



User Guide

**GoCo Voice Portal
V 3.1**



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1

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.

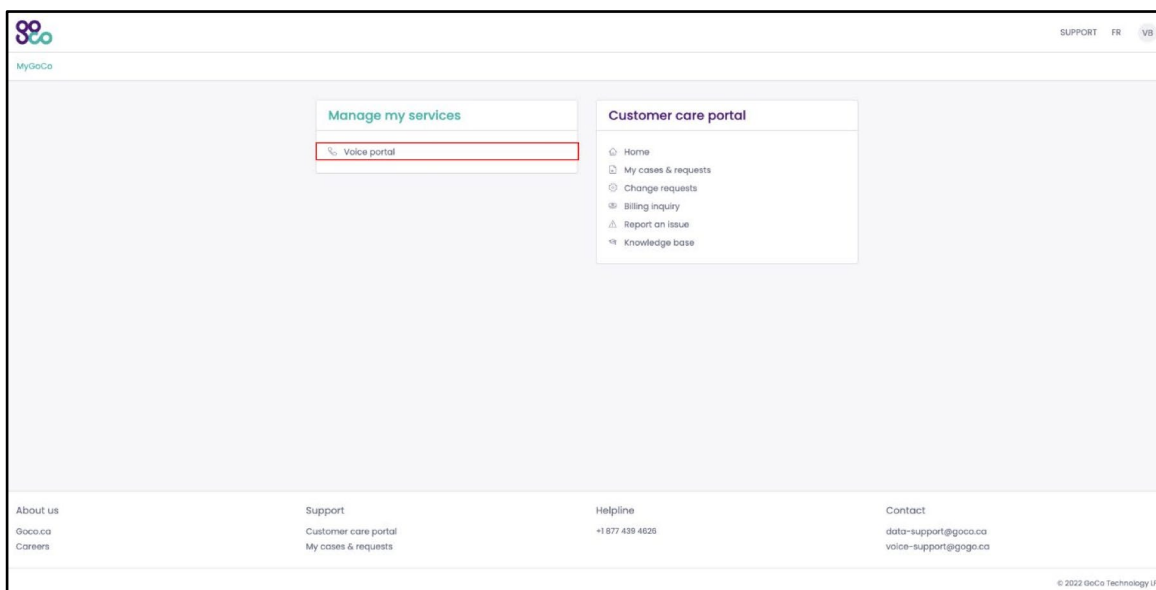
The following user-guide will provide an overview for navigating the GoCo Voice Self-Serve Portal.

2

Access the Portal

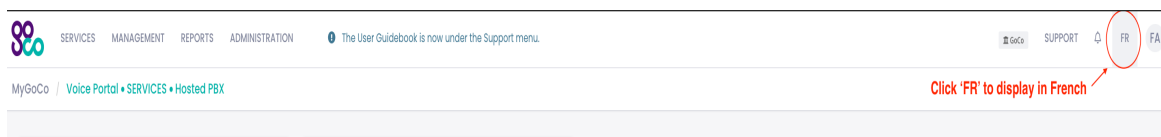
2.1 Access via MyGoCo

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).

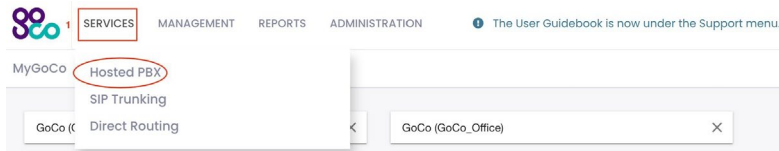


3

Hosted PBX: Once you are logged into the Portal:

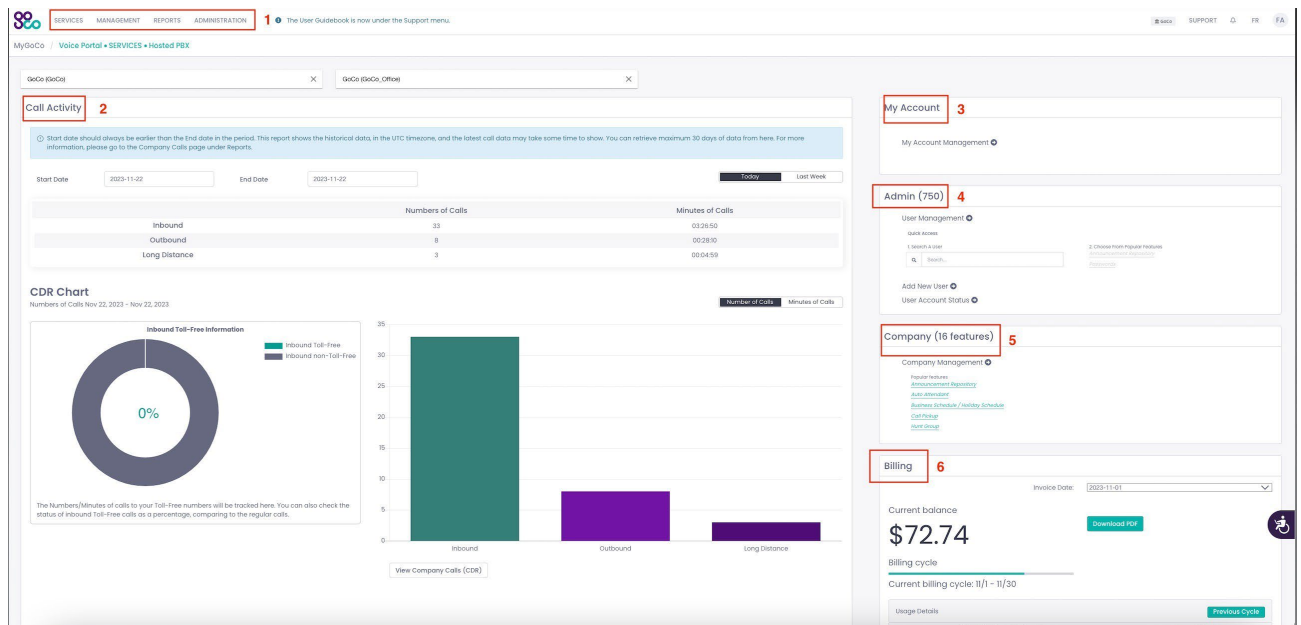
Click **"Services"** 1 > select **"Hosted PBX Dashboard"** from the dropdown list

