Bandwidth EVS Dash board

User Guide

p. (800) 808-5150 | f. (919) 297-1101 | e. support@bandwidth.com

Bandwidth EVS Dashboard

User Guide

The Bandwidth EVS Dashboard is designed to provide the customer with an easy-to-use interface to **our** back-end systems. It is a quick and efficient way to keep connected with 911 endpoints, LNP requests, DID requests, emergency and information services.

Bandwidth EVS Dashboard Access: https://dashboard.dashcs.com/dash-board/login.jsp

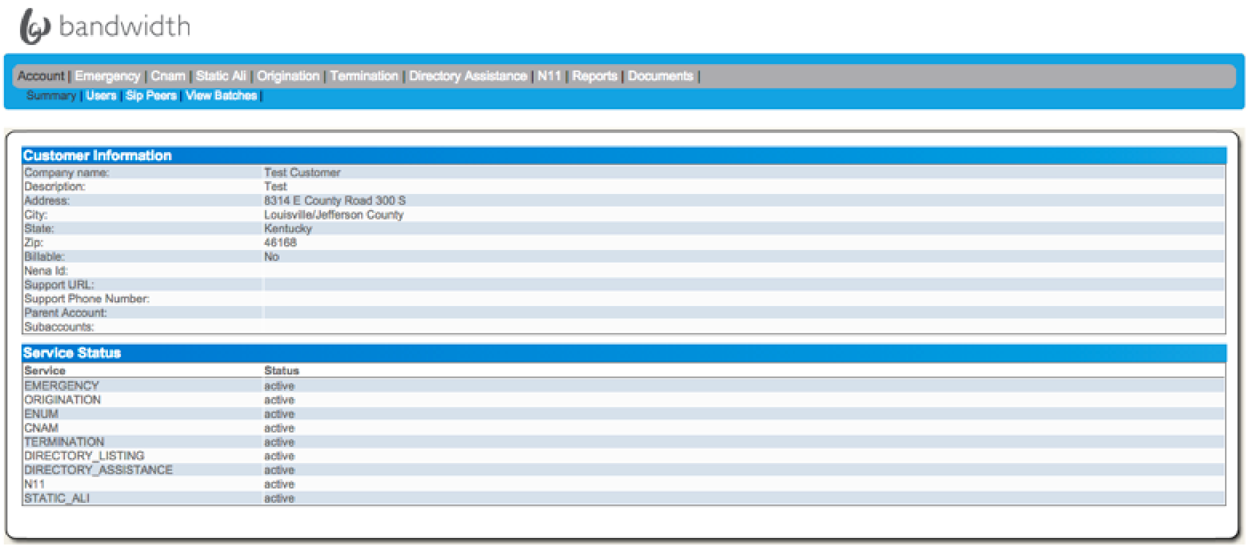
Bandwidth EVS Dashboard

Table of Contents

Bandwidth EVS Dashboard

The Bandwidth EVS dashboard is designed to provide customers with an easy-to-use interface to our back-end systems. It is a quick and efficient way to keep connected with 9-1-1 endpoints and location information.

Getting Acquainted with the EVS Dashboard



The dashboard provides many options to viewing orders, submitting orders, assigning users and more. Each of the main menu items represents a Bandwidth product, and the sub-menus represent viewable or changeable information within that product.

ACCOUNT: Displays the customer's information and includes company summary information, services currently active with Bandwidth, authorized users, SIP Peers and batch information.

EMERGENCY: Allows addition of emergency endpoints, details of endpoints and endpoint batch information. Also available is configuration information for additional services such as the branded website, API, SIP Peers and PSTN access lines.

CNAM: Shows active or inactive status of CNAM service, as well as allows filterable reporting of CNAM requests.

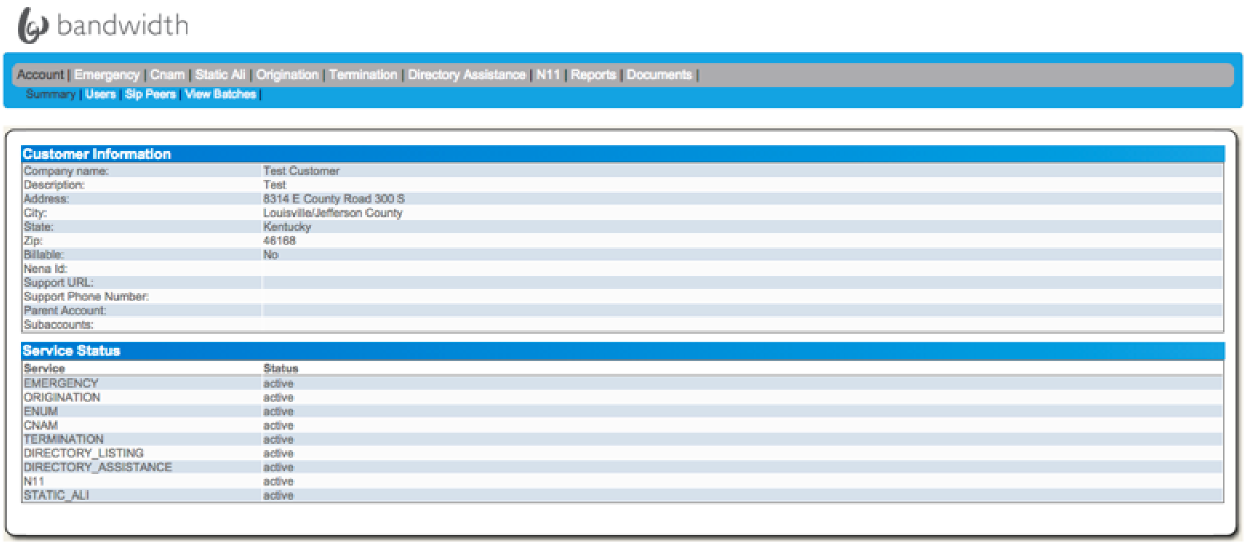
DIRECTORY ASSISTANCE: Shows active or inactive status of DA, as well as viewable peer configuration.

N11: Shows active or inactive status of Enhanced N11 services (Nationwide 511, 711 and 811 calling).

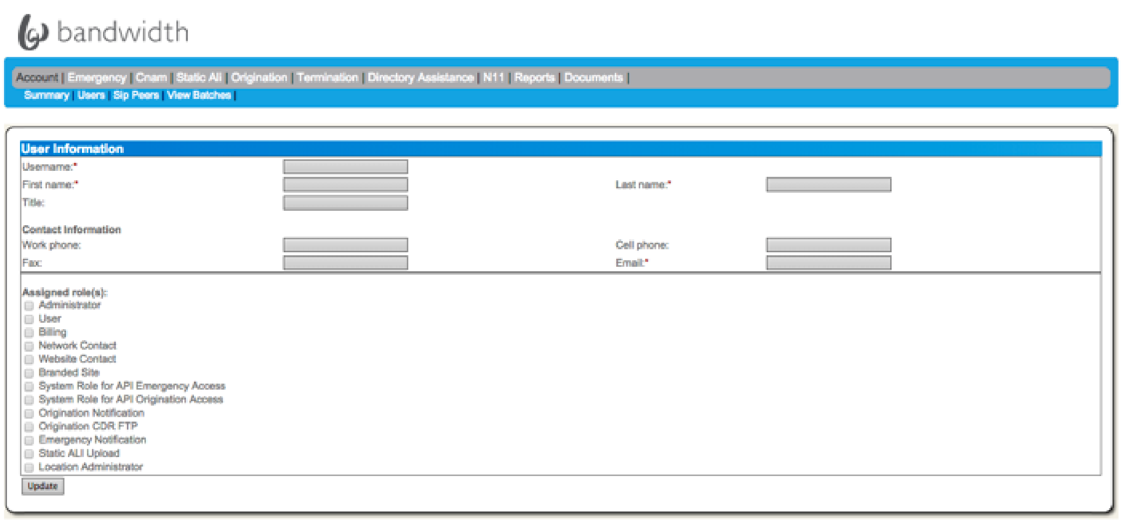
REPORTS: Provides emergency, origination and termination reporting functionality.

bandwidth

Adding, Deleting and Managing Users



The users screen will display all of the users the customer has authorized to use the dashboard. The asterisk symbol (*) defines an administrator on the account. Users with a long string of numbers behind their name are deleted users (inactive/unable to log in). To add more users, click the **Create a New User** link. To edit an existing user, click on their Username in the list.



