

# Managing Webex Orders in the Gamma Portal

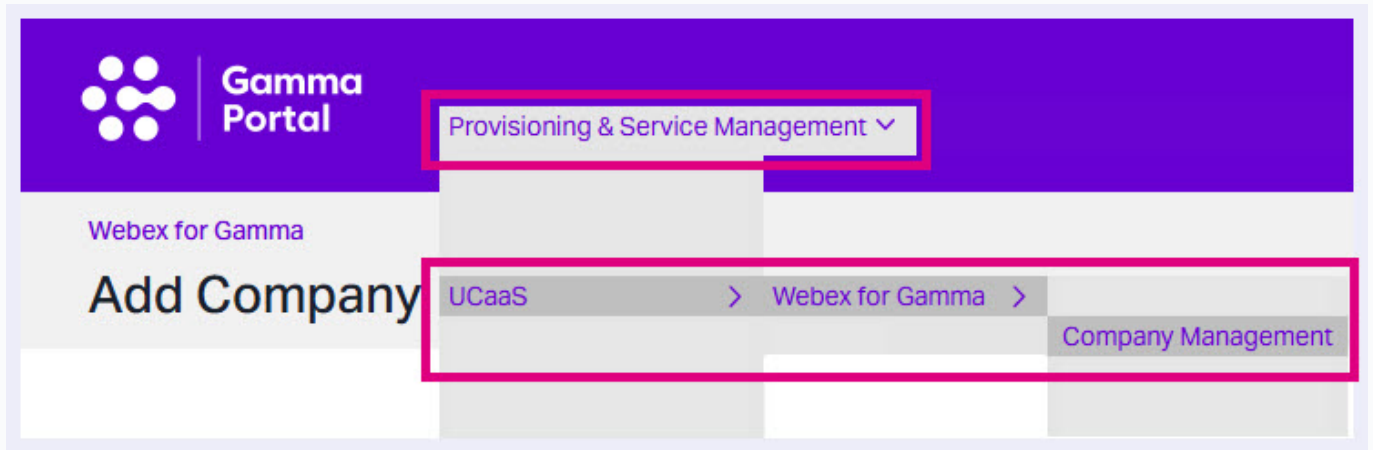
After completing a Webex order for a customer company through the Gamma Portal, you will gain access to the **Webex Control Hub** to begin Webex configuration for your end user company.

This article explains how to manage Webex companies within the **Gamma Portal**.

## Overview

Once a Webex company has been successfully ordered, additional management options become available in the Gamma Portal. These options allow you to:

- View company details
- Cease a company
- Manage locations
- Assign numbers
- Allocate or unallocate subscriptions
- Configure fraud management
- Provision hardware.



## 1. Accessing the Company Management Page

To navigate to the **Company Management** page:

1. Log in to the **Gamma Portal**.
2. Go to:
  - **Provisioning and Service Management**
  - **UCaaS**
  - **Webex for Gamma**
  - **Company Management**
3. Select your **Channel Partner account** to view all purchased Webex companies. Details will appear in the table below.

Webex for Gamma  
Manage Companies

Billing Account:

Company name:  Customer Reference:  Inventory ID:  Created Since:  Status:

Name	Inventory ID	Created	Customer Reference	Status	Actions
				Active	<input type="button" value="Actions"/>
				Inactive	
				Active	<input type="button" value="Actions"/>
				Active	<input type="button" value="Actions"/>
				Active	<input type="button" value="Actions"/>
				Inactive	
				Inactive	
				Inactive	
				Active	<input type="button" value="Actions"/>
				Active	<input type="button" value="Actions"/>

