Oracle® Revenue Management and Billing Analytics

Version 2.2.0.0.0

Dashboard User Guide

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Oracle Revenue Management and Billing Analytics Admin Guide

E76172-01

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Preface

About This Document

This guide aims to act as a reference guide to an administrator user and helps him with day-to-day tasks, as well as provides some pointers on how to handle some commonly seen change requests. The document is organized in the form of a comprehensive questionnaire and covers most of the administrative tasks.

Intended Audience

This document is intended for the following audience:

- End-Users
- Consulting Team

Organization of the Document

The information in this document is organized into following sections:

Section No.	Section Name	Description
Section 1	Introduction	About the product and the types of analyses included.
Section 2	Dashboards	Explanation of each dashboard.

Related Documents

You can refer to the following documents for more information:

Document	Description
Oracle Revenue Management and Billing Analytics Functional Overview	Lists the features and architecture of Oracle Revenue Management and Billing Analytics.
Oracle Revenue Management and Billing Analytics Install Guide	Lists the pre-requisites, supported platforms, and hardware and software requirements for installing the Oracle Revenue Management and Billing Analytics application. It also explains how to install the Oracle Revenue Management and Billing Analytics application.

Change Log

Revision	Last Update	Updated Section	Comments
1.0	June 2016	All	New document

Contents

1. Introduction to ORMBA Dashboards

Oracle Revenue Management and Billing Analytics (ORMBA) follow a layered architecture, which consists of the following four logical layers:

- Source
- Replication
- Transformation
- Presentation and Access

The Source layer represents the source system, which is Oracle Revenue Management and Billing (ORMB). Oracle Revenue Management and Billing Extractors and Schema delivers functionality of the Replication and Transformation layers. Oracle Revenue Management and Billing Analytics (ORMBA) delivers the functionality of the Presentation and Access layer.

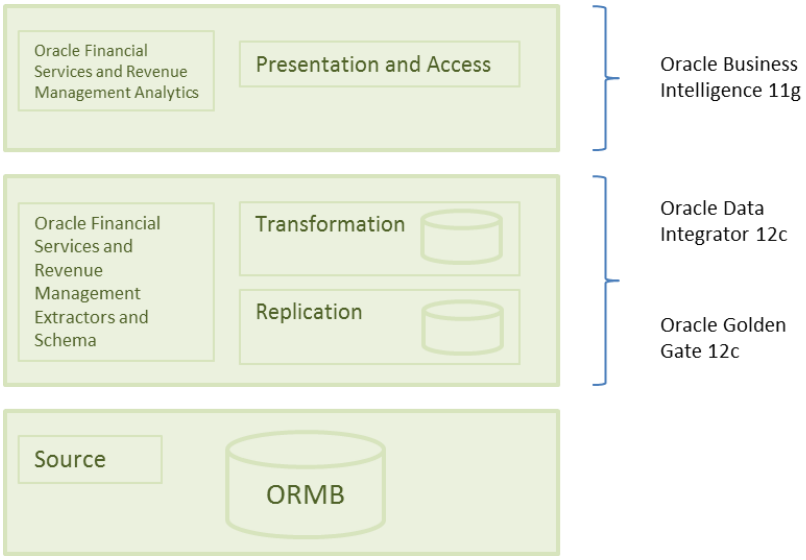


Figure 1: ORMB Analytics Topology

The Presentation and Access Layer of ORMBA is called the ORMBA Dashboards and is powered by Oracle Business Intelligence Enterprise Edition (OBIEE) tool. For customizing the analyses in ORMBA dashboards, you would need a minimum working knowledge of OBIEE.

The ORMBA Admin Guide lists some of the common tasks done in ORMBA dashboards and explains how to perform them. For more information, refer to the *ORMBA Admin Guide*.

1.1 ORMBA Dashboards and Reports

The home page of ORMBA Dashboards includes tiles for all major dashboards. You can place the mouse pointer over each dashboard tile to read a brief description of the dashboard.

Figure 2: ORMBA Home Page

Click on a tile to open the respective dashboard.

1.1.1 Dashboard Structure

A dashboard is a collection of one or more pages, organized as different tabs within the dashboard. For example, the Billable Charges dashboard contains four pages named, Summary, Trend, Rankings, and Pricelist.

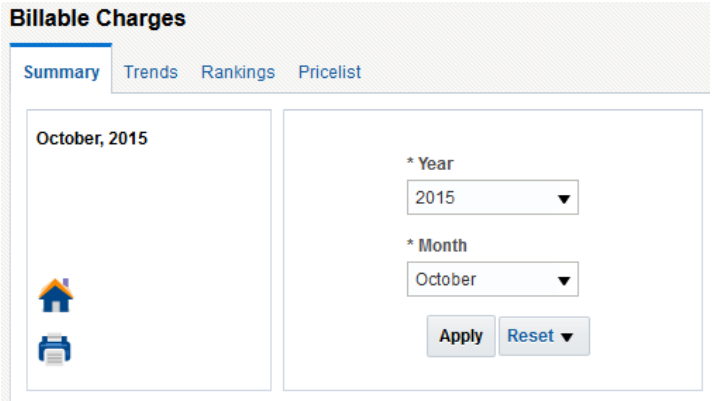


Figure 3: Dashboard Tabs

1.1.2 Dashboard Filter

Each dashboard contains some filter fields in the top-left corner of the page. The common dashboard filters are Year and Month. Some dashboards have additional filter fields like Division or Contract Type.

