



datasharp

Webability User Guide

Datasharp UK Limited



1. What is Webability?

Webability is our online billing service designed to improve the way you manage your network services. Webability has 3 distinct features:

Call Analysis:

Call Analysis allows you to view all call information for current and past billing periods. You can choose which particular elements of your call information you would like to view such as; duration, call cost, and price range amongst others.

Reports:

Webability creates the following online reports *30 Longest Calls and 30 Most Expensive Calls, Call type analysis*, which can be applied per site and from past billing periods.

eAlerts:

Set up automatic alerts of calls that you would like to be notified about. An email will be automatically sent to you when a call is made that matches the criteria selected.

This facility should be an integral part of your security measures, helping you to identify problems at any early stage in two distinct areas:

- Staff making excessive unauthorised calls
- Dial Through Fraud from external sources, which can cost you many £000's

This facility on its own will not prevent fraud, but it does help you to restrict the potential costs.

2. Using Webability

To access Webability visit our website: www.datasharp.co.uk click on the Webability link and this will take you straight to the homepage.

Figure 1. Webability homepage



Click on the *Billing info* tab and then on the *Land Line Account* tab. This will then take you to the Log in screen where you will need to enter your unique username and password in order to access your account found on your Welcome and User name letters.

Figure 2. Log in screen

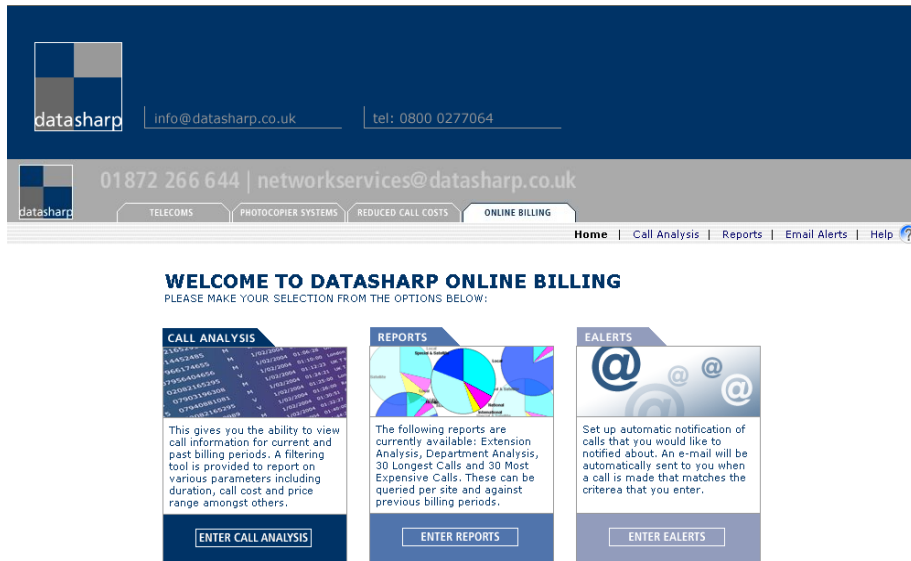


Welcome to **Datasharp Online Billing** - an easier way to manage your telephony services. This web site allows you to actively monitor and manage your telephony services account with us.

By using this service, you can generate online reports of your Telephony account, as well as administer the users within your company in order to create custom invoices.

User login To continue, please enter your User Name and Password details in the areas provided.	Username: <input type="text"/> Password: <input type="password"/> <input type="button" value="submit"/> <input type="button" value="reset"/>
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Figure 3. Webability Welcome page



If you cannot locate your username and password, please email networkservices@datasharp.co.uk to request your username and password which will be sent to you.

Click on the icons to enter that section you wish to view.

2.1 Call Analysis

Call analysis allows you to view your call data based on chosen search criteria (Figure 4). Select either a specific site that you wish to view data from, or <All Sites>, and then select the billing period from the drop down button.

