



BT Billing Analyst Frequently Asked Questions

Who do I contact for help with BT Billing Analyst?

You can contact evolutiononline@bt.com. Second-line support is available from One Future Communications at support@onefuture.co.uk.

How Do I Install BT Billing Analyst?

An install is available to download from BT at <https://business.bt.com/billing-analyst/>. Download the install Zip file, and extract the files to a folder of your choice. Within the extracted file, find "setup.exe", and right-click it. From the popup menu that will be displayed, select "Run As Administrator". Then follow the steps in the installation package. For more information, refer to the BT Billing Analyst User Guide.

How do I register Billing Analyst?

On the first run of the programme you will be required to register the program. A form will be displayed where you can enter contact details and an account number. When you click to register, the programme will attempt to register online. If online registration fails, a serial number will be displayed to you. Send this serial number to evolutiononline@bt.com. You will then be provided with a registration number that will allow you to register offline.

How do I run Billing Analyst?

When Billing Analyst is installed, it will run automatically at the end of the process. The install will also create a folder "BT" displayed when you click the "Start" button. That folder will contain a shortcut to the programme. A shortcut will also be added to the desktop of the PC.

What are the different ways to run Billing Analyst?

Two "Views" are available. "Analyst Pro" offers a wide variety of reports, and management facilities that allow you to add information of your own to get the best out of the program. "Analyst Lite" offers an "At A Glance" view of the headline figures for your bill, and highlights a number of headline figures in the space of a few screens. You may also customise the "Lite" view to show you the most important figures. You can switch from one View to another at any point. You can also set which View you would like to open whenever you start Billing Analyst. This can be done by going to the main menu of "Analyst Pro", and right-clicking "Switch To Analyst Lite". You may then set whichever View you wish to start with.

How do I import data?

Click on the "Import Data" button on the main menu. Ensure that the Zip file you downloaded from BT has been extracted. On the Import screen select "BT OneBill", and select the F7 file from the data set you have just extracted (NB - do not select the Zip file). If you wish to create a new project from your data, select the "New Project File" option. If you want to add the current bill to an existing project, select "Append To Existing Project File", and select the project to which you want to append the data. Click "Start Import". The import process will begin, and will display the Invoice for that bill once the import is finished.

How do I see more details when looking at a report?

The reports in Billing Analyst are run by pressing buttons on a report screen. If the button for a report is shaded with a dark grey colour, it is possible to "drill down" from the displayed report to more reports with a greater amount of detail. Drill down reports may be accessed by clicking a row in a report grid to see more information on that item, or a "Next" button will be displayed in the toolbar at the bottom of the screen. You may then go back up the levels of detail by clicking the "Previous" link.

Can I select the results I see in a report?

Yes. At the right-hand side of each report screen is a panel providing report parameters. Each of the parameters is colour-coded. That colour-coding is then repeated in tabs displayed under each report button. The tab colours denote which parameters may be used in conjunction with that report. Select the parameters you wish to apply on the right-hand side of the report screen, and then click on the chosen report. The report will then run including only data matching the parameters you have set.

How do I add names to phone numbers?

Two ways exist to do this. First, you can click on "Phone Book Management" in the "Utilities" frame on the main menu. You can then assign names to any service number in the project. Secondly, if you are running a report that supports the phone book, you may right-click the number to which you want to assign a name, and select your chosen name.

How do I assign a Cost Centre to a number?

Click on "Cost Centre Management" on the main menu. On the following screen, click on "Edit Cost Centres". You can then create, edit or delete Cost Centre names, and assign them to any service number listed against the account for the current project. You may also assign Cost Centre names in bulk by creating a CSV file containing the Cost Centre Details, and importing it. This is done by clicking on "Import Cost Centres from Comma Delimited (csv) File" on the Cost Centre Management screen.

Can I make up my own reports?

Yes. On the main menu, click "Bespoke Report Generator". This will open a new programme. You may then select the report type you want to create, and then select the specific pieces of information you want. The reports you create can then be output to CSV or Excel.

How do I change the folders Billing Analyst uses to store data?

On the main menu click "Folder Management". You can then select any folder on the local PC, or any mapped drive. From that point on, Billing Analyst will look in the specified folder for its data. If you want to move existing data files to the new folder, make sure that the "Move Files" checkbox is ticked. If you want other PC's running Billing Analyst to use the same folders you have just set, assign the folder names in the way described above, but **do not** check "Move Files". This will mean that all PC's will use the same sources for data, and all users will see the same settings.

I am seeing a warning that my Billing Analyst licence will expire. What should I do?

Go to <https://business.bt.com/billing-analyst/>, and download the latest version of Billing Analyst. Install this version directly over your current installation to update and upgrade your application to the newest version.

A customer is having problems with Billing Analyst, but I am unsure of the cause. What can I do?

Ask the customer to run the InstallationDiagnostics program, which can be found in the program folder for Billing Analyst (usually C:\Program Files (x86)\BTBillingAnalyst). This will compile extensive information on the customer's installation in a file called InstallationDiagnostics.txt. You can then check the content of this file by using the DiagnosticsViewer program, which will point out any problems, and possible solutions. The DiagnosticsViewer programme is available from One Future Communications Ltd for Help Desk staff. If you are still uncertain of the cause of the problem, contact support@onefuture.co.uk, or Angela Quantrell at angela.quantrell@bt.com, sending the details of the problem, and the Installation Diagnostics file.

More help is available in the BT Billing Analyst User Guide. The information contained in the User Guide is shown below, including page numbers:

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