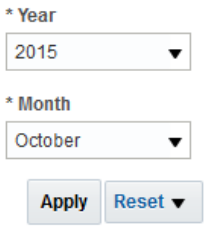


Figure 4: Dashboard Filters

The data included in the analyses depends on the dashboard filters applied. The default year and month available in the filter fields is configured in the Global Settings page of ORMBA Admin Tool.

1.1.3 Common Elements

The Summary page of most dashboards contains the following common elements:

- Home icon ( ): Click this icon to navigate to the ORMBA Dashboards Home page.
- Printable Report icon ( ): Click this icon to open the printable report of the dashboard.
- Page Options button ( ): Click this button to edit the dashboard, or export the dashboard contents to excel sheet.
- Help button ( ): Click this button to access the online help for OBIEE.

1.2 Types of Analyses

The ORMBA dashboards contain several analyses and most of them fall under one of the categories below:

- Top N Lists
- Share Analyses
- Trend Analyses
- Interactive Analyses
- Printable Reports

Each of the above type of analyses is explained in detail below.

1.2.1 Top N Lists

These are table lists that show you a list of objects (dimensions) sorted in either ascending or descending order of a measure. The main purpose of this type of analysis is to quickly highlight your best performing attributes, like products or customers.

An example list is shown below:

Top 10 Contracts

Rank	Customer	Amount
1	CUST09	$2,023,341.67
2	CUST07	$2,015,442.60
3	CUST02	$2,014,723.75
4	CUST08	$2,013,549.00
5	CUST10	$2,011,682.83
6	CUST06	$2,010,335.31
7	CUST01	$1,994,173.46
8	CUST05	$1,974,959.67
9	CUST03	$1,799,428.29
10	CUST04	$1,774,419.36
	Grand Total	$19,632,055.94

Figure 5: An example of Top N Lists

1.2.2 Share Analyses

The Share analyses of ORMBA Dashboards illustrate how a measure is spread across different dimensions. A share analysis can be a pie chart or a bar chart. The chart indicates the value and / or percentage of each share and includes a legend.

The pie charts usually includes percentage share of the attributes.

An example pie chart is shown below:

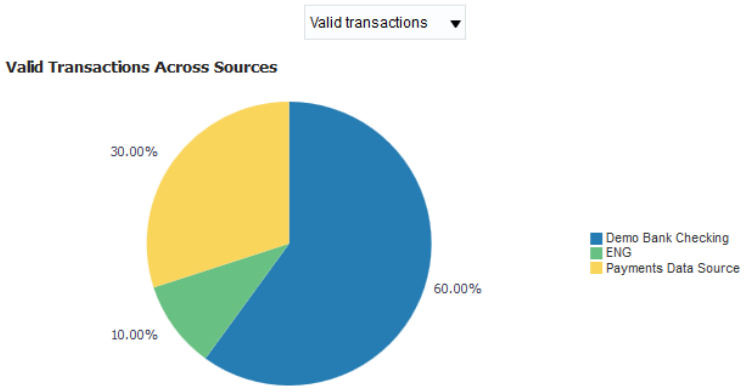


Figure 6: An example of Share Analysis

1.2.3 Trend Analyses

ORMBA Dashboards contains several Trend analyses to indicate the trend of different measures. The two different types of trend analyses available in ORMBA dashboards are:

- Line Charts
- Bar Charts

All trend analyses in ORMBA dashboards indicate the trend of a measure for the last **12 months**, starting from a selected month and year.

In case the analysis contains trend of more than one measure, the chart includes separate lines (in case of line charts) or stacked bars (in case of bar charts) to indicate the trend of each measure.

An example trend chart is shown below:

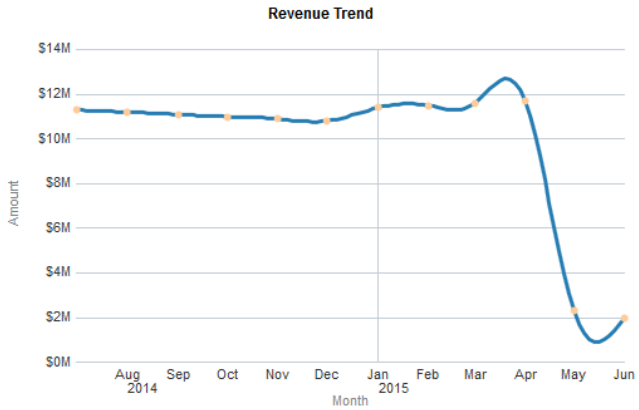


Figure 7: An example of Trend Analysis

1.2.4 Interactive Analyses

The interactive analyses can be charts/tables that give a high-level view of data, which can be drilled down to offer a detailed view. Currently, all analyses, except trends in the following dashboards are interactive:

- Financial Transactions
- Billable Charges
- Billing
- Product Pricing

1.2.5 Printable Reports

Most of the ORMBA dashboards contain one or several printable reports. The printable reports are detailed reports that show the data corresponding to the analyses available in a dashboard or page.

