

Get on top of billing and calls

Yes



We can help you to stay in control of your telecommunications costs with smarter and more efficient online billing and call reporting.

Highlights

- Track unbilled usage
- Identify ways to reduce costs
- Download detailed records for analysis
- Allocate charges to Cost Centres
- Monitor and track Inbound calls

As an Optus Business customer, you get access to our online analytics platform Insight Plus.

Providing interactive and timely access to your usage and charges for all your Optus Business Fixed and Mobile services, it is an intuitive way to manage your business telecommunications costs and inbound service traffic.

Use the power and capability of Insight Plus to:

- Track unbilled usage to identify risks and patterns
- Allocate costs back into your business
- Add user names, cost centres, device type and many more
- Monitor and track your inbound calls

We understand that some questions need answering while you are away from a computer, so Insight Plus has been developed to work on smartphones and tablets.

Make data more informative

By leveraging the power of Service Profile, we enable you to enrich the data to make it more informative. Most reports include user and manager names, cost centres, department, location and many more.

Simplifying reporting

Using the scheduling features available to all reports (e.g. unbilled, billing, cost centres and inbound voice traffic etc), Insight Plus allows you everything from run on demand to run every month.

Many customers set up their billing reports to run automatically every month, with the output emailed as a PDF. Some customers download the summary records in CSV or Excel format for offline processing.

The unbilled usage reports are designed to help identify services that may lead to excess usage charges, both at home and abroad.

Gain business insights

With the Optus Insight Plus Inbound Voice traffic reports, you can identify peak and trough periods in your call centres and plan to staff your centres to reduce missed calls that may translate into missed opportunities. You can also gain insights into the location of callers to your inbound services, helping you to understand your current customer base.

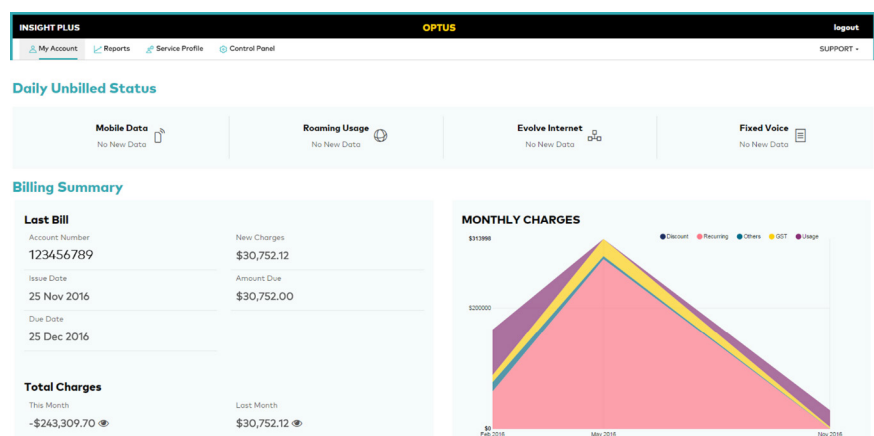
Key Features

My Account Billing Dashboard	Report Schedule, view and download	Service Profile Online editing	Control Panel Configuration and control	Other Contact us and settings
Daily status	Unbilled Usage	User details	User Administration	New billing records alert
Monthly summary	Cost Centre Reports	Assign services to cost centres	User Alerts	Online help
Yearly Billing graph	Inbound Voice	Search and Filter	Bulk updates	
Billed Service graph	Raw data			

Billing Dashboard

The Billing Dashboard has been designed to provide summary visibility of charges from your last bill, month to date, last month and the last 12 months.

You can also see the processing status of the daily unbilled usage records.



Reports

Most commonly used reports

Report Name	Type	About
Roaming Usage	PDF	Visibility of rated roaming usage for each of your services updated daily
Forecasted Mobile Data	PDF	Identify the biggest users of data and their projected consumption for the month
Bill Summary	CSV/Excel	Downloadable dataset of the charges per service for the month. Includes usage summary, GST and Cost Centre information
Bill Details per Service	CSV	Downloadable dataset of all the usage and charges per service for the month
Cost Centre Summary	PDF	Cost Centre summary in PDF format for email (exportable to Excel from the portal)
Cost Centre Service Summary	PDF	Cost Centre summary in PDF format for email (exportable to Excel from the portal)

Unbilled usage

The unbilled usage reports provide visibility of your fixed Voice, Mobile and Evolve Internet usage before the next bill. This usage has been rated by Optus billing systems around midnight every day and sent to Insight Plus.

