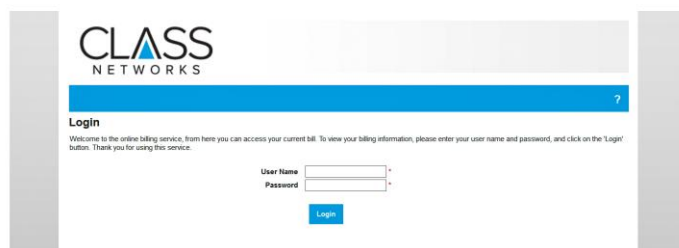


Client Portal



Client Portal Help Guide Overview

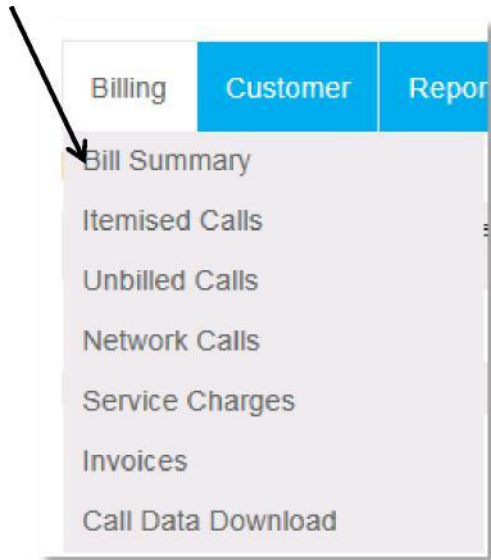
As a Class Networks customer, you have online access to your phone bill 24 hours a day through the **Client Portal**. This is a **free** integrated online bill analysis tool .

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Billing – Bill Summary Tab



The Bill Summary page of the online bill shows a summary of your telephone bill charges. At the top left of the page is your account name and number. On the right is the invoice number, the date the bill was issued and the period that the bill is for.

The billing period is selectable from the drop down option and a bill summary may be selected from one of those available.

Below this are the charges for the bill, split into two sections highlighting the call charges and the charges for the services provided, such as line rental, broadband etc.

At the bottom of the screen is the amount due, broken down into the net amount before VAT, the VAT charge, and the total amount.



Billing

Customer

Reports

Logout

?

Bill Summary

Account NameClass Systems Ltd.