You can generate a printable report by filtering the data using any of the filter fields available for the report. After generating the report, click on the Export link towards the bottom of the report to export the data.

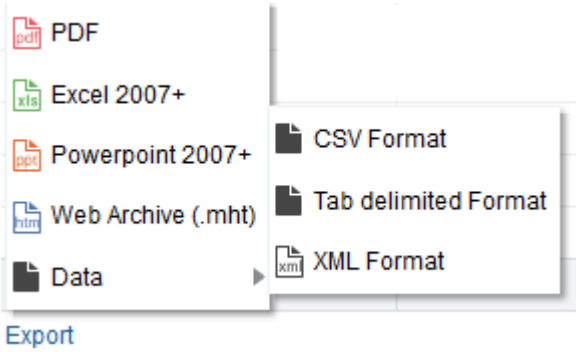


Figure 8: Export Options

You can export data in any of the following formats:

- PDF
- Excel
- PPT
- Web Archive (.mht)
- Data (CSV, Tab delimited, XML)

1.3 List of Dashboards

The out-of-the-box dashboards available with ORMBA are:

- Executive Summary
- Relationship Manager
- Customer
- Financial Transactions
- Billable Charges
- Product Pricing
- Simulation
- Billing
- Contracts
- To-Do
- Transaction Feeds

2. Executive Summary

2.1 Overview of the dashboard

Executive Summary dashboard provides a consolidated view of the Pricing and Billing organization within the enterprise and is primarily targeted at Senior Business Managers including Relationship Managers (RM). The dashboard includes information on key financial metrics including Revenue, Payments, Adjustments, and Cancellations as well as Operational information including To-Do Service Tasks, Transaction Feeds and Staff productivity. Summary of Billing and Contractual information for a selected period is also provided within the dashboard.

Some of the key business insights that can be derived from this dashboard include:

- Business performance in terms of key financial metrics like Revenue, Payments and Cancellations and their corresponding variations from the previous period
- What is the net customer churn for the period and what is the level of inactivity across Customer contracts?
- How efficient is my deal management mechanism in terms of number of proposals won vs. number of proposals lost?
- Which is the most problematic product processor? Which is the most common cause of Feed error?
- What is the backlog of To-Do Service tasks and what is the number of incomplete tasks over the last three months

The Executive Summary dashboard is also available as a mobile application. You can browse to the URL below in your mobile device and access the Executive Summary dashboard:

http://<server>:<port>/mobile/viewer.jsp?_xma=%2FApp+Library%2FExe+Summary%2FExecutive+Summary+Mobile+App.xma

Note: ORMBA dashboards application is accessible from both Android and iOS mobile devices.

2.1.1 Top Ratings

Figure 9: Top Ratings

The Top Ratings section contains the following information:

KPI	Definition
Customer	Top customer under the RM, based on the revenue generated
Division	Top division under the RM, based on the revenue generated
Product	Top product under the RM, based on revenue generated
Staff	Top staff under the RM, based on productivity

2.1.2 Most Prominent

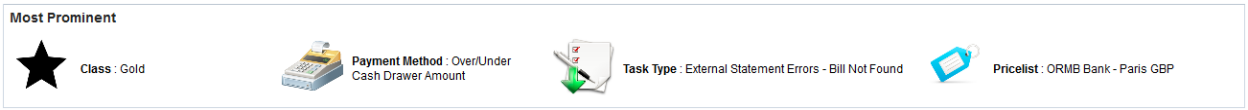


Figure 10: Most Prominent

The Most Prominent section contains the following information:

KPI	Definition
Class	Customer segment that generated highest revenue
Payment Method	Payment method through which we received maximum payment
Task Type	Type of task with highest occurrence
Pricelist	Pricelist that generated highest billable charges

2.1.3 Performance Metrics

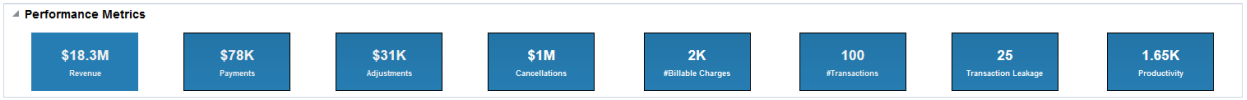


Figure 11: Performance Metrics

The Performance Metrics section contains the following KPIs:

KPI	Definition
Revenue	Total revenue received from customers under the RM
Payments	Total amount received as payments from customers under the RM
Adjustments	Total amount received as adjustments from customers under the RM
Cancellations	Total cancellation amount of all customers under the RM
#Billable Charges	Total number of billable charges, against all customers under the RM
#Transactions	Total number of transactions received from all customers under the RM
Transaction Leakage	Number of transactions that we were unable to process (error transactions)
Productivity	Productivity is computed as [(Priority level/100) × completed hours]/Number of To Do entries created.