When adding a new user, fill in the **user's information** in the fields provided. Fields marked with an asterisk (*) are required fields. To **assign roles** to the users, simply click in the box for each role the user will be assigned. The same screen will be provided to edit an existing user. All information can be edited for an existing user, except for the user's Username. To change a username, simply delete the user and reassign a new profile with the correct username.

Note: Administrators are the only users who can add/edit users or delete endpoints. All administrators will also receive system messages and alerts, via the email address provided in their user profile.

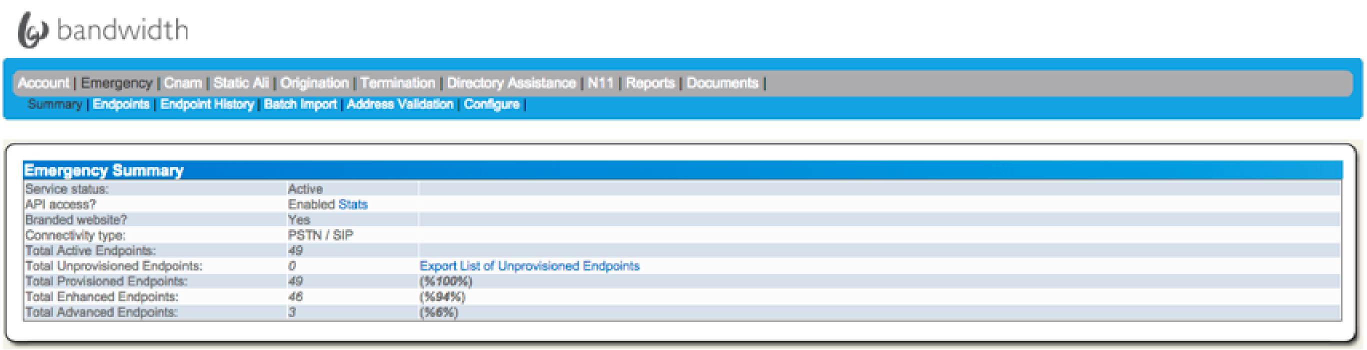
bandwidth

User Roles Defined

Function	Admin	User	Bandwidth	Other / Notes
Adding SIP Peers	X			
Removing/Editing SIP Peers			X	
Adding/Viewing Emergency Endpoints	X	X		
Deleting Emergency Endpoints	X			
Submitting Batch Uploads	X	X		
Managing Subaccounts	X			
Batch Deletions of Emergency Endpoints			X	
Submitting Orders	X	X		
View CDRs on dashboard				Must have 'billing' role
Access CDRs on CDR website				Must have 'CDR FTP Access' role
Viewing / Editing DID information	X	X		
Change routing (peer group) per DID	X			
Receive Emergency (ECC call) notifications via email	X			Routes to all admins, UNLESS the 'emergency notification' role is assigned to any user. Once that role is assigned to someone, the notifications will ONLY go out to those with that role.
Emergency API Access				For any user updating emergency address or endpoint information via the API.

All roles other than User or Administrator are secondary roles. Any other function you wish to provide to your user will also need to be selected. For example, if you want to create a basic user with functionality to view/pull CDRs in the dashboard, as well as receive emergency notifications, you would assign that user the User, Billing and Emergency Notification roles. Please contact support@bandwidth.com if assistance is needed when assigning/editing users.

Emergency Summary



Emergency Summary		
Service status:	Active	
API access?	Enabled Stats	
Branded website?	Yes	
Connectivity type:	PSTN / SIP	
Total Active Endpoints:	49	
Total Unprovisioned Endpoints:	0	Export List of Unprovisioned Endpoints
Total Provisioned Endpoints:	49	(%100%)
Total Enhanced Endpoints:	46	(%94%)
Total Advanced Endpoints:	3	(%6%)

The Emergency Summary screen displays a summary of the emergency services a customer currently has with Bandwidth.

<u>SERVICE STATUS:</u> Indicates if emergency services are active.

<u>BRANDED WEBSITE:</u> Indicates if the customer subscribes to, and uses a branded website. If you require this feature, please contact Bandwidth support to activate the feature and provide proper setup documentation.

<u>API ACCESS:</u> Indicates if the customer subscribes to the API to update or query endpoint information. Click on the 'Stats' link to pull a .csv file of the different call methods being made. If you require this access, please contact Bandwidth support for activation and setup documentation.

<u>CONNECTIVITY TYPE:</u> Indicates if the customer is routing through PSTN, SIP or both.

<u>TOTAL ACTIVE DIDs:</u> The number of endpoints entered in the dashboard.

<u>TOTAL PROVISIONED DIDs</u>*: The number of emergency provisioned (geocoded) DIDs.
To pull a list of the unprovisioned emergency DIDs, simply click the link next to this summary.

<u>TOTAL ENHANCED (I2) DIDs</u>**: The number of DIDs provisioned to enhanced 9-1-1 services / PSAPs.