Account Number10315

Invoice Number2015/04/10315

Invoice Date01 May 2015

Billing Period01 April 2015

Invoice

Summary Of Call Charges

UK Local Calls€20.76

UK National Calls€136.42

International Calls€9.01

Mobile Calls€234.79

Non-Geographic Calls€67.79

Mobile Originated Calls

Mobile Originated Calls€406.15

Inbound Calls

Inbound LoCall Calls€0.46

Inbound Freephone Calls€67.73

InboundGeographicCalls€2.85

Additional Services

Telephone Package Rental€662.46

Broadband€222.71

Other Charges€76.25

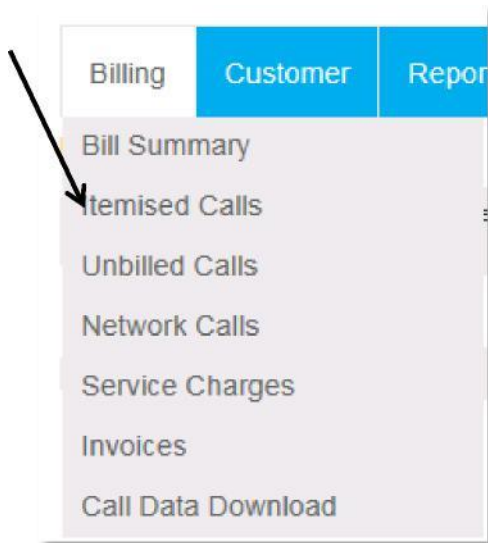
Refunds€-161.43

Net Amount Due (excluding VAT)€1789.01

VAT at 20%€357.80

Total Amount€2146.81

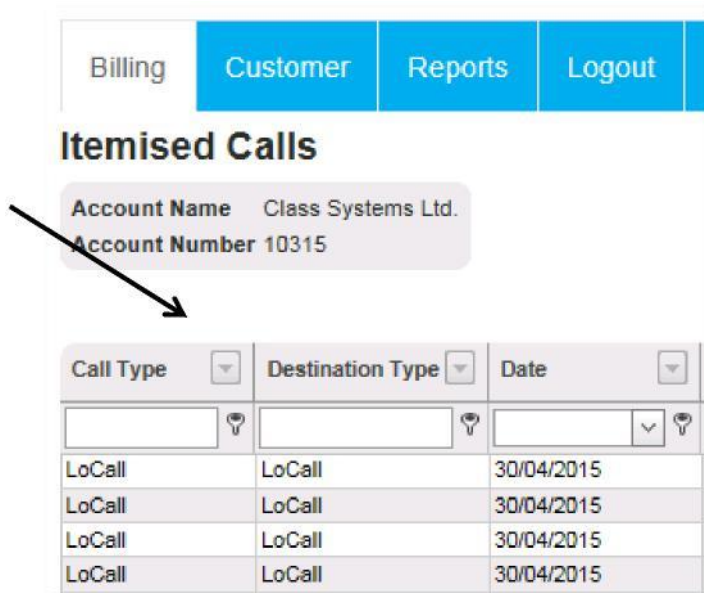
You can access previous month's bills by selecting the appropriate date from the drop down box next to "Billing Period". If no pull down box exists then you currently only have one bill to view.



The Itemised Calls Page shows the Billed Calls for the period shown. The top left of the screen shows your account name and number. On the top right of the screen is the invoice number and the date the bill was issued (if applicable) and the period covered.

Sorting Data

To sort data, click on a column header. If sorting against this column hasn't been applied, a header click will apply sorting in ascending order. If sorting has already been applied, subsequent clicks reverse the current sort order.

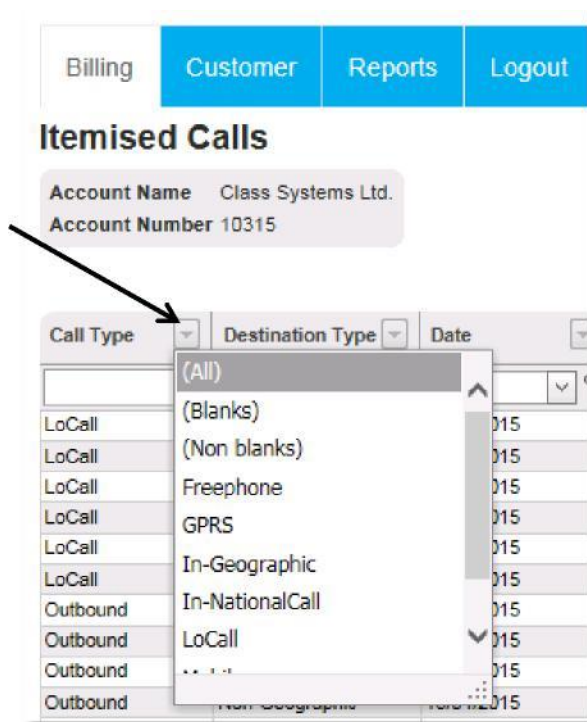


- A Click on a column Header clears the sort settings on any other columns.
- To sort against multiple columns, hold the SHIFT key down while clicking.
- To clear a column's sorting; click its header while pressing the CTRL key.

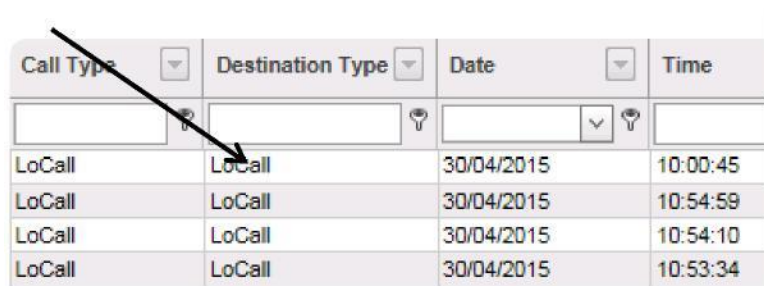
Filtering Data

To filter data or change the filter conditions:

- Click a filter button. This invokes the filter dropdown, which lists unique values within a column. To apply filter criteria, click the required value.



