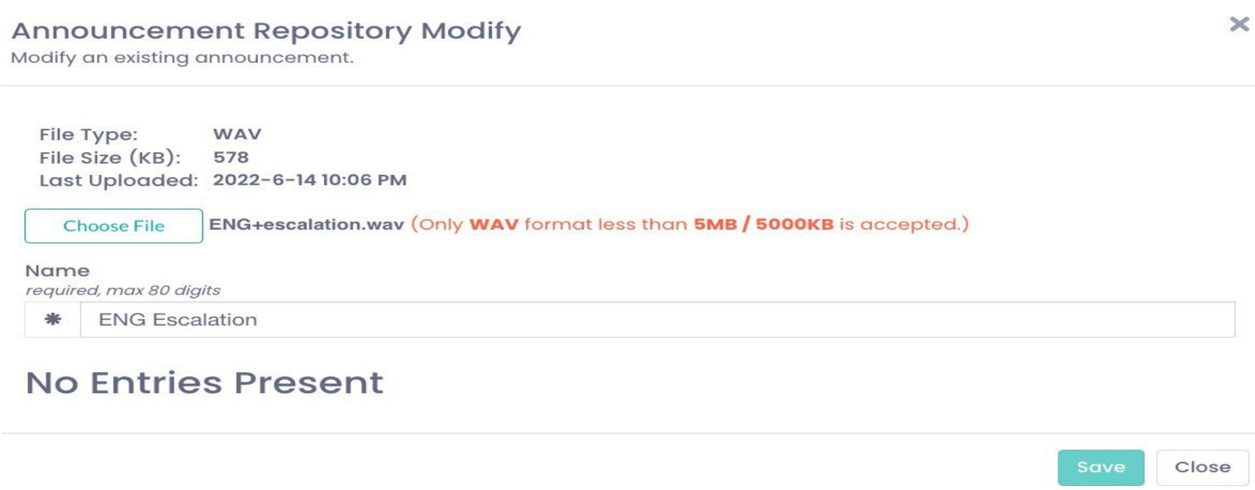


6.2 Announcement Repository

This announcement repository group service allows you to manage all the audio announcements for your company.

Click on **Add +Audio**, **Download**, **Edit,** to manage the uploaded announcements. (OnlyWAV format less than 5MB / 5000KB is accepted.)
To Delete a file, check the box and then click **Delete**



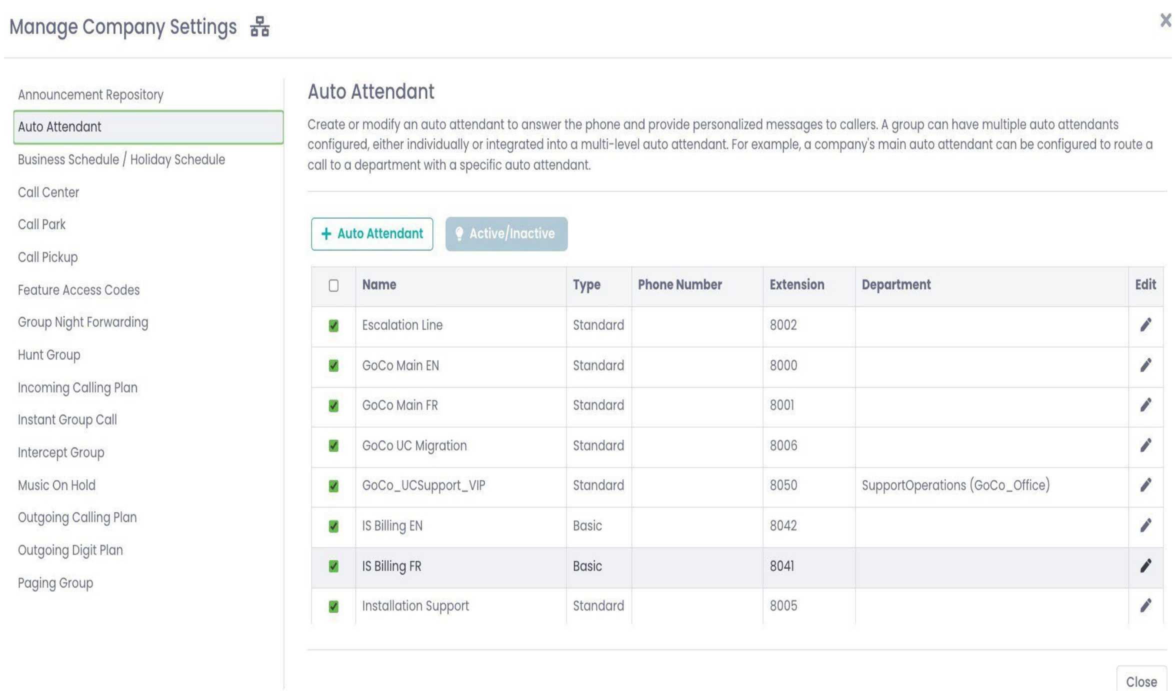


6.3 Auto Attendant

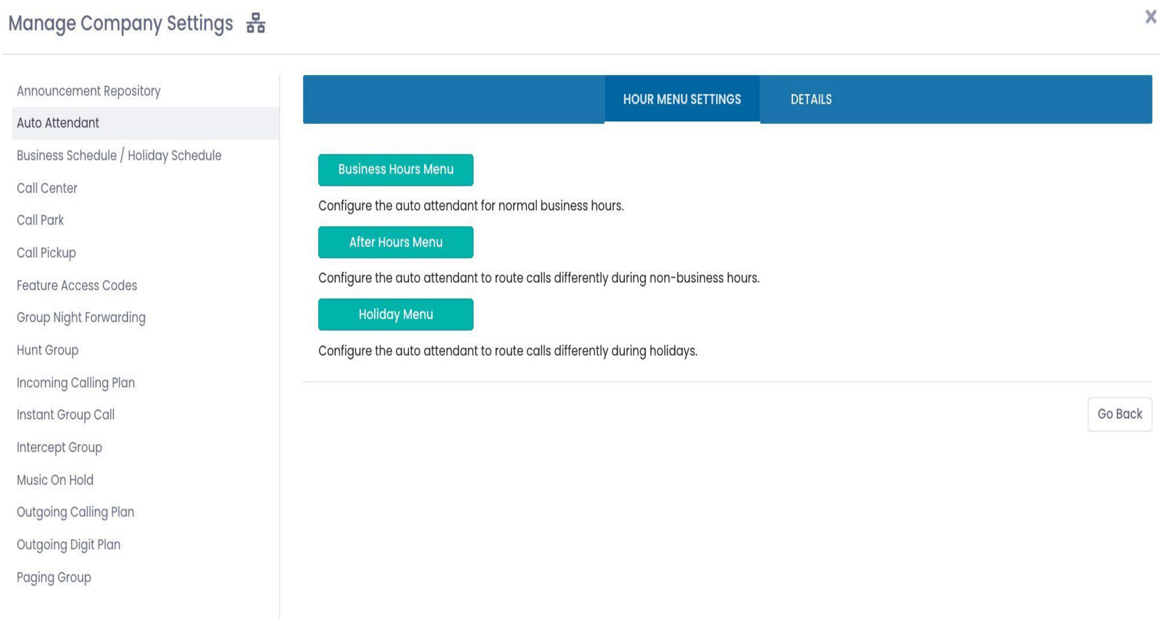
Auto Attendant is useful to create or modify an automated receptionist to answer the phone and provide personalized messages to callers.

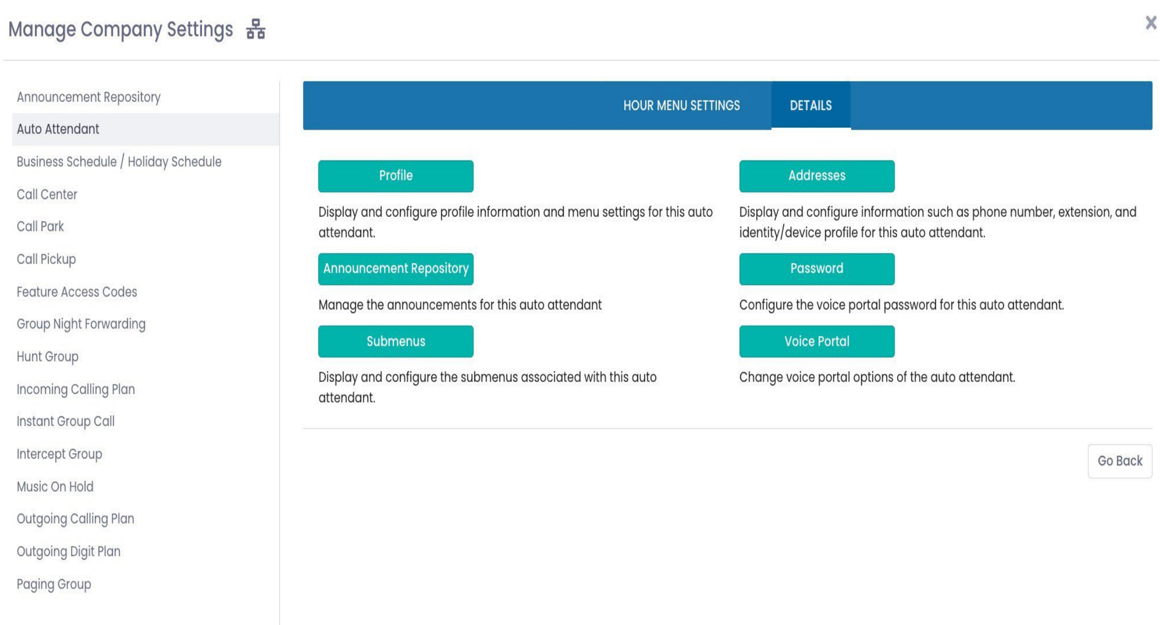
A group can have multiple auto attendants configured, either individually or integrated into a multi-level auto attendant. For example, an enterprise's main Auto Attendant can be configured to seamlessly route calls to an Auto Attendant for a particular department or location.

Click on **+ Auto Attendant** to add new , **Edit,** and check **Is Active** checkbox to manage your Auto Attendants.



