

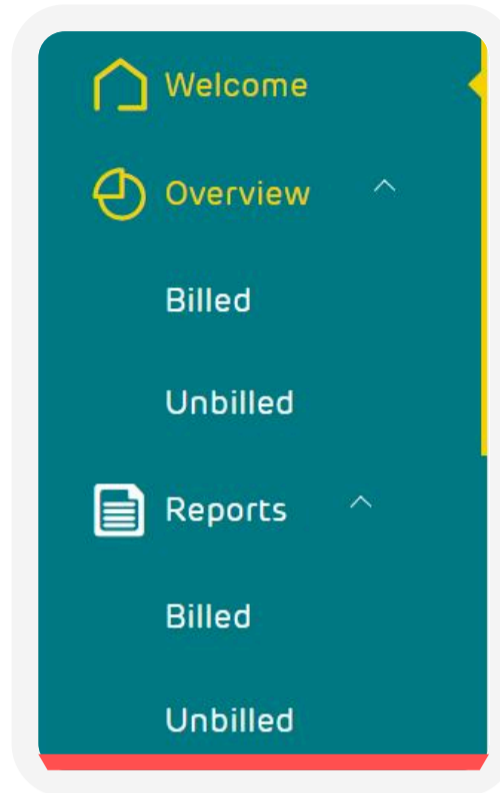
REPORTS

Introduction to the Reports Section

The Reports section is split into two subsections – Billed and Unbilled. Billed reports will give you the details from your latest invoice, whereas Unbilled will display usage since your last bill date.

Please note this can be slightly delayed, and we cannot guarantee accuracy until we have provided invoiced information.