- If filtering is applied, the filter dropdown only displays values, which match the filter criteria. To remove the filter, click **(All)**.
- Type the required text within the Auto Filter Row. A filter condition is automatically created based upon the value entered, and this is applied to the corresponding column.



- Click the filter row button to change the way the filter works.



Page Navigation in Grids

To switch between pages, use the grid's Pager:



Exporting Data

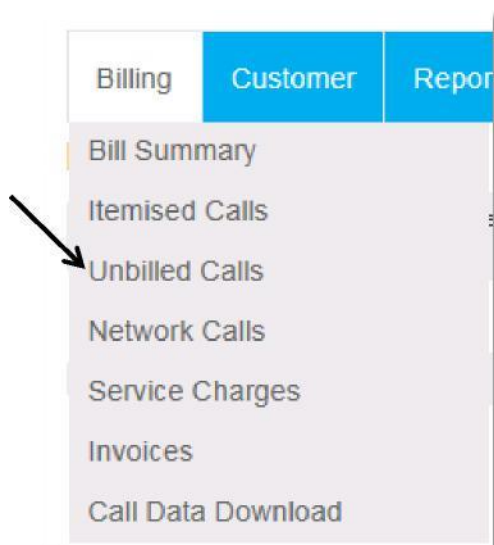
To export data (whether filtered or not) click on the EXPORT button, bottom left of the screen:



Select Open or Save and define a path for the exported document in the invoked Save As dialog, and click Save.



You can also apply all of the above to unbilled calls, by selecting here:

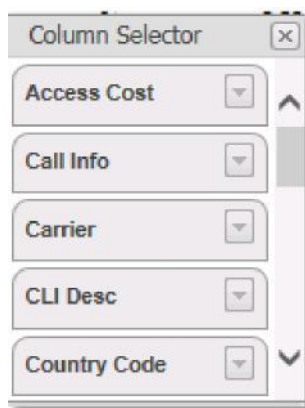


Customisation using Column Selector

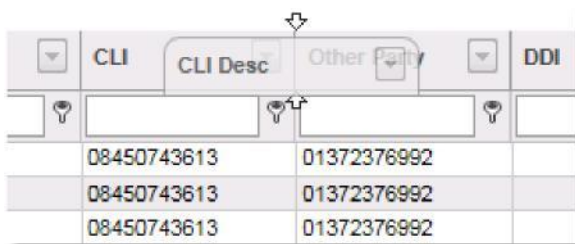


Column customisation for expert users is available when enabled to change the visible columns.

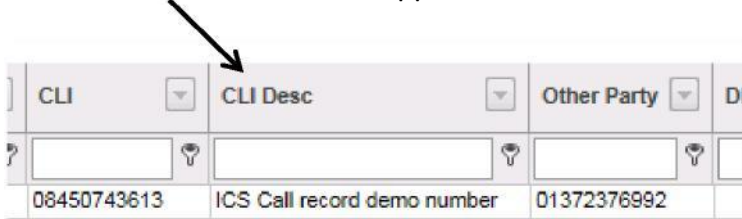
The column selector window will show extra available columns.



Drag the required column to the desired position on the header of the grid.



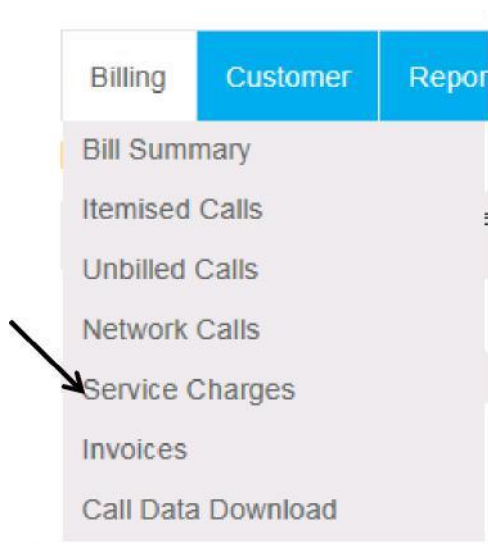
That column of data will now appear.