Different search criteria can be entered in the fields provided. See below for an explanation of each of these fields:

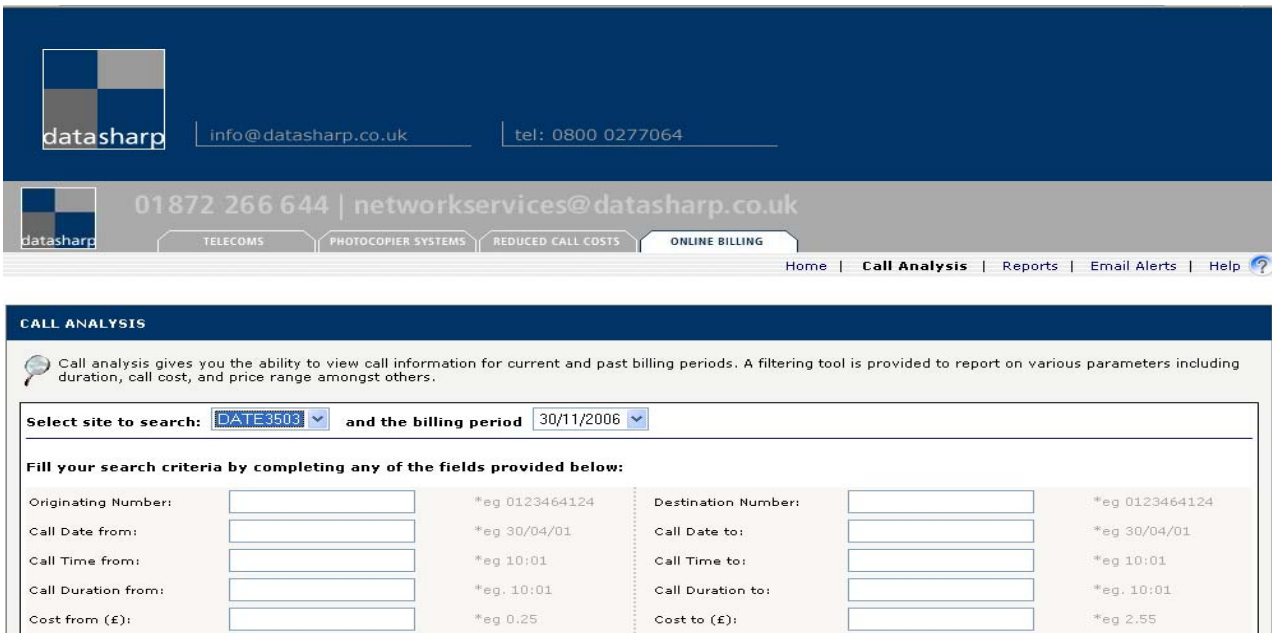
- Originating Number - the telephone number that made the outgoing call
- Destination Number - the telephone number dialled
- Call Date From / Call Date To - the starting and ending date for calls to be viewed. Ensure that the correct date format used is: DD/MM/YY, (e.g. 01/01/03)
- Call Time From / Call Time To - the starting and ending time each day for calls to be viewed. Ensure that the time format used is: HH:MM', (e.g. 13:00)
- Cost From (£'s) / Cost To (£'s) - the minimum and maximum cost of calls, respectively, of the data you wish to view
- Destination Location - Shows call data of numbers dialled to a particular area, e.g. Birmingham.

Click search, the result set displays 100 records at a time. To view more calls click on Next 100. Click on download button which will export the call data records to excel which will can then be saved or sorted as required.

Note: If the user does not enter all the digits, then any number starting with the entered digits will be selected.

Note: If any of the search' boxes are left blank, that particular filter will be ignored. If none of the search boxes are filled out, then it will report on all calls.