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.

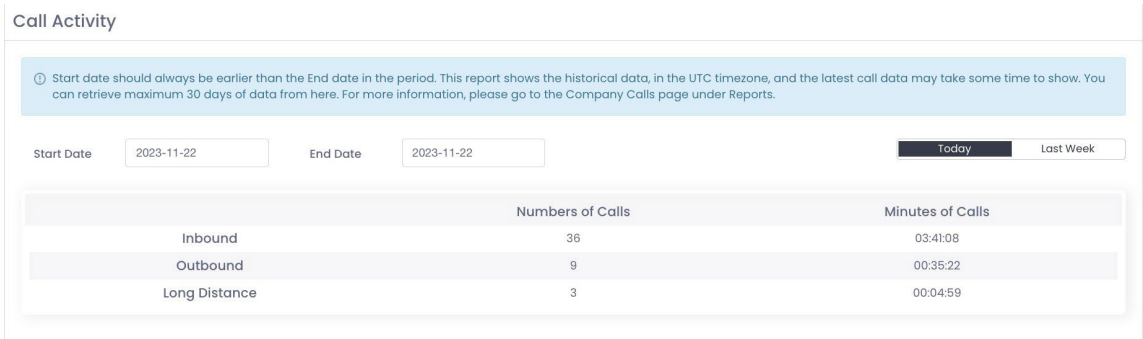
For more information about the GoCo 911 service, please visit [VoIP 9-1-1 Emergency Service | GoCo](#)

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

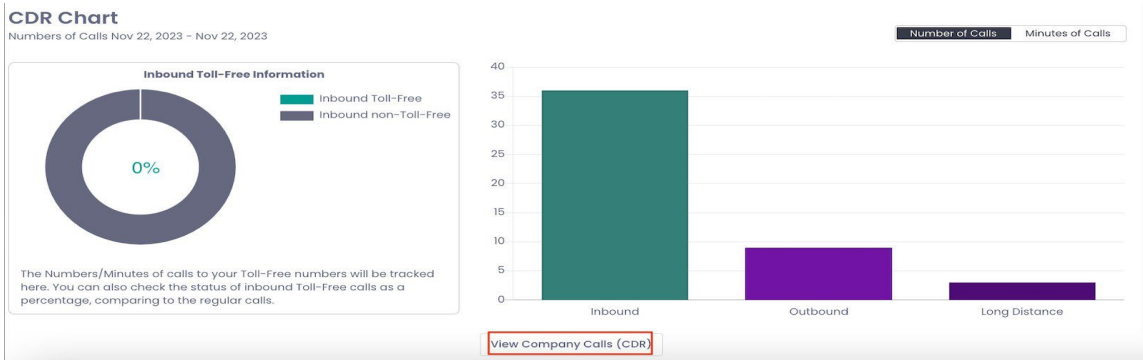
3.2 Call Activity

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 \(CDR\)](#)

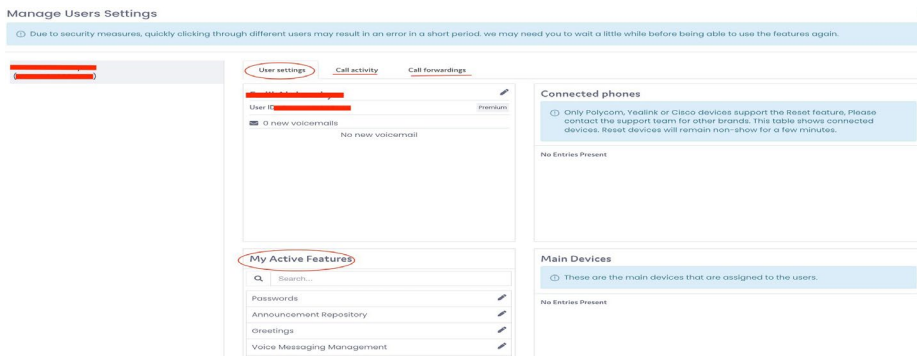
4

My Account:

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

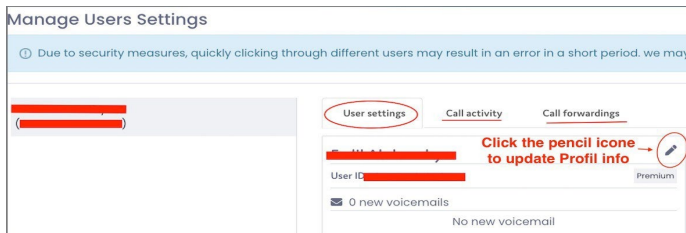
The three tabs on the "My Account" page are:

- **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.

My Active Features

Call Forwarding Always	
Call Forwarding Busy	
Call Forwarding Not Reachable	
Call Forwarding No Answer	
Call Forwarding Selective	

3. My Voice Mail

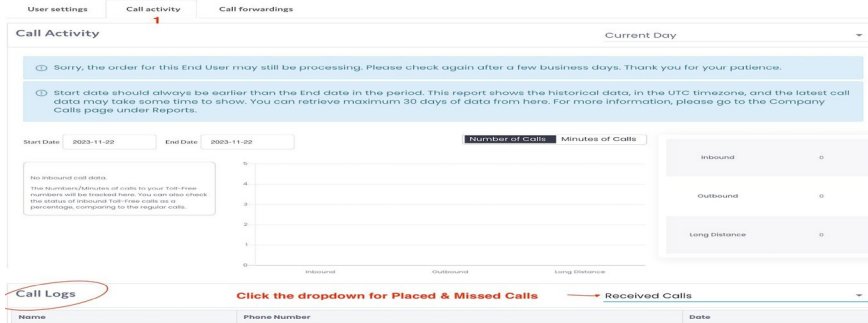
If you want to change your voice mail password in the portal, under the **My active features** panel, click on **Passwords** then on the **Set voicemail password** tab.

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

The feature allows you 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

Passwords

Passwords allows you configure your passwords for the web portal and/or portal.

☒ Set web access password

☐ Set voicemail password/pin

Reset Passwords

Password Rule

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

Type new password

6 <= length <= 80

* [password field] x

Re-type new password

☐ Show password

* [password field] x

Apply

Close

11

5

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.

Search: test

All Licenses (659)

Agent Data Test (18774394626x6505)

Deep Test Soni (18774394626x4174)

User settings | Call activity | Call forwardings

Test Ext 3004

User ID: 18774394626x3004

voicemail

User is not assigned the Voice Messaging User service or the service is not enabled

Premium

Click the Pencil to open the user Profile

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

Replace Webex User

Replace User and Webex Account

You can use this feature in case you want to assign a different person to this extension and create a new Webex account for them. This may be useful to avoid having to order a new extension for the user. Please remember to reload the page to see the latest changes.

What this action does, using the new information provided below:

- Replaces the current user first name, last name, calling line id first name and email.
- Replaces the current user in Webex Control Hub, with a new account with associated with the new email address.
- Resets the Voicemail-to-Email feature, in order to send the voicemails to the new email address.
- Sends a Webex welcome email to the provided email address, with info on how to reset the Webex password.

Since this does not create a brand-new extension, but rather re-use it, you may need to update other settings (e.g. Call Forwarding) for your newly assigned user. These details may include:

- Removing voice mail messages, updating the voicemail pin and personal greetings settings.
- Resetting Call Forwarding.
- If a new DID (Phone Number) is needed, please contact support, to get a new DID. If you are using the existing non-Single Sign On method for logging in, support can help to reset the 2-factor authentication number.
- If this user is using the Single Sign On method for logging in, then please contact support, to create a new login with the new email address.

Name

Max 30 Char. First Name

Max 30 Char. Last Name

Calling Line ID = Caller

To configure the information displayed when a call you make is picked up on another device (caller id).

Caller Name

Max 30 Char. First Name

Max 30 Char. Last Name

Webex Login Username and User Email Address

example@email.com

Webex Service Pack

Webex - Standard

“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)

Account

Calling Line

Contact

License

Service Provider IDGoCo

Group IDGoCo_Office

User ID187-1-234-5678Phone Number✓

X1-234-5678Extension✓Q

187-1-234-5678

Password.....Q

Confirm.....Q

(Optional)Rate Center-- (Optional) Select Rate Center--

(Optional)Device Type-- (Optional) Select Device Type--Q

NextCancel

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

Account

Calling Line

Contact

License

Calling Line ID = Caller

To configure how the information of outbound calling that you make, shows on other device.

Caller NameTest✓

Dummy✓

(Optional)Caller Phone NumberEnter Phone Number

NextBack

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

Users Add

Add a new user to your group.

