



**One Net Business
Unified Communications Orchestrator (UCO)
Access Guide**

Table of Contents

1.1 Introduction 3

1.1.1 Administrator Access Request 4

1.1 Introduction

The Vodacom One Net Business service offers a cloud hosted Unified Communication solution that integrates a broad range of devices, technologies and applications from various communication tools into a single communications platform. This comes with a few advantages including limiting the amount of hardware required at your offices/business premises and enabling your employees to receive calls anywhere.

Vodacom One Net Business (“ONB”) combines fixed voice services and mobile phone telephony into a single voice solution, together with User Applications (soft clients) enabling, inter alia, instant messaging, video calling, collaboration, content sharing and the ONB Call Centre.

In line with Vodacom Business' aim to respond to customers' ever evolving communication requirements, Vodacom is now empowering customers and resellers with access to an information portal known as the UCO Portal (Unified Communications Orchestrator Portal).

UCO offers access to Core Features and Configurations.

1. **User Management.**
 - View and manage user profiles and contact details.
 - Simplified password and security management.
2. **Smarter Call Control.**
 - Incoming call handling (forwarding, alerts, blocking, anonymous call control).
 - Call logs for all placed, received, and missed calls.
3. **Auto Attendant & Hunt Group Management.**
 - Business hours / Afterhours / holiday hour settings.
 - Call Centre visibility across agents, supervisors, queues, overflows, and stranded calls.
 - Forced forwarding and service continuity options.
4. **Enterprise Directory & Search.**
 - Centralised enterprise directory.
 - Easy search and download functionality.
5. **Usage Visibility & Reporting.**
 - Outbound call tracking and call duration reporting.
 - CDR statistics including traffic volumes and inbound trends.
 - Queue-level reporting with filtering.

This document covers the functionality of the One Net Business Unified Communications Orchestrator (UCO) which enables nominated administrators access to, inter alia, view a list of users per site, reset user passwords, transfer hunt group members between hunt groups, manage Auto Attendants and set general ONB user and group feature configurations.

It is recommended that access to the ONB Service Configurator be restricted to only a few users who can take responsibility for your Company's One Net user and group settings.

Vodacom will provide the administrator(s) with basic training by means of an online training session, supported by a user manual.

1.1.1 Administrator Access Request

Only authorized users that are registered to the Vodacom Business Service Now Customer Portal will be able to apply for to the UCO Portal.

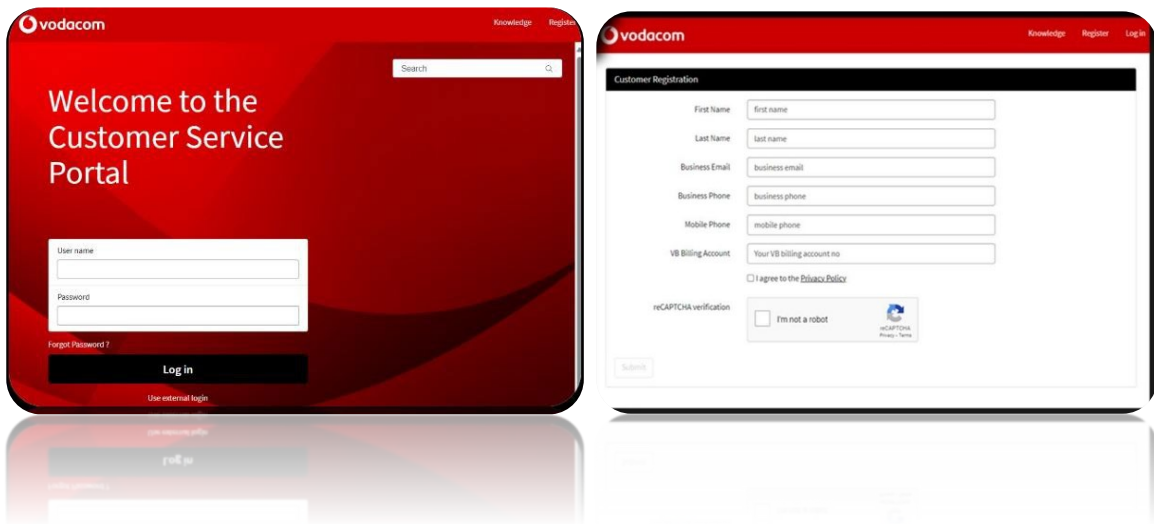
We use ServiceNow as our Incident Management platform to ensure a smooth and efficient support experience.