Drag any unwanted columns from the header to the customisation window to remove them from the grid.



Billing – Service Charges

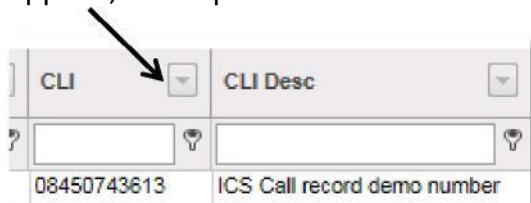


The Service Charges tab shows the other charges that make up your bill besides the call charges. The top left of the page shows your account name and number. On the right is the invoice number, the date the bill was issued and the period that the bill is for.

The main part of the screen shows a breakdown of the services you are being charged for. This includes a description of the service and the telephone number that the service is for. It also shows the dates that this service is for. If it is a one off charge, such as Broadband migration, there will be the one date. If the service is recurring, such as rental charges, then the period of the charge will be shown. Finally, the charge for the service will be shown. At the bottom of the table will be the total charge for these services. NB: This is the total charges for the billing month selected – not the total appearing on the particular page you are viewing.

Sorting Data

To sort data, click on a column header. If sorting against this column hasn't been applied, a header click will apply sorting in ascending order. If sorting has already been applied, subsequent clicks reverse the current sort order.



A click on a column header clears the sort settings on any other columns. To sort against multiple columns, hold the SHIFT key down while clicking.

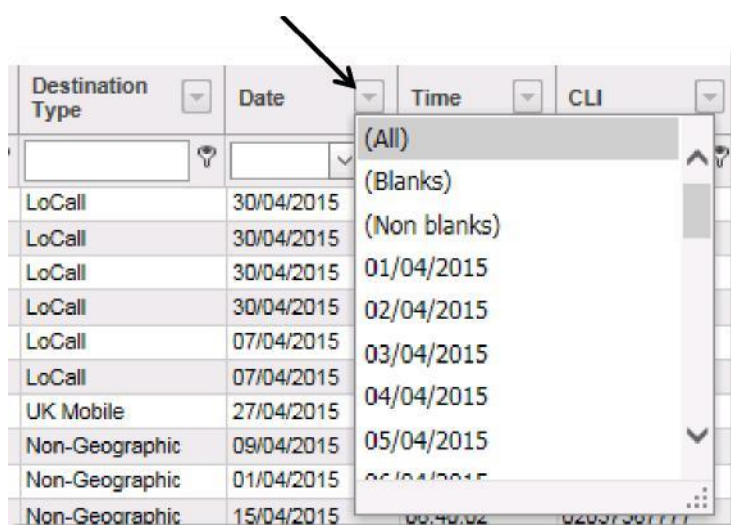


To clear a column's sorting; click its header while pressing the CTRL key.

Filtering Data

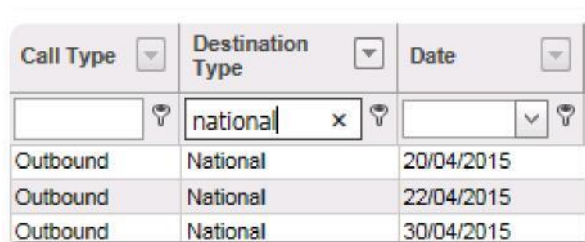
To filter data or change the filter conditions:

Click a filter button. This invokes the filter dropdown, which lists unique values within a column. To apply filter criteria, click the required value.

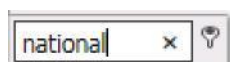


If filtering is applied, the filter dropdown only displays values, which match the filter criteria. To remove the filter, click **(All)**.

Type text within the Auto Filter Row. A filter condition is automatically created based upon the value entered, and this is applied to the corresponding column.