Open the features under the tabs **HOUR MENU SETTINGS** & **DETAILS** to edit and modify a specific Auto Attendant**.**



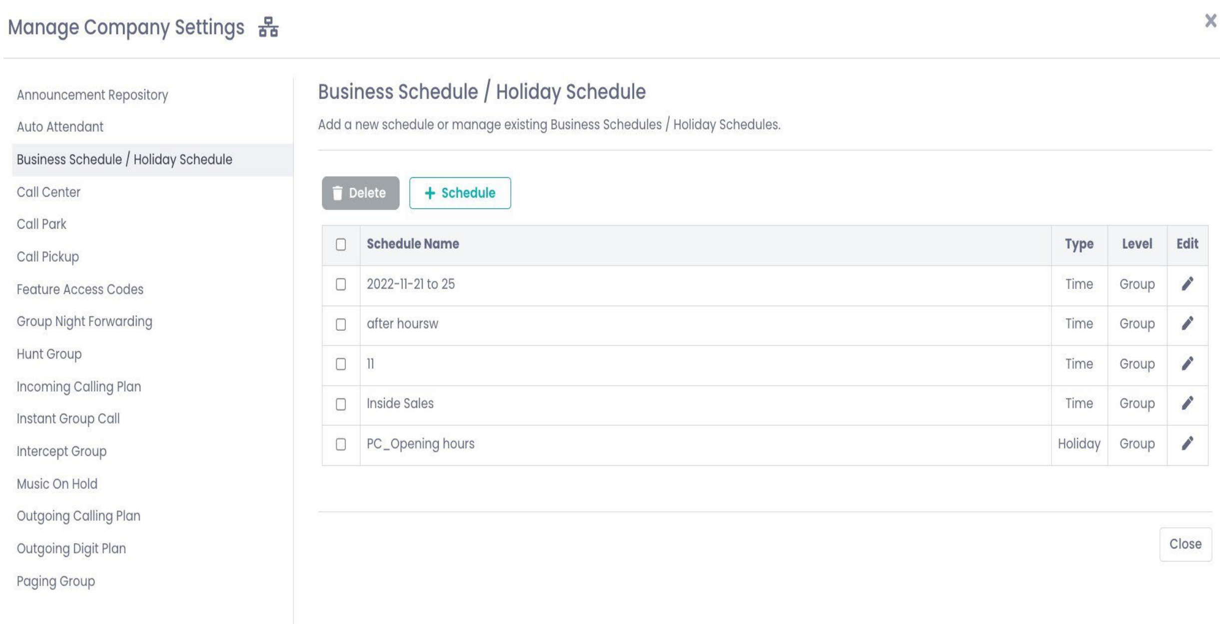


6.4 Business Schedule / Holiday Schedules

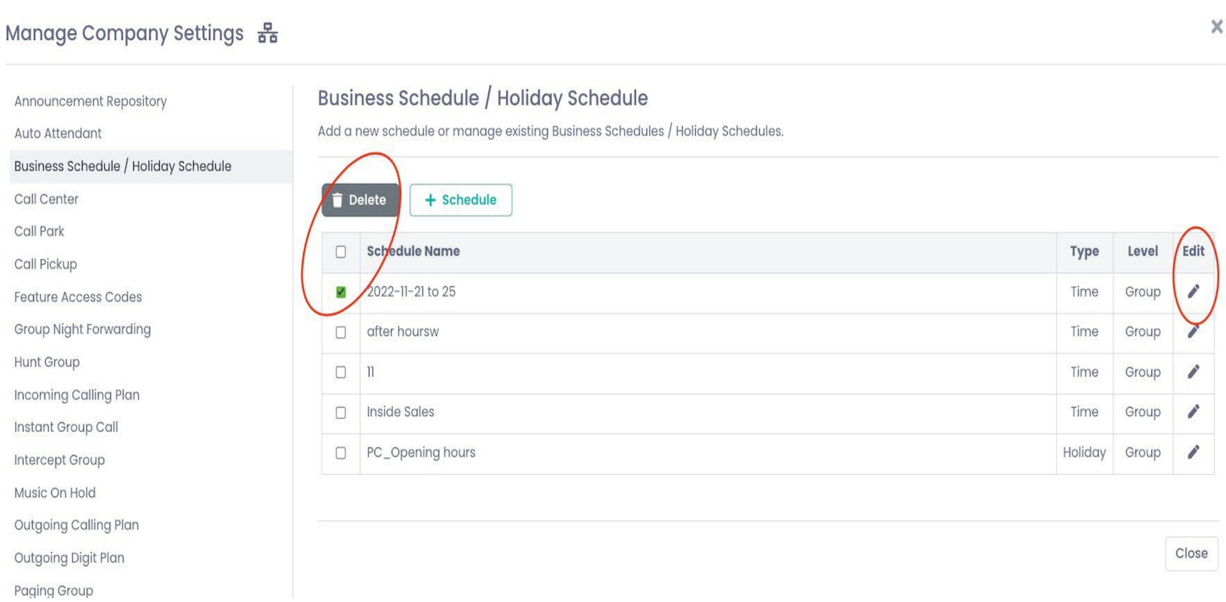
You can define here Business/Holiday Schedules that describes when a business is open and closed or the behaviour for non-regular business days.

Click on '**+ Schedule'** to add a new schedule

Click the Pencil to Edit**,** View



To **Delete** a schedule**,** check the box next to schedule name and then click Delete

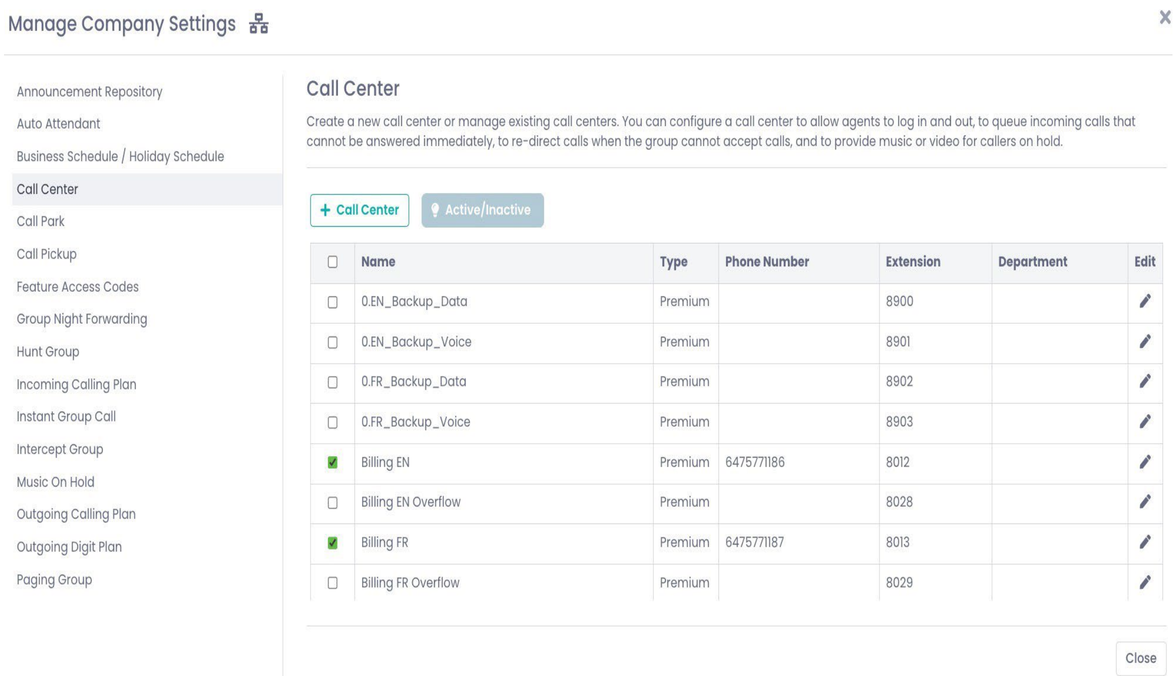


6.5 Call Center

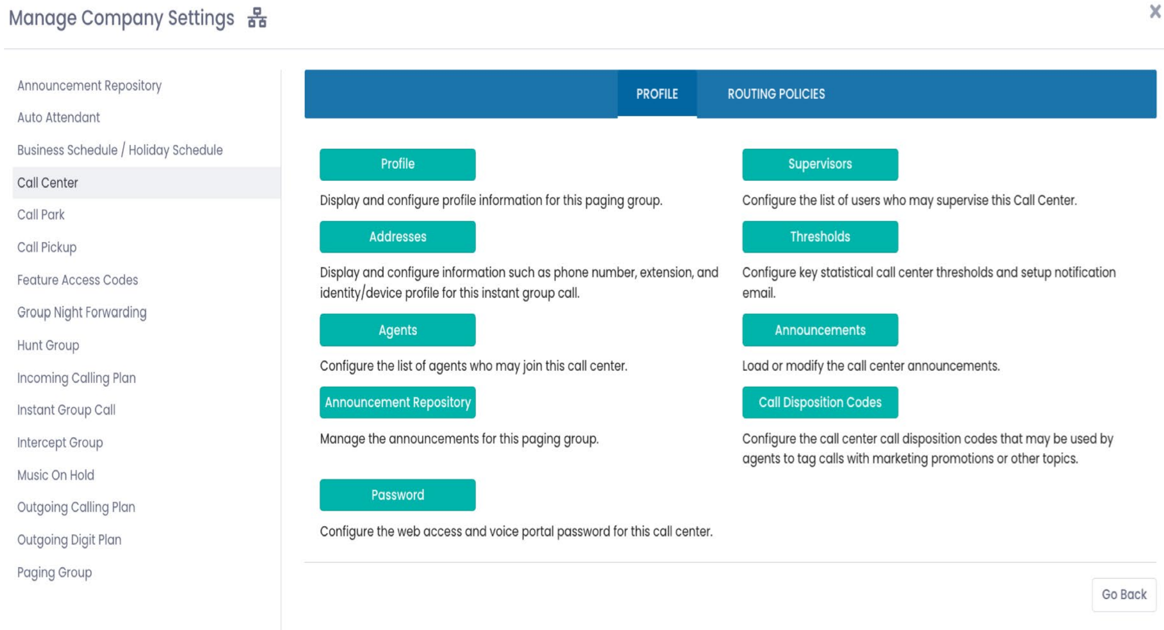
Call Center allows you to create a new call center or manage existing call centers.

