

# **BROADCLOUD ADMINISTRATION PROFESSIONAL**

Module 1 - Introduction

# COURSE OBJECTIVES



- Successful candidates will demonstrate the ability to utilize the BroadCloud Offering for the quoting, provisioning and installation of a given deployment. In addition, candidates will gain a solid fundamental understanding of:
  - Introduction & Certification Program Overview
  - BroadCloud Solution
  - Master Admin Role
  - BroadCloud Processes
    - Quote Entry
    - Provisioning
    - Installation
  - REP, My Site and My Account
  - Device Management
  - Trouble Shooting



# BROADCLOUD CERTIFIED PROFESSIONAL COURSE AGENDA

- **Day 1**
  - BroadCloud Overview
  - Master Admin Role
  - Quoting
  - Provisioning
- **Day 2**
  - Installation
  - REP, My Site
  - My Phones
- **Day 3**
  - Device Management
  - Trouble Shooting
  - Certification



# REFERENCE DOCUMENTS



## Master Admin

- BroadCloud Branding Admin QRG
- BroadCloud User Permissions & Roles Guide

## Quote Entry

- BroadCloud PBX - Customer Creation QRG
- BroadCloud PBX - Order Creation (Checkout) QRG
- BroadCloud PBX - Quote Creation QRG

## Provisioning

- BroadCloud PBX - Order Management QRG
- BroadCloud PBX - Provisioning SP Admin QRG

# REFERENCE DOCUMENTS



## My Site

- BroadCloud - Customer Service Tool Admin QRG
- BroadCloud - My Account Admins QRG
- BroadCloud Call Queue QRG
- BroadCloud Meet-Me Conferencing QRG
- BroadCloud PBX - Auto Attendant QRG
- BroadCloud PBX - Hunt Group QRG
- BroadCloud PBX - My Site Overview QRG
- BroadCloud PBX - Receptionist Client Admin Guide
- BroadCloud PBX – Schedule
- BroadCloud PBX - User Assignments QRG
- BroadCloud Receptionist Client User Guide
- BroadCloud\_Voice-Portal-QRG
- BroadCloud%20PBX%20Polycom%20VLAN%20Support.pdf
- Voice\_Portal\_Menu\_Tree

# REFERENCE DOCUMENTS



## User Features

- BroadCloud PBX - Sharing QRG
- BroadCloud PBX - Unified Messaging QRG
- BroadCloud Receptionist Client User Guide
- BroadCloud Call Recording QRG
- BroadCloud Exec-ExecAsst User Guide
- BroadCloud UC-Desktop S4B Product Guide
- CRM Connect – User Guide

# REFERENCE DOCUMENTS



## Device Management

- BroadCloud PBX - Device Management QRG
- BroadCloud PBX Supported CPE
- Broadcloud\_Customer\_Firewall\_Requirments-AllMarkets
- BroadCloud\_Feature\_Access\_Codes\_QRG
- BroadCloud\_Feature\_Access\_Codes\_Table
- BroadCloud\_UC-Desktop\_UserGuide
- BroadCloud\_UC-Desktop-Lync\_ProductGuide
- BroadCloud\_UC-Mobile\_Client Admin\_Guide
- BroadCloud\_UC-Mobile-Android\_UserGuide.docx
- BroadCloud\_UC-Mobile-iPhone\_UserGuide.docx
- BroadCloud\_UC-Tablet\_iPad\_UserGuide
- BroadCloud\_UC-Tablet-Android\_UserGuide.docx

# REFERENCE DOCUMENTS



## Device Management

- BusinessMedia\_VVX400\_Quick\_User\_Guide
- Cisco SPA50XG Quick Start Guide

## Trouble Shooting

- BroadCloud Training - Troubleshooting Guide
- Broadcloud\_Customer\_Firewall\_Requirments-AllMarkets
- ExamiNet Troubleshooting Guide
- ExamiNet%20Master%20Agent%20User%20Guide



# BROADCLOUD KNOWLEDGEBASE

- <https://broadcloud.broadsoft.com>

The screenshot shows the BroadCloud Knowledgebase website. At the top is a navigation bar with a search box, the URL 'broadsoft.com', and links for 'contact', 'anorth@broadsoft.com', and 'Log out'. Below this is the 'broadsoft broadcloud' logo. A secondary navigation bar contains links for 'Home', 'Product Documentation', 'User Guides', 'FAQ', 'Xcelerate', and 'Help'. The main content area features a large banner for 'BroadCloud VVX – UC 5.4.0 Release Notes' with the word 'ALERT' in a stylized font and a 'Find out More' button. To the right of the banner is a 'Broad Partner' graphic. Below the banner, the text 'WELCOME TO THE BROADCLOUD KNOWLEDGE BASE' and 'MOST VIEWED CONTENT' is displayed. A table lists the most viewed content items, including 'BroadCloud UC-One Client Guides and Branding Information', 'BroadCloud Supported Devices', and 'SIP Trunking'. On the right side of the page, there is a 'broadsoft broadcloud Partner Helpdesk' chat widget with the text 'Chat with us' and a message input field.

TITLE	UPDATED DATE
BroadCloud UC-One Client Guides and Branding Information	2 months 6 days
BroadCloud Supported Devices	6 days 1 hour
SIP Trunking	1 month 2 weeks

# END-USER HOW TO VIDEOS

- One of the prerequisites of this course is to watch the following videos:-

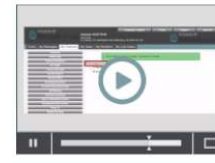
- My Phone
- My Site / REP



## All Support Videos



How to Log In  
To The Portal



How to Configure  
Do Not Disturb



How to Forward  
Unanswered Calls

- <https://training.broadsoft.com/lms/index.php?r=course/details&id=427>
- <https://training.broadsoft.com/lms/index.php?r=course/details&id=428>
- User and Site level services are covered in a walk through style video.

# STUDENT REQUIREMENTS & TOOLS

- Students will need
  - Laptop with Wi-Fi and admin privileges (Windows or
    - USB input and internal speakers
  - Internet Browser
    - IE, Firefox, or Google Chrome
  - Public Internet Access
  - Adobe Reader (current version)
  - Microsoft Word (or Microsoft Word Viewer)
  - UC-One clients installed on a serviceable laptop and on their smartphone



# BROADWORKS TRAINING NETWORK



# BROADWORKS TRAINING NETWORKS

- Each student will be provided with an account on the BroadCloud System
- The account will be a “*Service Provider*”
- Students will be able to log in via the Internet to the BroadCloud opening

<http://cloudcertificationXX.broadsoft.com>

- BroadCloud is reachable worldwide



# STUDENT ACCOUNT INFORMATION

- **Student Accounts are “Service Provider” accounts**

- already created

- Account Name: MA.bccertserviceXX
- Password: See White Board

- Students will replace the number 01-15 with their assigned student number
- Example: Student 7 = MA.bccertservice7

# INTRODUCTIONS

- Name
- Company
- Title
- BroadCloud experience
- Expectations

# QUESTIONS, COMMENTS, CONCERNS?

- Now is the time to ask...







# THANK YOU!