Account

Calling Line

Contact

License

Name

Test

Dummy

E-mail

test@goco.ca

(Optional) Mobile

Enter Phone Number

(Optional) Address

Enter Address

Enter City

Quebec

Code Postal

Enter Country

Next

Back

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

Users Add

Add a new user to your group.

Account

Calling Line

Contact

License

Service Package

Standard

Premium

Login Type

No Permission

User Permission

Administrator Permission

Click here to check the Package features

Click here to learn about the login type

Summary

Standard: \$10.20

Subtotal: \$10.20

HST(13%): \$1.33

Total: \$11.53

Next

Back

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's 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**.

The screenshot shows a 'User Status' dialog box for user '4166372460x1292 (test user)'. On the left is a list of users. The main area displays the user's details: Phone Number (N/A), Extension (1292), and Email (wenyan.liu@goco.ca). An 'E-mail' update form is open, showing the current email and a new email 'test.user@goco.ca' with a green checkmark. 'Apply' and 'Cancel' buttons are at the bottom of the form. A 'Resend Email' button is located below the user details.

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

The screenshot shows the 'User Status' dialog box for user '4166372460x1292'. The user's status is 'Not activated' in yellow text. The user details are: User ID (4166372460x1292), Domain (broadconnect.ca), Name (wenyan TEST), Phone Number (N/A), Extension (1292), and Email (wenyan.liu@goco.ca). A 'Resend Email' button is at the bottom.

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.

Company (16 features)

Company Management

Popular features

[Announcement Repository](#)

[Auto Attendant](#)

[Business Schedule / Holiday Schedule](#)

[Call Pickup](#)

[Hunt Group](#)

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.

Manage Company Settings

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

Feature Access Codes

Group Night Forwarding

Hunt Group

Incoming Calling Plan

Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

Announcement Repository

Announcement repository allows you to manage all the audio announcements for your group. You can upload files in WAV format up to 5 MB / 5000 KB.

Delete

+ Audio

<input type="checkbox"/>	Name	Type	Actions	File Size (KB)	Download	Edit
<input type="checkbox"/>	ENG Escalation	WAV		578		
<input type="checkbox"/>	GoCo Main EN	WAV		224		
<input type="checkbox"/>	GoCo Main FR	WAV		272		
<input type="checkbox"/>	GoCo Support EN	WAV		64		
<input type="checkbox"/>	GoCo Support FR	WAV		76		
<input type="checkbox"/>	GoCo VM EN	WAV		104		
<input type="checkbox"/>	GoCo VM FR	WAV		100		
<input type="checkbox"/>	GoCo VM Finance EN	WAV		206		

Close

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. (Only WAV format less than 5MB / 5000KB is accepted.)

To Delete a file, check the box and then click **Delete**

Manage Company Settings

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

Feature Access Codes

Group Night Forwarding

Hunt Group

Incoming Calling Plan

Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

Announcement Repository

Announcement repository allows you to manage all the audio announcements for your group. You can upload files in WAV format up to 5 MB / 5000 KB.

Total Size of files: 2.943MB of 1GB used

Delete

+ Audio

<input type="checkbox"/>	Name	Type	Actions	File Size (KB)	Download	Edit
<input type="checkbox"/>	ENG Escalation	WAV		578		
<input type="checkbox"/>	GoCo Main EN	WAV		224		
<input type="checkbox"/>	GoCo Main FR	WAV		272		
<input type="checkbox"/>	GoCo Support EN	WAV		64		
<input type="checkbox"/>	GoCo Support FR	WAV		76		
<input type="checkbox"/>	GoCo VM EN	WAV		104		
<input type="checkbox"/>	GoCo VM FR	WAV		100		
<input type="checkbox"/>	GoCo VM Finance EN	WAV		206		

Close

Announcement Repository Modify

Modify an existing announcement.

File Type: WAV

File Size (KB): 578

Last Uploaded: 2022-6-14 10:06 PM

Choose File

ENG+escalation.wav (Only WAV format less than 5MB / 5000KB is accepted.)

Name

required, max 80 digits

*

ENG Escalation

No Entries Present

Save


Close

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.

Manage Company Settings 

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

Feature Access Codes

Group Night Forwarding

Hunt Group

Incoming Calling Plan

Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan


Outgoing Digit Plan









Paging Group

Auto Attendant

Create or modify an auto attendant 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, a company's main auto attendant can be configured to route a call to a department with a specific auto attendant.


+ Auto Attendant

 Active/Inactive

<input type="checkbox"/>	Name	Type	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Escalation Line	Standard		8002		
<input checked="" type="checkbox"/>	GoCo Main EN	Standard		8000		
<input checked="" type="checkbox"/>	GoCo Main FR	Standard		8001		
<input checked="" type="checkbox"/>	GoCo UC Migration	Standard		8006		
<input checked="" type="checkbox"/>	GoCo_UCSupport_VIP	Standard		8050	SupportOperations (GoCo_Office)	
<input checked="" type="checkbox"/>	IS Billing EN	Basic		8042		
<input checked="" type="checkbox"/>	IS Billing FR	Basic		8041		
<input checked="" type="checkbox"/>	Installation Support	Standard		8005		

Close

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

Manage Company Settings 

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

Feature Access Codes

Group Night Forwarding

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Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

HOUR MENU SETTINGS

DETAILS

Business Hours Menu

Configure the auto attendant for normal business hours.


