



**One Net Business**  
**Unified Communications Orchestrator (UCO)**  
**Learner Guide For Administrators**

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## 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 number of 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 the 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 whom 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.

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## 1.2 Administrator Access

The UCO Portal provides access to authorized company representatives (referred to as Tenant / Group Administrators in this document), enabling a predefined set of features and functions.

Vodacom retains the right to control and monitor UCO Portal user access according to its Information Technology Security policies and best practices.

Administrators, as representatives of a Vodacom Reseller and/or Vodacom Customer (Enterprise / Group), will be held accountable and responsible for maintaining complex and long passwords for access to the UCO Portal.

In case where the UCO Portal credentials have been compromised, and the account 'hacked', the administrator shall accept full responsibility for call charges incurred by unauthorized users during the 'hacked' period. Administrator access will be revoked should any unauthorized access incidents occur.

### 1.2.1 Password Rules

Administrators will be required to comply with the prescribed password rules set out here below.

- Password length is a minimum of 8 characters.
- Special characters allowed, “!”, “\$”, “%”, “@”, “?”
- At least one uppercase letter
- At least 1 lower case letter
- At least 1 digit
- At least 1 special character

### 1.2.2 Password Rule Recommendations

- Words or parts of words found in the user's personal information should not be used.
- The password should not contain the words or parts of words in the login ID.
- The company name, or an abbreviation thereof, should not be used.
- Passwords that match the format of calendar dates, license plate numbers, telephone numbers, or other common numbers should also not be used.

### 1.2.3 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.**

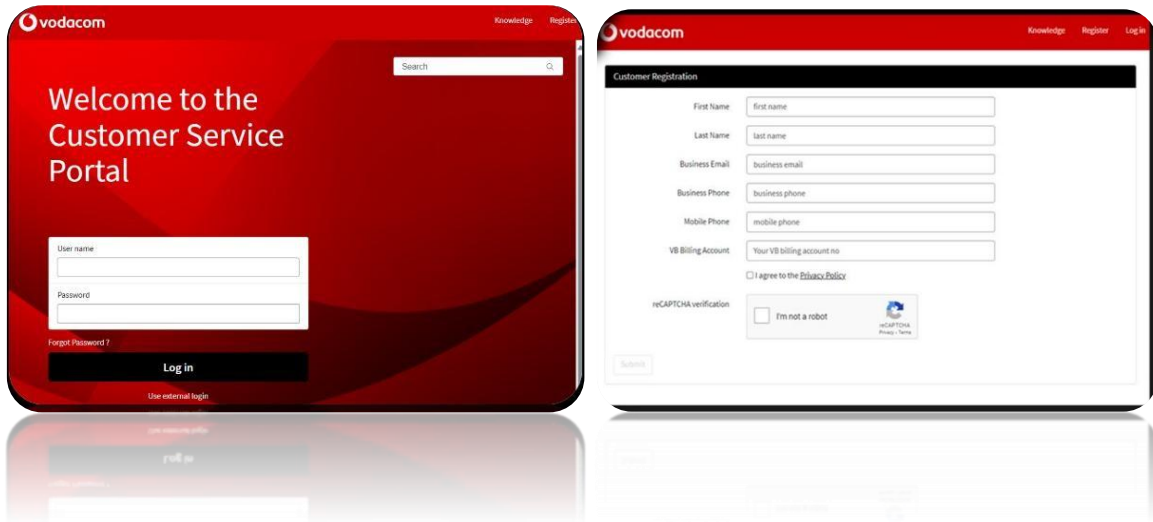
This intuitive tool allows you to easily report and track incidents, helping us resolve issues quickly and effectively. ServiceNow improves communication with real-time updates and ensures consistent service through standardized processes. With intelligent automation, it prioritizes and routes tickets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

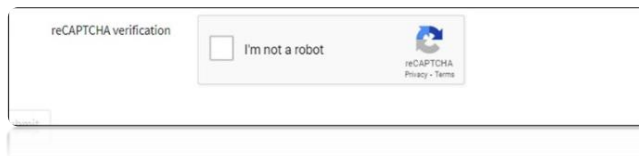
- **How to request for ServiceNow Access**
  - o To get started, please follow this link: <https://vodacom.service-now.com/csm>
  - o Once on the page, click on the Register button located at the top right corner. This will open a registration form that you need to complete.
  - o Please note that only 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

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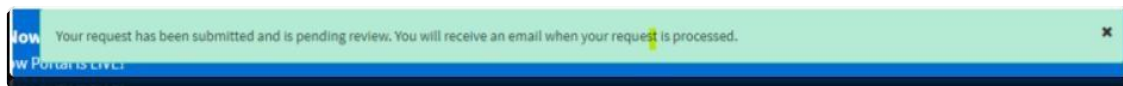
individuals, enhancing both security and efficiency.



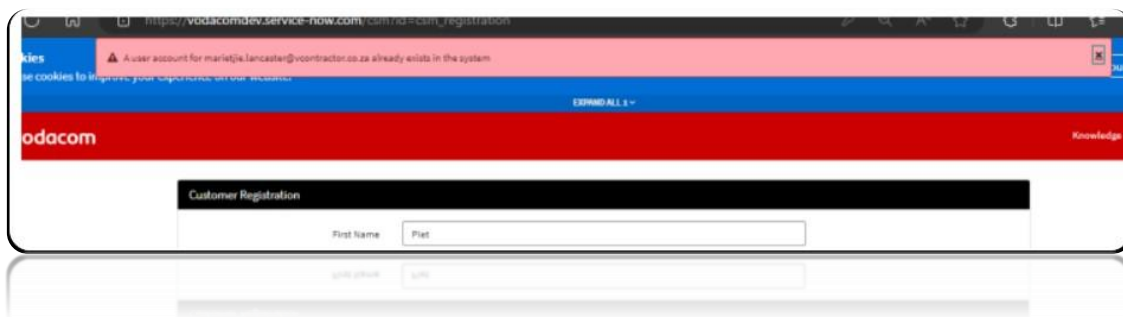
- Once the registration form has been completed, ensure the reCAPTCHA has been verified.