Figure 4. Call Analysis Screen



CALL ANALYSIS

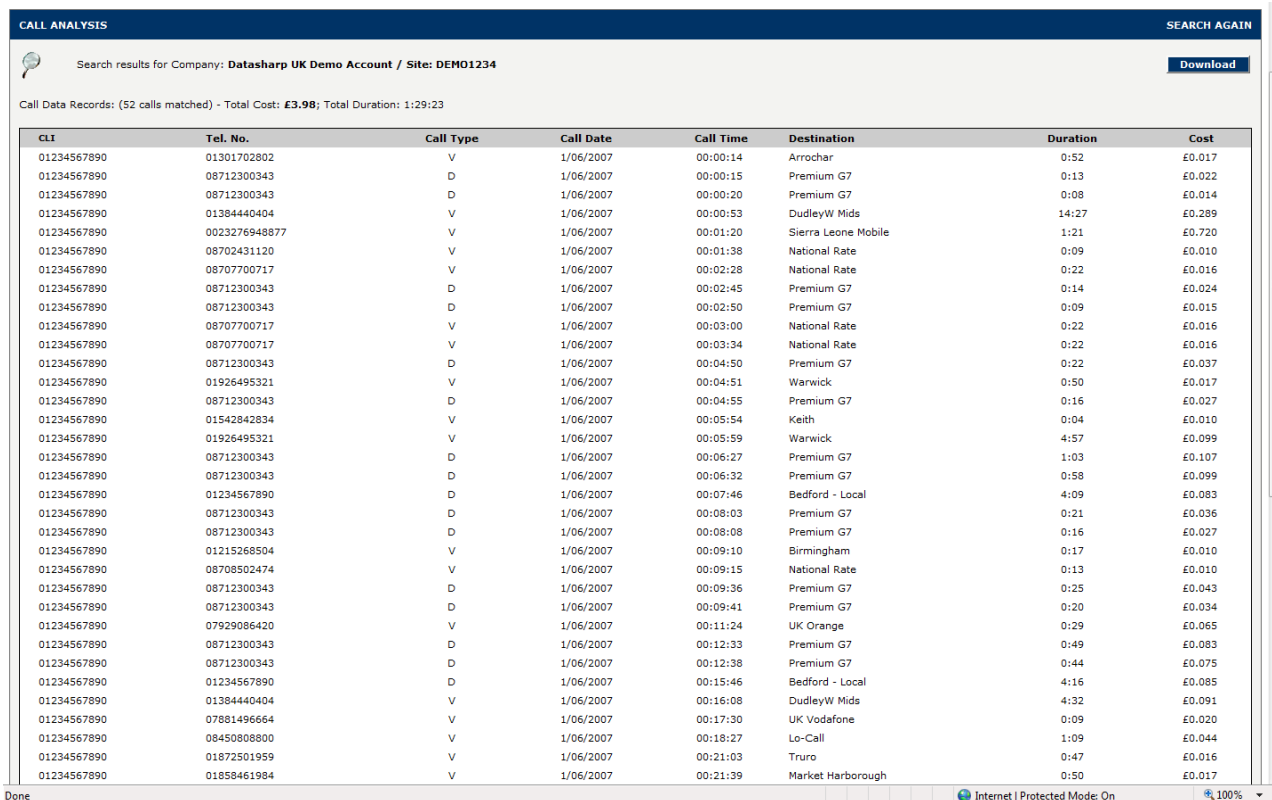
Call analysis gives you the ability to view call information for current and past billing periods. A filtering tool is provided to report on various parameters including duration, call cost, and price range amongst others.

