

MANAGE YOUR COMPANY STRUCTURES

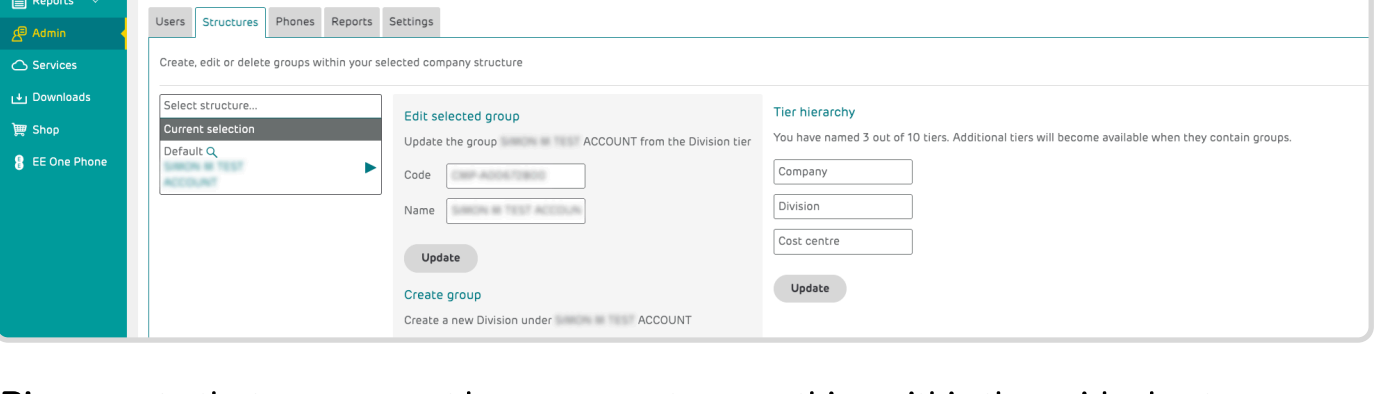
You can manage your company structure using the ‘Structures’ tab in the admin section.

Your structures allow you to organise your phones and users into groups which match the layout of your business. For example, you could have different divisions, such as Sales and IT. You could then split them into smaller groups, such as regions or cost centres.

Alternatively, you can use the structure based on how you are billed by EE.

This guide provides information on:

- How to edit groups
- How to create a new structure
- Billing defined structures
- How to download a structure
- How to upload a structure



Please note that you may not have access to everything within the guide due to your access permissions or due to the type of contract you have with EE. Contact your main company administrator if you would like to amend your access.

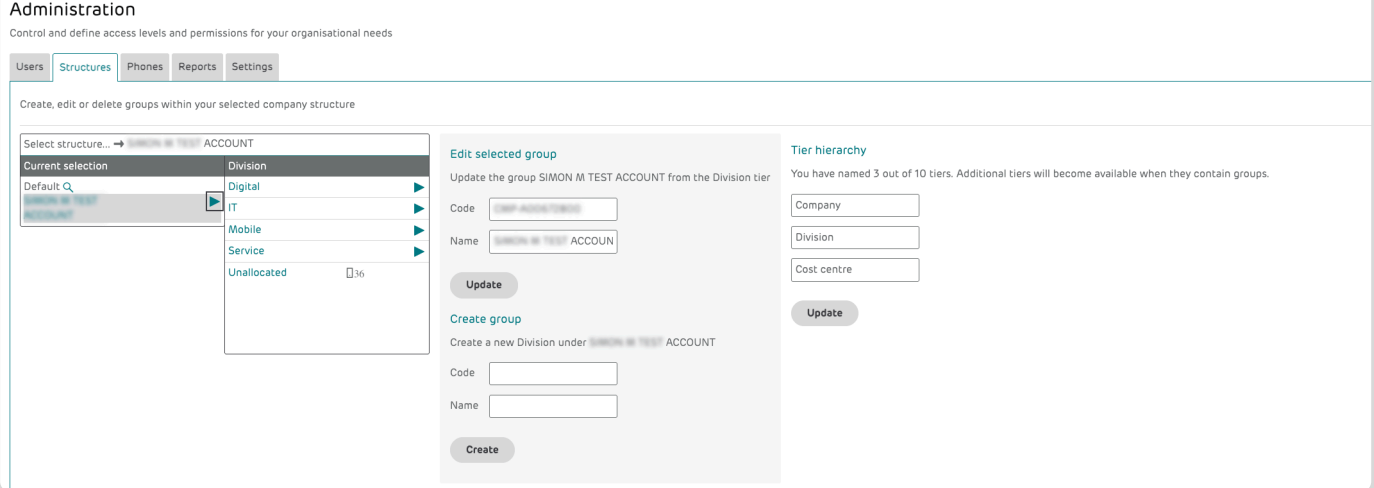
EDIT GROUPS

Use the ‘select structure’ table to edit groups within your structure.