After Hours Menu

Configure the auto attendant to route calls differently during non-business hours.

Holiday Menu

Configure the auto attendant to route calls differently during holidays.

Go Back

Manage Company Settings 

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

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Hunt Group

Incoming Calling Plan

Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

HOUR MENU SETTINGS

DETAILS

Profile

Display and configure profile information and menu settings for this auto attendant.

Announcement Repository

Manage the announcements for this auto attendant

Submenus

Display and configure the submenus associated with this auto attendant.

Addresses

Display and configure information such as phone number, extension, and identity/device profile for this auto attendant.

Password

Configure the voice portal password for this auto attendant.

Voice Portal

Change voice portal options of the auto attendant.

Go Back

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

Manage Company Settings 

X

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

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Group Night Forwarding

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Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan






Paging Group

Business Schedule / Holiday Schedule

Add a new schedule or manage existing Business Schedules / Holiday Schedules.

Delete

+ Schedule

<input type="checkbox"/>	Schedule Name	Type	Level	Edit
<input type="checkbox"/>	2022-11-21 to 25	Time	Group	
<input type="checkbox"/>	after hoursw	Time	Group	
<input type="checkbox"/>	11	Time	Group	
<input type="checkbox"/>	Inside Sales	Time	Group	
<input type="checkbox"/>	PC_Opening hours	Holiday	Group	

Close

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

Manage Company Settings 

X

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

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Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan






Paging Group

Business Schedule / Holiday Schedule

Add a new schedule or manage existing Business Schedules / Holiday Schedules.

Delete

+ Schedule

<input type="checkbox"/>	Schedule Name	Type	Level	Edit
<input checked="" type="checkbox"/>	2022-11-21 to 25	Time	Group	
<input type="checkbox"/>	after hoursw	Time	Group	
<input type="checkbox"/>	11	Time	Group	
<input type="checkbox"/>	Inside Sales	Time	Group	
<input type="checkbox"/>	PC_Opening hours	Holiday	Group	

Close

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.

Manage Company Settings

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Paging Group

Call Center

Create a new call center or manage existing call centers. You can configure a call center to allow agents to log in and out, to queue incoming calls that cannot be answered immediately, to re-direct calls when the group cannot accept calls, and to provide music or video for callers on hold.

+ Call Center

Active/Inactive

<input type="checkbox"/>	Name	Type	Phone Number	Extension	Department	Edit
<input type="checkbox"/>	0.EN_Backup_Data	Premium		8900		
<input type="checkbox"/>	0.EN_Backup_Voice	Premium		8901		
<input type="checkbox"/>	0.FR_Backup_Data	Premium		8902		
<input type="checkbox"/>	0.FR_Backup_Voice	Premium		8903		
<input checked="" type="checkbox"/>	Billing EN	Premium	6475771186	8012		
<input type="checkbox"/>	Billing EN Overflow	Premium		8028		
<input checked="" type="checkbox"/>	Billing FR	Premium	6475771187	8013		
<input type="checkbox"/>	Billing FR Overflow	Premium		8029		

Close

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

Manage Company Settings



Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

Feature Access Codes

Group Night Forwarding

Hunt Group

Incoming Calling Plan

Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

PROFILE

ROUTING POLICIES

Profile

Display and configure profile information for this paging group.

Addresses

Display and configure information such as phone number, extension, and identity/device profile for this instant group call.

Agents

Configure the list of agents who may join this call center.

Announcement Repository

Manage the announcements for this paging group.

Password

Configure the web access and voice portal password for this call center.

Supervisors

Configure the list of users who may supervise this Call Center.

Thresholds

Configure key statistical call center thresholds and setup notification email.

Announcements

Load or modify the call center announcements.

Call Disposition Codes

Configure the call center call disposition codes that may be used by agents to tag calls with marketing promotions or other topics.

Go Back

Manage Company Settings



Announcement Repository

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Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

PROFILE

ROUTING POLICIES

Forced Forwarding

Configure the call center to temporarily divert new incoming calls to a different route.

Night Service

Configure the call center to route calls differently during hours when the queue is not in service.

Bounced Calls

Configure the call center routing policy for calls unanswered by agents.

Overflow

Configure the call center routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold.

Stranded Calls

Configure the call center routing policy for calls stranded in queue when all the agents are signed-out.

Stranded Calls - Unavailable

Configure the call center routing policy for calls stranded in queue when all the agents are unavailable.

Go Back

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.

Manage Company Settings

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

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Call Pickup

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Group Night Forwarding

Hunt Group

Incoming Calling Plan

Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

Call Park

Create a new call park group and manage existing call park groups. Defining call park groups allows users in these groups to park calls on that group.

