



Online Customer Portal User Guide

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Welcome to the online customer bill management service from JabbaTalk.

This website will allow you to view your call charges and service lines as they will appear on your invoice, as well as providing copies of all your invoices for download.

This guide will take you through the basic function of the website and assist you in getting the most out of this service.

The Bill Summary Screen

Category	Amount
OUTBOUND CALLS	
UK Local Calls	£5.84
UK National Calls	£10.31
Mobile Calls	£31.83
Non Geographic Calls	£104.60
MOBILE CALLS	
Voice Calls	£0.00
Data Charges	£0.00
INBOUND CALLS	
Local Calls	£0.00
Freephone Calls	£0.00
National Calls	£0.00
Other Calls	£0.00
LINE RENTAL AND SERVICE CHARGES	
20 DDI Range (DDI Single Rental)	£2.71
8MG Business Broadband Rental (OPT2)	£19.99
CLIP (Caller Line Identity Presenta	£0.46
ISDN2 CLOP	£0.46
ISDN2 Single Number DDI (Single num	£0.14
ISDN2e (Line rental - Digital Syste	£53.47
PSTN (Fax) - Line rental business s	£5.03
PSTN - Alarm Line (Line rental - Bu	£5.03
PSTN - Broadband (Line rental - Bus	£5.03
Net Amount Due (Excluding VAT)	£388.34
VAT	£59.20
Total Amount Now Due	£447.55

The Bill Summary screen is the first thing you will see upon logging into the service.

The information displayed on this screen is relative to the month shown in the drop down box in the top right. You can choose from any previous month or you can also view your unbilled transactions. The PDF symbol beneath this box will open up a copy of the invoice for the month in question.



The 'Outbound Calls' breakdown screen

Type	Description	startDate	startTime	CallType	NickName	CallFrom	CallTo	Duration(s)	Amount (£)
Outbound	Clitheroe	02/07/2012	14:29:15.0000	UK National		01438742242	01200453114	103	0.0175
Outbound	Bournemouth	02/07/2012	12:15:55.0000	UK National		01438742242	01202664055	29	0.0049
Outbound	Colchester	05/07/2012	09:17:47.0000	UK National		01438742242	01206393540	29	0.0049
Outbound	Consett	05/07/2012	13:00:53.0000	UK National		01438742242	01207508111	22	0.0037
Outbound	Carlisle	09/07/2012	16:55:47.0000	UK National		01438742242	01228403600	98	0.0167
Outbound	Bedford	03/07/2012	09:33:49.0000	UK National		01438742242	01234795861	71	0.0121
Outbound	Bedford	03/07/2012	09:50:04.0000	UK National		01438742242	01234795861	61	0.0104
Outbound	Bedford	03/07/2012	10:21:20.0000	UK National		01438742242	01234795861	89	0.0151
Outbound	Bedford	03/07/2012	10:32:15.0000	UK National		01438742242	01234795861	72	0.0122
Outbound	Bedford	03/07/2012	11:01:27.0000	UK National		01438742242	01234795861	72	0.0122

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

Clicking on any of the lines on the Bill Summary will open up a detailed overview.

All of the categories are collapsible and each of the lines beneath them link to a detailed overview of the calls or services you have selected.

The 'Service Lines' breakdown screen

InvoiceNumbe	NickName	PhoneNumber	Description	Amount (£)	VatAmount	Quantity	StartDate	EndDate
390		01438768780-99	Monthly 20 DDI Range (DDI Single Rental)	7.4000	1.4800	1	01/05/2012	31/05/2012

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Show Records: 10


Each of the columns allows for filtering of the data with a variety of parameters and you can choose to display the records relative to any one of the available headings.

To display the call or service information relative to telephone number, navigate to the tab bar at the top of the screen and click for 'Itemised Calls' or 'Service Charges'.

The Itemised Calls tab

Itemisation

Show Records: Telephone Number: NickName:



Type	Description	startDate	startTime	CallType	NickName	CallFrom	CallTo	Duration(s) Σ	Data(MB) Σ	Amount (£) Σ
Data	MODATA	05/07/2013	09:54:20	MODATA		07093002258	MODATA	0	29.00	2.97
Data	MODATA	05/07/2013	10:25:20	MODATA		07093002258	MODATA	0	32.00	3.28
Data	MODATA	05/07/2013	11:04:20	MODATA		07093002258	MODATA	0	15.00	1.54
Data	MODATA	05/07/2013	11:09:20	MODATA		07093002258	MODATA	0	37.00	3.79
Data	MODATA	05/07/2013	12:02:20	MODATA		07093002258	MODATA	0	22.00	2.25
Data	MODATA	05/07/2013	13:10:20	MODATA		07093002258	MODATA	0	2.00	0.20
Data	MODATA	05/07/2013	15:41:20	MODATA		07093002258	MODATA	0	149.00	15.26
Data	MODATA	05/07/2013	22:34:20	MODATA		07093002258	MODATA	0	45.00	4.61
Data	MODATA	05/07/2013	23:14:20	MODATA		07093002258	MODATA	0	176.00	18.02
Data	MODATA	06/07/2013	19:00:20	MODATA		07093002258	MODATA	0	20.00	2.05
								Sum = 0	Sum = 40,941.00	Sum = 4,191.84

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37

As with the previous page, the data can be sorted and filtered by clicking on the relative column heading. To filter by telephone number, use the drop down box just beneath the page heading.


