

BT Analyst Converge user guide

Empowerment through information



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1. Introduction – what is BT Analyst Converge?

BT Analyst Converge is a powerful, user-friendly, online billing analysis tool.

You can access and investigate your billing data whenever you want, from wherever you are, with BT Analyst Converge. All you need is an Internet connection and Internet Explorer 6 or above.

And because your BT OneBillPlus (OneBill) data is uploaded automatically, you don't have to wait for your CD or manually import data yourself. We'll send an email as soon as your data is ready to view. As well as being faster, this can help reduce paper wastage, as you have complete control over which reports, bills and invoices are printed.

We have developed BT Analyst Converge to meet your needs – and your feedback continues to shape its evolution. The latest updates and developments are highlighted on the welcome screen as soon as they are available.

The initial log in screen now contains information about updates. There is also a message board, and links to our online training and Frequently Asked Questions. So before you click through the application please take a few minutes to see if any changes which are relevant to you have been made.

The screenshot displays the BT Analyst Converge web application interface. At the top left is the BT logo, and at the top right is the title "BT Analyst Converge" with a "Log Out" button. Below the header, a message states: "Ann Inskip by [clicking here](#) you have agreed to the [Terms and Conditions](#) and may continue to use this service. Otherwise [click here](#) to exit BT Analyst Converge."

The main content area is divided into three columns:

- A message from BT:** "You have no messages at this time."
- Latest BT Analyst Converge updates:** "Monday 28th June 2010" followed by a welcome message for version 5, which went live on Monday 28th June 2010. It includes a link to see details of changes: "To see details of the exciting changes we've made including some enhanced functionality and new reports, please click [here](#)."
- Your latest feedback:** "Your Comment: Test feedback 10/03/2010 10:13:00" and "BT Response: closed 10/03/2010 10:22:32 Ann Inskip".

Below the main content area, there are four promotional boxes:

- "Register for BT Analyst Converge Webinar training" with a "More" button.
- "Download the BT Analyst Converge User guide" with a PDF icon.
- "Download the BT Analyst Converge Update 28/06/2010" with a PDF icon and a "New" badge.
- "View the BT Analyst Converge FAQs" with a "New" badge and a speech bubble icon.

At the bottom center, there is a box for "Download the latest BT Value Add Brochure" with a PDF icon and a "New" badge.

The footer contains the text: "BT Plc 2008. © Microsoft Internet Explorer 7.0 SR-1026768 C.Y. 5 Two V.5" on the left and "User: Ann Inskip Company: BT Value Add Login Time: 28/06/2010 09:20:22" on the right.

2. In the beginning...

Logging in to BT Analyst Converge takes you to a list of the OneBill invoices currently available for you to analyse. There is also an archive of bills which can be retrieved and analysed as required, found under **OneBill, Tools, Download**. If you need a OneBill to be made available for analysis, use the **feedback** tab to request this.

FRIENDLY NAME (Click to edit)	CUST NAME	ONEBILL	BILL TYPE	INVOICES	BILL TOTAL	CALL VC
JOHN M JUNE 2010	MY ONEBILLPLUS CUSTOMER	98069088AC	OneBill	12	£241,469.80	8
DEMO ONEBILLFNET	MY ONEBILLPLUS CUSTOMER	95236888AC	OneBill	12	£690,300.80	1,3
BILLING CBT ONEBILL	MY ONEBILLPLUS CUSTOMER	91026888AC	OneBill	1	£125,148.17	4
DEMO ONEBILL NO FIXED	MY ONEBILLPLUS CUSTOMER	86200888AC	OneBill	13	£224,711.41	8
HEAD OFFICE ONEBILL	MY ONEBILLPLUS CUSTOMER	84854688AC	OneBill	13	£2,660,555.91	7,4
COLIN TEST 2	MY ONEBILLPLUS CUSTOMER	77432888AC	OneBill	1	£6,884.04	.
JB MOBILE ONLY WITH PARTIAL CC	MY ONEBILLPLUS CUSTOMER	67768888AC	OneBill	1	£20,491.51	1
TEST	MY ONEBILLPLUS CUSTOMER	56546888AC	OneBill	1	£1,280.20	1
DEMO ONEBILL WITH ITW	MY ONEBILLPLUS CUSTOMER	48934688AC	OneBill	1	£7,222.91	.
MY FNET 1000 X 2 BEARERS ONLY	MY ONEBILLPLUS CUSTOMER	28825088AC	OneBill	1	£132,610.70	1,1

ONEBILL REF	INV REF	CREATE DATE	CALL VOLUME	CALL DURATION	USAGE CHARGES	RECURRING CHARGES	ONE OFF CHARGES AND CREDITS	ADJUSTMENTS	DISCOUNTS	TOTAL EXCL VAT
84854688AC	H09801	26/MAY/2010	499,522	19319:08:48	£71,978.56	£63,929.40	£9,461.57	£4,425.17	£-732.03	£149,794.70
84854688AC	H09701	27/APR/2010	485,788	22090:50:36	£69,516.46	£71,561.79	£10,937.16	£-13,270.66	£-646.53	£138,744.75
84854688AC	H09601	24/MAR/2010	496,965	18942:57:58	£70,335.77	£96,457.17	£18,096.26	£6,362.34	£-452.28	£191,251.54
84854688AC	H09501	24/FEB/2010	593,891	21302:26:31	£84,330.75	£76,935.77	£19,810.68	£5,510.48	£-2,682.27	£186,587.68
84854688AC	H09401	24/JAN/2010	397,839	16561:32:10	£60,178.87	£68,965.42	£8,848.92	£18,239.07	£-2,262.38	£156,232.28
84854688AC	H09301	24/DEC/2009	586,760	20549:02:18	£83,349.89	£115,478.59	£12,897.19	£4,242.48	£-2,141.78	£215,968.15
84854688AC	H09201	24/NOV/2009	604,747	25537:41:25	£92,446.18	£76,271.19	£6,169.70	£-40,765.40	£-3,249.00	£134,121.67
84854688AC	H09101	24/OCT/2009	680,258	24444:33:41	£96,987.46	£76,961.85	£37,294.52	£-1,009.43	£-3,474.77	£210,234.40
84854688AC	H09001	24/SEP/2009	584,753	20656:52:50	£82,234.74	£103,622.22	£2,193.05	£6,884.89	£-2,572.23	£194,934.90
84854688AC	H08901	25/AUG/2009	621,206	24261:00:39	£93,620.68	£72,189.28	£23,439.23	£1,921.14	£-3,081.69	£191,170.33
84854688AC	H08801	24/JUL/2009	632,180	20988:44:33	£87,679.96	£72,634.07	£6,238.10	£-2,570.17	£-3,155.54	£163,981.96
84854688AC	H08701	24/JUN/2009	664,955	22670:27:59	£91,888.75	£99,746.93	£5,382.35	£6,472.84	£-2,601.66	£203,490.87
84854688AC	H08601	24/MAY/2009	631,042	20829:57:49	£89,959.80	£73,683.94	£3,395.29	£577.66	£-2,843.41	£167,616.69
Totals	13		7,479,906	278155:17:18	£1,074,507.87	£1,068,437.62	£164,164.02	£-2,979.59	£-29,895.57	£2,304,129.92

You can give an account a more memorable name by clicking in the **Friendly Name** column. You also have the opportunity to select an individual or multiple invoices for the same OneBill to view as an online version of your paper invoice.

