Business Answering Portal

vodafone

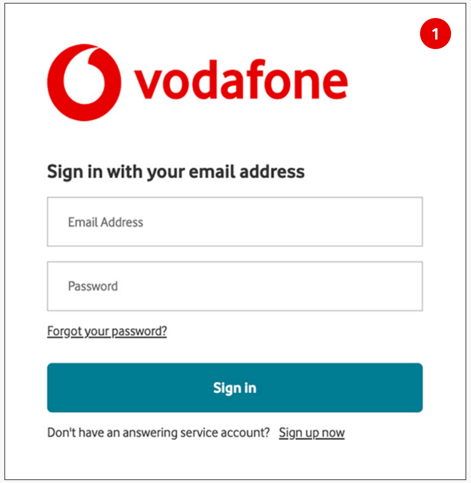
Welcome to Vodafone Business Answering

Managing your call answering preferences via your client portal couldn't be simpler! This guide is designed to help you make the most of your Business Receptionist service from day one.

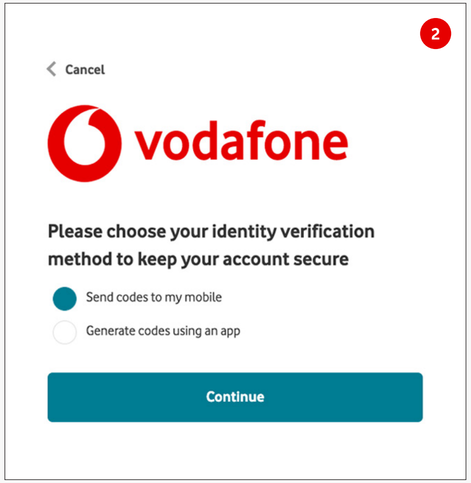
Getting started

Setting up

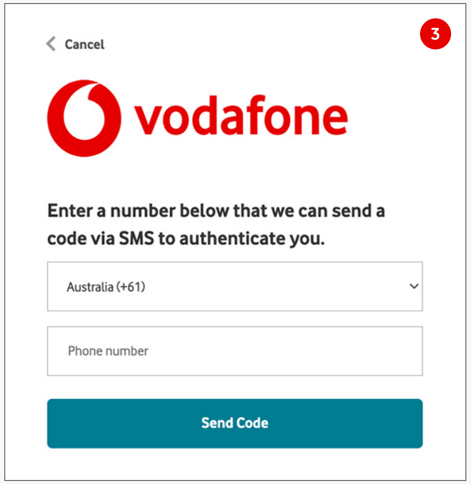
How to



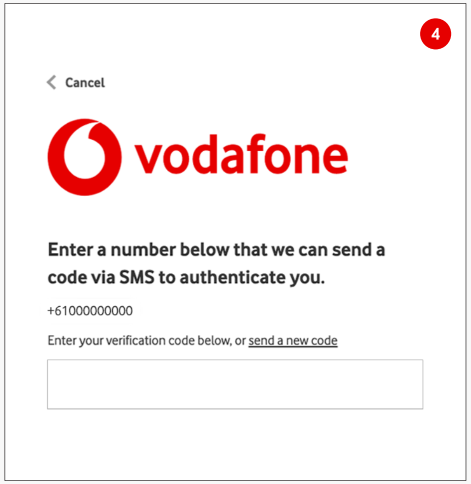
Sign in



Choose a verification method



Enter your mobile number



Enter the verification code

Logging in

Simply go to mymessage.com.au/vodafone

Your account will be secured with 2-factor authentication. This is an added security measure and will prevent unauthorised users from logging in, even if they have your password.

The login process

1. Login with your email address and the temporary password you've been provided. The first time you login, you'll be asked to change your password.
2. Selecting the **Send codes to my mobile** is the easiest option if you don't already have an authenticator app on your mobile.
3. Enter your mobile number for authentication.
4. Use the verification code sent to the mobile number entered during step 3.

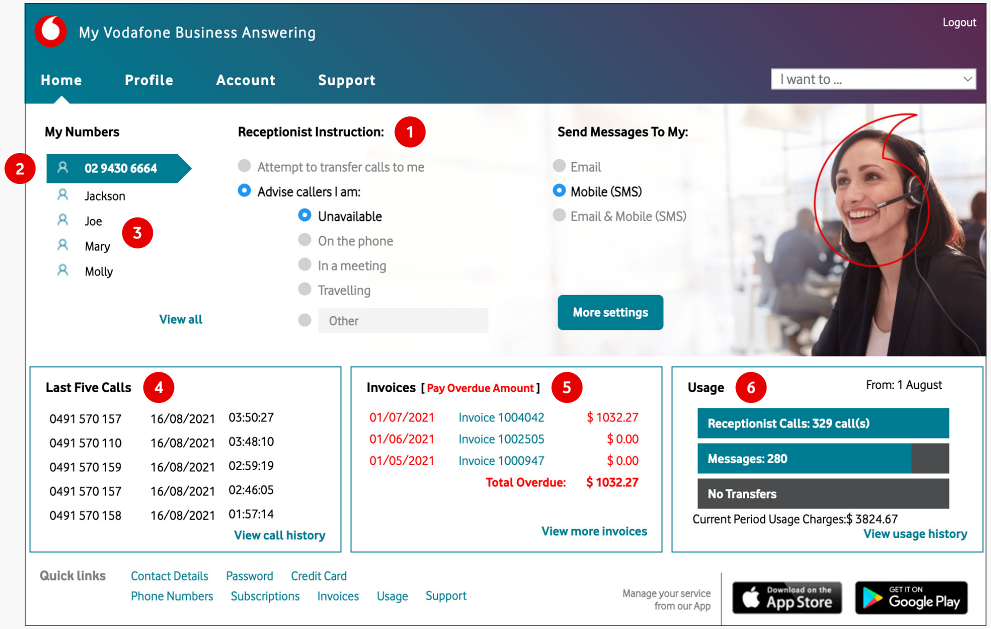
Forwarding your calls to us

Call forwarding number

When you login, you'll see your main call forwarding number. Forward your business phone to this number so your calls can be answered by your Vodafone virtual receptionists. Every business is provided with a unique number so our receptionists know which company each incoming call is for.

Call forwarding codes

Usually, call forwarding codes are available online from your telecommunications provider. As each provider uses different codes, you'll need to get these codes from the provider of the phone you'd like to forward. Most providers have several forwarding options available e.g. all calls, only when busy or only when not answered after a certain time.



Dashboard

Visit

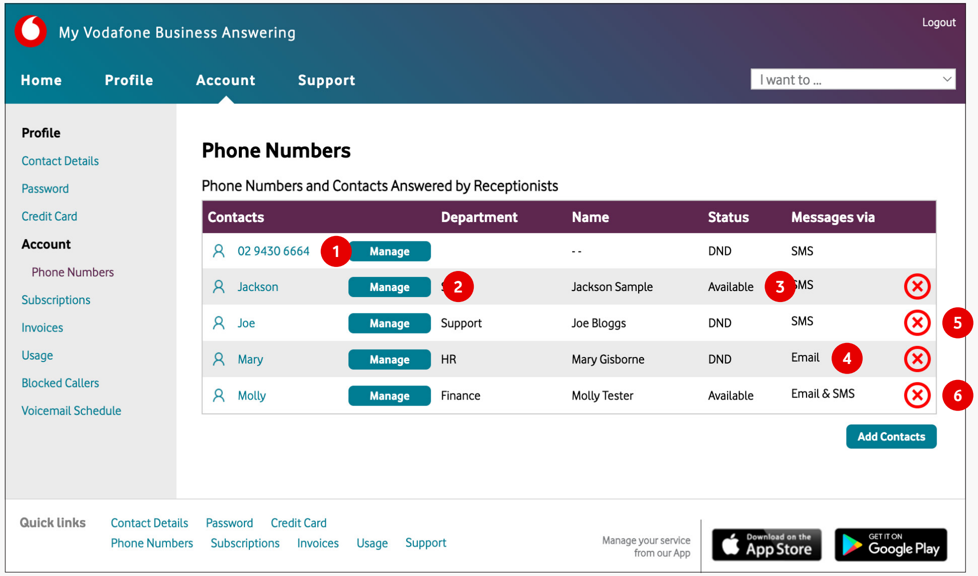
Portal overview

Every time you login to your portal, you'll immediately have an overview of your service at a glance. Quickly see:

- Your call forwarding number
- Any additional staff and departments you've listed
- Call transfer or message preferences
- The last five calls you've received
- The last five invoices (and payment status)
- Current monthly usage summary

Highlights

1. Call transfer availability and message destination (SMS or email) for the highlighted phone number.
2. The number you should forward your business phone to so your calls can be answered by your virtual receptionists.
3. Staff members or departments you've added to receive their own messages or call transfers.
4. The last five calls made on your account. An envelope icon means a message was also sent.
5. The last five invoices and whether any are overdue. Click an individual invoice to view.
6. Current usage in comparison to your plan. This provides a quick snapshot of the number of calls answered by your receptionists, messages sent and transfers made.



Phone Numbers

Visit

Listing your staff & departments

If you'd like specific call types to be managed differently by receptionists, you can list individual staff or departments.

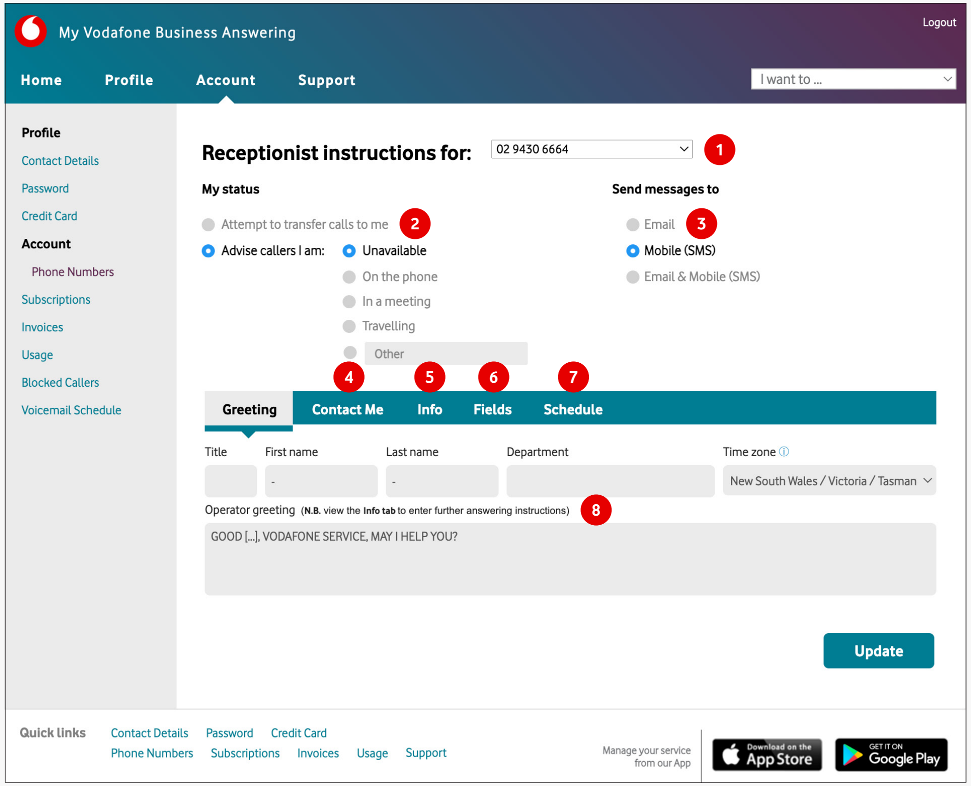
For example, if you'd like us to transfer sales enquiries to a staff member, but just take messages for billing enquiries, you can set up two contacts with different instructions.

Click **[Account]** in the main menu to see:

- Your main number for call forwarding
- Any additional staff/departments listed
- Availability of each contact for call transfers or to receive messages only (set to Do Not Disturb)
- How messages for each contact are being sent
- Where you can add contacts (at no cost)
- Where to delete staff/departments no longer required

Highlights

1. Your main number for call forwarding will always appear at the top.
2. Click **[Manage]** to change the receptionist instructions for the selected contact.
3. Additional staff or departments (contacts) can have their own availability for call transfers to be made (or set their status to Do Not Disturb).
4. Each additional contact can also have their own settings for how their messages will be sent – either via email, SMS or both.
5. To remove staff/departments you no longer need, click **[X]**. Note: you can't remove your call forwarding number(s).
6. To add staff/departments, click **[Add Contacts]**, provide their specific answering instructions, then save.



Manage Phone Numbers Visit

Instructions for receptionists

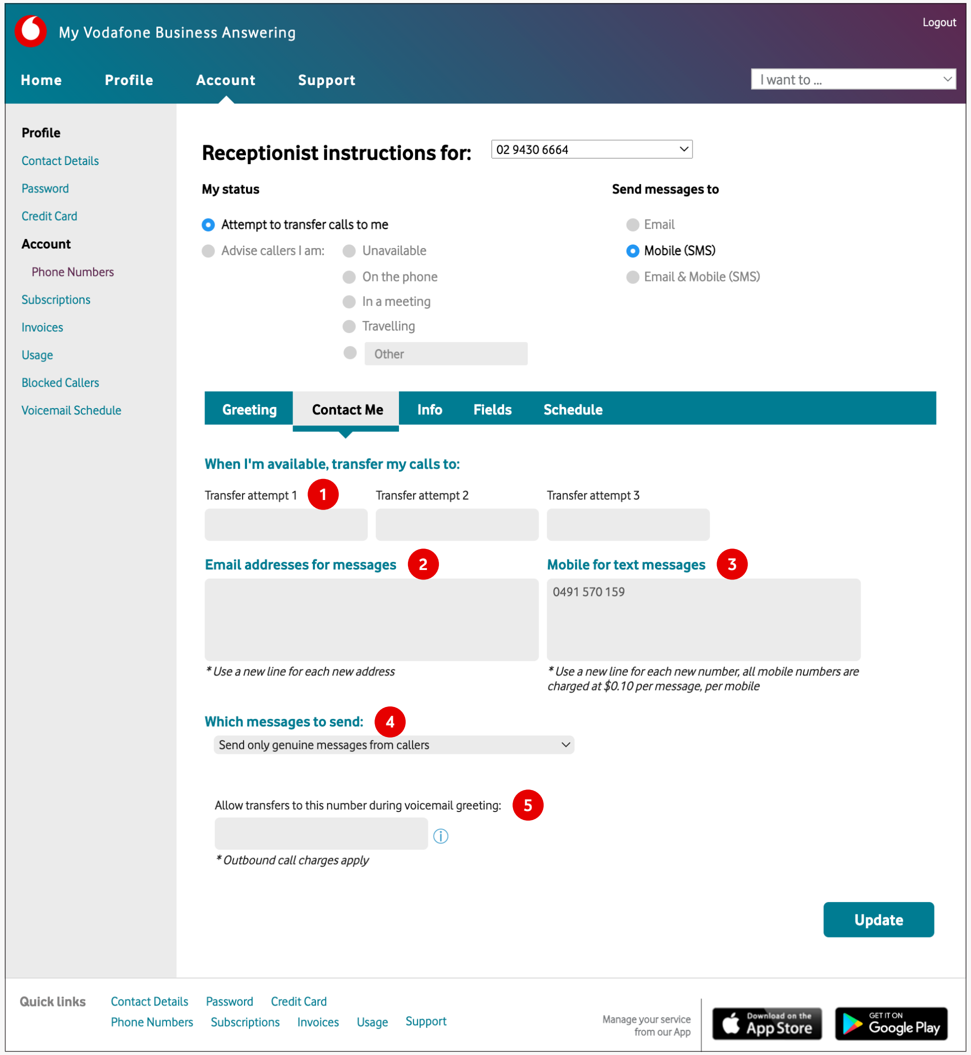
Update your receptionist instructions by selecting a contact from the drop-down list. Different settings can apply for each, however your greeting can only be managed within the main number.