Settings for Call Park

Settings for Call Park

[Select Alternate Recall User](#)

Recall To

☒ Alert parking user only

☐ Alert parking user first, then alternate user

☐ Alert alternate user only

Settings for Group Call Park

Display Timer (seconds)

10

☒ Enable Parked Destination Announcement

Settings for All Parked Calls

Ring Pattern for Recalled Calls

Normal

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

Manage Group Services

Audio Upload

Auto Attendant

Business Schedule / Holiday Schedules

Call Center

Call Park

Call Pickup

Codes Management

Group Night Forwarding

Group Paging

Hunt Group

Incoming Calling Plan

Instant Group Call

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Series Completion

30 seconds <= value <= 600 seconds

45

✓

Alert Alternate Recall User Wait Time

30 seconds <= value <= 600 seconds

46

✓

+ Add Group Call Park Group

Group Call Park Name	Edit
test_1	
test_12	
test_123	
test_rahul_call_park_88888	

Apply

Close

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.

Manage Company Settings

Announcement Repository

Auto Attendant

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Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

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 own phone.

+ Group

Group Name	Edit
TestGroup	

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

Add a Call Pickup Group

Add a new call pickup group.

Group Name

required max 80 characters

*

Group Name

Add All >>

<< Remove All

Available Users

18334556349,UC_VIP_Support_TF(18334556349)

18663724180,18663724180(18663724180)

8039,Algo(18774394626x8008)

A. Caceres Alguera,David(18774394626x2137)

A. Ramirez,Jocelyn(18774394626x2118)

AA,Escalation line(18884626001)

Aba,Lucas(18774394626x2141)

Abderrahym,Fadii(18774394626x1006)

Abderrahym,Fadii(18774394626x1814)

Abderrahym,Fadii(18774394626x2137)

Assigned Users

Apply

Close

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User guide
GoCo Voice Portal

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.



- Announcement Repository
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- Business Schedule / Holiday Schedule
- Call Center
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- Call Pickup
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- Outgoing Digit Plan
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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.

Use FAC codes

☒ Service Provider FAC codes ☐ Group FAC codes

Note: For updating the service provider codes, please contact support.

COMMONLY USED CODES		ADVANCED CODES	
Enable	Feature Access Code Name	Main(Required)	Alternate(Optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	Anonymous Call Rejection Activation	*77	
<input checked="" type="checkbox"/>	Anonymous Call Rejection Deactivation	*87	
<input checked="" type="checkbox"/>	Call Forwarding Always Activation	*72	
<input checked="" type="checkbox"/>	Call Forwarding Always Deactivation	*73	
<input checked="" type="checkbox"/>	Call Forwarding Always To Voice Mail Activation	*21	

Apply

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.

Manage Company Settings

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Group Night Forwarding

Redirect calls placed to a user with this service 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.

Group Night Forwarding

Off

On

Automatic On

Business Hours

Every Day All Day

Holiday Schedule

None

Forward to phone number/SIP-URI

max 161 characters, Phone Number / SIP-URI - Should contain only digits or the format string@string.

Forward to phone number/SIP-URI

Apply

Close

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User guide
GoCo Voice Portal

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

Manage Company Settings

Announcement Repository

Auto Attendant

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Music On Hold

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Outgoing Digit Plan

Paging Group

Hunt Group

Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect calls when the group cannot accept calls.

+ Hunt Group

Active/Inactive

<input type="checkbox"/>	Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	0.Data SMB-EN-Backup		3500		
<input checked="" type="checkbox"/>	0.Data SMB-FR-Backup		3502		
<input checked="" type="checkbox"/>	0.Voice Support-EN-Backup		3501		
<input checked="" type="checkbox"/>	0.Voice Support-FR-Backup		3503		
<input checked="" type="checkbox"/>	CSM		525		
<input checked="" type="checkbox"/>	ENG_Data Escalation HG	6046924585	4585		
<input checked="" type="checkbox"/>	FR Data Escalation HG	6475772297	4586		
<input checked="" type="checkbox"/>	GoCo_Migration		8051		

Close

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

Manage Company Settings

Announcement Repository

Auto Attendant

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Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

PROFILE

Profile

Display and configure profile information and members for this hunt group.

Addresses

Display and configure information such as phone number, extension, and identity/device profile for this hunt group.

Announcement Repository

Manage the announcements for this hunt group.

Password

Configure the voice portal password for this hunt group.

Go Back

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

Manage Company Settings

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Paging Group

Instant Group Call

Create a new instant group call and manage existing instant group calls. Defining an instant group call allows you to call a group of users.

+ Instant Group Call

Active/Inactive

<input type="checkbox"/>	Group Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	test_gp		801		

Close

Manage Company Settings

Announcement Repository

Auto Attendant

Business Schedule / Holiday Schedule

Call Center

Call Park

Call Pickup

Feature Access Codes

Group Night Forwarding

Hunt Group

Incoming Calling Plan

Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan

Outgoing Digit Plan

Paging Group

Profile

Manage existing instant group call.

Profile

Display and configure profile information and members for this instant group call.

Addresses

Display and configure information such as phone number, extension, and identity/device profile for this instant group call.

Announcement Repository

Manage the announcements for this paging group.