BT Contact Details

BT CONTACT NAME
btinformationsolutions@bt.com

DELTA POINT 31 35
WELLESLEY ROAD
CROYDON
SURREY
CR9 2YZ

Invoice Details

Invoice reference: Multiple Invoices
Date (and tax point):

Our Customer Contact

CUSTOMER ACCOUNT CONTACT NAME

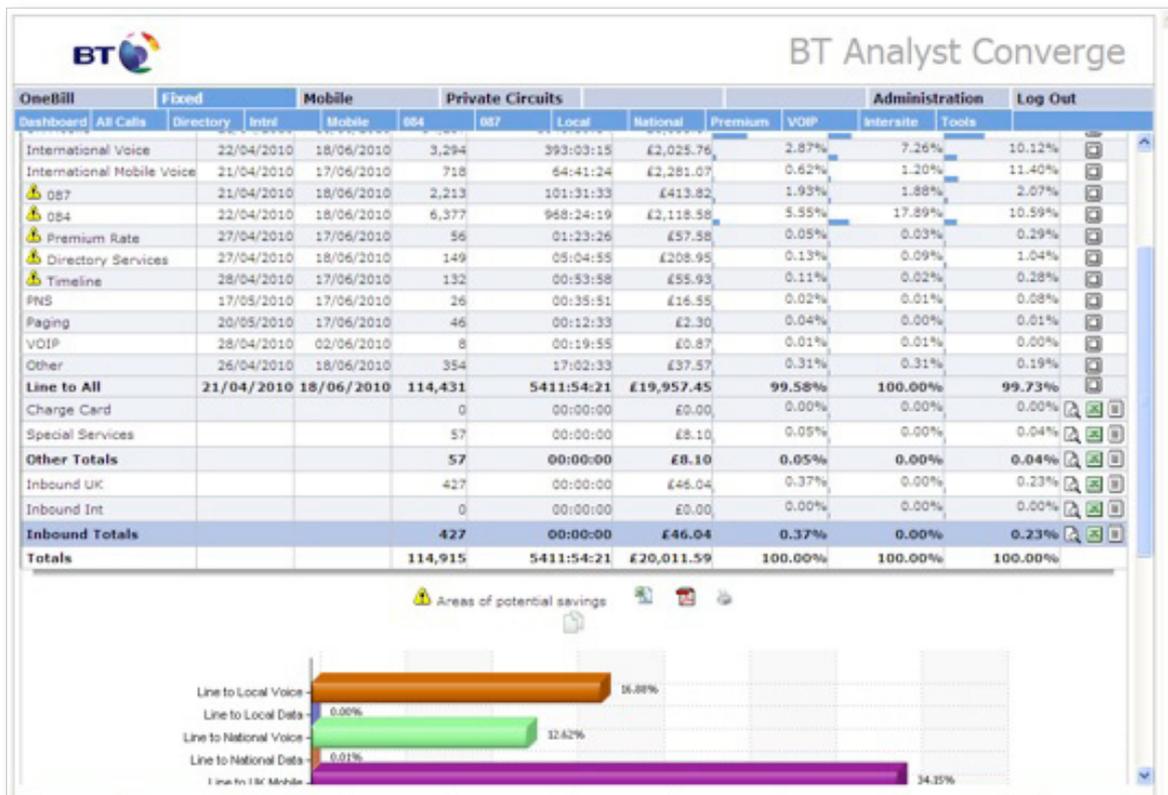
Invoice for Account

	VP 84854688
plus	£141,569.43 Usage charges
	£20,398.73 One Off Charges & Credits
plus	£136,795.34 Recurring Charges
	£298,763.50 Total gross charges
less	£-1,378.56 Discounts
	£297,384.94 Total net charges
plus	£-8,845.49 Adjustments
	£288,539.45 Total current charges
plus	£46,986.19 Total VAT
	£335,525.64 Total current charges including VAT

THIS IS NOT A VAT INVOICE
In Commercial Confidence

If you need to get in touch with your billing contact, their details are in the top left hand corner of the invoice. Clicking on any of the blue hyperlinks on the invoice will take you to the **All Services Bill by Service** report, which separates out the different charge elements by service type, eg: telephony, BT Mobile, Featurenet etc and offers further drill-down if the hypertext is blue or red. Clicking on any hypertext will move you from the **OneBill** tab to either the **Fixed**, **Mobile** or **Private Circuit** tab.

Whenever a graph/bar chart appears, click on the results inside the graph or bar to access more information.



You can output the reports in different formats depending on whether you need to save, export, or print them.

3. Tabs and menu bars

The tabs at the top of the screen include **OneBill**, **Fixed**, **Mobile**, **Private Circuits** and **Administration**. You will always know where you are as the section you are currently working within is dark blue – the other sections are light blue. The top menu bar that sits under the tabs contains options relevant to the section you are currently working within.

There are some important functions along the bottom tool bar, particularly the **Options** tab which allows you to switch on some key features, for example cost centre levels, phonebook and service numbers as well as a short cut to change your invoice selection.

4. Everything about the OneBill tab...

Look here for information across your total OneBill – including a copy of the invoice you've selected, the VAT statement. A key feature is the download option under tools which gives you access to the raw data itself, invoice by invoice, in a similar format to that provided by your OneBill CD. There is usually a stack of historic raw data available for selection, and you just need to follow the online prompts to save this to your PC or server.

5. Dashboard...in the Fixed, Mobile or Private Circuit tabs

There is a **Dashboard**, always located in the top left hand side, on each of these tabs. It's the place to look for all the important reports, including, within **Fixed**, the **Hotspot** report, **Call Profiles for Calling Number, Called Number** and by **Phonebook** names, **Zero Usage** report, **Telemarketing** report and the **Report Wizard**.

Take care when using the **Bill Report** feature as it will take you back to the OneBill tab, even if you are in the **fixed** tab when you start.

The **Hotspot** report is really useful to get the key highlights on the invoice or invoices selected. The **Calling, Called** and **Phonebook profiles** give you a quick way to retrieve call information on a particular number. The **Zero Usage** report gives a list of the lines without usage, with the option to exclude any BT Broadband lines. The **Telemarketing** report focuses on charges and volumes of calls for any non-geographic services, whether 0800, 087 or 084. The **Report Wizard** is a four-step route to slicing and dicing call information to home-in, for example, on a particular call type for a particular service number on a particular day.

