QUICK START GUIDE

Login Steps and Overview

PowerSuite

Monitor, analyse, and manage Microsoft Teams and Zoom collaboration and communication platforms.

Logging into PowerSuite for the first time

There are two ways to login to your PowerSuite account.

1. Built-In authentication
2. Single Sign-On (**SSO**)

Note: Depending on your organisation's set-up, you will get options to login either from the Built-in authentication or SSO.

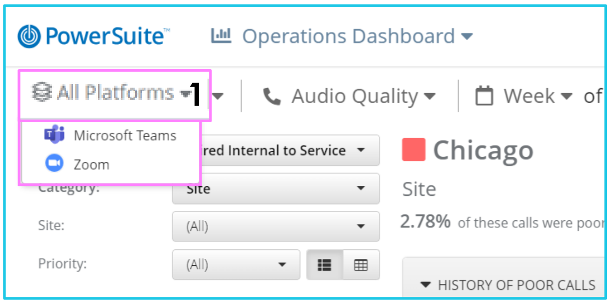
Steps to login

1) Once your account is created by your organisation's administrator, you will receive an email to set-up a new password.
2) Reset your password via link on the login page and you will be re-directed to sign in page.
3) Enter your e-mail address and enter your chosen password, then click **Log In**.

Overview

PowerSuite provides a unified management dashboard to monitor and optimise platforms from a single interface. This includes features like:

1) Benchmarking performance
2) Cross-Platform monitoring
3) Help Desk guidance
4) Proactive troubleshooting
5) Usage & Adoption insights
6) Phone Number management



Main Navigation and Widget Dashboards

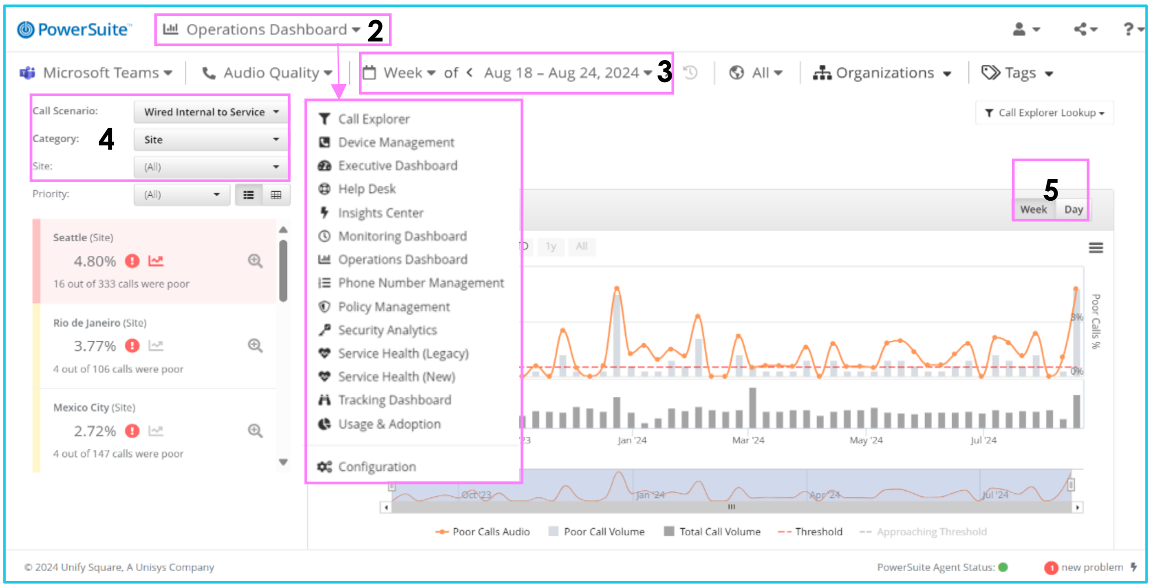
Once you are logged in, you will be presented with **Home** screen.

1) Click on **Platforms** to enable/disable platform visualization.
2) Click on **Operation Dashboard** to access sub-dashboards.
3) Click on **Week of** to make selection on the reporting period.

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

4) Set **Call Scenario**, **Category** and **Site** from the drop-down list.

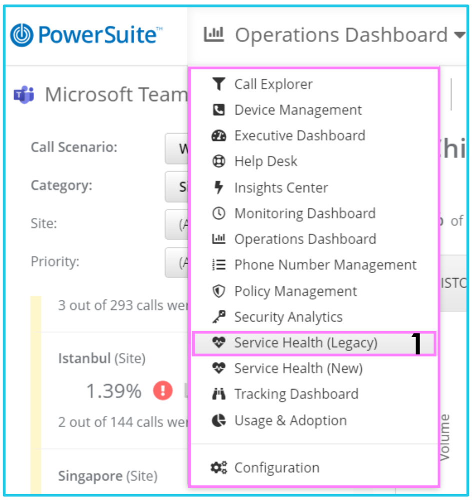
5) You may also select the report view from **week** or **day** option.



Service Health

Track key performance indicators (**KPI**) and the poor call percentage (**PCP**). Steps to retrieve service health report:

1) Click on **Operations Dashboards > Service Health** to obtain call health quality metrics.
2) **Service Health** dashboard will open in new window.
3) Click on **week/day** toggle to select reporting period.
4) Filter out the KPIs through built-In **Call Scenario** types.
5) Click on **Breakdowns** for various key historical metric.



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