



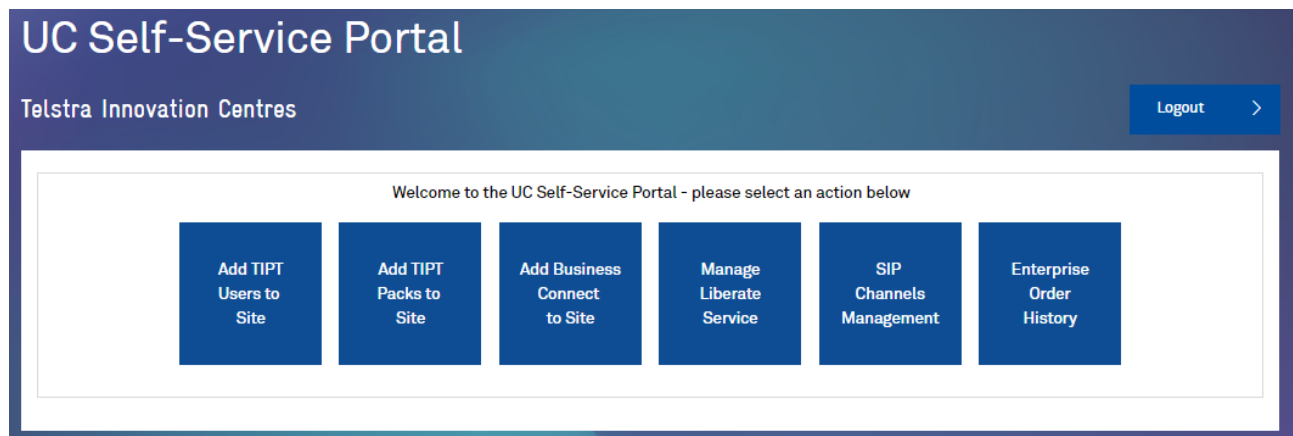
UC Self-Service Portal User Guide

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1 UC Self-Service Portal

Telstra's new UC Self-Service Portal for our TIPT and SIP Connect customers, which implements your change requests in near real-time.



The UC Self-Service Portal will allow customers to:

- Add New TIPT Users with handsets (existing or new).
- Add additional TIPT packs to a site to assign to users.
- Add Business Connect to all users at a site fi not already assigned.
- Link through to the Liberate portal.
- Add capacity to an existing SIP trunk service.
- See their order history.

2 Add TIPT users to existing site

- Create new TIPT users complete with packs and Business Connect.
- Create multiple users at one time.
- Create Liberate Mobile users – ready to be assigned Liberate.
- Order a selection of handsets and IADs.
- Login credentials for Business Connect sent to you after your request has been submitted.
- Handsets shipped out straight from the warehouse.

To create new TIPT users with service packs and handsets please use the **Add TIPT Users to Site icon**.

Select the site in the drop down to add additional users.

Add TIPT Users

Start by searching for your site, then make any additions or changes required.
Please note that any additional services, packs, users or devices ordered will incur a fee and that the fees represented on this page may not reflect customer negotiated pricing.

Site search

Please search for a site by entering the site ID below

Current selected site is: No site selected

Complete your details in the **Customer Contact Details** section.

Customer & Shipping Details

Customer Contact Details

<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Contact Phone"/>	<input type="text" value="Contact Email"/>	<input type="text" value="Partner Code (optional)"/>
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Choose if handsets are to be used over the Internet or on Telstra Next IP MPLS network.

Note: Handsets can only work on one access type – either Next IP or over the Internet.

New TIPT User Details

Configure Handsets / IADs for

TIPT Over MPLS/Next IP

TIPT Over Internet

Complete the **User Details** section to create new users

- Next available free number will be selected for any new user.
- Users can add additional packs such as call centre – please complete the **supplementary pack** section.
- Users can add a handset, either existing, purchased or rented.
- Business Connect soft client only can be selected.
- Liberate Mobile only user can be selected.
- Additional users can be added by selecting the **add row** button.

The screenshot shows a form titled 'User Details' with the following fields and options:

First name	Last name	User Pack (Install \$50)	Select first supplementary pack (Install \$50)	Select second supplementary pack (Install \$50)	Select handset (Install \$0)
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Please pick a service pack"/>	<input type="text" value="Please pick a service pack"/>	<input type="text" value="Please pick a service pack"/>	<input type="text" value="Please pick a device type"/>
<input type="button" value="+ Add row"/> <input type="button" value="- Delete last row"/>		<ul style="list-style-type: none">Please pick a service packBasic Pack - \$8.00 per monthStandard Pack - \$14.00 per monthExecutive Pack - \$22.00 per monthLiberate Mobile - \$8.00 per monthHoteling Pack - \$7.00 per month			<input type="button" value="Submit"/> <input type="button" value=">"/>

If a new handset or IAD is requested – the customer delivery details section will open.