6. Administration

The key features in the **Administration** tab, are the **Cost Centre, Phonebook** and **Users** tabs. Cost Centres are covered in more detail in Chapter 7 of this User Guide. The **Phonebook** functionality allows you to add a friendly name against any calling or called number and is covered in Chapter 8.

In the **Users** tab, those with a **Primary** level of access can make changes to other company users, including disabling their access. If you have this level of access you will appear in green in the **Edit** column, or red if you don't. To make any changes, simply click in the **Edit** column to open up the fields, make your changes and then submit.

If you need Primary level of access and do not have it, simply contact a Primary user within your company user list and ask them to change this. You don't need to contact BT.

Other tabs include **Format** which allows you to change the font, or font size for example, within the application.

BT Analyst Converge

OneBill Fixed Mobile Private Circuits Administration Log Out

Cost Centres Phonebook Users OneBill Alert Format Feedback My Notes Tools

Search your company's users as you type

Submit Reset

Request a BT Analyst Converge account for a colleague

These are your company's BT Analyst Converge users

USER NAME	USER EMAIL	USER COMPANY NAME	USER TEL	EDIT ONEBILL NAME	EDIT COST CENTRES	EDIT PHONE BOOK	COMPANY USER ADMIN	USER ACCOUNT STATUS	EDIT
AC UAT Test Account	Dave.J.Xxxxxx@bt.com	BT Value Add	0125420900X	Y	Y	Y	Y	ACTIVE	
Alan XXXXXXXXX	Alan.XXXXXXX@bt.com	BT Value Add	0773460600X	Y	Y	Y	Y	DISABLED	
Allison XXXXXXXX	Allison.XXXXXXX@bt.com	BT Value Add	0123427400X	Y	Y	Y	Y	ACTIVE	
Ann XXXX	Ann.XXXX@bt.com	BT Value Add	0197759100X	Y	Y	Y	Y	ACTIVE	
Bernice XXXXXXXX	Bernice.XXXXXXX@bt.com	BT Value Add	0197759200X	Y	Y	Y	Y	DISABLED	
Bill XXXXX	Bill.XXXXX@bt.com	BT Value Add	0779696500X	Y	Y	Y	Y	ACTIVE	
Colin XXXXX	Colin.XXXXX@bt.com	BT Value Add	0197759600X	Y	Y	Y	Y	ACTIVE	
Dave XXXXXXXX	Dave.XXXXXXX@bt.com	BT Value Add	0125420900X	Y	Y	Y	Y	ACTIVE	
David XXXXXXXXX	David.XXXXXXX@bt.com	BT Value Add	0197759500X	Y	Y	Y	Y	DISABLED	
Eddie XXXXXXXX	Eddie.XXXXXXX@bt.com	BT Value Add	0127732600X	Y	Y	Y	Y	ACTIVE	
Jacqui XXXXXXXXX	Jacqui.XXXXXXX@bt.com	BT Value Add	0207776500X	Y	Y	Y	Y	DISABLED	
Jane XXXXXXXX	Jane.XXXXXXX@bt.com	BT Value Add	0197759500X	Y	Y	Y	Y	ACTIVE	
Jean XXXX	Jean.XXXX@bt.com	BT Value Add	0123427400X	Y	Y	Y	Y	DISABLED	
John XXXXXXXXX	John.XXXXXXX@bt.com	BT Value Add	0117920300X	Y	Y	Y	Y	ACTIVE	

24 Records found Page 1 Of 2 Pages

7. Cost centre facility

You can mirror your budgeting and finance structure by creating, managing and reporting on cost centres in BT Analyst Converge. Setting up cost centres when you first use BT Analyst Converge means that you can apportion charges to different parts of your organisation. You can then pull out just this information as a report to email to people, so that they see the details of costs they are responsible for. It is also possible to produce an overall summary report with results displayed by cost centre, so that someone who needs to see how the total costs break down by cost centre can do so. This makes it easier to get to the heart of any budget or finance issues.

There are eight cost centre levels, including Post Code, in BT Analyst Converge, which enables you to accurately label even the most complicated structures and quickly isolate and investigate the information you need to report on.

Cost centre information can be applied to your fixed, mobile, private circuit and Featurenet accounts.

Cost centres for Featurenet services can be applied at account and line level – account level works within the **OneBill** tab, and line level work is within the **Fixed** tab. We have provided these two independent types of cost centres to allow you to identify non-usage charges at site/account level within the overall OneBill charges and then to separately identify any individual line charges within the **Fixed** tab.

Top Tip: If you know you have Featurenet accounts or Featurenet lines but these do not appear in the **Cost Centre** tab, within **Administration** – either as Featurenet accounts/lines with cost centres or without cost centres, then you may need to search for the individual number and reassign the type from Fixed to Featurenet. It may also be missing if the Featurenet account/lines have no usage.

7.1 How to set up and manage your cost centres

Setting up your cost centres couldn't be easier, and there are three ways to do this:

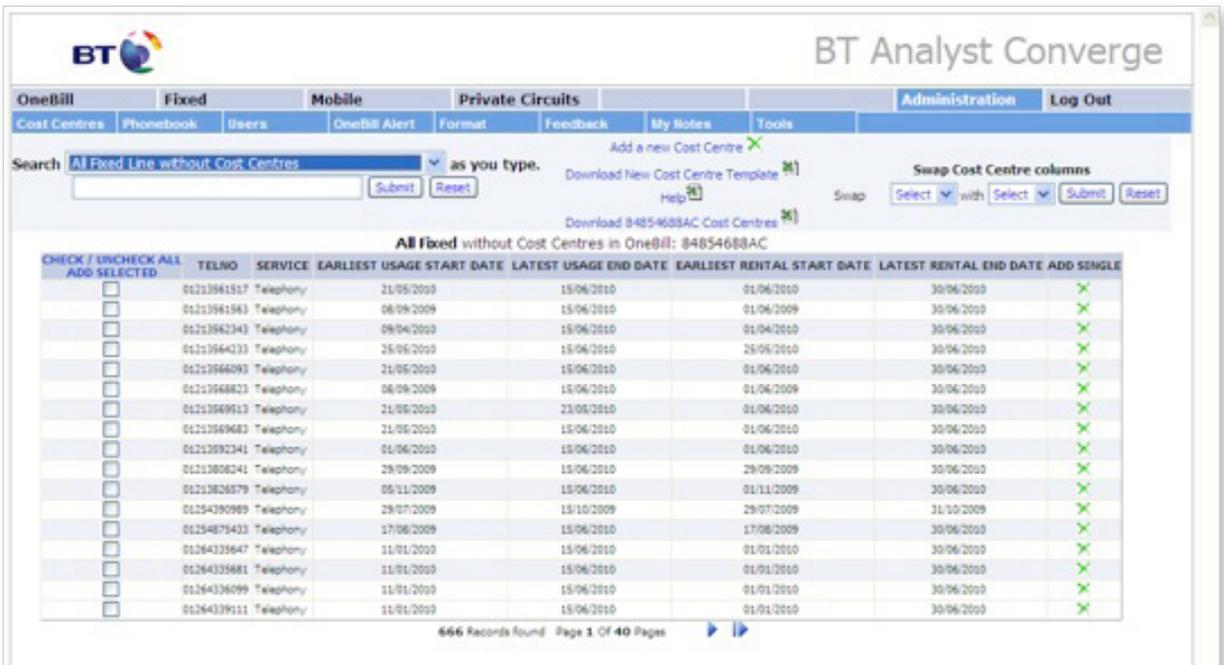
1. To help you get started with cost centre reporting, we've set up a template for you to download, complete and return to us. We will then upload your cost centre data to your account as a one-off service. The template is available from within the Administration tab, Cost Centres.