You can also view by nickname if this has been set up for you and you can increase the number of results per page up to a value of 100 by using the other drop down boxes.

If you require more than 100 entries on the same screen, we recommend you use the MS Excel logo in the top right corner, which will download a spreadsheet of all the data in your current search.

The Service Charges tab

Services

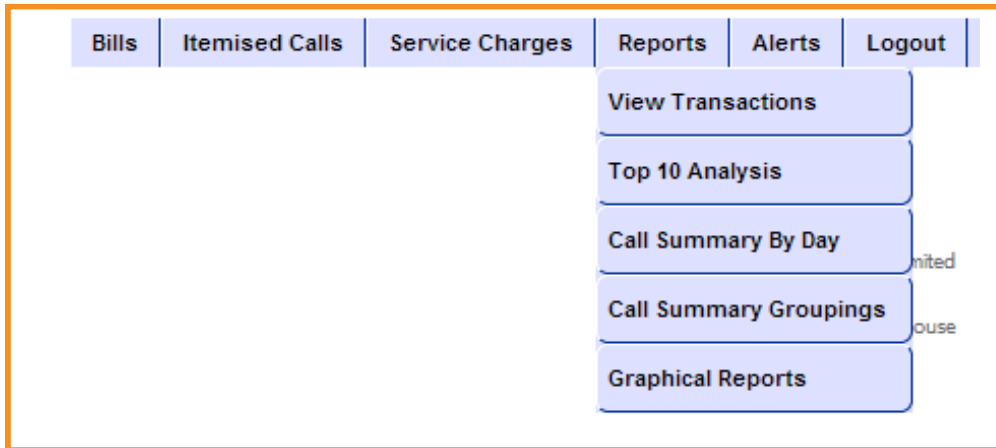
Show Records: Telephone Number: NickName:



InvoiceNumbe	NickName	PhoneNumber	Description	Amount (£) Σ	VatAmount Σ	Quantity Σ	StartDate	EndDate
429		01438721968	Call Charges	0.35	0.07	0		
429		01438742242	Call Charges	67.20	13.44	0		
429		01438742311	Call Charges	0.22	0.04	0		
				Sum = 67.77	Sum = 13.55	Sum = 0.00		

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List of customer reports



Next to the 'Service Charges' tab is the 'Reports' section. This includes the top three most popular reports as well as a graphical representation of your records and an invoice repository under the 'View Transactions' tab.

The 'Top 10 Analysis' report

Top 10 - Analysis

Telephone Number:

Select Report:

Destination	PhoneNumber	OtherParty	StartDateTime	Duration(s)	Amount (£)
United Arab Emirates - Mobile	01438742242	00971555619649	05 Jul 2012 17:18:08:000	1228	9.7380
United Arab Emirates - Mobile	01438742242	00971555619649	05 Jul 2012 10:39:36:000	721	5.7175

The 'Top 10 Analysis' report is capable of displaying the 10 best matches for longest duration, most expensive and most frequently dialled numbers. All of the available reports can be filtered by telephone number for ease of use and feature the ability to sort by column.

