Bilmax21 Quick Reference Help

Introduction

Bilmax21 is a browser based reporting module that forms part of the Telmax21suite of products. The module has been designed to deliver consolidated billing information not only from the data captured from the PABX but other sources such as electronic carrier bills, which includes mobile phones..

The reports are accessed using Windows Internet Explorer version 5.5.SP2 or greater so there is no need to install any additional third party client software on the user's PC.

The Bilmax21 reports have comprehensive drilldown, sort and filter features built in to the various levels of summary and detail reports giving the ability to analyse data down to individual transaction level.

Overview

The Bilmax21 reports are normally configured to run once a month to coincide with the normal accounting periods of VicTrack.

The system is configured to automatically notifying by email when new reports have been published and are available for viewing.

The Bilmax21 Home page provides the options to firstly select the monthly billing period and secondly the distribution list of cost centres to be viewed. Once these are selected, the Cost Centre Summary report is the first report to be displayed with cost centres based upon the access level the administrator has configured for the particular user.

This report like the others can be sorted and filtered in a number ways to reduce the data being viewed and the graphs at the foot of the reports change dynamically to reflect the new data set selected.

The lower level detail reports are accessed from the Cost Centre Summary report by clicking on the appropriate link in the Service Type column.

The next level of report is the Service Detail and depending upon the Service Type selected you can have multiple report view options on the top navigation bar
The final level of report provides detailed information, which in the case of the Fixed Line Call Charges it gives information on each call made during the period on an extension by extension basis.

Navigation Bars, Boxes and Buttons

There are a number of navigation bars, selection drop boxes and screen buttons that are common throughout the Bilmax21 reporting module.

Bilmax21 Navigation Bar

The Navigation Bar at the top of the Bilmax21 report window provides direct links to various elements of the Bilmax21 module.
Clicking on **Home** from any Bilmax21 screens will return you to the Bilmax21 Home page.

Clicking on **Show Directory** from any Bilmax21 screen will activate the dynamic Directory Enquiry facility.

Dependant on which report is active, links may be displayed that allows toggling between reports, eg: **Show Service Detail Call Breakdown** etc.

Report Level Navigation/Drilldown

Bilmax21 displays the level at which the data is being displayed, in a navigation bar at the head of each Bilmax21 report.

By clicking on the desired level entry on the navigation bar, the report for that level can be displayed directly, without stepping back through the intermediate levels.

Filter Button

The **Filter** button is available within each of reports and displays a selection box for **Columns** and **Operations** when clicked. An **Apply** and a **Clear** button are also provided. Filters may be applied to multiple columns, for each column that has had a filter applied, the column header box background colour changes.

Columns Box

The **Columns** selection box displays a drop down menu when the down arrow is clicked.
Dependant

Operation Box

The **Operation** selection box displays a drop down menu when the down arrow is clicked. Once an option has been selected, another box appears alongside to allow entry of selection parameter or value.
Dependant on the report the selection box will list the available option for that report as per examples.

Apply Button

Clicking the **Apply** button filters the data using the entered parameter or value and then refreshes the screen with the new set of results.
Note: that following the application of a filter, the figures in the **Totals** column are updated accordingly to reflect the filter conditions.

Clear Button

Clicking the **Clear** button clears all filters and resets all the filter selection boxes to their default values.

Page by Page Button

Clicking the **Page by Page** button displays the results in table segments that fit within a single page.

Navigation within a page in the report is by use of the right hand scroll bar.
Navigation between pages in the report is by use of the **Page Up** and **Page Down** buttons

provided.

A **Show All** button returns the display to a continuous table format that can be navigated through using the right hand scroll bar.

Sorting report columns

All headings can be sorted by clicking on the column header or the collapse or expand button in the column header box. The default order is ascending. Clicking on the header a second time will reverse the order.

Operating Procedures

Accessing Bilmax21

At the home page to begin the Bilmax21 reports select the month you wish to view and then the Distribution List you wish to review if you have multiple lists before clicking OK. A **Cost Centre Summary** report will be displayed.

You can return to the Home page at any time, by clicking on the **Home** link.

Dropdown Selection Boxes

Depending upon specific configurations there will be a number of dropdown selection boxes locate at the top of the reports which allow for the expansion and collapsing of the listing of cost centres, groups, departments etc

Drilling Down to the Detail Reports

From the Cost Centre Summary, you can drilldown to lower level reports by clicking on an active link to select a particular cost centre.

Service Type Summary

A Service Type Summary for the selected Centre will be displayed with costs totalled by **Service Type**,

Equipment and Service Charges

This displays details of charges relating to telephone system Equipment and Services sorted by extension number.

Fixed Line Call Charges / Call Breakdown

Fixed Line Call Charges - displays details of total call charges per extension for the reporting period.

Call Breakdown – displays the number of calls by type and cost listed by extension.

By clicking on the button on the navigation bar you can toggle between the two different reports.

Mobile Calls and Charges / Calls / Charges

Service Detail - displays details of total mobile charges per mobile for the reporting period.

Service Detail Call Breakdown - displays details of the call class charges per extension for the reporting period. You can also change the Pie chart view by selecting from the drop box cost, duration or count

Service Detail Charge Breakdown - displays details of mobile charge categories per extension for the reporting period.
By clicking on the buttons on the navigation bar you can toggle between the three different report views.

Miscellaneous Charges

This displays miscellaneous charges including credits in date order.

Graphical Chart Reports

Graphical charts have been included in each report. The Trend chart displays costs over a 24 month period subject of course to the data being available. The Pie chart displays cost broken down into cost categories for the month selected, the categories will vary depending on the Service Type If you apply filters to the report the charts are automatically redrawn to reflect the reduced data set across the months or cost categories applicable.

Detail Reports

By clicking on an extension, mobile number or service ID on the Service Detail report you l drill down to the next level of detail which displays the individual calls and transactions. It is at this level report that the **Filter** option becomes very useful to refine the results displayed when there are large numbers of call records.

