



Telecom Billing Job Aid

Frequency

Telecom billing will be completed once a month

How to Remote in to Telecom PC

- Open the program Remote Desktop
- Log in to SVR-TEL
 - › Username: 
 - › Password: 

Run Extension Detail Reports (EDR)

- Open Avotus Administrator
- Click **Telecom Billing System (GB)**
- Click on the **Printer Icon**
- Click **Cost Analysis**
- Click **Extension Detail Report**
- Edit Call Date range to the previous month for all companies
 - › Click the button with 3 dots



- › Double click on each company to change the dates and ensure that while you are changing the dates that the **Output Type** selected is **Printer**
- For each company, select the company and click **Go**
- A PDF will pop up, you can now save the document with the year and month in front of Extension Detail Report
 - › Example: July of 2022 will be saved as **22-07 Extension Detail Report**
- Save each PDF in to the corresponding company folder

Search Report for Holes

Once all company EDRs have been run and saved, you will now search each EDR for **holes**. **Holes** are mis-dialed numbers that did not go through correctly.

- Open **Acrobat**
- Click **Edit**
- Select **Advanced Search**
- Select the **I:Drive Telecom Billing** and click **Search**
- In Search field type **Outgoing** and then the **month**
 - › Example: If running the July billing you would search **Outgoing 7**
- When the pop up window appears, click **Allow**
- Make a note of the mis-dialed phone numbers, company name, time and date they occurred, and the length of the mis-dialed calls. You will use this information in the next steps.

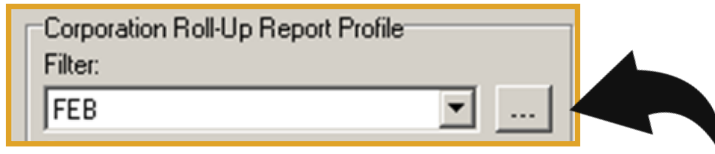
Clean Up Holes in Reports

In this step you will be deleting the holes (mis-dialed numbers).

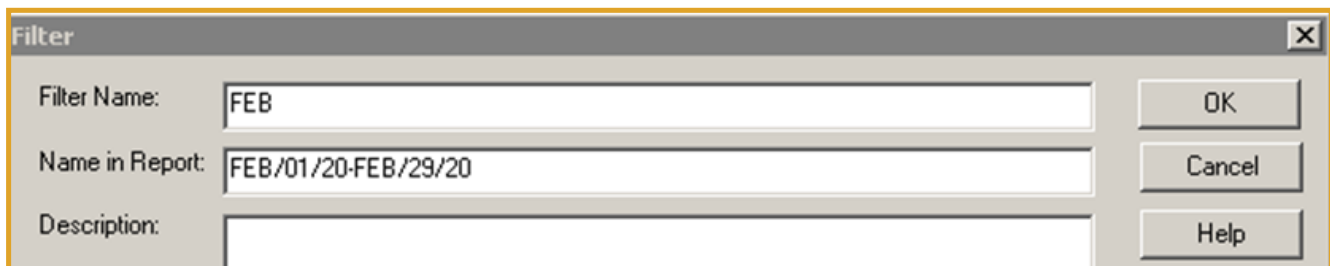
- In Avotus, click **Telecom Billing System (GB)**
- Click **Edit**
- Select **Call Database**
 - › A new window will pop up, called **Call Record Editor**
- Place the cursor in the **Digits Dialed** column
- Hit **CTRL+F** on your keyboard to open up the search
- Type in the number of the hole that you made note of earlier
 - › Ensure the date and time match up. The length of the call may vary by an additional 15 seconds or more, but the date and time the call is made will be the same.
- Once you have double checked all information, right click on the phone number and delete it
- Search the phone number again just to make sure it is no longer there
- Re-run all EDRs for the companies that you cleaned up holes for and save them
 - › See **Run Extension Detail Reports (EDRs)** above for specific steps

Run Consolidated Reports

- In Avotus click **Consolidated Reporting System**
- Click **Organizational Roll-up Reports**
- Click **Corporation Roll-up Report**
- Click the button with ... next to the month to change it to the billing month you are working on



- Double click the month you are working on
- Change the year in **Name in Report** field to current year
- Click **OK**



- › Repeat this for all groups
- Click **Consolidated Report System**
- Click **Organizational Roll-Up Reports**
- Click **Corporation Roll-up Reports**
- Under **General Cost Allocation System** select the company you will run the report for
- Under **Telecom Billing System** select the company you will run the report for
 - › Ensure that the **General Cost Allocation System** and **Telecom Billing System** companies match. If they do not it will not bring up the correct billing amount.
- Click again on **Corporation Roll-up Reports**
 - › Ensure the output selected is on **Printer**
- Click **Print**
- Add year and month to document title
 - › Example: If working on the March 2020 report you would type **20-03** at the beginning of the document title

- Repeat these steps for all companies
- Once all companies have been run, exit **Remote Desktop**

Printing and E-mailing Reports

- In the I:Drive go to:
 - › **Telecom**
 - › **Billing**
- Print the current month's **Org. Detail Report** for each company
 - › Place the printed copies in Teri's mailbox
- Email copies of the EDR to the following people:
 - › AMC/WDEO - Mike [redacted]; mjones@[redacted]
 - › HART & SILVERS - Scott [redacted]; scott@[redacted]
 - › MYLER - Kate [redacted]; katie@[redacted]
 - › SARC - Claudia [redacted]; chill@[redacted]

Simple Wording for E-mails

- Subject Line = Month Telecom Billing
 - › Example: February Telecom Billing

- Body of Message

Hello,

Attached is your telecom Extension Detail Report. Please let me know if you have any questions or concerns.

Thank you,

Insert your e-mail signature

Companies That We Support for Telecom Services

F1

- AMC/WDEO
- CATHOLIC MED
- CATHOLIC MENS
- TMLC

FP1

- BLM

FP2

- HART & SILVERS
- MYLER
- RAYMOND JAMES

SARC - Domino's Farms

- SARC

STANDARD

- ICONNECT
- OMNI
- PICASSO RESTAURANT GROUP
- PIZZAZ
- TAO --> Save to Dehai Tao folder
- VERICEL
- WWL