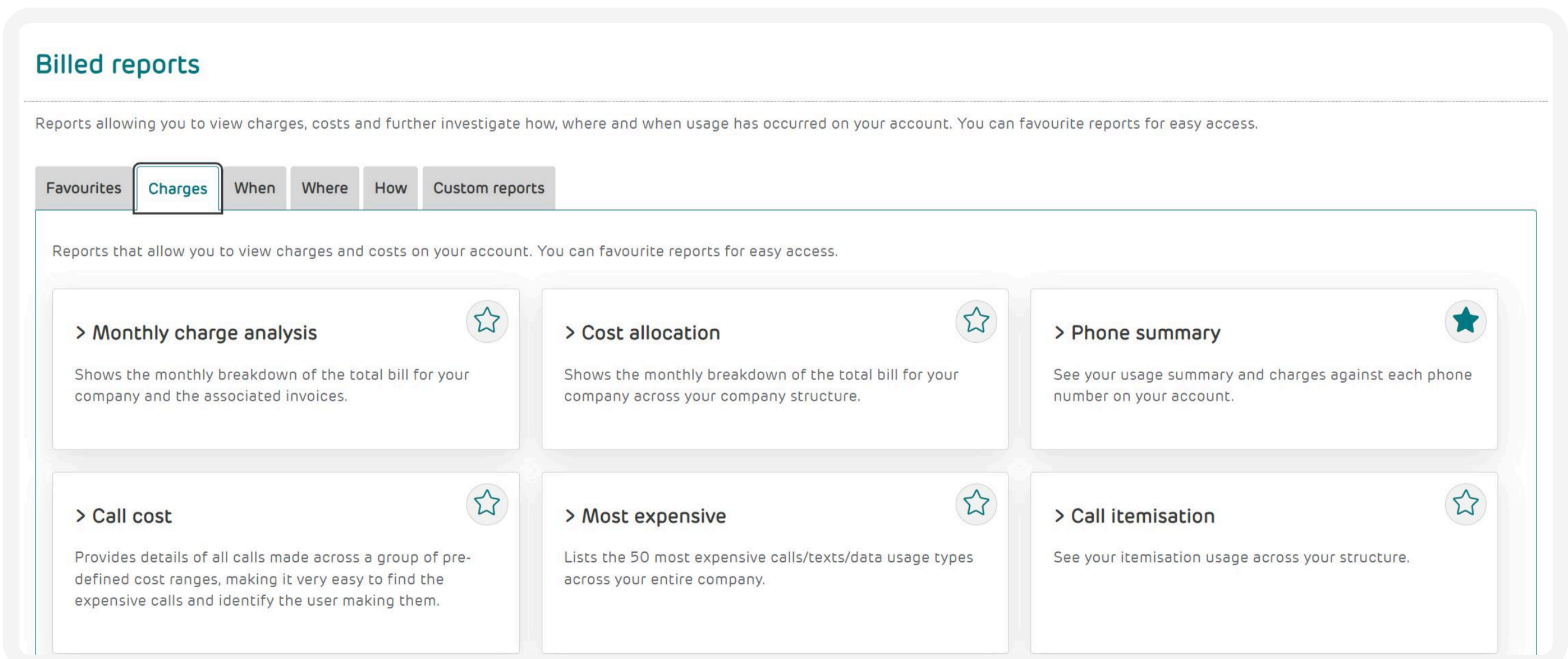
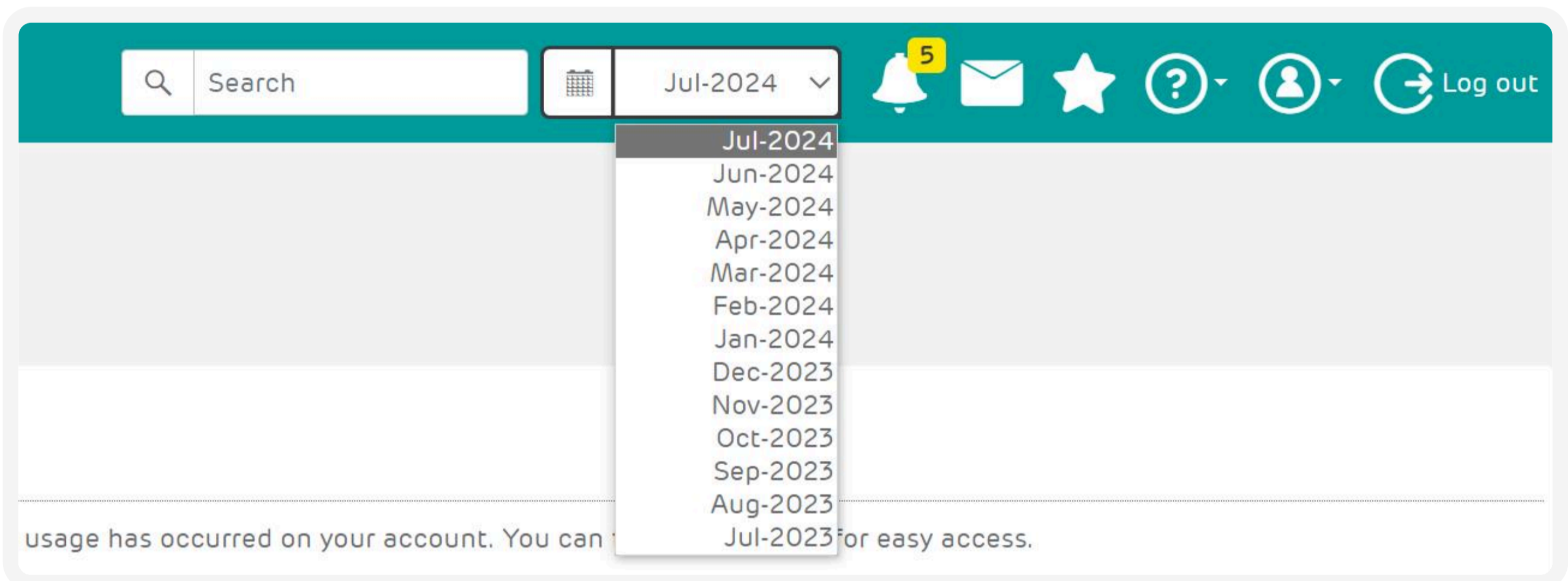
This user guide will cover the Billed section. For more information on Unbilled, visit our [Unbilled Usage guide](#).