Detail Mobile Reports

The detail level report for individual mobile phone users has in addition to the standard sort and filter features the ability for the user to tag calls made for personnel reasons The tagging of **P**ersonnel **U**se calls

Click on the “Show P.U. Only” button will change the report to display only the tagged **P**ersonnel **U**se calls.
You can click on the “Show W. R. Only” button to change the report to display **W**ork **R**elated calls

Show/Hide Directory

At any point in the Bilmax21 reports, extension details may be displayed by accessing the directory feature using the **Show Directory** link. This appears on the navigation bar at the top right of the Bilmax21 window.

This window extends beyond the right hand edge of the screen. The Directory scroll bar at the foot of the window will enable access to fields in the extended area.

A **Hide Directory** button is provided to allow toggling between the Directory Enquiry and the active Bilmax21 report screen. Use of the toggle link will not alter the results displayed either in the report or the Directory Enquiry.

Use the mouse or TAB keys to position the cursor on the desired selection field and enter filter parameters to search for and display specific extension details.
The * symbol may be used as a wildcard character.

As each character is entered, the results table is updated dynamically.
TAB between selection fields to enable entry of parameters to progressively refine the search.

Use the **Clear All** and **Clear Field** buttons on the Directory tool bar to facilitate entry of new search parameters.

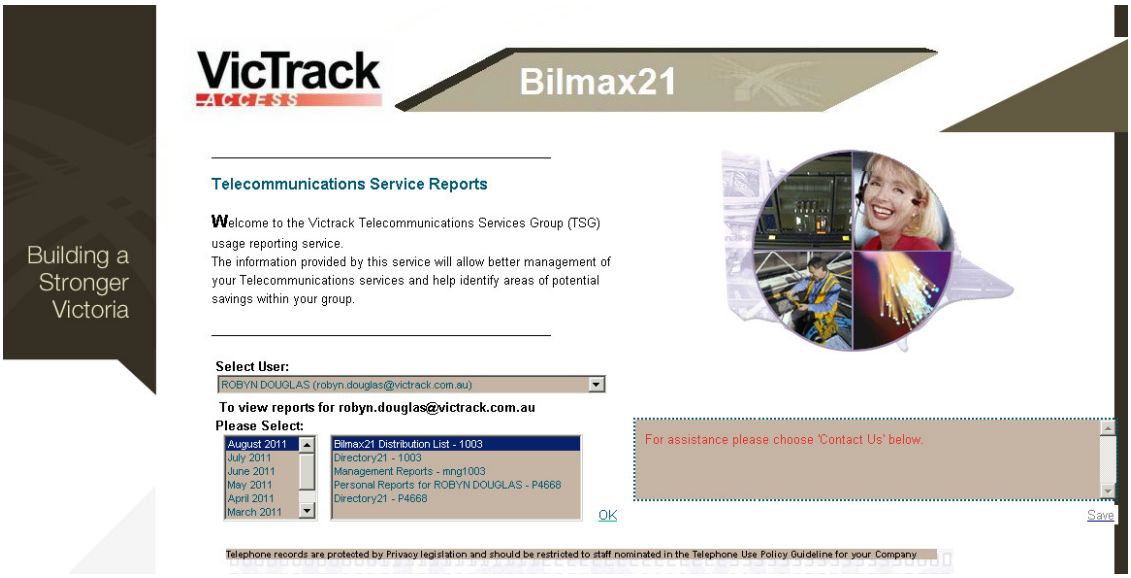
Using this directory facility it is simple to identify a user and by clicking on the link on the extension number field you can go directly to the call detail report for that extension.
Version 1.4

Logging In to the website

Type in the URL

Your login will be your email address. Internal VicTrack Staff will add their current network password to gain access. External users will be given a password.

Click Login once you have added your password.

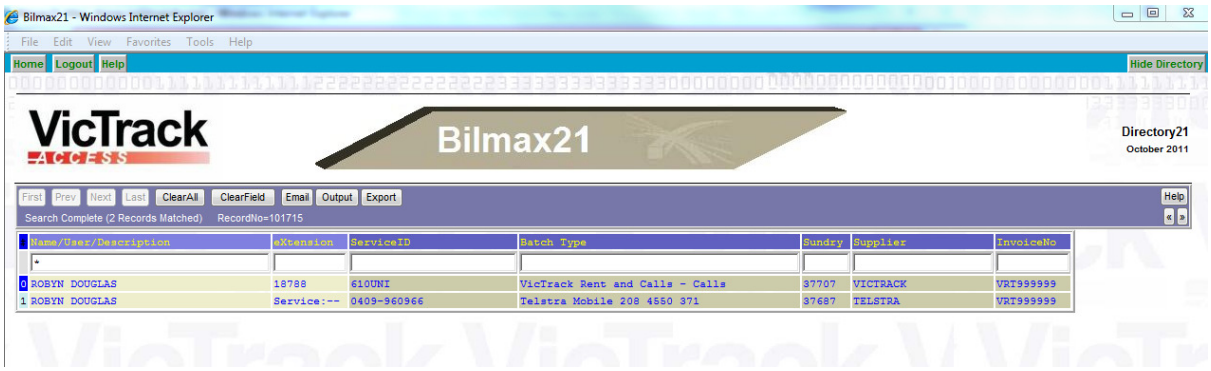


Select the month that you want to access.

Select the report style that you want to analyse and click OK.