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## 2. Using Filters

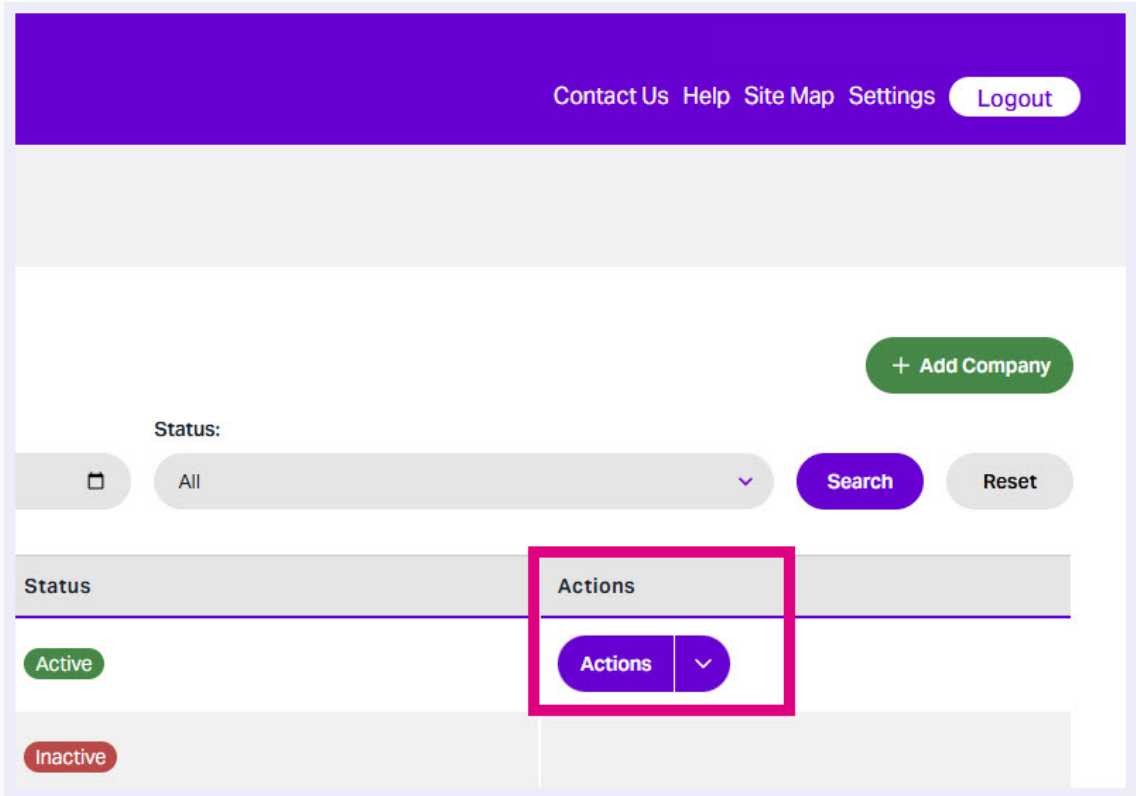
If your account manages multiple Webex for Gamma companies, use the **filter options** to narrow your search.

Webex for Gamma  
Manage Companies

Billing Account:

Company name:  Customer Reference:  Inventory ID:  Created Since:  Status:

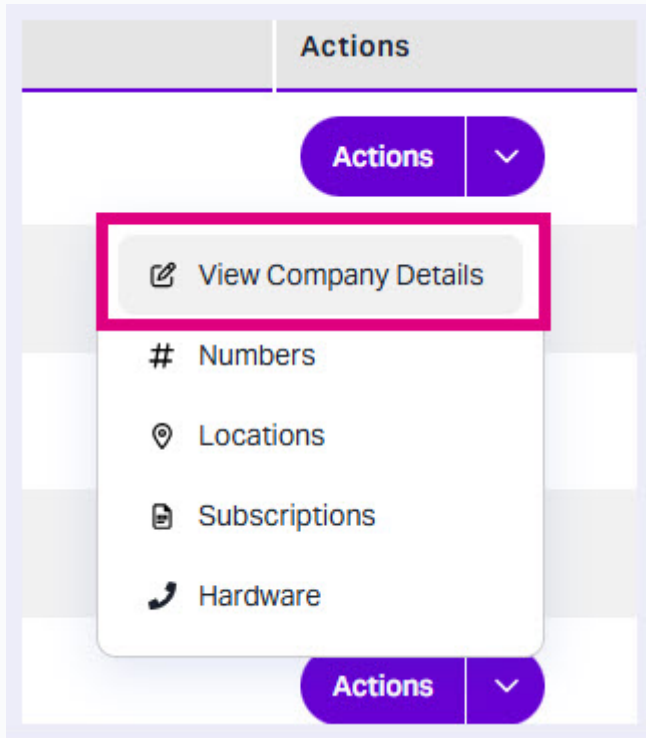
Once you locate the desired company, click the **Actions** drop-down menu to view available management options.



