BT Billing Analyst
Quick Guide

What is BT Billing Analyst?

BT Billing Analyst is a software package that enables you to view the details of your monthly BT bill through a wide variety of reporting facilities. Billing data is downloaded from the BT bill website, and then imported into Billing Analyst. Once imported, you can view the details of your bill at various levels, from simple summary reports to comprehensive, itemised reports.

Billing Analyst also includes various management facilities that allow you to view the charges applied to separate areas of your organisation, or to focus on specific areas of spending.

What reports does it offer?

Reports are split into four categories: Itemised Reports, Mobile Handset Reports, Private Circuit Reports and Summary Reports. Each of these categories is provided on its own devoted report screen.

Each screen includes parameters which may be applied to the reports, enabling the user to concentrate on specific dates, call times, distance bands, Cost and Duration thresholds, account numbers or Cost Centres, or call types.

Most reports provide a "drill-down" facility, whereby the user may click on a line in the report to see a more detailed breakdown of the charges shown on the chosen line.

All reports provide the facility to output the content to a printer, to a fully-formatted Excel document, or to a CSV file (Excel and printer output may not be available where the report size exceeds a row-limit).

Itemised Call Reports show the individual calls made during the billing period. Various report formats are available, including:

- All calls made
- Most expensive calls made to UK, non-UK, mobile or Roamed destinations
- Most frequently called numbers for UK, non-UK, mobile or Roamed destinations.
- Calls from, or to, a specified number
- Chargecard, or Directory Enquiry calls
- Summary by Telephone number, cost or duration
- Calls made "out of hours"
- Calls made between two sites
- Daily or Hourly call summary
- Telemarketing calls

Mobile Handset Reports are similar to the above Itemised Call Reports, but detail only calls made on Mobile Handsets.

Summary Call Reports show overall charges contained in the bill, such as Usage charges, One-Off Charges, Recurring Charges, Adjustments and Discounts. The Summary Reports screen includes the following reports:

- Invoice for the current bill
- VAT Statement
- Executive Summary
- Billing Services Summary
- Current Bill by Service Number
- Usage, One-Off, and Recurring Charge reports
- Adjustment and Discount reports

It also provides Cost Centre reports, which allow the customer to view how charges have been applied throughout their organisation; a Zero Usage report, which shows service numbers that have not had any charges applied; and a summary of charges for Mobile handsets.

The Summary Call Reports screen also provides the user with the facility to compare the charges for the current bill with previous bills on a like-for-like basis.

Private Circuit Reports show details for any Private Circuit information contained within the bill. Reports include:

- Total Circuit charges
- All Circuit elements
- Part Rentals
- Exceptions
- Maintenance
- Equipment
- Circuit Activity
- Network Charges
- Equipment Charges
- Maintenance Charges
- One-Off Charges
- Other Charges/Credits
- Term Discounts
- Total Charges
- Rental Credits
- Account Level Charges

The report screen also allows the customer to compare the charges in the current bill with those contained in previous bills on a like-for-like basis.

What other facilities does Billing Analyst offer?

BT Billing Analyst offers a number of facilities that help the customer understand their bill. These include:

Cost Centre Management

Billing Analyst provides the possibility of creating a Cost Centre structure that reflects the organisation of the customer's company, and assigning each telephone number on the bill to one of those Cost Centres. For example, a Cost Centre may be created for each office or branch, with all telephone numbers within each office being assigned to the relevant Cost Centre.

The Cost Centre Management screen provides the facilities to create and amend a Cost Centre structure as required. Cost Centre changes made in one project will be carried over automatically to any other projects using the same account number.

Intersite Management

Some reports within Billing Analyst provide information on calls between different telephone numbers within the customer's organisation. The Inter Site Management facility allows telephone numbers to be associated with a site name, which can then be included in Inter Site reports, making it clearer which sites have been in communication with each other. Changes to the Inter Site setup of one project will be carried over automatically to other projects under the same account number.

Phonebook Management

This facility allows a name to be assigned to any of the telephone numbers appearing in the bill, whether they are the customer's telephone numbers, or those of the recipients of the calls. These names can then be set to appear in many of the Billing Analyst reports, either instead of, or as well as the actual numbers. Name changes made to the currently

loaded project will be carried over to any other projects using the same account number.

Out of Hours Management

It is possible to identify given times of day, or particular days, or specific dates as "Out of Hours". Reports are then provided in the Itemised Reports section that can identify calls made during those periods.

Templates can be created as required with specific characteristics (e.g. one for general use, another for a normal holiday period, and so on), which can then be applied to the Out of Hours reports.

Password Protection

BT Billing Analyst allows a password to be set for any users wishing to use the application. Multiple users may be set up with a username and password.

Folder Management

This facility allows the customer to decide where application data, account or billing information is stored by BT Billing Analyst. This allows the data used by Billing Analyst to be stored in a central location, meaning that multiple computers may be set up to use Billing Analyst, all using the same source of information. It also facilitates the customer's backup procedures, by making it possible to store information on a network drive.

Number Monitoring

Billing Analyst allows descriptions to be applied to specific Called numbers. A report is then available in the Itemised Reports screen that details calls to these numbers from each of the customer's telephone numbers.

Cost Centre Projects

When a Cost Centre structure has been set up for an account, it is possible to create individual bills for each Cost Centre within that structure, thus enabling a user to concentrate on a single Cost Centre, rather than seeing it as part of the overall bill. This facility allows the current bill to be split into separate projects for each Cost Centre, at whichever level of the Cost Centre structure is required.

Which computers can run BT Billing Analyst?

BT Billing Analyst is compatible with Personal Computers running any supported version of Microsoft Windows, currently Windows 10 and Windows 11.

Where can I get more information?

Go to https://business.bt.com/billing-analyst for information on how to apply for BT Billing Analyst.