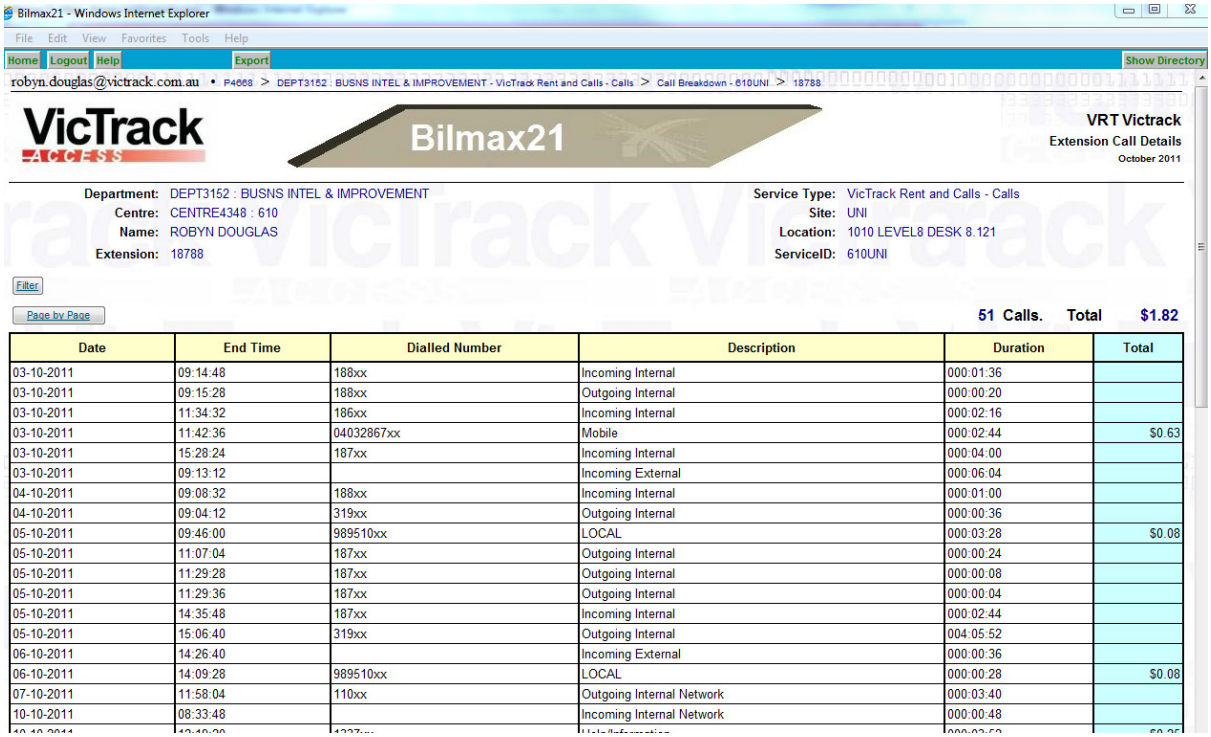
PERSONAL DIRECTORY21

Click on the Personal Directory21 option and then click OK



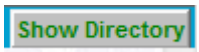
The listing here depends on what rights you have been allocated. The only two services assigned to me are my mobile and my telephone extension.

If I click on my telephone extension I go directly to a detail list of calls made to and from my extension.

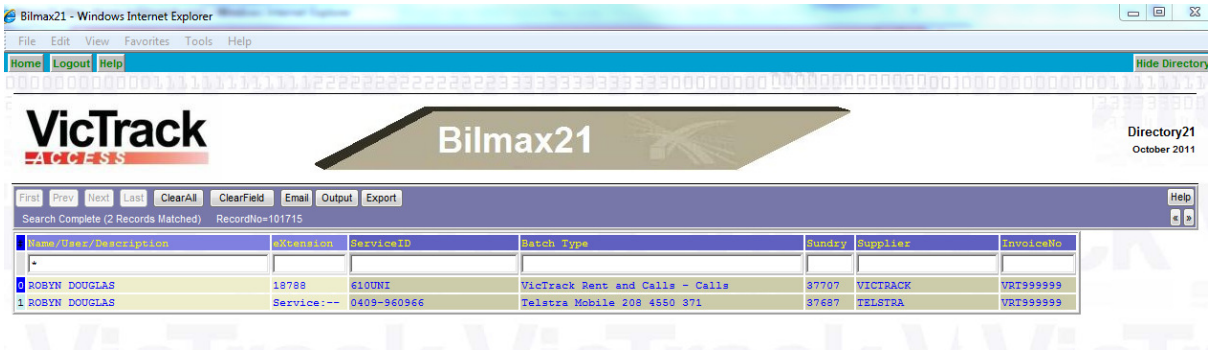


Date	End Time	Dialled Number	Description	Duration	Total
03-10-2011	09:14:48	188xx	Incoming Internal	000:01:36	
03-10-2011	09:15:28	188xx	Outgoing Internal	000:00:20	
03-10-2011	11:34:32	186xx	Incoming Internal	000:02:16	
03-10-2011	11:42:36	04032867xx	Mobile	000:02:44	$0.63
03-10-2011	15:28:24	187xx	Incoming Internal	000:04:00	
03-10-2011	09:13:12		Incoming External	000:06:04	
04-10-2011	09:08:32	188xx	Incoming Internal	000:01:00	
04-10-2011	09:04:12	319xx	Outgoing Internal	000:00:36	
05-10-2011	09:46:00	989510xx	LOCAL	000:03:28	$0.08
05-10-2011	11:07:04	187xx	Outgoing Internal	000:00:24	
05-10-2011	11:29:28	187xx	Outgoing Internal	000:00:08	
05-10-2011	11:29:36	187xx	Outgoing Internal	000:00:04	
05-10-2011	14:35:48	187xx	Incoming Internal	000:02:44	
05-10-2011	15:06:40	319xx	Outgoing Internal	004:05:52	
06-10-2011	14:26:40		Incoming External	000:00:36	
06-10-2011	14:09:28	989510xx	LOCAL	000:00:28	$0.08
07-10-2011	11:58:04	110xx	Outgoing Internal Network	000:03:40	
10-10-2011	08:33:48		Incoming Internal Network	000:00:48	