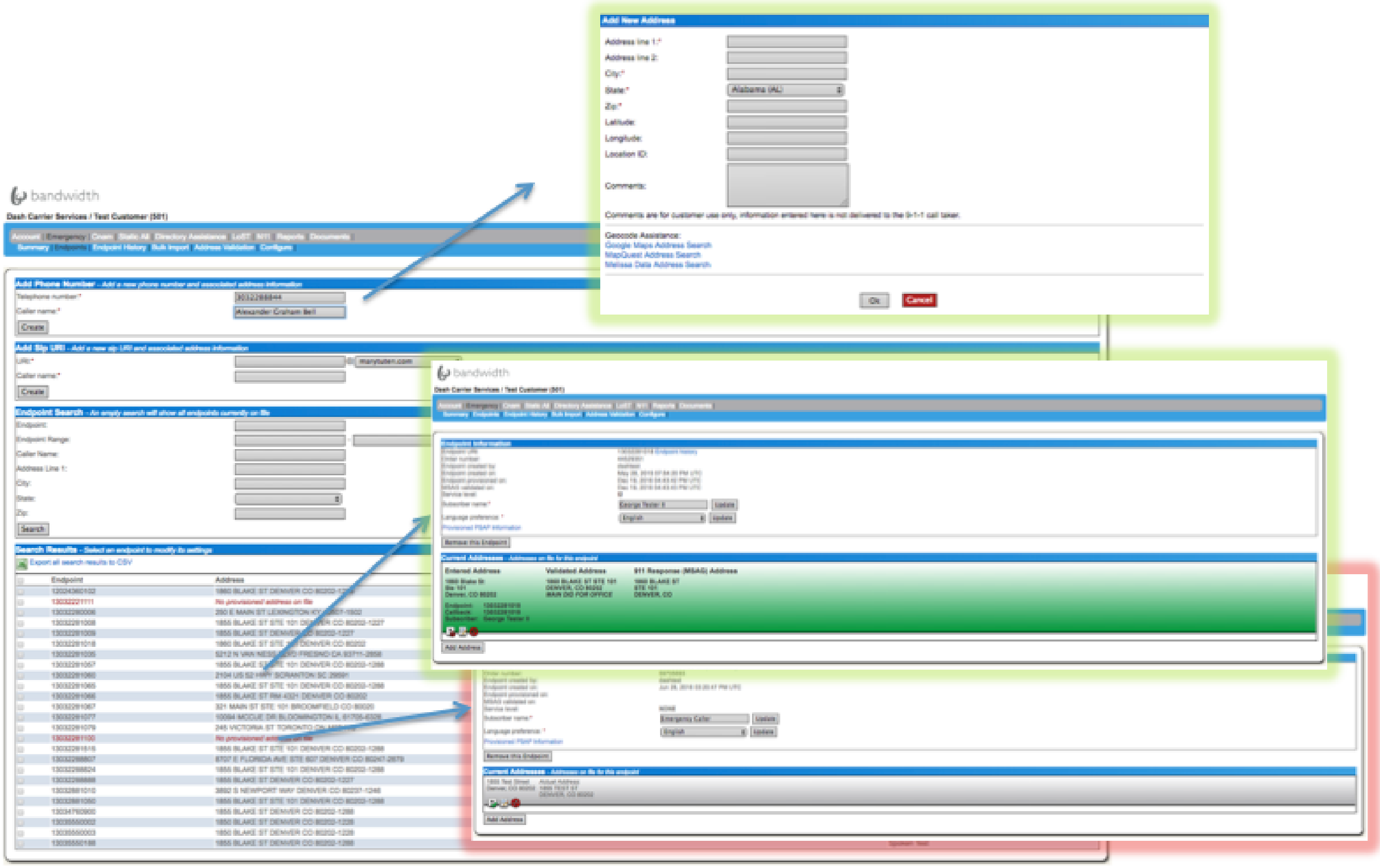
<u>TOTAL ADVANCED (I1) DIDs:</u>The number of DIDs provisioned to advanced emergency call centers.

**If the provisioned DIDs are less than the active DIDs, there are endpoints that are not validated and therefore may incur fees if 9-1-1 is contacted from that unprovisioned endpoint. An endpoint that has been added in the dashboard, but has an inactive address will be sent to the Emergency Call Center (ECC). Please see our specific e9-1-1 routing guide for more information.*

***The difference between an advanced and enhanced DID is where the call is routed. If the endpoint is provisioned as i1/Advanced it means that the local PSAP is not yet capable of receiving the information directly from Bandwidth. These calls would be routed to the Emergency Call Center (ECC). If the endpoint is provisioned as i2/Enhanced, it will route directly to the PSAP.*

Adding, Editing and Viewing Emergency Endpoints

The endpoints page is used for creating, viewing or editing endpoints.



Creating a New Endpoint: Enter the endpoint (TN) in the Telephone Number box. Enter the Caller Name in the Caller Name box. Click 'Create'. Click 'Yes' in the dialogue box that follows, indicating an address needs to be added. The basic 'shell' of the 9-1-1 endpoint has now been created. To complete the endpoint, the address will need to be entered by clicking on the 'add address' button (see inset). Enter the user's address information and click 'OK' to continue. A dialogue box will be presented to confirm adding your address, and once the message is accepted your address will be provisioned (green). If a dialogue box is presented that the address cannot be added (red or gray), please verify and revise your address. If the issue persists, please contact Bandwidth support for additional assistance. Please allow a minimum of 5-minutes before making any 9-1-1 test calls on a newly provisioned endpoint.

Adding the address may return multiple addresses. When this happens it does not mean that your original address is unable to be provisioned/geocoded. It means that Bandwidth was able to find similar addresses to what was sent. The addresses will be in order of highest to lowest confidence, with highest being first. Select the correct address to continue. If none of the addresses are correct for what you are entering, select the 'none of the above' option and continue with your provisioning. Again, if you are still unable to successfully provision your address, contact Bandwidth support.

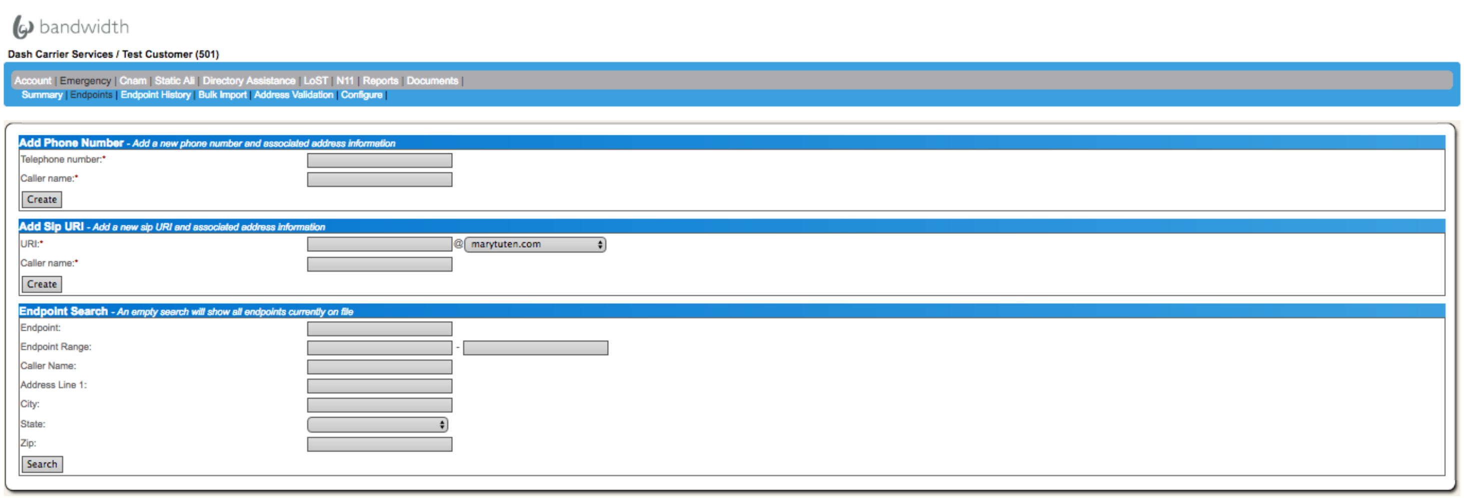
Bandwidth allows up to three addresses for each endpoint on file, although only one address can be provisioned (green) at a time. This is best used for mobile customers so that 9-1-1 service can 'follow' the customer. **To add an additional address**, access the endpoint and click 'add address'. Follow the same steps as outlined above. To toggle between the address you wish to have active at the time, click the 'activate address' icon. The new address will become active while the other(s) will be dormant.

Entered Address: This is the address entered and associated with the telephone number. For best results, the entered address should be the postal address associated with the users location.

Validated Address: Bandwidth takes the entered address and performs a number of operations on the address including standardization and geocoding. For instance, an entered address of "East Elm Street" is standardized and validated to "E Elm St".

911 Response (MSAG) Address: The Bandwidth system MSAG-validates the address using the addressing standards of the local emergency authority. The local emergency authorities decide what the MSAG-valid city/community name is, what abbreviations they want to use for street types, etc. The MSAG-valid address is the address that is delivered to the PSAP along with the 911 call.

