

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.

The screenshot shows the Mobile Manager dashboard with the 'Unbilled' section selected in the left-hand navigation menu. The main content area displays a table of usage statistics for accounts. The table has columns for Usage (Total cost), Phones (Count), Calls (Cost, Duration), Events (Cost, Count), and Data (Cost, Volume). The data is as follows:

Usage	Phones	Calls	Events	Data			
Total cost	Count	Cost	Duration (hh:mm:ss)	Cost	Count	Cost	Volume
£27.240	95	£13.240	04:50:41	£0.000	1,428	£14.000	5.09 GB

Below the table, there is a 'My alerts - Configuration' section with a '+ More options' button. A table header for alerts is visible, with columns: Name, Alert For, Type, Usage Type, Measure, Threshold, Email, and Actions.

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.

The screenshot shows the alert configuration form with the following fields:

- Name:** Text input field with placeholder "e.g. Account 1 all data".
- Alert For:** Dropdown menu with "Current selection" and "Company" options.
- Usage Type:** Radio buttons for "All usage" (selected) and "Roaming".
- Measure:** Radio buttons for "Cost" (selected), "Data", "Duration", and "Event".
- Threshold:** Text input field with "More than or equal to" label and placeholder "e.g. 100.00".
- Email:** Checkboxes for "End of day summary" (checked) and "When triggered".

At the bottom right, there are "Create alert" and "Cancel" buttons.

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.

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My alerts

[+ More options](#)

Demo Alert ⓘ

Highest **£27.240** 📉

Cost £10.000 All usage

[Create new alert](#)

[Configure](#)

My alerts - Configuration

[+ More options](#)

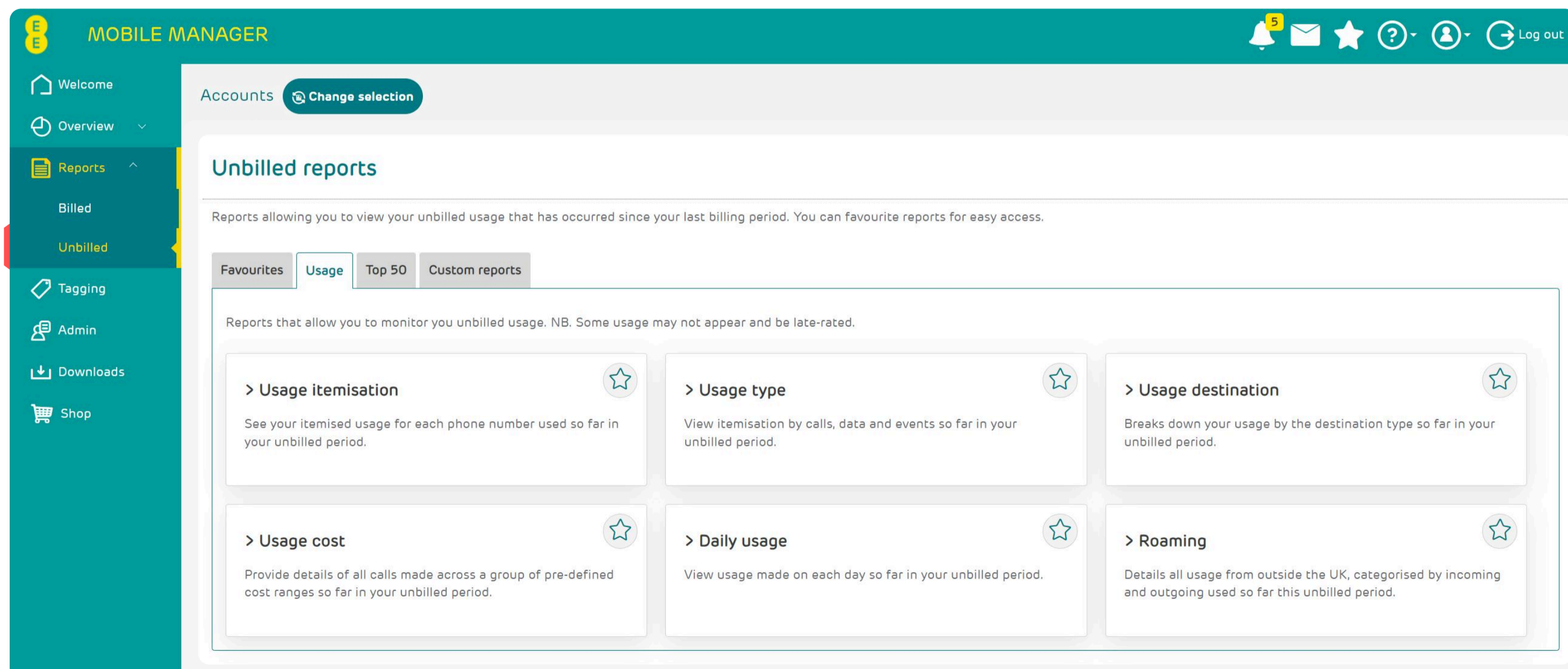
[Return to my alerts](#)

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

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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