Please complete your delivery address details.

Shipping Contact

<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Contact Phone"/>	<input type="text" value="Contact Email"/>
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Shipping Details

<input type="text" value="Street Number"/>	<input type="text" value="Street Name"/>	<input type="text" value="Suburb"/>	<input type="text" value="State"/>	<input type="text" value="Postcode"/>
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Once complete – **press submit**.

- Your users will then be built on the platform and be visible in Commpilot.
- You will receive an email confirming your order with login details for Business Connect and activation credentials for the user's handset.
- Users can immediately login to Business Connect once you have the confirmation email.
- Liberate can now be added to a user if required via the Liberate portal.
- Hardware such as IAD and handsets will be shipped out.

3 Add TIPT packs to an existing TIPT site

This section will allow customers to:

- Manage existing packs – increase as required.
- Add new service packs to a site.
 - Packs are applied to the platform in near real time.
 - Packs are available to assign to users in Commpilot shortly after submission.

To add new TIPT service packs please use the **Add TIPT Packs to Site icon**.

Select the site in the drop down to add additional packs.

TIPT Pack Management

Start by searching for your site, then make any additions or changes required.
Please note that any additional services, packs, users or devices ordered will incur a fee and that the fees represented on this page may not reflect customer negotiated pricing.

Site search

Please search for a site by entering the site ID below

Current selected site is: N2002822R

N2002822R (Self-Service Syd Demo) | v

To add additional packs to your existing packs – please use the **Manage TIPT Packs** section.

Complete your details in the **customer details** section.

To add packs simply enter the number of additional packs you require next to the existing pack licences.

Manage TIPT Packs

Customer Contact Details

Non-standard billing required

Once a site has been selected, current TIPT pack limitations can be viewed below alongside capability to order additional packs.

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

Service pack name	Packs in use	Total existing packs	Order additional packs
Liberate Mobile - \$8.00 per month	0	3	<input type="text"/> Add packs
Basic Pack - \$8.00 per month	0	16	<input type="text"/> Add packs
Call Centre Standard Agent Pack - \$25.00 per month	1	56	<input type="text"/> Add packs
Call Centre Premium Agent Pack - \$50.00 per month	0	8	<input type="text"/> Add packs
Call Centre Premium Supervisor Pack - \$75.00 per month	0	4	<input type="text"/> Add packs
Call Centre Standard Supervisor Pack - \$50.00 per month	0	10	<input type="text"/> Add packs
TIPT Call Centre Wallboard - \$35.00 per month	0	10	<input type="text"/> Add packs
Executive Pack - \$22.00 per month	0	66	<input type="text"/> Add packs
Hoteling Pack - \$7.00 per month	0	22	<input type="text"/> Add packs
Standard Pack - \$14.00 per month	0	11	<input type="text"/> Add packs
miReception Pack - \$150.00 per month	0	7	<input type="text"/> Add packs

Press **Add packs**

- Your additional packs will then be built on the platform and be available to assign in Commpilot.
- You will receive an email confirming you order of additional TIPT packs.

4 Manage Business Connect

This section will allow you to assign the Business Connect soft client to any users in your group that have a standard or an executive pack but does not currently have Business Connect assigned.

To add new Business Connect please use the **Add Business Connect to Site icon**.

Select the site in the drop down to select the site.

Business Connect

Start by searching for your site, then make any additions or changes required.
Please note that any additional services, packs, users or devices ordered will incur a fee and that the fees represented on this page may not reflect customer negotiated pricing.

Site search

Please search for a site by entering the site ID below

Current selected site is: N2002822R

N2002822R (Self-Service Syd Demo) ▾

Choose how you wish your users to connect to the network

- Business Connect desktop – no setting required.
- Mobile and Tablet – generally choose Internet connectivity unless you intend to use them inside your corporate network. Mobile and Tablet apps are not auto switching.

My Telstra Business Connect Network

Select how you would like Telstra Business Connect to connect to your TIPT Service for your group N2002822R.

Use the **Company Network** option if you are connected to your company's network or to your company's VPN.