### 3. View Company Details

To review company information:

- Click the company row, or
- Select **Actions > View company details**.



Here you can see:

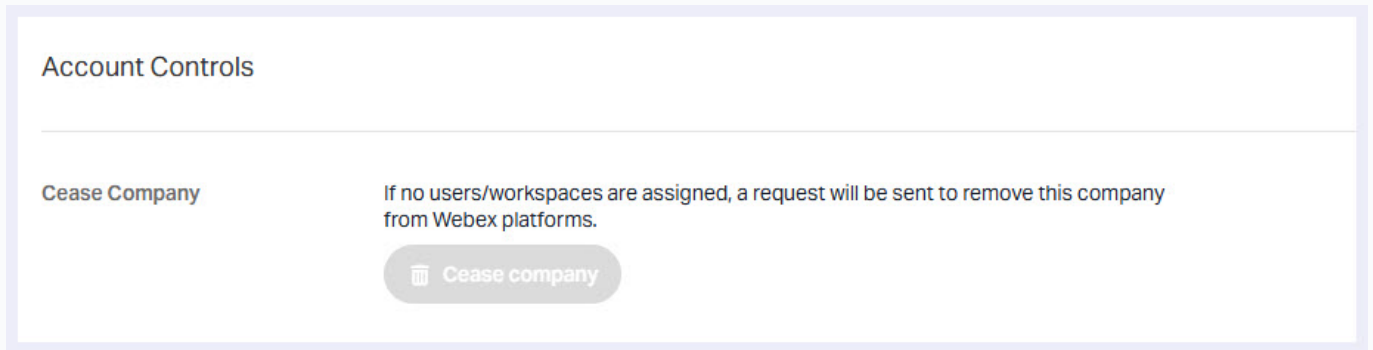
- Customer company name
- Associated Partner account
- Company status (such as 'Active', 'Inactive', 'Pending')
- Account controls.

## 4. Cease a Company

To terminate a Webex company:

1. In the **Overview** tab, click **Cease company**

2. Provide a reason for termination.

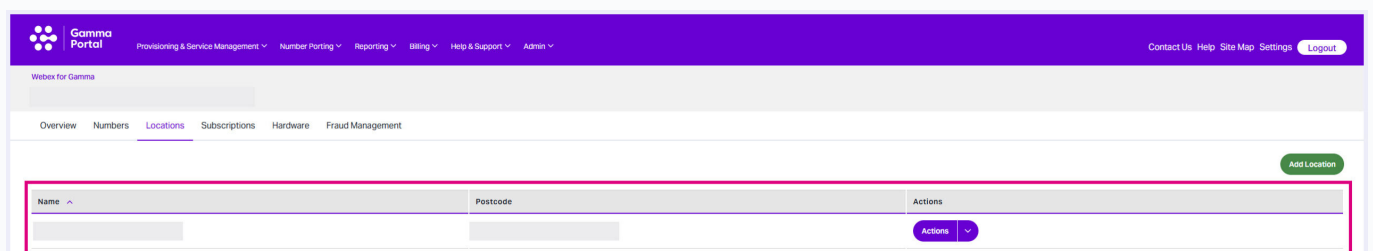


**Important:** Once ceased, all related data is deleted. If the company returns to Webex for Gamma, it must be provisioned from scratch.

