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Managing your telecom service: online application user guide
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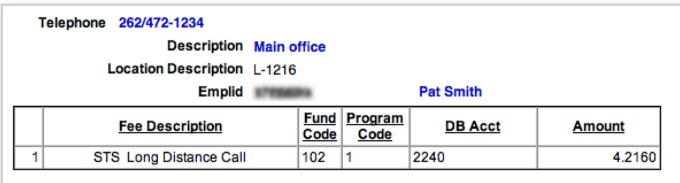
Software: Telecom Billing Application
Software Version: 01

MANAGING YOUR TELECOM SERVICE: ONLINE APPLICATION USER GUIDE

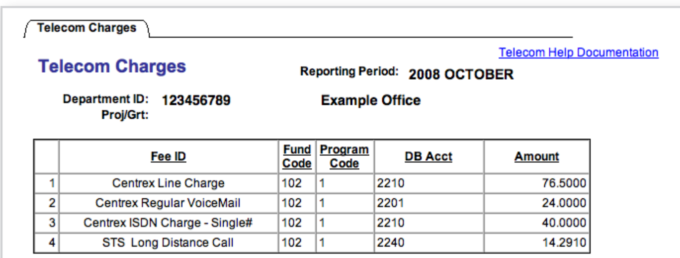
OVERVIEW

The online **Telecom** application replaces the previous method of distributing multiple telephone bills via e-mail. It provides the authorized University staff with one-point, online access to detailed telephone billing information through Wins. Telephone bills can now display phone numbers alongside their associated descriptions, employee names, and campus locations. **Telecom** application offers a convenient way to request updates of the employee names, and campus location associated with each number. It also provides a means of requesting additional telecom services, such as telephone repairs, adding a new line, and moving or disconnecting existing telephone lines.



Telephone 262/472-1234
Description Main office
Location Description L-1216
Emplid [redacted] Pat Smith

	Fee Description	Fund Code	Program Code	DB Acct	Amount
1	STS Long Distance Call	102	1	2240	4.2160



Telecom Charges

Telecom Help Documentation

Telecom Charges
Reporting Period: 2008 OCTOBER
Department ID: 123456789 Example Office
Proj/Grt:

	Fee ID	Fund Code	Program Code	DB Acct	Amount
1	Centrex Line Charge	102	1	2210	76.5000
2	Centrex Regular VoiceMail	102	1	2201	24.0000
3	Centrex ISDN Charge - Single#	102	1	2210	40.0000
4	STS Long Distance Call	102	1	2240	14.2910

Figure 1: Telephone billing information is now presented in easy-to-read tables, available online.

Telephone charges are now presented in easily understandable tables (*Figure 1*), with summaries of charges for each department, followed by **billing details** listed by individual phone numbers.

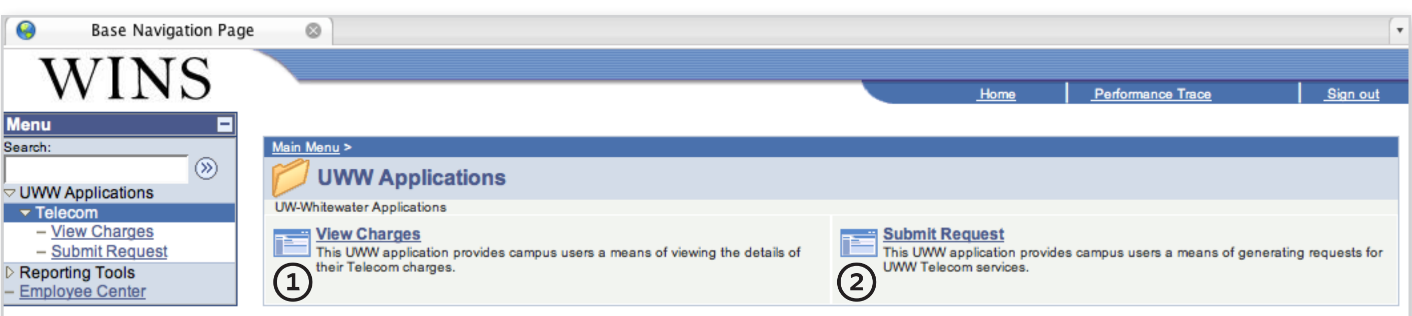
Billing details include a list of fixed monthly charges, as well as individual phone-call details for all long-distance and directory assistance charges. The application also offers the convenience of sorting and searching through all current, and past billing records, beginning with billing information for the month of June 2008. Billing information for each month will be accessible online for up to two years after each bill's posting date.

