



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.

Corporate Account For Cloud Ser Customer Overview

Sites

Total 8

Down 0

Alarm 0

Off 0

Inactive 0

Site	Account Number	City
Ashley Palacol	3418205	HERND
Billy Fisher	3850266	HERND
Billy Fisher LITTLE RIVER	3992460	LITTLE

1 - 3 of 8

Page 1 of 4

Manage >

View all Sites >

Services

Internet (1)

Managed Network & Security (1)

Unified Communications (6)

IT Software Services (5)

WiFi (0)

Equipment (57)

Phone Lines (0)

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 6 sites 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 Customer Overview

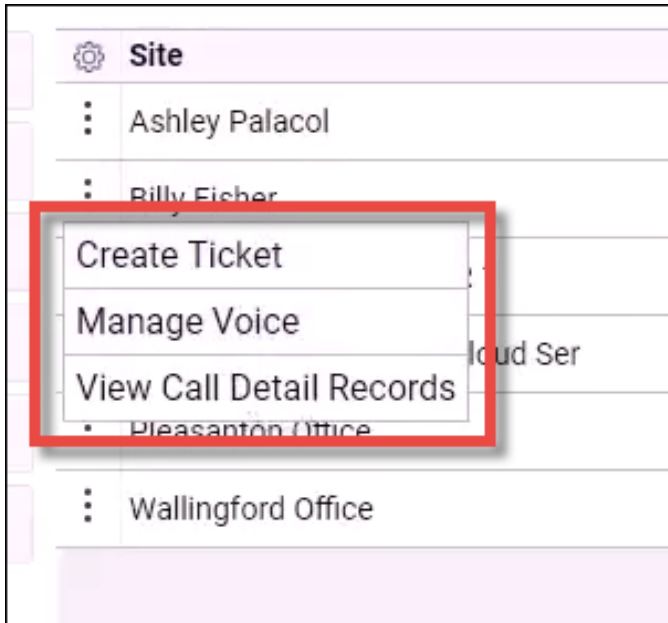
Corporate Account For Cloud Ser Customer Services

Internet Managed Network & Security Unified Communications IT Software & Serv

Sites States 6 sites

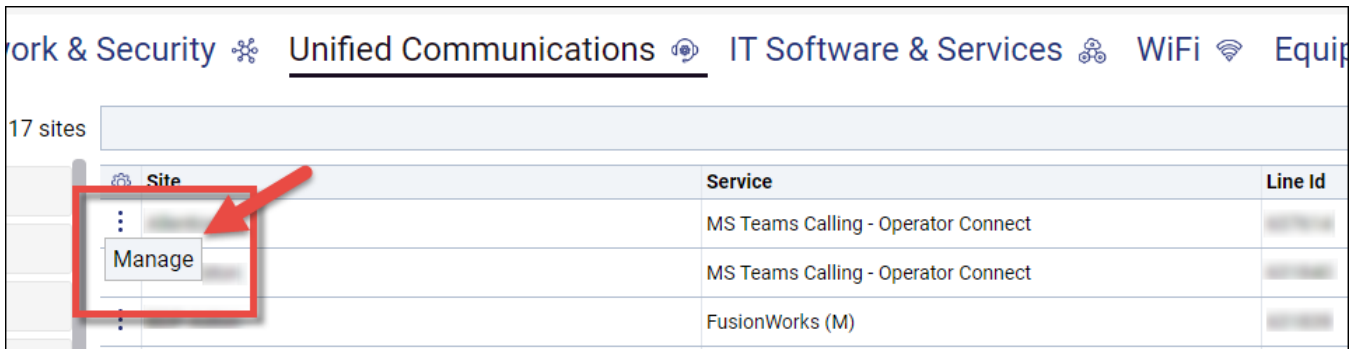
Site	Service
Ashley Palacol	FusionWorks (M)
Billy Fisher	FusionWorks (M)
Billy Fisher LITTLE RIVER 1	FusionWorks (M)
Corporate Account For Cloud Ser	FusionWorks (M)
Pleasanton Office	FusionWorks (M)
Wallingford Office	FusionWorks (M)

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 services.



To access your call detail records for MS Teams Calling or FusionSIP, you'll do so from your main portal dashboard in the **Reports** section.

The screenshot displays the 'Corporate Account For Cloud Ser Customer Overview' dashboard. The 'Billing' section shows a current balance of \$346.18 and a 'Pay Bill' button. The 'Reports' section is highlighted with a red box and a red arrow, containing links for 'View Hosted Voice Call Detail Report', 'View Operator Connect Call Detail Report', and 'View Hosted Voice Call Detail Report (FusionSIP / FusionWorksPro)'. The 'Sites' section includes a table with columns for Site, Account Number, and City, listing three sites: Ashley Palacol, Billy Fisher, and Billy Fisher LITTLE RIVER. The 'Services' section shows various service categories like Internet, Managed Network & Security, Unified Communications, IT Software & Services, and WiFi. The 'Orders Disconnects' section has buttons for 'In Progress' and 'Completed'. The 'Tickets' section has an 'Open' button.

Site	Account Number	City
Ashley Palacol	3418205	HERND
Billy Fisher	3850266	HERND
Billy Fisher LITTLE RIVER	3992460	LITTLE