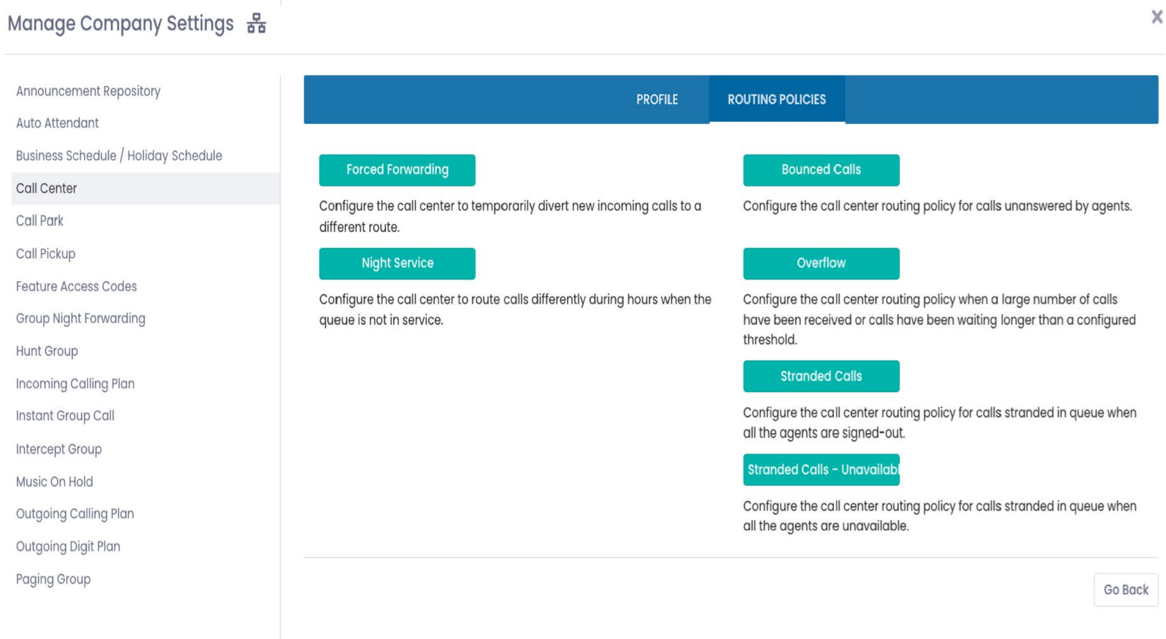
You can configure a call center to allow agents to log in and out, queue incoming calls that cannot be answered immediately, redirect calls when the group cannot accept calls, and provide music or video for callers on hold.

Click on '**+ Call Center'** to add a new call center, **Edit**, and check the **Active** checkbox to manage existing Call Centers.



Open the features under the tabs **Profile** & **Routing Policies** to modify the setup for a specific Call Center.

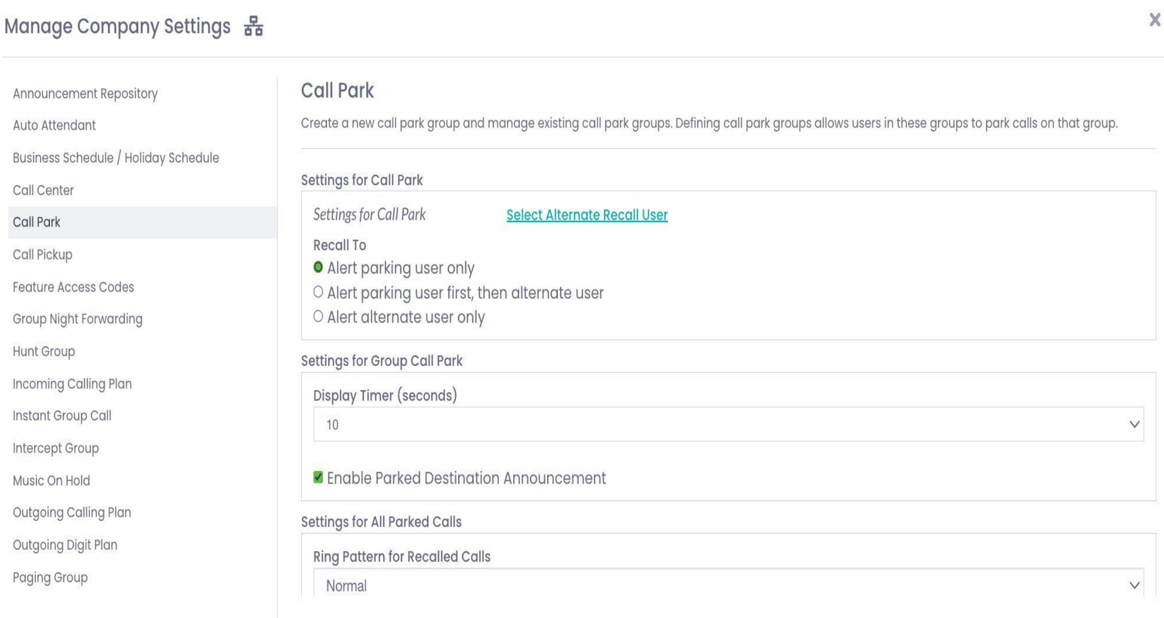




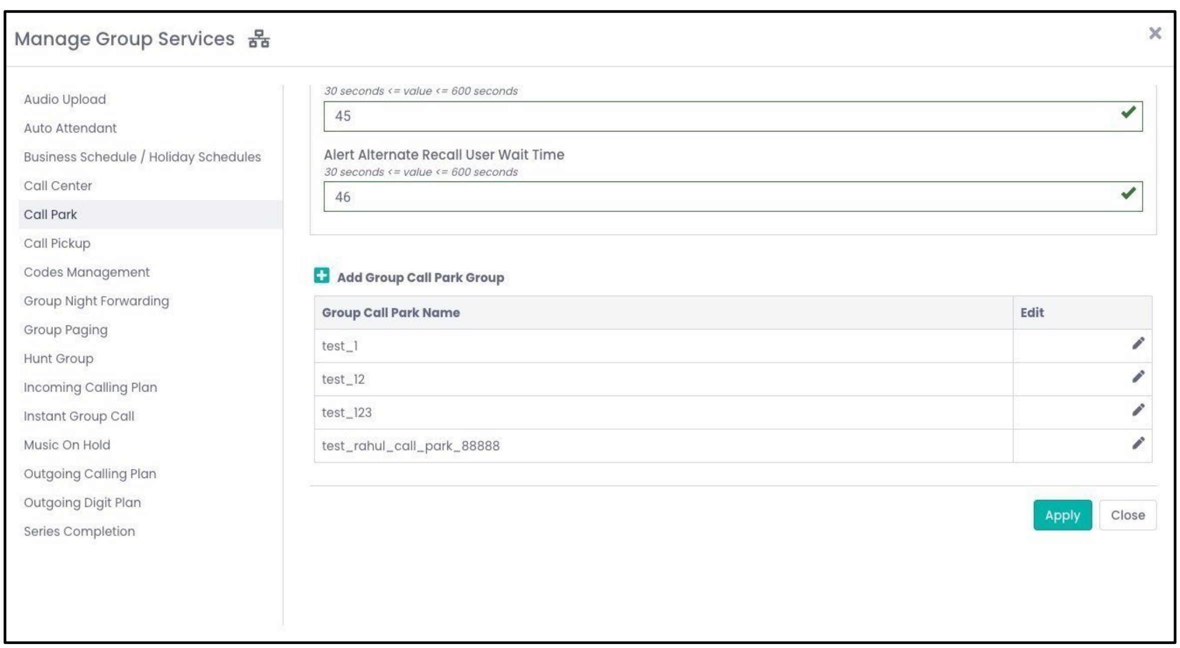
6.6 Call Park

Call Park allows you to create a new call park group and manage the existing call park groups.

Defining call park groups allows users in these groups to park calls on that group. You can also configure Call Park settings for your group's users.



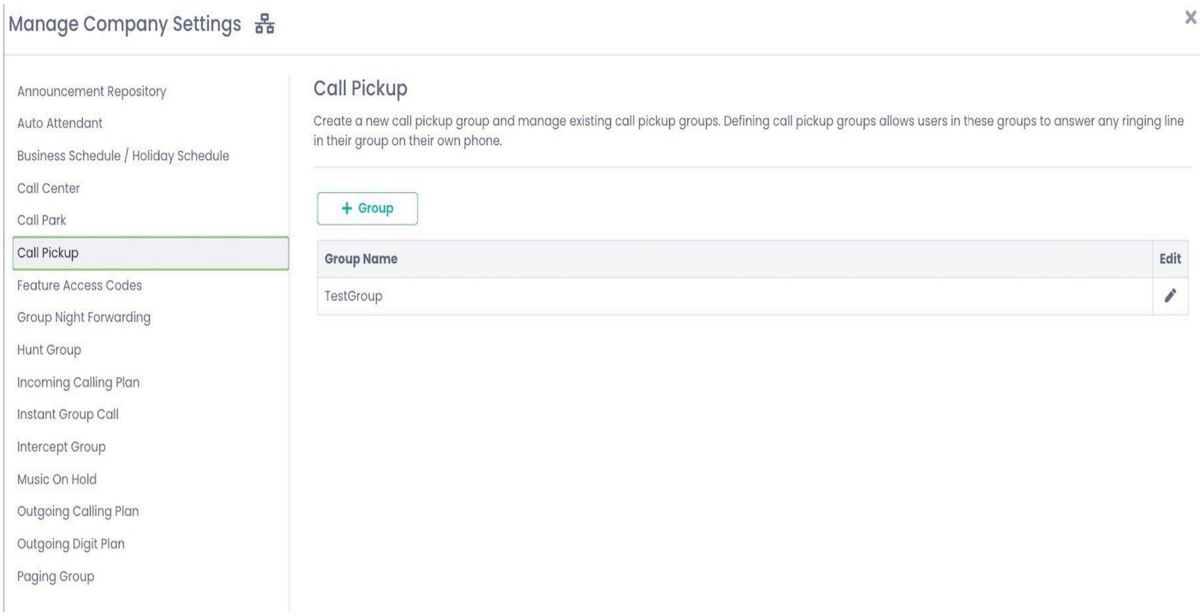
Click on **Add Group Call Park Group** and **Edit** to manage a specific Call Park Group.