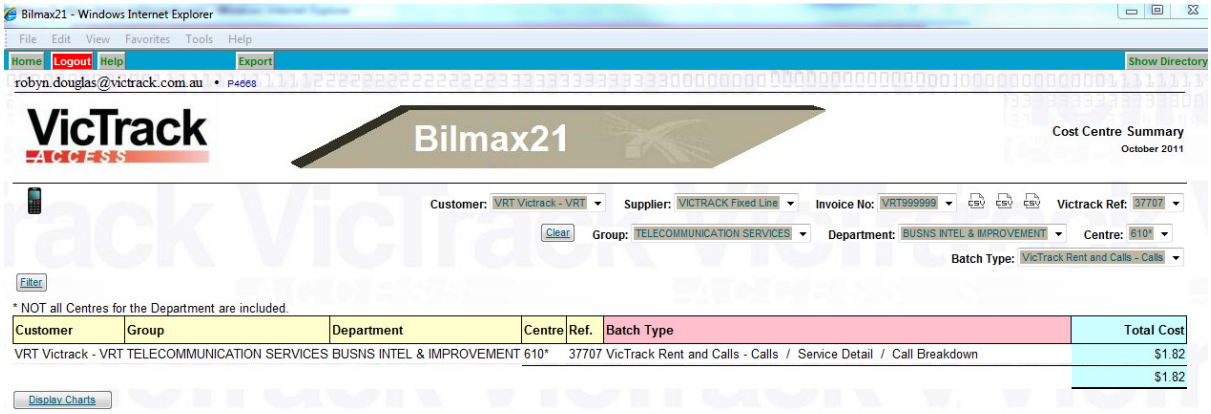
Returning to Directory21

Click the Show Directory to return to directory function. 

BATCH TYPE ANALYSIS

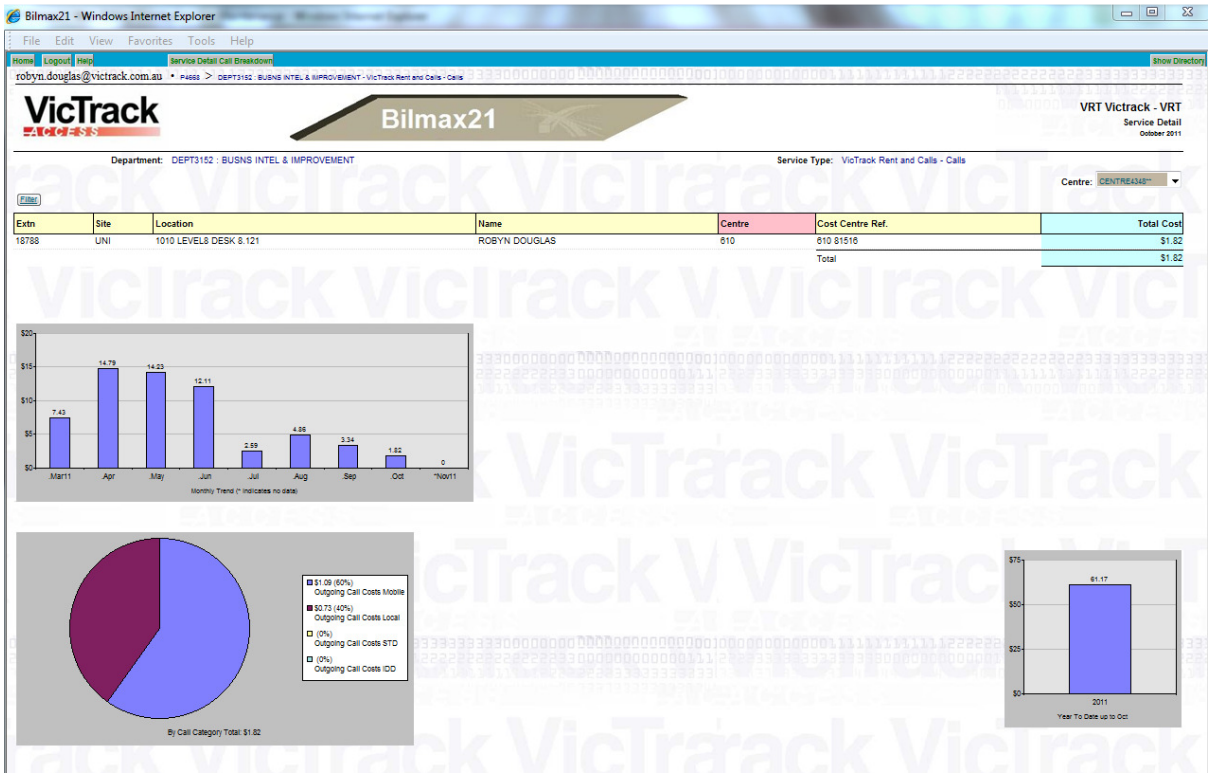


Clicking on the Batch Type filters the reports by that criteria.

