



Accounts

App Overview

Multi-Tenant Account
Management Interface



Accounts

Overview

Accounts is the ideal tool for easily managing all of your customer accounts. Save time and reduce stress with our streamlined interface that gives you the freedom to customize account tiers and hierarchies. Add an account with the click of a button and get customers up and running quickly and efficiently.

2600Hz's true multi-tenant account structure allows resellers to add as many accounts as necessary and to easily navigate between them. In addition, you have the flexibility to customize settings for each sub-account based on the customer's individual needs or to apply all of the same settings to all of your sub-accounts.

With the Accounts app, you can:

- See an overview of each customer account
- Set account-specific call limits and restrictions
- Select what each customer can view when logged in to their account
- Enable and disable E911 and CNAM features
- Select the carrier strategy for each account
- Create customized announcements and notes
- Choose which apps are enabled on each account

Ditch clunky, outdated interfaces and switch to our simple and modern multi-tenant account management interface!

The screenshot displays the KAZOO Accounts Manager interface. On the left, a sidebar lists several accounts: A1A Car Wash, Blue Sky, Crossroads Motel, **Davis & Main** (selected), Juárez Cartel, Los Pollos Hermanos, Madrigal Electromotive, and Saul Goodman & Associates. The main area shows the 'Overview' tab for the 'Davis & Main' account. The account details include:

Overview	Limits	Restrictions	Numbers Features	Carrier	Notes	App Exchange	Use Account
Account Status	Active	(Created on 07/28/2016)					
Account Name	Davis & Main						
Account Realm	53298b.s.zswitch.net						
Account Administrators (1)	Davis Smyth davis@davis.main.com						
Technical Contact	Main Smyth main@davis.main.com 415-555-4155						
Billing Contact	Veronica Smyth veronica@davis.main.com 415-555-4155						
Timezone & Language	America/Los_Angeles en-US						

Accounts

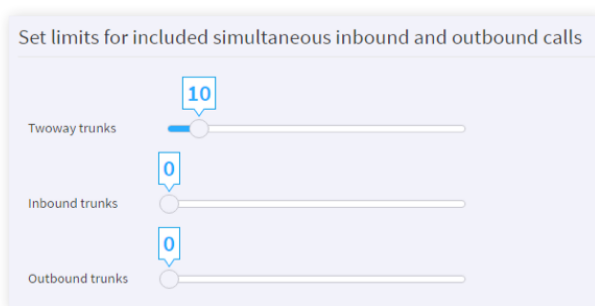
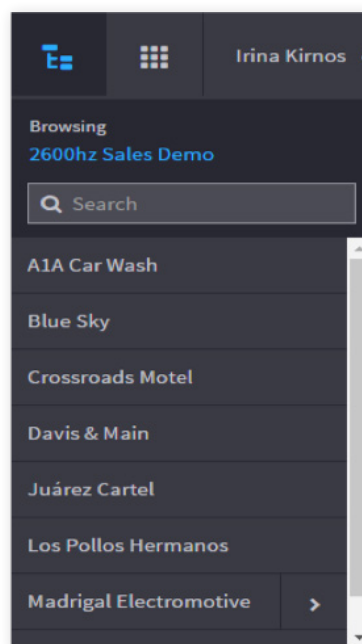
Highlights

Complete Multi-Tenant Account Support

Our multi-tenant system design provides built-in isolation of account data, login credentials and permissions. Never worry about cross-client security issues or data breaches.

Save Time and Clicks with Account Jump

Save time and clicks by easily navigating to any of your sub-accounts without having to always go back to your accounts tree. Switch accounts without having to switch apps, and return to the parent account quickly. This is especially helpful when navigating between hundreds of customer accounts.



Set Limits and Carrier Restrictions

Decide whether customers have access to trunk or per minute usage (and how much of each) and where accounts can make calls to. You also have the ability to select the carrier strategy for each individual account.

Customize Sub-Account Apps and Experiences

Tailor the exact customer experience desired for each account by choosing which apps are enabled or disabled on an account by account basis.



Accounts

Technical Specifications

Basic Account Management/Account Overview

- Manage account status, name and realm
- Enable/disable/delete account
- Add account admins, create admin account and auto-generate or manually set admin password
- Add/edit technical and billing contacts
- Set timezone and language

Service Plan and Pricing Manager (*Private Cloud and Global Infrastructure only*)

- Select a service plan for the account

Call Restrictions & Limits

- Set twoway trunk limit
- Set inbound trunk limit
- Set outbound trunk limit
- Enable/disable account to place calls to:
 - US TollFree
 - US Toll
 - Emergency Dispatcher
 - Caribbean
 - US DID
 - International, Others
- Manage per-minute credit balance
- Enable/disable per-minute calling capabilities

View Restrictions

- Select what your customer can view
 - User and account settings
 - Billing information such as credit card on file, per minute, service plan, transactions
 - Inbound, outbound and twoway trunking
 - UI Errors Log

Numbers Features

- Enable/disable E911
- Enable/disable CNAM

Carrier

- Select system-wide, partner carrier or account specific routing strategies for each account

Notes

- Write an announcement that will pop up every time someone logs in to the account
- Keep customer notes on the account

App Exchange

- Choose which apps are enabled on the account

Masquerade View

- Masquerade as the account you are editing so you can see what your customers see

For additional information, please contact your Account Executive or email sales@2600hz.com.

