

Mobile Manager User Guide: Unbilled Usage

You can now view your recent usage in Mobile Manager.

Underneath 'Overview' and 'Reports' you will find the new sub-sections 'Billed' and 'Unbilled'. You will receive your monthly invoices as usual under 'Billed'.

Please note: Unfortunately, this feature isn't available to all customer account types. The Unbilled feature will be automatically enabled for eligible customers.


This feature will only be available to top level administrators. For any users that require access or support, you will need to contact your administrator.

Overview







Under 'Unbilled', you can view your usage since your last billing date. The dashboard shows a breakdown of your total cost, calls, events (texts/mms), and data.

The data isn't live and will update approximately every one to two days. Don't worry, the dashboard will tell you when the data was last refreshed. This will help to give you a more realistic view of your latest monthly usage.

When your next month's billing data is available, the recent usage will re-set accordingly.



MOBILE MANAGER







Log out

Welcome

Overview

Billed

Unbilled

Welcome

Reports

Tagging

Admin

Downloads

Shop

Accounts

Change selection

Usage	Phones	Calls	Events	Data
Total cost	Count	Cost	Count	Cost
£27.240	95	£13.240	1,428	£14.000

Duration (hh:mm:ss)

04:50:41

Volume

5.09 GB

Last updated : Wednesday, 23rd November 2022

My alerts - Configuration

+ More options

Return to my alerts

Name	Alert For	Type	Usage Type	Measure	Threshold	Email	Actions
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Alerts

Set up alerts to keep an eye on your accounts without needing to check your dashboard. You will be contacted via email if your accounts meet your set thresholds. You can set thresholds for:

- Usage type – all or roaming.
- Measure – cost, data, duration or event.
- You can choose to receive an email at the end of the day, when a threshold has been triggered, or both.

The default is to set the alert at group level, but it can be amended for individual phone numbers, hierarchy groups, or account numbers.

1

Name

2

Alert For

Current selection

Company

3

Usage Type

☒ All usage
☐ Roaming

4

Measure

☒ Cost
☐ Data
☐ Duration
☐ Event

5

Threshold

More than or equal to

6

Email

☒ End of day summary
☐ When triggered

Create alert

Cancel

Setting up alerts

- 1. Visit your ‘Unbilled’ dashboard and ‘Create new alert’.
- 2. Name your alert and select your criteria (for example usage, measure, email).
- 3. Then ‘Create alert’ and the alert will be added to your dashboard. When your alert is triggered, you will be emailed. To edit an alert, select ‘More options’ and ‘Configure’. You can also use this to delete alerts. To create more alerts, follow this process again. Each user can set up to ten alerts.

Use the ‘Profile’  icon in the top right-hand corner to edit your email address.

Usage

Total cost

£27.240

Phones

Count

95

Calls

Cost

£13.240

Duration (hh:mm:ss)

04:50:41

Events

Cost

£0.000

Count

1,428

Data

Cost

£14.000

Volume

5.09 GB

Last updated : Wednesday, 23rd November 2022

My alerts

+ More options

Demo Alert ⓘ

Highest £27.240 📶

Cost £10.000 All usage

Create new alert

Configure

My alerts - Configuration

+ More options

Return to my alerts

Name	Alert For	Type	Usage Type	Measure	Threshold	Email	Actions
Demo Alert	Company	Any account	All usage	Cost	£10.000	Summary	<div><div>Edit alert</div><div>Delete alert</div></div>

Reports

View your unbilled usage for your accounts and phones by visiting ‘Unbilled’ under ‘Reports’. Bespoke reporting is also available under ‘My reports’. Once a report has been created, it will save under ‘My reports’ for future usage. The default selection is the group account. You can select accounts and phones within your structure to refine the reports under ‘Monitor’.

These work in the same way as the billed reports. For further information, visit our ‘Reports Section’ User Guide.

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MOBILE MANAGER

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🚪 Log out

Welcome

Overview

Welcome

Reports

Billed

Unbilled

Tagging

Admin

Downloads

Shop

Accounts

Change selection

Recent usage reports

Monitor

Usage itemisation

Usage type

Usage destination

Usage cost

Daily usage

Roaming

Top 50

Phone summary

Most expensive

My reports

My usage - New

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