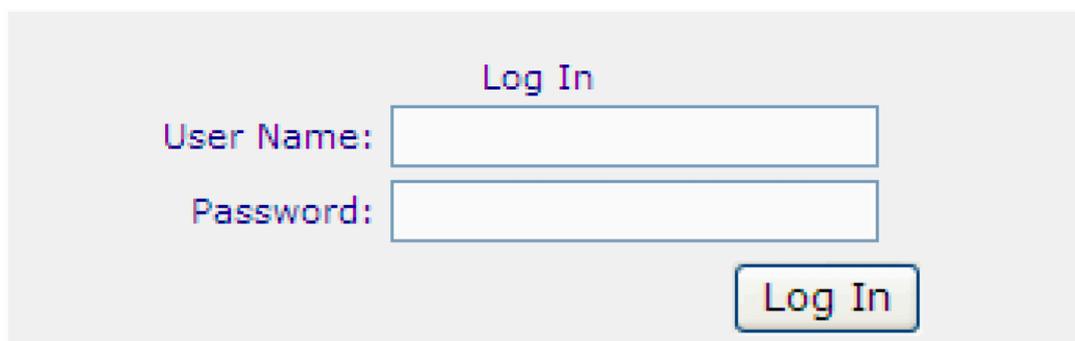


BDR GROUP
ONLINE BILLING USER GUIDE



LOGGING IN

To log in, enter your username and password at the main login page then submit.



The screenshot shows a login form with the following elements:

- Header: **Log In**
- Input field: **User Name:** []
- Input field: **Password:** []
- Submit button: **Log In**

MAIN PAGE



The screenshot shows the main page navigation menu with the following sections:

- I want to...**
 - View my bills
 - Create a report
 - Analyse Calls
 - Log a fault
 - Manage faults
 - View my Phone Numbers
 - Manage users
 - Manage E-Alerts
 - Manage departments
- My Organisation**
 - TW Telecom
 - TW Telecom (South)
 - TW Telecom (North)
 - HR
 - Accounts Payable
 - Reception

Once successfully logged in, the billing home page will be displayed. The left-hand menu lists the various sections of the website (the default home page is set to 'view my bills').

The following sections will explain each menu item in further detail. Some of the options may not appear on your version – please contact your provider for more information.

The hierarchy of your organisation is displayed in a tree-format under the 'My Organisation' heading. The tree is expandable/collapsible and clicking on any level will display further information on the main page.

ACCOUNT ADMINISTRATION



The top right-hand menu contains the administrative options:

- My Account – take you to the home page.
- Settings - change your account password (see below).
- Log Out
- Help - will bring up the document you are reading now.

Change Password

Password:

New Password:

Confirm New Password:

VIEW MY BILLS

Your company’s invoices are displayed along with a summary of the information contained within. If an invoice is displaying as ‘unbilled’ in the Invoice Number column it means that the invoice has not yet been issued and is liable to change before the point of delivery.

To open the invoice in more detail just click on the invoice number.

TW Telecom->Invoices					
Invoice number	Site	Date	Total	VAT	Total (including VAT)
Unbilled	TW Telecom (South)	31/03/2011	£2,500.39	£437.57	£2,937.96
347	TW Telecom (South)	28/02/2011	£5,117.08	£895.49	£6,012.57
340	TW Telecom (South)	31/01/2011	£287.04	£50.23	£337.27
335	TW Telecom (South)	31/12/2010	£3,925.07	£686.89	£4,611.96
328	TW Telecom (South)	30/11/2010	£5,438.50	£951.74	£6,390.24

The invoice is then broken down into further detail, as shown in the below image. The call charges and the service charges are shown separately. Both of these, as well as their respective amounts, are clickable fields.

From here you can also download the invoice or reports.

 **TW Telecom->Invoices->Invoice No: 348**

TW Telecom 24 Teddington Road Hampton Wick Surrey KT1 4ER	Invoice No: 348 Invoice Date: 06 November 2010 Billing Period: 31 December 2010
---	---

Invoice

Description	Amount
Call Charges	£5,581.97
Service Charges	£446.60
Subtotal	£6,028.57
Vat	£1,055.00
Total	£7,083.57

[Download Report](#) [Download Invoice](#)

Call charges are broken down into categories and call types. You can decide exactly what data is displayed on-screen. In the example demonstrated by the following images ordinary voice calls have been selected, which are then broken down further into more specific call categories.

Description	Amount
Ordinary voice calls (not including International ISDN calls)	£2,150.77
Data calls (including International ISDN calls)	£0.00
Calls made from Mobile phones	£738.21
Incoming Freephone calls	£0.00
Incoming Local Rate (e.g. 0845) calls	£0.00
Incoming National Rate (e.g. 0870) calls	£18.38
Premium Rate Calls	£0.00
Total	£2,907.36

Mobile is then chosen...

Description
Local
National
International
Mobile
Special satellite
Total

The mobile calls would then be broken down by provider or, in the case of international calls, country. You can navigate back one, or as many steps as desired, by clicking on the path bar above the displayed data. This is true throughout the application.

TW Telecom->Invoices->Invoice No: 0->Call Charges->Ordinary Voice->Mobile

Description	Amount
UK O2 (fm1)	£10.37
UK Orange (fm4)	£9.66
UK Vodafone (fm5)	£7.54
UK T Mobile (fm3)	£7.34
UK H3G (fm6)	£1.23
Ivory Coast Mobile	£0.64
France Mobile	£0.37
Italy Mobile	£0.11
Ireland Mobile	£0.11
Spain Mobile	£0.06
Egypt Mobile	£0.04
Total	£37.46

Selecting any of these will provide you with an itemised breakdown of the chosen call type (next image). Depending on volume this may run across several pages, which can be navigated by using the arrows at the foot of each page. The number of data displayed can also be increased (or decreased), using the 'results per page' option.

