



# InterCall Online User Guide

## Administrator Reports and Invoices



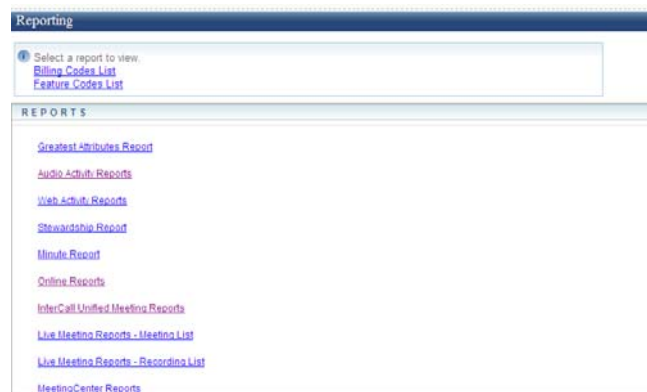
### For more information:

United States:  
800.374.2441  
www.intercall.com  
info@intercall.com

Canada:  
877.333.2666  
www.intercall.ca

Numerous types of audio and web activity reports are available from InterCall Online to help you keep track and analyze your conferencing usage. As an administrator, you have access to run reports for all owners within an account under your company or the entire organization.

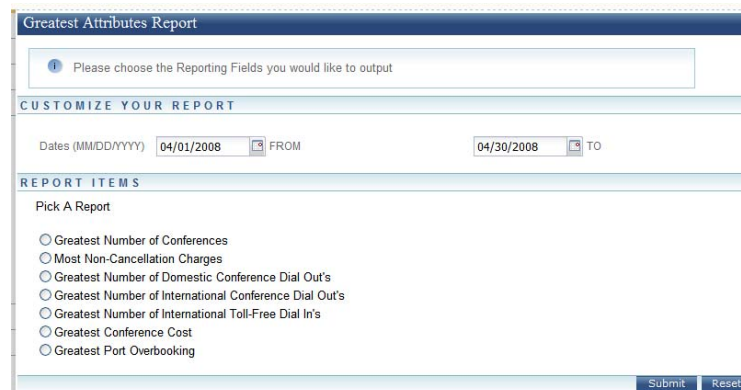
After logging into your InterCall Online account, select **Reports** from the left-hand navigation bar.



Please note: If you are an administrator with an InterCall account, you will have access to web conferencing reports relating to your services. If you do not have an InterCall account, the web conferencing services reports, i.e., Microsoft® Office Live Meeting, offered by InterCall, Cisco WebEx™ Meeting Center, provided by InterCall, InterCall Unified Meeting, etc. will not be available to you.

## Greatest Attributes Report

To help you manage your conference users and conferencing budget, you can access information for the top 50 owners or conferences with the highest number of dial-out calls, port overbooking charges, non-cancellation charges and other valuable metrics.



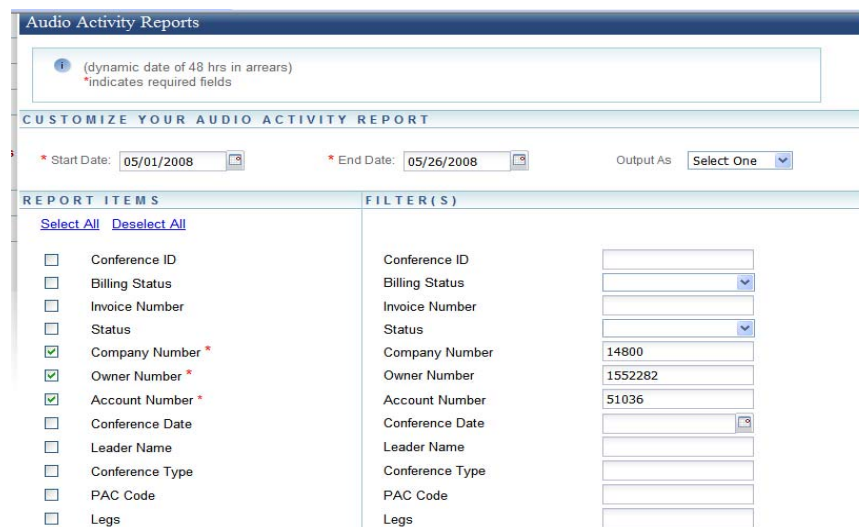
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AAP/EOE