2.1.4 Variations From Last Month

Figure 12: Variations From Last Month

The Variations From Last Month section contains the following KPIs:

KPI	Definition
Revenue	Percentage variation of the revenue from that of last month
Payments	Percentage variation of the payment amount from that of last month
Adjustments	Percentage variation of the adjustment amount from that of last month
Cancellations	Percentage variation of the cancellation amount from that of last month
#Billable Charges	Percentage variation of the billable charges (count) from that of last month
#Transactions	Percentage variation of the transaction count from that of last month
Transaction Leakage	Percentage variation of the transaction leakage from that of last month
Productivity	Percentage variation of the productivity from that of last month

Note: Against each tile, you can see ⇧ or ⇩ icons that indicate if the KPI has a positive variation or a negative variation from the previous month.

2.1.5 Billable Charges

Billable Charges analyses shows:

- Percentage distribution of billable charges across Agreed and Standard pricelists
- Percentage distribution of billable charges across volume-based pricing and value-based pricing

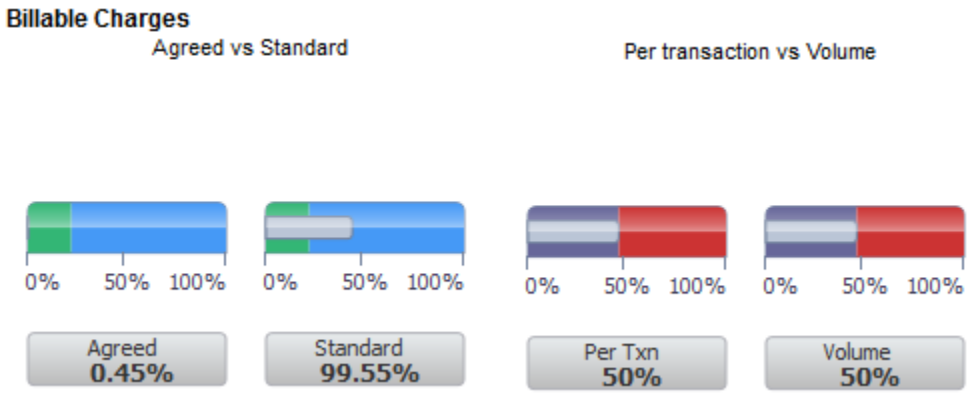


Figure 13: Billable Charges

2.1.6 Financial Transactions

The Financial Transactions analysis is a stacked bar chart that shows the percentage contribution of receivables, payments and adjustments.

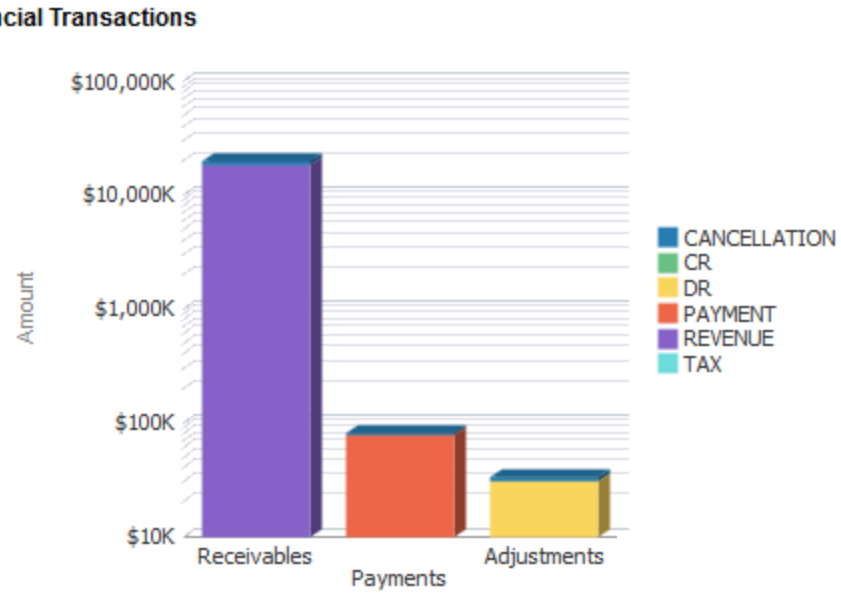


Figure 14: Financial Transactions

Axes	What it shows?
X axis	• Receivables • Payments • Adjustments
Y axis	Amount

2.1.7 Billing

The Billing analysis is a chart that shows the operational statistics of billing in a logarithmic scale. The analysis includes:

- Number of Bill Cycles
- Number of Bills
- Number of Cancellations
- Number of Errors
- Number of High Value Bills
- Number of Refunds
- Number of Write Offs
- Number of Zero valued Bills