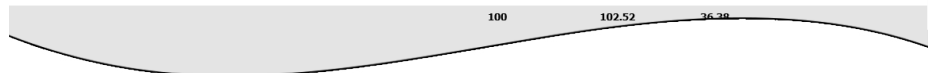
The portal will even show you if the unbilled usage has been updated (generally around 10 am daily).

Forecasted Mobile Data Usage

Designed to help identify high data consumers before the usage leads to excess charges.

Forecasted Mobile Data Usage Unbilled

Service Number	Service Alias	Plan Name	Data Allowance (GB)	Forecast Data Usage (GB)	Current Data Usage (GB)	Days Used	Average Daily Usage (MB)
0401XXXX53	Salesforce 1	OB Bus Access \$60	15	17.40	6.17	11	561
0421XXXX38	J Bloggs	OB BAU \$85	15	16.49	5.85	11	532
0412XXXX02	A Smith	OB BAU \$85	15	13.30	4.72	11	429
0423XXXX42	IT Loan Phone 12	OB Bus Access \$60	13	12.45	4.42	11	402
0422XXXX44	Finance Manager	OB Bus Access \$60	12	11.89	4.22	11	383
0478XXXX40	After Hours support	OB BAU \$85	10	11.28	4.00	11	364
0412XXXX42	Remote 2	OB Bus Access \$60	10	10.40	3.69	11	335
0415XXXX09	Service Desk 1	OB Bus Access \$60	10	9.31	3.31	11	300



Unbilled Roaming Usage Summary

Summary of roaming usage being included in the next invoice.

Unbilled Roaming Usage Summary

OPTUS

User Name	Service Number	Location	Count of SMS	Data Used (GB)	Number of Calls	Total Minutes
Operations	0422XXXX16	MALDIVES	50	0.01	44	633
Operations	0422XXXX16	SINGAPORE	1	0.13	1	9
IT Manager 1	0409XXXX90	USA	114	0.11	67	243
Manager 1	0412XXXX26	INDIA	0	0.01	1	8
Finance Director	0434XXXX97	HONG KONG	0	0.00	1	1
IT Manager 2	0419XXXX05	FUJI	1	0.00	0	0
HR Director	0435XXXX02	U KINGDOM	1	0.00	0	0
Support	0481XXXX55	USA	0	0.00	0	0

Billing Reports

Billing reports provide information and analysis for a specific billing period. The reports are available in a variety of file formats including PDF, MS Excel and as CSV flat files.

Reports are available in a summarised format or detailed format. For some online versions, it is possible to drill down to a more detailed level – by month, by day, by hour for example. Information is also sorted by destination number and by top 30 dialled numbers.

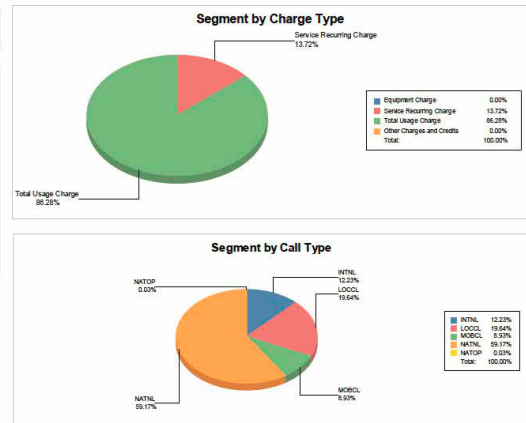
Billing Account Summary Report

Summarises billed call charges for a billing period based on charge types and provides links to call details.

Report Generation Date: 20/07/2010 9:00 pm

Invoice End Date: 07/05/2010
Including calls from: 23/02/2010 - 06/05/2010

Account Equipment Charges	\$0.00
Recurring Charge	\$12,542.68
Usage Charges	\$78,858.68
Other Charges and Credits	\$0.00
Adjustment	\$0.00
Promotional Credits	\$0.00
Discount	\$0.00
GST	\$9,877.30
Total New Charges	\$101,278.66