Incoming Calling Plan

Display the type of phone numbers you can receive calls from.

Outgoing Calling Plan

Display the type of phone numbers you can call.


Go Back

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.

Manage Company Settings 

Announcement Repository

Auto Attendant

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Call Center

Call Park

Call Pickup

Feature Access Codes

Group Night Forwarding

Hunt Group

Incoming Calling Plan

Instant Group Call

Intercept Group

Music On Hold

Outgoing Calling Plan


Outgoing Digit Plan

Paging Group

Music On Hold

With Music On Hold, you can upload an audio file (in WAV format up to 4 MB) containing, for example, music or advertising, onto the system that is to be played for callers on hold. 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.

+ Audio

Music On Hold Type	Department	Edit
Group		

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.

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- Instant Group Call
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- Outgoing Digit Plan
- Paging Group

Paging Group

Create and manage paging groups.

+ Paging Group

Active/Inactive

<input type="checkbox"/>	Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Test_PG		8534		

Close

Manage Company Settings

- Announcement Repository
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- Music On Hold
- Outgoing Calling Plan
- Outgoing Digit Plan
- Paging Group

Profile

Manage existing group paging.

Profile

Display and configure profile information for this paging group.

Announcement Repository

Manage the announcements for this paging group.

Originators

Display and configure the list of subscribers who may originate pages for this paging group.

Targets

Display and configure the list of subscribers whom the pages from this group will be sent to.

Call Policies

Configure user Call Policies.

Go Back

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)

The screenshot displays the 'Contact Lists' page in the GoCo Voice Portal. The top navigation bar includes 'SERVICES', 'MANAGEMENT', 'REPORTS', and 'ADMINISTRATION'. A dropdown menu under 'Voice Services' is open, highlighting 'Contact Lists'. The main content area features a 'Contact Lists' header with options to 'Add Contact', 'Export List to CSV', 'Download CSV Template', and 'Import CSV'. Below this is a table of contacts with the following columns: First Name, Last Name, User ID, DID, Extension, Mobile, Email, Group, Site, Contact Type, Edit, and Delete. The table contains 10 rows of contact information, including entries for Granville, Nightlife, Queen Street, Saint-Laurent, Whyte Avenue, TollFree, and Hey-GoCo. At the bottom, there is a pagination bar showing '10 25 50 100'.

First Name	Last Name	User ID	DID	Extension	Mobile	Email	Group	Site	Contact Type	Edit	Delete
-	Granville	18774394826x1902		1902			GoCo_Office		Internal		
-	Nightlife	18774394826x1904		1904			GoCo_Office		Internal		
-	Queen Street	18774394826x1903		1903			GoCo_Office		Internal		
-	Saint-Laurent	18774394826x1900		1900			GoCo_Office		Internal		
-	Whyte Avenue	18774394826x1901		1901			GoCo_Office		Internal		
18332129274	TollFree	18332129274	6475788443	8443			GoCo_Office		Internal		
1833264400	TollFree_CustomerService	1833264400	6475773541	3541			GoCo_Office		Internal		
18663724180		18663724180	6475985506				GoCo_Office		Internal		
18774003257	Toll free	18774003257	6472514689	4689			GoCo_Office		Internal		
18774394826	Hey-GoCo	18774394826	6472491369	1369			GoCo_Office		Internal		

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.

MyGoCo / Voice Portal

Phone Inventory

Phone Numbers

GoCo (GoCo_Office)

Phone Inventory

Create New Device Profile

Filter by Device Type

Global Search

Only Polycom, Yealink or Cisco devices support the Reset feature. If the device cannot be reset, please contact support.

Device name	Device Description	Type/Model	Used by users	Reset Device	MAC address	Available Ports
18774394626x1000_CCK700		BCT Polycom CCK 700 version 1			482967268368	53
18774394626x1000_Mobile		Connect - Mobile				Unlimited
18774394626x1000_PC		Business Communicator - PC				Unlimited
18774394626x1001_Mobile		Connect - Mobile				Unlimited
18774394626x1001_PC		Business Communicator - PC				Unlimited

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 currently enabled for a given number.

MyGoCo

GoCo (GoCo)

GoCo (GoCo)

GoCo (GoCo, Office)

MyGoCo

Voice Portal

Contact Lists

Phone Inventory

Phone Numbers

GoCo (GoCo)

GoCo (GoCo, Office)

Phone Numbers

Number Type

User ID

First Name

Last Name

Extension

Department

Call Forwarding Services

6475788443	Internal	18332129274	18332129274	TollFree	8443	Network Operations (GoCo, Office)	
6475788484	Internal	18332129275	MTI_Office	TollFree	8484	Security (GoCo, Office)	
6475773541	Internal	18332644100	18332644100	TollFree_CustomerService	3541		
6475771024	Internal	18332644101	Webex Installation Support	TollFree	1124	ServiceDelivery&CustomerOperations (GoCo, Office)	
6475779020	Internal	18333745608	Utility Billing	TollFree	5608	Finance (GoCo, Office)	
6475988961	Internal	18334556349	UC_VIP_Support_TF	18334556349		SupportOperations (GoCo, Office)	
6472507677	Internal	18335423729	TollFree	18335423729	07677		
6472507681	Internal	18335423730	Installation Support	TollFree	7681	ServiceDelivery&CustomerOperations (GoCo, Office)	
6472507673	Internal	18448230964	IS Billing	TollFree	7673	Finance (GoCo, Office)	
6475983796	Internal	18554879242	TollFree	18554879242	83796		

