

Understanding and controlling your costs is critical to the way your business performs.

Your Call Monitor, our bespoke online billing management tool, has been designed to help you discover exactly what you're paying for, where savings can be made, and to make your communications technology work more efficiently.

excell[®]
people. technology. innovation.

Your Call Monitor

User Guide

Introduction

Your Call Monitor (YCM) is a management tool developed in-house to deliver superior control and management of your fixed telecoms resources and outbound call activity.

YCM provides:

- Greater control of call costs and expenses
- An understanding of call charges and individual usage
- Effective tools to help manage user policies
- Effective management information
- Cost savings through better control of usage
- Fraud prevention through notification of unusual usage

Key features include:

- Full analysis by call type and destination
- Powerful policy reporting and 'top offenders' analyses
- Automation of exception reports and monthly audits
- Enhanced access and reporting by location, job function & cost centre
- Flexible reporting with multiple data filters
- Automated reports that can be either emailed or exported
- Less time spent on administration

In summary, Your Call Monitor provides you with the means to take control and keep control of your businesses telecommunication expenses.

Logon

Go to <http://www.yourcallmonitor.com/> or access the portal via the Excell website, www.excellgroup.com.

From this screen enter your unique and secure login details.

To obtain your login details:
Email: ens@excellgroup.com or
Telephone: 01223 505070

Homepage

From the homepage you can navigate to your desired section by clicking on the relevant link on the toolbar or the main menu.



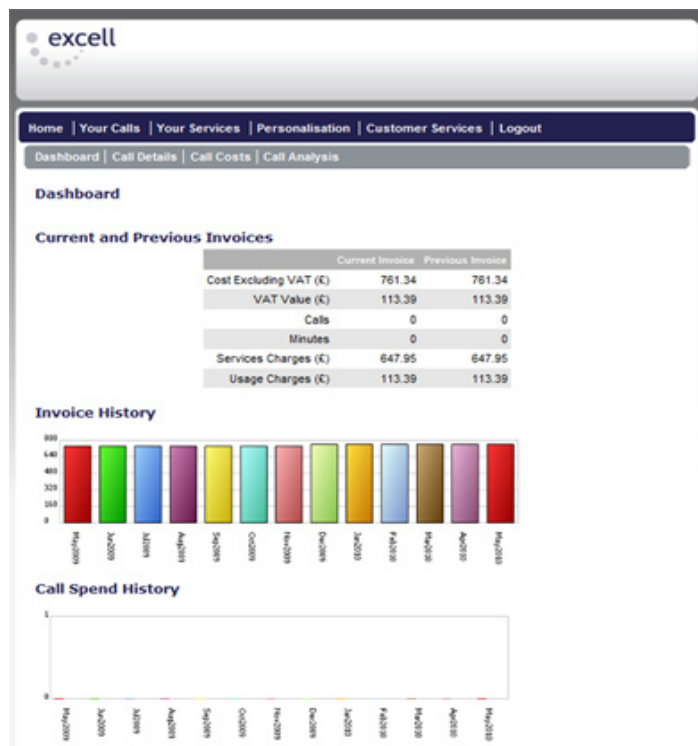
Your Calls

Dashboard

The dashboard provides you with a summary of your current and previous call activity, along with graphical representations of your invoice and call spend history.

Please note that billing is shown monthly in arrears.

You can select the billing period from the drop-down menu and by clicking 'Go'.



Call Details

This section allows you to view a detailed record of all calls (and their associated costs) made from any of your lines during a particular time period.

- Input the details of the account, telephone number, period, and filter you would like to review and select 'Go'
- The information from the search will be displayed below the 'Go' button; from here you can sort the columns according to your filter preference by clicking on the title at the top of each column
- All results can then be exported to a csv spreadsheet

Call Costs

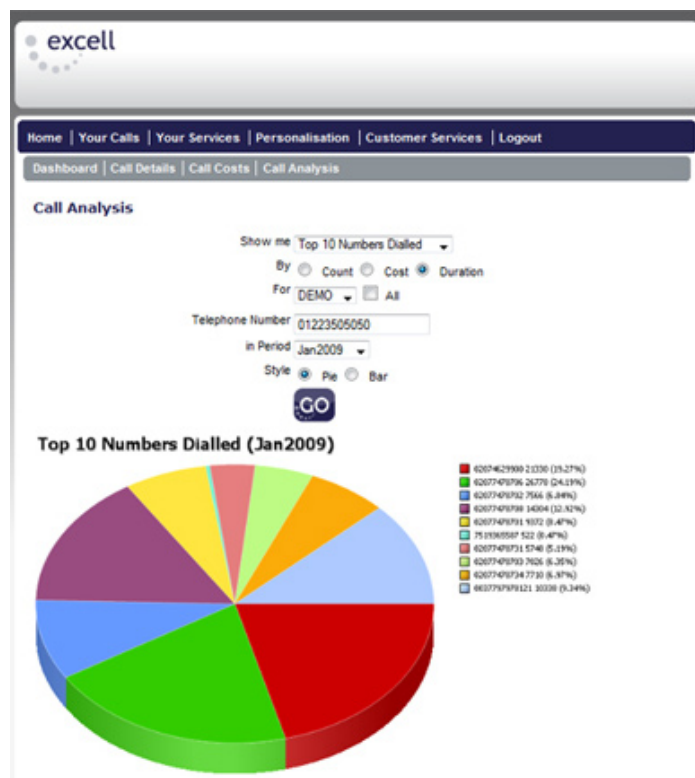
Displays the total call costs on any of your lines, during any selected period, based on a selection of criteria available through the 'show me the cost for' drop-down menu.