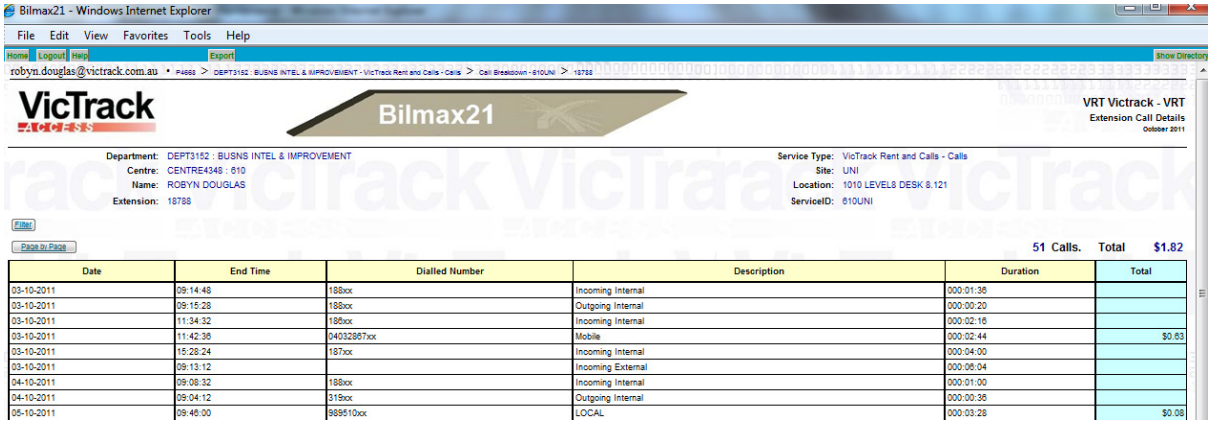


Click on either Service Detail or Call Breakdown for further details.

Clicking on SERVICE DETAIL give this report. Note: You can click on the extension number



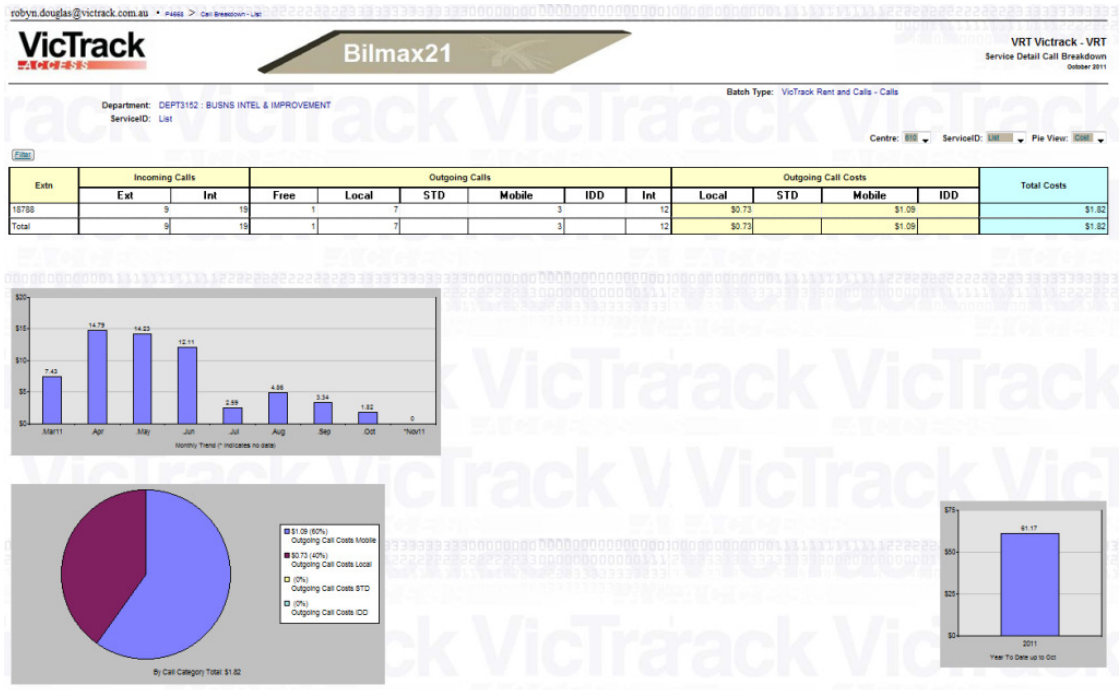
Note: You can click on the extension number to go down to detail.



Date	End Time	Dialled Number	Description	Duration	Total
03-10-2011	09:14:48	188xx	Incoming Internal	000:01:36	
03-10-2011	09:15:28	188xx	Outgoing Internal	000:00:20	
03-10-2011	11:34:32	186xx	Incoming Internal	000:02:16	
03-10-2011	11:42:36	04032867xx	Mobile	000:02:44	$0.63
03-10-2011	15:28:24	187xx	Incoming Internal	000:04:00	
03-10-2011	09:13:12		Incoming External	000:06:04	
04-10-2011	09:08:32	188xx	Incoming Internal	000:01:00	
04-10-2011	09:04:12	319xx	Outgoing Internal	000:00:36	
05-10-2011	09:46:00	989510xx	LOCAL	000:03:28	$0.08

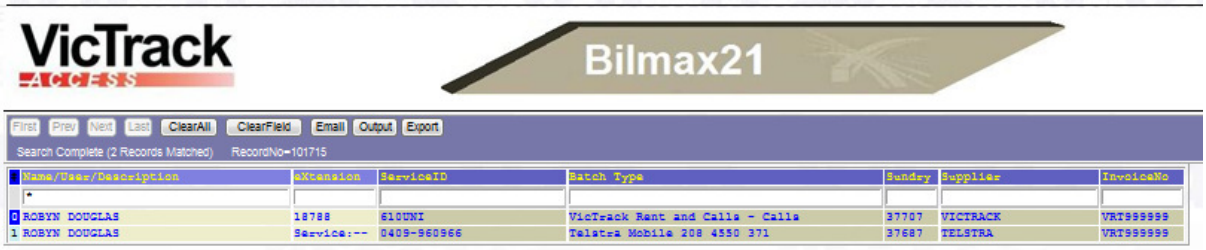
CALL BREAKDOWN

This will summarise your extensions usage for Incoming, Outgoing and Outgoing Costs for the month. It will provide graphs showing the spend from Mar 2011.