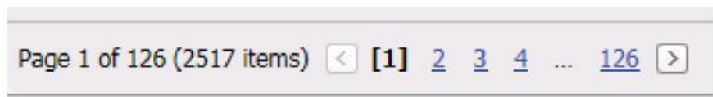


To remove the column's filter, clear the text from the filter row. ? Click the filter row auto-button to change the way the filter works.



Page Navigation in Grids

To switch between pages, use the grid's Pager:



Exporting Data


To export data (whether filtered or not) click on the EXPORT button, bottom left of screen.



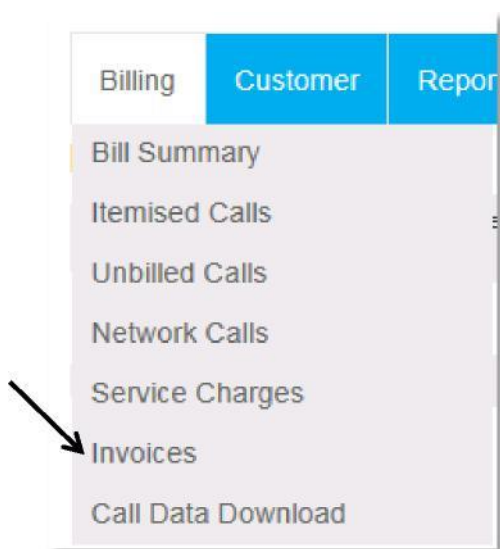
Select Open or Save and define a path for the exported document in the invoked Save As dialog box and click Save.



Online Help Wizard

Online help is available within the **Portal** by selecting  on any online page. When is clicked upon, an online guide for using the functionality specific to the page you are on, will display.

Billing – Invoices

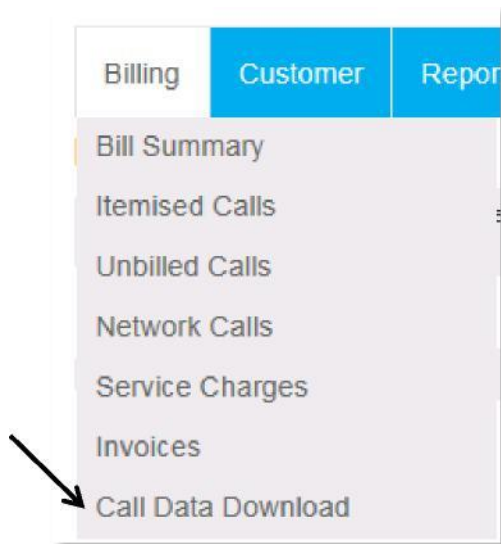


The Invoices page of the online bill allows you to view an image of your paper bill. These bill images are in Adobe Acrobat PDF format. To view them you'll need Adobe Acrobat Viewer available for free.

The main table on the View Invoice page shows the bill date of each image available. Click on 'View' next to the required date to view the appropriate bill image.



Billing – Call Data Download

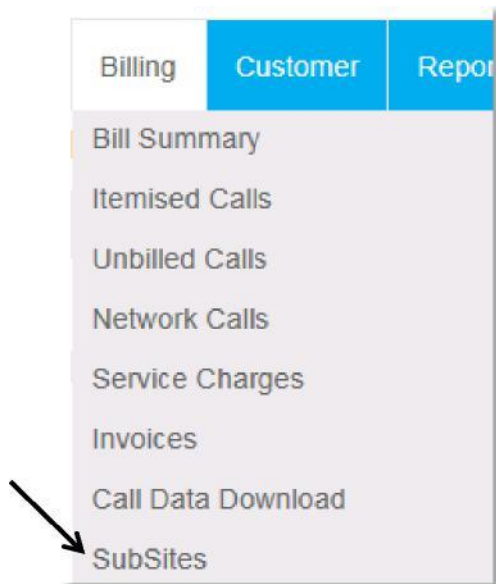


The Download Call Data allows you to download the itemised call data as a CSV (comma separated value) file that can be loaded into a spreadsheet program such as Microsoft Excel.