Select site to search: and the billing period

Fill your search criteria by completing any of the fields provided below:

Originating Number:	<input type="text"/>	*eg 0123464124	Destination Number:	<input type="text"/>	*eg 0123464124
Call Date from:	<input type="text"/>	*eg 30/04/01	Call Date to:	<input type="text"/>	*eg 30/04/01
Call Time from:	<input type="text"/>	*eg 10:01	Call Time to:	<input type="text"/>	*eg 10:01
Call Duration from:	<input type="text"/>	*eg. 10:01	Call Duration to:	<input type="text"/>	*eg. 10:01
Cost from (£):	<input type="text"/>	*eg 0.25	Cost to (£):	<input type="text"/>	*eg 2.55

Figure 5. Call Analysis Results Screen



CALL ANALYSIS SEARCH AGAIN

Search results for Company: **Datasharp UK Demo Account / Site: DEMO1234** [Download](#)

Call Data Records: (52 calls matched) - Total Cost: **£3.98**; Total Duration: 1:29:23

CLI	Tel. No.	Call Type	Call Date	Call Time	Destination	Duration	Cost
01234567890	01301702802	V	1/06/2007	00:00:14	Arrochar	0:52	£0.017
01234567890	08712300343	D	1/06/2007	00:00:15	Premium G7	0:13	£0.022
01234567890	08712300343	D	1/06/2007	00:00:20	Premium G7	0:08	£0.014
01234567890	01384440404	V	1/06/2007	00:00:53	DudleyW Mids	14:27	£0.289
01234567890	0023276948877	V	1/06/2007	00:01:20	Sierra Leone Mobile	1:21	£0.720
01234567890	08702431120	V	1/06/2007	00:01:38	National Rate	0:09	£0.010
01234567890	08707700717	V	1/06/2007	00:02:28	National Rate	0:22	£0.016
01234567890	08712300343	D	1/06/2007	00:02:45	Premium G7	0:14	£0.024
01234567890	08712300343	D	1/06/2007	00:02:50	Premium G7	0:09	£0.015
01234567890	08707700717	V	1/06/2007	00:03:00	National Rate	0:22	£0.016
01234567890	08707700717	V	1/06/2007	00:03:34	National Rate	0:22	£0.016
01234567890	08712300343	D	1/06/2007	00:04:50	Premium G7	0:22	£0.037
01234567890	01926495321	V	1/06/2007	00:04:51	Warwick	0:50	£0.017
01234567890	08712300343	D	1/06/2007	00:04:55	Premium G7	0:16	£0.027
01234567890	01542842834	V	1/06/2007	00:05:54	Keith	0:04	£0.010
01234567890	01926495321	V	1/06/2007	00:05:59	Warwick	4:57	£0.099
01234567890	08712300343	D	1/06/2007	00:06:27	Premium G7	1:03	£0.107
01234567890	08712300343	D	1/06/2007	00:06:32	Premium G7	0:58	£0.099
01234567890	01234567890	D	1/06/2007	00:07:46	Bedford - Local	4:09	£0.083
01234567890	08712300343	D	1/06/2007	00:08:03	Premium G7	0:21	£0.036
01234567890	08712300343	D	1/06/2007	00:08:08	Premium G7	0:16	£0.027
01234567890	01215268504	V	1/06/2007	00:09:10	Birmingham	0:17	£0.010
01234567890	08708502474	V	1/06/2007	00:09:15	National Rate	0:13	£0.010
01234567890	08712300343	D	1/06/2007	00:09:36	Premium G7	0:25	£0.043
01234567890	08712300343	D	1/06/2007	00:09:41	Premium G7	0:20	£0.034
01234567890	07929086420	V	1/06/2007	00:11:24	UK Orange	0:29	£0.065
01234567890	08712300343	D	1/06/2007	00:12:33	Premium G7	0:49	£0.083
01234567890	08712300343	D	1/06/2007	00:12:38	Premium G7	0:44	£0.075
01234567890	01234567890	D	1/06/2007	00:15:46	Bedford - Local	4:16	£0.085
01234567890	01384440404	V	1/06/2007	00:16:08	DudleyW Mids	4:32	£0.091
01234567890	07881496664	V	1/06/2007	00:17:30	UK Vodafone	0:09	£0.020
01234567890	08450808800	V	1/06/2007	00:18:27	Lo-Call	1:09	£0.044
01234567890	01872501959	V	1/06/2007	00:21:03	Truro	0:47	£0.016
01234567890	01858461984	V	1/06/2007	00:21:39	Market Harborough	0:50	£0.017