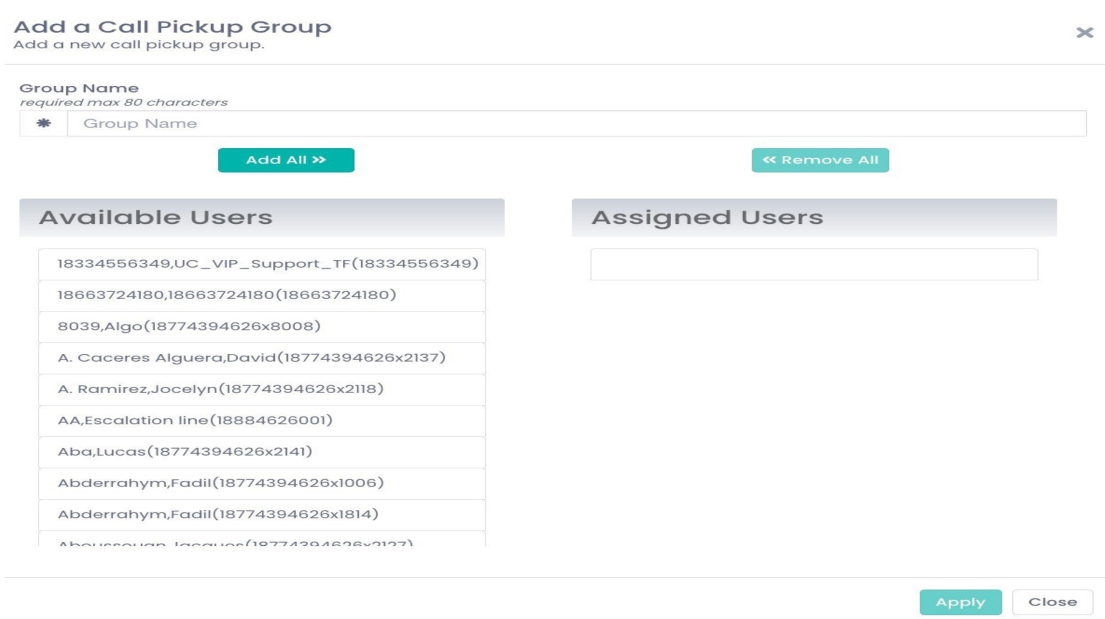
6.7 Call Pickup

Create a new call pickup group and manage existing call pickup groups.

Defining call pickup groups allows users in these groups to answer any ringing line in their group on their phone.



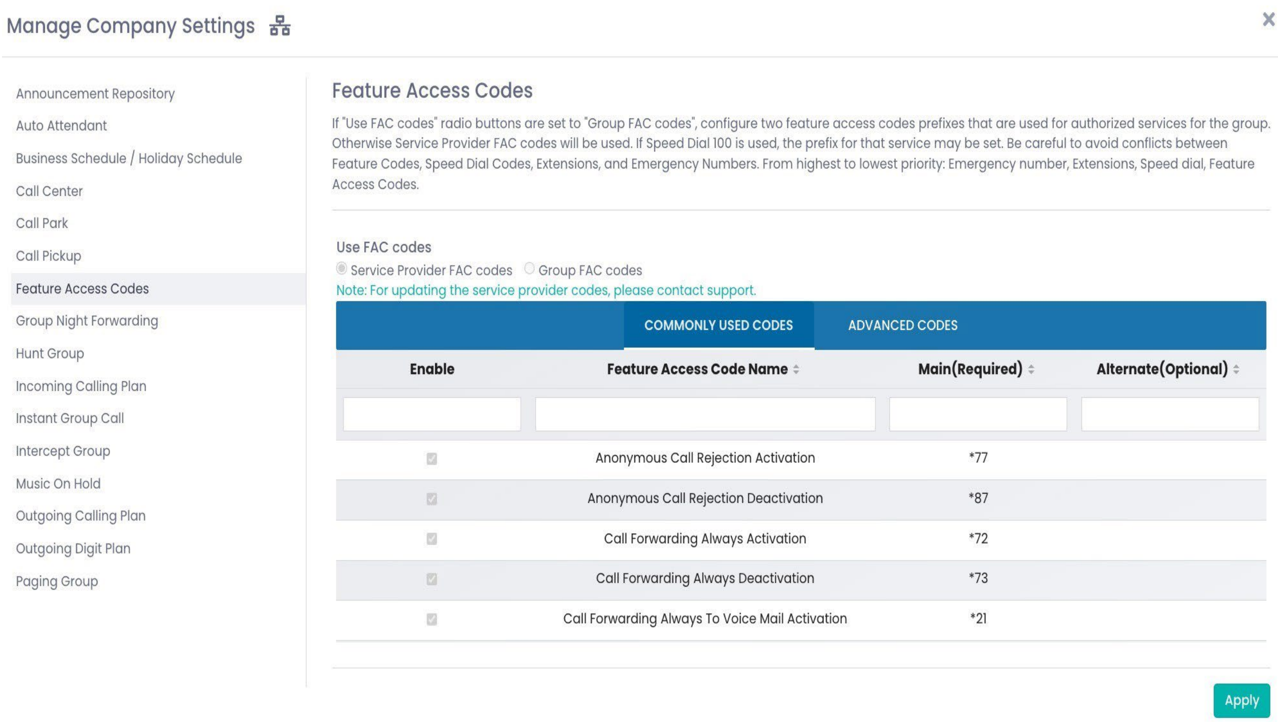
Click on **+Group** to add new group and **Edit** (pencil) to manage the existing Call Pickup groups.



6.8 Feature Access Codes

If "Use FAC codes" radio buttons are set to "Group FAC codes", configure two feature access codes prefixes that are used for authorized services for the group.

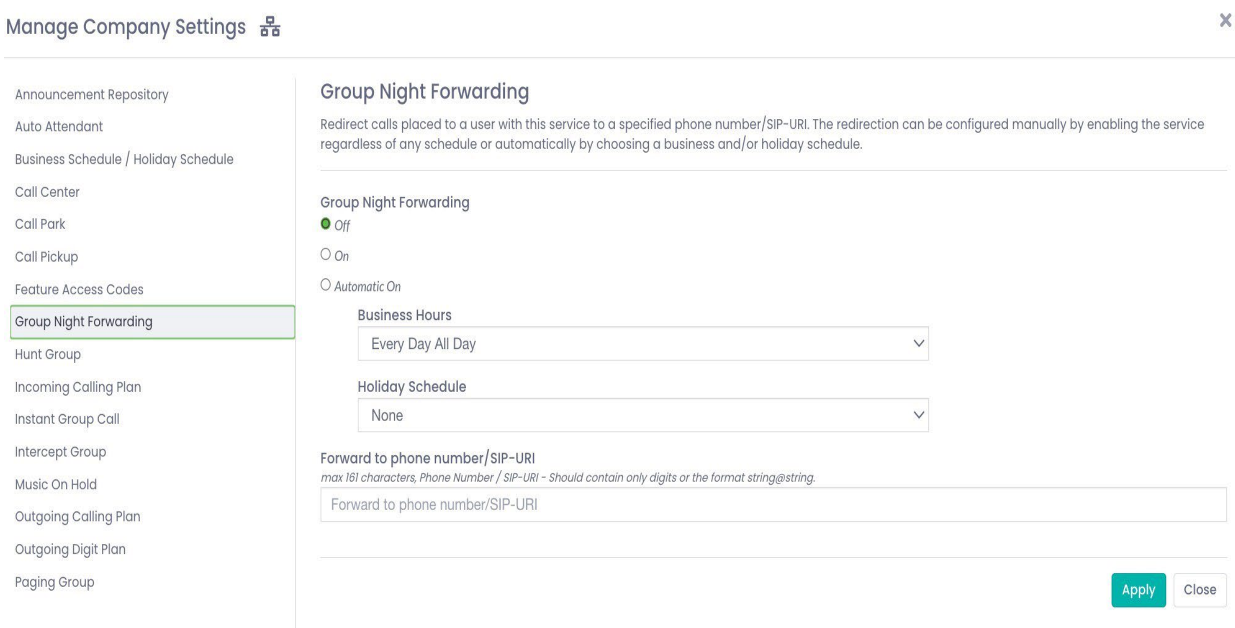
Otherwise Service Provider FAC codes will be used. If Speed Dial 100 is used, the prefix for that service may be set. Be careful to avoid conflicts between Feature Codes, Speed Dial Codes, Extensions, and Emergency Numbers. From highest to lowest priority: Emergency number, Extensions, Speed dial, Feature Access Codes.



6.9 Group Night Forwarding

With this service you can redirect calls placed to a user to a specified phone number/SIP-URI.

The redirection can be configured manually by enabling the service regardless of any schedule or automatically by choosing a business and/or holiday schedule.