This intuitive tool allows you to easily report and track incidents, helping us resolve issues quickly and effectively. ServiceNow improves communication with real-time updates and ensures consistent service through standardized processes. With intelligent automation, it prioritizes and routes tickets to the appropriate teams, reducing delays and minimizing errors.

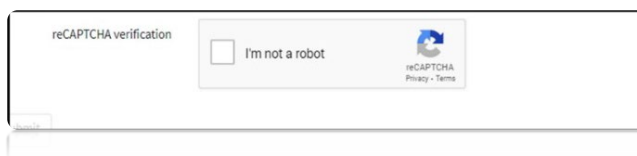
All interactions and documentation are centralized, making it simple to monitor progress and refer to previous cases when needed. Overall, ServiceNow offers a streamlined, transparent, and user-friendly approach to incident management, delivering faster resolutions and a seamless support experience.

- How to request for ServiceNow Access.

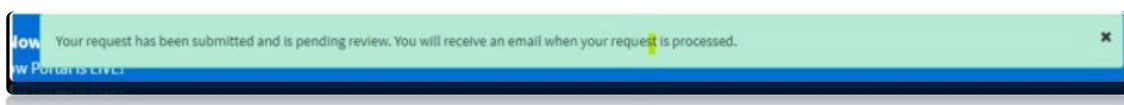
- To get started, please follow this link: <https://vodacom.service-now.com/csm>
- Once on the page, click on the Register button located at the top right corner. This will open a registration form that you need to complete.
- Please note that only authorized customer technical contacts registered with Vodacom Business can log calls on behalf of the customer. This policy ensures that all requests are managed by verified individuals, enhancing both security and efficiency.



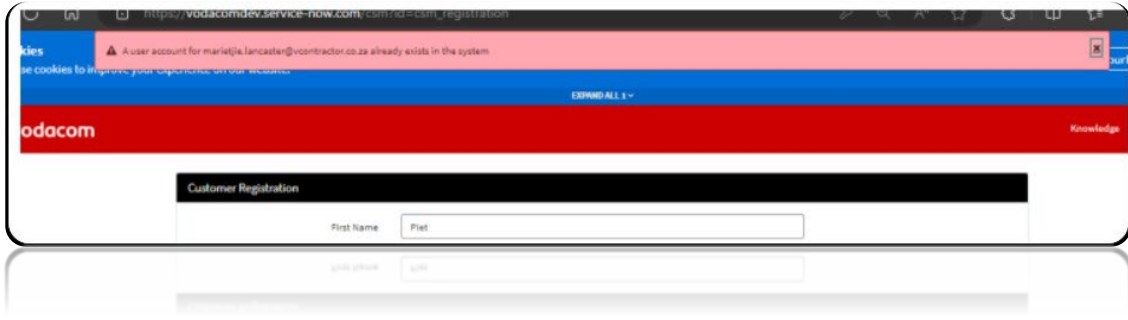
- Once the registration form has been completed, ensure the reCAPTCHA has been verified.



- You will receive a notice at the top screen with the following message.



- If not successful, the following Error will pop up.

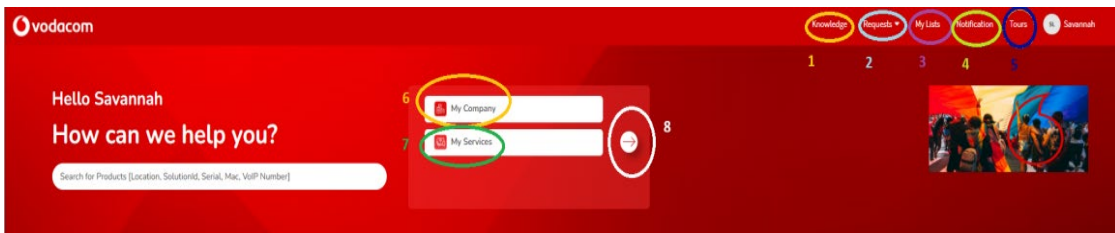


If you are not able to log in, you will need to log a request for assistance.