ACCESS TO APPLICATION

If you are an **authorized employee**, after you log-in to Wins with your regular NetId, the **Telecom** application will automatically appear among the choices available on the left-side navigation choices, under **UW Applications** (see *Figure 2*).

To request access authorization for additional staff members in your department, please use the **Submit Request** form described later in this document. If you are

Figure 2: Opening screen of UW Applications > Telecom.



responsible for managing telephone bills in your department, but when you log in to Wins, the **Telecom** application does not appear on the left margin as pictured below, please contact the **Helpdesk** (x4357 or helpdesk@uww.edu) to request access.

In Wins, the application is accessible by going to the left-margin navigation bar, and clicking **UW Applications > Telecom** (*Figure 2*). The two options available under **Telecom**, are: 1 **View Charges**, which provides access to detailed billing information, including fixed monthly line charges, and per-call details of long-distance and directory assistance charges; and 2 **Submit Request,** for requesting such services as updates of the account numbers, employee names, and campus locations associated with each number, adding a new phone line, disconnecting an existing line, or requesting a repair of a malfunctioning phone line.

USING APPLICATION FEATURES

VIEWING TELECOM CHARGES

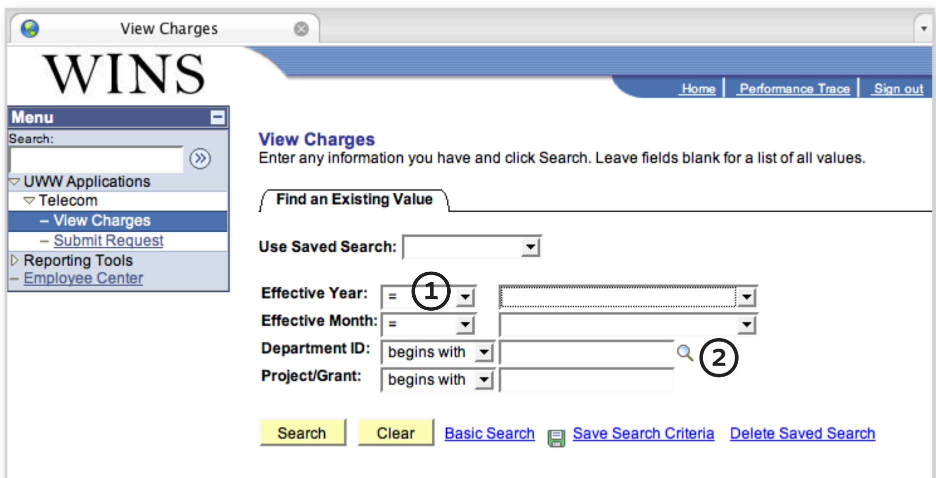


Figure 3: View Charges screen

Clicking **View Charges** on the left navigation panel, opens a **View Charges** page with a tab titled **Find an Existing Value** (*Figure 3*), and with a search form that determines which billing records will be displayed. You can display all billing records for the telephone numbers you mange, or decide to limit the displayed information to only a few specific groups of records. For example, you could limit the displayed billing information to a specific **Effective year** (or a range of years by using provided operators provided on the drop-down-menu, such as equal to, greater than, or between 1), **Effective month** (or range of months), **Department ID** (or a range of IDs), and **Project/Grant** number (if applicable). Various criteria can be combined to display only those billing records you need to see. For example, you could choose to view the billing records for only the fourth quarter of 2008, and for departments whose IDs begin with 2.

