

Introducing Salesforce Knowledge!

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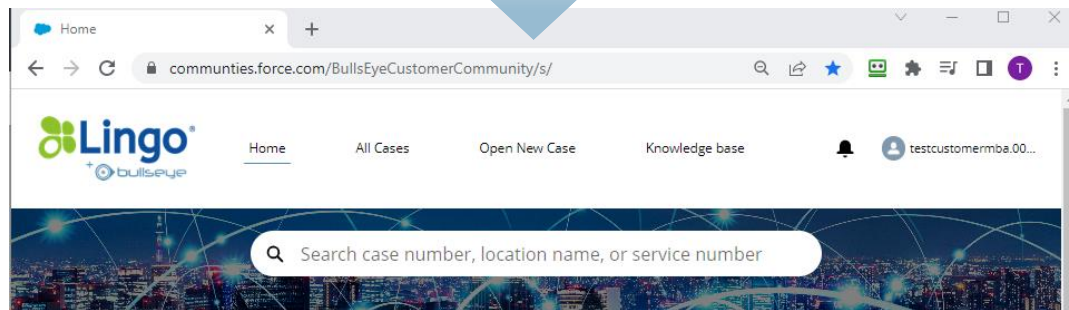
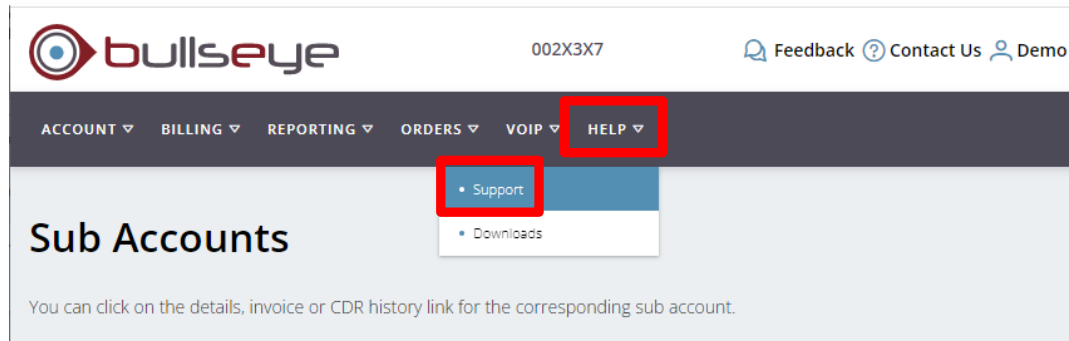
Introducing our new Knowledgebase!



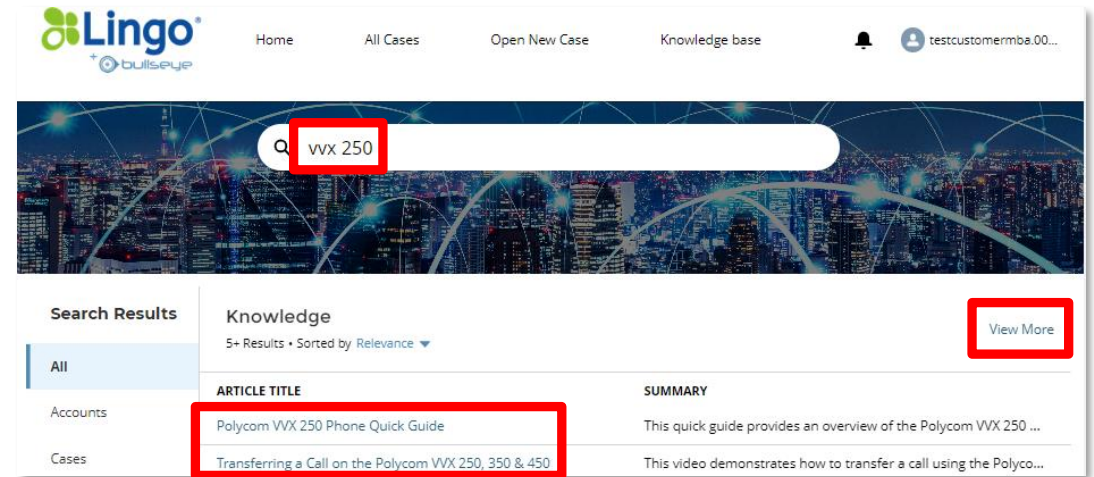
- ❖ Knowledge replaces Right Answers as Lingo + BullsEye's corporate knowledgebase.
- ❖ Three channels of content
 - ❖ Customer Content (MBA Authenticated)
 - ❖ Partner Content (MBA Authenticated)
 - ❖ Public Content
- ❖ What can I find in Knowledge?
 - Phone Guides & Videos
 - Portal Guides & Videos
 - Product Information
 - Product Support

