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## User guide – Reports section

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## Introduction

This guide will help you get started with Mobile Manager and provides an overview on site navigation. 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

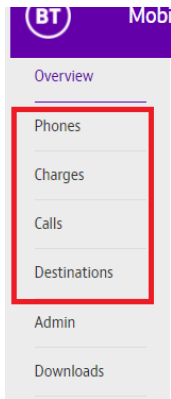
Mobile Manager ([www.mobilemanager.ee.co.uk](http://www.mobilemanager.ee.co.uk)) provides you with the ability to view and analyse your mobile billing information online, and amongst other services, it also enables you to:

- 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.

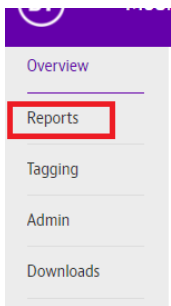
## Reports

The reports menu is available from the left-hand side vertical navigation from every page in Mobile Manager.



There are two views available depending on the way your account has been created.

You will either have individual reports (Phones, Charges, Calls and Destinations) down your left-hand menu to easily access the reports. This type of setup is usually for accounts that only have a few mobile numbers making reporting easy.



Alternatively, if you have a quite a few mobile numbers you have a Report menu with a suite of reports as detailed below to allow you to deeper dive into spend across your numbers.

Should you need the full report suite enabling and don't currently have this view please contact the Mobile Manager team who will be able to change this for you.

### Reports home

Report Finder: I want to report on


Costs	When	Where	How	Report wizard
Monthly charge analysis	Daily usage	Call destination	Mobile voice VPN	Scheduled reports
Cost allocation	Peak/off-peak	Frequently dialled numbers	Roaming	Call reports - New
Phone summary	Hourly usage		Call class	Charge reports - New
Call cost	Longest call		Bundle usage	
Most expensive	Call duration		Inclusive usage by phone	
Call itemisation			Summary of inclusive usage	
VAT exempt				
Invoice details				

The main Reports page breaks down your bills into a selection of quick, customisable reports.

The Reports section is where you'll spend most of your time once you're all set up. From here, you can view a quick summary per user of usage and costs (Costs > Phone Summary), compare peak vs. off-peak usage (When > Peak/Off-peak), view details of your most regularly called numbers (Where > Frequently Dialed numbers), view all roaming usage (How > Roaming), or create your own custom reports (e.g. Report Wizard).

Most reports begin with a summary of the data. From there, you can choose to either sort the results by the departments you've set up in your structure, or by the individual categories from that report. For example, we're looking at the 'Call Class' report here. It's initially broken down by transmission type (in the first column - GPRS, Voice, SMS, etc).

You also have the capability on some reports to list the current month, or the last 3, 6 or 12 months that makes reporting across multiple months easy,

Totals		£48.00	£9.60	£57.60
Account number	Invoice number	Net charges	Total VAT	Invoice total (incl VAT)
My Company	00002673 	£48.00	£9.60	£57.60

For printing, saving and scheduling options, use the icons on the top right of the report you're viewing.



The two icons next to the record type you're viewing control how you drill into the data further:



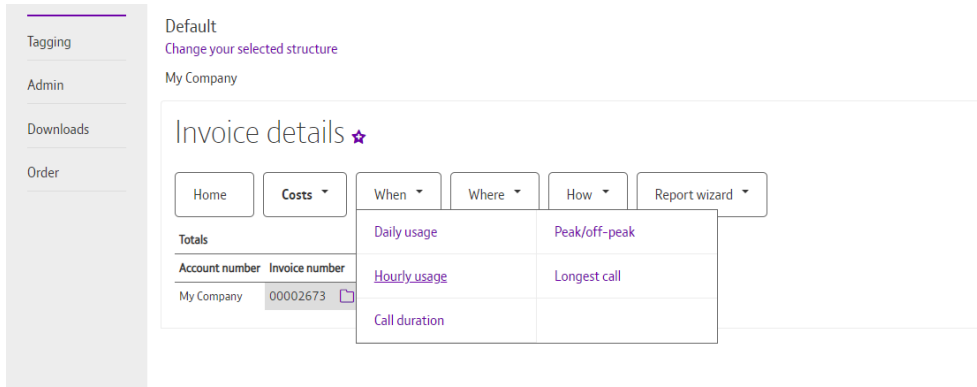
Drills into the company structure for the category you select, i.e., clicking Select Groups in the SMS category will show you all SMS usage per department.