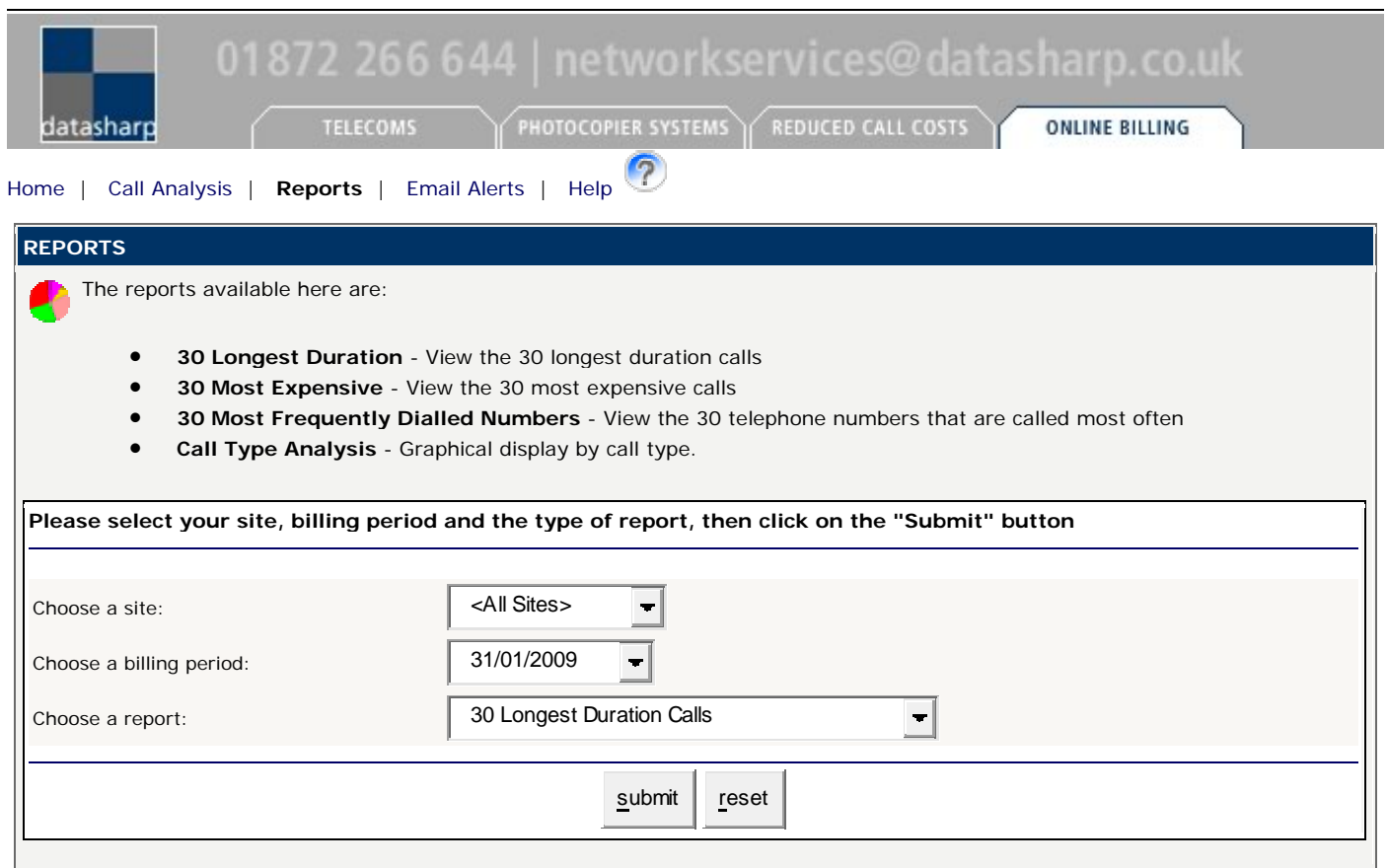
2.2 Reports

The reports section (Figure 6) allows you to run the following pre-configured reports: 30 Longest Duration Calls, 30 Most Expensive, 30 Most Frequently Dialed Numbers and Call Type Analysis.