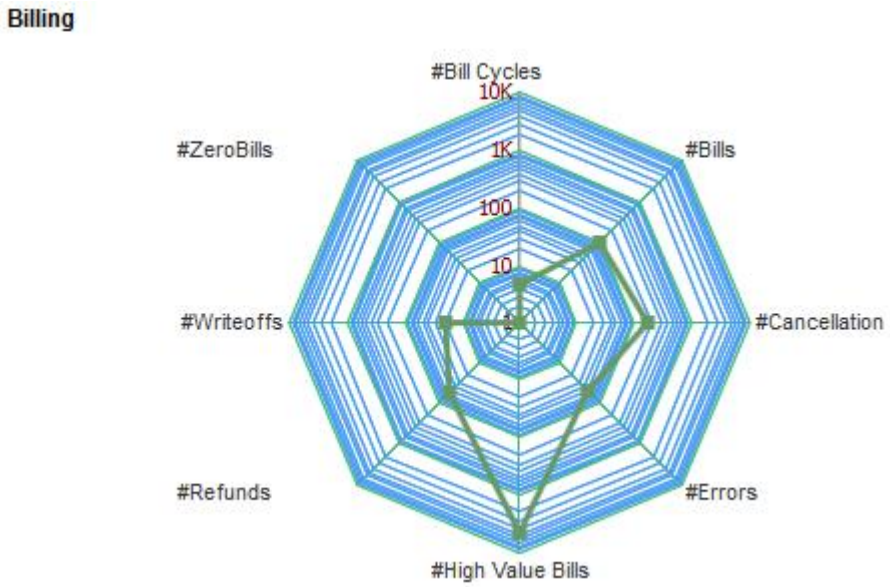


Figure 15: Billing

2.1.8 To-Do

The To-Do analysis is a horizontal bar chart that shows the count of tasks in various status. The analysis also includes the number of incomplete To-Do's for the last three months.

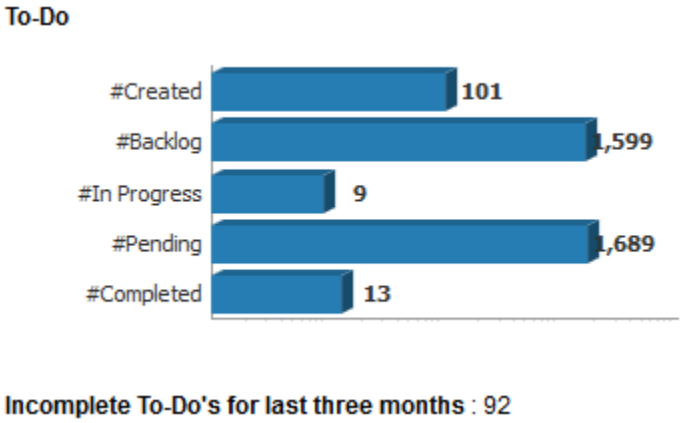


Figure 16: To-Do

2.1.9 Feeds/Transactions

The Invalid Transactions/ Feeds analysis is a gauge chart that shows the percentage of invalid transactions and feeds. It also shows the transaction source from where the most number of invalid feeds or transactions are received. The analysis also displays the most commonly occurred error.

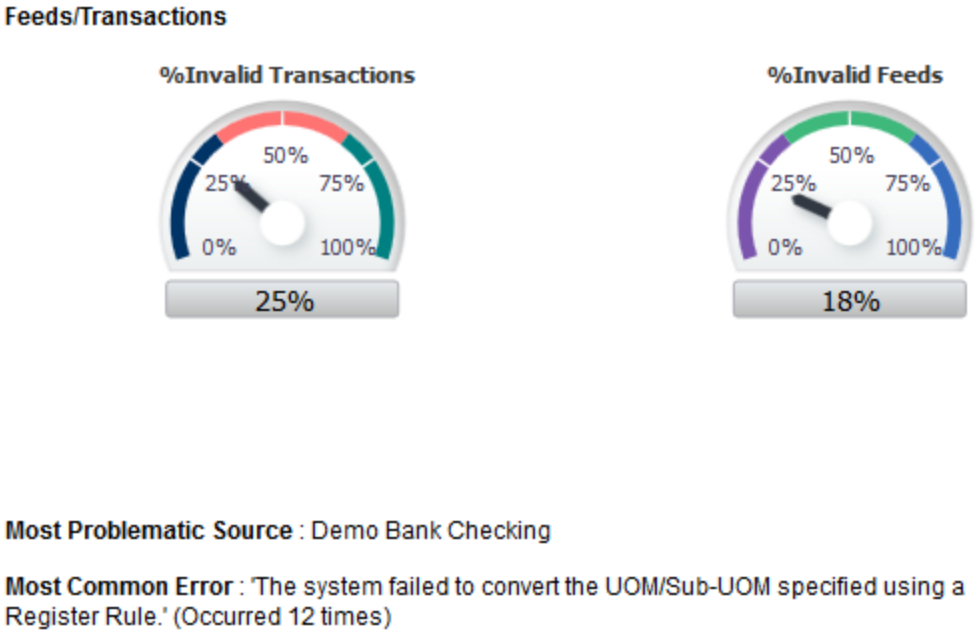


Figure 17: Feeds/Transactions

2.1.10 Contracts

The Contracts analysis is a stacked bar chart that shows the count of contracts and proposals under various status.