Endpoint Searches and Exports



The dashboard provides a variety of search options to suit your needs. These options are listed as follows:

<u>All Endpoint Search:</u> Search for all endpoints on file for your specific account. Leave the search box empty and select 'Search'. This will automatically pull up a list of all endpoints, provisioned or unprovisioned. Any unprovisioned addressees are denoted by the red line that indicates 'No provisioned address on file'.

<u>Endpoint:</u> To search for a specific endpoint, simply enter the endpoint and click on the 'Search' button. The Endpoint field also supports partial telephone number searches. For example, enter the area code of a telephone number to return all the numbers with that area code.

<u>Caller Name:</u> Enter the name associated with the telephone number and click on the 'Search' button to see what telephone number is associated with that caller name.

bandwidth

Address Line 1: Enter the address, or any part of the address and click on the 'Search' button to return a list of telephone numbers that have that address associated with them.

City: Enter the city name and click on the 'Search' button to see a list of all telephone numbers in that city.

State: Enter the state name and click on the 'Search' button to see a list of all telephone numbers in that state.

Zip: Enter the zip code and click on the 'Search' button to see a list of all telephone numbers with that zip code.

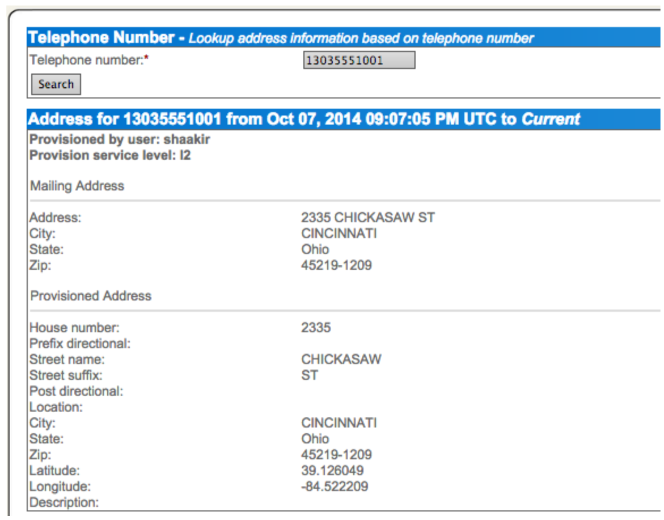
Once your specified search pulls up on the screen, you can click on any endpoint in the list to view or edit. Any search performed is exportable by clicking the link or excel icon at the bottom of the page. You must have the user role assigned to you for the link to work properly. The results will export into a CSV file for easy reporting or filtering.

Viewing Endpoint History

You may view the history of any active endpoint in two ways:

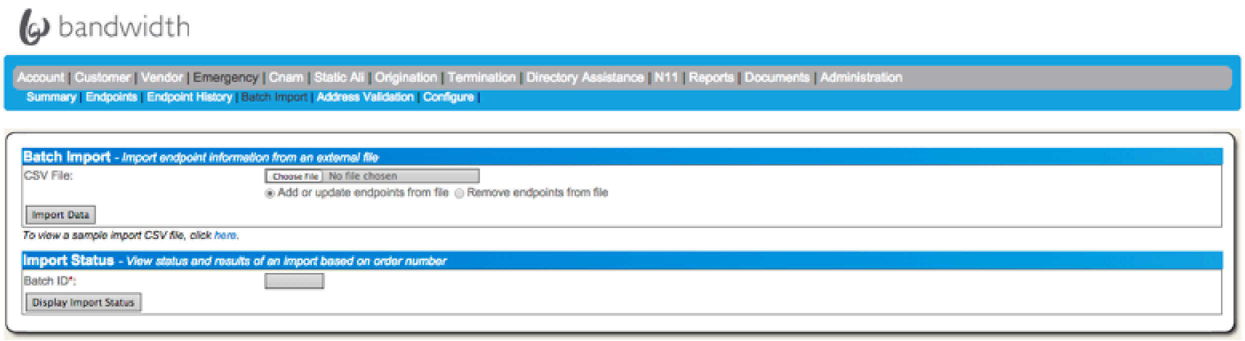
1. Access the endpoint itself, and click the link 'Endpoint History' next to the TN
2. Click the sub-menu link 'Endpoint History'

This will show you a history of any provisioned address for that endpoint, to include the date and time of each change.



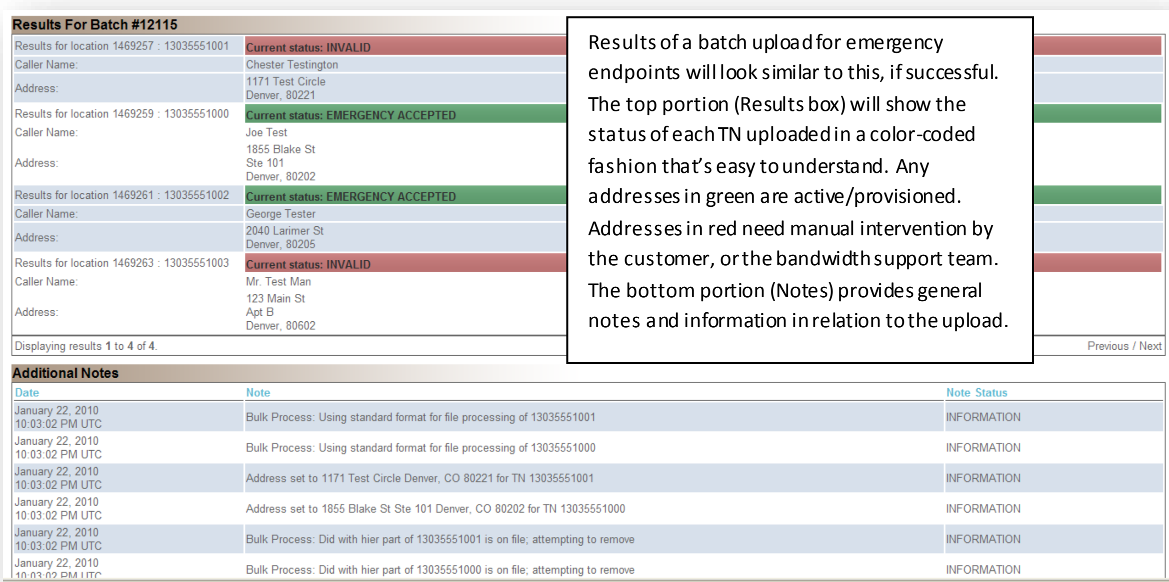
bandwidth

Submitting Emergency Endpoint Batches



Endpoints can be entered into the dashboard one at a time, or via a batch upload. To upload a batch, utilize the **sample CSV file** to ensure the formatting is correct. Improper formatting will result in a failed batch upload*. Once the CSV file has been filled out and saved onto your PC, browse for the file, then click 'Import Data'. A successful file upload will **result in a message** that contains the batch number/ID. A successful upload only indicates the file was submitted properly. **The batch ID MUST be checked to insure the addresses were properly loaded and provisioned into the dashboard.**

