BT Analyst Converge

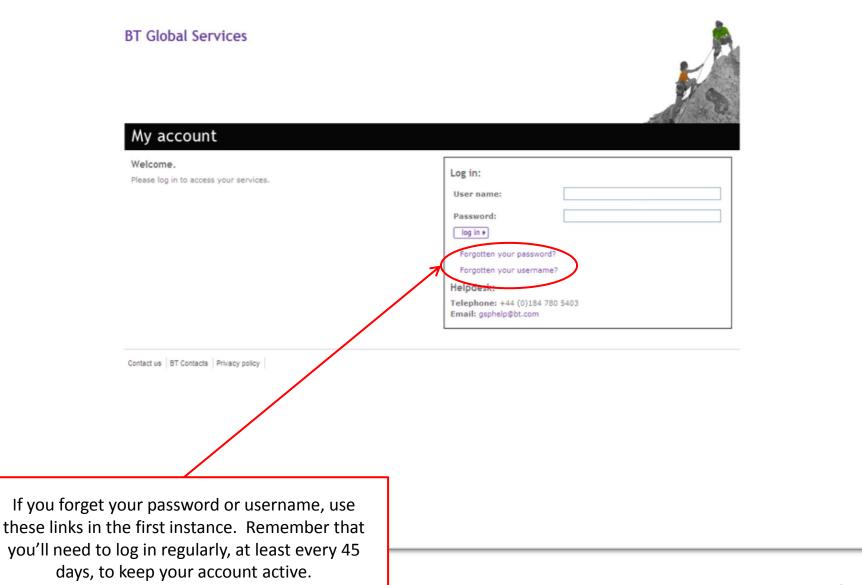## Empowerment
through information

New user quick start guide

This quick start guide has been put together for you as a new user of BT Analyst Converge, to show the key features and functionality.

Index:

BT

BT Global Services

My account

Welcome.

Please log in to access your services.

Log in:

User name: [   ]

Password: [   ]

[log in ▸]

Forgotten your password?

Forgotten your username?

Helpdesk:

Telephone: +44 (0)184 780 5403
Email: gsphelp@bt.com

Contact us | BT Contacts | Privacy policy |

If you forget your password or username, use these links in the first instance. Remember that you'll need to log in regularly, at least every 45 days, to keep your account active.

BT

OneBill	Fixed	Mobile	Private Circuits		Administration	Log Out
Invoice	Exec Review	VAT	Bill Reports	Tools		

BT Value Add | MY ONEBILLPLUS CUSTOMER | John M Main Account
| OneBill Ref: 98069088AC | Invoice Ref: M03801 | Invoice Date: 12/May/2011 | Bill Total: £11,335.26 | Currency: GBP |

Click here to access further breakdowns

BT Contact Details

BT CONTACT NAME
btinformationsolutions@bt.com

DELTA POINT 31 35
WELLESLEY ROAD
CROYDON

SURREY
CR9 2YZ

Invoice Details

Invoice reference   VP 98069088 M03801
Date (and tax point)   12/05/2011

Contact Details
CUSTOMER ACCOUNT CONTACT NAME
MY ONEBILLPLUS CUSTOMER
ACCOUNT ADDRESS 1
ACCOUNT ADDRESS 2
ACCOUNT ADDRESS 3
ACCOUNT ADDRESS 4
ACCOUNT ADDRESS 5
POSTCODE

Our Customer Contact
CUSTOMER ACCOUNT CONTACT NAME

Invoice for Account   VP 98069088

	£2,636.55	Usage charges
plus	£110.00	One Off Charges & Credits
plus	£7,746.93	Recurring Charges
	£10,493.48	Total gross charges
less	£-80.00	Discounts
	£10,413.48	Total net charges
plus	£-958.87	Adjustments
	£9,454.61	Total current charges
plus	£1,880.65	Total VAT
	£11,335.26	**Total current charges including VAT**

THIS IS NOT A VAT INVOICE

In Commercial Confidence

After selecting a OneBill and invoice to view, the key reports can be accessed by clicking on the 'CLICK HERE TO ACCESS FURTHER BREAKDOWNS' link, or by going to the Bill Reports tab. Alternatively, click on the hyperlink text within this invoice view.