Click **[Account]** then **[Manage]** to update:

- How you'd like your receptionist to greet your callers
- Your availability for call transfers
- Where you receive messages
- Information provided to your callers
- Which message details are captured from callers
- Availability schedules

Highlights

1. Always be sure to first select the phone number or contact you'd like to update.
2. For the selected contact, choose whether the receptionist should attempt to transfer calls or take a message.
3. Choose to receive messages by email, SMS or both. Note: a charge of $0.10 applies per SMS message.
4. Under the **[Contact Me]** tab, you can list the email addresses or mobile numbers you would like messages sent to.
5. Under the **[Info]** tab, you can add a short business description, the kind of services you provide, your website, physical address and other details to help receptionists answer caller queries.
6. Under the **[Fields]** tab, you can list the details you'd like receptionists to capture from your callers, like their name, company and return phone number.
7. Under the **[Schedule]** tab, you can set automatic updates of your availability from 'do not disturb' to 'available for calls' and vice versa.
8. Whatever you add in this field is how receptionists will greet your callers. Keep this simple and don't include anything you don't want receptionists to say.



Manage Phone Numbers Visit

Where your calls/messages are sent

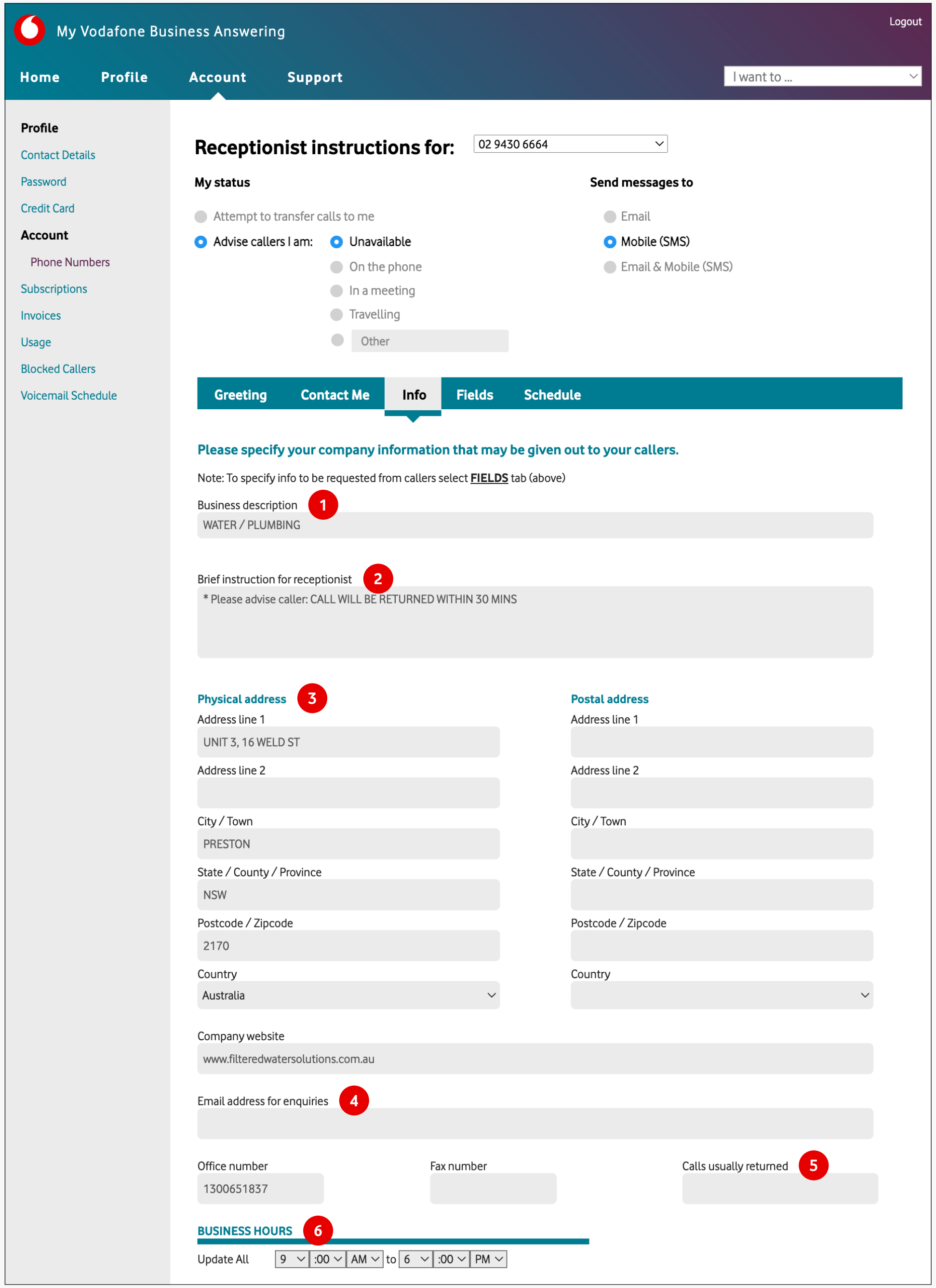
You can specify, for each contact, where calls should be transferred (up to three attempts) and where SMS messages should be sent.

On the **[Contact Me]** tab, you can specify:

- Up to three options for call transfers
- One or more email addresses for messages
- One or more mobile numbers for SMS
- Your messaging preference for hangups etc.

Highlights

1. When you're 'available', we'll attempt to transfer calls to numbers listed here. You only need one number listed, but can add up to three.
2. Messages taken by receptionists (for the selected contact) will be sent to this email addresses listed here. Use a new line for each address.
3. Messages sent by SMS will go to the listed mobile numbers. Note, mobile messages are charged at $0.10 per message, per mobile.
4. Choose to send only genuine messages or messages for all calls to your number (hangups, telemarketers, decline details etc.).
5. If you use voicemail answering after hours, you can allow callers to 'press 1' during the greeting, to have their caller ID sent to the number you enter here.