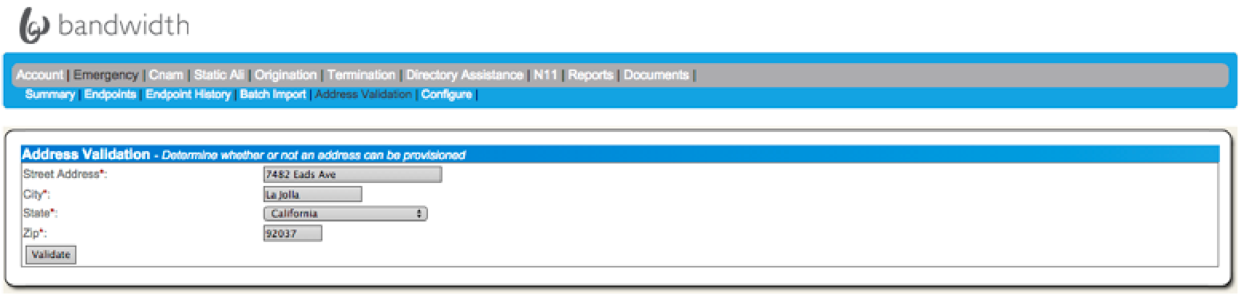
To check the status of a batch, enter the batch ID into the Batch ID box in the Import Status or Find Batch section. A list will appear that will show all addresses the dashboard accepted, and what the status is of each endpoint. ***It is extremely important that you check the status of each batch to ensure the endpoints and addresses were all provisioned correctly.***



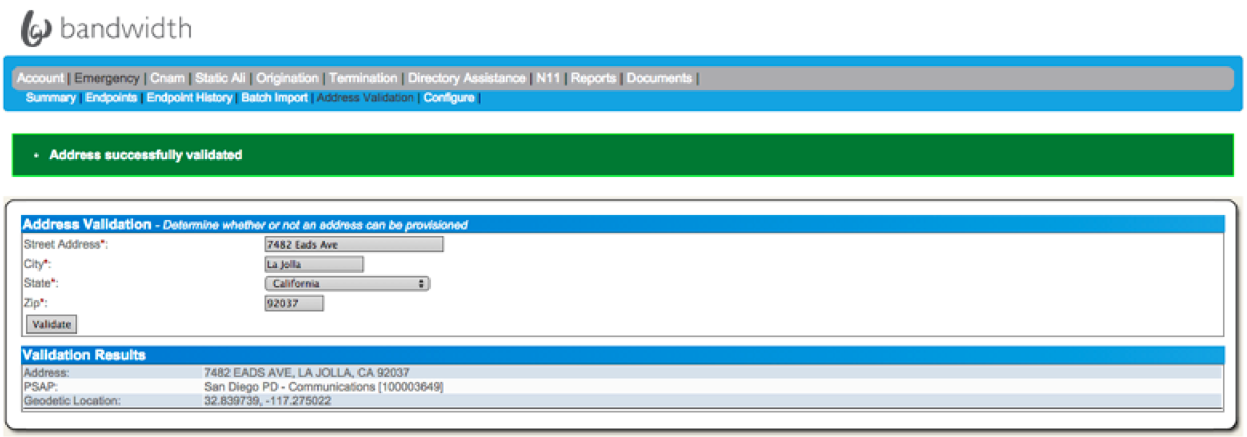
*A failed batch upload may still give you a batch ID. If the results of the batch ID show that no provisioning information is found, rather than the expected result shown above. If a similar result is not seen, please contact Bandwidth support for assistance or check your file for formatting errors. The most common formatting errors seen are: copy/paste errors when additional information (such as HTML) is pulled into the file without knowing, moving or changing the information in the headers on the csv file, country listed as USA rather than US.

bandwidth

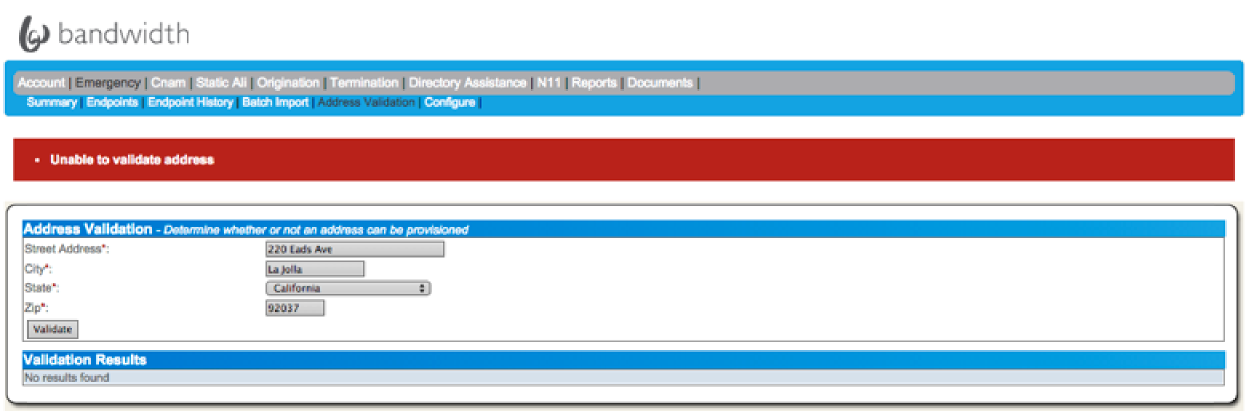
Address Validation



The dashboard provides the ability to verify if an address can be provisioned. Enter Street Address, City, State and Zip and click on the Validate button.



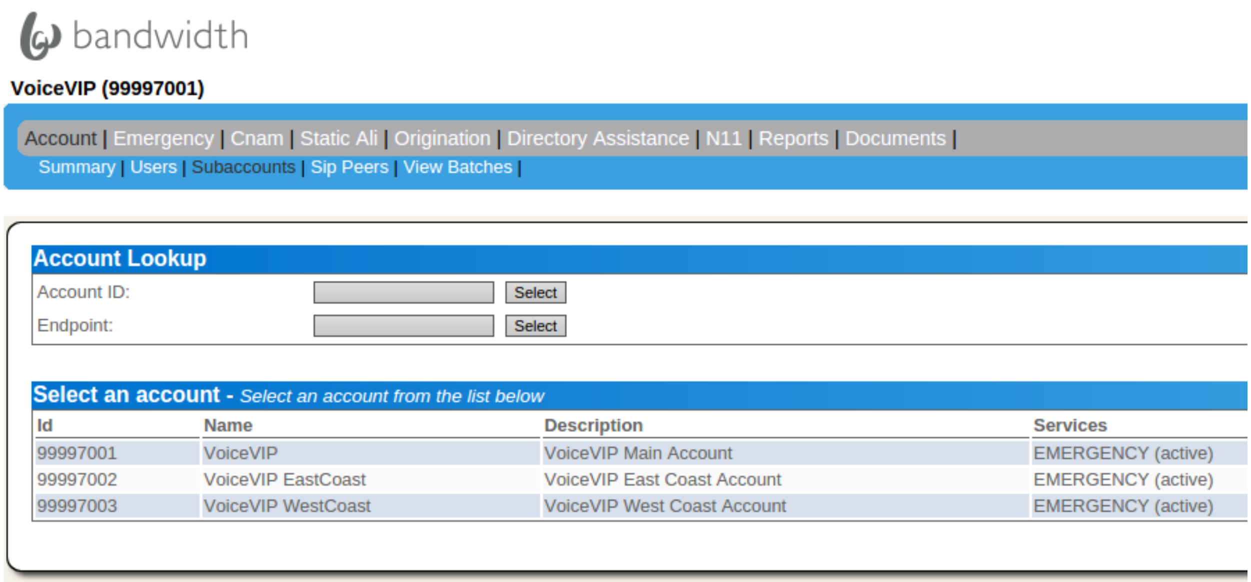
If the address can be provisioned, a green banner is displayed indicating that the address successfully validated.



If the address can not be provisioned, a red banner is displayed indicating that the system was unable to validate the address.

