



# CallPlus | visibill analyser

the choice is easy

## Visibill Analyser

We understand your business needs clear billing that's easy to reference. Visibill Analyser allows you to analyse usage, record costs and manage these costs effectively.

Visibill Analyser holds up to 7 months worth of online interactive monthly data. It also logs calls online in real time, so after a call has been made it will immediately appear on your "current month account". All your historical invoices are also available as PDF's under the 'Previous Invoices' section.

### Visibill Analyser offers:

- A clear overview of your calling trends via a web-based service
- Quick and easy access to top-level summary information through to individual call records
- Ability to search and export call data into CSV or MS Excel file

### Easy to use:

Visibill allows you to drill down on your invoice to help you understand and control your variable calling costs.

The screenshot shows the CallPlus Visibill web interface. At the top, there's a navigation menu with links like Home, Features & Benefits, Terms & Conditions, FAQ, Privacy, Contact Us, and Logout. Below the menu, it says "You are logged on as Company Name LTD / 85678911 / 30 Apr".

The main content area is divided into several sections:

- Select Month:** A dropdown menu showing "30 Apr 20xx".
- Your Invoice:** A sidebar menu with options like Bill Summary, Call Summary, By Date, By Billing Group, By Type of Calls, By Smartcode, Search, Internet Bandwidth Usage, Pay Your Invoice, Billing History, Previous Invoices, Account Management, Email Addresses, Receive Paper Bill Option, and Change Password.
- Bill Summary:** A section showing Transaction History with a table of items, durations, and totals. It also includes a "Summary for the Month" table with columns for Service, Items, Duration, and Total.
- Top Ten Calling Destinations:** A table with columns for Destination, Description, Calls, Minutes, and Cost.
- Toll Free Top Ten:** A table with columns for Origin, Description, Calls, Minutes, and Cost.

There are also links for "Tax invoice" and "GST Number: 67-647-647".

View historical data

Sort by service type:  
View call details by clicking on the light blue text

Top Ten Calling Destinations:  
Sort by Calls, Minutes or Cost

Outbound Caller ID

Inbound Toll Free Caller ID



## Visibill Analyser User Guide

To access CallPlus Visibill Analyser you will need your account number and Visibill password.

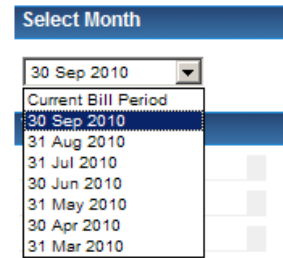
Log in page: <http://www.callplus.co.nz/visibill>

## Navigation

### Bill Period:

By default Visibill will show you the previous bill period. Use the drop down box at the top left hand menu to navigate to another bill period or current bill period.

You will then be able to navigate using either the Service Summary or left hand menu.



### Service summary

The service summary shows a breakdown of fixed monthly charges and variable calling charges. You can click on the blue hyperlinks to drill down to more detail on a particular service or call type.

Summary for the Month			
Service	Items	Duration	Total
<b>Fixed Line Services</b>	<b>3</b>	<b>00:00:00</b>	<b>\$134.85</b>
<a href="#">Business Line Rental</a>	3	00:00:00	\$134.85
<b>Fixed Line Voice</b>	<b>70</b>	<b>04:15:27</b>	<b>\$16.51</b>
<a href="#">International Calls</a>	4	00:04:11	\$0.34
<a href="#">Local Calls</a>	1	02:54:00	\$7.83
<a href="#">National Calls</a>	60	01:12:16	\$5.84
<a href="#">Other Calls</a>	5	00:05:00	\$2.50
<b>Internet Services</b>	<b>2</b>	<b>00:00:00</b>	<b>\$76.07</b>
<a href="#">Broadband Internet</a>	1	00:00:00	\$71.07
<a href="#">Domain Names</a>	1	00:00:00	\$5.00
<b>Other</b>	<b>1</b>	<b>00:00:00</b>	<b>\$11.32</b>
<a href="#">Other</a>	1	00:00:00	\$11.32
	<b>Sub Totals:</b>		<b>\$238.75</b>
	<b>GST:</b>		<b>\$35.82</b>
	<b>Total:</b>		<b>\$274.57</b>