This will give you a great head start and you can then add, edit and delete your cost centre details as described below.

2. You can also input your cost centre information yourself by clicking on the **Administration** tab at the top of the screen, and then **Cost Centre** on the top menu bar.

The easiest way to start is to select 'fixed lines without Cost Centres' from the drop down menu in the 'Search your Cost Centres as you type' section. You can then update the results as a whole, select several to update, or update on an individual basis.

Top Tip: If you have regional offices you can home-in on the dialling code (eg 0161) within the 'fixed numbers without Cost Centres' to generate just those numbers and update them all at the same time.



3. You can also choose to 'add a Cost Centre' if you need to add a new number on an individual basis – this is also located in the **Administration** tab, under **Cost Centres**. Clicking on 'add a Cost Centre' brings up a form where you can allocate cost centre labels from those currently within your account or by typing the details in the fields provided.

Top Tip: If you know of a new number which will appear in a future OneBill, you can set up the cost centre structure in readiness by following the 'add a cost centre' route.

Maintaining your cost centres couldn't be easier. If you need to change a cost centre, then this can be done in any of the three ways to set up cost centres. Once your cost centres are switched on (using **Options** on the bottom tool bar), then click on the cross or existing cost centre information to open up the cost centre box to make the changes.

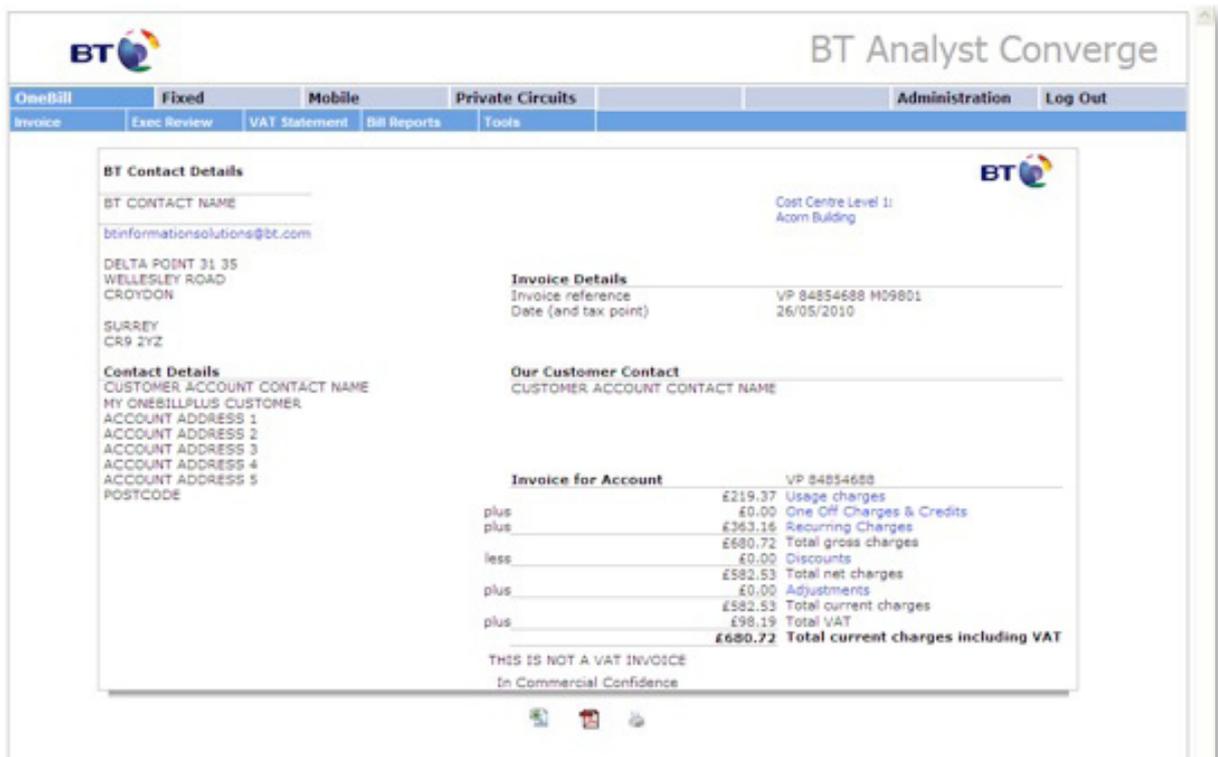
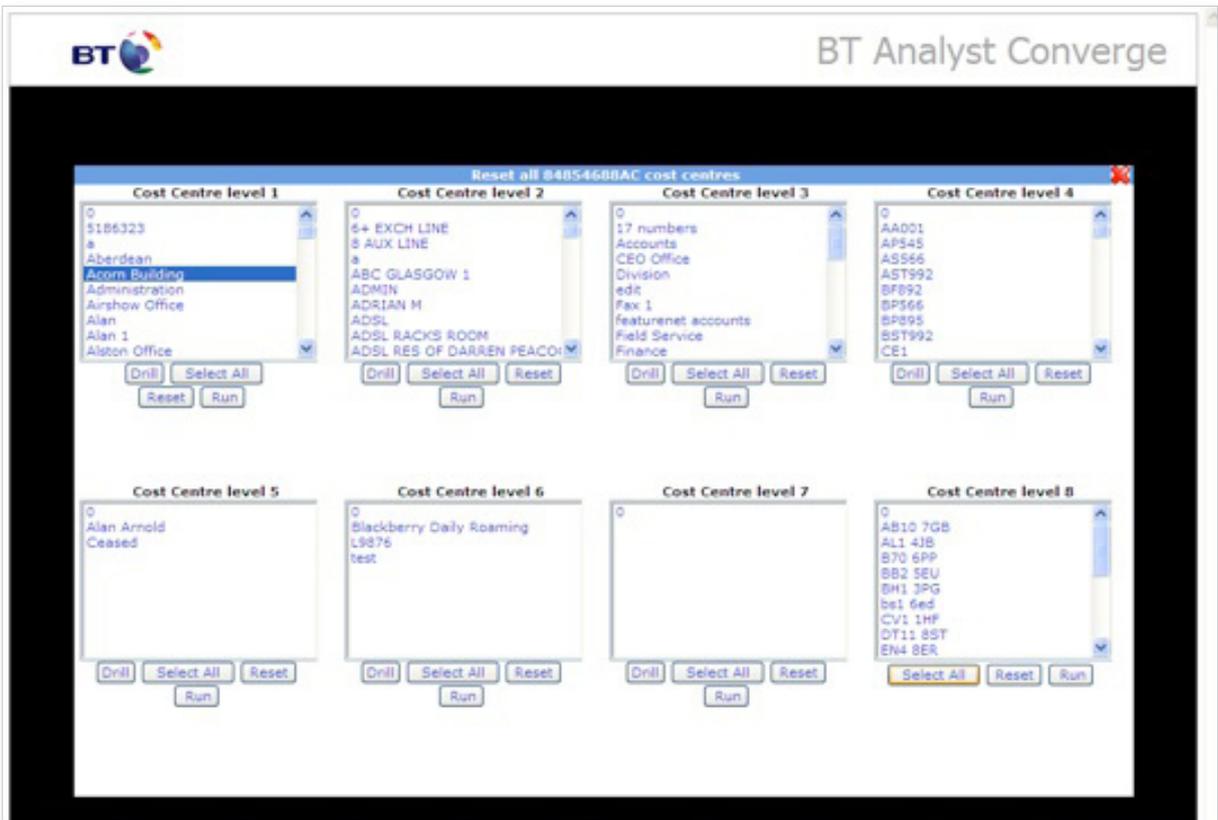