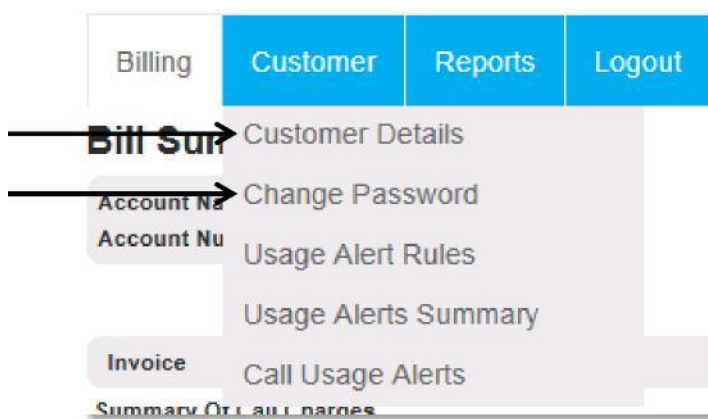
The main table on the Download Call Data page shows the bill date of each image available. Click on 'View' next to the required date under the 'Download CSV' to download the call data file.



Billing – Subsites



You can view individual pdf format bills for each of the subsites set up on your account here.



Customer Details

The customer details page shows your current customer information. This includes your account name and number and the name of your contact person. It will also show your main address and the invoice address if it is different from your main address. Finally, the page will show your email address or addresses, indicating which ones of these addresses your electronic bill will be emailed to.

Change Password

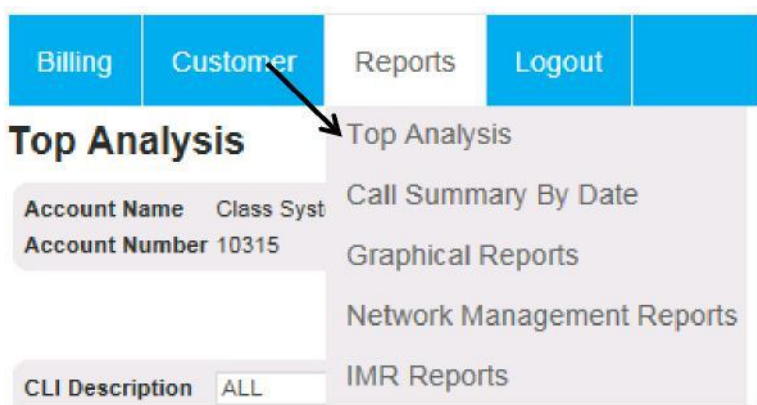
If you want to change the password you use to log into the online bill, click on the button at the top of the page.

This will bring up the change password screen. To change your password, enter your existing password along with what you want to change it to. You will also need to re-type this new password to confirm it.

Your new password should be between 8 and 16 characters long. It should not contain any spaces and should contain at least one digit. It is also case sensitive.

Reports – Top 10 Analysis

Customers can report upon their bills, which is a very useful function within the **Client Portal** system. This allows the customer to view their activities and to see how the cost is allocated to the usage on their lines. This area of **Client Portal** is also particularly effective for identifying potential fraud situations within the business.



The first option is 'Top 10 Analysis' which gives a brief overview of usage. These Reports allow customers to report on 'Destination Types' including 'All' destination types, International, Local, National, Non-Geographic and UK Mobile.



The customer also has the option to choose which billing period the reports will cover, which allows them to build up an idea of usage patterns.

Invoice Number

2015/04/10315

Invoice Date

01 May 2015

Billing Period

01 April 2015

▼

Once these parameters have been decided they can then choose from the 'Select Report' drop down menu, which includes 'Most Expensive Calls', 'Longest Calls', 'Most Frequently Dialed Destination' and 'Most Frequently Dialed Numbers'. By selecting an option, this will automatically display the report in a list format underneath showing the top ten results.