1 2 3 4 5 6 7 ... 47

10 25 50 100

MyGoCo

GoCo (GoCo)

GoCo (GoCo)

GoCo (GoCo, Office)

MyGoCo

Voice Portal

MANAGEMENT

Phone Numbers

GoCo (GoCo)

GoCo (GoCo, Office)

Phone Numbers

Number Type

4377810761	Internal
6475984633	Internal

4377810761 Internal |

6475984633 Internal |

Call Forwarding - Always

Forwarded To Phone Number

OFF

External

Call Forwarding - Busy

Forwarded To Phone Number

OFF

Call Forwarding - No Answer

Forwarded To Phone Number

OFF

Call Forwarding - Not Reachable

Forwarded To Phone Number

OFF

External

Call Forwarding - Selective

Forwarded To Phone Number

OFF

Business Schedule:

None

Holiday Schedule:

None

See more info about Schedules in the Users > Manage section.

Close

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**)

Billing

Invoice Date: 2023-06-01

Current balance
\$317.70

[Download PDF](#)

Billing cycle
Current billing cycle: 6/1 - 6/30

Usage Details	Previous Cycle
Estimated Usage Before Tax	Current Cycle June 1 - June 26
Long Distance	\$30.80
Toll Free	\$0.00
Total	\$30.80

GoCo
GoCo Technology LP
151 North Rivermeade Rd.
Concord, Ontario, Canada, L4K 0C4

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

INVOICE FOR
(GR) GUL TEST - (0_GUL_TEST_GR_0)
209 - 334 Adelaide ST W
Toronto, Ontario, Canada, M5V 1R4
Email: seunghwan.ug@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, OST#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.

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

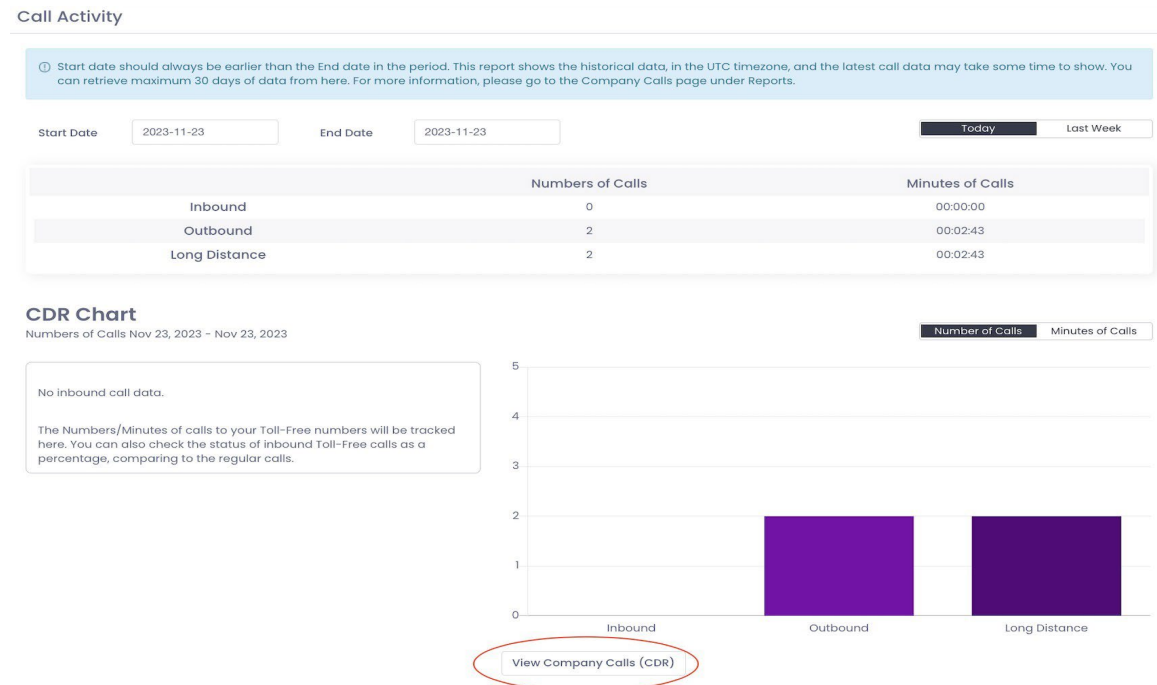
(GR) GUL TEST
209 - 334 Adelaide ST W

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

CDR Report		
	11/22/2023	11/23/2023
		Apply
		Total Cost of CDRs \$0.228
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)	Rate / 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	0.00
				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 10:43:33	169	0	Canada	Ontario	Ontario	Toronto	Ontario	Toronto	0