You can navigate through your tiers using the expand arrows. After selecting a group, you can edit it or create a new subgroup to then allocate numbers to.

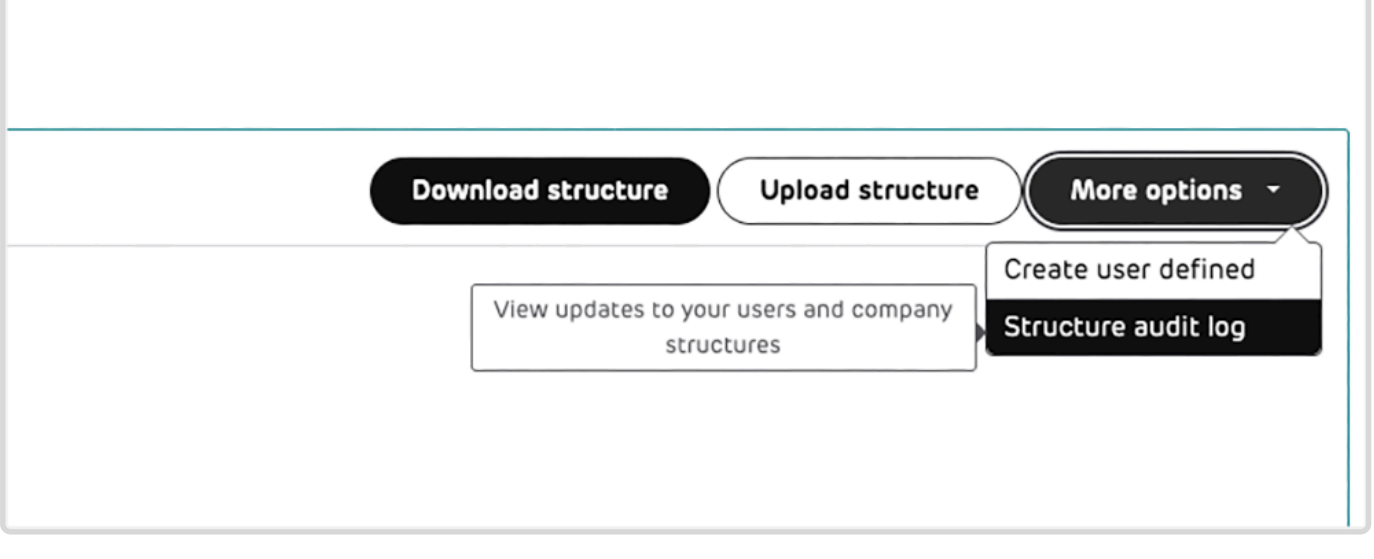
We suggest this is suitable for small changes once you have already uploaded a hierarchy structure to your account (see ‘Download/Upload structure’ sections below).

The ‘Tier hierarchy’ section allows you to view and rename the tiers you have in your structure.

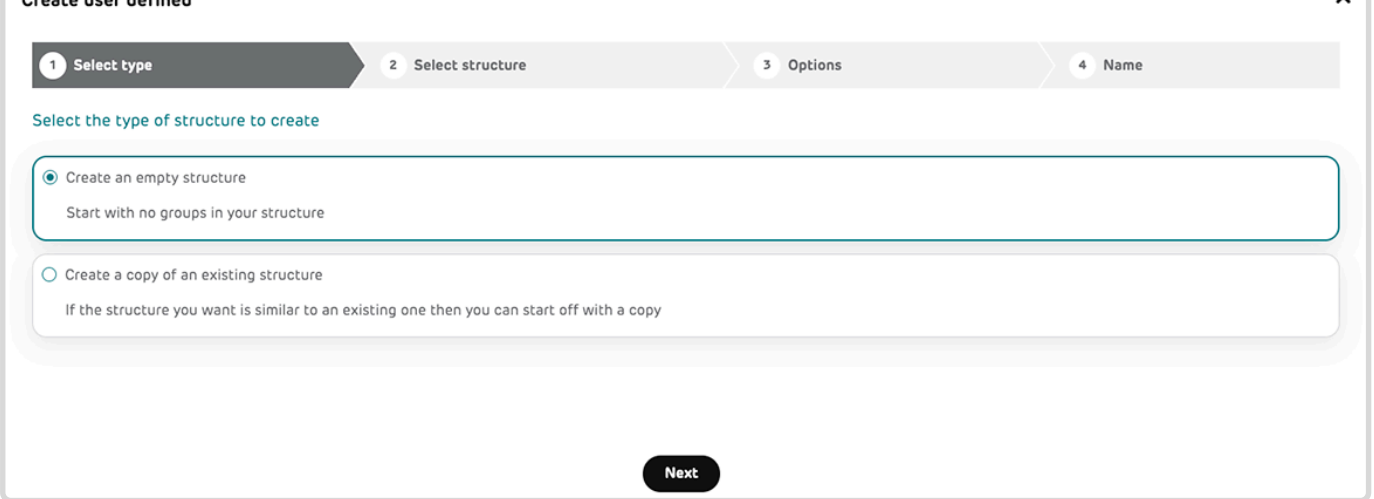


CREATE A NEW STRUCTURE

You can create a new custom company structure. To do this, select ‘Create user defined’ from the ‘More options’ menu.