- 1 Enter **From** and **To** dates via the calendar icons to narrow down the scope of your report.
- 2 Choose a report:
  - Greatest Number of Conferences
  - Most Non-Cancellation Charges
  - Greatest Number of Domestic Conference Dial-Out's
  - Greatest Number of International Conference Dial-Out's
  - Greatest Number of International Toll-Free Dial-In's
  - Greatest Conference Cost
  - Greatest Port Overbooking
- 3 Click **Submit** to run and obtain your report. Your report will only be available to view on screen.

## Audio Activity Reports

Summarize your audio conferencing activity for the last four months of billed data and the current month's unbilled data. You can customize your report by selecting the date or range of dates for which you want to analyze. Further customize your report by selecting from the many categories of information available, i.e., total audio minutes and conference charges. You can select to view your report onscreen in HTML or download to your desktop as an Excel spreadsheet.



The screenshot shows the 'Audio Activity Reports' web interface. At the top, there is a header bar with the title 'Audio Activity Reports'. Below it, a message box indicates '(dynamic date of 48 hrs in arrears) \*indicates required fields'. The main section is titled 'CUSTOMIZE YOUR AUDIO ACTIVITY REPORT'. It features two date pickers: '\* Start Date: 05/01/2008' and '\* End Date: 05/26/2008', both with calendar icons. To the right is an 'Output As' dropdown menu set to 'Select One'. Below this is a table with two columns: 'REPORT ITEMS' and 'FILTER(S)'. The 'REPORT ITEMS' column lists various fields with checkboxes: Conference ID, Billing Status, Invoice Number, Status, Company Number (checked), Owner Number (checked), Account Number (checked), Conference Date, Leader Name, Conference Type, PAC Code, and Legs. The 'FILTER(S)' column lists the same fields with corresponding input controls: text boxes for Conference ID, Invoice Number, Company Number (14800), Owner Number (1552282), and Account Number (51036); dropdown menus for Billing Status and Status; and date pickers for Conference Date and Legs.

- 1 Enter a **Start Date** and **End Date** for the report you want to obtain.
- 2 Select your type of output: Excel spreadsheet or HTML document.
- 3 Check the appropriate boxes to choose the conference detail you want to include and analyze.
- 4 Click **View Report** to run and obtain your report.

## Web Activity Reports

Review your web conferencing activity for the last four months of billed data and the current month's unbilled data. You can customize your report by selecting the date or range of dates for which you want to analyze. Further modify your report by selecting from the many categories of information available, i.e., total audio minutes and conference

charges. You can choose to view your report onscreen in HTML or download to your desktop as an Excel spreadsheet.

**Web Activity Reports**

(dynamic date of 48 hrs in arrears)  
\*indicates required fields

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**CUSTOMIZE YOUR WEB ACTIVITY REPORT**

\* Start Date:  \* End Date:  Output As:

REPORT ITEMS	FILTER(S)
<a href="#">Select All</a> <a href="#">Deselect All</a>	
<input type="checkbox"/> Status	Status <input type="text"/>
<input checked="" type="checkbox"/> Company Number *	Company Number <input type="text" value="14800"/>
<input checked="" type="checkbox"/> Account Number *	Account Number <input type="text" value="51036"/>
<input type="checkbox"/> Invoice Number	Invoice Number <input type="text"/>
<input checked="" type="checkbox"/> Owner Number *	Owner Number <input type="text" value="1552282"/>
<input type="checkbox"/> Date	Date <input type="text"/>
<input type="checkbox"/> Total Minutes	Total Minutes <input type="text"/>

[View Report >>](#)

- 1 Enter a **Start Date** and **End Date** for the report you want to obtain.
- 2 Select your type of output: Excel spreadsheet or HTML document.
- 3 Check the appropriate boxes to choose the conference detail you want to include and analyze.
- 4 Click **View Report** to run and obtain your report.