Site	CLI	Tel. No.	Destination	Extension	Description	Department	Call Date	Call Time	Duration	Cost
TW Telecom (South)	02075404820	07871713538	UK Mobile				15/10/2006	10:39:45	00:01:52	£0.06
TW Telecom (South)	02075404820	07871713538	UK Mobile				15/10/2006	12:44:43	00:01:12	£0.04
TW Telecom (South)	02075404820	07871713538	UK Mobile				15/10/2006	12:51:39	00:00:07	£0.00
TW Telecom (South)	02075404820	07878082365	UK Mobile				15/10/2006	12:59:38	00:00:07	£0.00
TW Telecom (South)	02075404820	07920281587	oi				15/10/2006	13:21:58	00:00:52	£0.03
TW Telecom (South)	01929551666	07875151339	UK Mobile				15/10/2006	14:31:36	00:00:19	£0.01
TW Telecom (South)	01929551666	07875151339	UK Mobile				15/10/2006	15:04:01	00:01:00	£0.03
TW Telecom (South)	01548561566	07757832942	UK Mobile				15/10/2006	17:10:30	00:02:00	£0.06
TW Telecom (South)	02075404820	07718929300	UK O2				15/10/2006	17:36:39	00:00:37	£0.02
TW Telecom (South)	01935850333	07977536164	UK O2				15/10/2006	18:18:13	00:01:52	£0.06
TW Telecom (South)	01935850333	07977536164	UK O2				15/10/2006	18:25:51	00:00:34	£0.02
TW Telecom (South)	01935850333	07977536164	UK O2				15/10/2006	19:12:49	00:00:51	£0.03
TW Telecom (South)	02075404820	07922598229	UK Mobile				15/10/2006	23:12:21	00:00:22	£0.01
TW Telecom (South)	01216439344	07724344015	O2				16/10/2006	08:22:36	00:00:07	£0.00
TW Telecom (South)	01216439344	07729570207	UK O2				16/10/2006	08:35:57	00:00:16	£0.01

> >> Jump To Page 15 Results Per Page Page 1 of 18

15
30
60
90
120

Also from the invoice front page, clicking on 'service charges' will give you a breakdown of individual service charges per invoice, and are broken down by frequency.

Description	Amount
Annual	£1,000.00
Monthly	£624.48
One Off	£120.00
Total	£1,744.48

This example shows a breakdown of the monthly charges:

CLI	Description	Cost	Date From	Date To	Due Date
01159902947	Business Line Rental	£130.00	01/04/2011	30/04/2011	01/04/2011
01202736518	Business Line Rental	£104.00	01/04/2011	30/04/2011	01/04/2011
01892521505	ISDN2 Rental	£22.60	01/04/2011	30/04/2011	01/04/2011
01202438227	Multiline AUX Rental	£12.00	01/03/2011	01/01/0001	18/03/2011
01202717578	Multiline AUX Rental	£12.00	01/03/2011	01/01/0001	19/03/2011
01202736518	Multiline AUX Rental	£96.00	01/03/2011	01/01/0001	19/03/2011
01202308040	Multiline AUX Rental	£12.00	01/03/2011	01/01/0001	14/03/2011
01202308041	Multiline AUX Rental	£12.00	01/03/2011	01/01/0001	14/03/2011
	NRCF2	£5.00	01/04/2011	30/04/2011	01/04/2011
01202308233	PSTN Rental	£12.00	01/03/2011	01/01/0001	18/03/2011
01202308234	PSTN Rental	£12.00	01/03/2011	01/01/0001	18/03/2011
01202308235	PSTN Rental	£12.00	01/03/2011	01/01/0001	18/03/2011
01202308236	PSTN Rental	£12.00	01/03/2011	01/01/0001	18/03/2011
01202308237	PSTN Rental	£12.00	01/03/2011	01/01/0001	18/03/2011
01202308238	PSTN Rental	£12.00	01/03/2011	01/01/0001	18/03/2011

> >> Jump To Page Results Per Page Page 1 of 3

CREATE A REPORT

The reports section allows you to run a range of pre-configured reports:

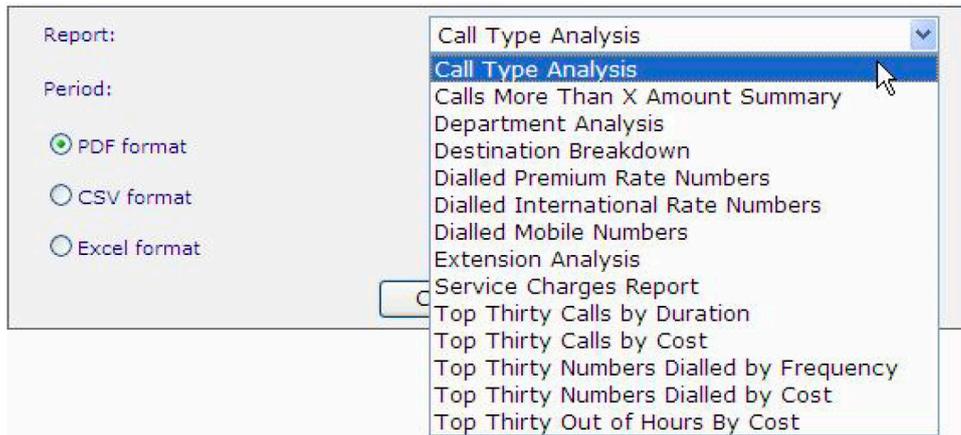
 **TW Telecom->Reports**

Report:

Period:

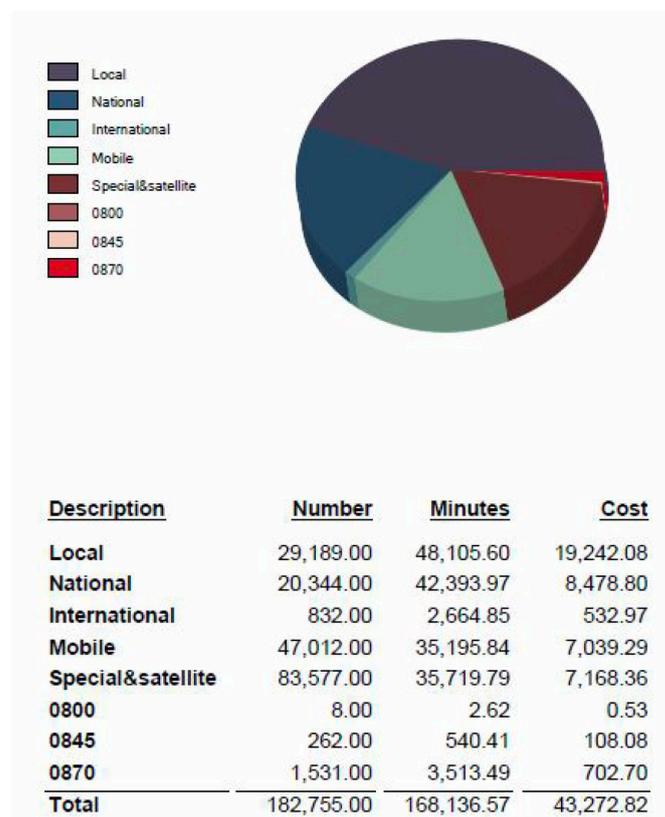
PDF format
 CSV format
 Excel format

To run a report select the required name from the drop-down menu, as well as the billing period. Each report is available in PDF, CSV, or EXCEL format.



The below image shows an example of the Call Type Analysis report in PDF format. These reports can be saved in the same way as with any document using the aforementioned formats.

In this example, the calls to the non-geographic numbers (0800, 0845, 0870) represent inbound calls made.



ANALYSE CALLS

The call analysis section allows you to search through the calls based on specified criteria:

☰ **TW Telecom->Call Analysis**

Period: 31 March 2011 ▼

Cli Number <input style="width: 90%;" type="text"/>	Destination Number <input style="width: 90%;" type="text"/>
Call Date From (dd/mm/yyyy) <input style="width: 90%;" type="text"/>	Call Date To (dd/mm/yyyy) <input style="width: 90%;" type="text"/>
Call Time From (hh:mm) <input style="width: 90%;" type="text"/>	Call Time To (hh:mm) <input style="width: 90%;" type="text"/>
Call Duration From <input style="width: 90%;" type="text"/>	Call Duration To <input style="width: 90%;" type="text"/>
Username <input style="width: 90%;" type="text"/>	Department <input style="width: 90%;" type="text"/>
Cost From <input style="width: 90%;" type="text"/>	Cost To <input style="width: 90%;" type="text"/>
Extension <input style="width: 90%;" type="text"/>	Destination <input style="width: 90%;" type="text"/>

You select which month you want to see from the 'Period' drop-down. Clicking on the search button will return the data in an itemised format. If you use more than one of the fields, all criteria must be met. The next image shows an example of all calls costing more than £10 in a specified billing period. The reported results can be downloaded in a CSV document.

Site	CLI	Tel. No.	Destination	Extension	Description	Department	Call Date	Call Time	Duration	Cost
TW Telecom (North)	08707872001	0182284	Tavistock				01/10/2006	11:54:04	00:00:13	£0.01
TW Telecom (North)	08704233088	0787552	UK Mobile				01/10/2006	20:28:23	00:00:45	£0.02
TW Telecom (North)	08707872001	0144487	Haywards Heath				02/10/2006	09:53:17	00:00:33	£0.02
TW Telecom (North)	08707872006	0132624	Falmouth				02/10/2006	10:02:11	00:00:58	£0.03
TW Telecom (North)	08704233088	0144076	Haverhill				02/10/2006	10:16:36	00:00:34	£0.02
TW Telecom (North)	08704233088	0780809	UK O2				02/10/2006	11:07:57	00:05:12	£0.16
TW Telecom (North)	08704233088	0169267	North Walsham				02/10/2006	11:28:18	00:14:46	£0.44
TW Telecom (North)	08704233088	0144076	Haverhill				02/10/2006	11:44:44	00:03:43	£0.11
TW Telecom (North)	08707872001	0797348	UK Orange				02/10/2006	12:45:48	00:00:33	£0.02
TW Telecom (North)	08707872006	0117979	Bristol				02/10/2006	12:46:49	00:01:30	£0.05
TW Telecom (North)	08704233088	0771412	UK O2				02/10/2006	12:47:26	00:00:34	£0.02
TW Telecom (North)	08704233088	0791815	UK Mobile				02/10/2006	13:47:22	00:00:28	£0.01
TW Telecom (North)	08709909522	0144071	Haverhill				02/10/2006	14:19:29	00:00:16	£0.01
TW Telecom (North)	08704233088	0144070	Haverhill				02/10/2006	14:35:34	00:00:22	£0.01
TW Telecom (North)	08707872001	0161236	Manchester				02/10/2006	14:59:48	00:01:36	£0.05

> >>
 Jump To Page

▼ Results Per Page

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LOG A FAULT

If you suspect a fault on one of your lines, you are able to report this directly.