Please contact your account or Service Manager at Vodacom to share your User ID.

Or please contact **0821940** to assist in logging a request.

ServiceNow Portal – What Each Button Does (1 to 7)



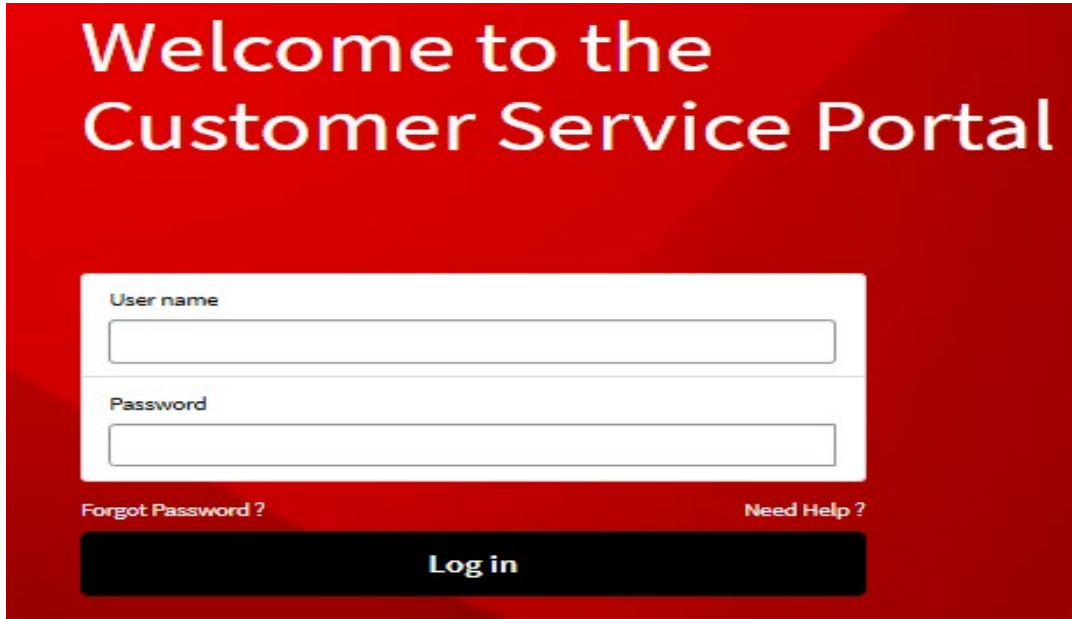
Below is a breakdown of all the key buttons visible on the homepage and what they help you do.

<p>1. Knowledge This takes you to the Knowledge Base, where you can:</p> <ul style="list-style-type: none"> Search for "How-To" guides View troubleshooting articles Check self-help documentation Find answers to commonly asked questions <p>Great for resolving issues without logging a ticket.</p>	<p>2. Requests This menu provides quick access to the tools you need to manage your Service Requests efficiently. From here, you can review the details of any requests you've submitted, track their progress, and take necessary actions as they move through the workflow.</p> <p>In addition, once a ticket has been resolved and closed, this menu allows you to complete Customer Satisfaction Surveys.</p>	<p>3. My Lists This section provides a personal dashboard with:</p> <ul style="list-style-type: none"> Your open incidents Your requests Any tasks assigned to you <p>It's your main view to check progress and updates on all your ServiceNow items.</p>	<p>4. Notifications Shows all your alerts and system updates, including:</p> <ul style="list-style-type: none"> Ticket status changes Approvals required Messages from support teams Actions pending customer input <p>Think of it like your ServiceNow "Inbox."</p>
<p>6. Tours Provides interactive walkthroughs of the portal. Useful for:</p> <ul style="list-style-type: none"> New users learning how to navigate Quick demos of key features Guided help for finding common options <p>It's the easiest way to get comfortable with the platform.</p>	<p>6. My Company Shows information related to your organisation's setup, including:</p> <ul style="list-style-type: none"> Company-wide services General organisational details Company Site locations Edit and Update details <p>Use this to view items linked to the entire company rather than only yourself.</p>	<p>7. My Services Displays a list of services linked to your profile, such as:</p> <ul style="list-style-type: none"> Products assigned to you (email, VPN, applications, etc.) Solution IDs associated to your services 	<p>8. Log an Incident In this section, you can click the expanding arrow to access a full list of request options. From here, you'll be able to log different types of submissions, including a Change Request, Request for Service, Request for Information, Data Centre Access, and Incident. This helps you quickly choose the correct category and ensure your request is routed to the right support team.</p>