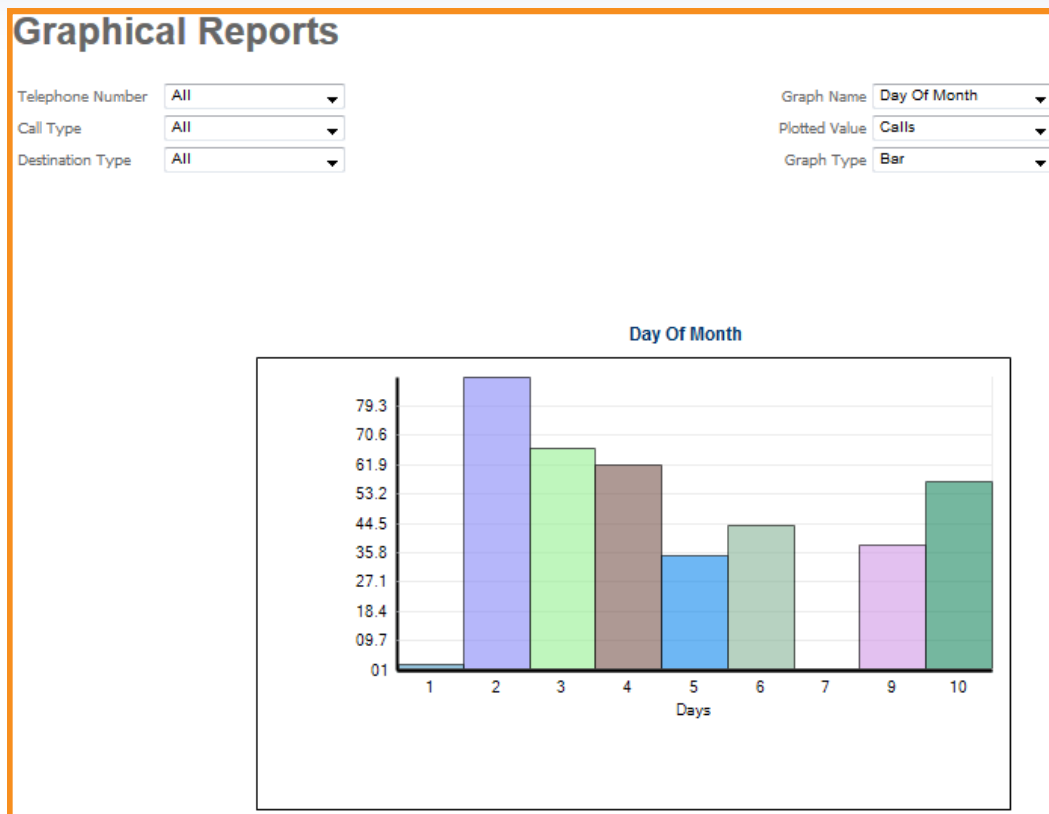
The 'Summary by Grouping' report

Customer Summary

GROUP BY:

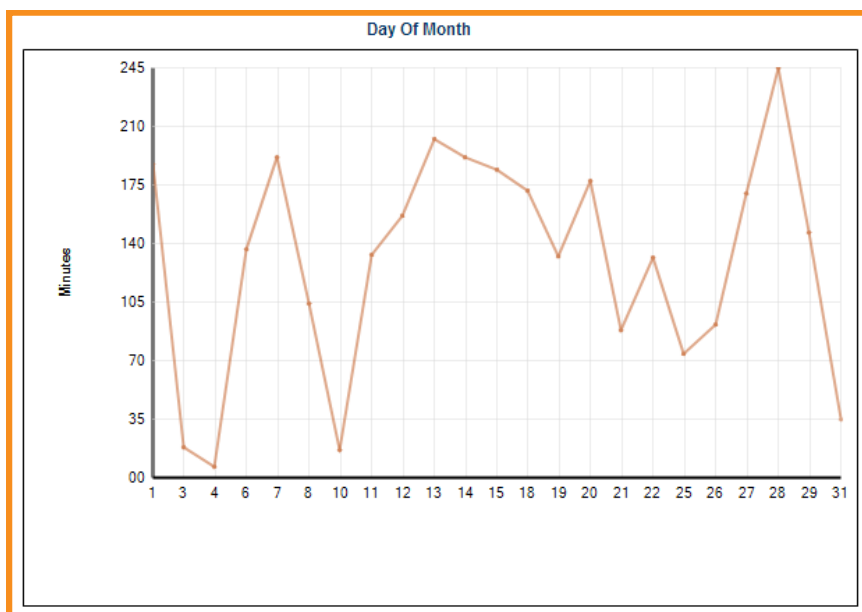
PhoneNumber	NickName	Duration(s)	TimeOfDay	ChargeType	CallCount Σ	Amount Σ
01438721968		177	E	UK MultimedG6	1	0.3502
01438742242		738	D	0030	1	0.4120

The 'Graphical Reports' Screen



The service also features the ability to view your figures by duration, spend and call as a graphical representation. You can choose from a bar or line graph and can filter the information displayed by call type, destination type and telephone number.

The 'Line Graph' View



The Alerts Screen

Bills | Itemised Calls | Service Charges | Reports | Alerts | Logout

Customer
Kanegrade Limited
Address
Ingredients House
Caxton Way
SG1 2DF

Account Number
SUN000161

View Alert Rules

Add Alert Refresh

Alert Rule	Telephone Number	Alert Type	Live	Action
International over £10 outside office hours	01438721968	Call	<input checked="" type="checkbox"/>	
Outside office hours		Call	<input checked="" type="checkbox"/>	

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The new Alerts section allows you to create and maintain a set of rules concerning the spend, duration or timing of your managed calls. When a rule is broken, an email message is sent out to inform you of this prompting you to take the relevant action.

Creating a New Alert Rule

Active Rule

Frequency: Monthly

Rule Name: *

Rule Type: Call

Telephone No.:

Call Type:

Cost Exceeding £: Hour 0 Minute 0

Duration Exceeding:

Weekday: Before 0 0 After 0 0 Any Time

Weekend: Before 0 0 After 0 0 Any Time

Email Address:*

Rule Description:
Any Call

Save

When creating an alert, the rule description at the foot of the active screen will update automatically, providing a description of the rule you have established.



For further information, or for any assistance with the service, please contact:-

Jabbatalk

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Fault Reporting

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