Since you may not remember the specific numeric value for the **Department ID,** the field offers a lookup functionality: clicking **the magnifying glass icon** 2, accesses a

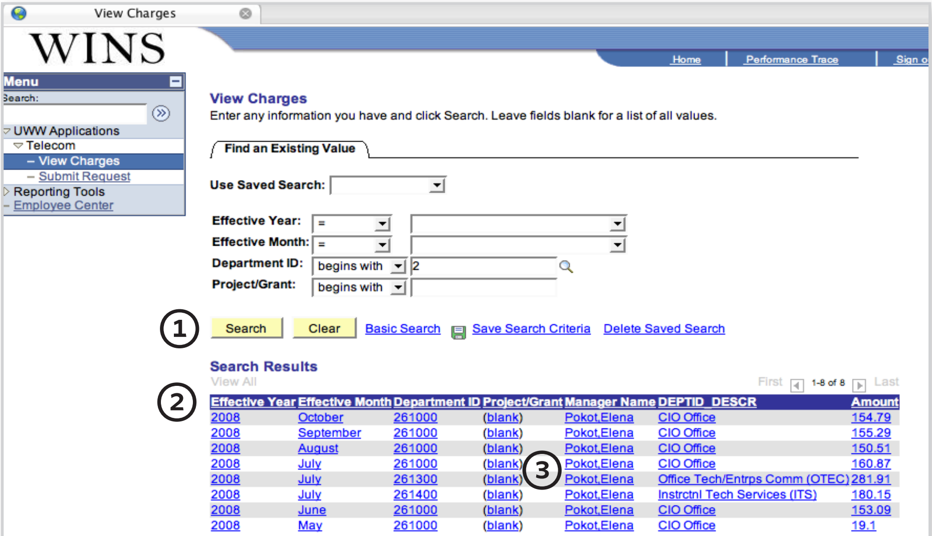


Figure 4: Search results on the View Charges page.

separate page, with a list of departments currently included in the application database. Clicking one of the departments, returns to the **View Charges** page, with the appropriate information in the form already filled-in automatically.

When you click the **Search** button (*Figure 4*) ①, the lower section of the page displays billing records that match your search criteria, in this example, for Department IDs beginning with 2-.

Clicking each column's heading ② (for example, **Effective Month**), sorts records in this column alternating between the ascending, and descending order.

DISPLAYING BILLING DETAILS

Clicking an item on any row of search results ③, displays a billing details page (*Figure 5*). A summary of all charges for the department is listed on top ④, followed by the listing of all phone numbers (listed in blue) associated with the department ⑤. Each number is listed with a **description**, **location**, and **employee ID** ⑥, followed by a detailed list of the phone number's applicable charges ⑦.

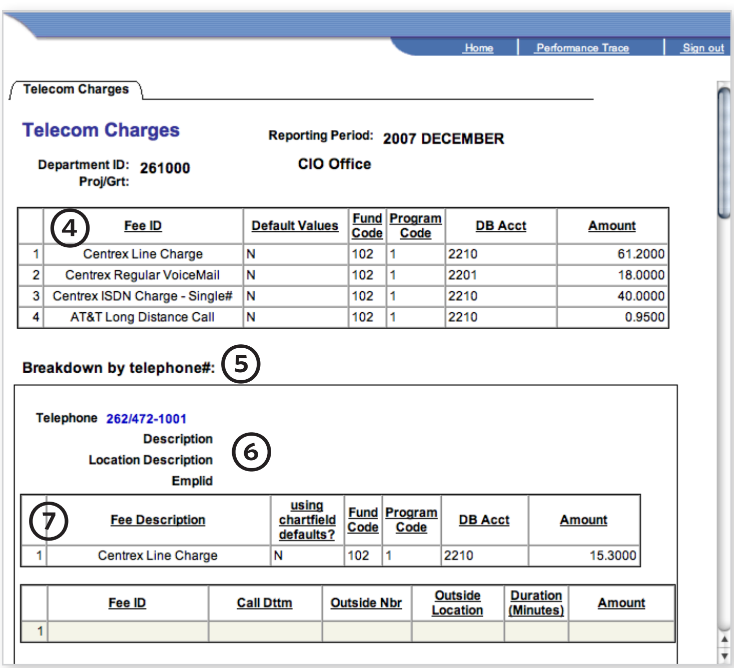


Figure 5: Billing detals page, with a summary of all departmental charges, and charge details for each number.