Takes you straight to the itemisation report for the chosen category, showing usage for the entire company.

Once you've drilled into a report, you'll see some extra filtering options at the top of the page allowing you to customise the view or change the breadcrumb trail through your structure.

Also note that once you are within a report, the list of reports that you see when you first entered the 'Reports' section will remain at the top. Hover over a section to view the corresponding reports.

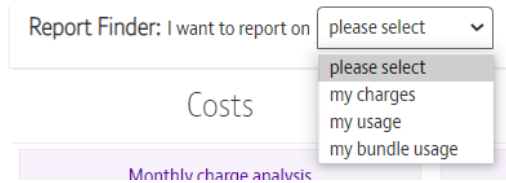


The navigation pane at each report page allows you to move within the menu

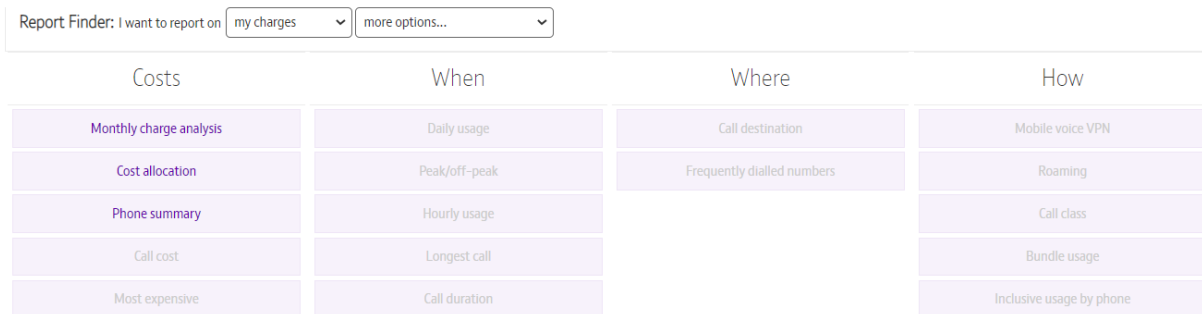
## Report Finder

Using the report finder filter at the top of the report menu, you can allow Mobile Manager to direct to the report or reports that will best suit your query.

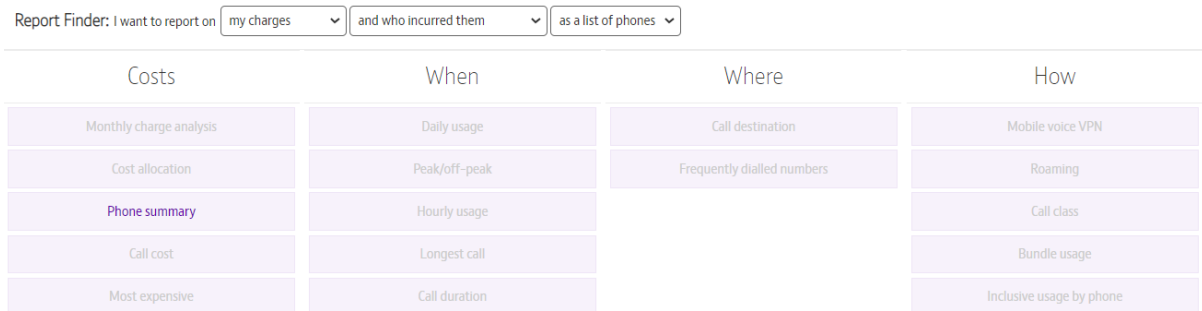
You're able to select what you'd like to report on - charges, usage, bundle usage. The report area will grey out any reports that do not relate to that particular charge type.



If you answer more questions the system will remove non relevant reports.



Until you are directed to the most relevant report as below



## Costs

This menu gives you a breakdown of costs against key metrics (e.g. month, department, etc.).

