

webaBILLity



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WEB ACCESS TO CALL BILLING

Access to this service via O-bit Website www.o-bit.net

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WHAT IS webaBILLity

WebaBILLity is a web-based application, which serves three distinct functions:-

1. **End User call analysis** - you can view a list of recent call activity, or information from previous billing periods. Calls can be filtered to display only records that match certain criteria. There are also a number of call management reports that can be viewed.
2. **Administration of users and departments** - if you have extension level billing, webaBILLity will enable you to edit or add users and departments, every time webaBILLity is updated with new call data, and then webaBILLity downloads a file containing any user information changes.
3. **eAlerts** - this section allows you to set up and configure email alerts that will be sent to you when certain pre-set criteria are met. You can create your own profiles which will enable automatic email alerts to be sent when the profile criteria is met. This could be call charges over a certain amount, international calls etc.

It is obviously essential that you have internet access in order to link to the O-bit website.

Calls can be viewed online as soon as the user name and password and web page address has been confirmed.

USING webaBILLity

Quick Jump Menu

Once online, the welcome screen will appear, with a brief explanation of what each of the web billing services can fulfil.

Using the **quick jump** menu on the right hand side of the screen, will help you to easily navigate around the site. The page will refresh accordingly.

Each of these sections, and how to use them are listed below.

Home Page, which displays the welcome screen, and the options that are available.

Call Analysis. Reports can be created from here using the search criteria provided. Selecting **Call analysis** from the menu will open a screen similar to the one shown below. You then select the site from the **drop down menu** and choose the **billing period** from the next drop down menu. Calls can be viewed online as soon as the user name and password and web page address has been confirmed.

Call Analysis Reports

Quick Jump Menu

Welcome, demo of Test Trading Ltd!

1) Select site to search:

2) Select billing period:

3) Select your search criteria by completing any of the fields provided below.

Originating Number:	<input type="text"/>	*eg. 0123464124	Destination Number:	<input type="text"/>	*eg. 0123464124
Call Date From:	<input type="text"/>	*eg. 30/04/01	Call Date to:	<input type="text"/>	*eg. 30/04/01
Call Time from:	<input type="text"/>	*eg. 10:01	Call Time to:	<input type="text"/>	*eg. 10:01
User:	<input type="text"/>	*eg. John Smith	Department:	<input type="text"/>	*eg. Sales
Cost from (£):	<input type="text"/>	*eg. 0.25	Cost to (£):	<input type="text"/>	*eg. 2.55
Extension Number:	<input type="text"/>	*eg. 302	Destination Location:	<input type="text"/>	*eg. Birmingham

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Different criteria can be entered in the boxes provided. See below for an explanation of each of these fields:-

NOTE, if the user does not enter all of the **digits** then any number starting with the entered **digits** will be selected.

- **Originating Number** – the CLI (telephone number) that made the outgoing calls.
- **Destination Number** – the telephone number dialled.
- **Call Date From / Call Date to** – the starting and ending date for calls to be viewed. Ensure that the **Date Format** used is dd/mm/yy (e.g. 01/01/03)
- **User** – the extension users name, i.e. John Smith. To configure extension user names see user admin.
- **Department** – the department group name, i.e. Sales, to configure department names see user admin.
- **Cost From** – (£'s) / **Cost to** (£'s) –The minimum and maximum cost of calls respectively. For example by filling out these Filters, a report can be run for all calls that have a minimum cost of £1.00 and a maximum cost of £10.00.
- **Extension Number** – a filter to allow reports to be run on a particular extension.
- **Note** – only available if you have the extension billing.
- **Destination Location** – reports can also be filtered on the areas dialled, for example for all calls made to Birmingham, enter **Birmingham** here.
- **Note** – If any of the search boxes are left blank, that particular filter will be ignored. If none of the search boxes are filled out, then it will report on all calls.

Click search once the selections are complete...