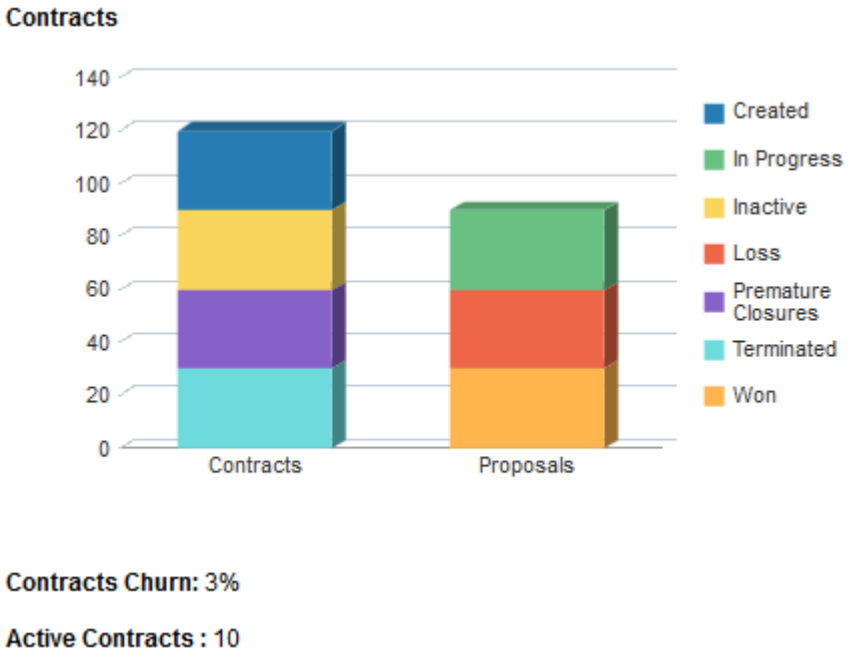


Figure 18: Contracts

The possible status includes:

- Created

- In Progress
- Inactive
- Loss
- Premature Closures
- Terminated
- Won

The analysis also shows the churn percentage and the number of active contracts in the system.

Axes	What it shows?
X axis	• Contracts • Proposals
Y axis	• Number of contracts in each status • Number of proposals in each status

3. Relationship Manager

3.1 Overview of the Dashboard

The Relationship Manager dashboard is one of the key dashboards within ORMBA which serves as a one-point-destination for all Relationship/Account Managers. This dashboard essentially aims to provide a unified view of all customers under a single Relationship Manager thereby enabling him/her to drive customer engagement and effectively elevate customer relationships to the next level.

The dashboard provides an overview of key Revenue Metrics including Total Revenue and Average Revenue per Customer as well as key Customer metrics including Total Number of customers, Net Churn and pending Service Tasks across the entire Customer portfolio.

The Relationship Manager dashboard is organized into seven pages – Summary, Ranking, Trend, Comparator, Create Prospect, Edit Prospect and Prospect Pricelist Simulation.

3.2 Summary Page

The Summary Page gives a snapshot of key Revenue and Customer Metrics. This dashboard can be filtered based on the below fields:

- Year
- Month
- Relationship Manager

3.2.1 Revenue Metrics

Figure 19: Revenue Metrics

KPI	Definition
Revenue	Total revenue from all customers under the RM during the selected month and year
Average Revenue	Average revenue from a customer, computed as: Revenue ÷ No of customers under the RM
#Billable Charges	Total number of billable charges of all customers under the RM

3.2.2 Customer Metrics

Figure 20: Customer Metrics

KPI	Definition
#Customers	Total number of customers under the Relationship Manager
#New Contracts	Total number of new contracts opened during the selected month and year
#Lost Contracts	Total number of contracts lost during the selected month and year
#Pending Tasks	Total number of pending tasks during the selected month and year
#Proposals	Total number of proposals created during the selected month and year

3.2.3 Variation From Last Month

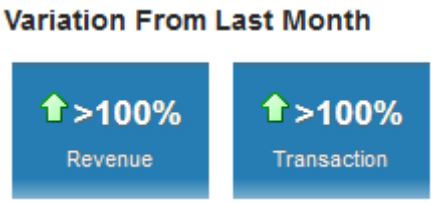


Figure 21: Variation From Last Month

KPI	Definition
Revenue	Percentage variation of revenue from the previous month
Transaction	Percentage variation of transaction count from the previous month

Note: Against each tile, you can see ⇧ or ⇩ icons that indicate if the KPI has a positive variation or a negative variation from the previous month.

3.3 Ranking Page

The Ranking page gives a good overview of the performance of the overall Customer portfolio. Some of the key business insights that can be derived from this dashboard are:

- Who are the top Customers within the portfolio in terms of Revenue Contribution
- Which are the most popular Products within the Customer portfolio
- Which of the Customers demand more in terms of Service effort? What is the ROI on a Revenue vs Service Effort basis for a Customer? Does increased Service effort result in a commensurate increase in Revenue Contribution?

- Are there potential Revenue Leaks within the portfolio? Which are the customers that have displayed huge variations in Revenue between two consecutive periods?
- Which of the customers require more Service attention in terms of Service Task completions?
- Which of the customers need to be targeted with potential new offer/products to bring them out of inactivity?