Use the **Internet** option if you're on the move and not connected to your company's VPN network. Note that this will cause phone calls you make and receive through Telstra Business Connect to use your mobile phone data allowance if you are not connected to a WiFi network.

	Internet	Company Network
Telstra Business Connect Desktop (Auto Switching)	<input type="radio"/>	<input type="radio"/>
Telstra Business Connect Mobile	<input type="radio"/>	<input type="radio"/>
Telstra Business Connect Tablet	<input type="radio"/>	<input type="radio"/>

Apply >

Press **apply**.

- Your new Business Connect packs will then be built on the platform assigned to any user that did not previously have it.
- Users can then login to Business Connect – password can be reset via Commpilot

5 Manage Liberate

The UC Self-Service Portal provides a simple link through to the Liberate activation and management portal.

Manage Liberate Service

Head over to the [Liberate Self-Service Portal](#) to manage your Liberate Service.

6 SIP Channel Management

This section will allow customers to:

- Increase SIP Connect channel capacity on single trunks.
- Increase SIP Connect Enterprise trunk capacity.
 - All changes applied to the platform in near real time.

SIP Channels Management

Manage Current Trunking Channels at either an Enterprise Trunk level or at a Dedicated Trunk level.
Please note that any additional services, packs, users or devices ordered will incur a fee and that the fees represented on this page may not reflect customer negotiated pricing.

Manage Enterprise Trunks

Manage Dedicated Trunks

To add channels to an enterprise trunk – select **Manage Enterprise Trunks**.

Customer Contact Details

Use	Test	123456	tiptamc@gmail.com
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Enterprise Trunk Search

Please select an Enterprise Trunk below to begin.

Registering Trunking ID/s:

Manage Enterprise Trunks

Please Note: When adding additional channels to your enterprise trunking service it will also apply the same channel capacity at the registering trunk id/s.

I.e. if your new overall enterprise channel capacity is 100, then each of your registering trunk id/s will also have the capacity set to 100.

If you wish to have individual distributed trunk capacity, you will need to provide the registering trunk id/s and the amount you wish to set at the trunk in an email to tiptprovisioning@team.telstra.com. This request will be completed as per normal provisioning times.

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

Current Channels for Enterprise Trunk	110
Additional Channels Required	0 <input type="button" value="+"/> <input type="button" value="-"/>

You are adding 0 additional SIP Channels, at a standard cost of \$0.

* Please acknowledge that you have ensured your PABX is licensed to handle the number of channels you are about to add.

Add Channels >

- Select the enterprise trunk you want to add additional capacity.
- The registering trunks of the enterprise trunk will show in the registering trunk ID field.
- The current capacity is shown.
- Select the additional channel capacity required in increments of 5 channels.

Note: this will add capacity to each trunk equally – eg if your new capacity is 100 channels – each registering trunk will have a capacity of 100 channels set.

- Select add channels.
- Channels will then be added to the trunks in near real time.

To add channels to a dedicated trunk – select **Manage Dedicated Trunks**.

SIP Channels Management

Manage Current Trunking Channels at either an Enterprise Trunk level or at a Dedicated Trunk level.
Please note that any additional services, packs, users or devices ordered will incur a fee and that the fees represented on this page may not reflect customer negotiated pricing.

Manage Enterprise Trunks

Manage Dedicated Trunks

Customer Contact Details

First Name

Last Name

Contact Phone

Contact Email

SIP Trunk Group Select

Please select a SIP Trunk Group below to begin.

N1002352R (Dedicated Test)

Registering Trunk ID/s:

N5426562R

Manage Dedicated Trunks

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

Current Channels
for Dedicated Trunk

5

Additional Channels
Required

0

+

-

You are adding 0 additional SIP Channels, at a standard cost of \$0.

* Please acknowledge that you have ensured your PABX is licensed to handle the number of channels you are about to add.

Add Channels

>

- Select the SIP Trunk group.
- Select the Dedicated trunk.
- Select the additional channel capacity required (increments of 5 channels).
- Select add channels.
- Channels will then be added to the trunks in near real time.

7 Enterprise Order History

The UC Self-Service Portal provides a record of your company ordering history.

Orders can be searched via:

- Reference number
- Site ID
- Requestor
- Request date
- Request status

Enterprise Order History

Below illustrates a summary of orders placed for your current Enterprise within the UC Self-Service Portal.

Based on: Telstra Reference Number ▼

Telstra Reference Number	Site ID	Request Type	Requester	Request Date	Request Status
No order history found					