Differing access levels are available to your provider when creating your account. Depending on your configuration, you may not see all of the following options when logging faults.

Step 1 – Type in the telephone number and the corresponding postcode (i.e. the postcode which matches the location of the telephone number) will be populated automatically.

 **TW Telecom->Log Fault**

Enter Phone Number and Postcode

Phone Number

Postcode

The line details will be shown in the next screen. If this is not the case, use the 'lookup' feature.

 **TW Telecom->Log Fault**

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308235	Service type	PSTN Single Line

Check details

Enter Postcode

If the above details are wrong, please enter the correct postcode above and click Lookup. Otherwise click Next to continue.

The fault can be reported as occurring with the line itself, or one of its network and calling features (e.g. Call Waiting, Call Minder, etc.)

 **TW Telecom->Log Fault**

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308235	Service type	PSTN Single Line

Select fault type

Fault Type Please select: ▼

Please select:
Line fault (Line Test re
 Calling/Network Feature

Next
Back
Cancel

If you have chosen line fault the next step is to perform a line test. This can take up to a minute to complete, but it may only take a few seconds.

 **TW Telecom->Log Fault**

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308235	Service type	PSTN Single Line

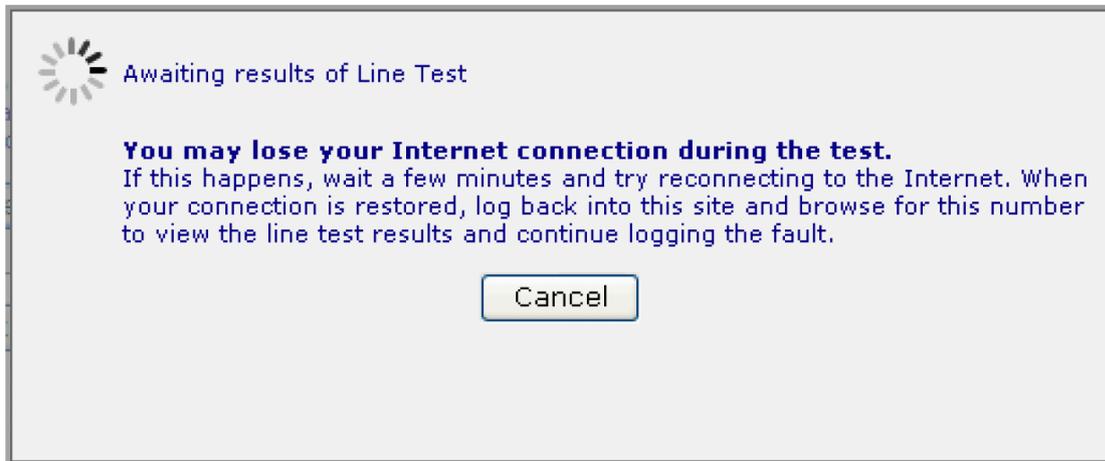
Line Test

Click the button to start the line test.

You may lose your Internet connection during the test.
 If this happens, wait a few minutes and try reconnecting to the Internet. When your connection is restored, log back into this site and browse for this number to view the line test results and continue logging the fault.

Start Line Test

Next
Back
Cancel



Line test results

Time	Line	Outcome	Test results	Location	Log fault
17:10	01202308042	Pass	LINE TEST OK	OK	No

In the instance of a line test failing (i.e. detecting a fault), select the ‘Nature of Fault’ and the line test result you wish to report on.

Nature of Fault:

Time	Line	Outcome	Test results	Location	Log fault
17:19	01202308042	Fail	FAULT - Dis One Leg In Network	Exchange	Yes

The main logging screen follows – it’s been broken down into sections below. As much accurate information as possible should be provided in order to help resolve the fault.

Fault details

? Fault ref

? Phone number: 01202308235

? Summary: al tone, but calls still received on line

? Fault type: No Dial Tone

? Notes: Has occurred since Tuesday p.m., issue is constant

Fault details offers an opportunity to add any extra information about the nature of the fault. The ‘fault type’ will be remembered from the previous step, but can still be changed at this point.

Site information

? Access details

? Hazard notes

? Available until

and then from

or

? 24-hour Access

The site refers to the location of the actual line.

The access details and hazard notes are mandatory fields, but can be filled with 'n/a' or 'none' if there is no information to be provided here.

Call routing

? Type

? Redirect to number

Please note: you will be responsible for paying any charges associated with Call Divert

In the illustrated example, a Temp Call Divert is being placed, however there is also the option of Busy Out Line. A Temp Call Divert will redirect any traffic from the faulty number to the number provided here. Once the fault is cleared, the divert will be removed automatically. **Both divert options are chargeable to activate.**

In the case of a multi-line, a Busy-Out Line will direct all incoming traffic on the faulty line to the other numbers on the installation, thus providing an uninterrupted service. It is not imperative to provide a routing option, so 'none' also appears in the drop-down menu.

Charges

? Care level

? Expedite

? Auth. Band

The 'Expedite' option will invariably incur a high additional charge. Use of this feature enables you to have the fault cleared within a shorter timeframe.

Please contact your service provider for information on this, as well as Auth. Band charges.