This will display a new page. The reset button resets any filters applied to the page. The result set plays 100 records at a time. To view more calls click on next 100.

Basic reports

Four different call reports can be run from the basic reports section.

- **Extension analysis** – provides a list of calls made by extension user within a specific billing period (only available if extension billing is enabled)
- **Department analysis** – provides cost report by department on calls within a specific billing period (only available if extension billing is enabled)
- **30 Longest duration** – view the 30 longest duration calls by the destination and user.
- **30 Most expensive** – view the 30 most expensive calls by destination and user.

Select the **site** that you wish to run a call report for from the site **drop down menu** and choose the **billing period** that this call report should cover. Click **submit** to proceed.

The system will then display the calls in the selected format on a new page.

USER ADMINISTRATION

This screen allows you to view and update user information for the company telephony services account. The buttons to the right of each user will modify or delete existing users.

To add a new user **click** add user at the top left of the screen.

The user selects the **site** form the drop down menu then enters the following information:-

- **New extension** – the users new extension number
- **New user name**
- **Department** – if applicable

Clicking the **add** button will save the information onto the system.

There are two options for each existing user – **modify user** – **delete user**.

Click modify user if any changes to an existing user is needed, this enables the user name and department to be changed.

To remove an existing user, **click** delete user, which opens a warning screen. **Clicking** the **confirm deletion** button will delete the user and all information relating to this user will be removed.

eAlerts

The sending of automatic warning emails can be set up and configured from this section, when selected call criteria conditions are met.

Selecting eAlerts from the menu will display a new screen.

To create a profile **click** the new profile button to open a new page, enter the profile name, the email address that the emails should be sent to and finally an email title, i.e. the subject of the email. **Click submit** to save the changes made. NOTE – Multiple profiles can be created.

If you then go back at the eAlerts screen, the profile name should now appear in the drop down menu. To **edit** or **delete** the profile select the relevant option from the drop down menu.

The next step is to select the call criteria for the email notification, by clicking **add** button. Below is an explanation of each of the fields and precisely what they mean.

- **Costing more than** – enter the relevant value in the box for notification of calls exceeding that amount.
- **Called number** – enter the telephone number for notification of calls to that telephone number, this can be shortened to report on part telephone numbers, or just calls to a specific area code, i.e. to see calls to London type 020.
- **NOTE** – wildcard characters such as * are not required.
- **Called number in list / Called number not in list** – create a list of telephone numbers, for notification if any of the numbers in the list have or have not been called. To create a list **click** edit lists from the main screen. This will display a new window similar to the list screen window. Type the name of the list to be created, the number to be added to the list and a description of that number in the comment box. To save this entry to the list, **click add**. To add more numbers to the list, click on **edit** list from the main screen. From the list screen, select the list you wish to edit from the drop down menu and then add any numbers as before.
- **Calls made on date** – type in the date to filter calls made on a specific date.
- **Calls made on** – select an option from the drop menu, to filter the report for calls made on weekends or bank holidays.
- **Calls not made between** – type in the time range to omit calls from the report. This is useful if the user wishes to be notified of calls made outside working hours.

- **Calls longer than (minutes)** -set the minimum number of minutes in this box, for long duration calls.
- **Calling number** – choose the CLI number from the drop menu for calls made from that number.
- **Made from extension** – select an extension from the drop-menu if extension billing is active, for notification of the calls made by an individual extension.
- **Call type** – select an option from the drop menu for notification of premium, mobile or international calls made from the user’s site.
- **Max. Daily bill** - set an amount for notification if one day totals are exceeded.
- **Site** – select a particular site for notification from the drop menu, for multi-site companies, like all the other options, leave this blank to be alerted on all conditions.

Click save when all the criteria for this profile have been set.

An automatic email will be generated and sent to the specified email address, each time all the conditions are met in a profile.

We hope this guide helps you become familiar with the concepts and workings of our product.

If you need any further information please do not hesitate to contact your account manager.