Manage Phone Numbers

Visit

Information about your business

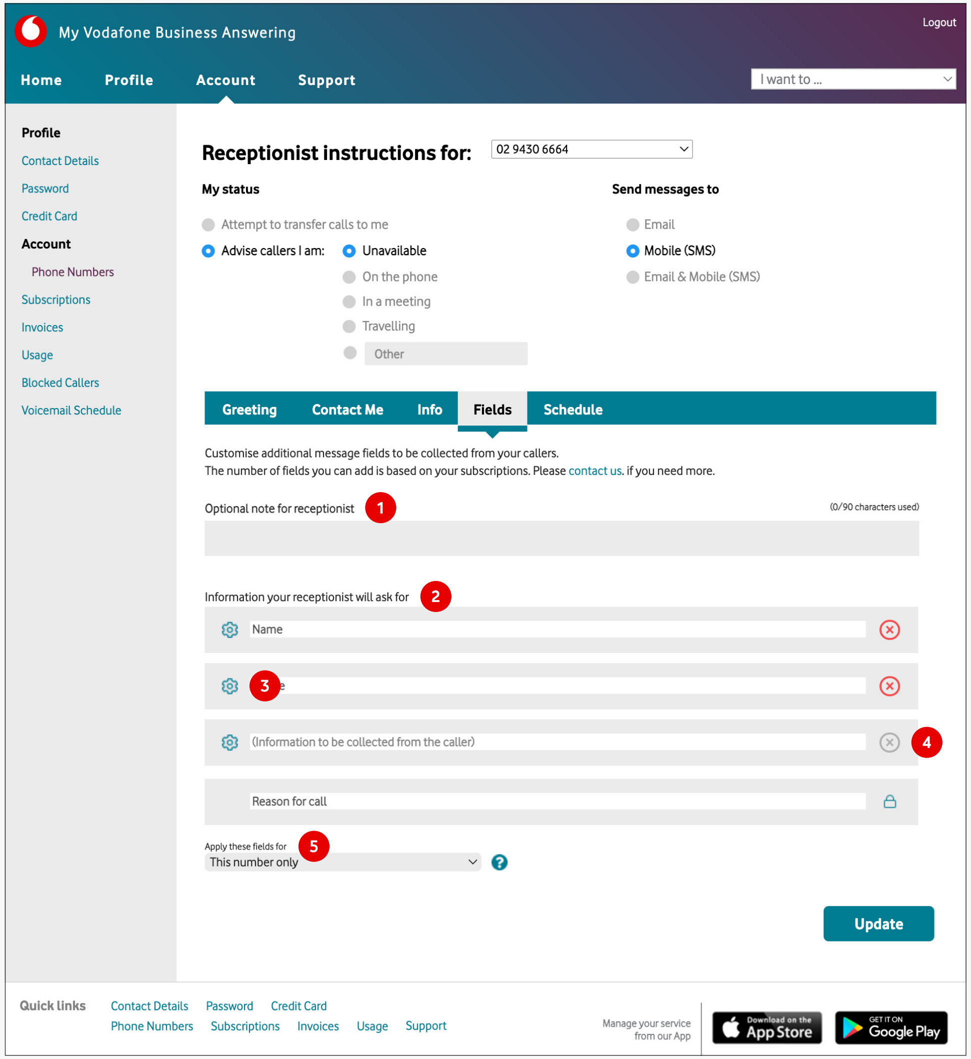
Update this section to help receptionists answer basic questions about your business. Receptionists can see all information here, so don't add anything you don't want to callers to know.

On the **[Info]** tab, you can specify:

- Brief business description
- Instructions for receptionists
- Physical/postal address
- Map reference in Google
- Website address
- Email address
- Office number
- The timeframe in which calls are usually returned
- Business hours

Highlights

1. A 2-3 line description about your business and the types of work you do.
2. Provide important information, e.g. "we service family law not criminal law", "our office has moved locations", "only transfer sales calls" etc.
3. Please only enter an address you are happy for receptionists to share with your callers.
4. Provide an email address to be shared with your callers on request.
5. Set appropriate expectations for callbacks, e.g. 'within 24 hours', so callers aren't worried their message has been missed.
6. If you keep regular business hours, receptionists can advise callers so they know when best to contact you.



Manage Phone Numbers

Visit

Details to be collected from your callers

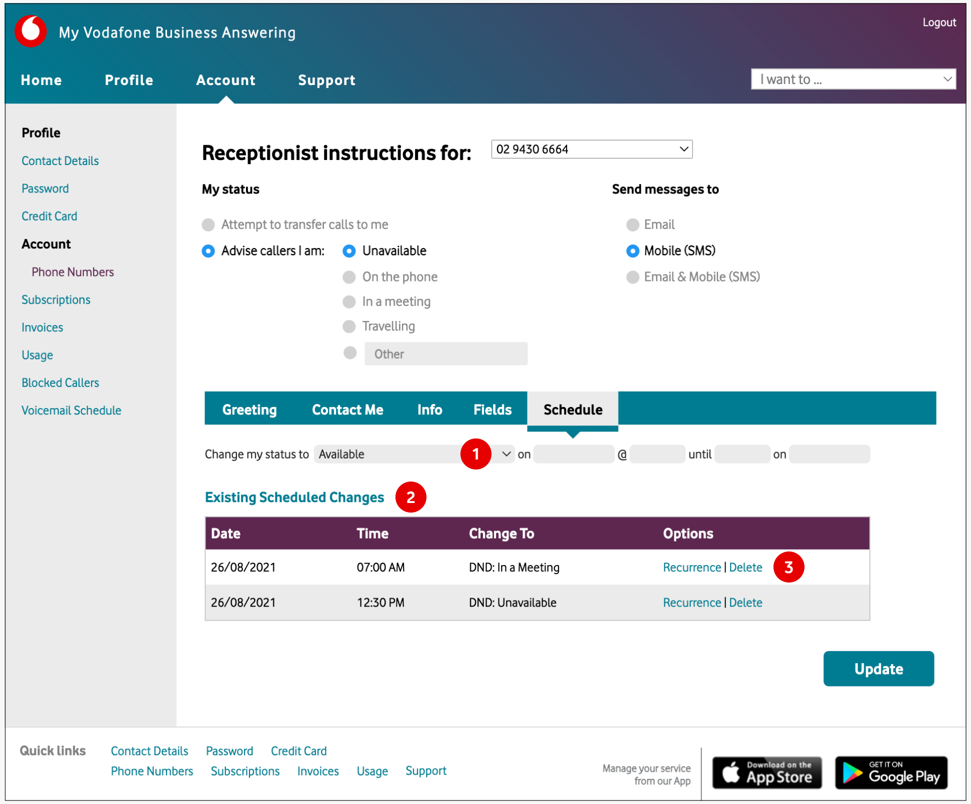
These are the message fields collected from your callers. The number of fields available will vary, depending on your subscription.

On the **[Fields]** tab, you can:

- Provide an optional note to receptionists
- Modify the message fields collected from callers
- Add fields (depending on your subscription)
- Force some text to be provided with a message
- Apply the same fields to all of your contacts

Highlights

1. **Only** complete when you need to reinforce an instruction on the Info tab, e.g.. "Only transfer sales calls"
2. The words listed in each row are the message field labels. These labels tell receptionists which information to collect from callers.
3. Click the **[Cog Icon]** to add pre-filled text, for example, to add default text 'Attention Sales' of all messages received on the Sales contact.
4. Spare message fields have a grey **[X]**. Type in the field to enable it. It none are grey, your full allocation of message fields is already in use.
5. To ask for the same information from every caller, regardless of which contact is selected, apply changes to all contacts.



Manage Phone Numbers Visit

Scheduling availability for call transfers

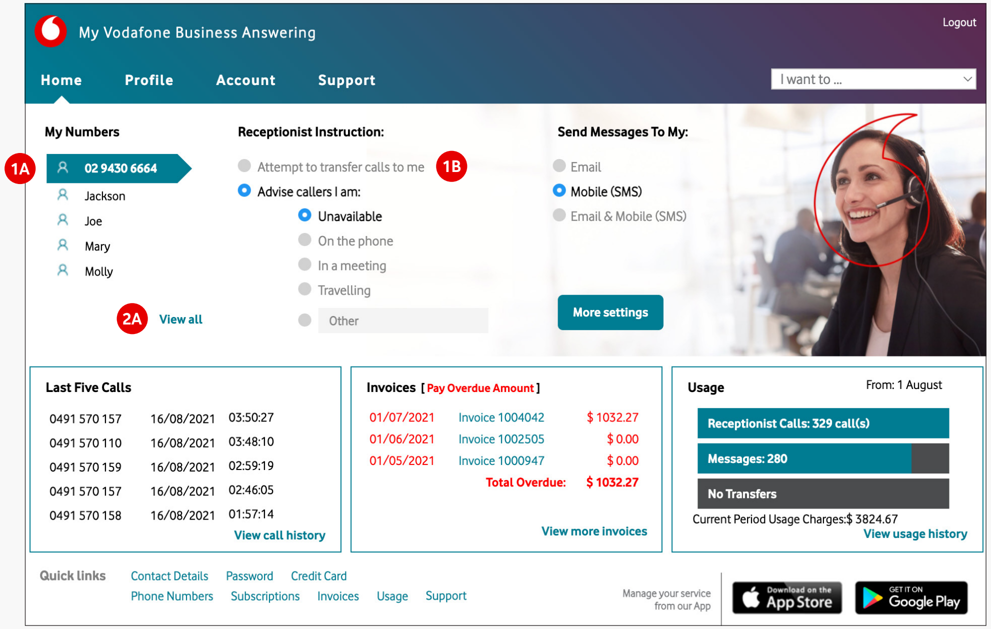
You can set a schedule to ensure your availability is updated automatically at specific days/times. For example, if you are usually available for call transfers every day except Fridays, you can set your schedule to change to Do Not Disturb (no transfers) every Friday.