Appointment

? Appointment Date (Not booked)

Please note: once an appointment has been booked, it cannot be cancelled

Book Appointment Submit Abort

The site refers to the location of the actual line.

The access details and hazard notes are mandatory fields, but can be filled with 'n/a' or 'none' if there is no information to be provided here.

In the illustrated example, a Temp Call Divert is being placed, however there is also the option of Busy Out Line. A Temp Call Divert will redirect any traffic from the faulty number to the number provided here. Once the fault is cleared, the divert will be removed automatically. **Both divert options are chargeable to activate.**

In the case of a multi-line, a Busy-Out Line will direct all incoming traffic on the faulty line to the other numbers on the installation, thus providing an uninterrupted service. It is not imperative to provide a routing option, so 'none' also appears in the drop-down menu.

Charges

? Care level 2: Mon-Sat Working Hrs

? Expedite 4: 6-Hour Repair (£650.00) ▼

? Auth. Band 1: 2 hours ▼

The 'Expedite' option will invariably incur a high additional charge. Use of this feature enables you to have the fault cleared within a shorter timeframe.

Please contact your service provider for information on this, as well as Auth. Band charges.

Appointment

? Appointment Date (Not booked)

Please note: once an appointment has been booked, it cannot be cancelled

Book Appointment Submit Abort

Once the relevant information has been provided, the fault can be submitted (or aborted). You may wish to book an appointment before submitting – see the following steps.

Depending on the nature of the fault, it may not be deemed necessary to book an appointment (as outlined in the below image).

Click Get Available Slots to retrieve a list of available appointment slots. Then select the slot you wish to reserve and click OK.

Note that the appointment will not be booked until you submit the fault report.

Get Available Slots

Click on 'Get Available Slots', then simply select the desired appointment time from the resulting list.

Click Get Available Slots to retrieve a list of available appointment slots. Then select the slot you wish to reserve and click OK.

Note that the appointment will not be booked until you submit the fault report.

Date	Time Slot	
2011-04-20	AM	<input checked="" type="radio"/>
2011-04-20	PM	<input type="radio"/>
2011-04-21	AM	<input type="radio"/>
2011-04-21	PM	<input type="radio"/>
2011-04-23	AM	<input type="radio"/>

OK Cancel

If you select to log a fault relating to a network and calling feature, select the nature of the fault and the relevant feature from the drop-down list.

If there is no PIN on the feature, leave this field blank.

TW Telecom->Log Fault

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308234	Service type	WLR3 PSTN Single Line

Calling/Network Feature Fault

Nature of Fault: Exchange Service Facility

Feature: Call Waiting

PIN:

Next Back Cancel

This will take you to the fault details page, from where the process is the same as with logging a line fault.

MANAGE FAULTS

Manage Faults provides an overview of all faults, whether in creation or closed.

TW Telecom->Faults					
Phone Number	Site	Fault Summary	Status	Reference	Date Logged
01202308042	TW Telecom (South)	Problem has occurred since yesterday PM	Not logged	31775	06/04/2011
01202308235	TW Telecom (South)	test	Response required	31003	06/04/2011
01202337968	TW Telecom (South)	test	Not logged	23438	25/02/2011
01202308234	TW Telecom (South)	test2	Closed	23426	25/02/2011

Clicking on the Fault Summary column will open the fault details screen (containing the information you have submitted).

Fault details		Fault status	
? Fault ref	36422	? Status	Logged
? Phone number	01202308235	? Created on	20/04/2011 11:24
? Summary	No dial tone, but calls still received on line	Created by	Alex Ross
? Fault type	No Dial Tone	Line test	
? Notes	Has occurred since Tuesday p.m., issue is constant	? Line test ref	GeSS135838:135838
		? Line test result	T008: FAULT - Dis One Leg In Network
Site information		Call routing	
? Access details	Entrance at rear of building	? Type	Temp Call Divert
? Hazard notes	Chemicals on site	? Divert Number	02086149090
? Access times	Available until 21/04/2011 17:00 and then from 22/04/2011 09:00	Charges	
		? Expedite	To care level 4: 6-Hour Repair (Price: £650.00)
		? Auth band	1
Appointment			
? Appointment date	(Not booked)		

The Action History is displayed below the fault details. You can track the progress of your fault here, reading chronologically from the bottom upwards. Confirmation/acceptance of the fault, the fault reference number, appointment confirmations, fault rejections, and several other status updates can be followed here.

Action history

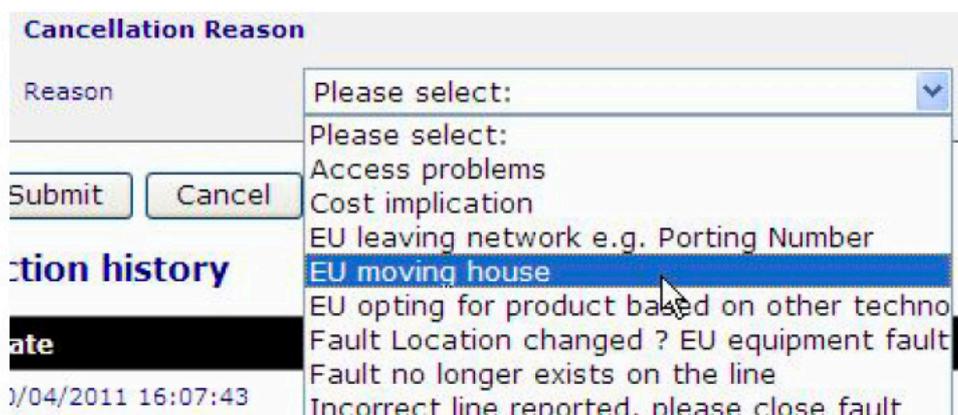
Date	Action	Reference
09/04/2011 17:07:46	Clear code: 171.2	
09/04/2011 17:07:46	Openreach status Closed(Cancelled)	
09/04/2011 17:07:44	Clear code: 171.2	
09/04/2011 17:07:44	Openreach status Open(Clear Unconfirmed)	
06/04/2011 15:14:55	Clear code: 171.2	
06/04/2011 15:14:55	Openreach status Open(Clear Unconfirmed)	
06/04/2011 14:46:57	Openreach status Open(Implementing Solution)	
06/04/2011 12:28:04	Update	
06/04/2011 12:28:04	Required clearance band: 0	
06/04/2011 12:28:04	Fault Location: Fault located at exchange	
06/04/2011 12:28:04	Estimated response: 08/04/2011 12:26	
06/04/2011 12:28:04	Openreach status Open(New)	
06/04/2011 12:25:56	Openreach fault Accepted	5-1-1419509118