7.2 Filtering results by cost centres

At the bottom of the **Fixed**, **Mobile** or **Private Circuits** screens, there is a **Cost Centre** menu button with three options: **Wizard**, **Advanced** and **Selected**. **Wizard** and **Advanced** are simply different ways of viewing your cost centre hierarchy, and you can choose to work with whichever suits you best. **Selected** shows a summary of every line or number associated with your currently selected cost centres.

To 'filter' or analyse your data on the basis of your cost centres you'll need to go to either **Wizard** or **Advanced** to make your selection, and then choose to **run** or **drill** to make further selections from other cost centre levels.

For example, if the invoice view is displayed and you've made a cost centre selection using the **Advanced** option with the **Cost Centres** tab, the view returned will be the invoice now filtered by the cost centre or cost centres selected. The selection made will show on the invoice itself so you can confirm this at any time.



The same principle applies to all the reports available within the application, whether you're in the **OneBill**, **Fixed**, **Mobile** or **Private Circuit** tabs.

Top tip: If you've been filtering using the Advanced or Wizard functionality within **Cost Centres** tab, and you want to see the full view again, go to **Options** on the bottom tool bar, and switch off Cost Centre filter options.

7.3 Creating and running reports to include cost centre information

If you want to run reports, for example, the **Bill by Service Number** report, to include cost centre information, then once you are in the relevant report, go to **Options** on the bottom tool bar and make your selection from the **Cost Centre Columns Display Options**. Once you've clicked on submit, the results returned will be the original report selected, but now with additional column or columns showing the cost centres selected.

BT Analyst Converge

OneBill | Fixed | Mobile | Private Circuits | Administration | Log Out

Invoice | Exec Review | VAT Statement | Bill Reports | Tools

BT Value Add | MY ONEBILLPLUS CUSTOMER | Head Office OneBill

OneBill Ref: 8485468BAC | Invoice Ref: M10001 | Invoice Date: 24/Jun/2010 | Bill Total: £193,587.97 | Currency: GBP

All Services Bill by Service Number Totals

CALL VOLUME	DURATION	USAGE CHARGES	RECURRING CHARGES	ONE OFF CHARGES AND CREDITS	ADJUSTMENTS	DISCOUNTS	TOTAL EXCL VAT	VAT	TOTAL COST	USAGE START DATE	USAGE END DATE	USAGE DAYS	RENTAL START DATE	RENTAL END DATE
481708	15450:27:30	£66,255.65	£96,818.81	£-2,572.54	£4,818.38	£-92.49	£165,267.81	£28,320.16	£193,587.97	23/02/2004	19/07/2010	2338	01/03/2010	31/03/2010

SERVICE NO	SOURCE ACCOUNT NO	BILL REF	SERVICE	CALL VOLUME	DURATION	USAGE CHARGES	DISCOUNT	RECURRING CHARGES	RECURRING DISCOUNT	ONE OFF CHARGES AND CREDITS	ADJUSTMENTS	ONE OFF DISCOUNT	TOTAL EXCL VAT	VAT	TOTAL COST
00060383	WM00060383	M003	Telephony	0	00:00:00	£0.00	£0.00	£70.00	£0.00	£0.00	£0.00	£0.00	£70.00	£12.24	£82.24
00869063	WM00869063	M057	Telephony	0	00:00:00	£0.00	£0.00	£50.00	£0.00	£0.00	£0.00	£0.00	£50.00	£8.75	£58.75
01132347541	MY48129855	M032	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67	£17.91
01132348273	MY29129855	M032	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67	£17.91
01132349831	MY18129855	M032	Telephony	12	00:06:19	£0.06	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.30	£2.68	£17.98
01132424527	MY68129855	M032	Telephony	12	00:08:06	£0.08	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.32	£2.68	£18.00
01132424981	MY08129855	M032	Telephony	16	00:10:36	£0.10	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.34	£2.69	£18.03
01132425177	MY19129855	M032	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67	£17.91
01132426705	MY57129855	M032	Telephony	28	00:23:05	£0.23	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.47	£2.71	£18.18
01132427143	MY27129855	M032	Telephony	13	00:06:14	£0.06	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.30	£2.68	£17.98
01132427909	MY78811745	M065	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67	£17.91
01132433617	MY87129855	M032	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67	£17.91
01132434385	MY88129855	M032	Telephony	46	00:12:32	£2.30	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£17.54	£3.07	£20.61
01132436373	MY77129855	M032	Telephony	44	00:29:12	£0.30	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.54	£2.72	£18.26
01132446247	MY38129855	M032	Telephony	33	00:44:32	£0.52	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.76	£2.76	£18.52

2851 records found, page 1 of 191

BT Analyst Converge

Cost Centre Filter Options | Phone Book Display Options | Service Column Display Options | Invoice Column Display Options (Not available on all reports)

Switch On | Show | Show | Show

Switch Off | Hide | Hide | Hide

Cost Centre Columns Display Options

Cost centre 1

Cost centre 2

Cost centre 3

Cost centre 4

Cost centre 5

Cost centre 6

Cost centre 7

Post Code

Select All | Deselect All

Format Options

Font: Verdana

Font size: 8

Number of records to be returned: 20

Number of records to show per page when drilling: 17

The duration format to use: HH:MM:SS

Invoice Filter Options

M09801 26/May/2010

M09701 27/Apr/2010

M09601 24/Mar/2010

M09501 24/Feb/2010

M09401 24/Jun/2010

M09301 24/Dec/2009

M09201 24/Nov/2009

M09101 24/Oct/2009

M09001 24/Sep/2009

M08901 25/Aug/2009

M08801 24/Jul/2009

M08701 24/Jun/2009

M08601 24/May/2009

Select All | Reset

Switch All On | Switch All Off | Submit | Cancel

Place your cursor over the controls to display help information.