Favourites	Feedback	Print	Calculator	Home		CC PB SN IN

Back to index

BT

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

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

| BT Value Add | MY ONEBILLPLUS CUSTOMER | John M Main Account |
| OneBill Ref: 98069088AC | Invoice Ref: M03801 | Invoice Date: 12/May/2011 | Bill Total: £11,335.26 | Currency: GBP 🇬🇧 |

Bill Summary Reports

SERVICE	BILL BY SERVICE	BILL BY SOURCE 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
Telephony	🔍	🔍	🔍	🔍	🔍	🔍	🔍	🔍	NA	£11,335.26	100.0%
All Services	🔍	🔍	🔍	🔍	🔍	🔍	NA	NA	NA	£11,335.26	100.0%

In Commercial Confidence

Key summary reports, with drill down, by product. Click on the magnifying glass icon to drill into the detail. On the Bill by Source Account and Bill by Service Number, look for the 'SEARCH' button to do a quick search for an individual number. All reports can be printed, or the output downloaded to Excel or to a text file.

| | lator | Home | | CC PB SN IN |

User: Ann Inskip   Company: BT Value Add   Login Time: 16/06/2011 10:42:41

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

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

Links
STD Lookup
▶ Download
About
Help

Invoices available for your selected OneBill

ce Ref.	Date	Status
038	MAY11	Currently selected invoice and available for download
037	APR11	Available for online analysis and download
VP98069088AC	M036	MAR11	Available for online analysis and download
VP98069088AC	M035	FEB11	Available for online analysis and download
VP98069088AC	M034	JAN11	Available for online analysis and download
VP98069088AC	M033	DEC10	Available for online analysis and download
VP98069088AC	M032	NOV10	Available for online analysis and download
VP98069088AC	M031	OCT10	Available for online analysis and download
VP98069088AC	M030	SEP10	Available for online analysis and download
VP98069088AC	M029	AUG10	Available for online analysis and download
VP98069088AC	M028	JUL10	Available for online analysis and download
VP98069088AC	M027	JUN10	Available for online analysis and download
VP98069088AC	M026	MAY10	Available for online analysis and download
VP98069088AC	M025	APR10	Available for download only
VP98069088AC	M024	MAR10	Available for download only
VP98069088AC	M023	FEB10	Available for download only
VP98069088AC	M022	JAN10	Available for download only
VP98069088AC	M021	DEC09	Available for download only
VP98069088AC	M020	NOV09	Available for download only
VP98069088AC	M019	OCT09	Available for download only
VP98069088AC	M018	SEP09	Available for download only
VP98069088AC	M017	AUG09	Available for download only
VP98069088AC	M016	JUL09	Available for download only
VP98069088AC	M015	JUN09	Available for download only
VP98069088AC	M014	MAY09	Available for download only

To download the OneBill data previously sent to you by CD, go to Tools on the Onebill tab, Download. We may hold up to two years worth of data, and once you've clicked on the invoice to select it, right click and select 'SAVE TARGET AS' and browse to the location of your choice. It's a compressed file, so you'll need to extract the files using an application like WINZIP, before using

CC PB SN IN

BT Analyst Converge

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

| Cost Centres | Phonebook | Users | My OneBills | OneBill Alert | Format | Feedback | My Notes | Tools |

After viewing your invoice, a good next step is to view the Bill Reports menu within the OneBill tab.

Download the
BT Analyst Converge
User guide

View the
BT Analyst Converge
FAQs

The most frequently viewed report is the "Bill by Service Number" which is available from the Bill Reports menu.

Read our User Guide and Frequently asked Questions. These will answer most if not all of your questions.

Register for
BT Analyst Converge
Webinar training
▶ More

Users are telling us that BT Analyst Converge is simple and intuitive to use.

Join one of our free online training sessions. Here one of our experts will give you a guided tour of BT Analyst Converge. Followed by a Question & Answer session.

Download the
BT Analyst Converge
New user quick start guide

Download the latest
BT Value Add
Brochure

Talk to us. Contact your BT billing team as they can advise on BT Analyst Converge, or use the feedback menu and talk to us.

Really useful link to the support material for BT Analyst Converge - all free to either download or attend. We run two one hour online training sessions a month, with a live presentation and Q&A session

User: Dave Morris   Company: BT Value Add   Login Time: 16/06/2011 11:31

BT

BT Analyst Converge

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

| Cost Centres | Phonebook | Users | My OneBills | OneBill Alert | Format | Feedback | My Notes | Tools | |

Add a new Cost Centre

Search: Telephony without Cost Centres — as you type.