Cost Centre Summary

Charges per cost centre for the billing period

Cost Centre Summary of Charges Invoice Period: October 2017

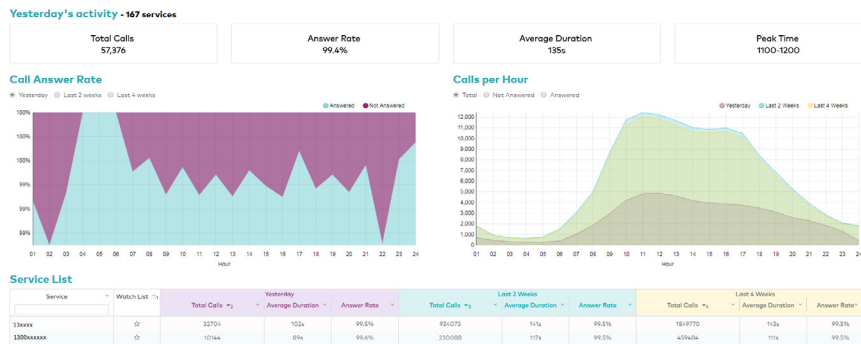
OPTUS

Cost Centre	Cost Centre Description	Invoiced Total Charges (Incl. GST)	Total Charges (Ex. GST)	Estimated GST	Estimated Charges (Incl. GST)	Variation to Invoice
Grand Total:		\$73,232.91	\$68,456.86	\$4,776.04	\$73,232.90	-\$0.01
1111421	PXXXXX XXXXX XXXX - AUS	\$60.93	\$60.93	\$6.09	\$67.02	\$6.09
111421	PXXXXX XXXXX Supply - AUS	\$59.09	\$59.09	\$5.91	\$65.00	\$5.91
232340	FF YYY XXXXXX-XXXX	\$10.00	\$10.00	\$1.00	\$11.00	\$1.00
2530501	PXXXX XXXXXX XXXX - AUS	\$127.33	\$127.33	\$12.73	\$140.06	\$12.73
2530729	YYY	\$99.56	\$99.56	\$6.96	\$106.52	\$6.96
2531001	Operations YYY	\$177.27	\$177.27	\$47.73	\$225.00	\$17.73

Inbound Voice reporting

Inbound Voice Dashboard

Keeping track of the activity on your Inbound Voice services has never been easier than with the Inbound Voice Dashboard. All the key statistics are accessible here: Call volume, average duration, answer rate, hourly averages.



TAS Call Traffic Details Report

A report that lists individual TAS calls including originating prefix and exchange/mobile calling area information.

Report Generation Date: 12/04/2012 9:38:51AM

Including calls from: 10/04/2012 - 11/04/2012

TAS Number	Originating Area Code	Prefix	Destination Number	RVA	Date	Time	Duration (hh:mm:ss)	Reason	Answered Calls	Incomplete Calls	Abandoned Calls	Congest ed Calls	Barred Calls	Busy Calls	Other Calls	Exchange/ Mobile Calling Area	State	Post code		
1300749XXX	07	07311XXX	0737333XXX	00000	11/04/2012	11:05:03	00:00:40	Answered	1	0	0	0	0	0	0	0	BRISBANE CITY	QLD	4000	
1300749XXX	07	04056XXX	0737333XXX	00000	11/04/2012	11:05:11	00:00:09	Answered	1	0	0	0	0	0	0	0	0	SYDNEY	NSW	2000
1300749XXX	02	02484XXX	0737333XXX	00000	11/04/2012	11:05:18	00:01:50	Answered	1	0	0	0	0	0	0	0	0	CHARLESTOWN	NSW	2289
1300749XXX	02	02801XXX	0737333XXX	00000	11/04/2012	11:05:36	00:03:53	Answered	1	0	0	0	0	0	0	0	0	SYDNEY CITY	NSW	2000
1300749XXX	07	04475XXX	0737333XXX	00000	11/04/2012	11:05:46	00:00:44	Answered	1	0	0	0	0	0	0	0	0	HOBART	TAS	7000
1300749XXX	02	02833XXX	0737333XXX	00000	11/04/2012	11:06:00	00:03:09	Busy	0	1	0	0	0	0	1	0	0	REDFERN	NSW	2017
1300749XXX	02	02464XXX	0737333XXX	00000	11/04/2012	11:06:10	00:01:54	Answered	1	0	0	0	0	0	0	0	0	NARELLAN	NSW	2587
1300749XXX	07	04597XXX	0737333XXX	00000	11/04/2012	11:06:36	00:02:15	Answered	1	0	0	0	0	0	0	0	0	TODOWOMBA	QLD	4400
1300749XXX	02	02978XXX	0737333XXX	00000	11/04/2012	11:07:03	00:01:43	Answered	1	0	0	0	0	0	0	0	0	GRANVILLE	NSW	2142
1300749XXX	07	07380XXX	0737333XXX	00000	11/04/2012	11:07:37	00:00:20	Answered	1	0	0	0	0	0	0	0	0	BLACKS CREEK	QLD	4127
1300749XXX	07	04878XXX	0737333XXX	00000	11/04/2012	11:07:46	00:04:33	Answered	1	0	0	0	0	0	0	0	0		NSW	2000
1300749XXX	07	04258XXX	0737333XXX	00000	11/04/2012	11:08:07	00:02:20	Answered	1	0	0	0	0	0	0	0	0		NSW	2000
1300749XXX	07	07380XXX	0737333XXX	00000	11/04/2012	11:08:18	00:01:05	Answered	1	0	0	0	0	0	0	0	0		NSW	2000
1300749XXX	07	04034XXX	0737333XXX	00000	11/04/2012	11:09:35	00:00:00	Answered	1	0	0	0	0	0	0	0	0		NSW	2000