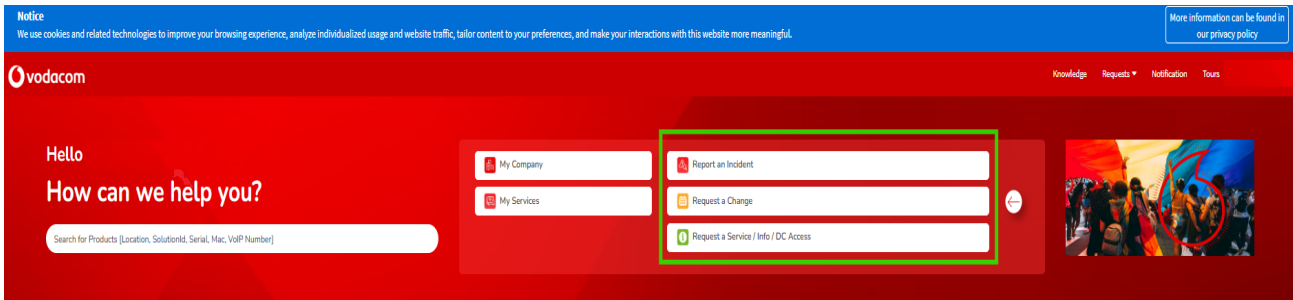
Request for UCO Portal Access

How to request UCO Portal Access.

- To get started, log into your ServiceNow Account <https://vodacom.service-now.com/csm>



- Navigate to the below different options to request access or training.



- Log a request as below.

Ticket Type	Category	Subcategory
Service	UCO Control Hub (Selfcare)	Request for Access "Tenant (Enterprise) / Group (Site) Admin Access"
Service	UCO Control Hub (Selfcare)	Request for Training
Incident	UCO Control Hub (Selfcare)	UCO Control Hub (Selfcare) Login Issues
Incident	UCO Control Hub (Selfcare)	UCO Control Hub (Selfcare) Dashboard / Statistics / CDR's
Change	UCO Control Hub (Selfcare)	Password not updating / wants to reset

- Fill in all the required info and submit your request.

Account Details

*Account *Requested by

RFS - Product Details

Product/SolutionID *Product Category

*Service Type

Request for Access
Request for training

Notification Contact Watchlist

Submit

Account Details

*Account *Requested by

Product Details

Product/SolutionID *Product Category

*Problem Type

Dashboard/Statistics/CDR's
UCO Control Hub (Selfcare) Login Issues

Add **Remove All**

Submit

Account Details

*Account *Requested by

RFC - Product Details

Product/SolutionID *Product Category

*Change Type

Contact Details

Select Site - if applicable

Street City

Province Technical Contact - if applicable

Submit

- Once you have logged a request for UCO Control Hub Access, you will have visibility of all your requests, that you can follow up on and so on.

Services - Requests for Information/Service

View

Number	Location	Priority	State	Short Description	Product	Created
SER0022983		4 - Low	Resolved	DC Internal Access @ [MDP]Data Park		2026-05-13 17:35:01
SER0022960		4 - Low	Resolved	DC Internal Access @ [DMO]Mount Edgecombe		2026-05-13 08:42:09

- The UCO Support team will be tasked immediately to create and grant access.
- You will receive a welcome email that your access was created and that you need to read through the Terms and Conditions. (below is an email sample).