Subaccount Management

If you're an administrator of an account with child accounts, you have the ability to find and manage 911 phone numbers across all the accounts without logging in to each child account. In dashboard, go to Accounts->Subaccounts. The subaccounts page will list all of your accounts, including the parent account.



Click on one of the account names, and you will be viewing information for that particular account. Note how the "Viewing as" banner displays the account you are working with:

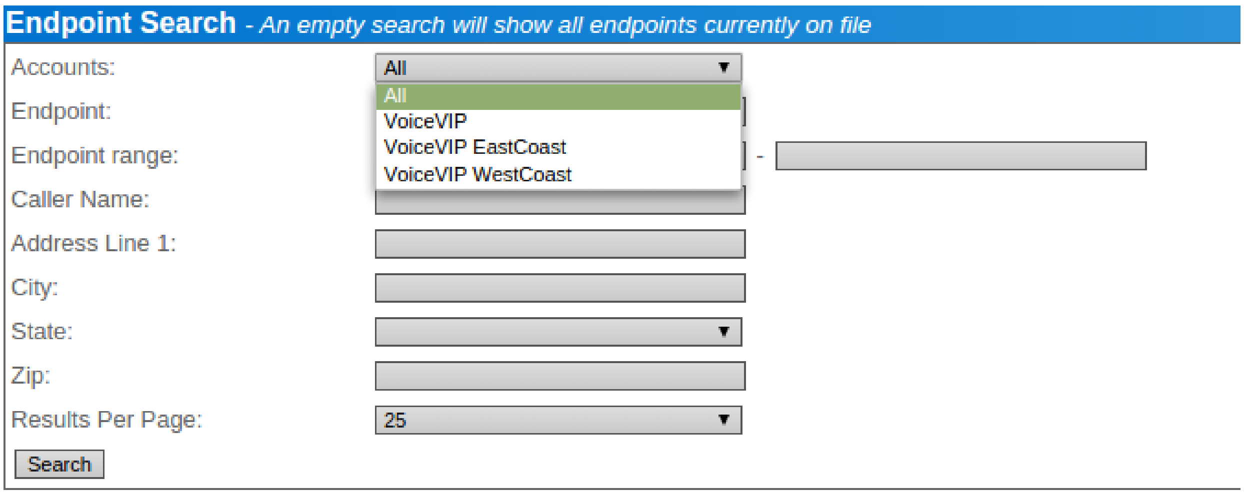
Now you can search for phone numbers, update addresses, and run batch jobs and reports as though you were a user in that particular account.

When viewing a child account, you are limited to the behavior allowed for an administrator of that child account. For example, as an administrator of a child account, you won't be able to view the subaccounts of the parent account.

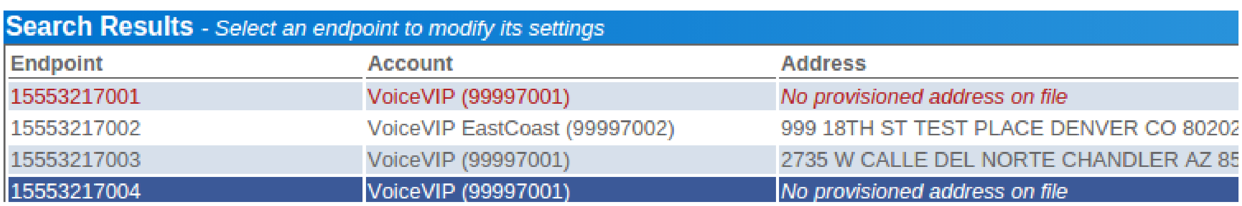
When you want to manage other accounts click the exit icon at the right of the "Viewing as" banner.

Searching for endpoints

Administrators for the parent account can search for endpoints across all accounts or a particular subaccount. To do this, go to Emergency-->Endpoints. The endpoint search form provides a list of accounts, including the main account and all child accounts.



Select a specific account to limit the search to, or use "All" to search across the parent and all child accounts. A list of endpoints will be returned, with the name of the account that each endpoint belongs to.



Updating endpoints

If you click the row for an endpoint that belongs to a child account, you will see the "View as" banner, telling you that you are now acting on behalf of that child account. You can edit the phone number and its associated address.

Importing endpoints as a batch

If you are acting on behalf of a child account and start a batch import of endpoints, those endpoints will be added to the inventory of the child account, not to the inventory of your own account.

Reports

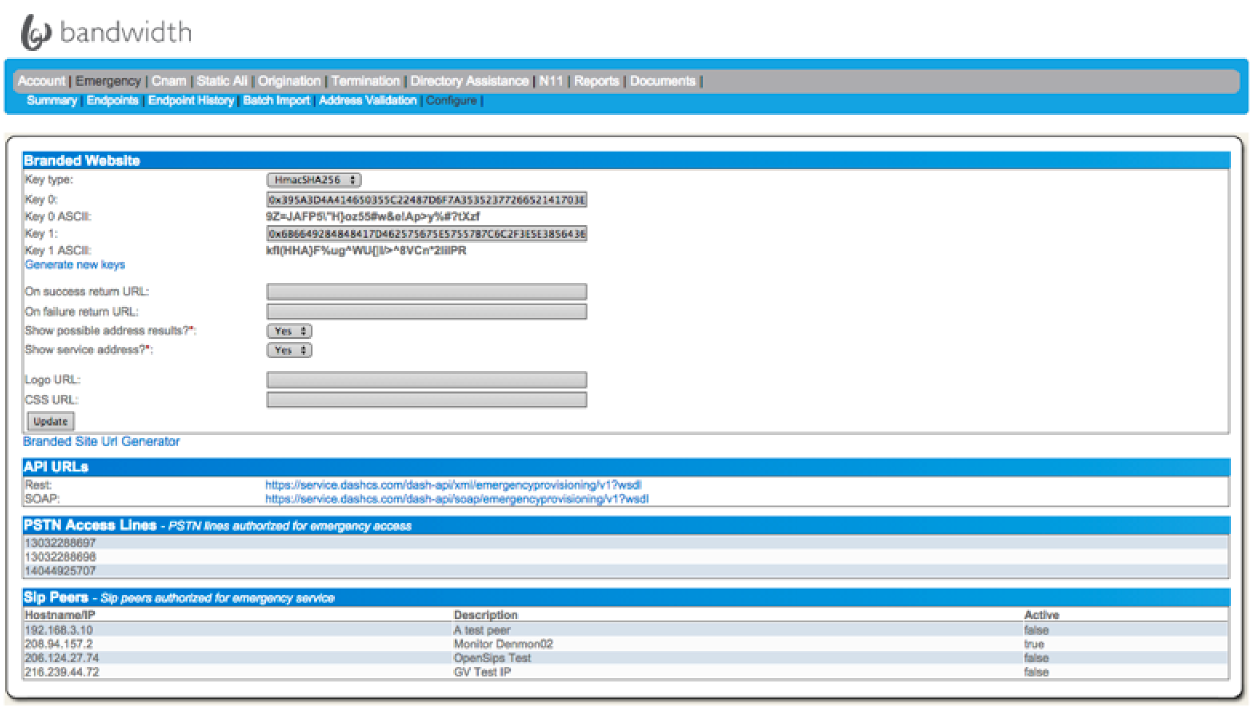
If you have the billing role for a parent account, you have the option of searching for emergency CDRs across all of your accounts.

We also added a new Endpoint Service History report which shows you the service history (activation and deactivation history) of a particular endpoint.