Depending on the status of the fault, the following options may be available:



'Edit' allows you to change a limited amount of the submitted information. The fault is then re-submitted. There will be a stage where the fault has progressed too far and any amendment would be rejected.

If you cancel a fault, you must wait the cancellation to be 'complete' before logging anything else on the same telephone number.



‘Escalate’ gives you the opportunity to select a reason from a drop-down, as well as adding a note to be submitted as part of the escalation. It is then placed in an escalation queue.

Reasons for escalation are:

- Fault not cleared in time.
- No response.
- Appointment missed, next available appointment is too far out
- Fault resurrected, next available appointment is too far out
- Task is still waiting to be issued to the Engineer
- Task has been assigned to Engineer but no updates
- Task has been progressed by the Engineer (i.e. engineer started work, but was unable to complete the task)

Reason for Escalation

Reason:

Message:

In the example illustrated below, the line test has not detected any fault. This does not prevent you from logging the issue with your service provider, who will investigate further and take responsibility for booking an engineer appointment if they deem it necessary. If the line test finds a fault related to ‘customer apparatus’, the same process will apply.

TW Telecom->Log Fault

Company details		Line details	
Company	TW Telecom	Care level	2: Mon-Sat Working Hrs
Site	TW Telecom (South)	No. lines	1
Phone number	01202308234	Service type	WLR3 PSTN Single Line

Line test results

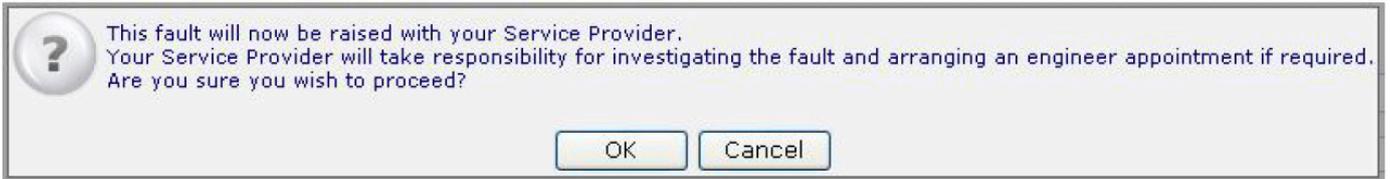
Nature of Fault:

Time	Line	Outcome	Test results	Location	Log fault
10:27	01202308234	Pass	LINE TEST OK	OK	No

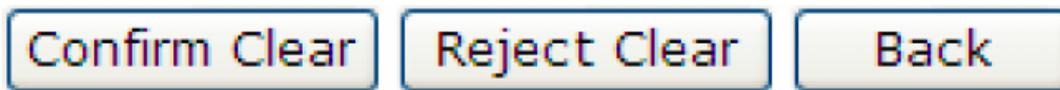
If the line test has detected a fault
Select the test result in the grid above and click the Next button to log a fault.

If the line test was rejected or timed out
WLR3 may be experiencing technical issues. Please try again later.
If the problem persists, contact your service provider for assistance.

? The line test results indicated a fault report was not required. Are you sure you wish to proceed?



Sometimes you will be required to respond to an update. This will be outlined in the history. When the fault is deemed to be cleared, you will receive the action 'Response Required - Fault Report Cleared' and the following options below the fault details screen:



To confirm that the fault has been cleared, use 'Confirm Clear' and select one of the two options from the drop-down and add any notes you may wish to add.

Clear Reason

Reason:

Notes:

If you are not satisfied that the fault has been fixed, use 'Reject Clear' and select the relevant reason from the drop-down menu.

Reject Reason

Reason:

Notes:

VIEW MY PHONE NUMBERS

This sections lists all telephone numbers assigned to your organisation. Clicking on one of the site names from the left-hand menu will list all numbers for that site only.

You are also able to view the fault status alongside the number. Any open faults against that number can be viewed from here, and there is also a log function (see the previous section with regards to logging line faults).