3.3.1 Top N Customers By Revenue

The Top N Customers By Revenue analysis is a list of top N customers under the Relationship Manager, ordered in the descending order of revenue.

Top 10 Customers By Revenue

Rank	Customer Name	Amount
1	CBA Brisbane	$1,895,327.00
2	ABC Munich	$1,877,601.60
3	ITC Sydney	$1,876,343.00
4	ITC Wellington	$1,874,911.65
5	CBA Newyork	$1,867,976.90
6	ABC Melbourne	$1,861,889.25
7	Amanda Berry	$1,859,908.00
8	ITC Frankfurt	$1,853,591.05
9	ITC Trivandrum	$1,649,076.60
10	ITC California	$1,642,277.47
	Grand Total	$18,258,902.52

Figure 22: Top N Customers By Revenue

Fields	
Rank	Rank of the customer based on revenue
Customer Name	Name of the customer
Amount	Billable charge amount of the customer in corporate currency
Grand Total	Total amount from all customers in the list

3.3.2 Top N Products By Revenue

The Top N Products By Revenue analysis is a list of top N products ordered in the descending order of revenue.

Top 10 Products By Revenue

Rank	Product Description	Amount
1	02900040 - Equities Trade Fee	$8,043,654
2	06250012 - Funds Trading Market 1_4 Fund	$6,315,092
3	02900043 - Equities Auction Trade Fee	$1,022,331
4	06250011 - Funds Trading Market 5_9 Fund	$640,700
5	06250009 - Funds Quote Display Board	$322,890
6	02900046 - Equities Centre Point Trade Fee	$253,108
7	02900044 - Equities Undisclosed Trade Fee	$240,507
8	02900345 - Interest Rate Securities Centre Point Trade Fee	$233,086
9	02900240 - Structured Product Trade Fee	$228,505
10	06250010 - Funds Trading Market 10 Funds	$202,981
	Grand Total	$17,502,855

Figure 23: Top N Products By Revenue

Fields	Explanation
Rank	Rank of the product based on revenue
Product Description	Description of the product
Amount	Cumulated billable charge amount of the product
Grand Total	Total amount against all products in the list

3.3.3 Top N Customers By Service Time

This analysis lists the top N customers, ordered in the descending order of service time spent on them.

Top 10 Customers By Service Time

Rank	Customer Name	Hours Spent
1	Amanda Berry	4,172.95
2	ITC Frankfurt	45.00
3	ITC California	34.00
4	ITC Trivandrum	33.00
5	CBA Newyork	28.00
6	ITC Sydney	24.00
7	ABC Munich	23.00
8	ABC Melbourne	20.00
9	CBA Brisbane	16.00
10	ITC Wellington	12.00

Figure 24: Top N Customers By Service Time

Fields	Explanation
Rank	Rank of the customer based on the total hours spent
Customer Name	Name of the customer
Hours Spent	Total number of hours spent for the customer

3.3.4 Top N Variations

This analysis lists the top N customer – product combinations that had the highest variation in revenue from the previous month.

Top 10 Variations

Rank	Customer Name	Product Description	Amount	Last Month Amount	Variation
1	Amanda Berry	02900243 - Structured Products Auction Trade Fee	$16,189	$139.00	11,547%
2	Amanda Berry	02900044 - Equities Undisclosed Trade Fee	$27,894	$561.75	4,865%
3	Amanda Berry	02900242 - Trade Reporting Facility Structured Products Fee	$13,846	$288.00	4,708%
4	Amanda Berry	02900341 - TradeReportingFacilityInterestRateSecuritiesFee	$11,897	$319.50	3,623%
5	Amanda Berry	02900141 - Trade Reporting Facility Warrants Fee	$7,587	$231.50	3,177%
6	Amanda Berry	02900244 - Structured Products Iceberg Trade Fee	$17,318	$536.00	3,131%
7	Amanda Berry	02900340 - Interest Rate Security Trade Fee	$21,005	$1,000.00	2,001%
8	Amanda Berry	06250009 - Funds Quote Display Board	$40,159	$2,943.00	1,265%
9	Amanda Berry	02900042 - Trade Reporting Facility Off-mkt Equities Fee	$22,435	$2,089.50	974%
10	Amanda Berry	02900043 - Equities Auction Trade Fee	$106,985	$10,094.00	960%

Figure 25: Top N Variations

Fields	Explanation
Rank	Rank assigned to the customer, based on the percentage variation of billable charge amount from the previous month
Customer Name	Name of the customer
Product Description	Name of the product
Amount	Billable charge amount cumulated against the product during the selected month
Last Month Amount	Billable charge amount cumulated against the product during the previous month
Variation	Percentage variation in billable charge amount of the selected month from the previous month

3.3.5 Task Ageing

This analysis lists all tasks during the selected month and year, arranged in the descending order of period of inactivity.

