

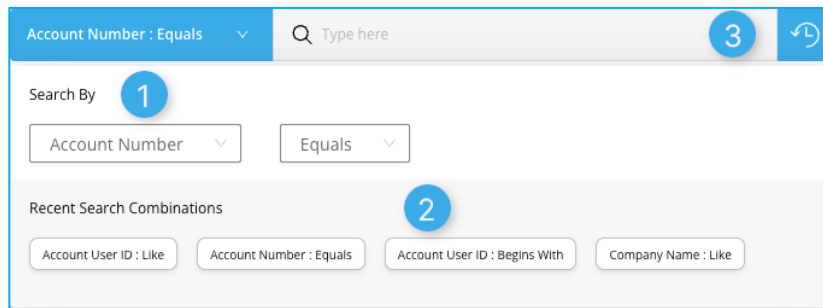
Introduction to Aria Customer Care Portal




Introduction

Aria's Customer Care Portal (CCP) is the User Interface for managing accounts on the Aria Billing Cloud platform. This module summarizes how to navigate within the CCP, how to access basic account management features, and which screen elements point to deeper functionality.

Quick Search



1. Choose account properties to search for
2. Quickly access recent search combinations that worked best for you
3. Click the clock icon to view a list of accounts you recently accessed

 **Quick Tip:** The Customer Care Portal is documented in more detail on [Knowledge Central](#).

Key User Interface Features of CCP

Item	Description
Quick Search	Quick Search, always present top-of-screen, allows your CSRs to search by key account properties to quickly find customers who require service.
Account Overview	The Account Overview in CCP summarizes the most expediently useful information for servicing customers in a useful, well laid out format.
Quick Drill-down	Expanders next to objects such as accounts and invoices allow you to drill down and discover further information all within a single screen.
Customizations	You can customize how the information in grids displays by reordering or hiding columns, or by compacting onscreen data to show more text onscreen.
Hierarchy	The advanced account hierarchy display allows you to traverse, and drill down into, all the levels of a given account's hierarchy.

Try It Out

To gain access to the Aria Customer Care Portal, open a [Customer Support ticket](#). Once enabled, you will see a toggle switch labeled "Aria Customer Care Portal."