TW Telecom->Phone Numbers

Phone Number

Phone number	Site	Description	User Name	Fault status	
01202306591	TW Telecom (South)			✓ No open fault	Log
01202306592	TW Telecom (South)			✓ No open fault	Log
01202306593	TW Telecom (South)			✓ No open fault	Log
01202306594	TW Telecom (South)			✓ No open fault	Log
01202308040	TW Telecom (South)			✓ No open fault	Log
01202308041	TW Telecom (South)			✓ No open fault	Log
01202308042	TW Telecom (South)			✗ Logged	View
01202308233	TW Telecom (South)			✓ No open fault	Log
01202308234	TW Telecom (South)			✗ Response required	View
01202308235	TW Telecom (South)			✓ No open fault	Log
01202308236	TW Telecom (South)			✓ No open fault	Log
01202308237	TW Telecom (South)			✓ No open fault	Log
01202308238	TW Telecom (South)			✓ No open fault	Log
01202308239	TW Telecom (South)			✓ No open fault	Log
01202308240	TW Telecom (South)			✓ No open fault	Log

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User Names (and descriptions) may also be assigned to a number, by clicking on the number and using the edit function. There is a drop-down feature that allows you to select a user-name from the list. Please see the following section for more

CLI	01132498604
Description	<input type="text" value="Dept. main #"/>
Site Name	TW Telecom (South)
User Name	<input type="text" value="Stan Hayward"/> ▼

MANAGE USERS

This section is only relevant if you wish to attribute a user to an extension number. A list of extensions may appear within the user section and these details may be modified, or new user-names may be added. Once defined, departments (see Manage Departments) may also be assigned to a user-name:

Unionstreet->US HQ->Users

Name	Department / Cost Centre	Extension
A Ross	Accounts Receivable	97901
D Catlin	Sales	30109
P Cresswell	Operations	22427
S Ghouri	Operations	22446
T Cook	Accounts Receivable	01995

Click on the 'Add New User' button and fill out the required data. After insertion, the user can be assigned to a number (see View my Telephone Numbers).

 TW Telecom->TW Telecom (South)->Users->New User

Name	<input type="text" value="Lauren Knight"/>
Site Name	<input type="text" value="TW Telecom (South)"/>
Department	<input type="text" value="Reception"/>
Extension	<input type="text" value="20454"/>

Once added, the user information can be edited or deleted at any time.

MANAGE EALERTS

eAlerts are triggered when a match is made between your call records and certain criteria you have pre-specified. For example, you may want to know if one of your staff makes a call costing more than £5.00 to a mobile. If you set up an eAlert for this event, an email will be automatically sent if it finds any such calls. The frequency of the eAlerts will depend on your service provider, who will be able to provide further information.

An example of the eAlerts screen, with several scenarios already defined:

Unionstreet->EAlerts

E-Alert Name	Email Address	Title
£15 Weekdays	alex@us.uk.com	
NGN Calls	dave@avp.com	Non Geo Calls
VIP Calls	david@avp.com	List 2
Monitor 01752855050	andy@avp.com	
22446 Alert	des@avp.com	
Out of Hours Calls	saf@avp.com	

Clicking on 'New' begins the process of setting up a new scenario. The next step is to give it a name, and to specify the email address to which you wish any eAlerts to be sent:

Unionstreet->EAlerts

Name:

Email:

Title:

Next, you will want to add the specifications for the eAlert. This is done by clicking on 'new item':

Unionstreet->EAlerts

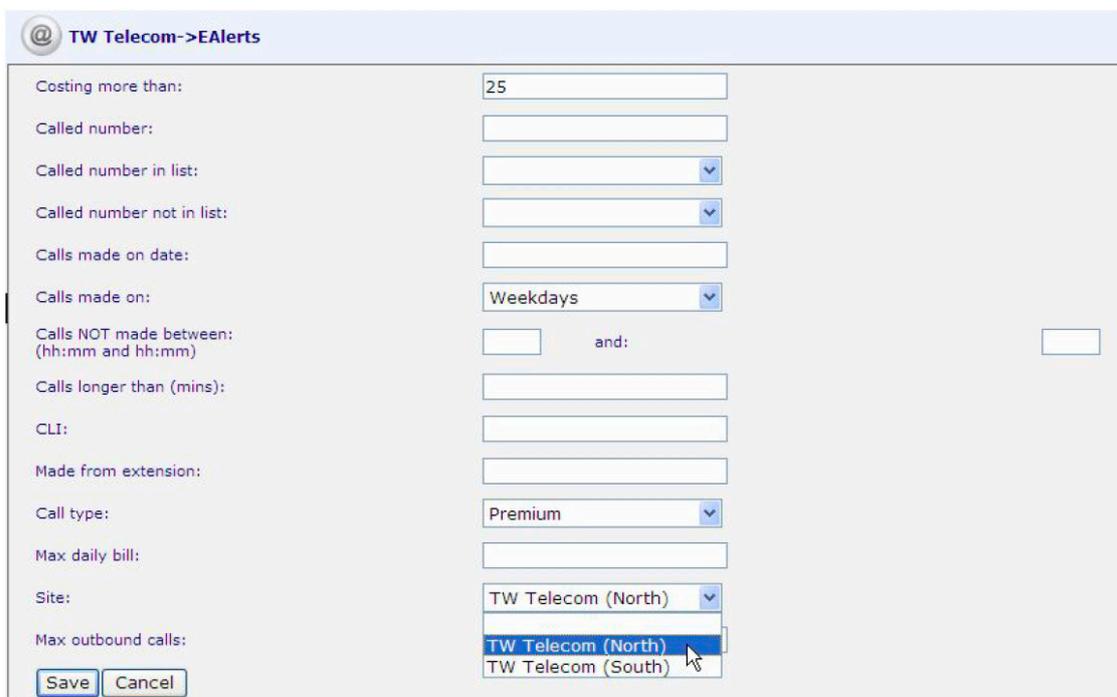
Name: NGN Calls

Email: dave@avp.com

Title: Non Geo Calls

From here, the you are able to add the criteria for the eAlert. It can be as detailed as required. The following search options are available (if you use more than one, all criteria must be met):

