

## 1 UNDERSTANDING THE DIFFERENT REPORTS

### 1.1 A QUICK REFERENCE GUIDE

Comms-Accounts Management Reports provide a variety of information, with each report suited to a different task.

Information ranges from a high level overview of a whole section all the way down to individual usage on a single item.

Understanding which report provides the required information will make your reporting job easier.

The reports provided by the system are as follows:

Report Group	Report name	Description and Purpose
Extension	<i>Call Charges By Extension (Recommended to get further detail on an extension)</i>	This report will allow you to view detailed usage based on an extension. A Budget Centre Manager would run this report to get further information about the usage of an individual internal phone extension.
Mobile	<i>Mobile Calls By Staff (Recommended to get further detail on a mobile)</i>	This report will allow you to view detailed usage based on a mobile phone. A Budget Centre Manager would run this report to get further information about the usage of an external mobile device. <b>N.B. – Charges shown with this report are based on the Telstra billing calendar, and date ranges will vary slightly with the CSU Calendar month.</b>
Business Period	<i>Charge Code By Charge Type (Recommended for Team Leaders / Manager / HoS level staff)</i>	This report provides an overview charges for a department grouped by Account Code (Charge Code). It is further grouped by the type of charge. A Budget Centre Manager would run this report to get further information about the types of calls being made (Local, national, mobile and rental charges).
	<i>Charge Code By Service Type (Recommended for Team Leaders / Manager / HoS level staff)</i>	This report provides an overview charges for a department grouped by Account Code (Charge Code) It is further grouped by the Service type (mobile, fixed line etc). A Budget Centre Manager would run this report to get a good overview of the costs incurred by their section (sorted by Mobiles, fixed line extension etc.)
	<i>Department Summary By Service Number (Recommended starting report for all budget managers)</i>	This report provides an overview of all devices under the specified Charge Code / Business Unit tree, sorted by phone number. A Budget Centre Manager would run this report as a starting point, giving them a good breakdown of each individual items rental charges and usage costs.
	<i>Department Summary By Service Type (Recommended for Dean / Director level staff)</i>	This report provides an overview of all devices under the specified Charge Code / Business Unit tree. A Budget Centre Manager would run this report to get a good overview of costs incurred in a whole section with multiple charge codes.
	<i>Overall Department Summary (Recommended for Deans / Executive Director level staff)</i>	This report provides an executive summary budget overview for a whole section. It's designed to be run by a budget manager with numerous charge codes, and provides a tree-style breakdown, grouped by organisational units, with subtotals given at each level