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



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



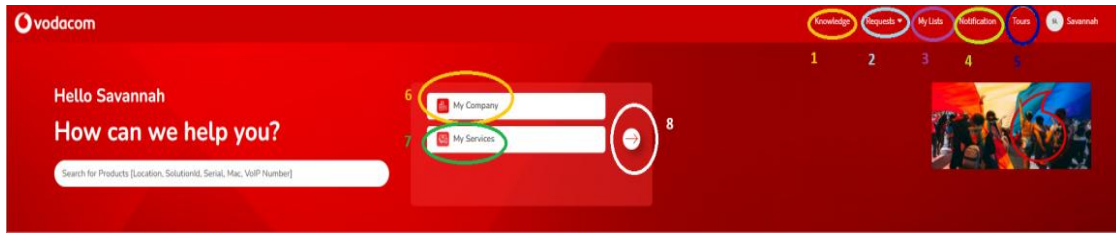
**If you are not able to log in you will need to log a request for assistance.**

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

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

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



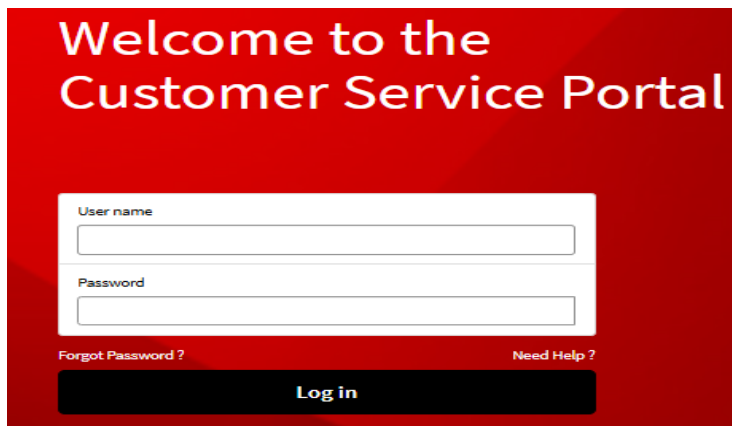
Below is a breakdown of all the key buttons visible on the homepage and what they help you do.

<p><b>1. Knowledge</b> This takes you to the Knowledge Base, where you can:</p> <ul style="list-style-type: none"> <li>Search for "How-To" guides</li> <li>View troubleshooting articles</li> <li>Check self-help documentation</li> <li>Find answers to commonly asked questions</li> </ul> <p>Great for resolving issues without logging a ticket.</p>	<p><b>2. Requests</b> 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><b>3. My Lists</b> This section provides a personal dashboard with:</p> <ul style="list-style-type: none"> <li>Your open incidents</li> <li>Your requests</li> <li>Any tasks assigned to you</li> </ul> <p>It's your main view to check progress and updates on all your ServiceNow items.</p>	<p><b>4. Notifications</b> Shows all your alerts and system updates, including:</p> <ul style="list-style-type: none"> <li>Ticket status changes</li> <li>Approvals required</li> <li>Messages from support teams</li> <li>Actions pending customer input</li> </ul> <p>Think of it like your ServiceNow "Inbox."</p>
<p><b>6. Tours</b> Provides interactive walkthroughs of the portal. Useful for:</p> <ul style="list-style-type: none"> <li>New users learning how to navigate</li> <li>Quick demos of key features</li> <li>Guided help for finding common options</li> </ul> <p>It's the easiest way to get comfortable with the platform.</p>	<p><b>6. My Company</b> Shows information related to your organisation's setup, including:</p> <ul style="list-style-type: none"> <li>Company-wide services</li> <li>General organisational details</li> <li>Company Site locations</li> <li>Edit and Update details</li> </ul> <p>Use this to view items linked to the entire company rather than only yourself.</p>	<p><b>7. My Services</b> Displays a list of services linked to your profile, such as:</p> <ul style="list-style-type: none"> <li>Products assigned to you (email, VPN, applications, etc.)</li> <li>Solution IDs associated to your services</li> </ul>	<p><b>8. Log an Incident</b> 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>



## How to request for UCO Portal Access

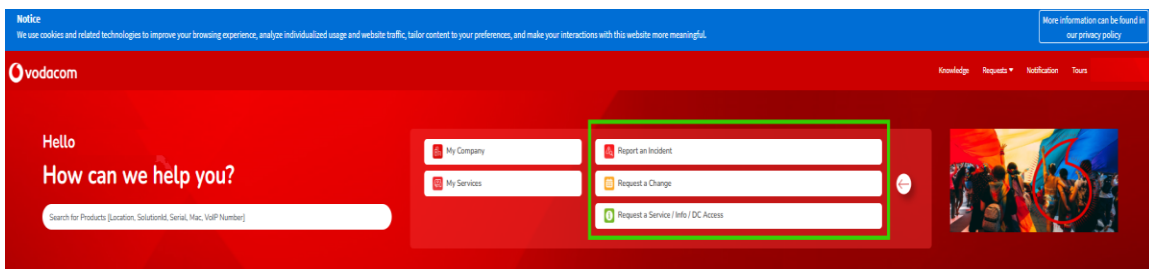
To get started, log into your ServiceNow Account <https://vodacom.service-now.com/csm>



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The user will be tasked to put in the TOTP that they will receive via email.

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



Log a request as per 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

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Fill in all the required info and submit your request.

**vodacom** Knowledge Requests Notification Tours

Home > **Request for Service** Search

**Account Details**  
 \*Account [dropdown] \*Requested by [dropdown]

**RFS - Product Details**  
 Product/SolutionID [dropdown] \*Product Category [dropdown: UCO Control Hub (Selfcare)]

\*Service Type [dropdown: -- None --, Request for Access, Request for training]

Notification/contact [input] Watchlist [input]

**Submit**

**vodacom** Knowledge Requests Notification Tours

Home > **Report an Incident** Search

**Account Details**  
 \*Account [dropdown] \*Requested by [dropdown]

**Product Details**  
 Product/SolutionID [dropdown] \*Product Category [dropdown: UCO Control Hub (Selfcare)]

\*Problem Type [dropdown: -- None --, Dashboard/Statistics/CDR's, UCO Control Hub (Selfcare) Login Issues]

[Add] [Remove All]

**Submit**

**vodacom** Knowledge Requests Notification Tours

Home > **Request for Change** Search

**Account Details**  
 \*Account [dropdown] \*Requested by [dropdown]

**RFC - Product Details**  
 Product/SolutionID [dropdown] \*Product Category [dropdown: UCO Control Hub (Selfcare)]

\*Change Type [dropdown: Change password Assistance]

**Contact Details**  
 Select Site - if applicable  
 Street [input] City [input]  
 Province [input] Technical Contact - if applicable [input]

**Submit**

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

Services - Requests for Information/Service

View

Number	Location	Priority	State	Short Description	Product	Created
SER0022963		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