- Calls costing more than a threshold value.
- The called number starts with a particular string of digits.
- The called number is included in a list (see creating lists).
- If the called number is added to a list it will allow you to exclude certain numbers from the eAlert search, e.g. you may wish to be alerted to calls made to mobiles costing more than a certain amount but excluding calls made to their own staff mobiles.
- 'Calls made on' option allows you to define their eAlert to include calls made on certain days e.g. weekends.
- 'Calls NOT made between' allows you to set a time range to exclude calls made between these times from the eAlert, e.g. 8:00–18:00.
- 'Calls longer than' allows you be alerted to calls which have durations greater than this parameter (in minutes).
- Calls made from a certain CLI.
- Calls made from a certain extension.
- Calls to a certain type of number e.g. Premium.
- Maximum daily bill, e.g. £100, allows you to set a spend threshold to alert you when the telephony spend for a day exceeds a particular value.
- Calls made from a particular site.



The screenshot shows a web interface for configuring eAlerts for TW Telecom. The page title is "@ TW Telecom->EAlerts". The form contains the following fields and options:

- Costing more than:
- Called number:
- Called number in list:
- Called number not in list:
- Calls made on date:
- Calls made on:
- Calls NOT made between: (hh:mm and hh:mm) and:
- Calls longer than (mins):
- CLI:
- Made from extension:
- Call type:
- Max daily bill:
- Site:
 -
 -
- Max outbound calls:

At the bottom left, there are "Save" and "Cancel" buttons.

You can restrict the scope of the search by using number lists. These can be created and stored through the main eAlerts page, by clicking on 'edit number lists'.

From the number list page, the next step is to click on 'New':

Unionstreet->EAlerts

E-Alert number list
1
2
3

Once the list has been named, click 'Save':

Unionstreet->EAlerts

List name:

After adding and saving the item, the number list will appear in the drop-down menu when using either 'Called number in list' or 'Called number not in list' in the eAlerts setup screen.

Unionstreet->EAlerts

List name:

Unionstreet->EAlerts

Number:

Description:

The eAlert can be viewed at any time. The first step is to select the required report from the main eAlerts window then, on the following screen, the item summary:

Unionstreet->EAlerts

Name: £15 Weekdays
 Email: alex.ross@unionstreet.uk.com
 Title:

Item Summary

All calls with a minimum cost 15.0000 made on Weekdays

To trigger the report, click on the 'Report' button, then select the relevant billing period from the drop down menu:

Unionstreet->EAlerts

Costing more than: 15.0000
 Called number:
 Called number in list:
 Called number not in list:
 Calls made on date:
 Calls made on: Weekdays
 Calls NOT made between: -
 Calls longer than (mins):
 CLI:
 Made from extension:
 Call type: None
 Max daily bill:
 Site:

Unionstreet->EAlerts

Period: 30 June 2009

30 June 2009
 31 May 2009
 30 April 2009

The selected data will be displayed in an itemised format:

Unionstreet->EAlerts

Back

Site	CLI	Tel. No.	Destination	Extension	Description	Department	Call Date	Call Time	Duration	Cost
US HQ	01765677107	08454550370	Local NTS				02/10/2006	16:27:45	227.60	£45.52
US HQ	02075404820	08456600971	Local NTS				03/10/2006	17:34:04	118.25	£23.65
US HQ	02075404820	08456600971	Local NTS				04/10/2006	07:40:43	130.78	£26.16
US HQ	01765677107	08454550370	Local NTS				10/10/2006	15:44:25	108.72	£21.74
US Scotland	01216439344	08082349077	no fee				10/10/2006	16:28:41	118.48	£23.70
US Scotland	01216439344	08081670070	no fee				11/10/2006	07:19:04	77.43	£15.49
US Scotland	01216439344	08082349077	no fee				11/10/2006	16:42:27	103.52	£20.70
US Scotland	01216439344	08082349077	no fee				11/10/2006	17:17:43	192.50	£38.50
US Scotland	01216439344	08082349077	no fee				11/10/2006	18:37:05	76.82	£15.36
US Scotland	01216439344	08082349077	no fee				11/10/2006	19:54:24	132.38	£26.48
US Scotland	01546830157	08456389834	Local NTS				13/10/2006	12:02:58	240.95	£48.19
US HQ	01765677107	08454550370	Local NTS				16/10/2006	15:38:59	147.65	£29.53
US Scotland	01216439344	08000327500	no fee				17/10/2006	07:50:09	112.18	£22.44
US Scotland	01216439344	08005874779	no fee				18/10/2006	22:37:13	129.52	£25.90
US Scotland	01216439344	01553760067	King's Lynn				19/10/2006	13:00:23	81.47	£16.29

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MANAGE DEPARTMENTS

Departments or cost centres can be entered as appropriate for your business, and are entered in much the same way as the users, by navigating to the relevant section. This enables you to analyse departmental spend in the reports section.

TW Telecom->Departments

Description	Site	Notes
Accounts Payable	TW Telecom (South)	
Reception	TW Telecom (South)	

Add New

TW Telecom->TW Telecom (South)->Departments->New Department

Description:

Site Name: (dropdown menu)

Notes: (dropdown menu)

My Organisation

- TW Telecom
 - TW Telecom (South)
 - TW Telecom (North)
 - HR
 - Accounts Payable
 - Reception

Having added these user administration and departmental details, you will notice that the expandable company details tree on the left-hand side of the application has been updated with the new department information.

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