The screenshot displays the BT Analyst Converge interface. At the top, the BT logo is on the left, and 'BT Analyst Converge' is on the right. Below the logo is a navigation bar with tabs: OneBill, Fixed, Mobile, Private Circuits, Administration, and Log Out. Under the OneBill tab, there are sub-tabs: Invoice, Exec Review, VAT Statement, Bill Reports, and Tools. The main header area shows: 'BT Value Add | MY ONEBILLPLUS CUSTOMER | Head Office OneBill |'. Below this, it displays: '| OneBill Ref: 84854688AC | Invoice Ref: M10001 | Invoice Date: 24/Jun/2010 | Bill Total: £193,587.97 | Currency: GBP |'. The main content area is titled 'All Services Bill by Service Number Totals'. It features a summary table with columns: CALL VOLUME, DURATION, USAGE CHARGES, RECURRING CHARGES, ONE OFF CHARGES AND CREDITS, ADJUSTMENTS, DISCOUNTS, TOTAL EXCL VAT, VAT, TOTAL COST, USAGE START DATE, USAGE END DATE, USAGE DAYS, and RENTAL START DATE. The summary row shows: 481708, 15450:27:30, £66,255.65, £96,818.81, £-, 2,572.54, £4,818.38, £-52.49, £165,267.81, £28,320.16, £193,587.97, 23/02/2004, 19/07/2010, 2338, 01/03/2010. Below the summary is a detailed table with columns: SERVICE NO, SOURCE ACCOUNT NO, BILL REF, CC1, SERVICE, CALL VOLUME, DURATION, USAGE CHARGES, USAGE DISCOUNT, RECURRING CHARGES, RECURRING DISCOUNT, ONE OFF CHARGES AND CREDITS, ADJUSTMENTS, and ONE OFF DISCOUNT. The detailed table lists various services such as '+Telephony', 'NameTelephony', 'Carmen MirandaTelephony', 'ISDN2E Telephony', 'ANNA LTelephony', 'ALISON A Telephony', 'ADRIAN MTelephony', 'Exchange LineTelephony', 'Alarm LineTelephony', 'ADMINTelephony', and 'PSTNTelephony'. At the bottom of the table, it says '2851 records found, page 1 of 191'.

It's worth noting that within the **OneBill** tab, any selection of an individual cost centre will show information across both **Fixed** and **Mobile** if both services are on the same OneBill and contain the same cost centre information.

As with all reports in BT Analyst Converge you will be able to click on any of the charges shown as a hyperlink to access a more detailed breakdown of the calls made and a graph of the information.

You can then delve further into the information by clicking on any hyperlinks in the **Usage Charges** column indicating that there is usage available for analysis.

Top tip: If you have used the **Advanced** or **Wizard** functionality and want to view the full data again, you need to go to the **Options** screen and change your **Cost Centre Filter Option** back to **Switch Off**.

7.4 Creating a report showing cost centres summary information

To create a quick summary report to see where costs are distributed across different departments, click **Options** and tick the appropriate cost centre level (in this case level 1). Then go to **Bill Reports**, **Bill by Cost Centre** and either select the product of interest or **All Services**.

The screenshot shows the BT Analyst Converge interface with a 'Bill Summary Reports' table. The table lists various services and their associated costs and percentages.

SERVICE	BILL BY SERVICE	BILL BY ACCOUNT	BILL BY SERVICE NUMBER	BILL BY COST CENTRE	BILL BY INVOICE	NON USAGE	NEW CHARGES	FINAL CHARGES	HARDWARE CHARGES	TOTAL COST	% OF TOTAL COST
BT Mobile							NA	NA		£85,755.19	49.1%
FeatureNet							NA	NA	NA	£5,646.18	3.2%
Private Circuit							NA	NA	NA	£4,104.04	2.4%
Telephony									NA	£79,051.71	45.3%
All Services							NA	NA	NA	£174,557.12	100.0%

In Commercial Confidence

The screenshot shows the BT Analyst Converge interface with an 'All Services Bill by Cost Centre Totals' table. The table displays detailed cost breakdowns for various cost centres (CC1).

NUMBER OF LINES	CALL VOLUME	DURATION	USAGE	RECURRING CHARGES	ONE OFF CHARGES AND CREDITS	ADJUSTMENTS	DISCOUNTS	TOTAL EXCL VAT	TOTAL VAT	TOTAL COST	USAGE START DATE	USAGE END DATE	RE S1
2881	481108	18057:10:47	£72,051.02	£64,588.97	£9,461.57	£4,425.17	£-732.03	£149,794.70	£24,762.42	£174,557.12	01/01/2001	19/06/2010	345601/0
CC1	NUMBER OF LINES	CALL VOLUME	DURATION	USAGE CHARGES	DISCOUNT	RECURRING CHARGES	RECURRING DISCOUNT	ONE OFF CHARGES AND CREDITS	ADJUSTMENTS	ONE OFF DISCOUNT	TOTAL EXCL VAT	TOTAL VAT	TOTAL COST
	2371	375905	14183:10:03	£58,272.57	£-70.71	£47,359.40	£-659.57	£9,461.57	£4,425.17	£0.00	£118,788.43	£19,350.03	£138
Stephen	9	41958	1587:26:14	£4,413.92	£0.00	£3,683.05	£0.00	£0.00	£0.00	£0.00	£8,096.97	£1,416.94	£9
London North Office	43	16022	558:46:32	£2,436.57	£0.00	£1,638.91	£0.00	£0.00	£0.00	£0.00	£4,075.48	£705.94	£4
London South Office	26	8102	304:56:31	£1,114.06	£0.00	£1,779.73	£0.00	£0.00	£0.00	£0.00	£2,893.79	£506.42	£3
FeatureNet	1	0	00:00:00	£922.35	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£922.35	£161.41	£1
Manchester Office	28	4674	330:02:28	£655.99	£0.00	£1,997.86	£0.00	£0.00	£0.00	£0.00	£2,653.85	£464.49	£3
Daves Test	2	2429	115:22:14	£605.96	£0.00	£224.52	£0.00	£0.00	£0.00	£0.00	£830.48	£145.33	£1
Luton Office	15	3943	83:47:15	£503.12	£-0.33	£182.81	£0.00	£0.00	£0.00	£0.00	£685.60	£119.58	£1
Mobile	28	4101	108:10:01	£471.35	£-0.09	£132.53	£0.00	£0.00	£0.00	£0.00	£603.79	£105.63	£1
Airshow Office	28	2061	80:49:15	£317.57	£-0.04	£499.31	£0.00	£0.00	£0.00	£0.00	£816.84	£142.70	£1
Woking Office	18	2657	49:48:44	£300.85	£0.00	£124.43	£0.00	£0.00	£0.00	£0.00	£425.28	£74.39	£1
Acorn Building	30	2191	87:15:49	£219.37	£0.00	£363.16	£0.00	£0.00	£0.00	£0.00	£582.53	£98.19	£1
Bath Office	16	934	26:57:25	£210.75	£0.00	£293.50	£0.00	£0.00	£0.00	£0.00	£504.25	£88.28	£1
Birmingham Office	17	1667	99:31:40	£189.07	£0.00	£1,147.78	£0.00	£0.00	£0.00	£0.00	£1,336.85	£234.00	£1
Earby Office	17	1193	37:19:59	£183.39	£0.00	£211.53	£0.00	£0.00	£0.00	£0.00	£394.92	£66.50	£1

