

# WebaBILLity Pro User Guide



## Using Webpro

### View My Bills

This section displays a summary of your invoices per billing period and allows you to view and print them. From here you can click into any invoice to see a breakdown of charges and download the invoice and report files.

It is possible to export the invoice to CSV by clicking the Export button near the top of the screen. To the right of this button is the Print button which can be selected to print the invoices.

At the bottom of the screen, it is possible to change pages and jump to a certain page. It is also possible to adjust the number of invoices displayed per page.

Anvil Holdings->Invoices  

Invoice number	Site	Billing Month	Billing period date	Service Charges	Calls	Total	VAT	Total (including VAT)
Unbilled	Head Office	-	1/31/2016	\$110.24	\$744.74	\$854.98	\$171.00	\$1,025.98
Unbilled	Head Office	-	1/31/2016	\$306.50	\$0.38	\$306.88	\$61.38	\$368.26
Unbilled	Head Office	-	1/31/2016	\$706.50	\$0.00	\$706.50	\$141.30	\$847.80
200635	Head Office	January, 2016	12/31/2015	\$1.50	\$451.07	\$452.57	\$90.51	\$543.08
200657	Head Office	January, 2016	12/31/2015	\$301.50	\$10.23	\$311.73	\$62.35	\$374.08
200602	Head Office	December, 2015	11/30/2015	\$1.50	\$343.41	\$344.91	\$68.98	\$413.89
200623	Head Office	December, 2015	11/30/2015	\$421.45	\$10.23	\$431.68	\$86.34	\$518.02
200593	Head Office	November, 2015	11/30/2015	\$421.49	\$0.00	\$421.49	\$84.30	\$505.79

Next > Last >>  Jump To Page  Results Per Page Page 1 of 2

### Create Reports

In Create Reports you can create a range of pre-configured reports in PDF, Excel or CSV format.


Report – Select the report type in the drop-down box. The content of these reports range from Call Type Analysis to Dialed Mobile Numbers.

Period – Select the Bill Run Period in the Drop-down box.

Bill Run – Select the Bill Run type to run (Default, Mobile) and also select the format it should be published in (PDF, Excel, CSV).

When satisfied with the settings, click the Create Report button.

My Account

Home   Anvil Holdings->Reports

Report:

Period:

Bill Run:

PDF format  
 CSV format  
 Excel format

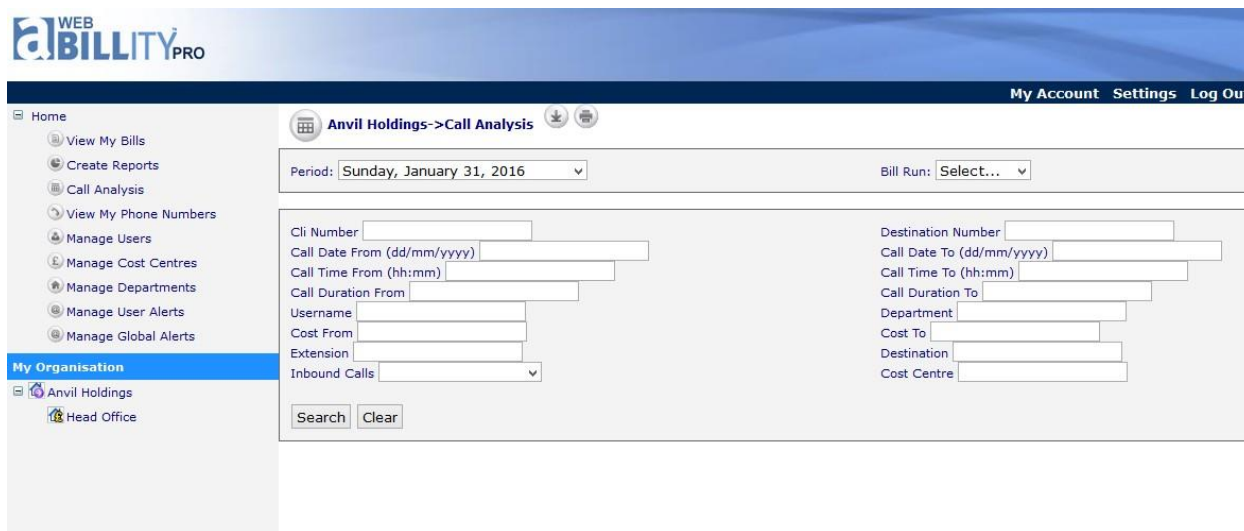
My Organisation

## Call Analysis

Allows you to view, print and search through call data and filter the records based on specified search criteria. For example, you can search by Cli Number and Username.