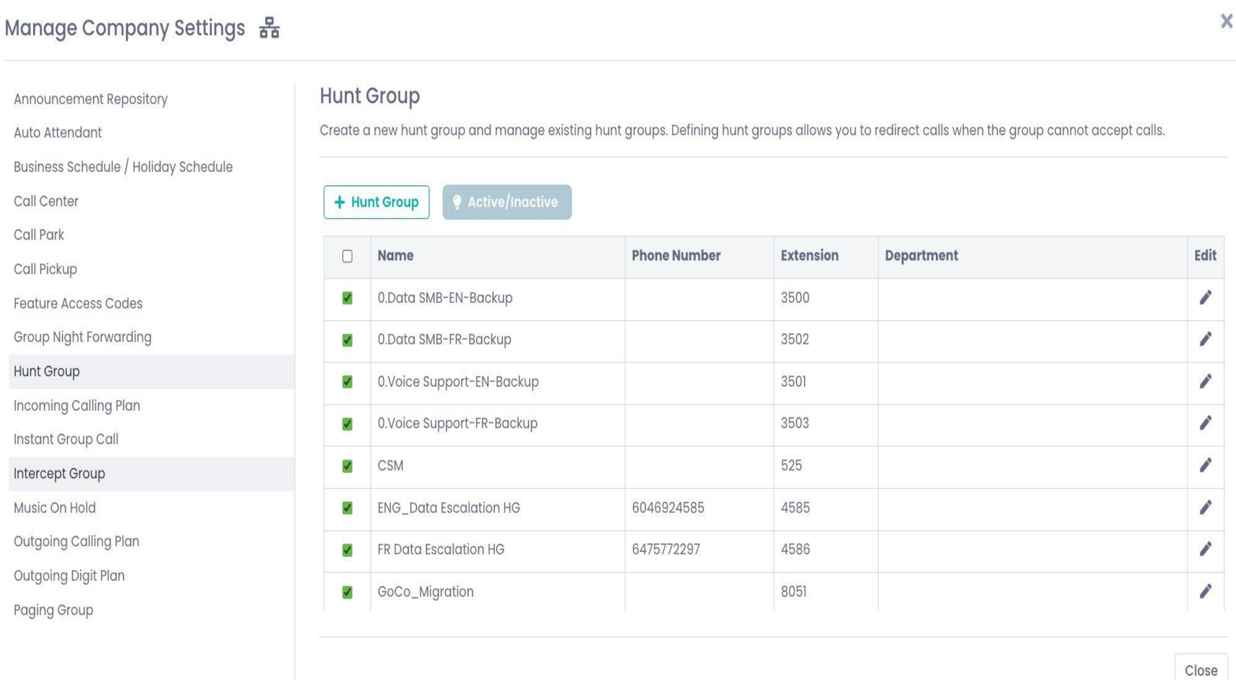


6.11 Hunt Group

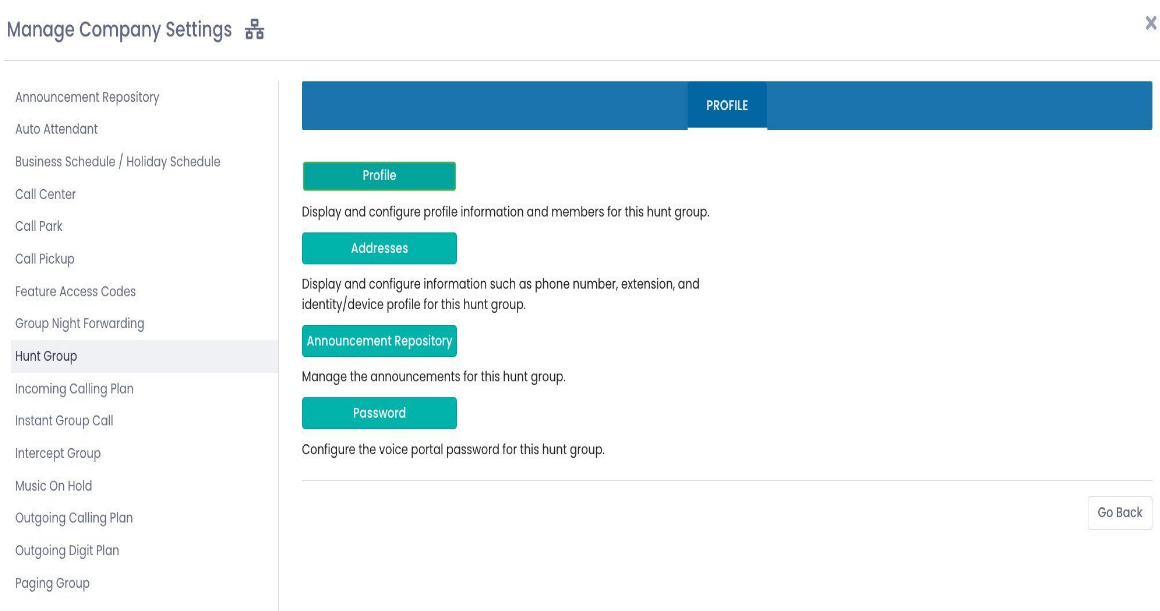
Create a new hunt group and manage existing hunt groups.

Defining hunt groups allows you to redirect overflow calls to another destination when the group cannot accept calls.

Click on **Add Hunt Group, Edit** and check **Is Active** checkbox to manage your Hunt Groups



Click on **Edit** to modify **Profile , Addresses, AnnoucementRepository& Password**for a specific Hunt Group.



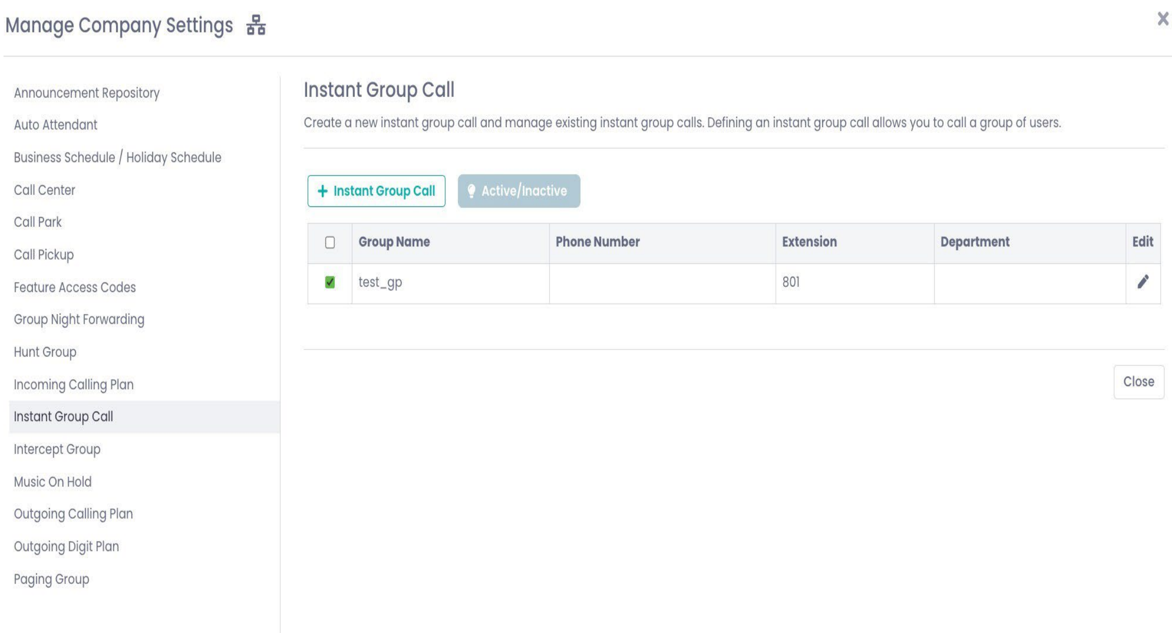
6.12 Instant Group Call

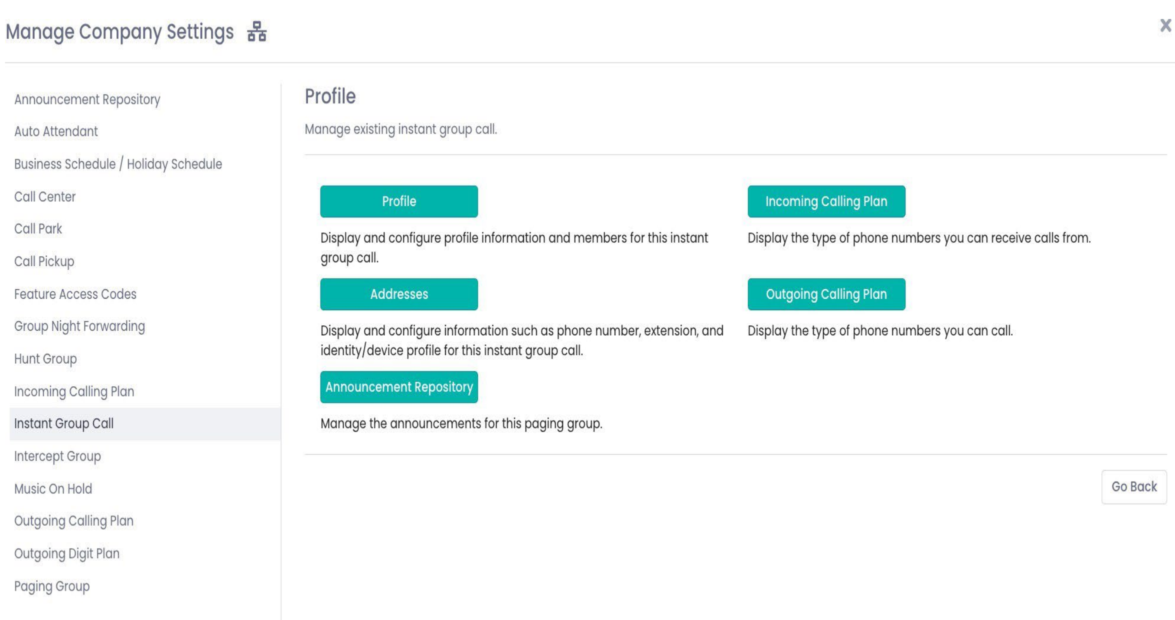
Create a new instant group call and manage existing instant group calls.

Defining instant group calls allows you to call a group of users.

Click on **Add Instant Group Call, Edit** and check **Is Active** checkbox to manage your Instant Group Call.

Click on **Edit** to modify a specific Instant Group Call



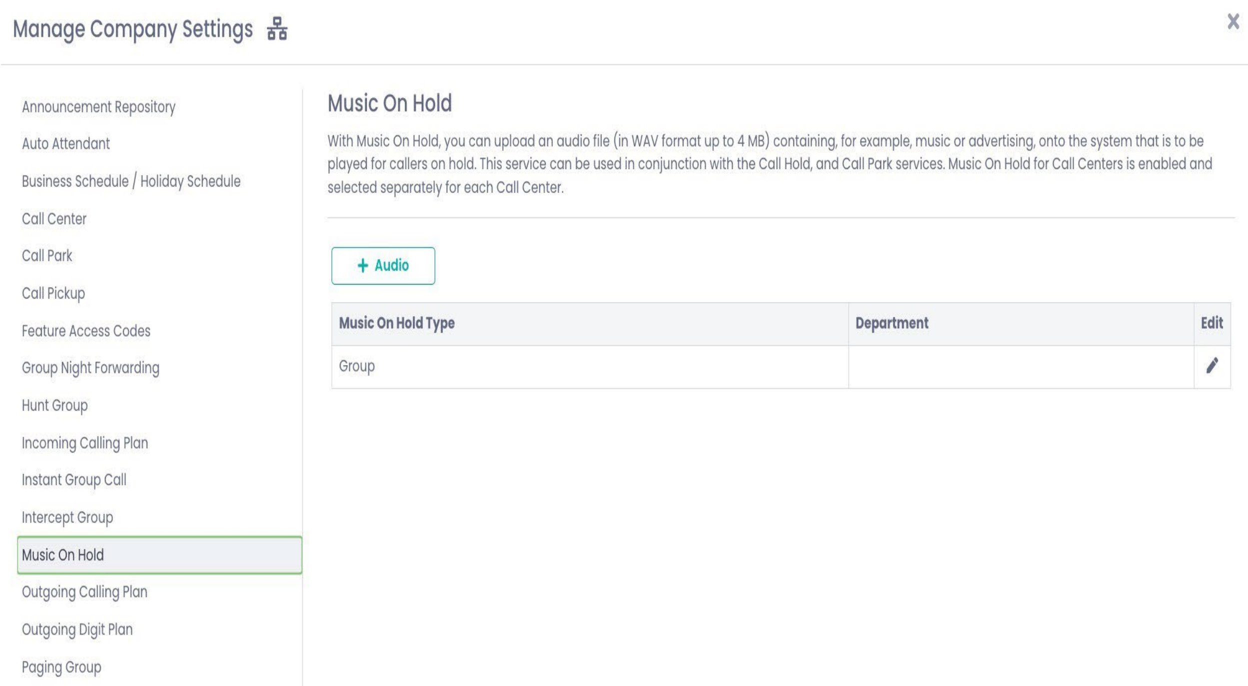


6.13 Music On Hold

Upload a .wav audio file that can be selected to play to calls waiting on hold
(e.g. music, advertising, etc.).