62 records found, page 1 of 5

In Commercial Confidence

The top line may not have an entry in CC1 as any lines without any cost centres allocated will show here. It's simple to see which individual lines do not have a CC1 entry – go to **Bill Reports**, **Bill by Service Number**, **All Services** and any will have a + in this column. To add cost centre information, click on the + to update.

8. Phonebook

It's impossible to know what every telephone number on your report is – even those that come up often. You can use the **Phonebook** to attach a more meaningful label to your numbers – both called and calling. Simply click **Administration** and then **Phonebook** to manage your **Phonebook** entries. Alternatively you can click on a number when it appears in a report and label it then.

The **Phonebook** facility can be switched on via **Options** in the bottom menu bar – to show two additional columns in the report you're viewing, for the calling and called number.

Top Tip: Premium rate numbers are very expensive – by viewing report results with Phonebook turned on, it allows you to see immediately who is calling and whether or not it is legitimate. The Payphone Plus link may provide additional information on the premium rate service number.

9. Service Names

The **Service Name** functionality, available for selection under **Options**, may show further information on the premium rate and non-geographic numbers, where this has already been ascertained.

In this example, we are in the **Fixed** tab, and from the **Line Outbound Call Profile** – this is the default view when you first go into the **Fixed** tab, or you can reach it by going to **All Calls, Call Profile** – have selected Lines to **Premium Rate, Itemised Calls by Cost**.

The **Service** information shows under the relevant heading and is shared information amongst all our users, not just by your or your company. By clicking on the +, you'll be able to see the time and date stamp of when the information was added.

CALLING NO	CALLED NO	DURATION HHMMSS	COST	TIME	DATE	DAY	CHARGE GROUP	SOURCE	INV ID	SERVICE
02077108181	09064001848	00:14:53	£19.00	11:04	14/05/2010	Fri	Prem Rate	PSTN	M09801	+
02077108181	09064001800	00:09:42	£12.38	12:42	14/05/2010	Fri	Prem Rate	PSTN	M09801	Loan Advice Line +
01282680141	09061561922	00:05:59	£7.64	19:02	28/04/2010	Wed	Prem Rate	PSTN	M09801	+
01264335681	09097902796	00:03:53	£4.96	15:08	16/04/2010	Fri	Prem Rate	PSTN	M09801	+
01264335681	09097902738	00:01:55	£2.45	15:06	16/04/2010	Fri	Prem Rate	PSTN	M09801	+
01618699121	09001600900	00:03:44	£1.91	17:59	27/04/2010	Tue	Prem Rate	PSTN	M09801	Megabus +
01618699121	09063420342	00:01:28	£1.87	10:17	10/05/2010	Mon	Prem Rate	PSTN	M09801	Franking Machine +
01618699121	09063420342	00:01:28	£1.87	12:05	12/05/2010	Wed	Prem Rate	PSTN	M09801	Franking Machine +
01452837661	09066168102	00:03:34	£1.82	17:15	18/04/2010	Sun	Prem Rate	PSTN	M09801	+
01619116467	09062940157	00:07:37	£1.63	12:38	15/04/2010	Thu	Prem Rate	FNET	M09801	+

10. Options

The **Options** button allows you to switch on key functionality, including showing different levels of cost centres, filtering by **Cost Centres, Phonebook, Service Name, Invoice** column headings and selection of multiple invoices. Simply click **Options**, and switch on the functionality you require and then click submit. There are also several options for personalising your online view, including changing the font, font size and number of records to be returned.

You can check which options you have selected at any time by looking at far right box in the bottom right hand corner of the screen. Any functionality switched on is in black.

Top Tip: If **Cost Centre** columns don't appear when you are viewing results, don't panic. Your preferences are retained and you should be able to refresh them by going to **Options** and clicking **submit**. To reset your choices at any time simply click **Options**, choose 'switch all off' and click **submit**.