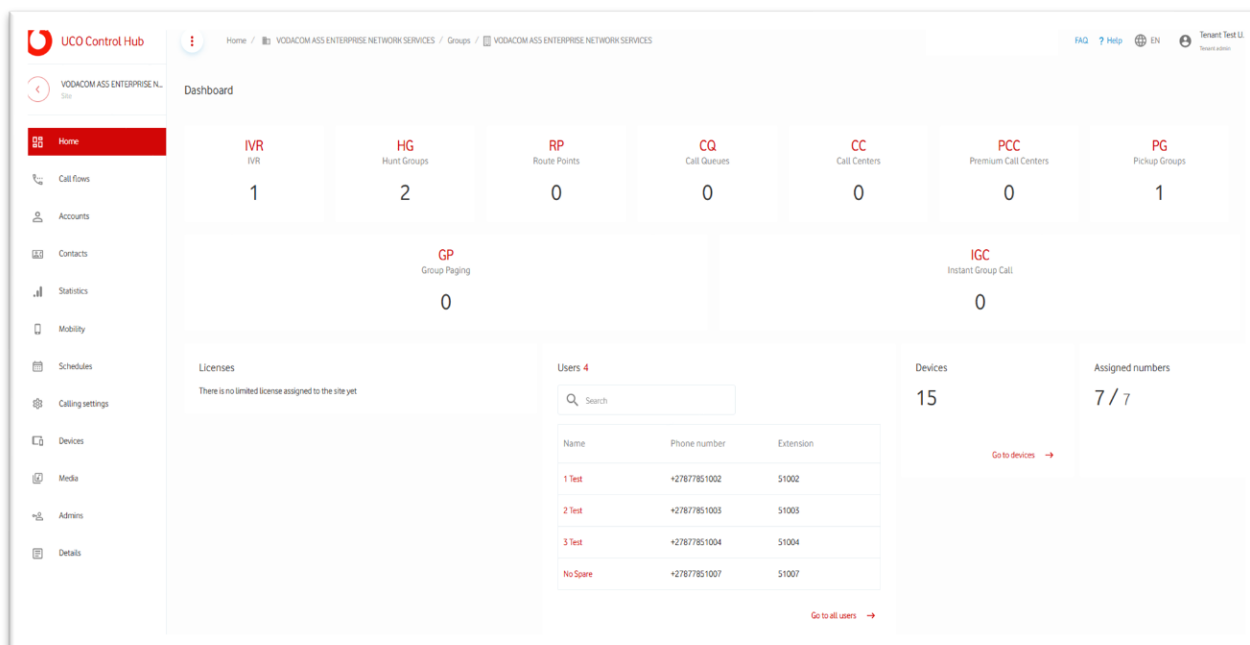
The UCO Support team will be tasked immediately to create and grant access.

You will receive an welcome email that your access was created and that you need to read through the Terms and Conditions. (below is an email sample).

### 1.3 UCO Portal Features

#### 1.3.1 Dashboard

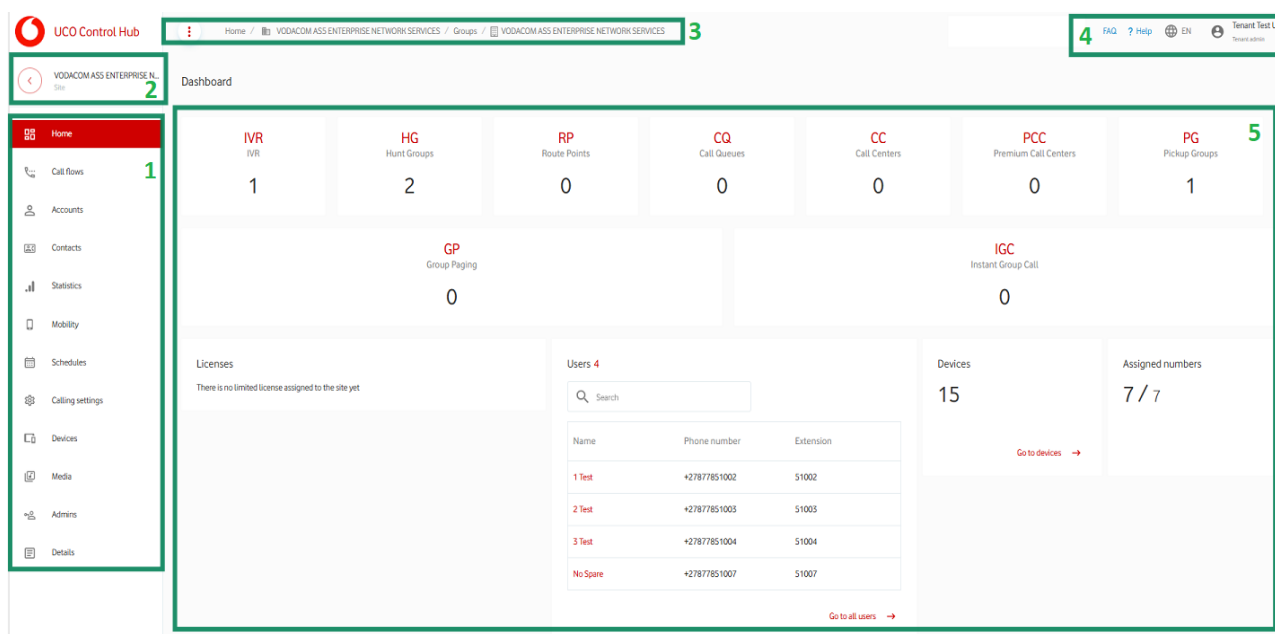
After entering credentials, the Tenant Administrator is redirected to their landing page, the Tenant dashboard. The screenshot below shows an example of this page.



#### 1.3.2 UCO Common Parts

The UCO Portal has some areas on the webpage that are the same for all administrators role types. The icons provide the same information and/or functionality to different administrators. The screen below shows the webpage from one of the administrators where some of the "common parts" are highlighted.

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The table below provides a short description of these common areas.

Area	Name or Function	Short Description
1	Services	This left side panel displays the services that can be provisioned in the (Broadworks) system. Selecting one of these services opens a new window showing information (parameters, KPIs, configurable items, etc.) about that service.
2		Clicking this icon will take you one step back to the previous screen.
3		Clicking this icon unfolds the left side panel to make the name of the service visible. Frequent users of the UCO Portal can become familiar with the service icons and hide the names to save screen space.
4	Home /	These are the "breadcrumbs" that show your current location in the UCO Portal. You can use these to go back a few steps or to a specific page by clicking on one of the words in the path.
		Clicking this ?Help function at the top of the screen opens a right side panel with explanations and information for the current page.
		A language is selected for the account during the configuration wizard. When logging in, the portal automatically switches to this language.
		Clicking this icon allows the logged-in account to change its password and log out of the UCO Portal.
5	Dashboard	The dashboard includes a number of cards showing relevant information for the account. Some cards contain a link to easily go to the page for further consultation or configuration. The cards can be hidden through configuration and are linked to

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the services used within the One Net Business solution. For example, if the customer does not have any Call Center services, the Call Center cards will not be shown.