To run a report:

- Select the site name for the report or choose <All Sites>
- Select the billing period
- Select required report and press submit

Figure 6. Reports screen



The screenshot shows the 'REPORTS' section of the datasharp web application. At the top, there is a header with the datasharp logo, contact information (01872 266 644 | networkservices@datasharp.co.uk), and navigation tabs for TELECOMS, PHOTOCOPIER SYSTEMS, REDUCED CALL COSTS, and ONLINE BILLING. Below the header is a navigation menu with links for Home, Call Analysis, Reports, Email Alerts, and Help. The main content area is titled 'REPORTS' and contains a list of available reports:

- **30 Longest Duration** - View the 30 longest duration calls
- **30 Most Expensive** - View the 30 most expensive calls
- **30 Most Frequently Dialed Numbers** - View the 30 telephone numbers that are called most often
- **Call Type Analysis** - Graphical display by call type.

Below the list, there is a form with the instruction: "Please select your site, billing period and the type of report, then click on the "Submit" button". The form contains three dropdown menus:

- Choose a site: <All Sites>
- Choose a billing period: 31/01/2009
- Choose a report: 30 Longest Duration Calls

At the bottom of the form, there are two buttons: and .



2.3 eAlerts

The eAlerts facility allows you to set up some specific criteria of which you will be notified should certain calls occur.

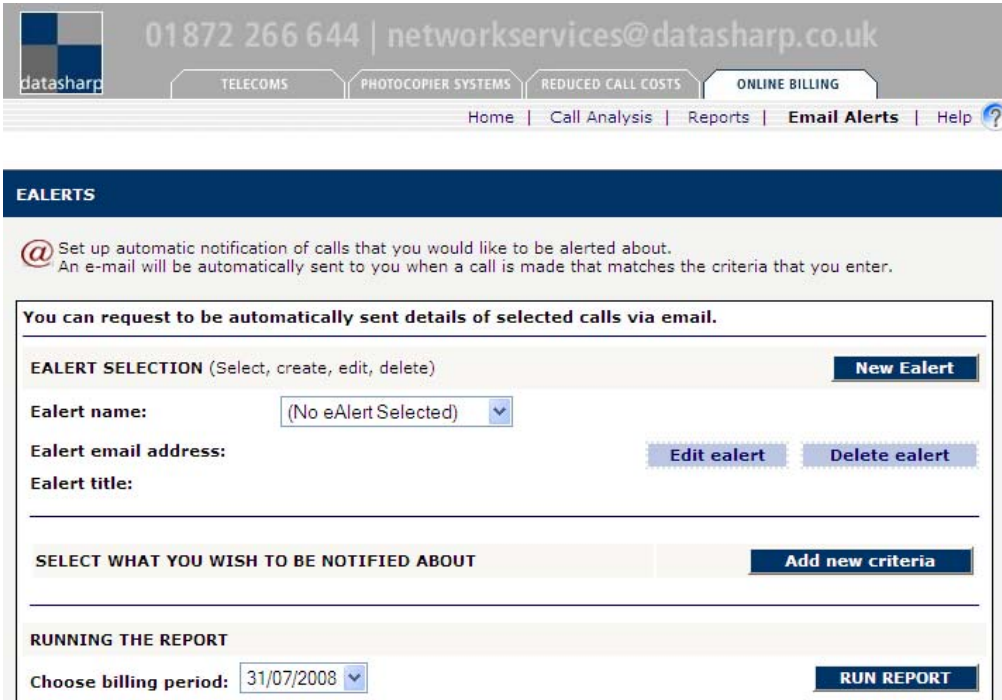
Creating new eAlerts:

- Click on the new eAlert button
- Enter the name of the eAlert e.g. Expensive Mobile Calls
- Enter the email address that you would like the alert to go to
- Enter the title of the eAlert e.g. Mobile Call Alert
- Press submit

The eAlert can be edited to alert different people and the same eAlert can have different criteria.