Select Report Quantity

10

▼

Select Report

Most Frequently Dialed Numbers

Most Frequently Dialed Destination

Most Expensive Dialed Numbers - Total

Most Expensive Calls

Longest Calls

CLIs With Most Calls

CLIs With Highest Calls Cost

CLIs With Most SMS Calls

CLIs With Highest SMS Calls Cost

CLIs With Highest Roaming Calls Cost

CLIs With Highest UK Data Cost

CLIs With Highest Roaming Data Cost

CLIs With Highest UK Data Usage

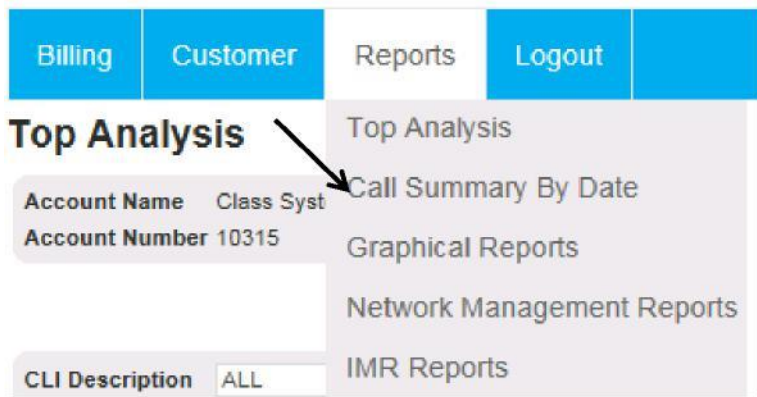
CLIs With Highest Roaming Data Usage

Calls	Duration
1901	
1536	
931	
356	



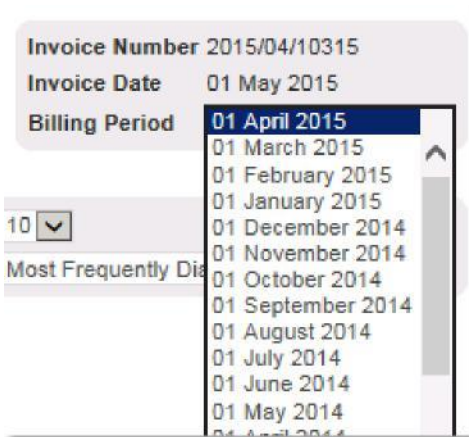
Reports – Call Summary by Date

This section lists how many outbound calls were made on a particular date. It also displays the total duration and cost billed at the end of each day. This is useful for comparing productivity and identifying potential weekend abuse.



The customer also has the option to choose which billing period the reports will cover, which allows you to build up an idea of usage patterns.

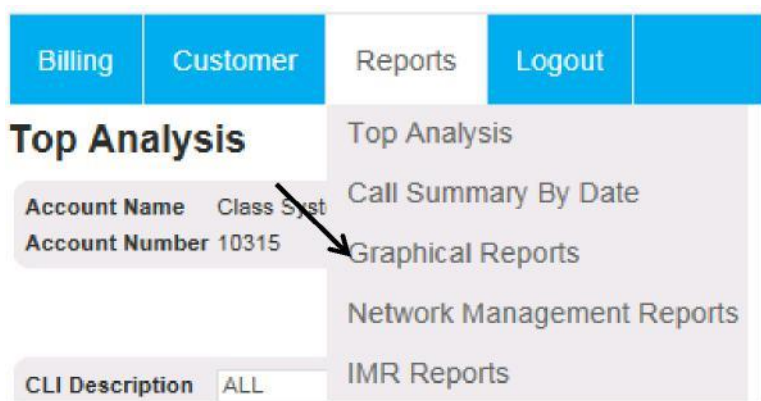
The results are displayed monthly depending on which Billing Period you choose from the drop down menu located top right of the Reports section.



Reports

Graphical Reports

The Graphical Reports page shows a graphical representation of the selected month's call data. A number of different data graphs can be selected and will show data by hour of day, day of week, day of month or by duration distribution.



Each of these graphs except the Duration Distribution graph can plot either number of calls, the duration in minutes or the cost value of each call. Each graph can be represented as either a bar or a line graph.

This dashboard style reporting is particularly useful for at-a-glance information on calling - a simple, yet effective method of helping you to understand your bills.