All Your Cost Centres
All Fixed Line Cost Centres
All Fixed Line without Cost Centres
All Fixed Cost Centres not in OneBill
All Mobile Cost Centres
All Mobile Cost Centres not in OneBill
All Mobile without Cost Centres
Telephony Cost Centres
Telephony without Cost Centres
Telephony Cost Centres not in this OneBill

Download New Cost Centre Template   Help

Download 98069088AC Cost Centres

Telephony without Cost Centres in OneBill: 98069088AC

Swap Cost Centre columns

Swap: Select with Select — Submit Reset

	NO	SERVICE	EARLIEST USAGE START DATE	LATEST USAGE END DATE	EARLIEST RENTAL START DATE	LATEST RENTAL END DATE	ADD SINGLE
	41343	Telephony	12/04/2010	06/01/2011	01/05/2010	31/12/2010	X
	2521	Telephony	08/04/2010	04/05/2011	01/05/2010	31/05/2011	X
	16945	Telephony	12/04/2010	08/05/2011	01/05/2010	31/05/2011	X
	48785	Telephony	12/04/2010	08/05/2011	01/05/2010	31/05/2011	X
	02082949227	Telephony	12/04/2010	08/05/2011	01/05/2010	31/05/2011	X
	02082949681	Telephony	12/04/2010	04/01/2011	01/05/2010	31/12/2010	X
	02082949971	Telephony	12/04/2010	08/05/201	01/05/2010	31/05/2011	X
	02082989659	Telephony	12/04/2010	07/12/2010	01/05/2010	31/12/2010	X
	02083014161	Telephony	13/04/2010	09/05/2011	01/05/2010	31/05/2011	X
	02083051521	Telephony	09/04/2010	05/05/2011	01/05/2010	31/05/2011	X
	02083058755	Telephony	17/05/2010	08/05/2011	01/06/2010	31/05/2011	X
	02083058227	Telephony	13/04/2010	17/01/2011	01/05/2010	31/01/2011	X
	0208310104	Telephony	12/04/2010	08/0/2011	01/05/2010	31/05/2011	X
	02083103393	Telephony	12/04/2010	08/05/2011	01/05/2010	31/05/2011	X
	02083103543	Telephony	12/04/2010	08/05/2011	01/05/2010	31/05/2011	X
	02083105239	Telephony	12/04/2010	08/05/2011	01/05/2010	31/05/2011	X
	02083106555	Telephony	12/04/2010	07/01/2011	01/05/2010	31/12/2010	X

202 Records found   Page 1 Of 12 Pages

If you're currently a BT Billing Analyst user, and want to move across to BT Analyst Converge, you'll want to use cost centre functionality. No cost centre information comes through into BT Analyst Converge automatically, but you can easily export any cost centre information from BTBA, and then copy this into the 'DOWNLOAD NEW COST CENTRE TEMPLATE' or manually enter the details by clicking in the 'SEARCH' field, and selecting for example, Telephony without Cost Centres.   Use the 'HELP' file to see the dos and don'ts as these have been put together to help you understand , as an example, the number of characters you can use per field. This will give you a good start, but to find out more about how to add or amend cost centres, how to run reports and filter using the cost centres you've added, either read the User Guide, or join our Cost Centre webinar.

OneBill		Fixed		Mobile		Private Circuits			Administration	Log Out
Invoice	Exec Review	VAT	Bill Reports	Tools						

Send your feedback to the BT Information Solutions team.

To ensure a quick response please make sure you have read our FAQ and User Guide located under Help in the Tools menu. Please also select carefully from the drop down options below, and if you have a query on the data itself, select the first option which will go straight to our billing colleagues.

Please select Feedback type

Please select Feedback type
I have a query on the actual charges in my bill - this feedback will go straight to billing - VP98069088AC - M03801
Add a new OneBill to my profile
Request a BT Analyst Converge account for a colleague
New Report Request
Functionality
Useability
Error or Problem
General Comment

You have 1000 character(s) left.

Please do not exceed **1000** characters when entering your feedback, also please do not copy and paste into this form.

Submit   Reset

Home

If you still have any questions about the application, or the data you're viewing, you can talk to us through the feedback tab. Please take care when choosing the Feedback type, and if you have queries about the data itself, select 'I HAVE AQUERY ON THE ACTUAL CHARGES IN MY BILL' option as this will go straight to your Billing contact.