### Monthly charge analysis

Shows the monthly breakdown of the total bill for the company and the associated invoices.

You can then drill into the report to categorise charges by invoice number or charge type (recurring charge, one off charge, usage charge, etc).

This report displays the entire invoice information and cannot be broken down by company structure. Because of this, only the main admin user can view this report.

This report is also helpful for you to directly reconcile against your invoice.

Showing 1-15 of 17 rows

Totals	17	£959.36	£0.00	£0.00	£0.00	£303.22	£0.00	£217.49	£1,262.58	£1,480.07
Month	No of bills	Recurring charge	Recurring credit	One off charges	One off credits	Usage charges	Usage credits	VAT	Total (excl VAT)	Total (incl VAT)
Sep-2018	1	£56.00	£0.00	£0.00	£0.00	£303.22	£0.00	£36.82	£359.22	£396.04
Aug-2018	1	£56.00	£0.00	£0.00	£0.00	£0.00	£0.00	£11.20	£56.00	£67.20
Jul-2018	1	£56.00	£0.00	£0.00	£0.00	£0.00	£0.00	£11.20	£56.00	£67.20
Jun-2018	1	£56.00	£0.00	£0.00	£0.00	£0.00	£0.00	£11.20	£56.00	£67.20

### Cost allocation

Does the same job as the Monthly Charge Analysis report, but breaks charges by company structure level instead. You can go straight to the list of charges.

This report can be viewed using any company structure that you are assigned to and is available to all levels of user access.

Totals	4	£56.00	£0.00	£0.00	£0.00	£303.22	£0.00	£359.22
Division	Phones	Recurring charge	Recurring credit	One off charges	One off credits	Usage charges	Usage credits	Total (excl VAT)
Human Resources	1	£0.00	£0.00	£0.00	£0.00	£161.61	£0.00	£161.61
Cost centre	1	£28.00	£0.00	£0.00	£0.00	£131.61	£0.00	£159.61
Leigh Test	1	£28.00	£0.00	£0.00	£0.00	£5.00	£0.00	£33.00

### Phone summary

This is a great place to start each month, giving you an overview of each user's usage and charges. You can get a breakdown of the charges by clicking the folder icon next to the phone number. The default view gives you the report from the highest level of the company structure your login allows, and can be filtered to a specific department using the Reporting Structure tab.

You can also select a range of 3, 6 or 12 months as well as select inactive phones. This will show devices that haven't incurred any out-going call/data/text records.

Filters: ▾

Showing data for: 🏢 My Company (Show structure)

Last 3 months ▾
Consolidated rows ▾
Inactive phones only ▾

Showing 1-15 of 40 rows

Totals				0	0 bytes	0	00:00:00
Name ▾	Group code ▾	Phone ▾	Username ▾	Call vol ▾	Data vol ▾	Events ▾	Duration ▾
99999997		08814747818	Username	0	0 bytes	0	00:00:00
99999997		08710175985	Username	0	0 bytes	0	00:00:00
99999997		08802936666	Username	0	0 bytes	0	00:00:00

The 'Phone summary' report summarises the charges for all users in your company

## Call cost

Gives details of all calls made across a group of pre-defined cost ranges, making it very easy to find the expensive calls and identify the user making them.

This report can be viewed using any company structure you are assigned to.

Totals	84	15.15 MB	54	15:32:00	£303.220
Cost range ▲	Call vol ▾	Data vol ▾	Events ▾	Duration ▾	Cost ▾
0.00 🗑️	38	15.11 MB	28	14:45:00	£0.000 →
0.01 to 0.25 🗑️	0	0 bytes	16	00:00:00	£4.000 ↑
0.26 to 0.50 🗑️	14	0 bytes	10	00:16:00	£7.620 ↑

## Most expensive

Lists the 100 most expensive calls/texts/data connections. This report looks at usage across the entire user base – selecting a department in the company structure will not filter the results.

## Call itemisation

You'll find the call itemisation here, either on a per department or per user level. Use the Search box to find a specific user or department, and use 'zero entries' option to toggle between those calls that have no amount. This report can be viewed using any company structure you are assigned to.