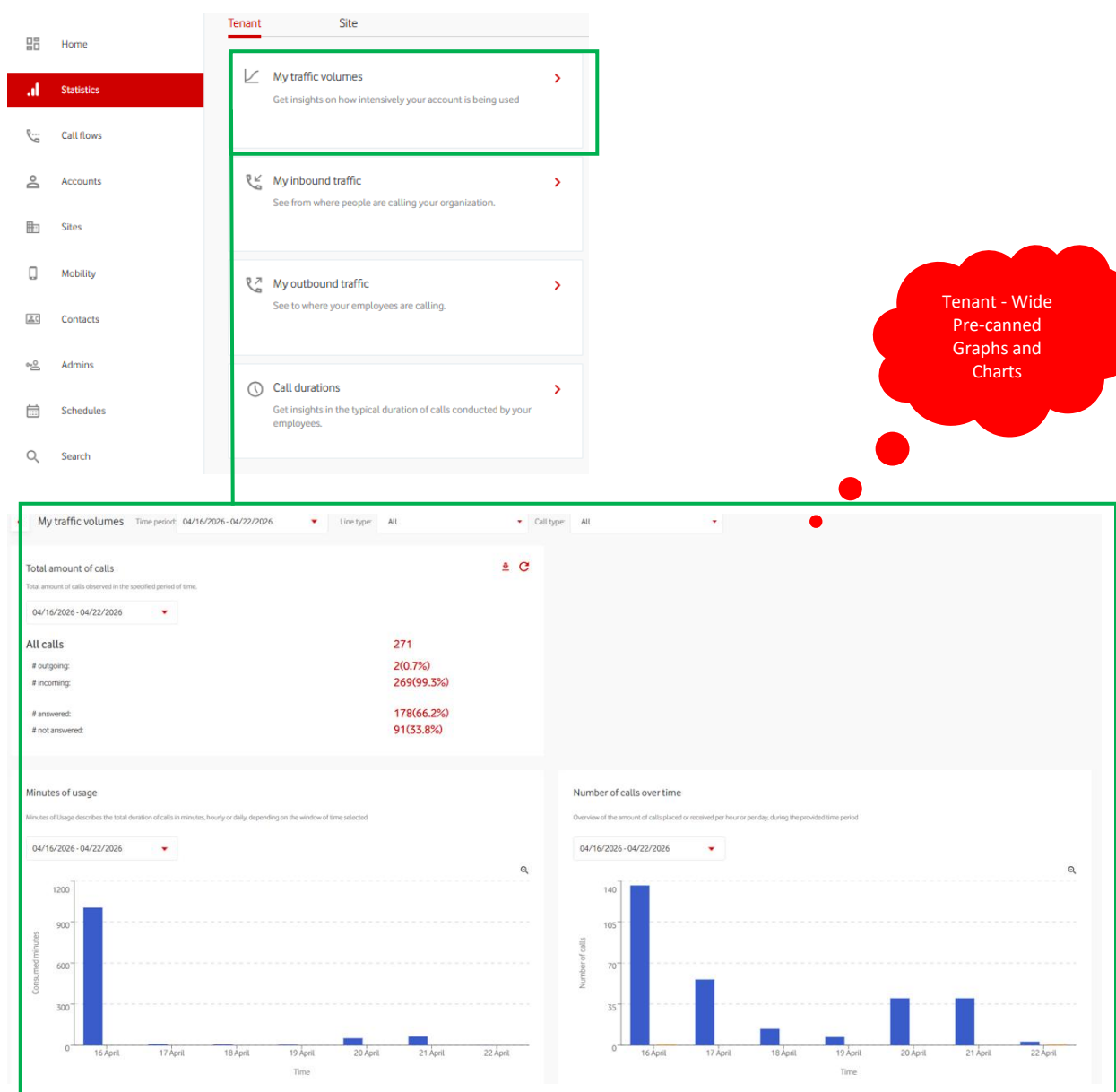
### 1.3.3 Analytics and Reporting

This section describes analytics and reporting features available on the UCO Control Hub Portal.

#### 1. Call Statistics Dashboard

The UCO Control Hub Call Statistics Dashboard are split by Enterprise and Groups to offer Statistics.

Examples are given below for tenant and group wide statistics:



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Statistics

Tenant Site

My traffic volumes Time period: 05/28/2026 - 06/03/2026

Line type: All Call type: All

All  
 User-line  
 Auto-attendant  
 Call-center

All  
 Internal  
 External

Total amount of calls  
 Total amount of calls observed in the specified period of time.  
 05/28/2026 - 06/03/2026  
 Something went wrong while fetching the data

The same view and filters applies to the below.

My inbound traffic >  
 See from where people are calling your organization.

My outbound traffic >  
 See to where your employees are calling.

Call durations >  
 Get insights in the typical duration of calls conducted by your employees.

Statistics

Site **CDRs**

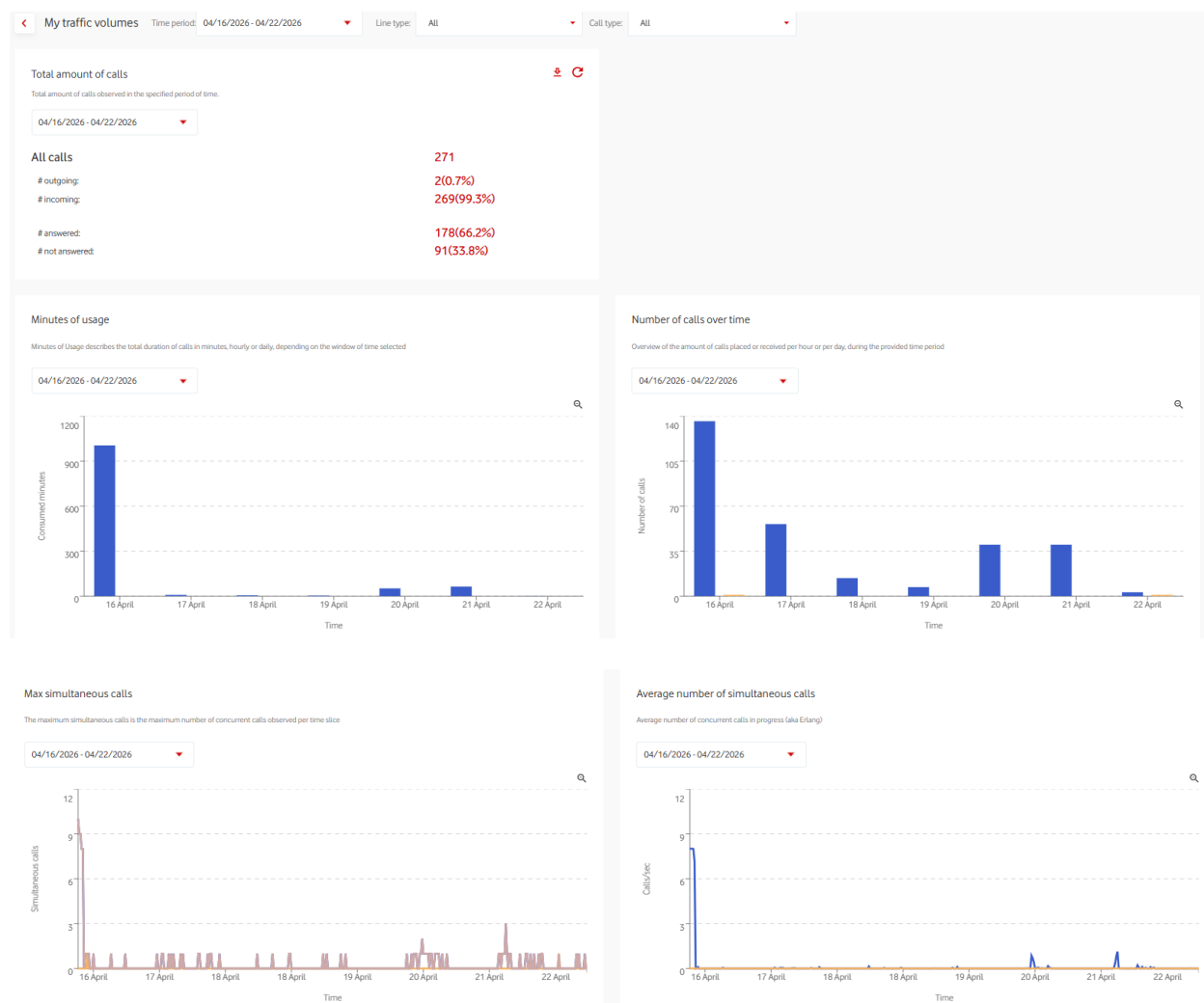
Time period: 05/22/2026 - 04/22/2026 Calling: Called:  Full number  Advanced search

Download csv

<input type="checkbox"/>	Calling Number	Called Number	Release Cause	Ringing Time	Call Duration	Total Duration	Connect Time	Call Ended
<input type="checkbox"/>	+27555295618	+27860100220	Normal	00:00:01	00:00:15	00:00:16	04/22/2026 9:50:35 AM	04/22/2026 9:50:48 AM

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Below are a few samples.