Billed summary by day			
Date	# Calls	Total Time	Total Cost
<a href="#">01/09/2010</a>	3	0:03:24	\$0.28
<a href="#">02/09/2010</a>	6	0:06:31	\$0.53
<a href="#">07/09/2010</a>	8	0:09:50	\$0.79
<a href="#">08/09/2010</a>	1	0:01:28	\$0.12
<a href="#">09/09/2010</a>	6	0:06:43	\$0.54
<a href="#">10/09/2010</a>	3	0:03:00	\$0.24
<a href="#">13/09/2010</a>	10	0:10:12	\$0.82
<a href="#">14/09/2010</a>	6	0:06:00	\$0.48
<a href="#">15/09/2010</a>	1	0:01:00	\$0.08
<a href="#">16/09/2010</a>	1	0:01:00	\$0.08
<a href="#">20/09/2010</a>	2	0:02:00	\$0.16
<a href="#">21/09/2010</a>	1	0:01:00	\$0.08
<a href="#">22/09/2010</a>	1	0:02:16	\$0.19
<a href="#">23/09/2010</a>	1	0:01:00	\$0.08
<a href="#">24/09/2010</a>	1	0:01:00	\$0.08
<a href="#">27/09/2010</a>	1	0:01:00	\$0.08
<a href="#">28/09/2010</a>	1	0:01:00	\$0.08
<a href="#">29/09/2010</a>	6	0:12:52	\$1.05
<a href="#">30/09/2010</a>	1	0:01:00	\$0.08
<b>Total</b>	<b>60</b>	<b>1:12:16</b>	<b>\$5.84</b>

### Selecting Calls:

By selecting "National Calls" a list of line numbers that made national calls will appear. Simply select the line number that you wish to interrogate and it will drill down to billed summary by day on that line number. Selecting the date will give you all national calls for that day. You can also achieve this report by selecting "search and export" from the left hand menu.



## Visibill Analyser User Guide

### Menu Navigation

You will also be able to navigate using the left hand navigation menu. A key feature is the ability to refine your search by going to 'search and export'.

**Bill summary**— shows the main page and service summary.

**By Smartcode**— displays calls by call track number.

#### Calling menu:

**By date** — drills down on all calls by day of the month.

**By billing group**—displays all charges by line number including fixed line charges.

**By call type**— displays all calls by calling category (local, national, land to mobile).

**By Location**— displays the a map of New Zealand and highlights the areas that you called for the month.

#### Internet:

**Internet Data Usage**— displays a summary by month of your internet usage.

#### Billing:

**Copies of invoices**— provides a full list of all your previous invoices and payment.

**Pay your bill** — ability to pay your bill by Credit Card online.

#### Account Management:

**Account Status**— ability see the status of each line and when it was last used. You can also go to your 'CallPlus My Account' from this section. CallPlus My Account lets you manage your fixed line, mobile and internet services.

**Email Address** — you are able to change the main email address. This email address will receive notifications for latest invoice, calling alerts, broadband usage alerts, and new service installation communication.

**Change password** — ability to change your Visibill password

**Smartcodes**—you can add and change your call track Smartcodes, including descriptions and PIN codes.

**Line descriptions**— to help with reporting you can add a persons name or department to each of your lines.

**Email Alerts**— you can be alerted on expensive calls, outside business hour calls, calls from a specific number or country, long duration calls, or specific calling type.

Select Month
30 Sep 2010
Your Bill
Bill Summary
Search & Export
By Smartcode
Toll Calling
By Date
By Billing Group
By Type Of Call
By Location
Internet
Internet Data Usage
Billing
Copies of Invoices
Pay Your Bill
Payment Options
Account Management
Account Status
Email Addresses
Paper Bill Options
Change Password
Smartcodes
Line Descriptions
Email Alerts
Logins Management



## Visibill Analyser User Guide

### Graphs

Visibill provides automatic graphs to help you understand you invoice at a glance.

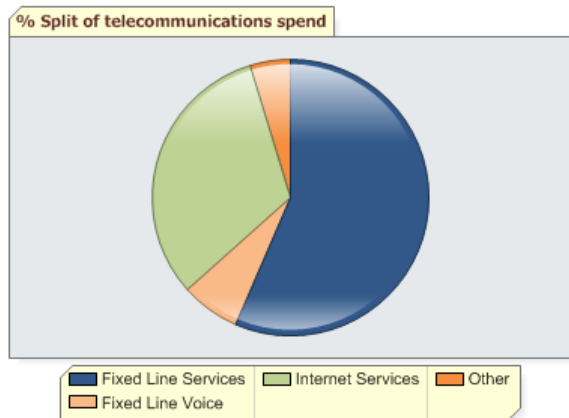
#### Top 10 calls

Displays top ten calls by cost. The report can also show top 10 calls by number of calls, by clicking on 'Calls' and also duration by clicking on 'Minutes'.

Top Ten Calling Destinations				
Call To	Description	Calls	Minutes	Cost
<a href="#">09XXXXXX</a>	AUCKLAND	81	89	\$25.82
<a href="#">027XXXXXX</a>	Mobile	33	61	\$12.37
<a href="#">61XXXXXX</a>	Australia Mobile	5	40	\$11.49
<a href="#">021XXXXXX</a>	Mobile	7	73	\$11.12
<a href="#">07XXXXXX</a>	Hamilton	30	354	\$10.62
<a href="#">021XXXXXX</a>	Mobile	4	62	\$8.50
<a href="#">61XXXXXX</a>	Australia Mobile	1	26	\$7.30
<a href="#">61XXXXXX</a>	Australia Mobile	2	25	\$7.14
<a href="#">021XXXXXX</a>	Mobile	16	30	\$7.08
<a href="#">07XXXXXX</a>	George R D	44	226	\$6.78