- Input the details of the period/lines you would like to review and select 'Query Calls'

Call Analysis

Displays a graphical representation of call count, cost or duration from one number to another in any given period.

- Input the details of the period/lines/call type and graphic representation choice you would like to review and select 'Go'



Personalisation

Invoices

This section allows you to specify if you would like your invoices delivered via email, and to which address the invoice is to be sent. It enables the personalisation of additional information/statistics on the invoice, as well as providing a list of all invoices to date with the option to download them as PDF files.

- Select whether you would like your future invoices delivered via email, and enter the email address you would like them sent to
- Select which additional information you would like included and click 'Save'
- All previous invoices are available to download as PDF's, do so by clicking 'Download' for the appropriate month

Nicknames

This feature allows you to associate names with telephone numbers that are either dialled regularly or that you would like to monitor the use of.

- Input the number you would like to name in the 'New Dialed Number' field and the name you would like to give it in the 'Nickname' field, click 'Create'
- The specified number will be renamed on any new invoices or reports
- Please note that any new Nicknames will only be applied to future calls

Tel No.	Nickname	Edit
01223423189	Main Number	Edit
01223707205	Comms Room	Edit
01223707222	aaa	Edit
01954715067	Sales 15	Edit
07899999999		Edit
07999999999	Sales 2	Edit

Tel No.	Nick Name	Edit	Delete
01223707205	Hector	Edit	Delete
07730997997	Dave R Mobile	Edit	Delete
07831818283	Mark M Mobile	Edit	Delete
07872681203	Rebecca S Mobile	Edit	Delete

New Dialed Number:

Nickname:

* Please note: New or updated Nicknames are only applied to calls made going forward. Earlier calls to these numbers will not show the new or updated nickname.

Personal Numbers

Specify numbers here to have calls to those numbers flagged as being personal calls.

- Select which number (or Nickname) the call is most likely to be made from and enter the personal number in the available field
- Click 'Add Number'
- The number will now be flagged as a personal call when made

Reports

View, add, personalise and run reports, allowing even deeper analysis of your calls and associated costs.

To add a report:

- Click 'Add Report' and complete the form based on your requirements
- Specify the 'Account' and 'Line Number' you want to report on
- Specify the criteria of the report, e.g. calls costing over £1.00, call durations over 10 minutes or calls made after office hours etc
- Click 'Save'
- The report is now available for you to run as necessary

To run a report:

- Click 'Run Report'
- Select the report you would like to run and the period you would like to run it for
- Click 'Run Report'

Email alerts

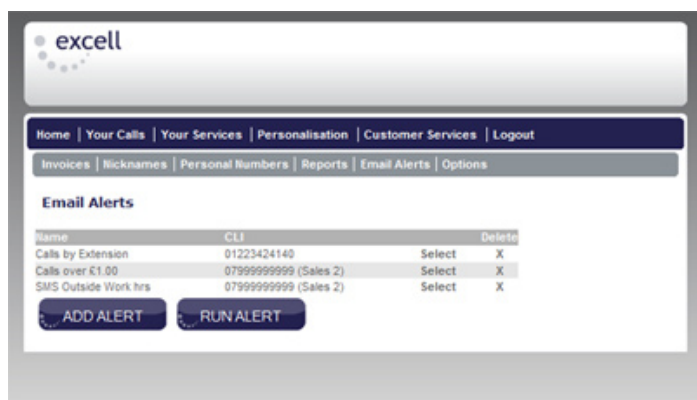
Email Alerts allows you to create alerts, sending notifications to specified email addresses when given criteria is breached.

To add an alert:

- Click 'Add Alert' and complete the form based on your requirements
- Specify the 'Alert Name', 'Account' and 'Line Number' you want to report on – including the email address you wish the results to be sent to
- Include the details you would like reported on e.g. calls costing over £1.00, call durations over 10 minutes or calls made after office hours etc
- Click 'Save'
- It is now available for you to run as necessary

To run an alert:

- Click 'Run Alert'
- Select the alert you would like to run and the period you would like to run it for
- Click 'Run Alert'
- Results will be displayed beneath the 'Run Report' button and can be exported as a csv spreadsheet as well as being email to the specified email address



Options

Allows you to specify how often you would like to receive your email alerts.

- Select how often you wish to receive email alerts and click 'save'

Your Services

Line Status

Shows you the status of any of your lines along with the services and costs associated with them.

- Input and save the email address you would like the results of your Line Status check sent to
- Select the account and telephone number you would like to review and click 'Go'
- Results will be displayed below the 'Services' heading

Service Charges

Displays the service charges on one or all of your telephone numbers for a chosen month.

- Select the account, telephone number and period you wish to review, selecting whether or not you wish to show additional charges, then click 'Go'
- Results are displayed beneath the 'Go' button and can be exported as a csv spreadsheet

Customer Services

Contact

Through this page you can contact Excell's Customer Service department with any query you may have.

- Complete the form with the appropriate information, detailing your query clearly and concisely and click 'Send'
- An Excell Customer Service representative will get back to you in a timely manner

Change Password

This section allows you to change the password on your account.

- Enter your old (current) password into the space available
- Enter the new password into the space available
- Click 'Save' – the new password will now be active