Billed Reports

The Reports section will be set at the current month by default. This can be changed by selecting the month you wish to report on in the top right of your screen.

Please note that Mobile Manager holds 3 months of full itemisation and 13 months of summary information.




You can then search through the tabs to find your reports. Each section has a short explanation under each report.




The Favourites tab allows you quick access to your favourite reports. Just select the star on your reports and they'll be added to this tab for easy access.

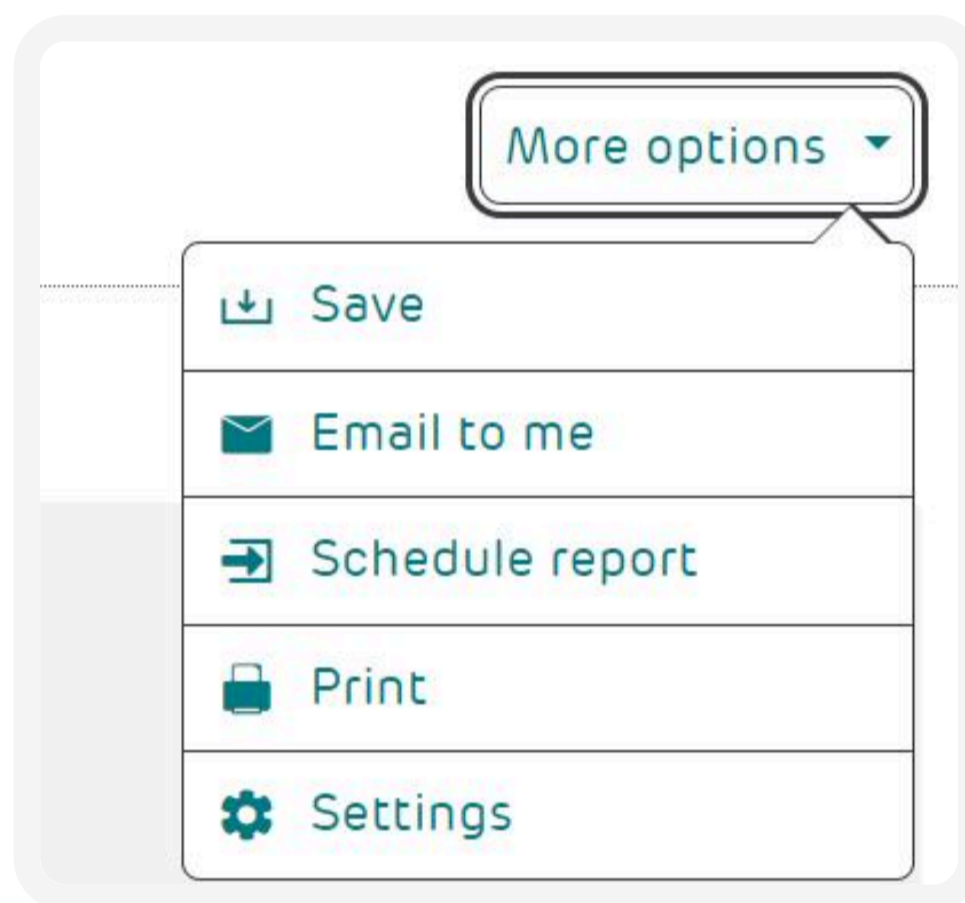
Most reports begin with a summary of the data. From there, you can choose to either sort the results by the departments you've set up in your structure, or by the individual categories from that report.

The two icons next to the record type you're viewing control how you look into the data further:

 Looks into the company structure for the category you select, for example selecting 'Select Groups' in the SMS category will show you all SMS usage per department.

 Takes you into the itemisation report for the chosen category, showing usage for the entire company.