Batch jobs

Some larger reports will start batch jobs for background processing while you continue using dashboard. If you start a batch job while viewing a subaccount, any documents that batch job creates will be available under the Documents tab for that subaccount.

Emergency Configuration



The configuration page is used to provide information regarding authorized SIP peers for emergency service, branded website information, API and PSTN information.

<u>BRANDED WEBSITE:</u> The Bandwidth branded website is a branded user portal where your end users may update their own 9-1-1 address information, onto an interface that looks like your own. Please contact Bandwidth support for specific branded website documentation to assist with setup.

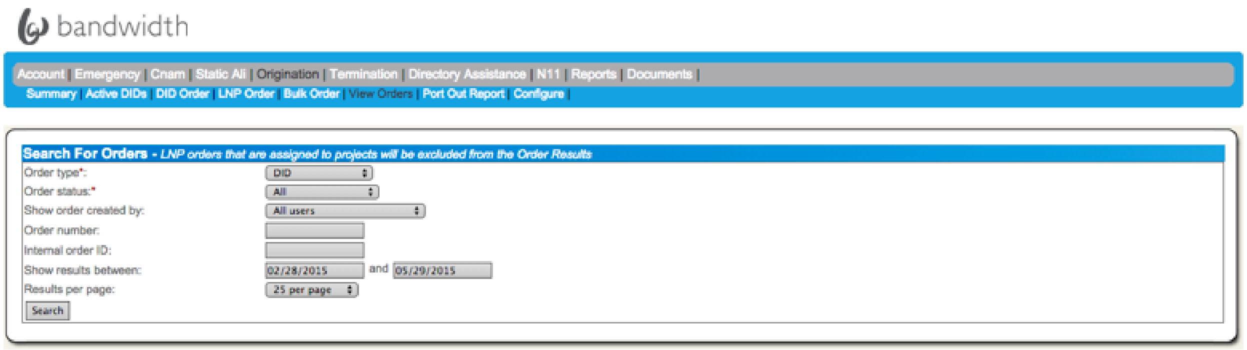
<u>API:</u> Here you will find the Bandwidth WSDLs for ReST and SOAP, which is used to point to the Bandwidth API. Please contact Bandwidth support for documentation on this product.

<u>PSTN ACCESS LINES:</u> If you use/require PSTN access, your account specific PSTNs will be listed here.

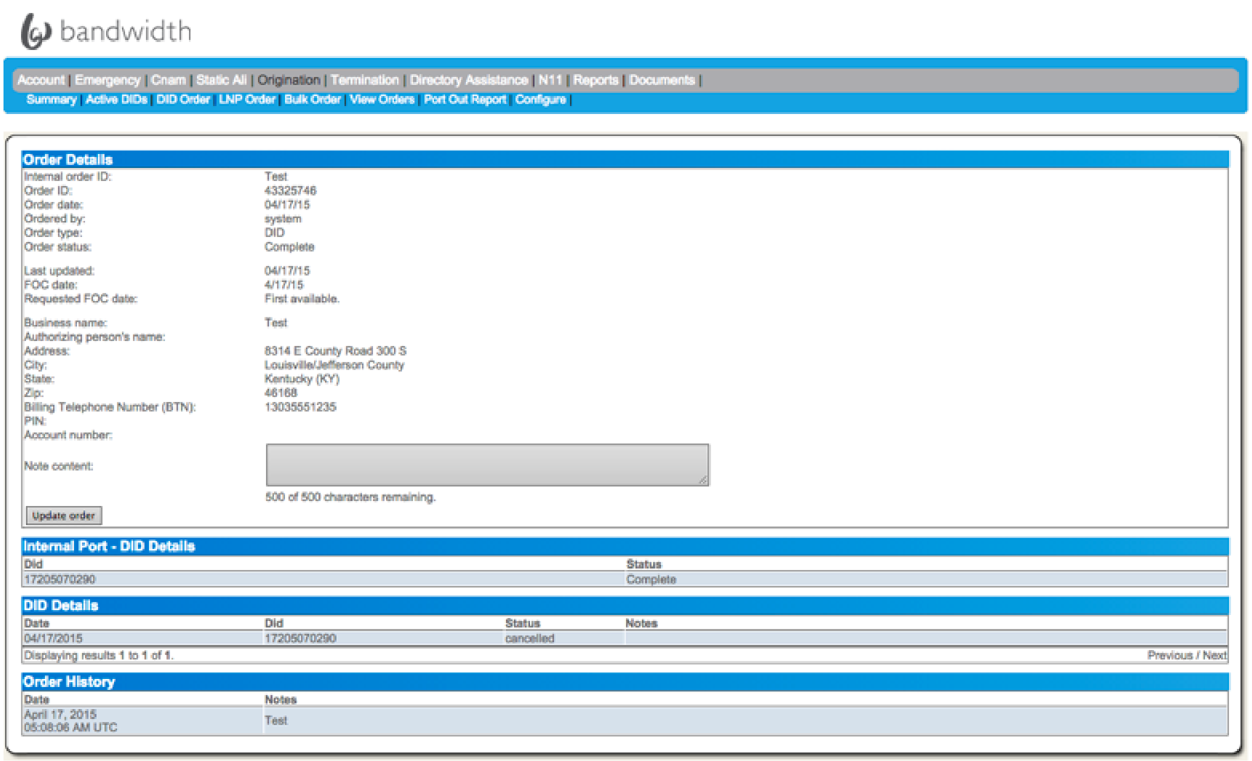
<u>SIP PEERS:</u> Shows a list of any SIP Peers you are currently allowing/authorizing 9-1-1 traffic to be accepted from.

Viewing and Editing Orders

To view orders that have been submitted to Bandwidth, first select the order type you wish to search for. This will reformat the search menu to allow additional options in finding your order. Enter any/all appropriate information needed to find the order and click 'Update'.



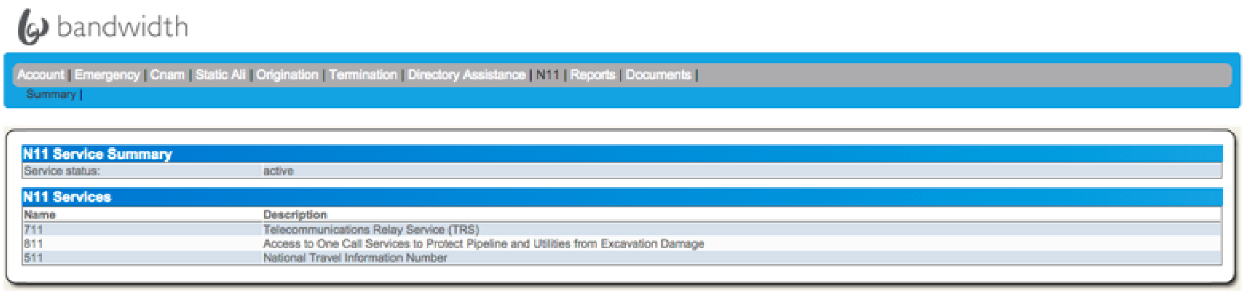
Orders that have been submitted will be displayed based on the search criteria used. The current status of the order can be viewed on the screen. If more detail on the order is needed, or if any additional files need to be uploaded at any time during the ordering process, **click on the order** in the list.



You have the ability to add notes to your order at any time during its processing cycle.