On the **[Schedule]** tab, you can:

- Add a new schedule
- View all existing schedules
- Set a recurrence for an existing schedule
- Delete an upcoming/existing schedule

Highlights

1. Create a new schedule to change your status automatically. Select the new status, a start/end date and time, then save.
2. This table will only appear if you have active schedules on your account.
3. Delete unwanted schedules or add a recurrence, e.g. week days, 7 days or specific days of the week.



Dashboard

Visit

How to

Update availability for call transfers

If you only have one contact, you can change your availability on the Home tab. Otherwise, you can make these changes on the Account page.

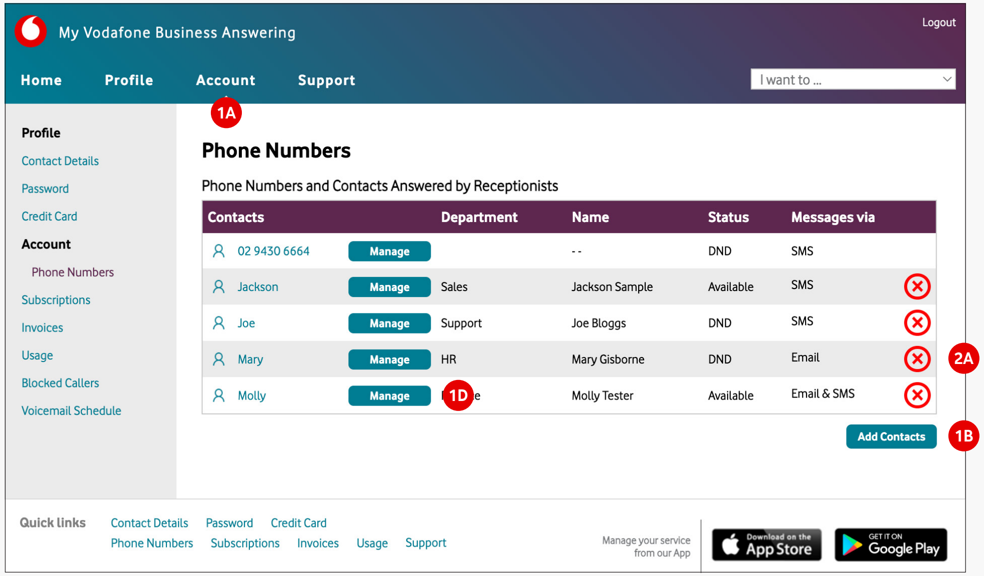
Update contact to 'available' or 'do not disturb'

1A. Ensure the correct number/contact is highlighted

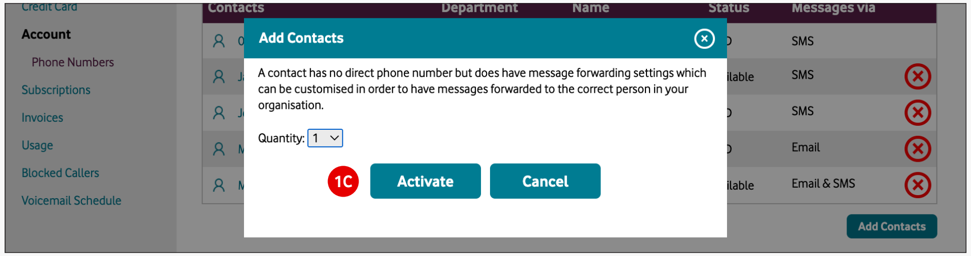
1B. Change the radio button to your preferred status (changes will save automatically)

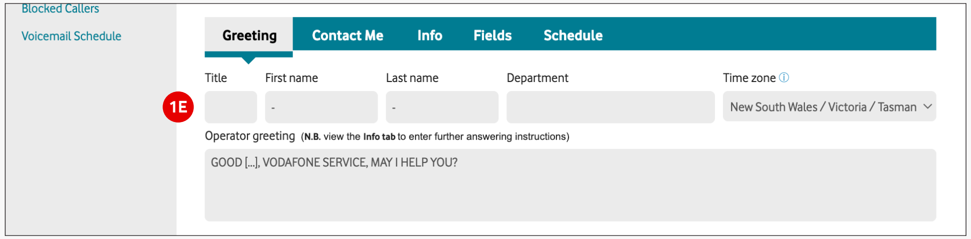
Update contact not visible on home screen

2A. Click **[View All]** then **[Manage]** for the contact you wish to change



Phone Numbers Visit





Add/remove staff or departments

To add a contact (staff or departments)

1A. Click **[Account]**

1B. Click **[Add Contacts]**

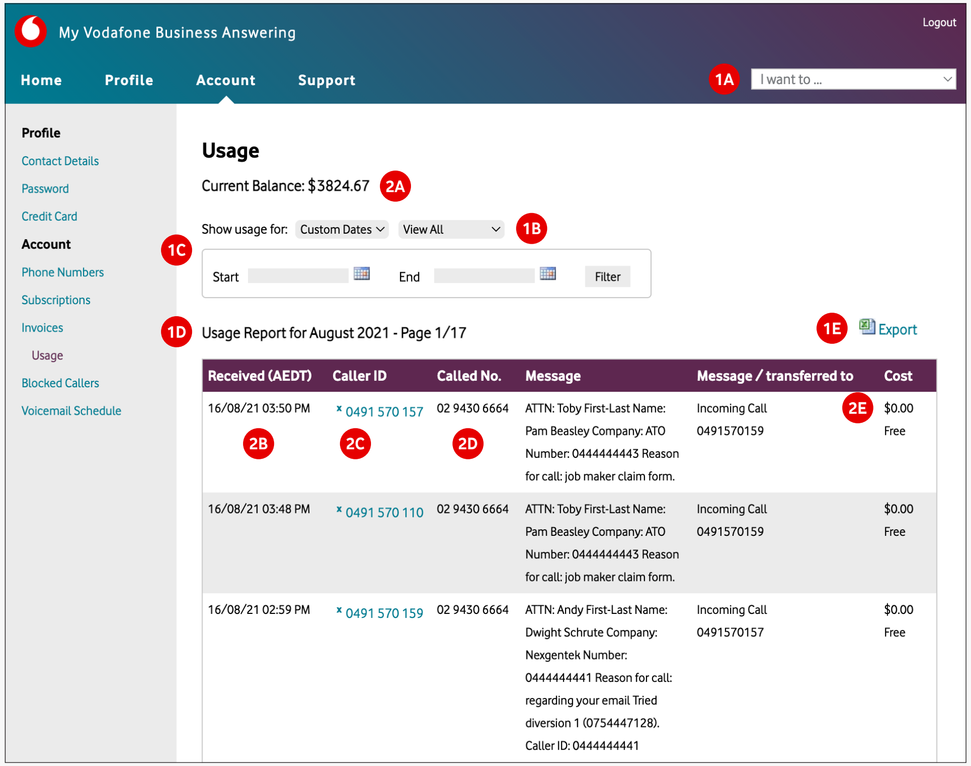
1C. In the pop-up, select quantity and click **[Activate]**

1D. Find the new entry **[Contact]** and click **[Manage]**

1E. Add at least the name and/or department, availability and contact details.