Once you've looked further into a report, you'll see some extra filtering options at the top of the page under 'more options' – settings. They allow you to customise the view.



For printing, saving, and scheduling, use the 'More options' in the top right of the report you're viewing.

When scheduling reports, you can send reports to a single email address or a group of email addresses.

You are also able to filter through your billing accounts, or hierarchy structure (if you have set one up) to look at individual areas/accounts. To do this simply use the menu in the top left of the reports to dive into your structure and numbers.

Select structure... → Demo Account → East → Admin

division	department	Cost Centre
East 2 ▶	Admin 2 ▶	CC1 8 ▶
North 3 1 ▶	Sales 2 ▶	CC2 8 ▶
South ▶	Support 2 ▶	▶ Phones
steve ▶	▶ Phones	
West 3 ▶		
Unallocated 3 ▶		
▶ Phones		

Reports Explained

CHARGES

Reports that allow you to view charges and costs on your account.

MONTHLY CHARGE ANALYSIS

Shows the monthly breakdown of the total bill for your company and the associated invoices.

You can then look into the report to categorise charges by invoice number or charge type (recurring charge, one off charge, usage charge).

This report displays the entire invoice information and cannot be broken down by company structure. Because of this, only main administrators can view this report.

This report is also helpful for you to directly reconcile against your invoice.

COST ALLOCATION

Shows the monthly breakdown of the total bill for your company across your company structure. You can break the details down to go straight to the list of charges.

This report can be viewed using any company structure that you're assigned to and is available to all levels of user access.

PHONE SUMMARY

This is a great place to start each month, giving you an overview of each user's usage and charges. You can get a breakdown of the charges by selecting the folder icon next to the phone number. The default view gives you the report from the highest level of the company structure your login allows, and can be filtered to a specific department using the 'Reporting Structure' tab.

CALL COST

Provides details of all calls made across a group of pre-defined cost ranges, making it easy to find the expensive calls and identify the user making them.

This report can be viewed using any company structure you're assigned to.

MOST EXPENSIVE

Lists the 50 most expensive calls/texts/data connections. This report looks at usage across the entire user base – selecting a department in the company structure will not filter the results.

CALL ITEMISATION

You can view your itemisation usage across your structure in this report, either by department or user level. Use the search box to find a specific user or department, and use 'zero entries' option to toggle between those calls that have no amount. This report can be viewed using any company structure you're assigned to.

VAT EXEMPT

Shows your usage with no associated VAT charges. VAT-exempt usage typically includes any usage outside the EU, and certain multimedia SMS services. This report can be viewed using any company structure you're assigned to.

INVOICE DETAILS

The fixed cost report provides the invoice details and shows received payments and any outstanding amounts. Because of this, only the main admin user can view this report.

This report can be viewed using any company structure you're assigned to.

TECHNOLOGY FUNDS

Your technology funds are the credit you're given as part of your EE agreement (if applicable). This credit will only be available for a set amount of time. You can view your remaining credit balance, your original balance, and individual transactions you have made using your credit, making the process of managing your funds smoother.

Technology funds is available to top level administrators, and only available for EE Future Mobile customers. For more information, you can find our Technology Funds user guide [here](#).

WHEN

This menu contains reports to help you understand or identify when calls were made and show you a breakdown of the costs.

DAILY USAGE

View usage made on each day within your billing period. You can look further into each day's results by department (down to individual user level), or select the folder icon to go straight to the full itemisation for that day.

PEAK/OFF-PEAK

Your usage within a billing period is split into peak and off-peak categories. This report can be viewed using any company structure you're assigned to.

HOURLY USAGE

View your usage made by hour of each day within your billing period. This report can be viewed using any company structure you're assigned to.

LONGEST CALL

Lists the top 50 longest calls made that month.

CALL DURATION

Separates voice calls into groups of specific durations. Ideal for identifying unusually long calls. This report can be viewed using any company structure you're assigned to.