Accessing Knowledge via MBA

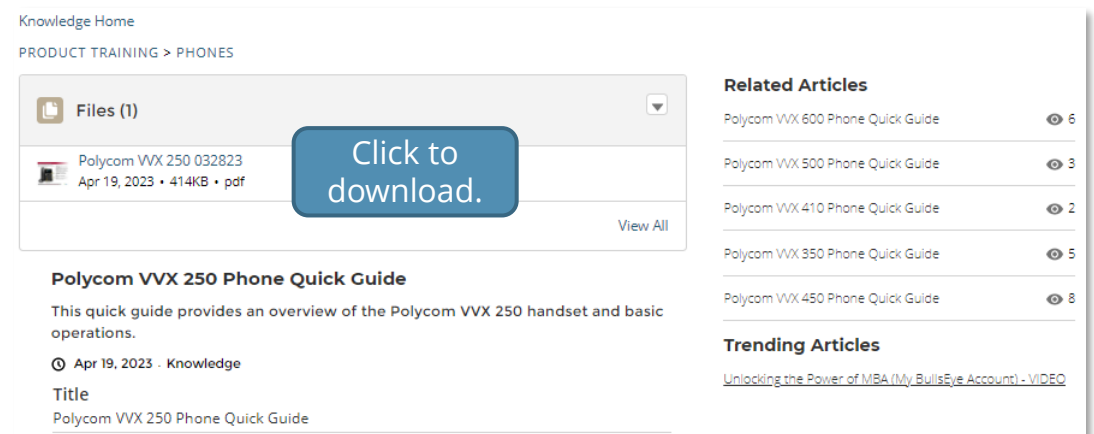
1. Log into MBA
2. Select the **Support** from the **Help** menu.