### 1.3.4 Service and Feature Management

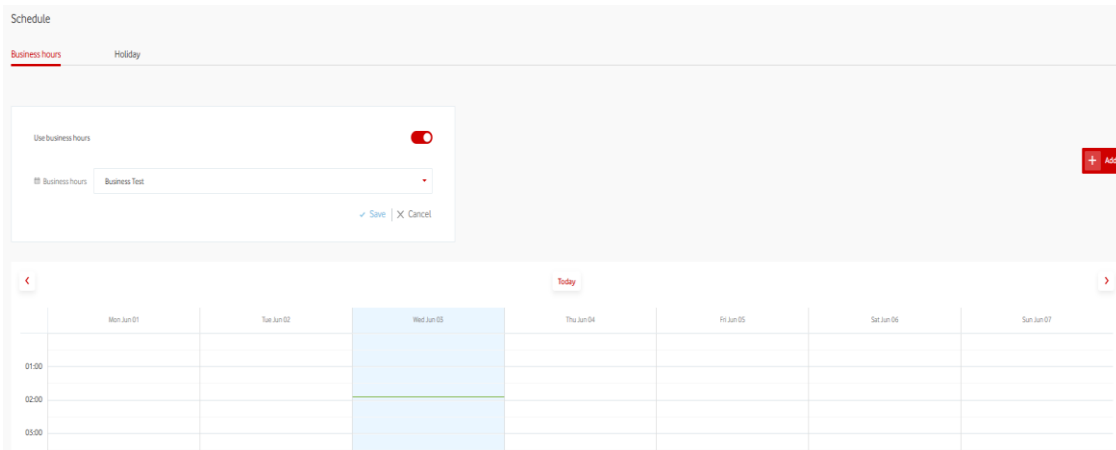
This section details the various call flows, calling settings, and other features available to administrators.

#### 1.3.4.1 Schedules

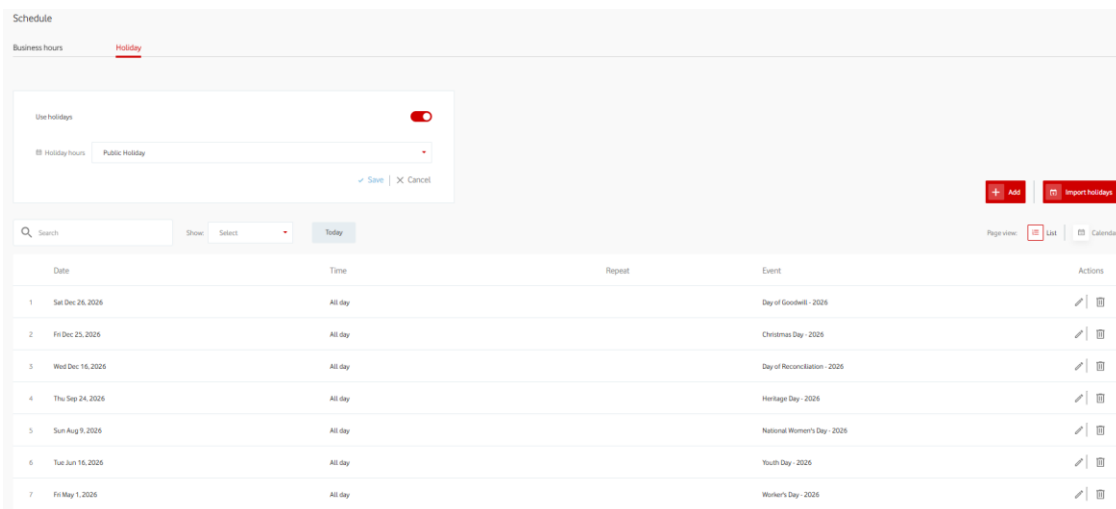
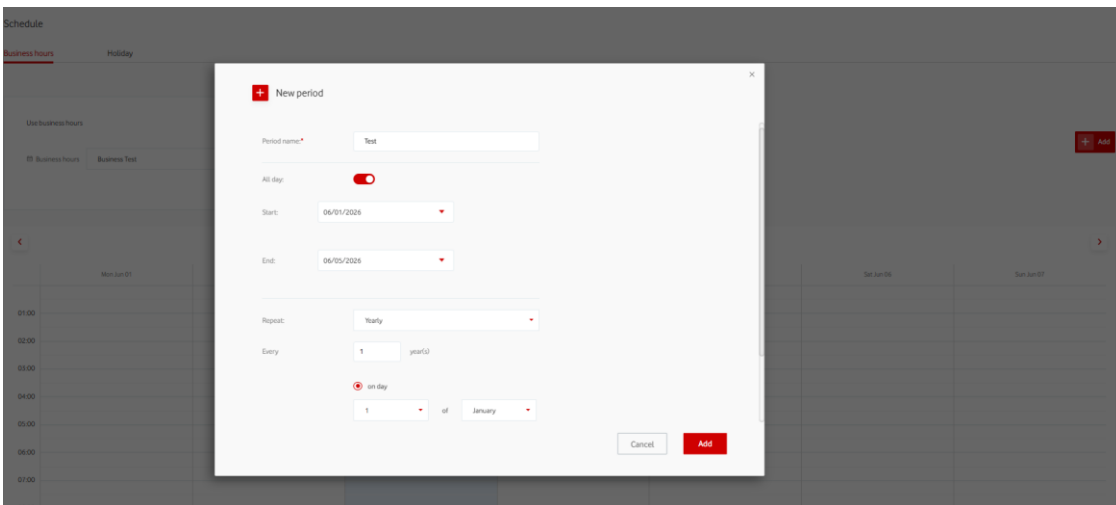
The Schedules service manages holiday and time schedules for different levels (tenant and group). These schedules can then be used in other services at those levels.

For example, when configuring an IVR (via the Call Flow service on Group level), and a Schedule (Business Hours and/or Holiday) needs to be defined, the schedules already defined on the Tenant and/or Group levels will be offered as options. The IVR will use the schedules defined at the Enterprise level (Tenant schedules) or at the "site/group" level.