Phone's associated room and employee data

The first three lines immediately following each (blue) telephone number on the **Telecom Charges** page include the **Description**, **Location Description**, and **Emplid** (employee ID number) with the name of the employee associated with the phone number.

On some records (*Figure 5*, ⑥), those three fields may appear empty, or may not reflect the present assignment accurately. In that case, you should request an update of this information using the **Submit Request** page, discussed later in a separate section of this user guide.

Detailed list of phone charges

Below each phone number and its associated person and location information (if available), the following section of the page includes charge details associated with this specific telephone number.

Telephone [illegible]
Description
Location Description
Emplid

	① Fee Description	Fund Code	Program Code	DB Acct	Amount
1	Centrex Line Charge	102	1	2210	15.3000
2	STS Long Distance Call	102	1	2240	0.3720

	② Fee ID	Call Dttm	Outside Nbr	Outside Location	Duration (Minutes)	Amount
1	STS Long Distance Call	10/07/08 12:09PM	608/[illegible]	MADISON, WI	2.000	0.0620
2	STS Long Distance Call	10/08/08 3:07PM	608/[illegible]	MADISON, WI	1.000	0.0310
3	STS Long Distance Call	10/08/08 3:13PM	608/[illegible]	MADISON, WI	1.000	0.0310
4	STS Long Distance Call	10/14/08 2:23PM	608/[illegible]	VERONA, WI	1.000	0.0310
5	STS Long Distance Call	10/14/08 4:27PM	610/[illegible]	WAYNE, PA	1.000	0.0310
6	STS Long Distance Call	10/15/08 3:26PM	610/[illegible]	WAYNE, PA	1.000	0.0310
7	STS Long Distance Call	10/22/08 9:12AM	262/[illegible]	SLINGER, WI	1.000	0.0310
8	STS Long Distance Call	10/22/08 10:41AM	775/[illegible]	RENO, NV	1.000	0.0310
9	STS Long Distance Call	10/22/08 10:45AM	775/[illegible]	RENO, NV	1.000	0.0310
10	STS Long Distance Call	10/29/08 9:59AM	512/[illegible]	AUSTIN, TX	2.000	0.0620

Figure 6: Billing details page for an individual phone number

Charges for each phone number are listed in two tables (*Figure 6*). The first ①, lists standard monthly fees, for example: the **Centrex Line Charge**, Centrex **Regular VoiceMail** charge, and a total of all **Long Distance Call** charges.

The second table ② for each phone number lists the details of State, and AT&T long distance call charges with call details: **Fee ID** (State or AT&T), **Call Dttm** (day and time), **Outside Nbr** (phone number) called, Outside **Location** (location called), the **Duration** of the call in minutes, and the **Amount** charged for the call. The same table may also include the details and charges for directory assistance calls, if such calls were placed during the billing period.

SUBMIT REQUEST SECTION

The second option listed on the left-margin navigation bar in Wins, under the **UWW Applications > Telecom**, is **Submit Request** (*Figure 2*). This option contains two pages that allow you to quickly create **Work Order** requests for most common situations, such as adding, disconnecting, or moving a phone line, and phone repair requests. **Work Order** requests should also be used to update the specific account number, employee, and location information associated with each phone number, if such information is not current (that is, if it needs to be updated), or is missing.