3. Enter one or more search terms at the top and press [Enter].

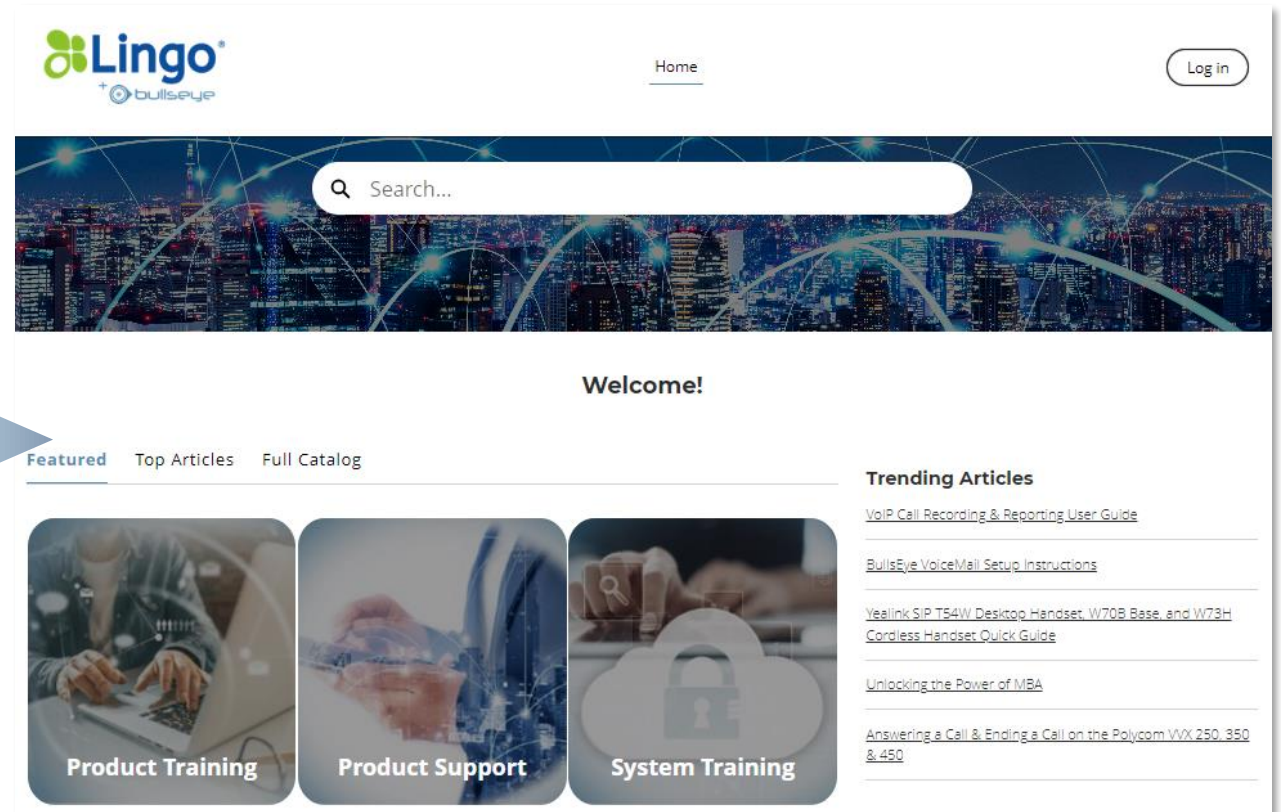
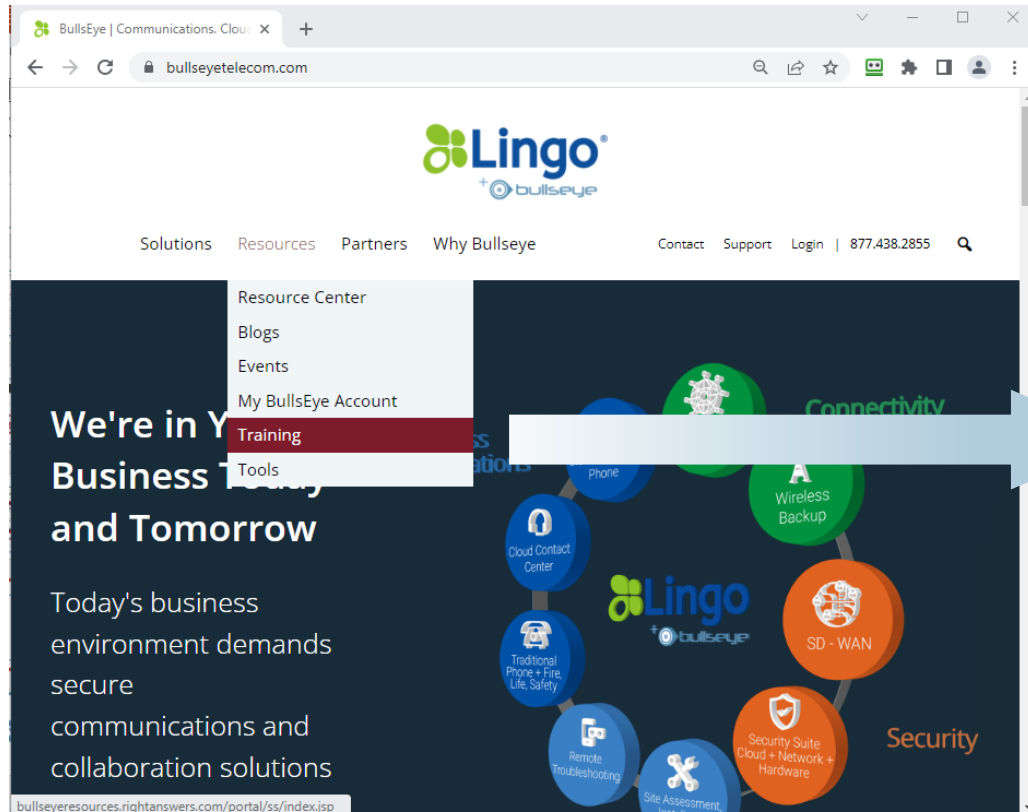


4. Select the title of the desired article or click View More.
5. Review the article and download the attachment as needed.



Accessing the Knowledge Public Site

1. Go to bullseyetelecom.com.
2. Select **Resources** -> **Training**



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Document Article

SYSTEM TRAINING > MBA

Files (1)

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MBA User Guide

This is the comprehensive MBA User Guide for customers and partners.



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System Training MBA

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How To Article

Files (0)

Setting Up Voicemail to Email

This solution details how to set-up voicemail to email for a user via the VoIP Portal.

Apr 20, 2023 • Knowledge

Details

1. After logging into the Bullseye VoIP Portal, select the desired user from the **User** drop down menu in the upper left.

Welcome Tom Mc Mullen

Enterprise

Bullseye Telecom (01G_E)

Group

StClairDemo (demo)

User

All Users

1, Line (2488499015)

2, Line (2484830430)

Accounting, (Kim Mohr) (dhorn)

Executive, (Sharon Clark) (2482283560)

Receptionist, (Mary Jones) (2488499010)

Content (instructions, video, etc.) is built into the **Details** section.

The Calling Features page is displayed.

2. Scroll down to the **Messaging** section and select **Edit** to the right of **Voice Email Management**.

Messaging

| | |
|------------------------|-------------------------|
| Aliases | VIEW EDIT |
| Greetings | VIEW EDIT |
| Voice Email Management | EDIT |


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