Once the search keywords have been entered, click the Search button to begin the process.

To the right of the Search button is the Clear button which, when clicked, will clear the fields of any search terms.



The screenshot shows the 'WEB ABILITY PRO' interface. The main header includes 'My Account', 'Settings', and 'Log Out'. The left sidebar contains navigation options like 'View My Bills', 'Create Reports', 'Call Analysis', and 'My Organisation'. The 'Call Analysis' section is active, displaying a search form for 'Anvil Holdings->Call Analysis'. The form includes fields for 'Period' (set to 'Sunday, January 31, 2016'), 'Bill Run' (set to 'Select...'), and various search criteria such as 'Cli Number', 'Destination Number', 'Call Date From/To', 'Call Time From/To', 'Call Duration From/To', 'Username', 'Department', 'Cost From/To', 'Extension', and 'Inbound Calls'. 'Search' and 'Clear' buttons are located at the bottom of the form.

Depending on the search parameters specified, the next page will display the results of your search request.

Site	CLI	Tel. No.	Destination	Extension	Description	Department	Call Date	Call Time	Duration	Cost
Head Office	01301885451	07817317619	UK Orange (fm4)				1/1/2016	7:32:30 AM	00:00:10	\$0.01
Head Office	01301885451	07817317619	UK Orange (fm4)				1/1/2016	7:32:30 AM	00:00:10	\$0.01
Head Office	01301885451	07802466630	UK O2 (fm1)				1/1/2016	7:47:45 AM	00:00:27	\$0.03
Head Office	01301885451	07900680340	UK Vodafone (fm5)				1/1/2016	7:50:23 AM	00:01:54	\$0.14

## View My Phone Numbers

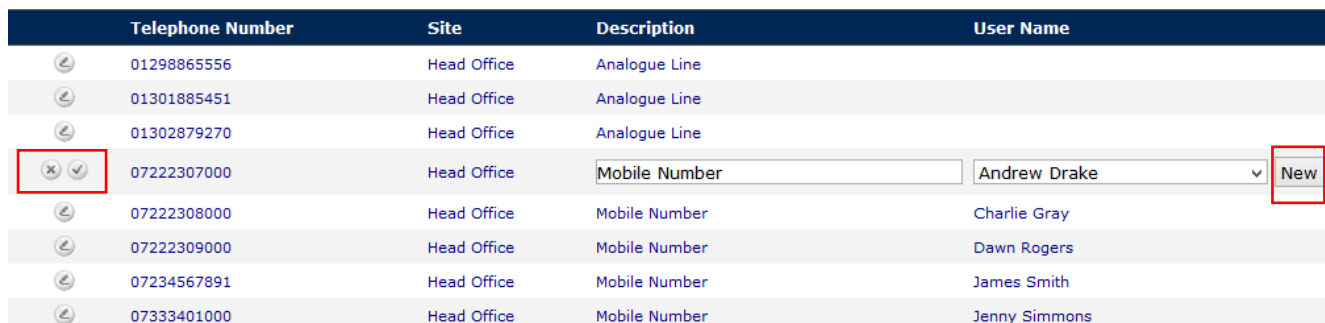
In View My Phone Numbers you can view your phone numbers and their details, you can also assign cost centres, users and departments to them by clicking on the number and selecting Edit.