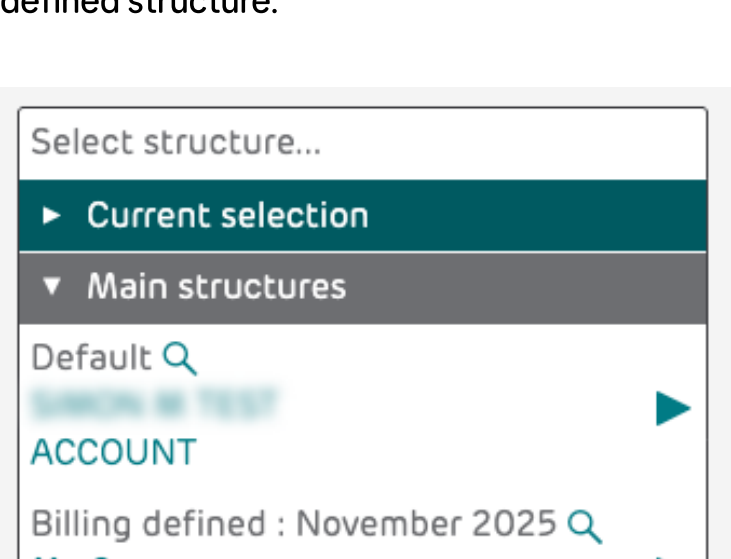
You can then choose to either create a new structure or copy an existing one. If you create a copy, you can edit it without changing the original.



BILLING DEFINED STRUCTURES

While you can set up a custom structure, your phones will also be grouped into a ‘billing defined’ structure. This matches how EE bill you for your numbers. It generates automatically when your invoices are loaded.

Your users can only view airtime invoices if they have been given access to the billing defined structure.



DOWNLOAD STRUCTURE

You can download and amend a structure as an Excel document and reupload it. Select ‘Download structure’ to choose the structure you would like to download.

The default option is selected to show ‘Phones in most recent billing only’. However, you can uncheck this box to include numbers no longer active but that have historically appeared on your account before to make historical changes.

Click the ‘Download’ button and open or save your file.

The first row of your file will contain column headings and each group heading will be the tier name. Each line of the file will contain a single phone or an empty structure group.

Once you’ve made your changes, save the document ready for upload.

	A	B	C	D	E
1	Phone label	Phone	Company	Division	Cost centre
2	17-3-25 - Rugged Test 1	07483153520	SIMON M TEST ACCOUNT CMP-A00672800	Unallocated	

Column A: any changes to usernames will be reflected in Mobile Manager and changed on your billing records.

Column B should not be amended.

Column C is the company name and needs to be consistent through all the data/rows. The Code cannot be updated, but you are able to amend the ‘My Company’ name.

Columns D onwards can be amended to reflect your company structure. You can change the title of the structure positions by amending the titles in row 1.

Columns D, E, F, G etc depending on how large you want your hierarchy to be. The hierarchy can be a minimum of 1 level, i.e. column D up to a maximum of 10 levels of structure.

When making your changes, it’s important to keep the formatting consistent. For example, ‘Cost centre 1’ and ‘cost centre 1’ would create two levels.

The double pipe will delimit the “Code || Name” of the structure.

This enables you to label hierarchy/cost centres where required to display both names and codes for easier reporting.

UPLOAD STRUCTURE

Once you’ve updated your file, you can upload the new structure by selecting ‘Upload Structure’.

If you want to overwrite the current Default structure, select the ‘Default:’ option.

To create a new user defined structure, select ‘Create an empty structure’, and give it a name. Then select the file containing the structure and upload it.

If you’re amending a current structure and have removed all phones from any hierarchy levels, you can delete them by selecting ‘Remove all empty groups’.

The following information will be uploaded:

- Tier names, using the group headers if there is a header within the EXCEL/CSV file.
- Phone labels.
- Nodes/hierarchy that are associated with a phone.
- Nodes/hierarchy that have no associations.

Please note that the following conditions must be met in order for the import to be successful:

- The file must contain more than three fields, with unique field names in each one.
- The phone numbers within the file must already exist within Mobile Manager.
- The phones numbers you are importing have to be available at your level of access.
- Phone numbers can only exist in the import once. If the phone appears twice in the import the first occurrence will be used, and the second will be ignored.
- The file cannot contain special characters, such as @ and &.