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The calendars work similarly to other calendar applications like Google or Microsoft calendars. It is also possible to configure recurrence options for Holiday Schedules. This is made available for Tenant, Group and Call Flow Instances:



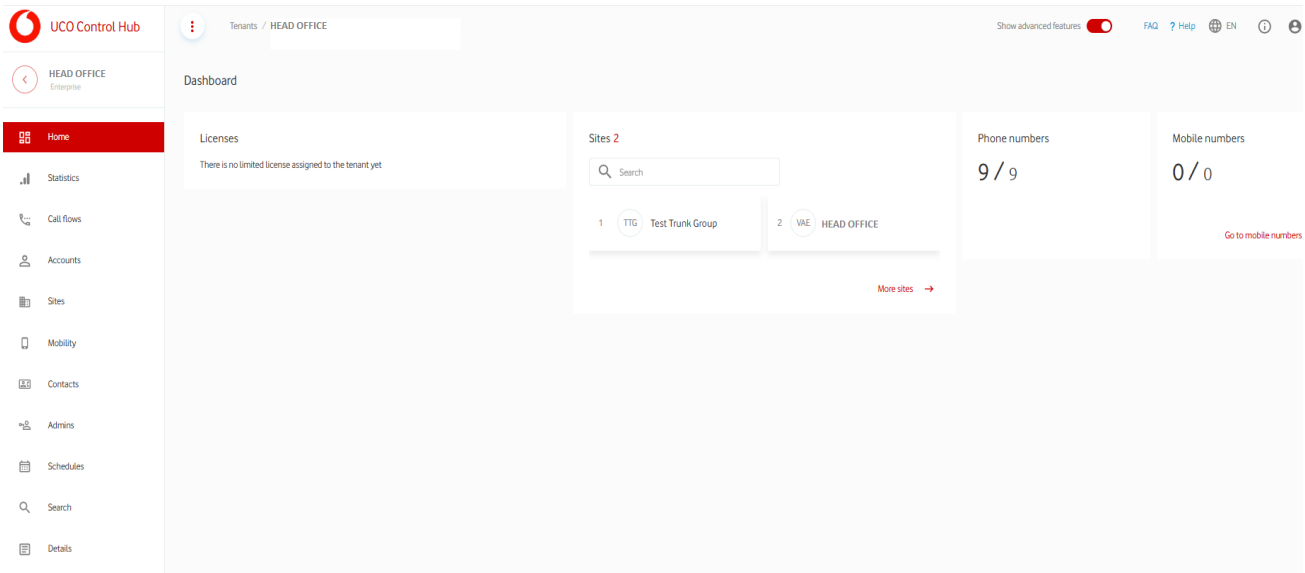
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### 1.3.4.2 Service and Feature Management


This section details the various call flows, calling settings, and other features available to administrators.

- **Tenant Admin Dashboard and features**


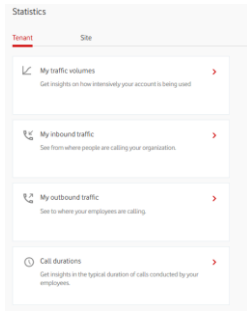
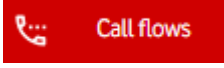
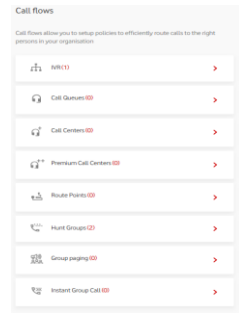
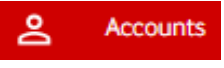


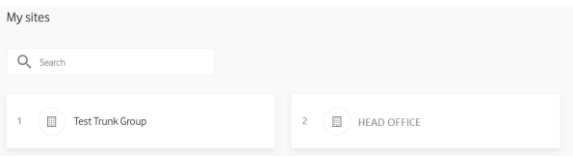

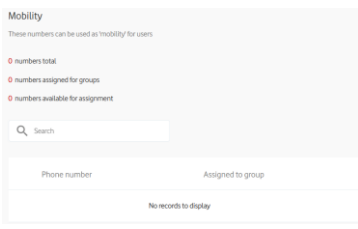

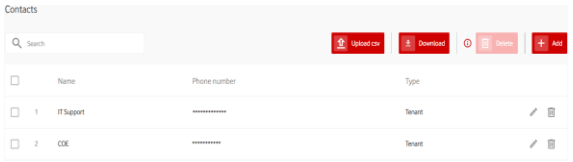
Tenant / Enterprise admins will have access to all they assigned tenant / enterprises and group/sites.




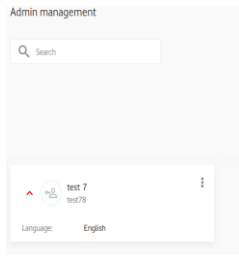

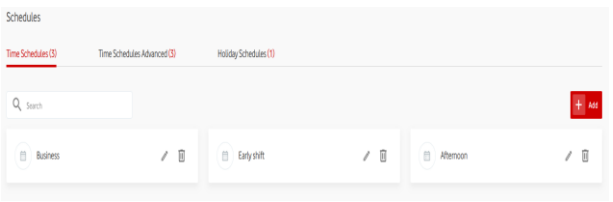

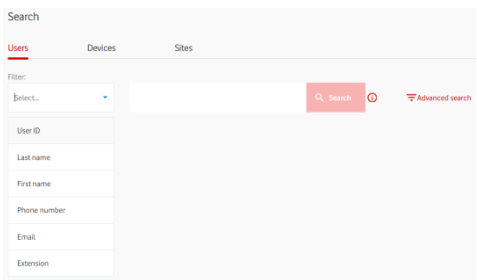

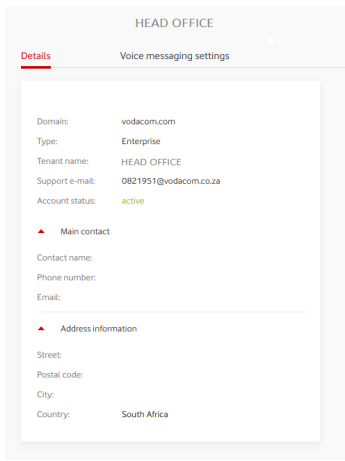
The table below provides a short description of these features available on the Tenant Admin Dashboard.

Name or Function	Short Description	Screenshot
 Home	This home view gives you an compact view of all sites and other configured Features	

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	<p>This view provides an overall view of all Call Statistics and CDR's.</p>	
	<p>The feature shows the home page of the Call Flow service. The specific services, number of hunt groups, Call Centers, IVR's (Auto Attendants) etc., may differ from customer to customer depending on what is available in their configured solution.</p>	
	<p>The Accounts service displays end users (hosted extensions), virtual extensions (Speed-Dials aka Virtual On-Net Enterprise extensions) and trunk users (business trunking users). Accounts are always linked to a Group. However, for trunk users there is a virtual concept of enterprise trunk user, but the trunk user is linked to a group.</p>	
	<p>The Sites service is used to manage sites (also known as Groups). Sites typically refer to a geographical location (building or a campus) where a user is located.</p>	
	<p>The Mobility service displays mobile numbers added to your tenant for fixed-mobile integration. Only these numbers can be used for on-net mobility.</p>	
	<p>This page shows you the list of all your contacts. You can search through the contacts using the "Search" bar and sort them using any category.</p>	