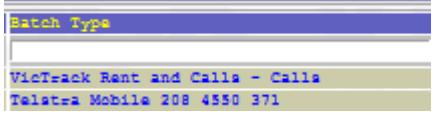


Extn	Incoming Calls		Outgoing Calls						Outgoing Call Costs				Total Costs
	Ext	Int	Free	Local	STD	Mobile	IDD	Int	Local	STD	Mobile	IDD	
18788	9	19	1	7		3		12	$0.73		$1.09		$1.82
Total	9	19	1	7		3		12	$0.73		$1.09		$1.82

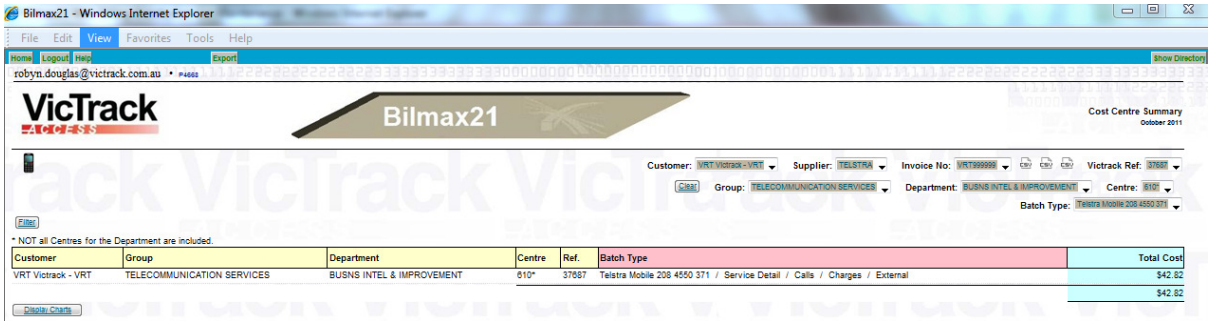
TELSTRA MOBILE BATCH TYPE



	Name/User/Description	eXtension	ServiceID	Batch Type	Sundry	Supplier	InvoiceNo
	*						
0	ROBYN DOUGLAS	18788	610UNI	VicTrack Rent and Calls - Calls	37707	VICTRACK	VRT999999
1	ROBYN DOUGLAS	Service:--	0409-960966	Telstra Mobile 208 4550 371	37687	TELSTRA	VRT999999

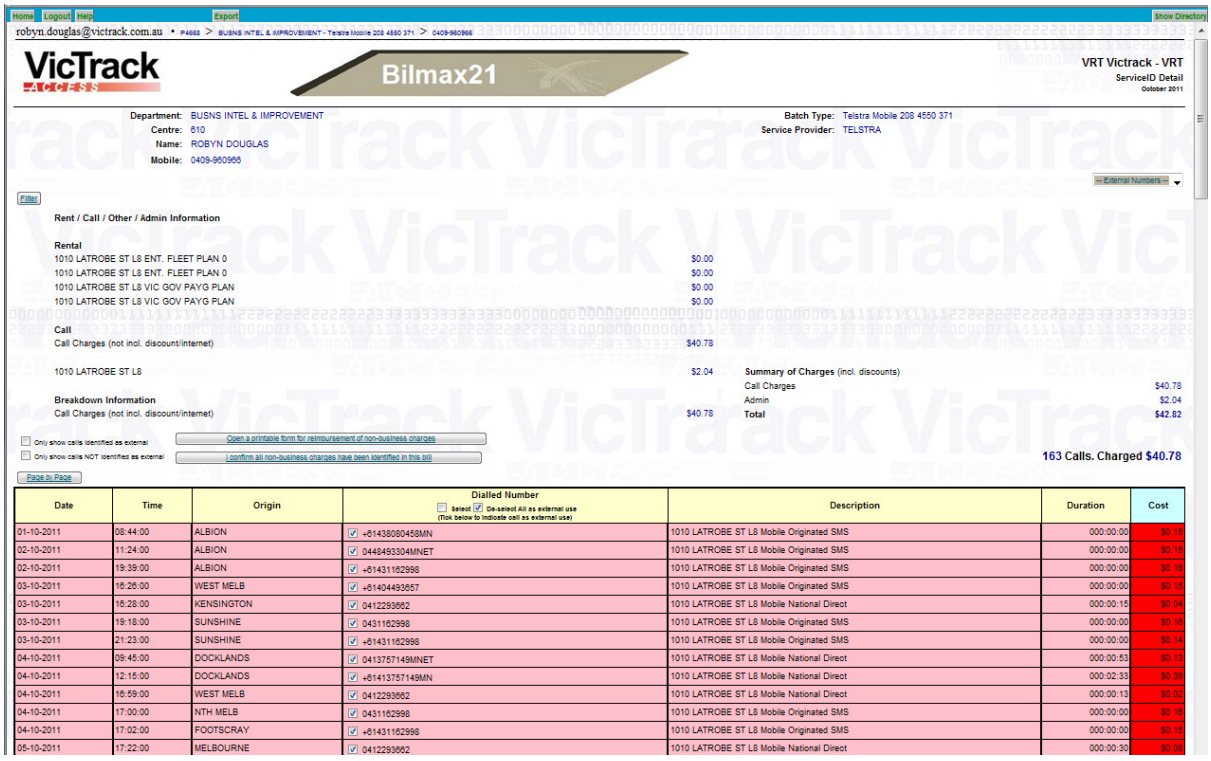


Click on Batchtype – Telstra Mobile and the Cost Centre Summary level appears.