11. Feedback

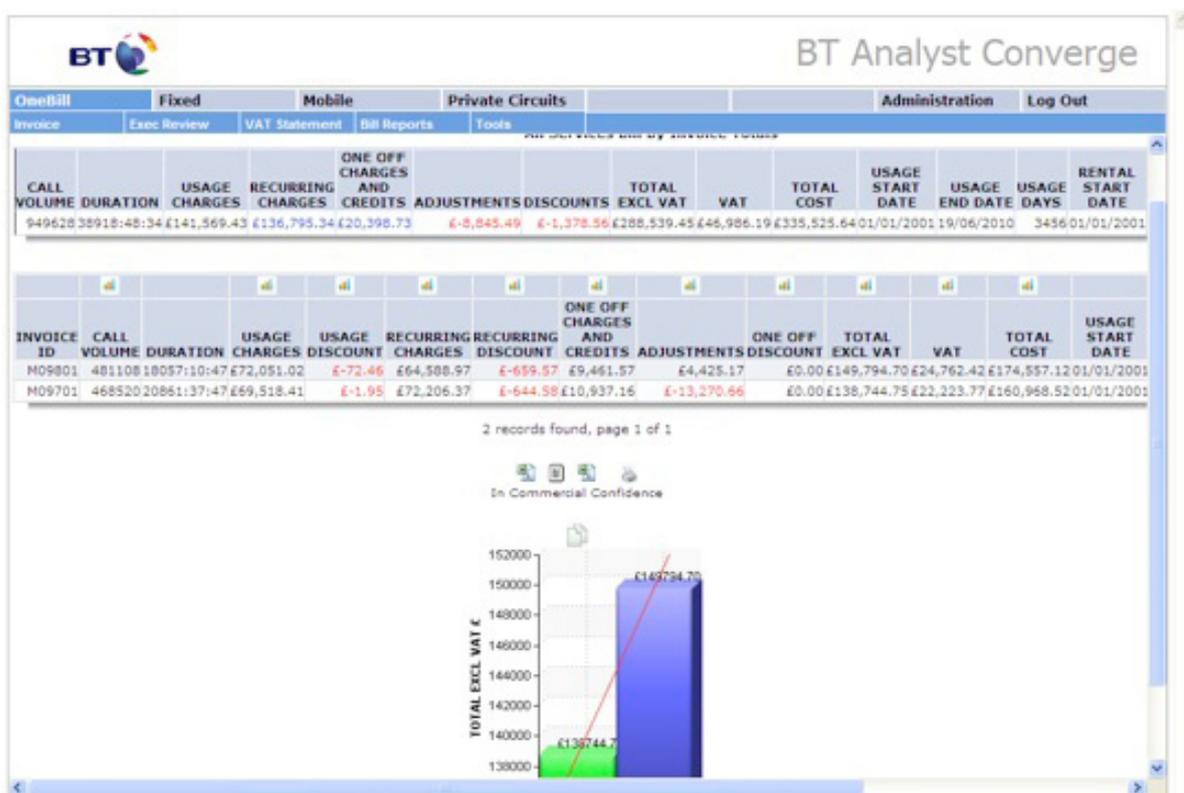
The beauty of BT Analyst Converge is that it is continually evolving and your feedback helps to produce a product that is better suited to your needs. You can submit feedback, and view our responses, via the **Feedback** button at the bottom of the screen or within the **Administration** tab at the top.

12. Trending

Trending reports are available at invoice and call usage levels showing a comparison between invoices selected.

A quick way to change your selection of invoices is to go to **Options** along the bottom, and then use the **Invoice Filter Options** on the right hand side.

To compare the summary charges on two or more invoices, simply go to Bill Reports in the OneBill tab, Bill By Invoice, All Services



Top Tip: It's easy to change the graphical view by clicking on the small graph icon at the top of the individual column heading.

To compare any of the elements of usage charges, go to either the **Fixed** or **Mobile** tab, select the element of interest (in the example below, **All Calls** has been selected), **Trending**.

The screenshot displays the BT Analyst Converge interface. At the top, there are navigation tabs for 'OneBill', 'Fixed', 'Mobile', 'Private Circuits', 'Administration', and 'Log Out'. Below these are sub-tabs for 'Called Numbers', 'Calling Numbers', 'Itemised Calls', 'Invoice Trending', and 'Bands'. The main content area shows a summary of call data for 'All Calls' and a table of records. Below the table is a bar chart comparing the cost of two invoices.

VIEW EXPORT	INV ID	VOLUME	COST	DURATION HHMMSS	FIRST CALL	LAST CALL	% VOLUME	% COST	% DURATION	VIEW EXPORT
	M09801	109183	£19,489.89	5261:26:44	17/03/2010	20/05/2010	44.90%	46.46%	44.86%	
	M09701	134003	£22,455.73	6466:03:09	20/10/2009	22/04/2010	55.10%	53.54%	55.14%	

2 Records found Page 1 Of 1 Pages

The bar chart below the table compares the cost of two invoices. The Y-axis is labeled '% Cost' and ranges from 45 to 55. The X-axis shows two invoices: M09701 and M09801. The bar for M09701 is blue and has a value of 53.54%. The bar for M09801 is green and has a value of 46.46%.

13. Useful reports

How can I quickly identify usage on a specific service number?

You can do this whilst in **Bill Reports, Bill by Service Number**, by clicking on the **search** functionality – magnifying glass – at the top of the **service number column**. This opens up a free text field – you can search by a full or partial service number.

SERVICE	CALL	USAGE	RECURRING CHARGES	CREDITS	ADJUSTMENTS	DISCOUNTS	TOTAL	USAGE START DATE	USAGE END DATE	USAGE DAYS	REN ST/DA	
Telephony	91247 3999:28:23	£15,665.63	£40,357.97	£10,914.40	£397.78	£-1.29	£67,334.49	£11,717.22	£79,051.71	20/10/2009	22/05/2010	21401/11

SERVICE NO	SOURCE ACCOUNT NO	BILL REF	SERVICE	CALL VOLUME	DURATION	USAGE CHARGES	DISCOUNT	RECURRING CHARGES	DISCOUNT	ONE OFF CHARGES AND CREDITS	ADJUSTMENTS	ONE OFF DISCOUNT	TOTAL EXCL VAT	TOTAL VAT
00060383	WM00060383	M002	Telephony	0	00:00:00	£0.00	£0.00	£70.00	£0.00	£0.00	£0.00	£0.00	£70.00	£12.24
00869063	WM00869063	M056	Telephony	0	00:00:00	£0.00	£0.00	£50.00	£0.00	£0.00	£0.00	£0.00	£50.00	£8.75
01132347541	MY48129855	M031	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67
01132348273	MY29129855	M031	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67
01132349831	MY18129855	M031	Telephony	28	00:31:03	£0.31	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.55	£2.72
01132424527	MY68129855	M031	Telephony	18	00:18:50	£0.18	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.42	£2.70
01132424981	MY08129855	M031	Telephony	14	00:07:51	£0.08	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.32	£2.68
01132425177	MY19129855	M031	Telephony	1	00:06:22	£0.49	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.73	£2.76
01132426705	MY57129855	M031	Telephony	21	00:16:20	£0.16	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.40	£2.70
01132427143	MY27129855	M031	Telephony	14	00:09:17	£0.09	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.33	£2.69
01132427909	MY78811745	M064	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67
01132433617	MY87129855	M031	Telephony	0	00:00:00	£0.00	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.24	£2.67
01132434385	MY88129855	M031	Telephony	62	00:16:52	£3.10	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£18.34	£3.21
01132436373	MY77129855	M031	Telephony	11	00:06:31	£0.06	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£15.30	£2.68
01132446247	MY38129855	M031	Telephony	163	07:22:04	£39.53	£0.00	£15.24	£0.00	£0.00	£0.00	£0.00	£54.77	£9.59

892 records found, page 1 of 60

How can I see the **Bill by Service** report across multiple invoices?

You can quickly do this by selecting multiple invoices either going to change invoice on the bottom tool bar and making your selection, or by going to **options**, again on the bottom tool bar, and then making your selection from the **Invoice Filter Options**. Then with these selected, use the **options** tab again and click on show **Invoice Column Display Options**, and then run the **Bill Reports, Bill By Service** report.

Offices worldwide

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