## 5. Manage Locations

The **Locations** tab displays the location created during the order process. You can:

- Amend existing locations
- Add additional locations.

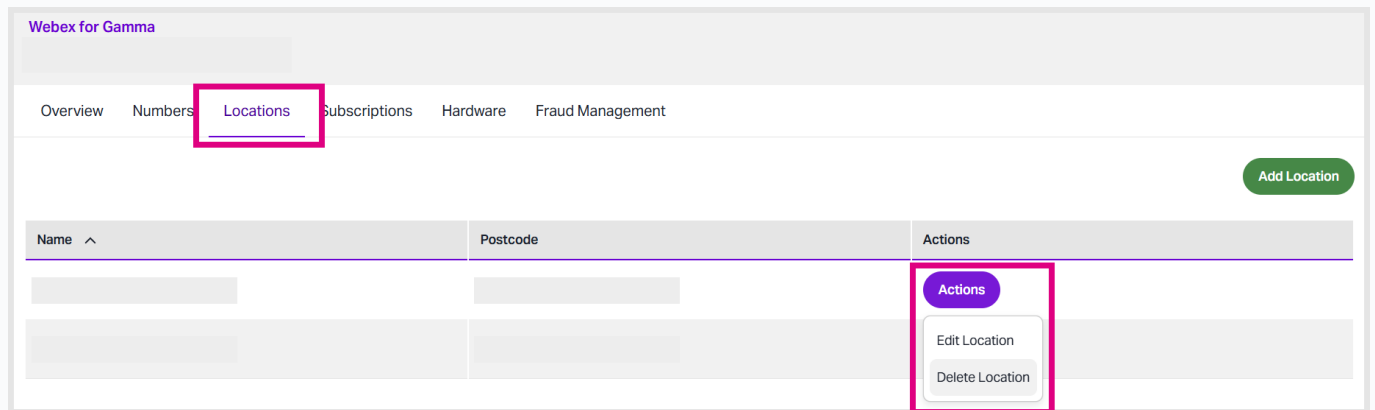


**Note:** Location management is only available in the Gamma Portal. Control Hub allows viewing but **not** editing locations. This ensures accurate emergency service assignments.

All locations created in the Gamma Portal will appear in Control Hub under '**Locations**'.

## 5. Delete Locations

Once a location has been created, it can be deleted by navigating to the **Locations** tab and selecting **Actions > Delete Location**.



On this page, you can review key location details, including the name and address. You will also see a list of any users, workspaces, and/or virtual lines (or numbers) assigned to that location.

**If users or workspaces** are currently assigned to the location, **they must first be removed in Webex Control Hub** before the location can be deleted.

Any assigned numbers will also need to be either reassigned or deleted from the **Location Numbers** section below.

Location features

Assigned	Users	0
	Workspaces	0
	Virtual lines	0

Location numbers

**!** This location cannot be deleted as it has numbers assigned. Please move or delete these numbers from the location.

Number ^	Number Type	Location	Area Code/Prefix	Assigned to

[Manage Numbers](#)

**Please note that a location cannot be deleted while users, workspaces, or numbers remain assigned to it.**

## 7. Assign Numbers

Adding numbers is essential after provisioning Webex. To assign numbers:

1. Go to the **Numbers** tab
2. Click **Add Numbers**.

The screenshot shows the Gamma Portal interface. The 'Numbers' tab is highlighted with a red box. Below the navigation bar, there are search and filter options for 'Number', 'Area Code/Prefix', 'Location', and 'Assignment Status'. The 'Add Numbers' button is highlighted with a red box.