This service can be used in conjunction with the Call Hold and Call Park services.
Music On Hold for Call Centers is enabled and selected separately for each Call Center.

Click on **Add Music On Hold Source, Edit** to manage Music on Hold for your groups.

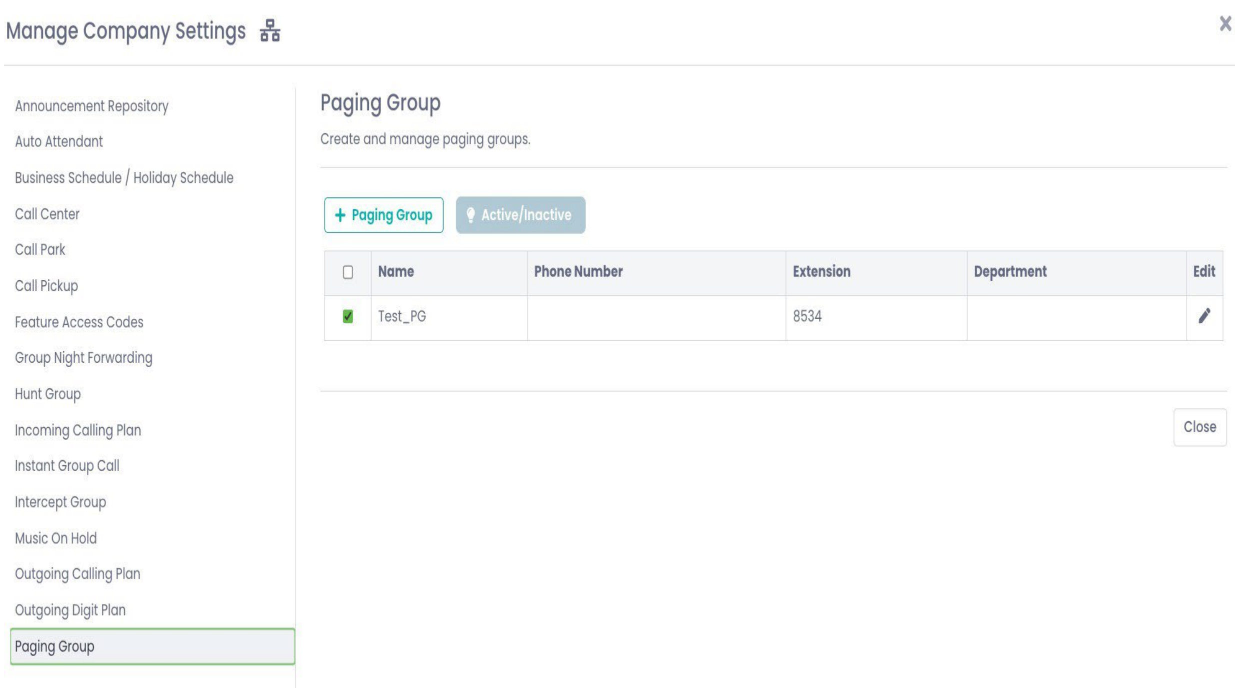


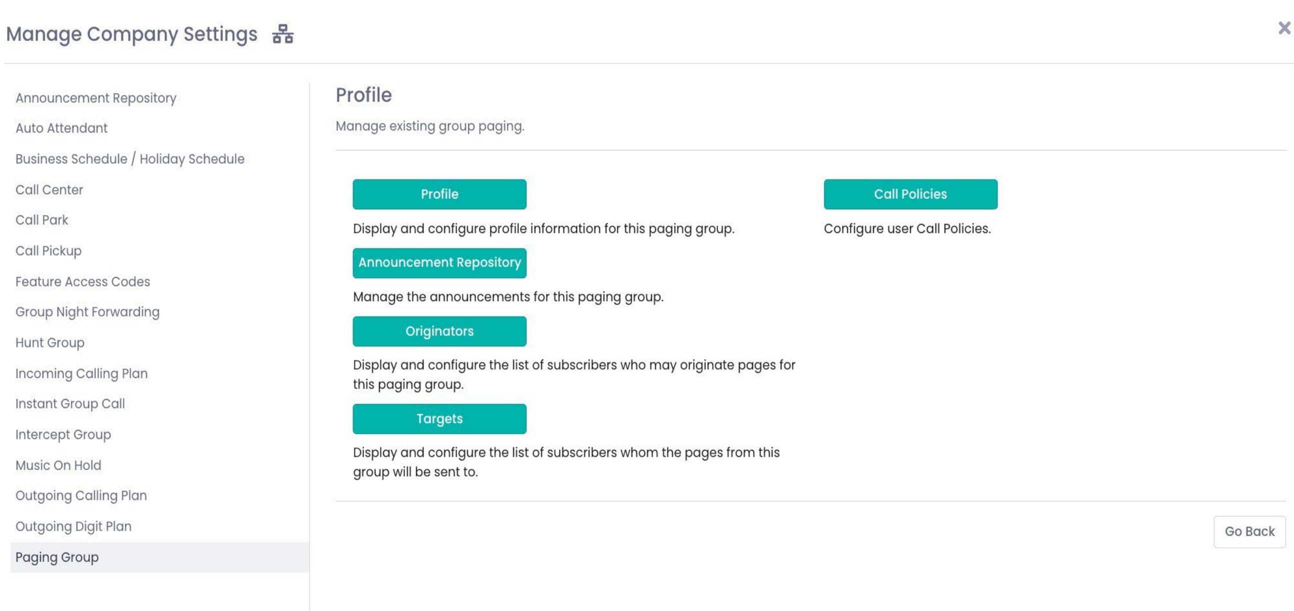
6.14 Paging Groupe

Create a new pagine group and manage the existing ones.

This service is used to support key system functionality that can forward calls to a selected series of lines (when lines are busy). Key systems typically ring available lines in a specified order for incoming calls, regardless of the number dialed to reach the company.

Click on **+Pagine Group** to add a new group and **Edit** *(pencil)* to manage.





7

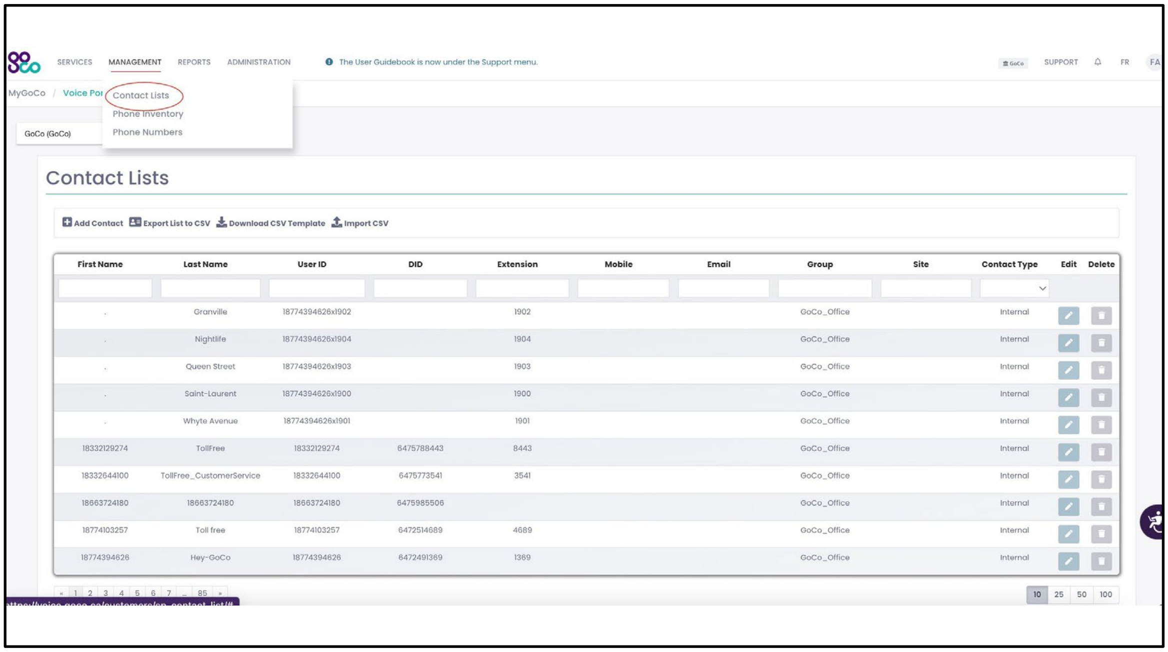
Other features

7.1 Contact List

The **Contact Lists** page is accessible from the Top Navigation Bar under the **Voice Services** menu.

This page is your **company directory** and allows you to **retrieve all your Personal & External contacts.** You can use the **Search input** or the **Search Filters** to filter through the list of your contacts.

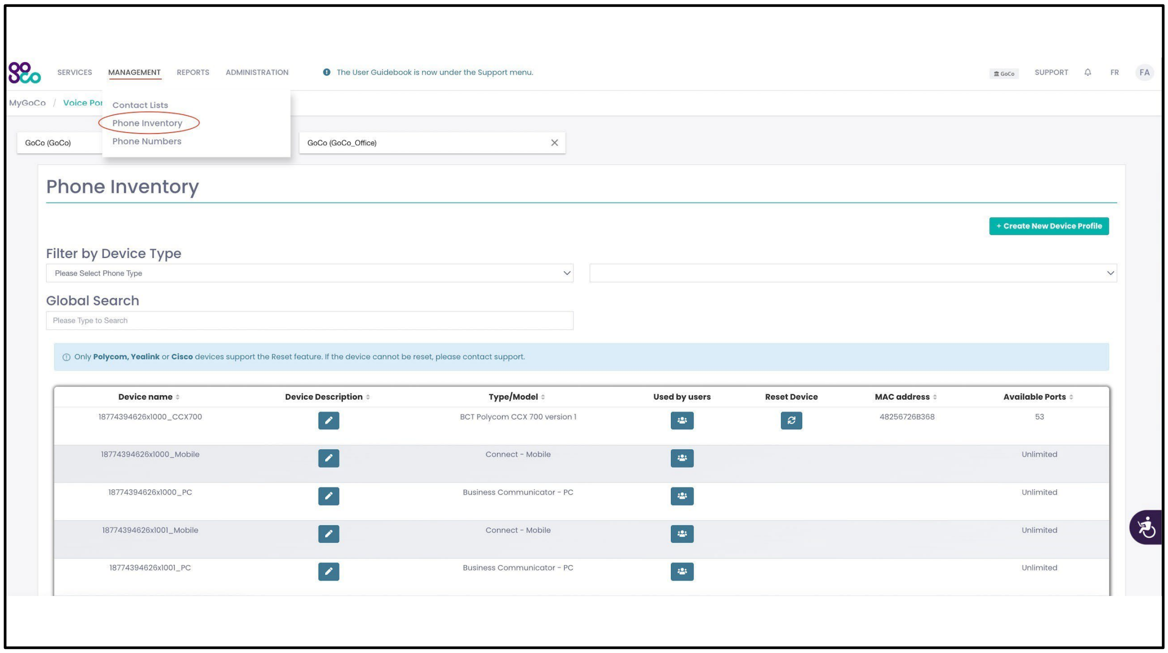
Once created, contacts can be used in the **Speed Dial** tool (Manage Users > My Active Features > Speed Dial 8 or Speed Dial 100)



7.2 Phone Inventory

The **Phone Inventory** page is accessible from the Top Navigation Bar under the **Voice Services** menu.