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 <b>Admins</b>	<p>This service allows you to have a list view of all active tenant admins and group admins.</p>	
 <b>Schedules</b>	<p>This page allows you to create and manage Time Schedules over a single week for basic call routing configuration. These schedules are essential for time-based services such as Call Forwarding or defining Business Hours for Call Flows (e.g., IVR/Auto Attendants).</p> <p>In this basic view, you can only define time periods that start and end within one day. Periods cannot overlap from one day to the next. For features requiring periods over several days or complex recurrence, use the Advanced Time Schedules menu.</p> <p><b>Note:</b> Schedules created here are also visible in the Advanced Time Schedules menu but must be modified in this basic interface.</p>	
 <b>Search</b>	<p>You can search for any users (hosted extensions, virtual extensions, or trunk users) in your organization using the "Search" bar on the appropriate subsection.</p> <p><b>Tenant Administrator:</b> Can search all users within their respective tenant.</p>	
 <b>Details</b>	<p><b>Organization Profile Management</b> - Use this page to view primary profile information for your Tenant organization.</p> <p><b>Key Data:</b> This includes the organization's domain, the tenant type (Enterprise or Service Provider), name, and account status.</p> <p>Contact and Address: Review and manage the official Main Contact and Address information used for provisioning and system communications.</p>	

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<div style="background-color: #e91e63; color: white; padding: 5px; display: flex; align-items: center;"> <span style="font-size: 24px; margin-right: 10px;">☰</span> <span style="font-weight: bold; font-size: 18px;">Details</span> </div>	<p><b>Voice messaging settings</b> - The integrated voicemail system allows you to send emails when a new message has been registered or if there is something wrong with a voicemail inbox. This configuration option allows you to change the email address used as the sender of such messages.</p>	<div style="border: 1px solid #ccc; padding: 10px;"> <p>Sender's email with voice message Choose which email should be displayed as sender's, when voice message is sent via email</p> <p><input type="radio"/> Default email</p> <p><input checked="" type="radio"/> Custom email</p> <p>Email: <input type="text"/></p> <hr/> <p>Choose which email should be displayed as senders when notification of new voice message is sent via email</p> <p><input type="radio"/> Default email</p> <p><input checked="" type="radio"/> Custom email</p> <p>Email: <input type="text"/></p> <hr/> <p>Choose which email should be used to access your voice portal</p> <p><input type="radio"/> Default email</p> <p><input checked="" type="radio"/> Custom email</p> <p>Email: <input type="text"/></p> <p style="text-align: right;"><span style="color: green;">✓ Save</span>   <span style="color: red;">✕ Cancel</span></p> </div>
--	--	---

- Group Admin Dashboard and features**

Group admins will only have access / see their groups that they requested / applied access to. They will not have access to multipipe tenant / enterprises, if they would like to see all, then they will need to log a request to have tenant admin access and not group admin access only.

The screenshot shows the UCO Control Hub interface for a 'HEAD OFFICE' site. The dashboard includes several key performance indicators (KPIs) for different services:

- IVR (IVR):** 1
- HG (Hunt Groups):** 2
- RP (Route Points):** 0
- CQ (Call Queues):** 0
- CC (Call Centers):** 0
- PCC (Premium Call Centers):** 0
- PG (Pickup Groups):** 1
- GP (Group Paging):** 0
- IGC (Instant Group Call):** 0


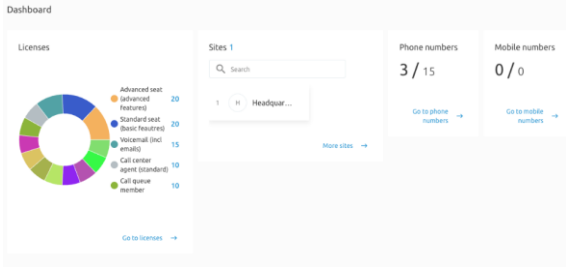

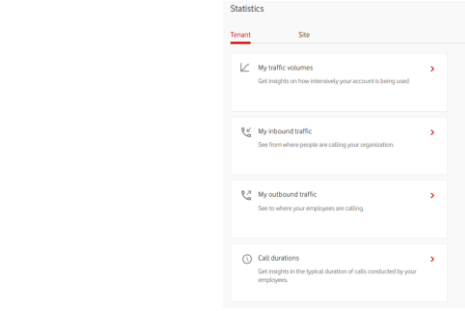

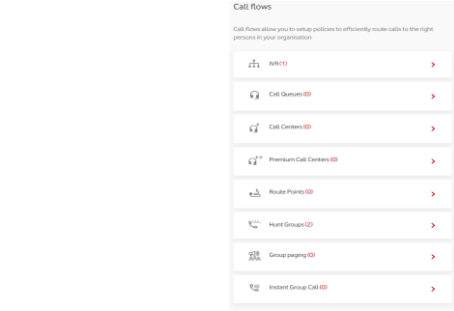

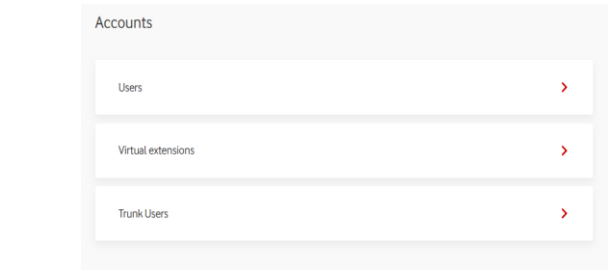

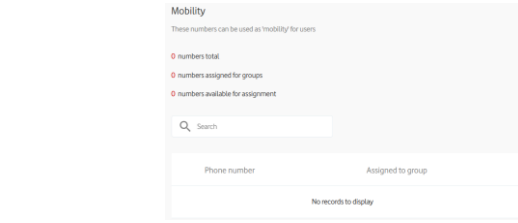
Additional dashboard elements include:

- Licenses:** There is no limited license assigned to the site yet.
- Users:** 4 users are listed in a table below.
- Devices:** 14 devices are shown, with a 'Go to devices' link.
- Assigned numbers:** 7/7 numbers are assigned.


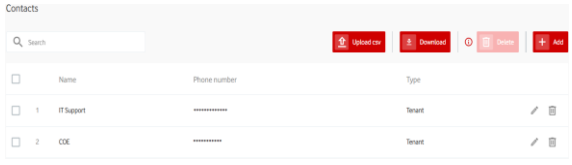

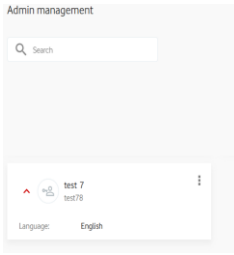

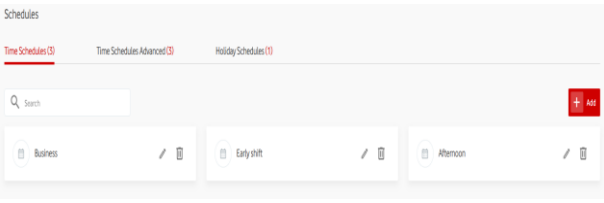

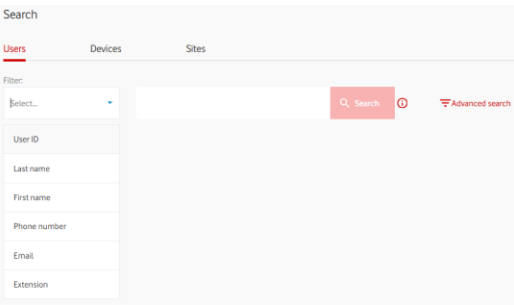
Name	Phone number	Extension
1 Test	+27877851002	51002
2 Test	+27877851003	51003
3 Test	+27877851004	51004
No Spare	+27877851007	51007