1. Select the location and provide:

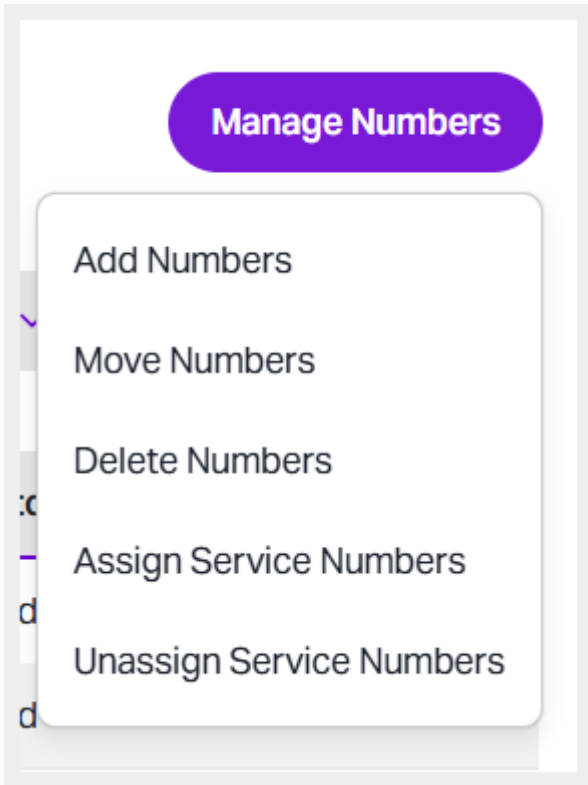
- Number type (geographic or non-geographic)
  
- Area code
  
- Quantity (up to 60 at a time)

2. Optionally, tick **Range** for grouped numbers

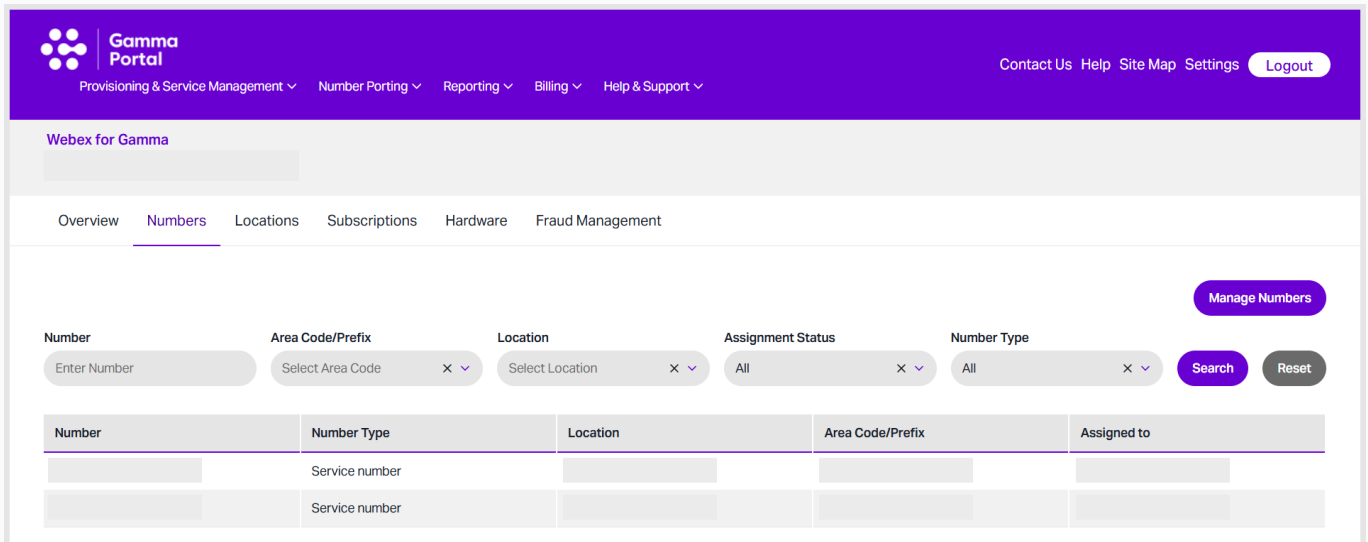
3. Here, you can claim a service number, often used to manage concurrent calls. Service numbers can later be assigned or unassigned to users as required.