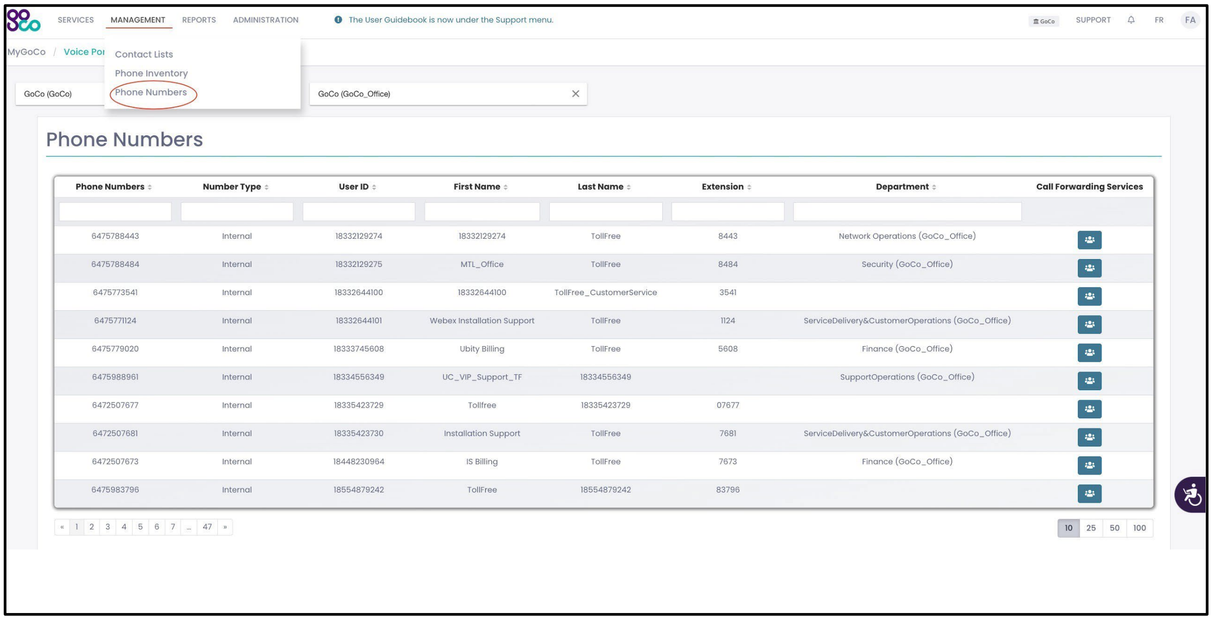
This page allows you to **view your phone inventory** (Hardware and Software phone) and view which users are currently associated with a given phone.

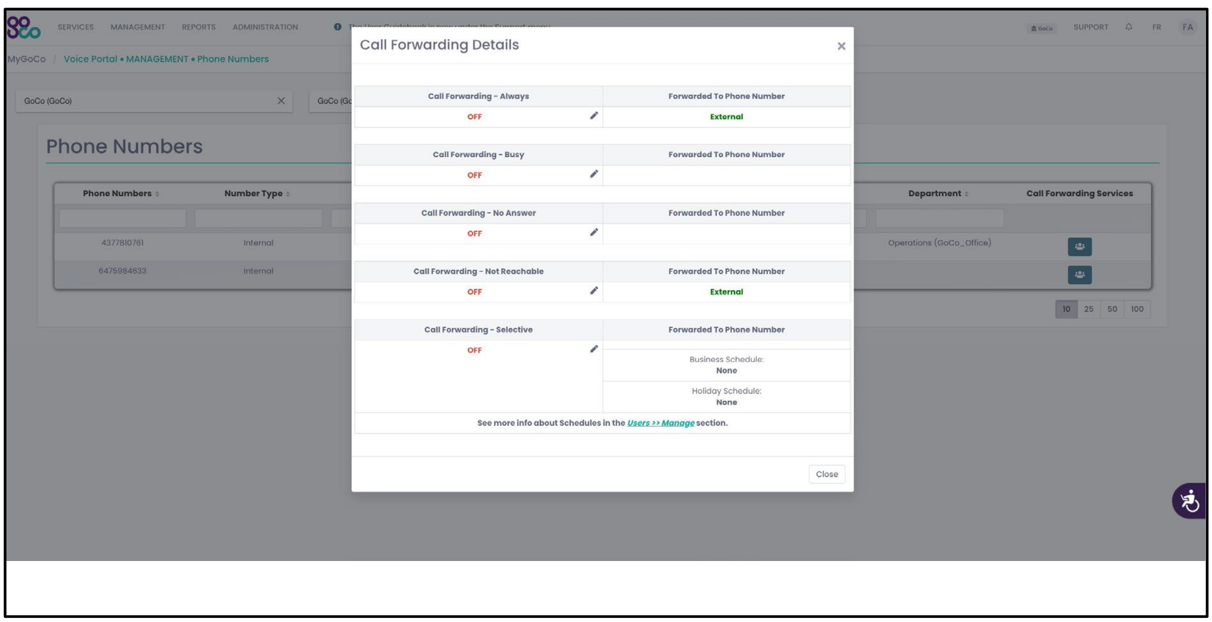


7.3 Phone Numbers

The **Phone Numbers** page is accessible from the Top Navigation Bar under the **Voice Services** menu.

This page allows you to **view the phone numbers** enabled for your account and see if any **Call Forwarding services** are currentlyenabled for a given number.





8

Billing

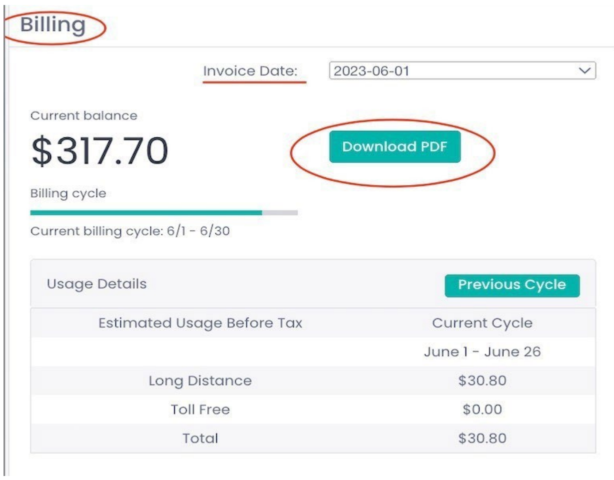
Accessible from the **Hosted PBX Dashboard > Billing** panel, you can access the following:

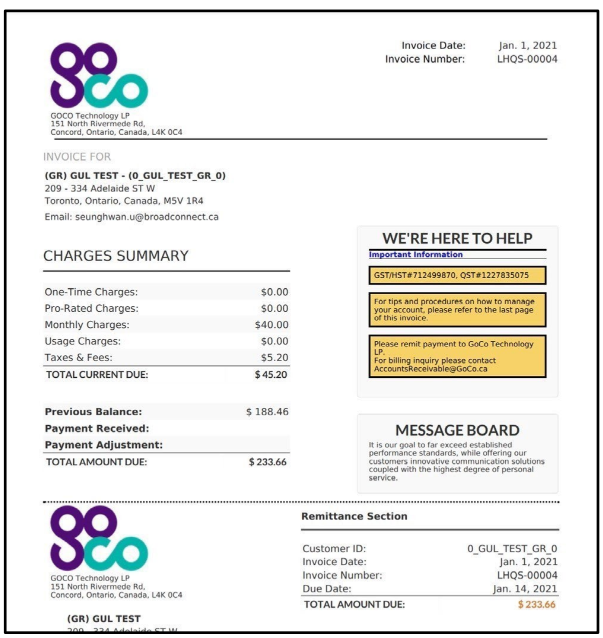
- Usage Details
- Invoices

8.1 Invoices

To see your most recent invoice, click on **Download PDF** from the **billing** section of the **Hosted PBX Dashboard.**

You can retrieve your past invoices by selecting dates from the dropdown (**Invoice Date**)





Invoice Date: Jan. 1, 2021
Invoice Number: LHQS-00004

GOCO Technology LP
151 North Rivermede Rd,
Concord, Ontario, Canada, L4K 0C4

INVOICE FOR

(GR) GUL TEST - (0_GUL_TEST_GR_0)
209 - 334 Adelaide ST W
Toronto, Ontario, Canada, M5V 1R4
Email: seunghwan.u@broadconnect.ca

CHARGES SUMMARY

One-Time Charges:	$0.00
Pro-Rated Charges:	$0.00
Monthly Charges:	$40.00
Usage Charges:	$0.00
Taxes & Fees:	$5.20
TOTAL CURRENT DUE:	$ 45.20
Previous Balance:	$ 188.46
Payment Received:	
Payment Adjustment:	
TOTAL AMOUNT DUE:	$ 233.66

WE'RE HERE TO HELP

Important Information

GST/HST#712499870, QST#1227835075

For tips and procedures on how to manage your account, please refer to the last page of this invoice.

Please remit payment to GoCo Technology LP.
For billing inquiry please contact AccountsReceivable@GoCo.ca

MESSAGE BOARD

It is our goal to far exceed established performance standards, while offering our customers innovative communication solutions coupled with the highest degree of personal service.