## Stewardship Report

Receive a comprehensive report that provides information on all products, including usage in minutes, costs, conferences and participants for the current calendar year. The report can be run at the company, account or owner levels.

**Stewardship Report**

Click on View Report to generate Stewardship Report.

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**CUSTOMIZE YOUR STEWARDSHIP REPORT**

Output As:

**REPORT ITEMS**

At what level would you like to run this report as?

Company Number

Account Number

Owner Number

[View Report >>](#)

- 1 Select your type of output: Excel spreadsheet or HTML document.
- 2 Choose the level you would like your Stewardship Report to run (company, account or owner) and input the appropriate number.
- 3 Click **View Report** to run and obtain your report.

## Minute Report

Receive information on all products that includes usage of minutes for a specified month. This report can be run at the company, account or owner levels.

**Minute Report**

Click on View Report to generate Minute Report

**CUSTOMIZE YOUR MINUTE REPORT**

Select Month:  Output As:

**REPORT ITEMS**

At what level would you like to run this report as?

Company Number   
 Account Number   
 Owner Number

[View Report >>](#)

- 1 Select the month (only the last four months of billed data is available) for your Minute Report.
- 2 Select your type of output: Excel spreadsheet or HTML document.
- 3 Choose the level you would like the Minute Report to run (company, account or owner) and input the appropriate number.
- 4 Click **View Report** to run and obtain your report.

## Online Reports

If your company subscribes to Online Reports, you can access them through InterCall Online. Online Reports provides access to even more information about your company or billing account's activity. Contact your sales representative if you're interested in becoming a subscriber. You will require a separate username and password to access Online Reports.

**InterCall ONLINE REPORTS**

**InterCall** Beyond Merit Expectations

**LOGIN**

Welcome to Online Reports. This site was developed specifically to provide our customers timely, accurate information about their conferencing business. Please direct any questions to your sales representative.

Information: To sign up for this service, contact your sales representative.

- US customers [click here](#)
- EMEA customers [click here](#)
- Canada customers [click here](#)
- APAC customers [click here](#)

To learn more about Online Reports, download the [Customer Guide](#)

User Name:   
 Password:

[Forgot Password?](#)  
[Updates \(Feb. 2008\)](#)

NOTE: This system is to be accessed by authorized users only. System usage is monitored. By continuing to access the system, the user represents that s/he is an authorized user and expressly consents to such monitoring. Users are advised that, if monitoring reveals possible criminal activity, system personnel may provide the evidence gathered to the authorities.

**Service Announcement:**  
 If you need assistance with your login information, contact us at:

For US customers:  
 877 650 9092 or +1 708 643 9792 or [chsupport@intercall.com](mailto:chsupport@intercall.com)

For EMEA customers:  
 0871 7000 170 or +44 (0)1452 546742 (opt 4) or [chsupport@intercallemea.com](mailto:chsupport@intercallemea.com)

For Canada customers:  
 877 333 2966 or 780 414 6741 or [chsupport@intercall.ca](mailto:chsupport@intercall.ca)

For APAC customers:  
 Australia 1800 488 225  
 Singapore 1800 488 2255  
 International +612 8295 9000 or [chsupport@intercallapac.com](mailto:chsupport@intercallapac.com)

## View Invoices

When using InterCall Online, you can view previous company and billing account invoices. Invoices are presented as a PDF for viewing.

**Invoice Search**

Filter By:  Criteria:

**INVOICE SEARCH**

Company Number	Company Name	Date Created
288506	TEST COMPANY 001	08/07/2008

Drill down to lower levels if needed. Invoices can only be accessed from the Account level.

Page 1 of 1 |   |  | Displaying Results 1 - 1 of 1

- 1 Select the appropriate filter from the **Filter By** drop-down list (company name, company number, account name or account number) and enter the details in the **Criteria** field.

**Note:** You can search a partial company or account name by including an asterisk (\*) at the end of your entry.

Filter By:   Criteria:

- 2 Click **Filter Search**.
- 3 Select the appropriate account and click on **Access Invoices**. Invoices can only be accessed at the account level. If you have searched by company name or number, you may access the accounts under the company by selecting **Drill Down** at the bottom of the screen.