4. Click **Confirm order**.

Once assigned, numbers can be set as main numbers in Control Hub. Back in the Portal, you will now see options to delete numbers, add additional numbers, or move existing numbers between locations. You can also assign or unassign service numbers as needed.



Any number currently assigned as a service number will be clearly indicated in the **Number Type** column.

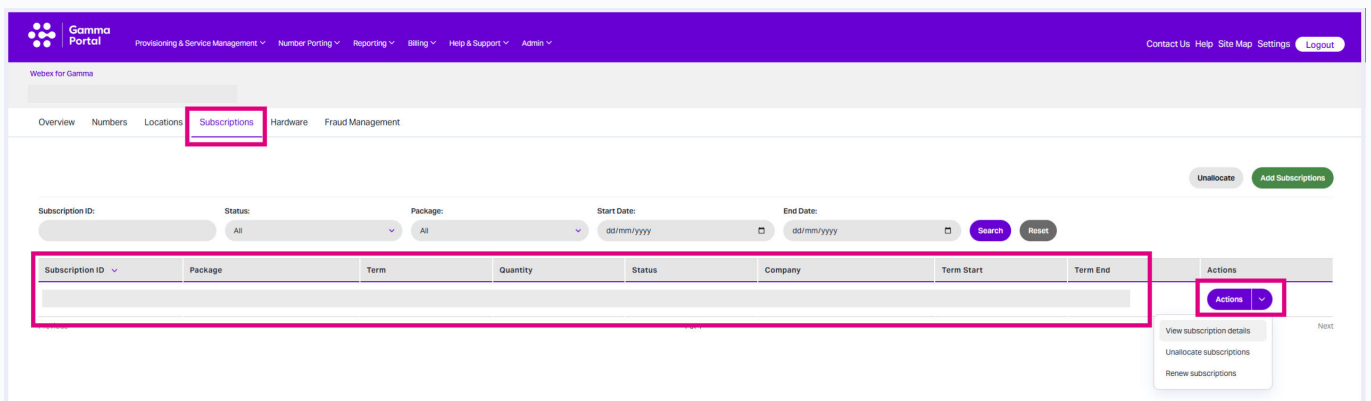


**Note:** Main numbers cannot be deleted until they have been removed in Webex Control Hub.

## 7. Allocate or Unallocate Subscriptions

Under **Subscriptions**, you can:

- View all subscriptions for the company
- Order additional subscriptions at original terms
- Unallocate subscriptions
- Renew subscriptions via the **Actions** menu.