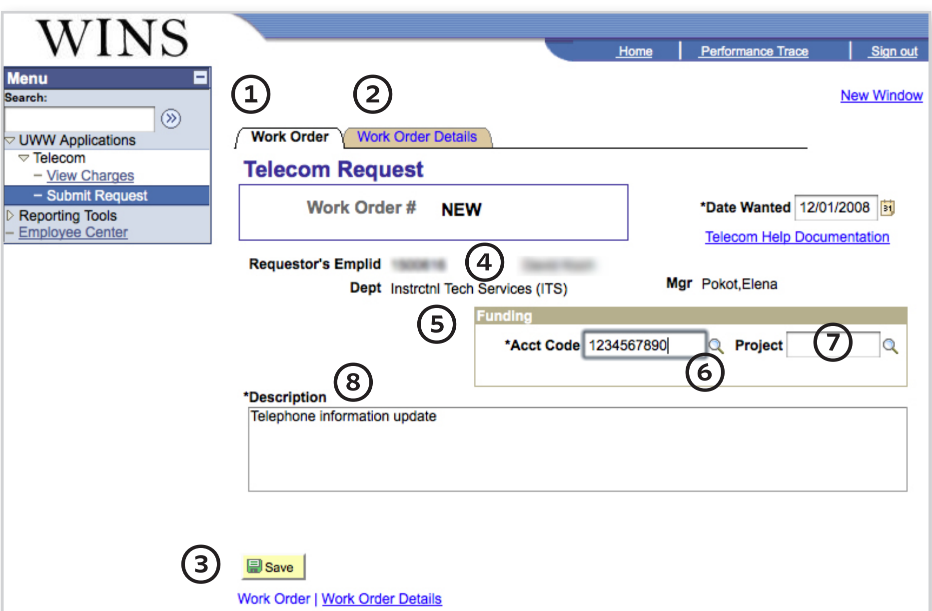


Figure 7: Submit Request page, with a hypothetical request for updating employee and location information for a phone number

Submit Request page (*Figure 7*) has two tabs: **Work Order** ① and **Work Order Details** ②. On both tabs, the required fields are marked with an *asterisk. If you try to submit the request without providing the required information, the page returns an error message, and highlights the fields that must be filled out before the request may be resubmitted. The yellow **Save button** ③ at the bottom of each page should **not** be clicked until all required information on **both tabs** has been filled out completely.

WORK ORDER / TELECOM REQUEST PAGE

A few fields on this tab are filled-in by default. The required ***Date Wanted** field defaults to a date two weeks after the current date. Although you may change the ***Date Wanted** field, by clicking the **square calendar** button immediately to the right of the field, and selecting a new date, this option is only available for information purposes. It should **not** be assumed that the order will be completed by the date you specify here. The application does not accept current or past dates, only future dates.

The second field which is filled-in automatically by default is the **Requestor's Emplid** with Name ④, (both have been blurred for privacy reasons in the example shown in *Figure 7*) which is filled accordingly with your Wins login information. This field cannot be changed, except by logging out of Wins, and logging-in again with a different NetID.