## Call itemisation ☆

Home Costs When Where How Report wizard

Filters: ▾

Showing data for: Company 1B (Show structure)

One line per: Division Zero entries: Show

Totals	4	84	15.15 MB	54	15:32:00	£303.220
Division ▾	Phones ▾	Call vol ▾	Data vol ▾	Events ▾	Duration ▾	Cost ▾
Human Resources	1	39	8.08 MB	23	06:16:00	£161.610
Cost centre	1	39	2.03 MB	23	06:16:00	£131.610
Manual test	1	3	4.02 MB	4	01:30:00	£5.000

### VAT exempt

Same as the 'Call Allocation' report above, except this one only shows VAT-exempt usage. VAT-exempt usage typically includes any usage outside the EU, and certain multimedia SMS services. This report can be viewed using any company structure you are assigned to.

### Invoice details

The fixed cost report provides the invoice details and spells out received payments and any outstanding amounts. Because of this, only the main admin user can view this report.

Company structure drill down is also available; ultimately you are presented with a list of usage records which match your selection.

## Invoice details ☆

Home Costs When Where How Report wizard

Totals	£359.22	£36.82	£396.04	
Account number	Invoice number	Net charges	Total VAT	Invoice total (incl VAT)
My Company	00002661	£359.22	£36.82	£396.04

### When

This menu gives you a breakdown of costs against various time ranges.

## Daily usage

Breaks down the month's usage into a day-by-day summary. You can then drill into each day's results by department (down to individual user level) or hit the folder icon to go straight to the full itemisation for that day.

## Peak/off – peak

Similar to the 'Daily Usage' report above, except this splits usage out into peak and off-peak categories. This report can be viewed using any company structure you are assigned to.

## Hourly usage

The 'Hourly Usage' report collates all usage across the month at each hour of the day. This report can be viewed using any company structure you are assigned to.

## Longest call

Lists the top 100 longest calls made that month.

## Call duration

Separates voice calls into groups of specific durations. Ideal for identifying unusually long calls. This report can be viewed using any company structure you are assigned to.

### Call duration ☆

Home Costs ▾ When ▾ Where ▾ How ▾ Report wizard ▾

Filters: ▾

Showing data for: Company 1B ([Show structure](#))

Totals	84	15.15 MB	54	15:32:00	£303.220
Duration range ▲	Call vol ▾	Data vol ▾	Events ▾	Duration ▾	Cost ▾
00:00	0	0 bytes	0	00:00:00	£0.000 →
00:01 to 00:30	14	0 bytes	0	00:07:00	£30.560 ↑
00:31 to 01:00	0	0 bytes	0	00:00:00	£0.000 →

*You can drill further into department or line itemisation*

## Where

This menu shows you where the call costs are getting incurred from.

## Call destination











Breaks down your usage by the type of call made.

Each destination can be broken down into relevant sub-categories. For example, clicking the folder link on Landline breaks those calls down geographically, doing the same with the Roaming calls groups them by the foreign network the calls were made through.

This breakdown is only available to users assigned at the top level of the company structure; all other users will go directly from the destination category to the itemisation.

This report can be viewed using any company structure you are assigned to.

### Call destination ☆

Home	Costs ▾	When ▾	Where ▾	How ▾	Report wizard ▾
Filters: ▾					
Showing data for: Company 1B <a href="#">(Show structure)</a>					
Totals	84	15.15 MB	54	15:32:00	£303.220
Destination category ▾	Call vol ▾	Data vol ▾	Events ▾	Duration ▾	Cost ▾
Roaming  	20	0 bytes	0	00:25:00	£20.900 ↑
International  	18	0 bytes	0	00:22:30	£9.240 ↑
Other  	10	0 bytes	0	00:09:30	£20.780 ↑
Premium rate  	10	0 bytes	0	00:05:00	£15.000 ↑
On Net  	8	0 bytes	0	03:49:10	£0.000 →

## Frequently dialled numbers

Organises all outgoing calls by number dialled, allowing you to quickly see the most popular numbers your users call.

## How

Helps you view calls into specific categories.