To remove a contact

2A. Click the red **[X]** icon and confirm



Usage

Visit

Check your messages & call usage

To check your messages & call usage

1A. Select I want to... **[View my Call Usage]**

1B. Select to view all usage or a subset

1C. Select a month or custom date range then **[Filter]**

1D. View table of calls and messages

1E. **[Export]** the selected range if required

Note

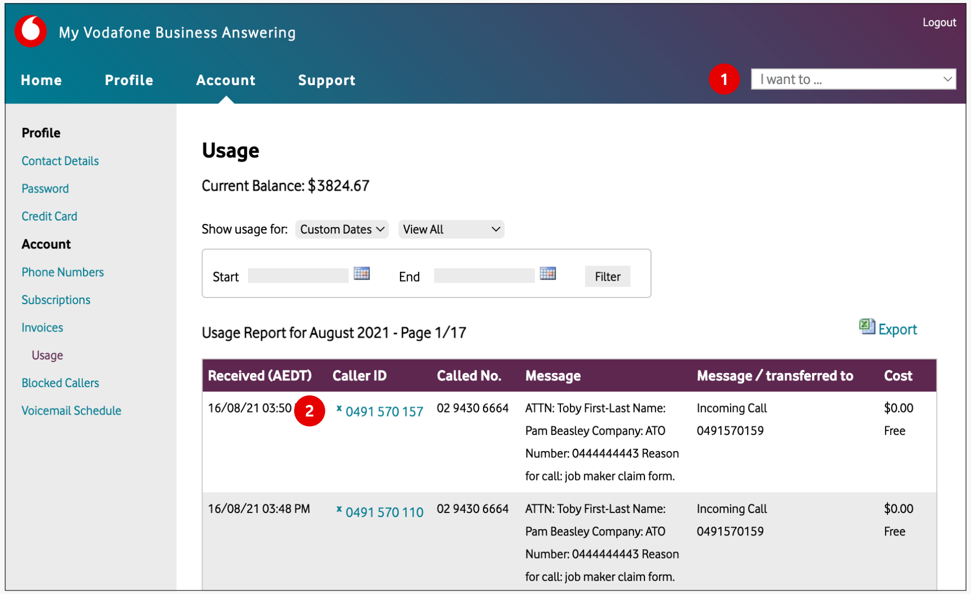
2A. Balance is additional usage over your subscription

2B. Call times are reported in AEDT

2C. Caller ID is your caller's phone number

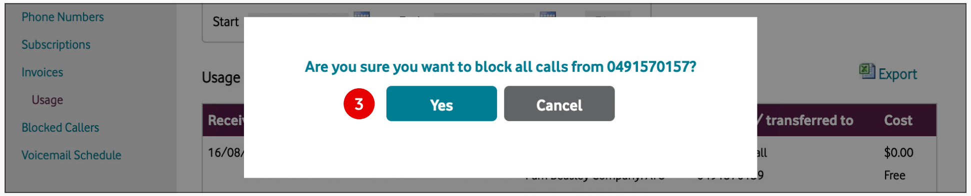
2D. Called No. is your call forwarding number

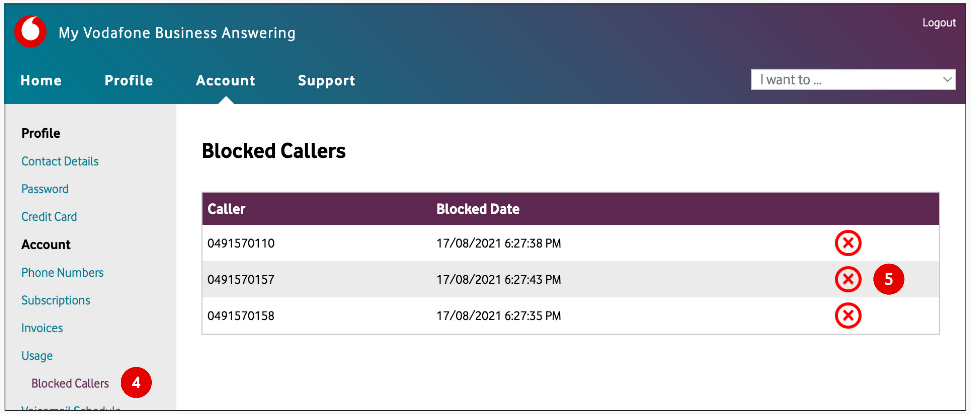
2E. Costs are reported GST inclusive



Usage

Visit





Blocked callers

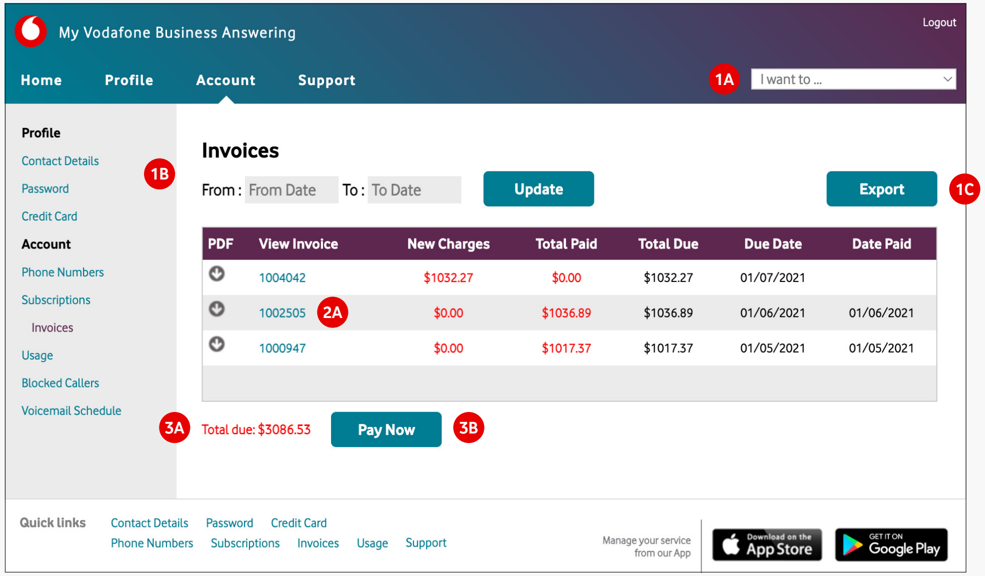
Visit

Block & unblock unwanted callers

To block and unblock callers

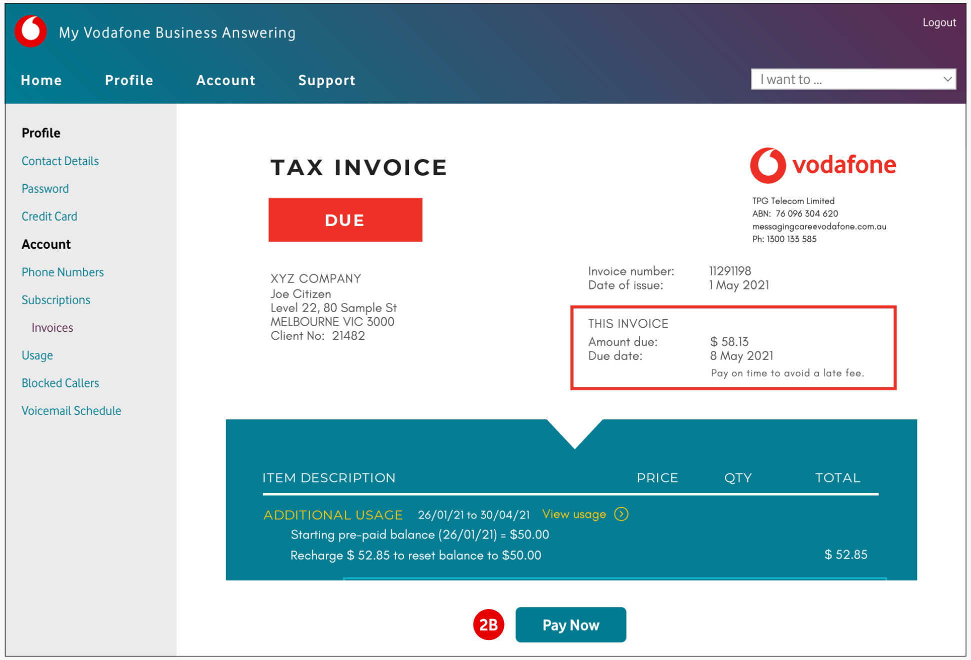
1. Select I want to... **[View my Call Usage]**
2. Click the Caller ID you'd like to block
3. In the pop-up, click **[Yes]** to confirm
4. Click **[Blocked Callers]** in the **Account** section of the side bar.
5. Click **[X]** to remove from Blocked Callers list

Note: Don't block a **private** number unless you want to block **all** private numbers.