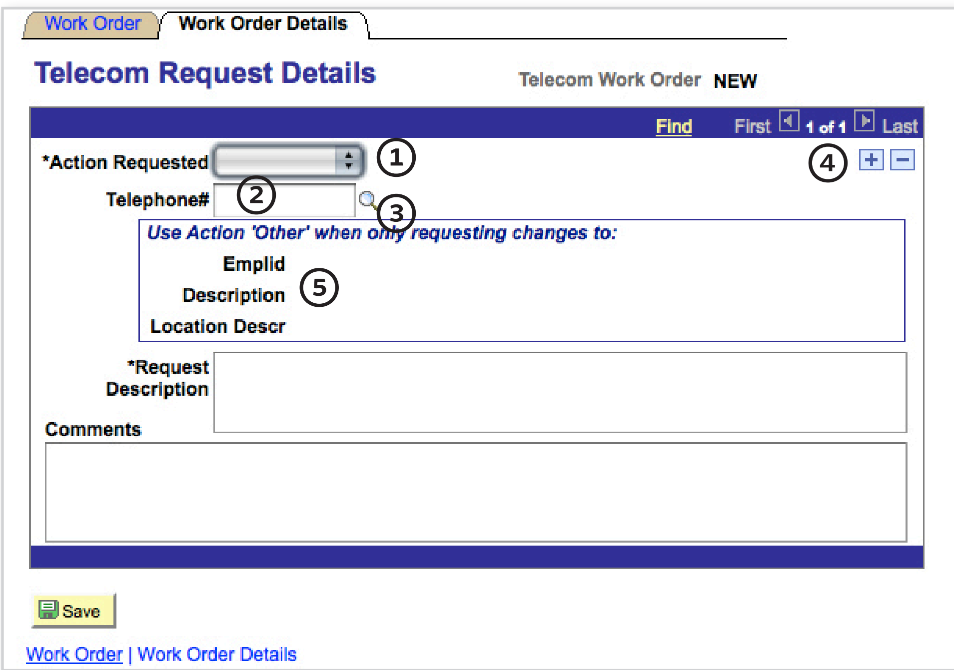


Figure 8: Work Order Details/ Telecom Request Details page

In the **Funding** ⑤ section, ***Acct Code** is a required filed. Clicking the **magnifying glass** icon ⑥ displays a new page with search options for account codes. **Project** ⑦ field is optional. Clicking **the magnifying glass icon** displays a list of all available options, and clicking one of the options, automatically fills the field with the appropriate information, and returns to the **Telecom Request** tab. ***Description** ⑧, another required field, calls for a brief statement that explains the nature of the request (in the example in *Figure 7*, it is assumed you are requesting an update of a name / location information associated with a particular phone number).

Once all required information this tab has been filled, click the **Work Order Details** tab on top of the page, or the **Work Order Details** link at the bottom of the page. *Do not* click the **Save** button, until all the information on the **Work Order Details** tab has been filled out.

WORK ORDER DETAILS/TELECOM REQUEST DETAILS TAB

Work Order Details/Telecom Request Details tab (*Figure 8*) includes fields where you will enter the details about your request. ***Action Requested** drop-down menu ① lists available options. On the list of drop-down menu items, the category of **Other** may be used for requests that do not fall clearly within other available categories, and for requesting updates to the **Emplid**, **Description** or **Location Description** fields.

LISTING MULTIPLE REQUESTS ON ONE PAGE

A single Work Order Details / Telecom Request Details page may be used to list **up to six** separate work order requests. Once your first request is complete, click the plus sign in the top right corner of the request form *Figure 8*, ④. This will add another, blank request form below the first one. If you add a blank form, and later decide you do not need it, click the minus sign to delete it. Any data on the deleted part of the form will be cleared.

Information in the **Telephone#** field ② calls for a *complete number* with an area code (not just an extension); entering fewer than 10 digits in this field displays an error message and highlights the field in red. The phone number can be entered directly, or you can click **the magnifying glass icon** ③ located next to it, to access a phone number search page. Once the search is performed, clicking on the selected number fills the field with appropriate information, and returns to the **Work Order Details** tab.

To change the **Employee ID, Description, and Location Description** ⑤ fill out the information you would like updated in the ***Request Description** field, including the phone's newly assigned *employee name*, *location* (room number), and, if available, the *effective date when the change occurred*. ***Request Description** can also be used to write a brief narrative comment that clarifies this, or other requests. The **Comments** field is optional, and may be left blank.

Work Order Details/Telecom Request Details tab allows entering the details for multiple (up to six) requests on one page. See a separate box, above, for details on how to enter multiple requests on one page.

Saving and submitting your request

When you have filled in all the information on both the **Work Order Details / Telecom Request Details** tab, and on the **Work Order** tab, clicking the yellow **Save** button will save, and submit your work order request (or multiple requests, if you listed more than one).

If you click the **Save** button with any of the required fields (marked with an **asterisk***) on either tab left blank, then you receive an error message, and the missing, required fields are highlighted in red. You should add the missing information, and click the yellow **Save** button again.

TROUBLESHOOTING & SUPPORT

If you are an authorized person that manages phone billing in your department, and you do not have access to **Telecom** application, or if you have questions about the **Telecom** application, your phone bill, or have experienced problems accessing any of the application's functions, please contact the **iCIT Helpdesk**, at xHELP. (262-472-HELP). ***End of document***