

PhoneLine+ Ordering Guide

Overview

PhoneLine+ is provisioned via the **Gamma Portal** and is available in four main packages for customers to choose from:

- **PhoneLine+**
- **PhoneLine+ Office**
- **PhoneLine+ Anywhere**
- **Hardware Only**

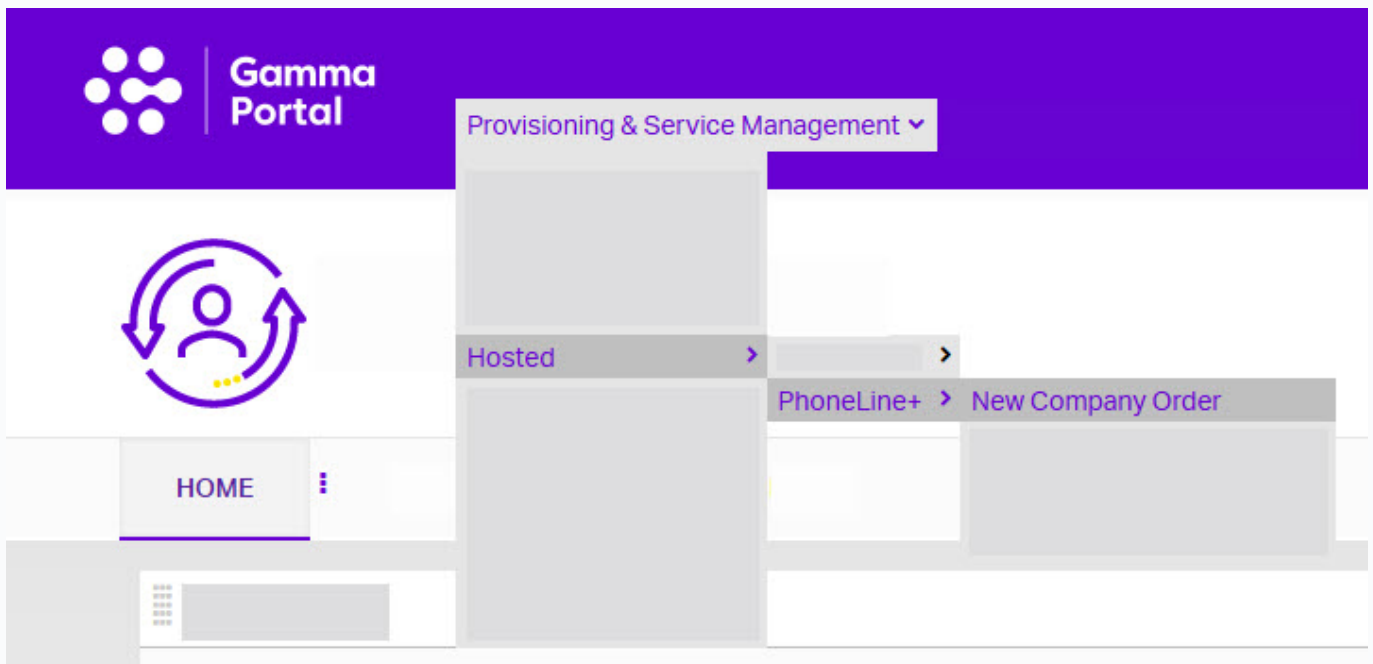
For detailed descriptions of each package and use case examples, visit the **Gamma Academy - PhoneLine+ Product Information** page or the PhoneLine+ Package Selection article on this Knowledge Base.

Creating a new company order

Follow these steps to create a new company order in the Gamma Portal:

1. Log in and Navigate

- Sign in to your **Gamma Portal** account.
- Go to:
Provisioning and Service Management → **Hosted** → **PhoneLine+**.
- Select **New Company Order**.



2. Enter Partner Details

- From the **Account** drop-down, select your **Partner billing account**.
- Add Channel Partner details:
 - Company account

- Primary email address
- Partner name
- Telephone number.

These details confirm your identity and allow Gamma to contact you if needed.

The screenshot shows the Gamma Portal interface. At the top is a purple navigation bar with the Gamma Portal logo and menu items: Provisioning & Service Management, Number Porting, Reporting, Billing, and Help & Support. Below this is a light grey header with 'PhoneLine+' and 'New Order'. A progress bar shows '1 Partner & Company Details' as the active step and '2 Review Order' as the next step. The main content area is titled 'Partner Details' and contains four input fields: 'Account: *' (a dropdown menu), 'Partner Email: *' (with an information icon), 'Partner Name: *' (with an information icon), and 'Partner Telephone: *'.

3. Choose Contract Type

- Example: If the customer requires **basic hunt groups, SMS, and WhatsApp integration**, select the **PhoneLine+ Anywhere** contract.

Contract

Contract Type

PhoneLine+ Hardware Only This option only allows PhoneLine+ to be accessed via a physical device. Users will not be able to use the online or Desktop UI.	PhoneLine+ This option includes access to the online and Desktop UI, as well as physical devices.	PhoneLine+ Office This option includes access to the online and Desktop UI, as well as physical devices. Supports premium features such as teams and menus.	PhoneLine+ Anywhere This option includes access to the online and Desktop UI, as well as physical devices. Includes PhoneLine+ Office features as well as mobility features such as WhatsApp and eSIM.
---	---	---	--

4. Set Contract Length

- Discuss the preferred contract term with your customer.
- Options range from **rolling monthly** to **60 months**.
- The Gamma Portal will display all available options.

Contract Length

Months: *

Rolling Monthly Contract

Rolling Monthly Contract

12 Months Contract

24 Months Contract

36 Months Contract

60 Months Contract

5. Add Customer Company Details

Provide:

- Company name
- Company admin's full name, email address, and contact number
- Company address (use postcode search or enter manually)
Important: Verify administrator details for emergency service call handling.

Company Details

Company Name: *

Admin Full Name: * ⓘ

Admin Email: * ⓘ

Admin Contact Number: *

Important
This email will be used to administer your company. This user is responsible for management of your solution, including the update of Emergency Contact Records.

6. Add Numbers

- In the **Numbers** section, a UK town/city number is displayed by default.
- Select the region (e.g., Leeds - code 0113).
- Choose an available number from the list.

Numbers

Add Numbers

Type: UK National Number

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Previous Page Page 1 of 4

7. Review and Confirm

- Check the **Order Summary** page for accuracy.
- Tick **Terms and Conditions** and click **Confirm Order**.
- Once successful, click **Go to Dashboard** to access **Manage Companies**, where your new PhoneLine+ company will appear.