TAS Call Completion Report

Lists numbers of successful and unsuccessful calls to each TAS number with a breakdown of unsuccessful calls by reasons (e.g. abandoned, busy, congestion) and provides links to call details.

Report Generation Date: 12/06/2010 12:41 pm

Including calls from: 10/06/2010 - 10/06/2010

TAS Number	Call Attempts	Number Of Successful Calls	Number Of Unsuccessful Calls	Percentage Of Successful Calls	Percentage Of Unsuccessful Calls	Percentage Of Unsuccessful Calls Due To				
						Abandoned	Congestion	Barred Calls	Line Busy	Other
131XXXX	566	546	20	96.47%	3.53%	0.00%	0.00%	0.00%	0.00%	100.00%
132011XXXX	8	8	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
132XXXX	78	77	1	98.72%	1.28%	0.00%	0.00%	0.00%	0.00%	100.00%
1300222XXXX	3	3	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
135XXXX	4	4	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
133XXXX	215	213	2	99.07%	0.93%	0.00%	0.00%	0.00%	0.00%	0.00%
134XXXX	2	2	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
1300666XXXX	47	44	3	93.62%	6.38%	0.00%	0.00%	0.00%	0.00%	0.00%
1300888XXXX	3	3	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
135XXXX	6	6	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
1300122XXXX	1	1	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
1300122XXXX	215	213	2	99.07%	0.93%	0.00%	0.00%	0.00%	0.00%	0.00%
1300122XXXX	43	43	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Service Profile

Find, filter and manage Usernames, Cost Centres and 20 other details with ease using Service Profile.

My Account Reports **Service Profile** Control Panel Preferences Password SUPPORT

Service Profile

Edit

Cost Centre Name	Service	Cost Centre Code	User Name	Data Allowance GB
(738)				total: 0GB
Cost Centre 098%*6 (5)	V13xxx 1721	V13xxx 1721	(1) roaming account	total: 0GB
Cost Centre 123ABC (4)	042xxxx 010	123ABC	Jane	total: 31.6GB
	043xxxx 02	123ABC	Bulu	9GB
	043xxxx 17	123ABC	Michael	4GB
	012xxxx 380	123ABC	Jim	8.1GB
Head Office (1433)				total: 0GB
IT - Mobile Services (138)				total: 0GB
Total items: 1824 (Showing items: 10) (Selected items: 143)				total: 31.6

Save

Other reporting options

Report scheduling

All reports have been designed to utilise multiple parameters and criteria enabling run on demand up to a monthly schedule. Some reports include additional filtering conditions (e.g. account number, cost centre, service) to assist with finding the most relevant information faster.

Up to 3 months of rolling data can be reported on in one report and the status of all reports is visible online.

Generated reports are retained online for 3 months while report data is retained for up to 13 months (12 months billed plus up to one month rated/unbilled).

Email notification alerts

Optus Insight Plus allows you to set up email alerts/notifications to advise when reports are available or when Customer Datafeed Files (CDFs) have been delivered.

System Requirements

Insight Plus is accessible via the Internet through an online account and has been designed to work on tablets and smartphones.

Internet Explorer users need Version 9 or higher.