Telephone Number	Site	Description	User Name
01298865556	Head Office	Analogue Line	
01301885451	Head Office	Analogue Line	
01302879270	Head Office	Analogue Line	
07222307000	Head Office	Mobile Number	Andrew Drake
07222308000	Head Office	Mobile Number	Charlie Gray
07222309000	Head Office	Mobile Number	Dawn Rogers

Selecting Edit will enable the edit boxes for the selected Phone Number chosen to be edited, this will allow you to then update the Username and Description for that Phone Number. To save the changes, click the Save icon. To cancel the changes, click the Cancel icon.

Note: Selecting New creates a new user for that telephone number.



Telephone Number	Site	Description	User Name
01298865556	Head Office	Analogue Line	
01301885451	Head Office	Analogue Line	
01302879270	Head Office	Analogue Line	
07222307000	Head Office	Mobile Number	Andrew Drake
07222308000	Head Office	Mobile Number	Charlie Gray
07222309000	Head Office	Mobile Number	Dawn Rogers
07234567891	Head Office	Mobile Number	James Smith
07333401000	Head Office	Mobile Number	Jenny Simmons

A second method of updating the above information is selecting the phone number itself, this will bring up a new screen which will allow the user to change or add a description and username when they select the Edit button. Once these changes have been made, select Update.

If you click the username a screen will appear that will allow you to edit the information for that particular user. From here, it is also possible to delete a user.



**Anvil Holdings->Head Office->Users->Andrew Drake**

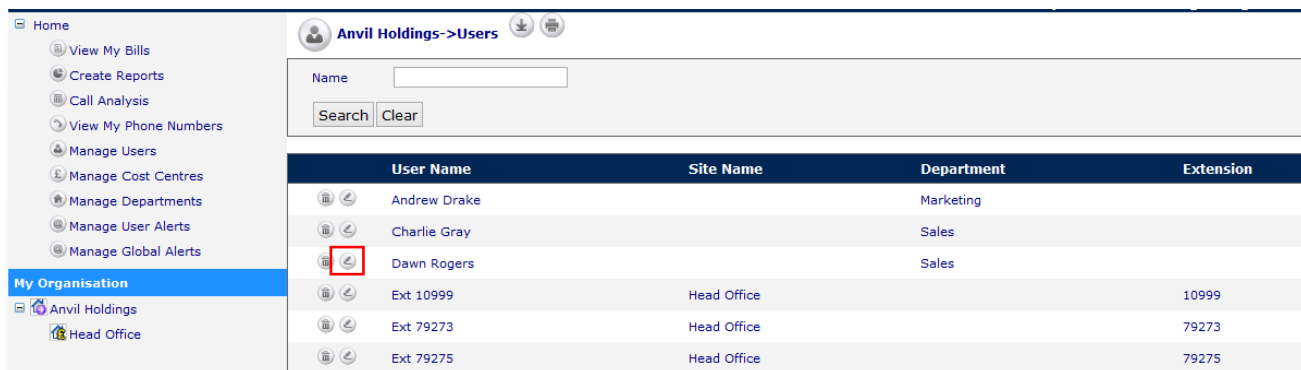
Name	Andrew Drake
Site Name	
Department	Marketing
Extension	

**Edit Back Delete**

## Manage Users

In Manage Users you can create, delete and modify a user's details.

Use the Edit button to open up fields to update a user's User Name, Site Name, Department and Extension.



Home

- View My Bills
- Create Reports
- Call Analysis
- View My Phone Numbers
- Manage Users
- Manage Cost Centres
- Manage Departments
- Manage User Alerts
- Manage Global Alerts

**My Organisation**

- Anvil Holdings
- Head Office

Anvil Holdings->Users

Name

Search Clear

User Name	Site Name	Department	Extension
Andrew Drake		Marketing	
Charlie Gray		Sales	
Dawn Rogers		Sales	
Ext 10999	Head Office		10999
Ext 79273	Head Office		79273
Ext 79275	Head Office		79275

User Name	Site Name	Department	Extension
Andrew Drake		Marketing	
Charlie Gray		Sales	
<input type="text" value="Dawn Rogers"/>	<input type="text" value="&lt;None&gt;"/>	<input type="text" value="Sales"/>	<input type="text"/>
Ext 10999	Head Office		10999
Ext 79273	Head Office		79273
Ext 79275	Head Office		79275

Next to the Edit button is the Delete button, use this button to delete users.