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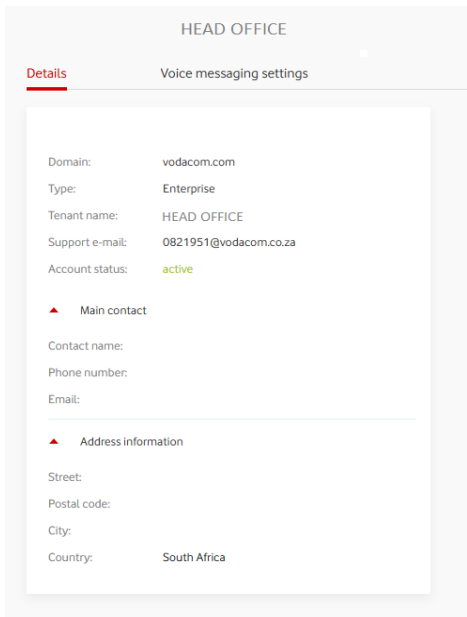

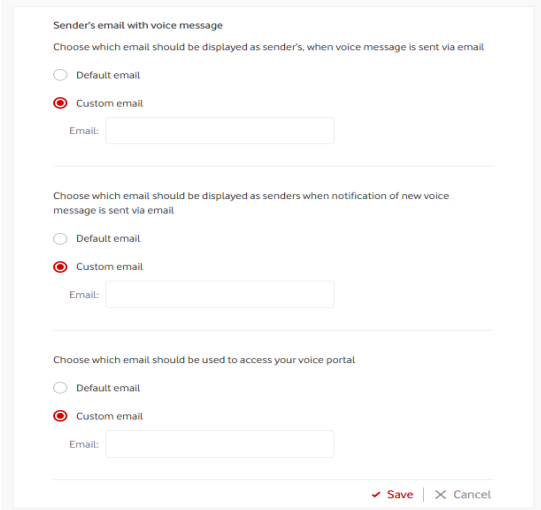

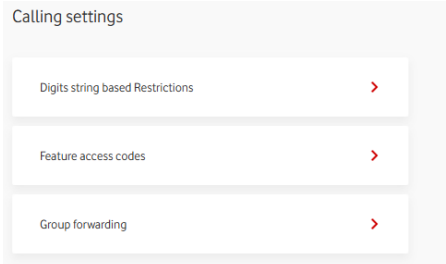

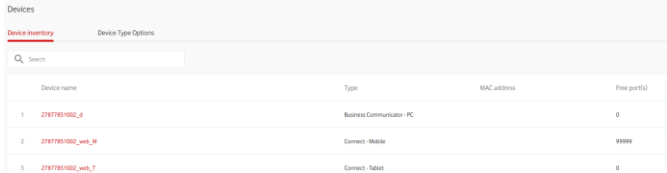
The table below provides a short description of these features available on the Group Admin Dashboard.

Name or Features	Short Description	Screenshot
 Home	<p>This home view gives the group admin the view of their group / site that they are granted access to.</p>	
 Statistics	<p>This view provides an overall view of all Call Statistics and CDR's.</p>	
 Call flows	<p>The feature shows the home page of the Call Flow service. The specific services, number of hunt groups, Call Centers, IVR's (Auto Attendants), etc., may differ from customer to customer depending on what is available in their configured solution on this group / site.</p>	
 Accounts	<p>The Accounts service displays end users (hosted extensions), virtual extensions (Speed-Dials aka Virtual On-Net Enterprise extensions) and trunk users (business trunking users). Accounts are always linked to a Group. However, for trunk users there is a virtual concept of enterprise trunk users, but the trunk user is linked to a group.</p>	
 Mobility	<p>The Mobility service displays mobile numbers added to your group for fixed-mobile integration. Only these numbers can be used for on-net mobility.</p>	


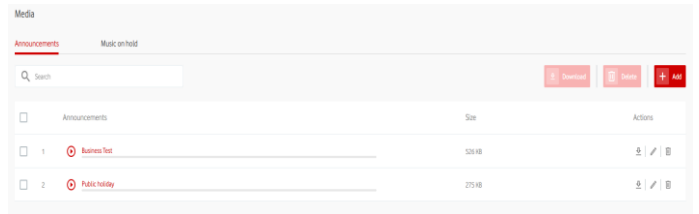
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 <b>Contacts</b>	<p>This page shows you the list of all your contacts. You can search through the contacts using the "Search" bar and sort them using any category.</p>	
 <b>Admins</b>	<p>This service allows you to have a list view of all the group admins.</p>	
 <b>Schedules</b>	<p>This page allows you to create and manage Time Schedules over a single week for basic call routing configuration. These schedules are essential for time-based services such as Call Forwarding or defining Business Hours for Call Flows (e.g., IVR/Auto Attendants).</p> <p>In this basic view, you can only define time periods that start and end within one day. Periods cannot overlap from one day to the next. For features requiring periods over several days or complex recurrence, use the Advanced Time Schedules menu.</p> <p><b>Note:</b> Schedules created here are also visible in the Advanced Time Schedules menu but must be modified in this basic interface.</p>	
 <b>Search</b>	<p>You can search for any users (hosted extensions, virtual extensions, or trunk users) in your organization using the "Search" bar on the appropriate sub-section.</p> <p><b>Group Administrator:</b> Can search users within their assigned group or site.</p>	

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<p> <b>Details</b></p>	<p><b>Organization Profile Management</b> - Use this page to view primary profile information for your Group organization.</p> <p><b>Key Data:</b> This includes the organization's domain, the group type), name, and account status.</p> <p><b>Contact and Address:</b> Review and manage the official Main Contact and Address information used for provisioning and system communications.</p> <p><b>Group Admins:</b> Group Administrators will see a similar page, but scoped only to their specific Group or Site details.</p>	
<p> <b>Details</b></p>	<p><b>Voice messaging settings</b> - The integrated voicemail system allows you to send emails when a new message has been registered or if there is something wrong with a voicemail inbox. This configuration option allows you to change the email address used as the sender of such messages.</p>	
<p> <b>Calling settings</b></p>	<p>Settings for your group's calls. You can have more information and edit each of them by clicking on it.</p> <p>Tenant / Enterprise Admin also have access to this feature.</p>	
<p> <b>Devices</b></p>	<p>This is a list view of all devices and device types configured per group / site.</p> <p>Tenant / Enterprise Admin also have access to this feature.</p>	

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 <b>Media</b>	<p>This is a view of all your sites Announcement repository that allows you to manage all the audio and music on hold announcements.</p>	
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For more information or guidance please contact your account or Service Manager at Vodacom or log a request for additional training via our Service Now Customer portal /contact **0821940** to assist in logging a request.

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