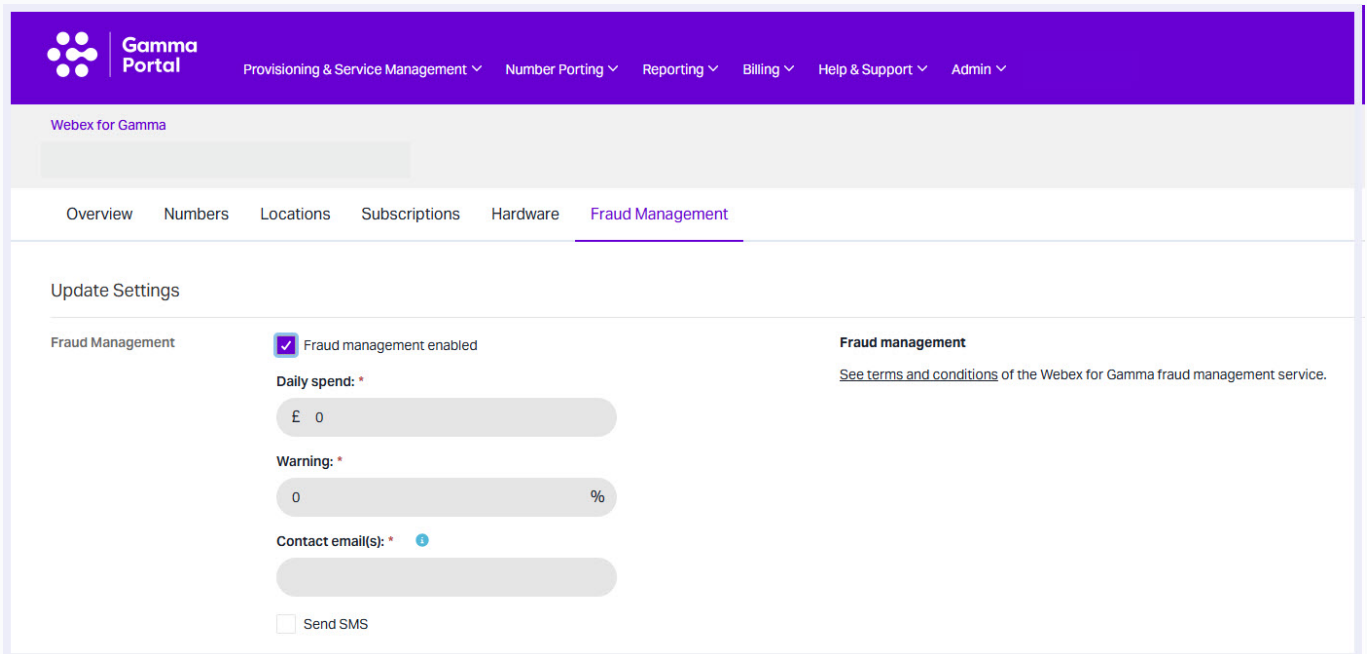


Subscriptions also appear in Control Hub under **Management > Account**.

## 8. Fraud Management

Enable, disable, or adjust fraud management settings, including:

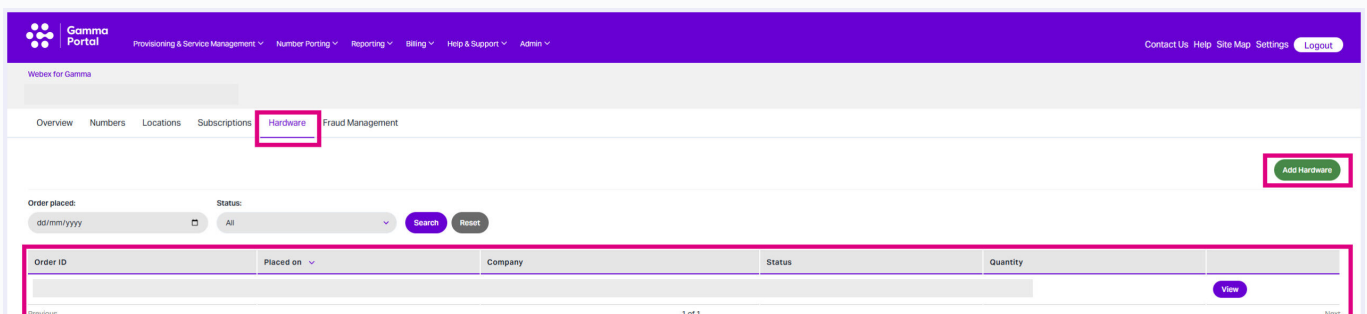
- Daily spending limits
- Warning percentage thresholds.



Configuration of fraud management follows the same process as during provisioning. For further details, refer to the **Webex for Gamma Provisioning** video on the Gamma Academy.

## 9. Hardware Provisioning

The **Hardware Provisioning** tab allows you to add devices to an order at any time.



## Conclusion

Gamma Portal order management features apply to overall Webex setup. For location or user-specific configurations, use **Webex Control Hub**.