## Mobile voice VPN

Breaks down usage based on your Mobile Voice VPN setup. Calls are categorised by the origin and destination (office or mobile phone). For example, Mobile to Office shows calls from the company mobile phones to your office numbers in the closed user group.

This report can be viewed using any company structure you are assigned to.

## Roaming

Details all usage from outside the UK, categorised by incoming and outgoing calls, SMS and GPRS.

Especially useful for companies with high international usage or finding out if a user has been using the company mobile on holiday.

This report can be viewed using any company structure you are assigned to.

## Call class















Breaks down usage by transmission types (Voice, SMS, GPRS, etc).

This report can be viewed using any company structure you are assigned to.

Home Costs ▾ When ▾ Where ▾ How ▾ Report wizard ▾

Filters: ▾

Showing data for: Company 1B ([Show structure](#))

Totals		84	15.15 MB	54	15:32:00	£303.220	
Transmission type ▾		Call vol ▾	Data vol ▾	Events ▾	Duration ▾	Cost ▾	
Data	 	0	15.15 MB	0	00:00:00	£230.000	↑
Voice	 	84	0 bytes	0	15:32:00	£65.920	↑
SMS	 	0	0 bytes	50	00:00:00	£6.100	↑
Multi media services	 	0	0 bytes	4	00:00:00	£1.200	↑
GPRS	 	0	0 bytes	0	00:00:00	£0.000	→
Fax	 	0	0 bytes	0	00:00:00	£0.000	→
Email	 	0	0 bytes	0	00:00:00	£0.000	→

## Bundle usage

Breaks down usage into 'Inclusive/Discounted' (any usage that either comes out of a bundle or is reduced in price by one) and 'Additional' (any usage charged at the full rate). You can then drill further into the results by category or department.





This report can be viewed using any company structure you are assigned to.

### Bundle usage ☆

Home Costs When Where How Report wizard

Filters: ▾

Showing data for: Company 1B (Show structure)

Totals	34	15.11 MB	28	14:40:00	£0.000
Bundle ▾	Call vol ▾	Data vol ▾	Events ▾	Duration ▾	Cost ▾
Inclusive discounted  	34	15.11 MB	28	14:40:00	£0.000 →
Excluded  	0	0 bytes	0	00:00:00	£0.000 →

## Inclusive usage by phone

Similar to the 'Bundle Usage' report above, except this report also gives details of any cash bundles on the account.

## Summary of inclusive usage

Displays all available usage bundles, giving a brief summary of total units used and rolled over for each.

Drill down to see which handsets used each bundle, and the total units they each used.

As this report collates usage across the entire account, it can only be viewed by users with top level access.

## Report wizard

The 'Report Wizard' tool allows you to run custom reports on your billing data. You can create reports based on usage with 'Call Reports' and reports based on charge information via 'Charge Reports'.

## Scheduled reports

In this section, you'll be able to view any reports that you have scheduled from Mobile Manager.

## Call reports – new

The 'Call Report' contains a number of filters you can use to tailor your report.

- 'Who' – select the area to report on, from the entire company down to an individual user.
- 'Where' – Specify the dialled number, area code, place called or internal calls
- 'When' – specify a date and time range, and peak/off-peak times
- 'How' – Specify a usage type (voice, SMS, GPRS, etc.) call destination, roaming / not roaming

Click 'Run' to see the results or if you want to run the same report each month, click 'Save' and 'Run' instead. Saved reports appear under the 'Scheduled Reports' menu.

Home Costs When Where How Report wizard

Who Where When How Duration Cost Sort by

Select structure...  
Current selection  
Default  
Company 1B  
Cost centre  
607: Finance&Marketing  
Main structures  
Historic

Phones in and below Finance&Marketing or  Phones in Finance&Marketing only

Advanced phone search  Exact

Run Save and run

Your selected criteria  
Group Finance&Marketing  
Sort on Date, Descending

As you build up your report the Your Selected Criteria box on the right-hand side of the screen begins to build up with the selected filters.

## Charge reports – new

'Charge reports' work in the same way as the 'Call Reports' above, except they look at talk plans, bundles and one-off charges (anything that isn't phone usage, basically).

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