



HOW TO MANAGE UNIFIED COMMUNICATIONS (VOICE) SERVICES

Fusion Connect Client Portal

Resources

Watch a Video:

[How To Manage Unified Communications \(Voice\) Services](#)

More Resources:

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

<https://www.fusionconnect.com/support/portal-support>



How do I manage my Unified Communications (Voice) services?

If you have Unified Communications (Voice) services with Fusion Connect, you can view them in the Services tile in the Unified Communications section.

Note: The number in parentheses indicates the number of sites that have Unified Communications services.

Services ?				
Internet (7) 	Managed Network & Security (3) 	Unified Communications (1) 	IT Software & Services (2) 	WiFi (0)
Equipment (11) 	Phone Lines (3) 			

If you click on this section, a new tab will open showing your services.

Corporate Account For Cloud Ser Customer Overview

Corporate Account For Cloud Ser Customer Services

Internet Managed Network & Security Unified Communications IT Software & Services WiFi Equipment Phone Lines

Sites States View Sites On Map []

Site	Service	Line Id	Device ID	Links	Status	Tickets Open	Fax Enab
Ashley Palacol	FusionWorks (M)	559400			Up	0	
Billy Fisher	FusionWorks (M)	591868			Up	4	
Billy Fisher LITTLE RIVER 1	FusionWorks (M)	618758			Up	0	
Corporate Account For Cloud Ser	FusionWorks (M)	547497			Up	0	
Pleasanton Office	FusionWorks (M)	515703			Up	0	
Wallingford Office	FusionWorks (M)	515704			Up	0	

FusionWorks is a voice platform. To access FusionWorks for a specific site, click the **three-dot menu** button beside the Site name.

Corporate Account For Cloud Ser Cu

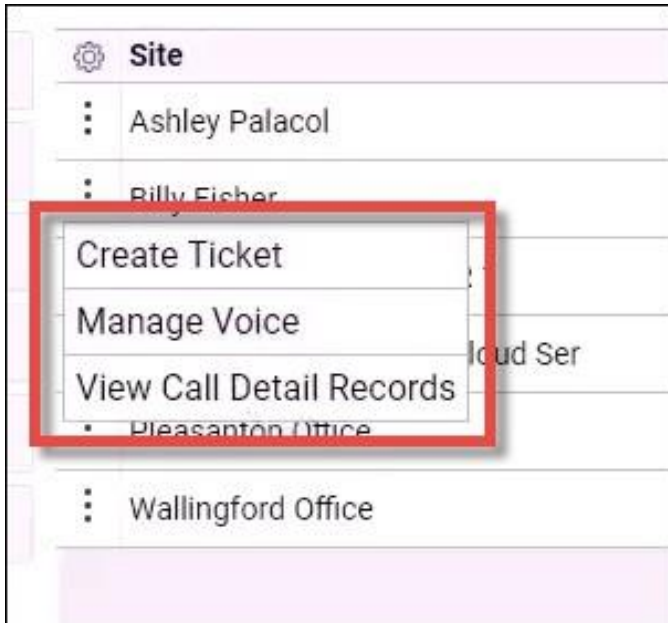
Corporate Account For Cloud Ser Customer Services

Internet Managed Network & Security Unified Communications IT Software & Serv

Sites States 6 sites

Site	Service
Ashley Palacol	FusionWorks (M)
Billy Fisher	FusionWorks (M)
Billy Fisher LITTLE RIVER 1	FusionWorks (M)
Corporate Account For Cloud Ser	FusionWorks (M)
Pleasanton Office	FusionWorks (M)
Wallingford Office	FusionWorks (M)

From here, you can click on **Create Ticket** to create a ticket for that Site for that specific service, click on **Manage Voice** to manage your voice services, or click on **View Call Detail Records** to see your call detail records.



For customers outside of the FusionWorks platform, you may have other services such as MS Teams Calling with our Microsoft voice portal (Operator Connect) or a FusionSIP trunk.

You can also click on the three-dot menu button to create a ticket -or manage your Voice Services.