User Name	Site Name	Department	Extension
Andrew Drake		Marketing	
Charlie Gray		Sales	
Dawn Rogers		Sales	
Ext 10999	Head Office		10999
Ext 79273	Head Office		79273
Ext 79275	Head Office		79275

The department drop-down box contains all the Departments created in the Manage Departments menu. This list can be added to, go to Manage Departments for more information

## Manage Cost Centres

The Manage Cost Centres section allows you to create and modify cost centres.

My Account Settings Log Out Help About		
£ Anvil Holdings->Cost Centres		
Name	emailaddress	Notes
Luton Cost Centre	lutoncostcentre@hotmail.com	Luton
Oxford	Oxfordcallcentre@oxford.co.uk	Call Centre 1
<a href="#">Add New Cost Centre</a>		

Use the Add New Cost Centre Tab to add a new cost centre and add the information. Select Insert to add the Cost Centre to the list of already existing cost centres. Selecting Cancel will take the user back to the previous screen without adding a new Cost Centre.

Name	<input type="text"/>
Email Address	<input type="text"/>
Notes	<input type="text"/>
<input type="button" value="Insert"/> <input type="button" value="Cancel"/>	

You can modify a cost centre by selecting the name of the Cost Centre. Click Edit to edit the fields within the cost centre and click Update to save the changes. Press Cancel to cancel any changes made to the user.

You can also delete the Cost Centre by the clicking the Delete button to the right of the Edit button. Clicking Back will return you to the Cost Centre main menu.

£ Anvil Holdings->Cost Centres->Luton Cost Centre	
Name	<input type="text" value="Luton Cost Centre"/>
Email Address	<input type="text" value="lutoncostcentre@hotma"/>
Notes	<input type="text" value="Luton"/>
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

## Manage User Alerts

In Manage User Alerts you can set up E-Alerts on phone numbers and accounts. It can be used to detect whether certain customers exceed their limits.

Note: Only Global alerts are visible on both webaBILLity pro and aBILLity. User alerts are only visible and configured on webaBILLity pro.

My Account Settings Log Out Help About		
@ Anvil Holdings->CLI E-Alerts		
E-Alert Name	Email Address	Title
Fraud	Fraudalert@hotmail.co.uk	Fraud
<a href="#">New</a>		

To add an E-Alert:

1. Select the New tab.
2. Name the E-Alert and add the email address which would receive any alert emails.
3. Add a title as further information clarifying the purpose of the E-Alert.
4. Then select Save to save the new E-Alert.

My Account	
@ Anvil Holdings->CLI E-Alerts->(New E-Alert)	
Name	<input type="text"/>
Email Address	<input type="text"/>
Title	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

On selecting Save the configuration screen will open (you can also access this screen by selecting the E-Alert Name).

## Alerts by Call

Clicking Alerts by Call will allow the user to adjust various limits (such as duration, voice cost limit and data cost limit) for all users. When these are breached, an alert will be sent to the email attached to the E-Alert. To set the thresholds, select the Edit button and enter the thresholds in the available boxes.

[My Account](#) [Settings](#) [Log Out](#) [Help](#) [About](#)

**@ Anvil Holdings->CLI E-Alerts->(New E-Alert)**

Name	High volume Calls
Email Address	calls@calls.co.uk
Title	Calls
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	

Alerts by Month   
  Alerts by Call

	Voice Cost Limit	Voice Duration	Data Cost Limit	Data MB Limit	Text Cost Limit
<input type="checkbox"/> All Users	\$0.00	0 mins	\$0.00	0 MB	\$0.00

Phone Number	User Name	Voice Cost Limit	Voice Duration	Data Cost Limit	Data MB Limit	Text Cost Limit	In Limit
<input type="checkbox"/> <input type="checkbox"/> 01298865556		<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/> 01301885451		\$0.00	0 mins	\$0.00	0 MB	\$0.00	<input checked="" type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/> 01302879270		\$0.00	0 mins	\$0.00	0 MB	\$0.00	<input checked="" type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/> 07222307000	Andrew Drake	\$0.00	0 mins	\$0.00	0 MB	\$0.00	<input checked="" type="checkbox"/>

## Alerts by Month

When Alerts by Month is selected, Alerts can be set up so that the system will monitor any breaches per CLI and if any breaches are detected the user will be alerted via email regarding the breaches.

