User guide – Downloads section

Contents

Introduction

This guide will help you get started with Mobile Manager and provides an overview on downloads section. You'll also find supporting information on each page within Mobile Manager via help hints.

Head to: Mobile Manager > Help Menu (on the top right-hand corner)

It's worth noting that not everything in this guide is relevant to all types of users, due to different access permissions. If there's something here you think you need to use, but you don't have the correct user rights to access, please talk to your company's main administrator.

Overview

Mobile Manager (www.mobilemanager.bt.com) provides you with the ability to view and analyse your mobile billing information online, and amongst other services, it also enables you to:

- Create and update a company structure to organise your phones
- Set up other users within your company to use the service
- Create reports based on billing information
- Change usernames
- Change Network Features (Simple Service)
- Change SIM cards
- Request PAC/STAC Codes
- Download Equipment and Airtime invoices

Full itemisation for every user is available, many reports and summaries are available to cover every aspect of usage and spend. Reports can be downloaded in a variety of formats, including .csv and .pdf. Phone users can also easily tag their personal calls (if user access permits) and submit the results for recharging centrally.

Downloads

Reports from the 'Downloads' section differ from those in the 'Reports' menu in that they can only be downloaded and not viewed within Mobile Manager. Once generated, they are available to download for a rolling 12-month period. Due to the fact that Mobile Manager holds the 3 most recent months' itemisation, the download must be generated within that time window.
The reports will run using the phone labels and hierarchy structure at the time the download has been requested. You do have the ability to regenerate a download if information is updating within a billing period.

Data export	Last run	Against	File size	Line count	Status	
Full usage download	-		-		Not scheduled	Schedule data export
Short phone summary	-		-		Not scheduled	Schedule data export
Long phone summary	-		-		Not scheduled	Schedule data export
Charges download	-		-		Not scheduled	Schedule data export
Cross monthly phone summary	-		-		Not scheduled	Schedule data export

To start generating a report, click 'Schedule data export'. Set your format options if necessary, We would recommend ticking the improve excel compatibility box if you are using Excel. Then click 'Create data extract'. Downloads can take some time to create, and you'll see the latest status within the 'Status' column. You will be notified in the top right-hand corner of your screen once this has completed, so you can continue using the site. Once available, a 'Download data export' option will appear.

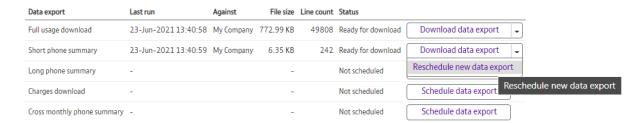| Data export	Last run	Against	File size	Line count	Status	
Full usage download	23-Jun-2021 13:40:58	My Company	772.99 KB	49808	Ready for download	Download data export ▾
Short phone summary	23-Jun-2021 13:40:59	My Company	6.35 KB	242	Ready for download	Download data export ▾
Long phone summary	-		-		Not scheduled	Schedule data export
Charges download	-		-		Not scheduled	Schedule data export
Cross monthly phone summary	-		-		Not scheduled	Schedule data export

Each download summarises information by cost centre name, cost centre code, phone number and username. Here's an overview of each download option:

- Full call data download – This gives you the full itemisation for all the phones you have access to view. It's a good idea to generate and save a copy of this report each month even if you don't need it immediately, so you have the information to hand further down the line just in case.
- Short phone summary – This gives you a cost summary per phone of all your various call types (landline, answerphone, SMS, etc.) and other costs (talk plan, bundle charges, credits, etc.).
- Long phone summary – Contains everything from the 'Short Phone Summary', with a more detailed breakdown of call types, call volume and durations, VAT exempt call costs, plus account and invoice number.
- Charges download – Contains a breakdown of all charges including the relevant descriptions, charge dates, and quantity of items.
- Cross Monthly Phone Summary Report – Provides 12-months of reporting across high level spends from your phone numbers to allow trend analysis.

Rescheduling Downloads.

The reports will run using the phone labels and hierarchy structure at the time the download has been requested. You do have the ability to regenerate a download if information Hierarchy or user information has been updated within a billing period. (To ensure no mis-matching of data).

Select the 'Reschedule new data export' from the drop-down menu. This will re-run the data for you. It will notify you when it is available.

Data export	Last run	Against	File size	Line count	Status	
Full usage download	23-Jun-2021 13:40:58	My Company	772.99 KB	49808	Ready for download	Download data export ▾
Short phone summary	23-Jun-2021 13:40:59	My Company	6.35 KB	242	Ready for download	Download data export ▾
Long phone summary	-			-	Not scheduled	Reschedule new data export
Charges download	-			-	Not scheduled	Schedule data export
Cross monthly phone summary	-			-	Not scheduled	Schedule data export

Reschedule new data export

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