Invoices

Visit



View & pay invoices

To view & export invoices

1A. Select I want to... **[View My Invoices]**

1B. Select the invoice date range and click **[Update]**

1C. Click **[Export]** to export your invoice summary

To pay an individual invoice

2A. Click an individual invoice

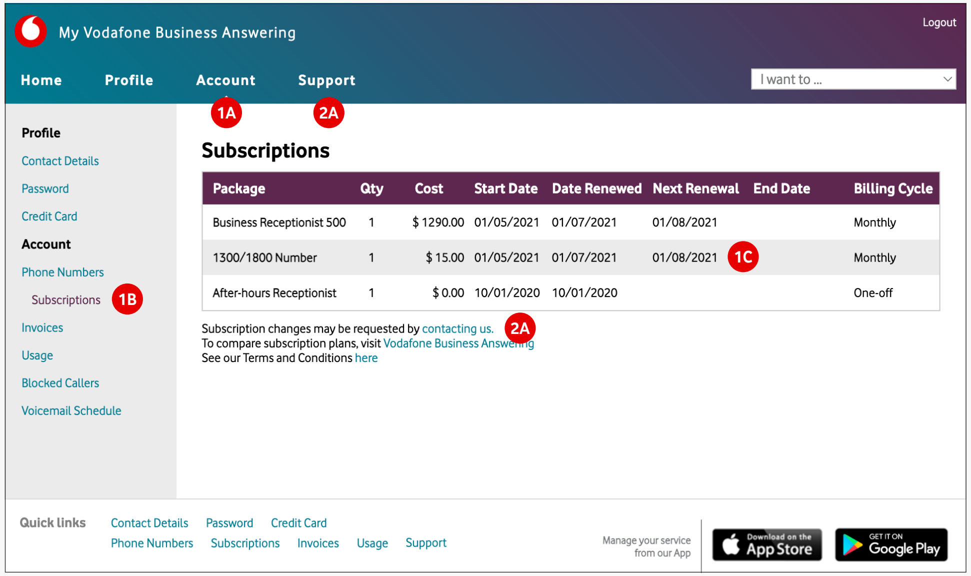
2B. Click **[Pay Now]** at bottom of invoice and save card

To pay an outstanding balance (all overdue)

3A. View the total amount overdue

3B. Click **[Pay Now]** to pay your balance by credit card

Note: To pay via a different method, click an individual invoice and view the **How to Pay** section at the bottom of the invoice.



Subscriptions

Visit

How to

View or change your subscription

To view your subscription

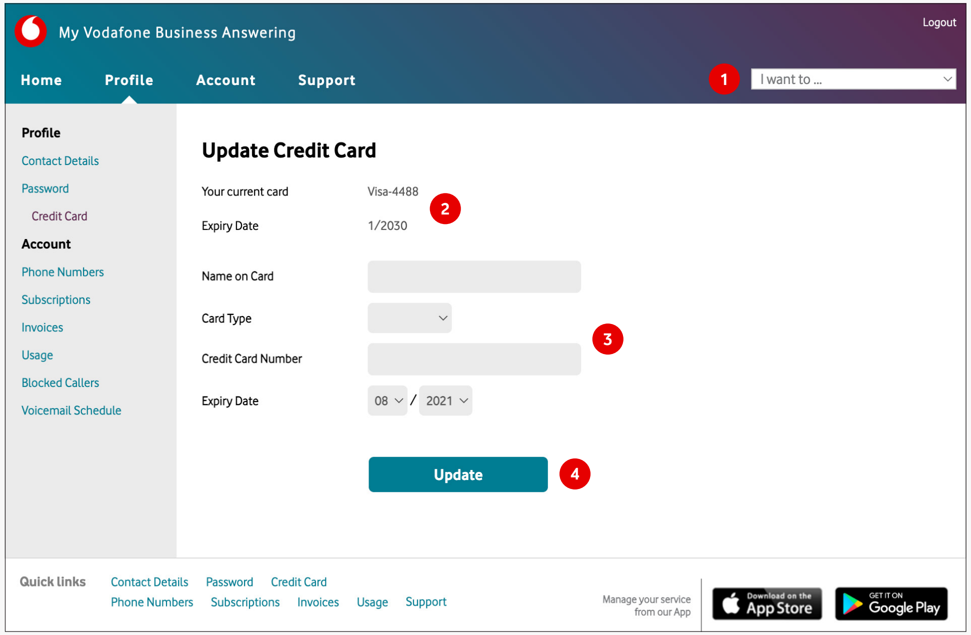
1A. Click **[Account]** in main menu

1B. Click **[Subscriptions]** in the side bar

1C. View your subscriptions & renewal dates

To change your subscription

2A. To change your subscription, contact **[Support]**



Credit Card

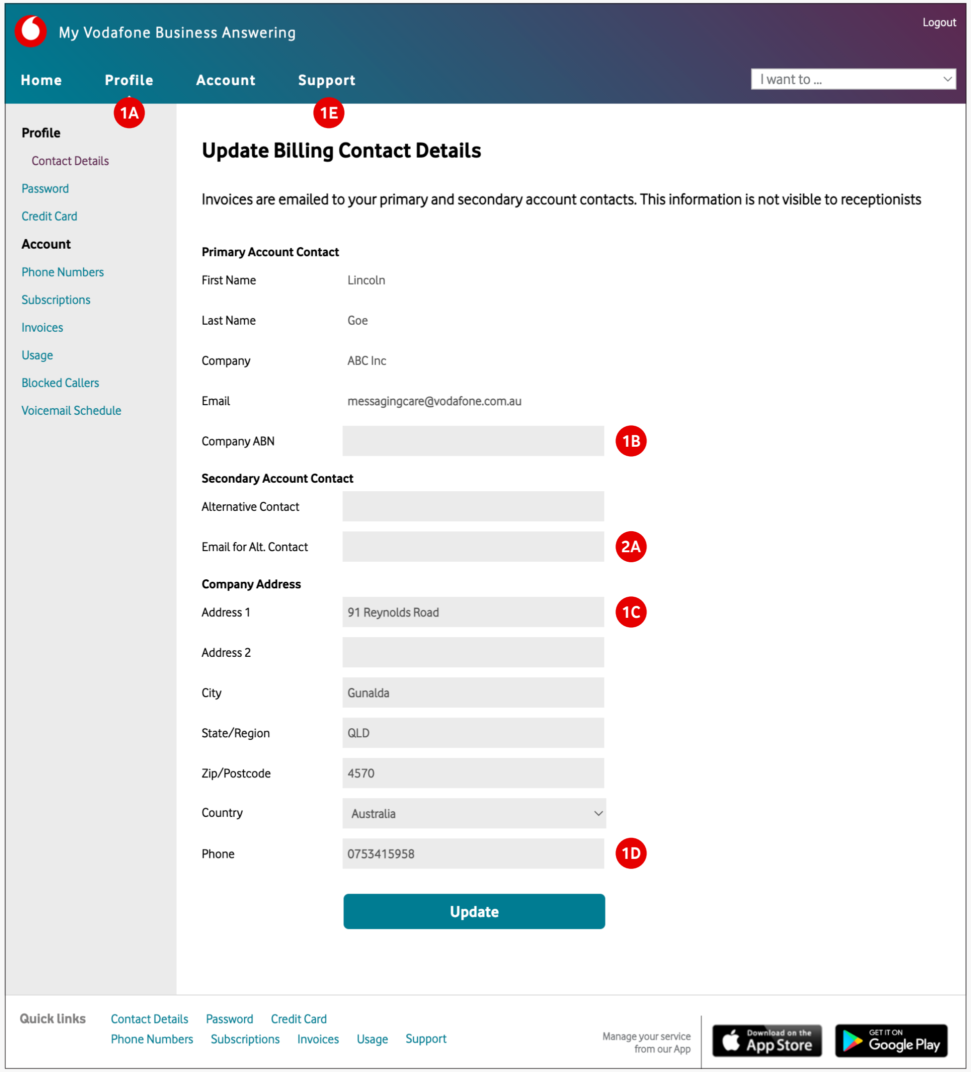
Visit

Add/update credit card details

This is the most convenient way to pay. When you store your credit card, we attempt to process your payment on the due date so you don't need to remember. You can update or remove your card at any time.

