



Requesting Service-License

Fusion Connect Client Portal

Resources

Watch a Video:

[Requesting Service-License](#)

More Resources:

See a complete list of Fusion Connect Client Portal self-support documents here:

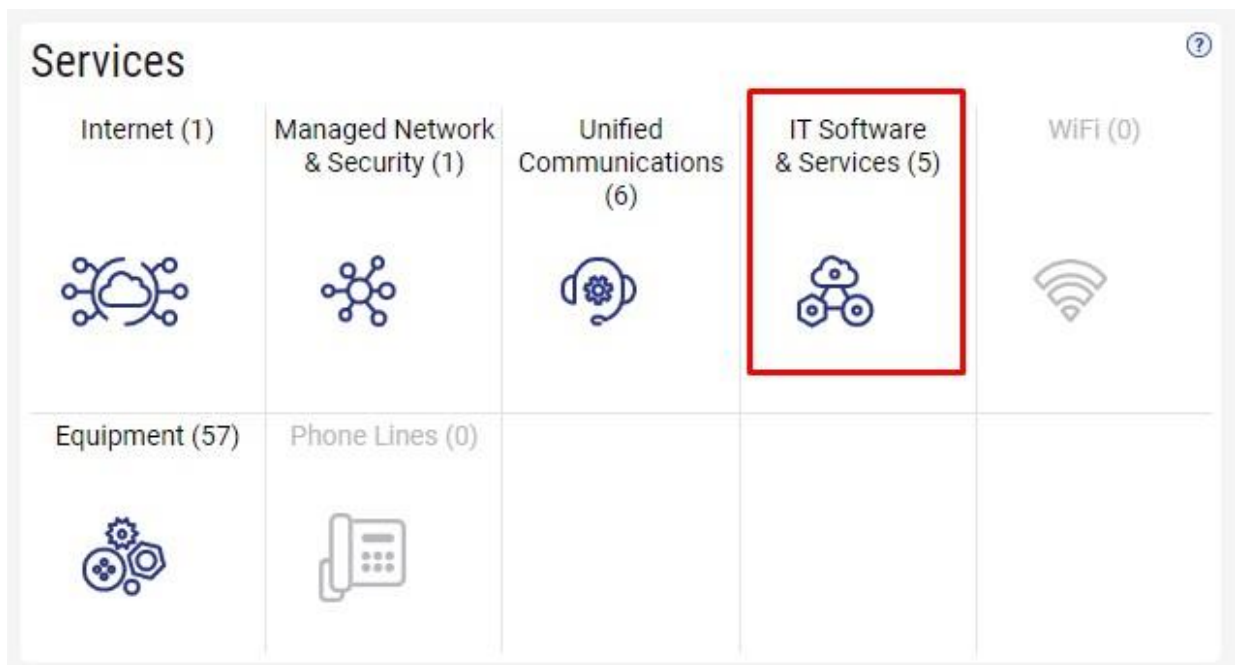
<https://www.fusionconnect.com/support/ms-teams-support>

Requesting Service-License...

The Services Tile displays a list of the services that Fusion Connect offers. Services you currently subscribe to will appear in bold with the number of sites you have in parentheses next to the service type.

Note: Services you do not currently subscribe to will appear in grey.

For Microsoft Services, click on your *IT Software & Services* section:



This will open a new Tab within your Portal listing your Site(s) and their service(s). Choose the site/service by clicking the Kabob icon and choose "Manage Services":

The screenshot shows the Fusion Connect interface. At the top, there is a search bar and navigation tabs for 'Sample Company Customer Overview' and 'Sample Company Customer Services'. Below the navigation, there are category filters: 'Internet', 'Managed Network & Security', 'Unified Communications', and 'IT Software & Services'. A filter section shows '1 sites' with a dropdown menu for 'Sample Company'. The dropdown menu is open, showing options: 'Site', 'Sample Company', 'Manage Services', and 'Create Ticket'. The 'Manage Services' option is highlighted with a red box.

Once in your Microsoft Services tab, you can request “availability” of a new Microsoft Product by opening a Ticket. Click on **“Open Ticket Requesting Product Availability”...**

The screenshot shows the Fusion Connect interface for 'Sample Company Microsoft Services'. At the top, there is a search bar and navigation tabs for 'Sample Company Customer Overview' and 'Sample Company Microsoft Services'. Below the navigation, there is a message: 'If you would like to add a new product, first request it by clicking "Open Ticket Requesting Product Availability". Once the product is available, click "Add Product" to place an order.' Below the message, there is a button labeled 'Open Ticket Requesting Product Availability' with 'Add Product' underneath it. The button is highlighted with a red box. Below the button, there is a table of services for 'Sample Company Provider (samplecompany.something.com)'. The table has columns: Service, Billing Type, Billed, Term, Unit Price, Quantity, Total, Effective, Term End, and Auto Renew.

Service	Billing Type	Billed	Term	Unit Price	Quantity	Total	Effective	Term End	Auto Renew
Azure Plan	Usage	Monthly	Monthly						
Microsoft 365 E3	License	Monthly	Monthly	43.20	2	86.40	03/18/2024	04/18/2024	✓
Microsoft 365 E5	License	Annual	Annual	684.00	2	1368.00	03/18/2024	03/18/2025	✓
Office 365 E3	License	Monthly	Monthly	27.60	1	27.60	09/11/2024		✓

Request Product Availability

Please describe the requested product and terms and click Open Ticket.

Contact Name *

Contact Phone *

Product *

Billing Frequency *

Commitment *

Additional Message

Please add Microsoft Azure as an available service for the reason of purchase.

Use Custom Service Hours

In the "Request Product Availability" window (above screen capture):

Product*, enter the specific name of the Microsoft Product you want "available"

Billing Frequency*, choose from the dropdown how you want to be billed for the service, i.e. Monthly/Annually/Triennial

Commitment*, choose from the dropdown how long you wish to commit to term for the product, i.e. Monthly/Quarterly/Annually/Triennial

Add in the "Additional Message" field why you are requesting the product to become "Available".

Click "**Open Ticket**"

After your ticket is created, you will receive a response via email once your Product is available to "ADD" it as a Microsoft Service.

All tickets created will be available in your Tickets Tile of your Portal login Overview tab. There, you can access your ticket to make comments to the Fusion Connect Team working your specific ticket request.