E.g. Expensive Mobile Calls could have criteria for calls over X amount or mobile calls to an international number.

Figure 7. eAlerts Screen



01872 266 644 | networkservices@datasharp.co.uk

TELECOMS PHOTOCOPIER SYSTEMS REDUCED CALL COSTS ONLINE BILLING

Home | Call Analysis | Reports | **Email Alerts** | Help ?

EALERTS

@ Set up automatic notification of calls that you would like to be alerted about.
An e-mail will be automatically sent to you when a call is made that matches the criteria that you enter.

You can request to be automatically sent details of selected calls via email.

EALERT SELECTION (Select, create, edit, delete) **New Ealert**

Ealert name: (No eAlert Selected) v

Ealert email address: **Edit ealert** **Delete ealert**

Ealert title:

SELECT WHAT YOU WISH TO BE NOTIFIED ABOUT **Add new criteria**

RUNNING THE REPORT

Choose billing period: 31/07/2008 v **RUN REPORT**


Adding eAlert criteria:

- Click the add new criteria button and the criteria section will appear
- Enter the chosen criteria, you can use several different alert options:
 - Calls costing over a certain amount
 - Called numbers starting with certain digits e.g. 0845, 0161
 - Called number from a stored list
 - Called numbers not in the list, e.g. allows you to be alerted of calls to mobile excluding calls to you own company mobiles
 - Calls made on a certain days e.g. Bank Holidays or Saturdays
 - Calls not made between a certain time e.g. if you want to see any calls made after business hours enter your office hours i.e. 08:30-17:30
 - Calls made over a certain length e.g. 45 minutes
 - Calls made from a certain extension
 - Calls to a certain call type e.g. Premium


You can set a maximum daily threshold to alert you when your call spend for that day goes above the chosen amount e.g. £50

Choose which site this criteria applies to and click Save.


Figure 8. New Criteria Screen


01872 266 644 | networkservices@datasharp.co.uk

TELECOMS
PHOTOCOPIER SYSTEMS
REDUCED CALL COSTS
ONLINE BILLING

[Home](#) | [Call Analysis](#) | [Reports](#) | **[Email Alerts](#)** | [Help](#) 

EALERTS

 Set up automatic notification of calls that you would like to be alerted about.
An e-mail will be automatically sent to you when a call is made that matches the criteria that you enter.

You can request to be automatically sent details of selected calls via email.

EALERT DETAILS

Ealert name:	XXXXXXXXXXXXXXXXXX
Ealert email address:	XXXXXXXXXXXXXXXXXXXX
Ealert title:	Premium Rate Calls

SELECT WHAT YOU WISH TO BE NOTIFIED ABOUT

➔ You are creating a new ealert

- Note that calls must match all the criteria entered.

Costing more than:	<input style="width: 100%;" type="text"/>	eg. 3.50
Called Number:	<input style="width: 100%;" type="text"/>	eg. 08451234567
Called number in list:	<input style="width: 100%;" type="text"/>	
Called number not in list:	<input style="width: 100%;" type="text"/>	
Calls made on Date:	<input style="width: 100%;" type="text"/>	eg. 30/3/2002
Calls made on:	<input style="width: 100%;" type="text"/>	
Calls NOT made between:	<input style="width: 100%;" type="text"/>	eg. 8:00-18:00
Calls longer than (minutes):	<input style="width: 100%;" type="text"/>	eg. 20
Calling Number:	<input style="width: 100%;" type="text"/>	
Made From Extension:	<input style="width: 100%;" type="text"/>	
Call Type:	<input style="width: 100%;" type="text"/>	
Max Daily Bill:	<input style="width: 100%;" type="text"/>	eg. £80.00
Site:	<input style="width: 100%;" type="text"/>	

