

Smithville Cloud Voice

Addendum: Business Group Administrator (BGA) User Guide

Business Group Administration Between Exchange Service Areas

What Cloud Voice Call Features are limited between service area exchanges?

- Multiline Hunt Groups
- Multiple Appearance Directory Numbers
- Group or Directed Call Pickup Groups
- Busy Lamp Field (BLF)/Line State Monitoring
- Call Park/Park Retrieval

If your Cloud Voice Business Group spans across both Smithville Voice Networks, you will need to administer your Cloud Voice Business Group from both CommPortal. <https://commportal.smithville.com/bg> and <https://voicecenter.smithville.com/bg>.

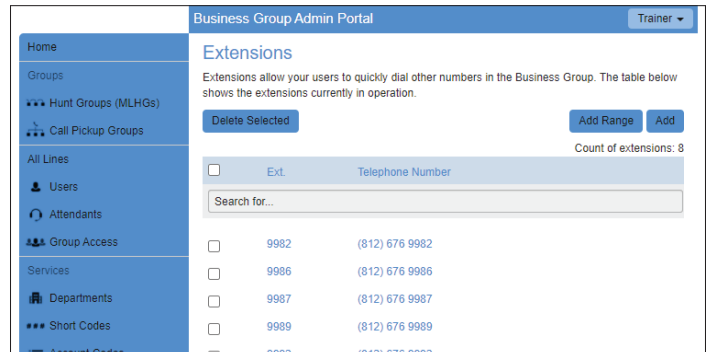
Most seat (aka: extension level) configuration will need to be performed within the web portal of the network they reside on.

Reference the Telephone Exchange Location Table at the end of this document for assistance in identifying which URL to use for each of your Cloud Voice seats.

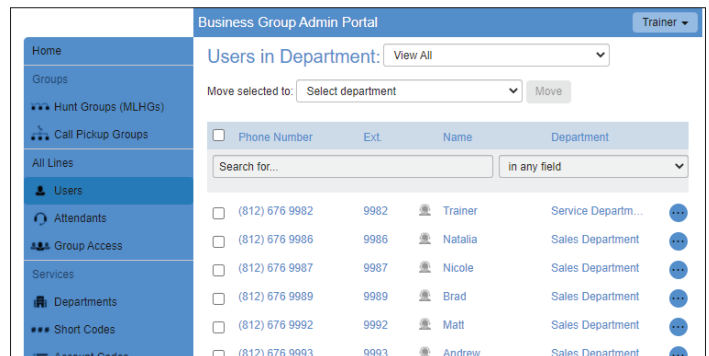
The Extensions list in the BG Web Portal will list all Business Group seat extensions, regardless of which Smithville Network they reside on.



The entire Business Group Extensions list will be visible from either voice network CommPortal. Most seat level customization and administration will need to be done through their specific CommPortal. <https://commportal.smithville.com/bg> and <https://voicecenter.smithville.com/bg>.



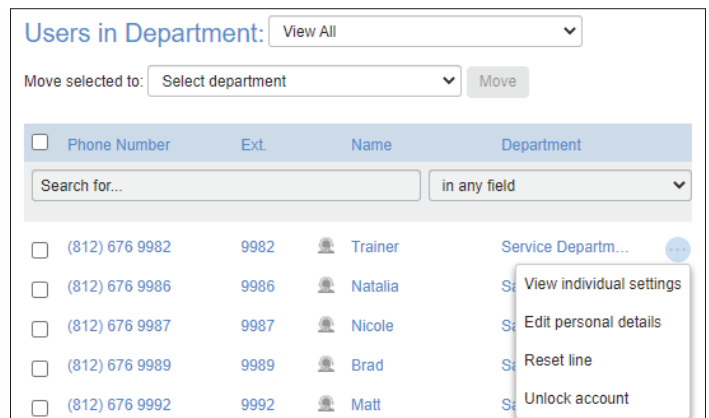
Users list are specific to the local Web Portal you are in.



Extensions list are visible from either Web Portal.

From the Users list, you can do the following:

- View individual settings
- Edit personal details
- Reset the line
- Unlock the account



Telephone Exchange Locations

Exchange Area Location	CommPortal
Bloomington	https://commportal.smithville.com/bg
Bedford	
Columbus	
Ellettsville	https://voicecenter.smithville.com/bg
French Lick	
Gosport	
Griffin	
Hymera	
Jasper	https://commportal.smithville.com/bg
Lake Monroe	https://voicecenter.smithville.com/bg
Lizton	
Lyons	
Nashville	https://commportal.smithville.com/bg
Owensburg	https://voicecenter.smithville.com/bg
Sharpsville	
Smithville	
Stanford	
All other areas	https://commportal.smithville.com/bg