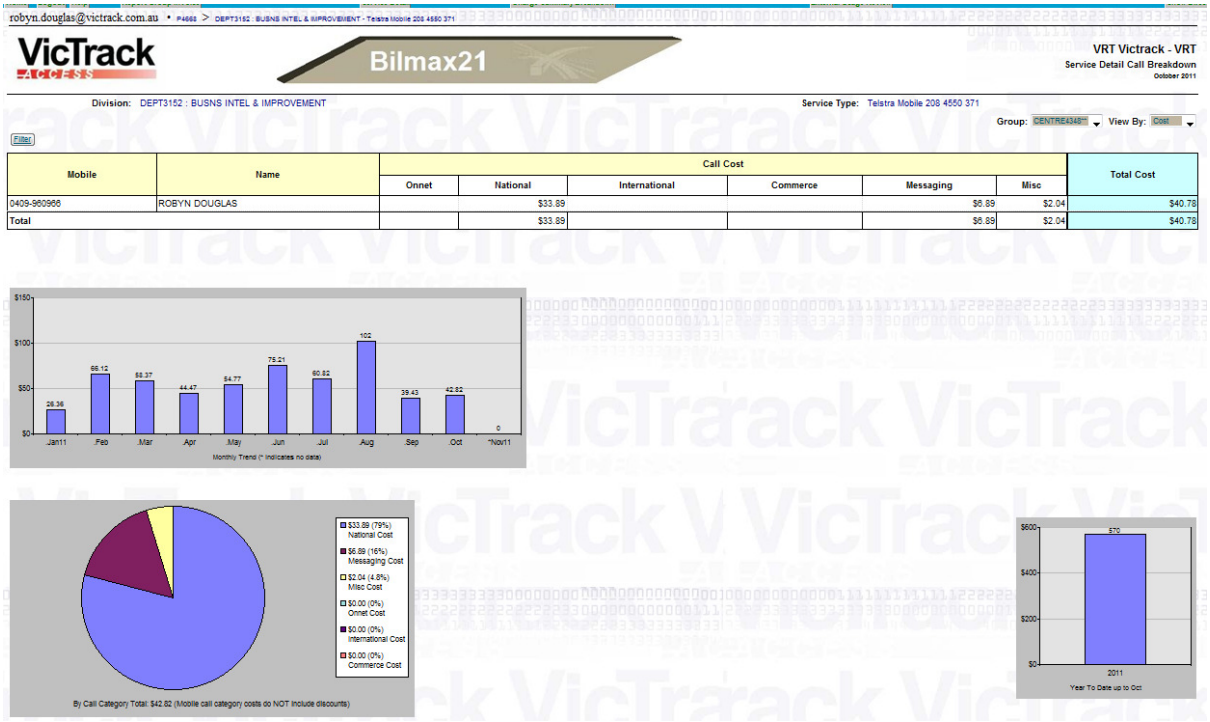


The interaction to the next level is via Batch Type, so click on the Telstra Mobile …. Link drills down to the ServiceID Summary.

Clicking on the mobile number take you down to the ServiceID Detail level.



Service Detail Call Breakdown



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VicTrack ACCESS

Bilmax21

VRT Victrack - VRT
Service Detail Call Breakdown
October 2011

Division: DEPT3152 : BUSNS INTEL & IMPROVEMENT

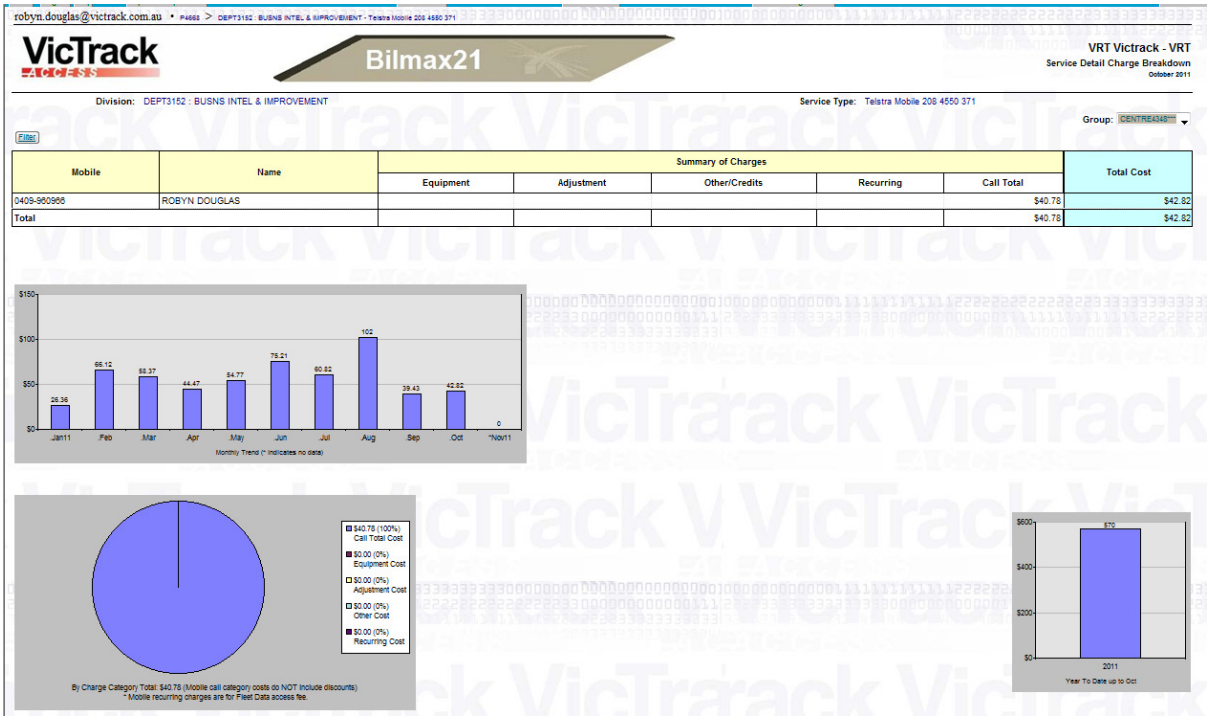
Service Type: Telstra Mobile 208 4550 371

Group: CENTRE4348 View By: Cost

Filter

Mobile	Name	Call Cost						Total Cost
		Onnet	National	International	Commerce	Messaging	Misc	
0409-960966	ROBYN DOUGLAS		$33.89			$6.89	$2.04	$40.78
Total			$33.89			$6.89	$2.04	$40.78