To update your credit card

1. Select I want to... **[Update Credit Card]**
2. View stored card (if n/a you have no card stored)
3. Enter card details
4. Click **[Update]**



Contact Details

Visit

How to

Update account contact details

Primary and Secondary Account Contacts are authorised to make changes to the account and are automatically opted in to receive invoice notifications and payment reminders.

To view/change your primary account contact details

1A. Click **[Profile]** in main menu

1B. Update ABN

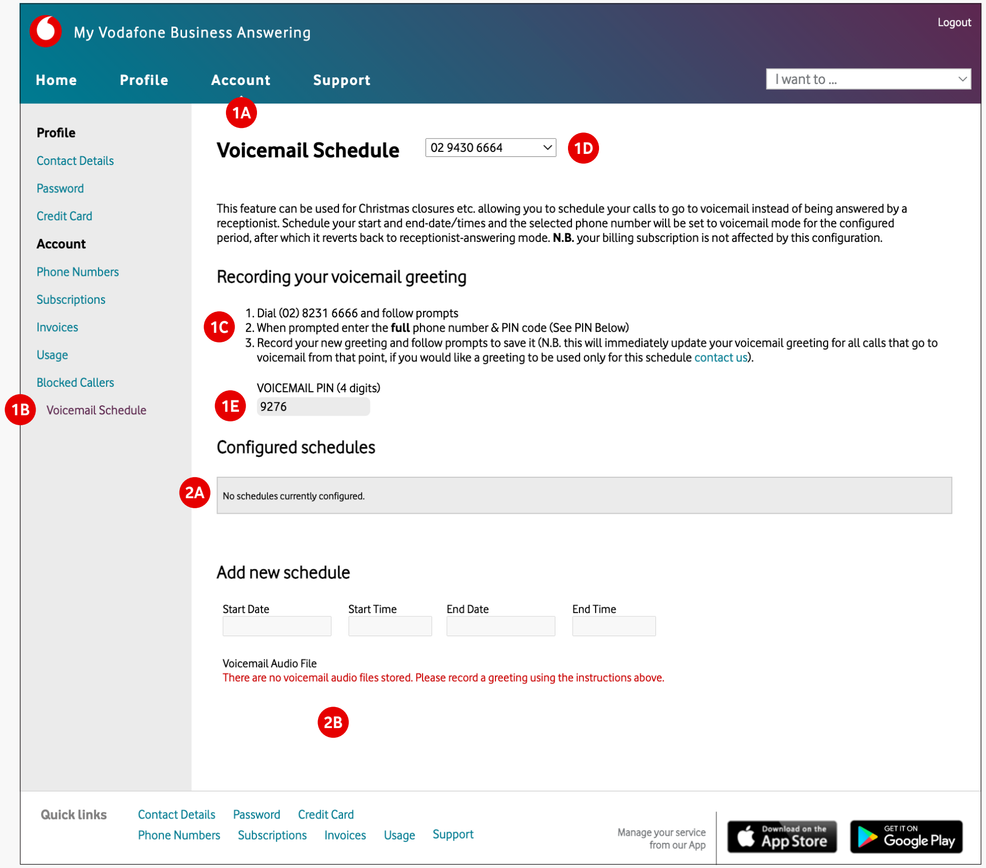
1C. Update Address

1D. Update Phone Number (for account enquiries)

1E. Click **[Support]** for changes to hard-coded fields

To add a Secondary Account Contact

2A. Add a name/email for invoices and billing notices



Voicemail Schedule

Visit

Update voicemail settings

Your callers will hear a default voicemail greeting instead of live call answering when: a) you have opted out of after hours call answering; or b) you have configured a schedule for voicemail to switch on. When received, voicemail messages will be sent to your nominated email as an audio file.

To record a personalised voicemail greeting

1A. Go to **[Account]** in the main menu

1B. Click **[Voicemail Schedule]** in the side menu

1C. Call (02) 8231 6666 from any phone

1D. Enter your call forwarding number followed by #

1E. Enter your Voicemail PIN

1F. Select **[Save]** to replace the default greeting

To add a new voicemail schedule

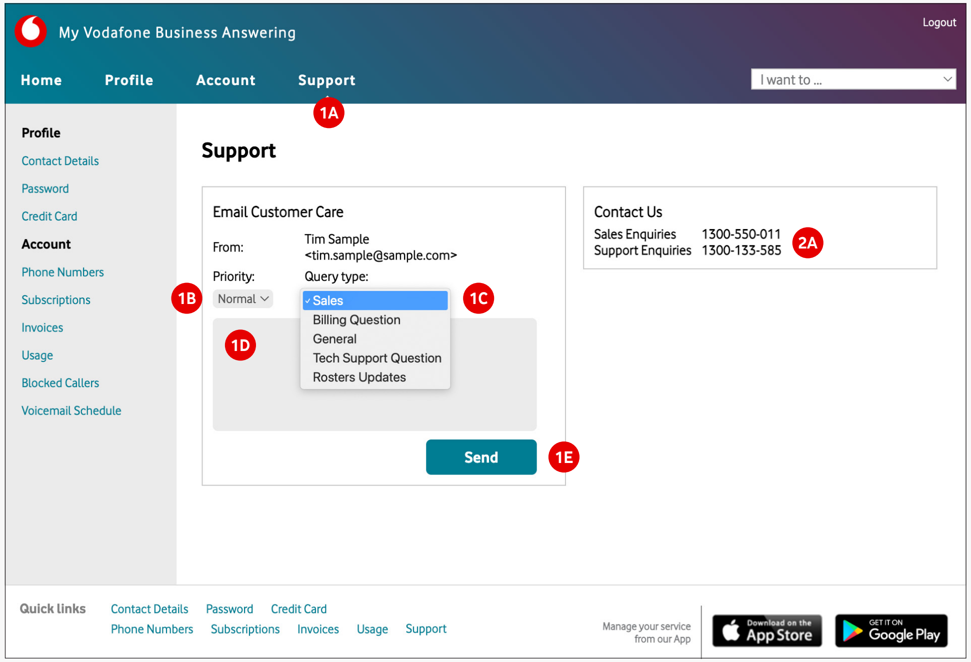
(e.g. when your office is closed and you don't want call answering)

The first step is to record a personalised greeting as outlined above.

2A. Enter the date/time for the greeting to play

2B. Click the **[Schedule]** button (appears when file uploaded)

Note: you need to record a greeting before you can configure a schedule.



Support

Visit

Get support

For email support

1A. Click **[Support]** in main menu

1B. Select the **[Priority]** for your request

1C. Select the **[Query type]** for your request

1D. Type your message

1E. Click **[Send]** for a response within 48 hours

For phone support

2A. Call the Sales or Service contact number during business hours

Note: A fee of $110 (incl GST) applies for urgent account updates required outside of business hours.

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