The Overall Accounts Limits is where the combined total of the Voice Cost Limit, Voice Duration etc for all the CLIs are set. If this is breached an alert would be sent to the email address attached to the E-Alert.

Name	overuse
Email Address	billing@billing.co.uk
Title	Customer exceeds limit
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	

Alerts by Month   
  Alerts by Call

	Voice Cost Limit	Voice Duration	Data Cost Limit	Data MB Limit	Text Cost Limit
<input type="checkbox"/> <input checked="" type="checkbox"/> Per CLI	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<input type="checkbox"/> <input checked="" type="checkbox"/> Overall Account Limits	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

It is possible to edit the thresholds of an individual CLI/Phone Number by selecting the edit button of the CLI/Phone Number. The thresholds can be set in the available boxes.

Note: Remember to save any changes using the tick button.

Phone Number	User Name	Voice Cost Limit	Voice Duration	Data Cost Limit	Data MB Limit	Text Cost Limit	In Limit
<input type="checkbox"/> <input checked="" type="checkbox"/> 01298865556		<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/> 01301885451		\$0.00	0 mins	\$0.00	0 MB	\$0.00	<input checked="" type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/> 01302879270		\$0.00	0 mins	\$0.00	0 MB	\$0.00	<input checked="" type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/> 07222307000	Andrew Drake	\$0.00	0 mins	\$0.00	0 MB	\$0.00	<input checked="" type="checkbox"/>



## Manage Global Alerts

In Manage Global Alerts you can set up E-alerts based on various criteria.

[Edit number lists](#)

E-Alert Name	Email Address	Title
Elliot	elliott@elliott.co.uk	

[New](#)

To add E-Alerts select the New tab.

Name the E-Alert and add an email address to receive any alert emails. Use the title as further clarification of the E-Alert and its purpose, then click Save to add the E-Alert.

You can then edit the E-Alert by clicking on the E-Alert name.

Selecting Edit Number Lists adds a list of alerts of which will be activated if the Call Number is not in the list. For instance, if the Called Number is in the list then Alerts 1 will be activated, however, if it isn't in the list then Alerts 2 will be activated. This essentially acts as a Fraud Plan the customer can control themselves so the numbers in the list would be a list of numbers they know that the company should not be phoning and should be paired with some of the other options. The numbers not in list becomes an exclusion list where the numbers included do not get included in the checks they set up.

Once saved select the E-Alert name from the Manage Global Alerts screen, then select New Item to add a new section to the E-Alert.

@ **Anvil Holdings->EAlerts**




Name: Elliot

Email: elliott@elliott.co.uk



Title:

**Item Summary**

[All calls](#)

[New item](#)

Set the desired thresholds and then save the item using the Save button. Select Cancel to cancel the E-Alert thresholds.

@ Anvil Holdings->EAlerts  

Costing more than:	<input type="text"/>
Called number:	<input type="text"/>
Called number in list:	<input type="text" value="v"/>
Called number not in list:	<input type="text" value="v"/>
Calls made on date:	<input type="text"/>
Calls made on:	<input type="text" value="v"/>
Calls NOT made between: (hh:mm and hh:mm)	<input type="text"/> and: <input type="text"/>
Calls longer than (mins):	<input type="text"/>
CLI:	<input type="text"/>
Made from extension:	<input type="text"/>
Call type:	<input type="text" value="v"/>
Max daily bill:	<input type="text"/>
Site:	<input type="text" value="v"/>
Max outbound calls:	<input type="text"/>
Inbound Call Type:	<input type="text" value="v"/>

You can edit the Thresholds for the items by selecting item name in the E-Alert Menu