

BullsEye provides you with an online tool to manage all of your communications with a single invoice solution. Your My BullsEye Account (MBA) online portal offers call intelligence, order management, reporting, and support resolution all within one system, which was recently rebuilt and relaunched. Gain insight into operational performance, allowing you to manage your expenses and make immediate cost-saving adjustments.

The BullsEye Way

MBA offers you exactly what you need in an easy-to-use mobile responsive portal. Submit orders, download call records, configure VoIP call management features, listen to call recordings, monitor network performance, and access unified communications applications to mobilize your office. Quickly configure all users and group services such as auto attendants and hunt groups from a single dashboard.

The BullsEye Difference

Customers have enjoyed utilizing MBA at both the parent and location level for years. Here are a few reasons why:



Users can submit and monitor both service requests and support tickets



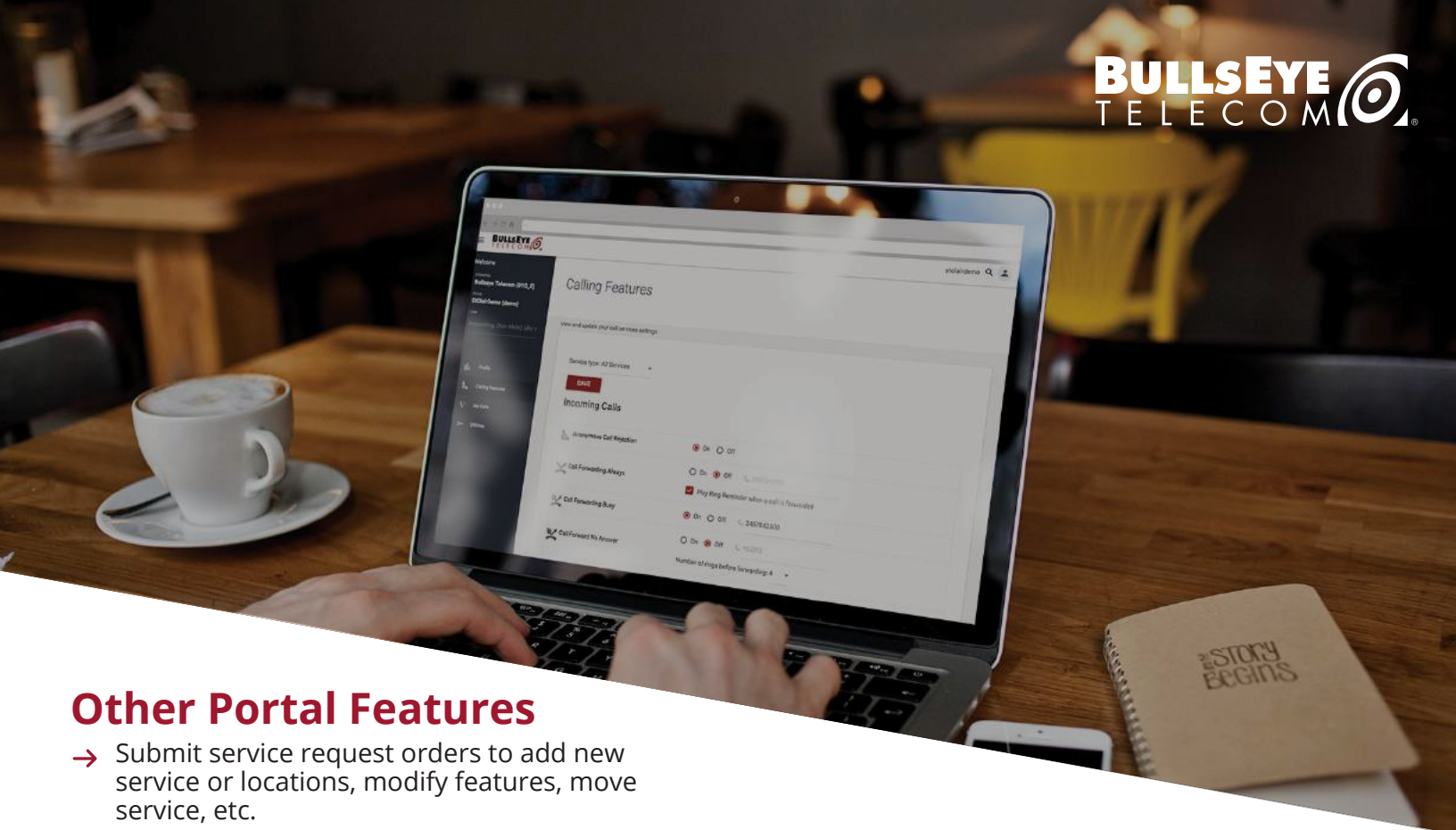
Reporting is a cinch thanks to more than 20 customizable templates



VoIP services allow for additional features and configuration capabilities

KEY FEATURES:

- Submit and track orders including installation and activation dates
- Review your account metrics dashboard
- Manage your account and services across all locations with one login
- Gain visibility into your network with SD-WAN - powered by VeloCloud
- Submit, track, and add notes to support tickets on any location or service
- Access invoices and online bill payment
- Self-manage your hosted VoIP solution as a group administrator or end user
- Easily access contact info for your dedicated BullsEye team
- Pull call recordings and reports including an inventory of all your services



Other Portal Features

- Submit service request orders to add new service or locations, modify features, move service, etc.
- Review chart metrics of your locations, services, orders, spend, and more
- Self-troubleshoot and resolve your most common questions
- Review your primary account contacts
- Access and upload account files to your dedicated file bin
- Analyze usage and telecom spend
- Simplify billing by setting up recurring payments online
- Access mobile and desktop applications to mobilize your office

Reporting

- Access multiple categories of detailed reports for an in-depth analysis of your telecom services
- Request customized reports one time or as a recurring subscription
- Track activations, average usage, and daily order status
- View summary and granular level detail for line charges, features, traffic, and trends
- Self-manage daily or monthly email report subscriptions
- Experience an additional full set of VoIP specific reports

VoIP Capabilities

- ✓ Configure call management features for call forwarding, sequential ring, simultaneous ring, etc.
- ✓ Access a dashboard to manage all users and group services such as Auto Attendants and Hunt Groups from a single page
- ✓ Reroute calls based on company time and holiday schedules
- ✓ Upload customized greetings
- ✓ Email, download, or listen to call recordings right from your browser
- ✓ Add notes and score your calls to custom metrics
- ✓ Pull reports on the enterprise and location level with scheduling and export options
- ✓ Customize reports to easily identify locations, employees, and departments