N11 Summary

bandwidth



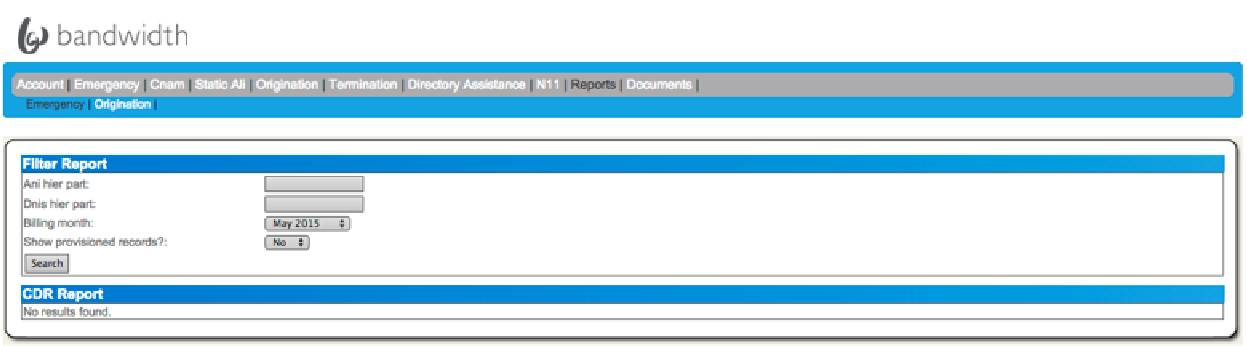
N11 summary indicates whether your N11 services are active or inactive. This is a read-only section. If you believe this service should be active for your account, please contact your sales manager for assistance.

Dashboard CDRs and Reports

Although Bandwidth has CDR reporting and access on the dashboard, bulk results will be provided via our CDR website. To log in to our CDR website, go to: https://cdrs.evs.bandwidth.com/. You will be prompted for your login and password, which is the same information you would use to login to the dashboard. To have access to the CDR website, your login must have the 'CDR FTP Access' role assigned. Please contact support for CDR header information, if needed. Contact your account administrator for the CDR access/role to be added to your login.

Pulling Emergency CDRs

Emergency CDRs can be pulled on the dashboard by accessing the reports menu. Using any or all of the filtering options available, specific information will be provided which is exportable into a .csv file.



ANI Hier Part: The TN that called 9-1-1. Entered in 1+10-digit format.

DNIS Hier Part: Either 9-1-1 specifically, or if using a PSTN it would be the PSTN number.

Billing Month: Bandwidth billing months are the 26th through the 25th of each month.

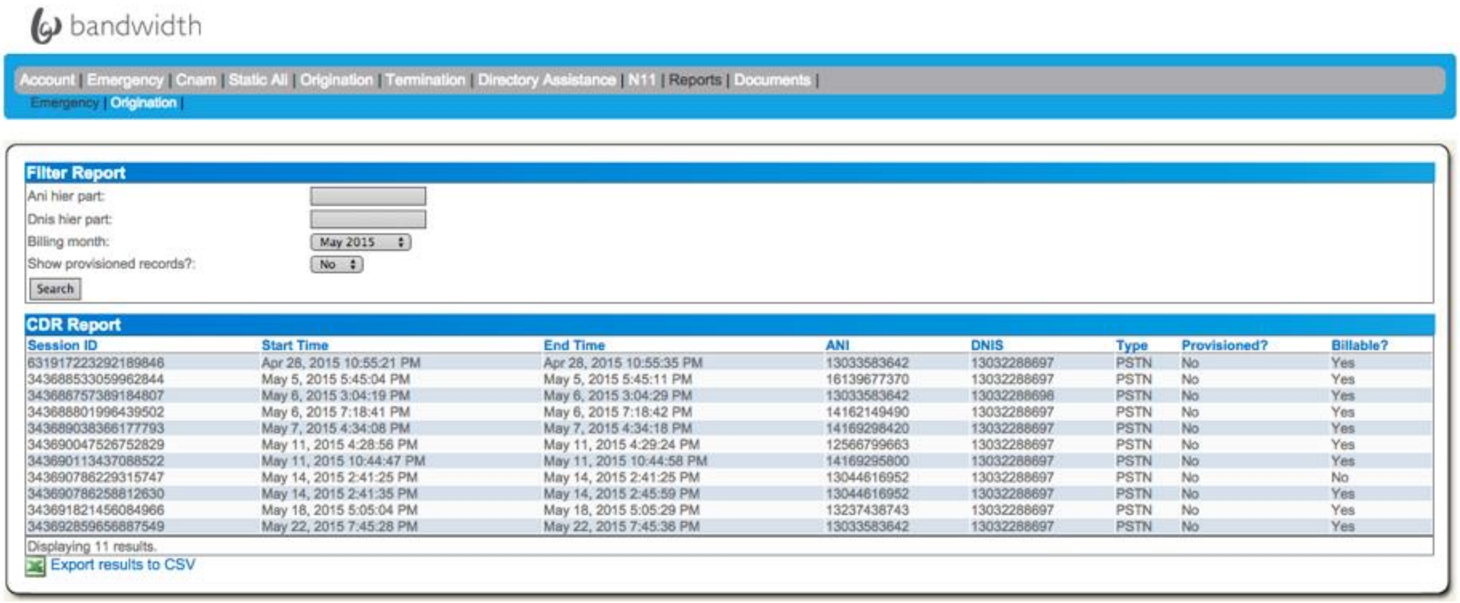
Show provisioned records: Select Yes to show all provisioned emergency calls, or select No to show all unprovisioned emergency calls.

Show Test calls: Test calls are made to Bandwidth's 933 service and can be found in the general search. This function will be removed at a later date.

Exporting Bandwidth EVS CDRs

Bandwidth EVS CDRs can be easily downloaded. Select the billing month and click on **Search**. The CDR Report may take some time to generate, based on the current system load and number of records there are

Once the records are displayed they can be easily exported by clicking on the Export results to CVS link below the CDR Report table.



Session ID	Start Time	End Time	ANI	DNIS	Type	Provisioned?	Billable?
631917223292189846	Apr 28, 2015 10:55:21 PM	Apr 28, 2015 10:55:35 PM	13033583642	13032288697	PSTN	No	Yes
343688533059962844	May 5, 2015 5:45:04 PM	May 5, 2015 5:45:11 PM	16139677370	13032288697	PSTN	No	Yes
343688757389184807	May 6, 2015 3:04:19 PM	May 6, 2015 3:04:29 PM	13033583642	13032288696	PSTN	No	Yes
343688801996439502	May 6, 2015 7:18:41 PM	May 6, 2015 7:18:42 PM	14162149490	13032288697	PSTN	No	Yes
343689038366177793	May 7, 2015 4:34:08 PM	May 7, 2015 4:34:18 PM	14169298420	13032288697	PSTN	No	Yes
343690047526752829	May 11, 2015 4:28:56 PM	May 11, 2015 4:29:24 PM	12566799663	13032288697	PSTN	No	Yes
343690113437088522	May 11, 2015 10:44:47 PM	May 11, 2015 10:44:58 PM	14169295800	13032288697	PSTN	No	Yes
343690786229315747	May 14, 2015 2:41:25 PM	May 14, 2015 2:41:25 PM	13044616952	13032288697	PSTN	No	No
343690786258812630	May 14, 2015 2:41:35 PM	May 14, 2015 2:45:59 PM	13044616952	13032288697	PSTN	No	Yes
343691821456084966	May 18, 2015 5:05:04 PM	May 18, 2015 5:05:29 PM	13237438743	13032288697	PSTN	No	Yes
343692859656887549	May 22, 2015 7:45:28 PM	May 22, 2015 7:45:36 PM	13033583642	13032288697	PSTN	No	Yes

Displaying 11 results.

Export results to CSV