

Release notes Telecom Management Suite October 20, 2013

The following changes/improvements have been made.

Expense management

Loaner phones

Some clients have "loaner phones", which are phones that are not connected to one user over a longer period of time, but that are given out to users for a short period (a couple of days).

Previously, EEM did not allow to link phones to >1 user inside one period.

This functionality will make this possible. To avoid impact on the existing reports and linking functionality, the loaner phones and the links and reports it requires are implemented separately from the existing reports.

In the "Administration" tab, you will find a new function "Loaner phone numbers". This function is populated with the phone numbers for which the attribute "Loaner phone" is checked.

The "Loaner phone numbers" function is a maintenance function and a report at the same time. Registering that a user has used a phone number for a certain date range is very simple: Click on the arrow in front of the phone number and fill the details of the user, project number and the from/to date.

Note that this link is completely independent from the link you define in the user card!

In the "Loaner phone numbers" function you will see the costs, that were incurred on this phone number in the date range it was used by this user. The costs are calculated strictly on date of the usage records. Invoice periods are hence ignored.

Also non-usage cost (such as subscription cost) is shown. This cost is calculated pro-rato, taking into account the actual date range the phone number was in use.

Example

Suppose a phone number has a subscription with a from date of September 1 and a to date of September 30. The cost of this subscription is 45. Now this phone number is marked as a Loaner Phone and a user is linked to it for the date range September 3 thru September 5. The system will show in the column "Other cost" an amount of $(3/30)*45 = 4.50$; while it show in the column "Usage" the sum of the cost of all usage records where date is between September 3 and September 5.

Note that the link between Loaner phone and user can be changed at any moment. It does **not** depend on the status of the invoice, like in the regular link between user and phone number as is defined in the user card.

Ask your support department for advice when you want to start using Loaner phones!

Unallocated usage: three improvements

This screen is shown to end users when they are required to do allocation between business and private on a CDR level.

The column "Sub destination" has been added and the selection made in the field "Allocated" is remembered when the screen is refreshed.

In addition to that, the choices the user has made in previous periods are re-applied. So if all calls to a certain number were tagged by the user as business previously, then the checkbox "Business" will be ticked for all calls to this number in the new period. However, this is not more than a suggestion and it can be changed by the user. Allocation to project is **not** re-applied.

Global View

Additional option: Confirmation e-mail

The Company card has a new option in the Data loading tab: "Confirmation mail". This e-mail is sent to end users when they have fully allocated their cost to private and/or business. This option only makes sense in combination with Split Billing Advanced. To activate this function, it is needed to:

- Set the setting mentioned above to yes.
- Define a confirmation e-mail layout, link it to this account in the company card and select it in the Company settings in the Expense Management interface.