GOCO Technology LP
151 North Rivermede Rd,
Concord, Ontario, Canada, L4K 0C4

Remittance Section

Customer ID:	0_GUL_TEST_GR_0
Invoice Date:	Jan. 1, 2021
Invoice Number:	LHQS-00004
Due Date:	Jan. 14, 2021
TOTAL AMOUNT DUE:	$ 233.66

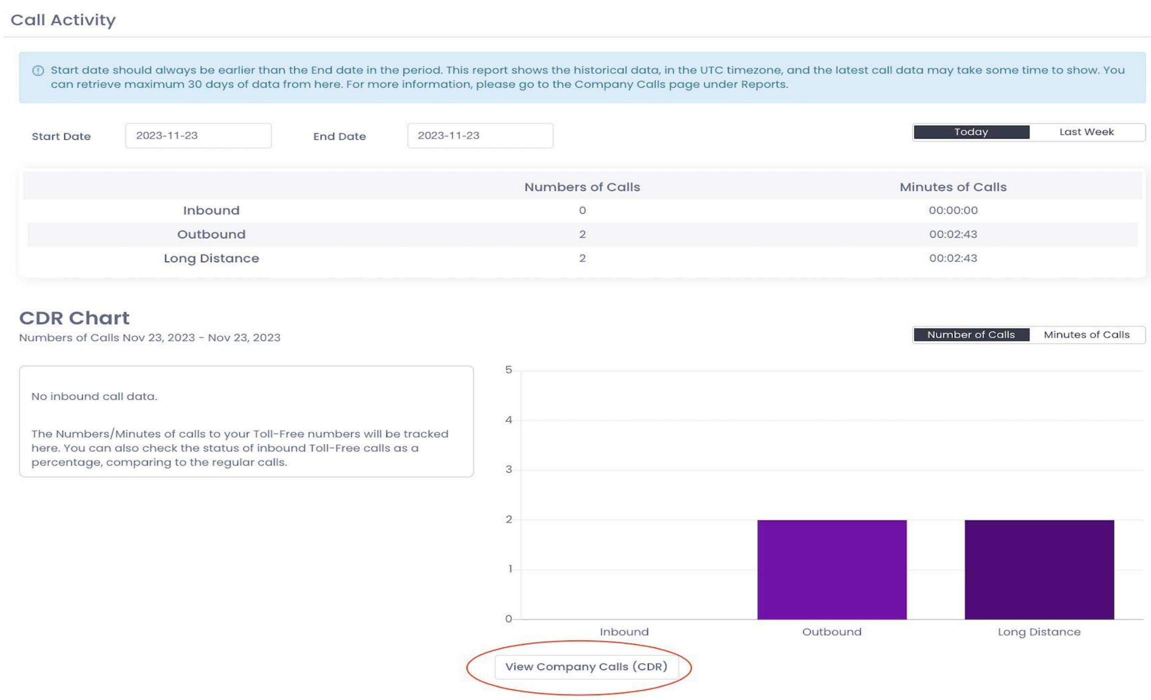
(GR) GUL TEST

9

Call Detail Records (CDRs)

9.1 Access your Company CDRs

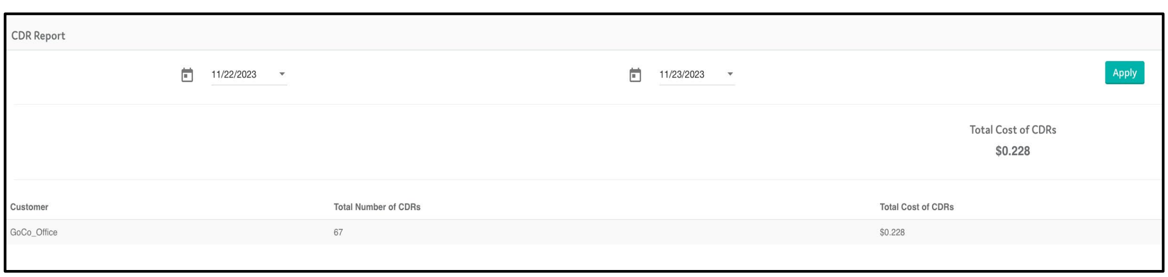
To access your Company CDRs, in the Call Activity panel, click on the **View Company Calls (CDR)** button:



A dialogue box will open and let you retrieve your company calls (CDRs).

To view a summary (total call duration and costs) of your company CDRs:

1. Select the date range you wish to view using the date filters.
2. Click on the **Search** button



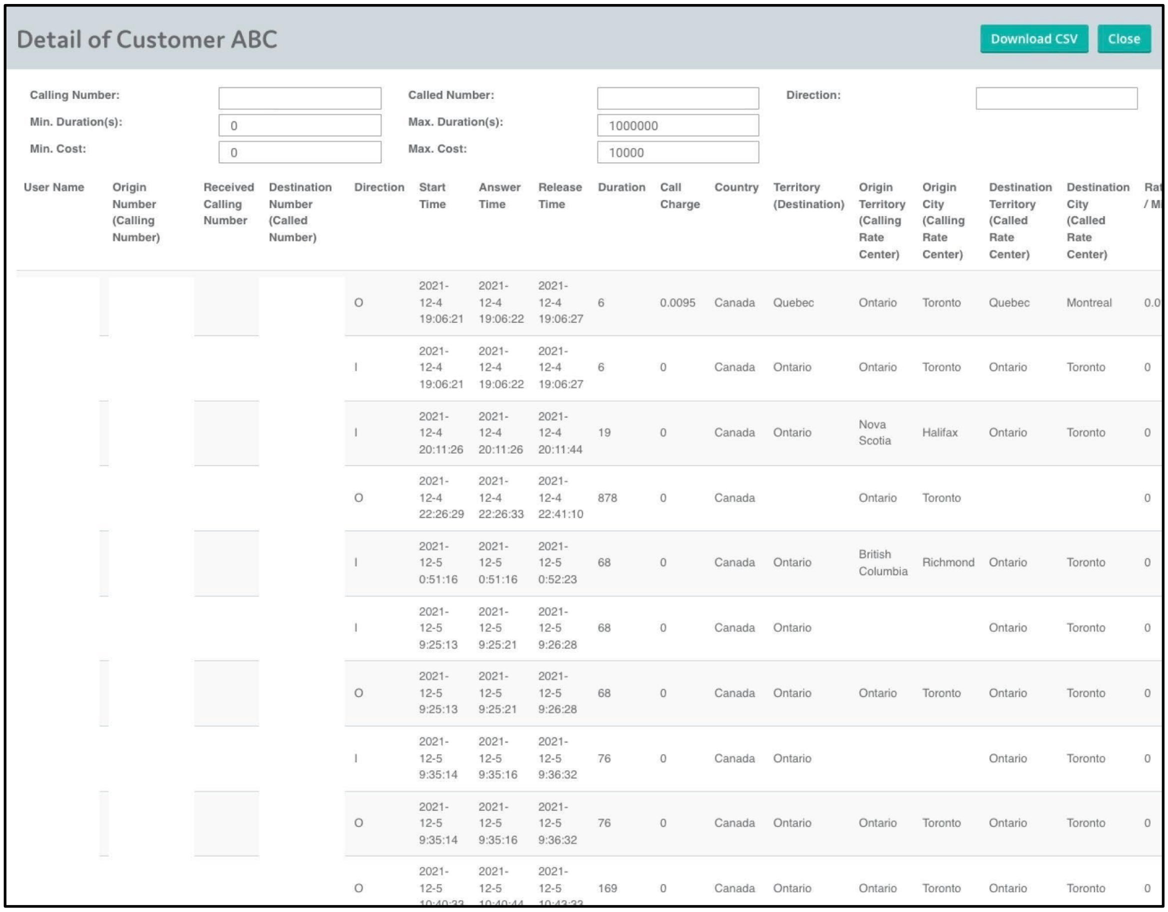
Customer	Total Number of CDRs	Total Cost of CDRs
GoCo_Office	67	$0.228

To view your company CDRs details:

1. Click on the table (table with headers **Customer**, **Total Number of CDRs** and **Total Cost of CDRs**).
   A dialog box will open to show all the CDR details.

2. Use the top section of the page to filter the CDR list (you can use the calling numbers, called number, duration or cost inputs).

To download the CDR data (in a .csv file format), simply click on the **Download CSV** button.



Detail of Customer ABC

Download CSV | Close

Calling Number:		Called Number:		Direction:	
Min. Duration(s):	0	Max. Duration(s):	1000000		
Min. Cost:	0	Max. Cost:	10000		

User Name	Origin Number (Calling Number)	Received Calling Number	Destination Number (Called Number)	Direction	Start Time	Answer Time	Release Time	Duration	Call Charge	Country	Territory (Destination)	Origin Territory (Calling Rate Center)	Origin City (Calling Rate Center)	Destination Territory (Called Rate Center)	Destination City (Called Rate Center)	Ra / M
				O	2021-12-4 19:06:21	2021-12-4 19:06:22	2021-12-4 19:06:27	6	0.0095	Canada	Quebec	Ontario	Toronto	Quebec	Montreal	0.0
				I	2021-12-4 19:06:21	2021-12-4 19:06:22	2021-12-4 19:06:27	6	0	Canada	Ontario	Ontario	Toronto	Ontario	Toronto	0
				I	2021-12-4 20:11:26	2021-12-4 20:11:26	2021-12-4 20:11:44	19	0	Canada	Ontario	Nova Scotia	Halifax	Ontario	Toronto	0
				O	2021-12-4 22:26:29	2021-12-4 22:26:33	2021-12-4 22:41:10	878	0	Canada		Ontario	Toronto			0
				I	2021-12-5 0:51:16	2021-12-5 0:51:16	2021-12-5 0:52:23	68	0	Canada	Ontario	British Columbia	Richmond	Ontario	Toronto	0
				I	2021-12-5 9:25:13	2021-12-5 9:25:21	2021-12-5 9:26:28	68	0	Canada	Ontario			Ontario	Toronto	0
				O	2021-12-5 9:25:13	2021-12-5 9:25:21	2021-12-5 9:26:28	68	0	Canada	Ontario	Ontario	Toronto	Ontario	Toronto	0
				I	2021-12-5 9:35:14	2021-12-5 9:35:16	2021-12-5 9:36:32	76	0	Canada	Ontario			Ontario	Toronto	0
				O	2021-12-5 9:35:14	2021-12-5 9:35:16	2021-12-5 9:36:32	76	0	Canada	Ontario	Ontario	Toronto	Ontario	Toronto	0
				O	2021-12-5 10:40:33	2021-12-5 10:40:44	2021-12-5 10:43:[illegible]	169	0	Canada	Ontario	Ontario	Toronto	Ontario	Toronto	0