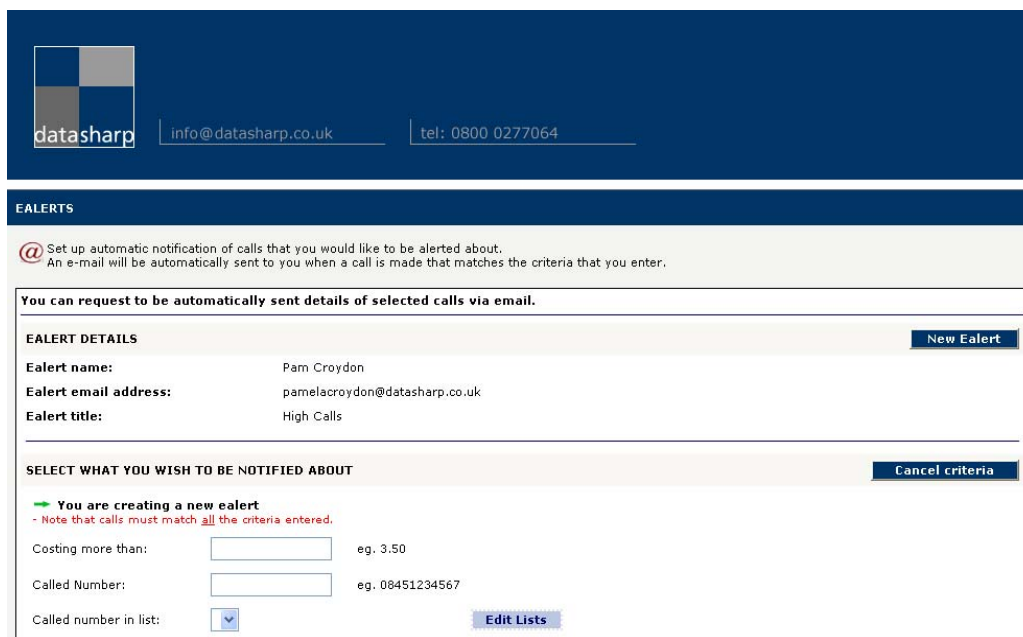
Use as many search criteria options as required, the more criteria used the more specific the alert will be.

To create a number list within the eAlert:

- Click on edit lists
- Select a list from the drop down or create a new one by typing the name of the name field
- Enter the telephone number you want to add to the selected list with a description in the comment box
- Click add

A completed eAlert will look like the following:

Figure 9. Completed eAlert



datasharp info@datasharp.co.uk tel: 0800 0277064

EALERTS

@ Set up automatic notification of calls that you would like to be alerted about.
An e-mail will be automatically sent to you when a call is made that matches the criteria that you enter.

You can request to be automatically sent details of selected calls via email.

EALERT DETAILS [New Ealert](#)

Ealert name: Pam Croydon
Ealert email address: pamelacroydon@datasharp.co.uk
Ealert title: High Calls

SELECT WHAT YOU WISH TO BE NOTIFIED ABOUT [Cancel criteria](#)

➔ You are creating a new ealert
- Note that calls must match all the criteria entered.

Costing more than: eg. 3.50
Called Number: eg. 08451234567
Called number in list: [Edit Lists](#)

Running eAlerts reports

- Select the eAlerts screen
- Select the billing period
- Click run report
- The results matching the eAlert criteria will be displayed

If our billing system finds calls matching the eAlert criteria an email will be automatically generated. The email will include an attachment, which lists the individual calls matching the eAlert criteria.



3. Contacting Us

We hope that you have found this user guide helpful and you now have a better understanding of how Webability works. If you have trouble logging on to Webability or require further advice please contact us at: networkservices@datasharp.co.uk or 01872 266644