Service Detail Charge Breakdown



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VicTrack ACCESS

Bilmax21

VRT Victrack - VRT
Service Detail Charge Breakdown
October 2011

Division: DEPT3152 : BUSNS INTEL & IMPROVEMENT

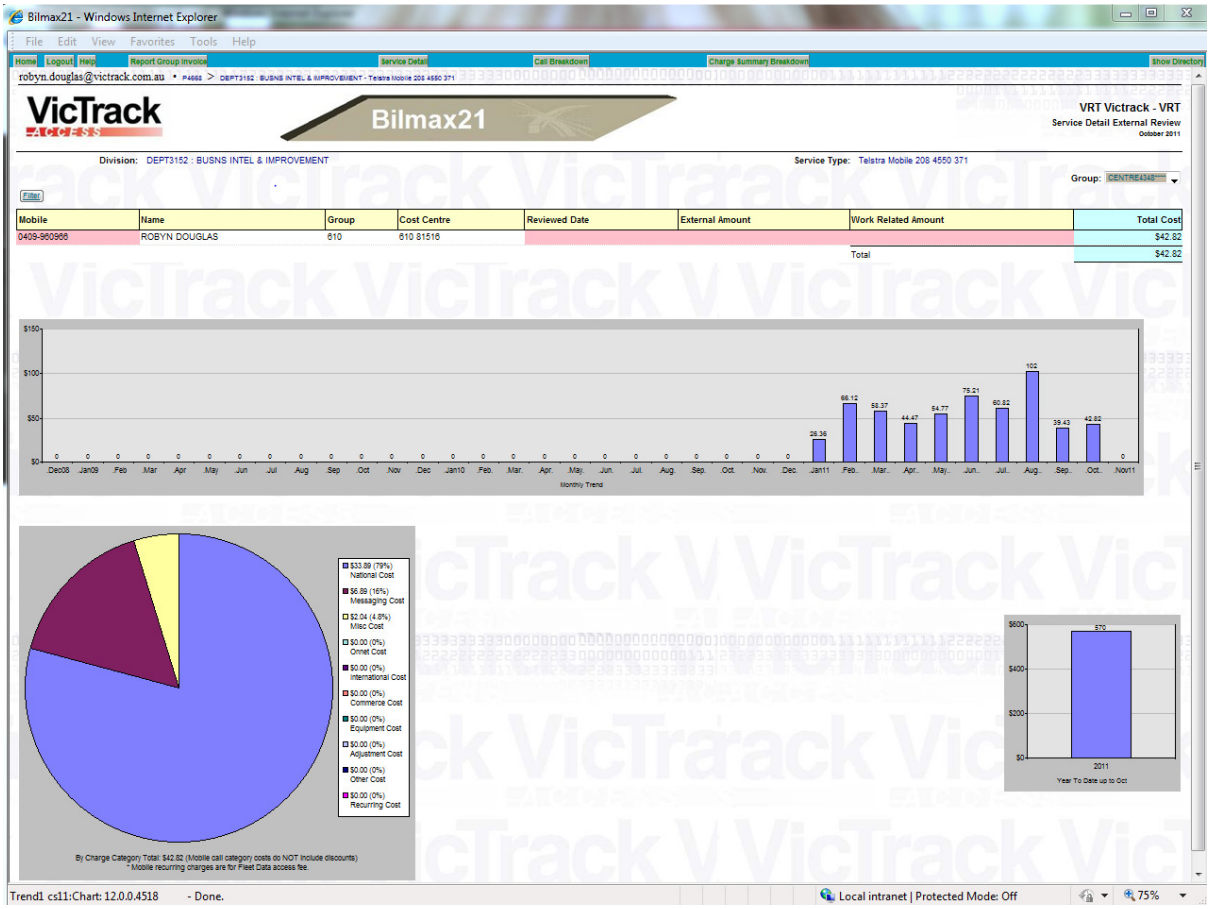
Service Type: Telstra Mobile 208 4550 371

Group: CENTRE4348

Filter

Mobile	Name	Summary of Charges					Total Cost
		Equipment	Adjustment	Other/Credits	Recurring	Call Total	
0409-960966	ROBYN DOUGLAS					$40.78	$42.82
Total						$40.78	$42.82

c


Bilmax21 - Windows Internet Explorer
File Edit View Favorites Tools Help
Home Logout Help Report Group Invoice Service Detail Call Breakdown Charge Summary Breakdown Show Directory
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VicTrack ACCESS
Bilmax21
VRT Victrack - VRT
Service Detail External Review
October 2011
Division: DEPT3152 : BUSNS INTEL & IMPROVEMENT
Service Type: Telstra Mobile 208 4550 371
Group:
Filter
Mobile Name Group Cost Centre Reviewed Date External Amount Work Related Amount Total Cost
0409-960966 ROBYN DOUGLAS 610 610 81516 $42.82
Total $42.82
$150 $100 $50 $0
Dec08 Jan09 Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan10 Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan11 Feb Mar Apr May Jun Jul Aug Sep Oct Nov11
28.36 66.12 58.37 44.47 54.77 75.21 60.82 102 39.43 42.82
Monthly Trend
$33.89 (79%) National Cost
$6.89 (16%) Messaging Cost
$2.04 (4.8%) Misc Cost
$0.00 (0%) Onnet Cost
$0.00 (0%) International Cost
$0.00 (0%) Commerce Cost
$0.00 (0%) Equipment Cost
$0.00 (0%) Adjustment Cost
$0.00 (0%) Other Cost
$0.00 (0%) Recurring Cost
By Charge Category Total: $42.82 (Mobile call category costs do NOT include discounts)
* Mobile recurring charges are for Fleet Data access fee.
$600 $400 $200 $0
$70
2011
Year To Date up to Oct
Trend1 cs11:Chart: 12.0.0.4518 - Done.
Local intranet | Protected Mode: Off
75%