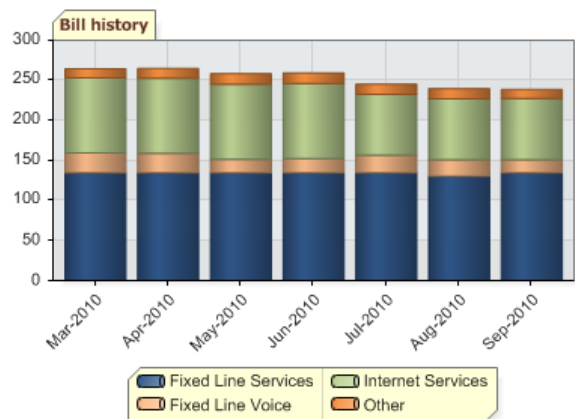
#### Split of Telecommunications spend

Percentage split by service category



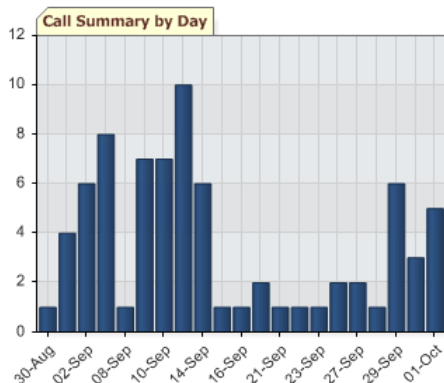
#### Bill History

Ability to identify cost increases or decreases by service category



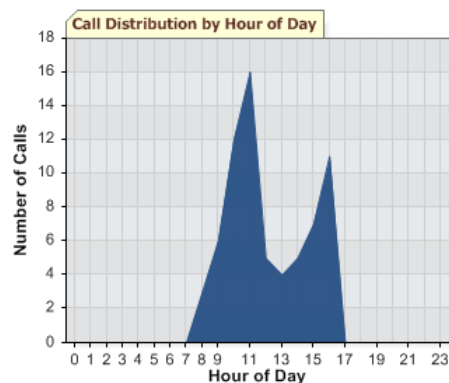
#### Calling report

Volume summary by day of the month



#### Calling report

Average number of calls by hour of the day





## Visibill Analyser User Guide

### Current bill period

By selecting 'Current Bill Period' from the top left hand menu you will be able to see all calls for the current month along with any up coming fixed charges and credits.

### Toll Calling

Calls will appear in Visibill 3 seconds after the call has ended.

You can search on these calls by selecting 'By Date' or if there are large amounts of calls you can select 'By billing group' (line number).

#### Call type breakdown - by day

Billed summary by day			
Date	# Calls	Total Time	Total Cost
<a href="#">01/11/2010</a>	2	0:02:31	\$0.21
<a href="#">02/11/2010</a>	7	0:06:00	\$0.48
<b>Total</b>	<b>9</b>	<b>0:08:31</b>	<b>\$0.69</b>

### Fixed Line Charges

A summary of your current months fixed line charges can be found under 'Fixed Line Charges' on the left hand menu.

All Fixed charges including Broadband, Dedicated Internet and internet services will be shown in this section. Credits we've issued to you in the current month will also be shown.

Select Month

Current Bill Period ▾

Your Bill

- Bill Summary
- Fixed Charges
- Search & Export
- By Smartcode

Fixed Charges						
Source	Short Desc	Type	Billing Date	Description	Charge Period	Current Charge
Contract Service Charges	09 XXXXXXX	Line Rental Business	30/11/2010	Business Line Rental	01/12/2010 to 31/12/2010	\$44.95
	09 XXXXXXX	Call Display Services	30/11/2010	Caller Display	01/12/2010 to 31/12/2010	\$0.00
	09 XXXXXXX	Line Rental Business	30/11/2010	Business Line Rental	01/12/2010 to 31/12/2010	\$44.95
	09 XXXXXXX	Wholesale Jetstream	30/11/2010	Broadband Access	01/12/2010 to 31/12/2010	\$0.00
	09 XXXXXXX	Call Display Services	30/11/2010	Caller Display	01/12/2010 to 31/12/2010	\$0.00
	09 XXXXXXX	Line Rental Business	30/11/2010	Business Line Rental	01/12/2010 to 31/12/2010	\$44.95
<b>Contract Service Charges</b>						<b>\$134.85</b>
Service Charges	Login 1	Dedicated Internet	30/11/2010	BizStream Pro 40GB	01/12/2010 - 31/12/2010	\$71.07
	Login 1	Domain Names	30/11/2010	Domain: name.co.nz	01/12/2010 - 31/12/2010	\$5.00
<b>Service Charges</b>						<b>\$76.07</b>
<b>Totals:</b>						<b>\$210.92</b>