



Carrier Customer Bulletin

Date of Bulletin: December 28, 2020
Notice #: CCBFTR01881
Audience: Virtual Front Office (VFO) Administrators
Subject: VFO Administrator Updates
Date Effective: Immediately

Frontier is providing notification to VFO Administrators of changes affecting the creation of new users in the VFO application. If you are not a VFO Administrator, please disregard this notice.

It has been identified that a recent update implemented by Synchronoss to the VFO application has caused an impact to Administrator steps required to create a new User. In addition to the normal actions required, Administrators will now have additional actions to complete before a new user request may be processed.

New Administrator actions required to create new VFO user:

- Esp Name:
 - Move available company to appropriate level of selected permission for user;
 - If multiple companies are available, move each available company to selected permission as needed for user;
 - One available company must be moved to a selected permission.
- Default Esp Name:
 - Select primary available company name from the dropdown.
- Managing Esp Branding:
 - Select 'Frontier_RCV' from the dropdown.

Updates to the Administrator training guide documentation are planned.

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.

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