WHERE

This menu helps you to understand or identify where calls were made.

CALL DESTINATION

Breaks down your usage by the destination.

Each destination can be broken down into sub-categories. For example, by selecting the folder icon on 'Landline', you will see a breakdown of those calls by destination. If you select 'Roaming', it will group the calls by the foreign network the calls were made through.

This report is only available to users assigned at the top level of the company structure; all other users will go directly from the destination category to the itemisation.

FREQUENTLY DIALLED

Identify the 50 most frequently dialled numbers in your billing period. The report organises all outgoing calls by number dialled.

HOW

Helps you understand the type of calls being made.

MOBILE VOICE VPN

Breaks down usage based on your Mobile Voice VPN setup. Calls are categorised by the origin and destination (office or mobile phone). For example, 'Mobile to Office' shows calls from company mobile phones to your office numbers in the closed user group.

This report can be viewed using any company structure you're assigned to.

ROAMING

You can view 'Roaming' two different ways: by selecting 'Roaming' or 'Call Destination', both in the 'Reports' section. This is especially useful if you have high international usage, or to find out if a user has been using the company mobile on holiday.

In the Reports section, under 'How', you can select 'Roaming'.

The report details all usage from outside the UK, categorised by incoming and outgoing calls, SMS and GPRS. This report can be viewed using any company structure you're assigned to.

In the Reports section, under the 'Where' tab you can select 'Call Destination'. Within this you can select 'Roaming'. You'll find more information on 'Call Destination' in this user guide.

CALL CLASS

Breaks down usage by transmission types (Voice, SMS, GPRS, etc).

This report can be viewed using any company structure you're assigned to.

BUNDLE USAGE

Breaks down usage into 'Inclusive/Discounted' (any usage that either comes out of a bundle or is reduced in price by one) and 'Additional' (any usage charged at the full rate). You can then look further into the results by category or department.

This report can be viewed using any company structure you're assigned to.

INCLUSIVE USAGE BY PHONE

Similar to the 'Bundle Usage' report, except this report also gives details of any cash bundles on the account.

SUMMARY OF INCLUSIVE USAGE

Displays all available usage bundles, giving a summary of total units used and rolled over for each.

Look further to see which handsets used each bundle, and the total units they each used.

As this report collates usage across the entire account, it can only be viewed by users with top level access.

CUSTOM REPORTS

Custom reports allows you to create and view bespoke reports on your billing data. You can create reports based on usage with 'Call Reports' and reports based on charge information with 'Charge Reports'.

CALL REPORTS - NEW

The 'Call Report' contains a number of filters that you can use to tailor your report.

- **'Who'** – select the area to report on, from the entire company down to an individual user.
- **'Where'** – specify the dialled number, area code, place called or internal calls.
- **'When'** – specify a date and time range, and peak/off-peak times.
- **'How'** – specify a usage type (voice, SMS, GPRS, etc.), call destination, roaming/not roaming.
- **'Duration'** – look for specific durations.
- **'Cost'** – look at cost ranges.
- **'Sort by'** – allows you to sort results.

Select 'Run' to see the results or if you want to run the same report each month, select 'Save' and 'Run' instead. Saved reports appear under the 'Scheduled Reports' menu.

Call reports - new

Create a call based report using your own criteria.

Who Where When How Duration Cost Sort by

Select structure...

▼ Current selection

Default Q
Demo Account ▶

▶ Main structures

Phones in and below Demo Account or Phones in Demo Account only

Advanced phone search

Your selected criteria

Group Demo Account

Sort on Date, Descending

Run **Save and run**

CHARGE REPORTS - NEW

Similar to 'Call Reports', create a charge-based report by using filters to tailor the report but it looks at talk plans, bundles, and one-off charges (anything that isn't phone usage).

SCHEDULED REPORTS

You can view any reports that you have scheduled in Mobile Manager. Some reports that are over 5,000 lines have to be scheduled, you will be notified if this is the case.

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