Task Ageing

Task	Customer Name	Inactive Since(#Months)
Workflow Process Condition is invalid	Amanda Berry	107
Workflow Event Type is required.	Amanda Berry	92
This payment does not exist. It has been deleted.	Amanda Berry	82
Unexpected error during request processing.	Amanda Berry	82
This contract term will be expired.	Amanda Berry	69
This field is required for this particular class.	Amanda Berry	69
There is no accounting period for that date.	Amanda Berry	68
There is no Order Information	Amanda Berry	60
The threshold amount must be greater than zero.	Amanda Berry	55
A mandatory field has been left blank. Please enter a value and retry your request.	Amanda Berry	53

Rows 1 - 10

Figure 26: Task Ageing

Fields	Explanation
Task	Name of the task
Customer Name	Name of the customer
Inactive Since (#Months)	Number of months for which the task has been inactive

3.3.6 Inactive Customers

This analysis shows the list of inactive customers listed in the descending order of period of inactivity.

Inactive Customers

Rank	Customer Name	Inactive Since (#months)
1	ITC Texas	15
2	ITC Hamilton	14
3	ITC Newzealand	13
4	ITC Brisbane	12
5	ABC India	11
6	ITC Hamburg	10
7	ITC India	9
8	CBA Corporation	8
9	CBA Germany	7
10	CBA Munich	6

Figure 27: Inactive Customers

Fields	Explanation
Rank	Rank assigned to the customer, based on the period of inactivity
Customer Name	Name of the customer
Inactive Since (#months)	Number of months for which the customer has been inactive

3.4 Trend Page

The Trend Page provides an overview of Product Usage, Service Effort and Contractual performance across the customer portfolio. It provides responses to the following business questions:

- How has a particular Product performed over the past twelve month period
- Which are the To-Do tasks that have a consistently high % of Pend status over a period
- Which of the To-Do tasks require more effort
- Trend of New contracts over a period in time

3.4.1 Product Revenue

This analysis shows the trend of a selected product's revenue over the last 12 months. Select a product from the drop-down to view the trend of its revenue.

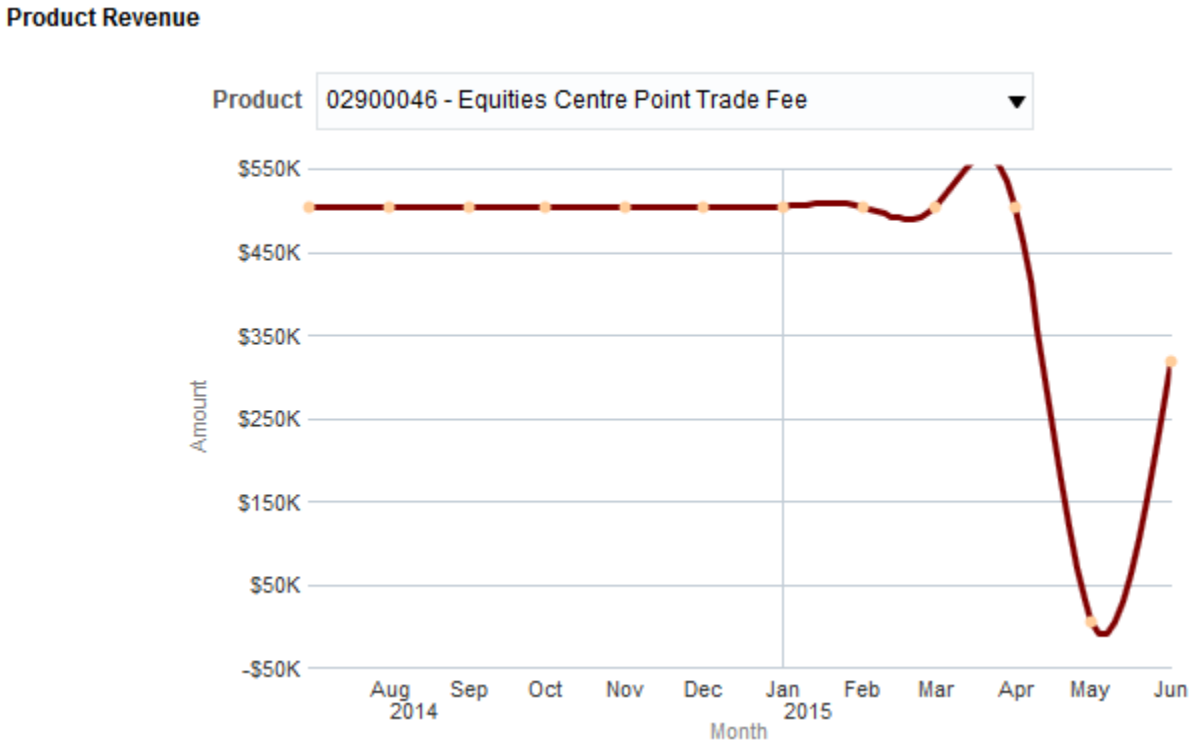


Figure 28: Product Revenue

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Amount Shows the selected product's revenue in corporate currency against each month

3.4.2 Product Usage

This analysis shows the trend of a selected product's usage over the last 12 months. Select a product from the drop-down to view the trend of its billed usage.

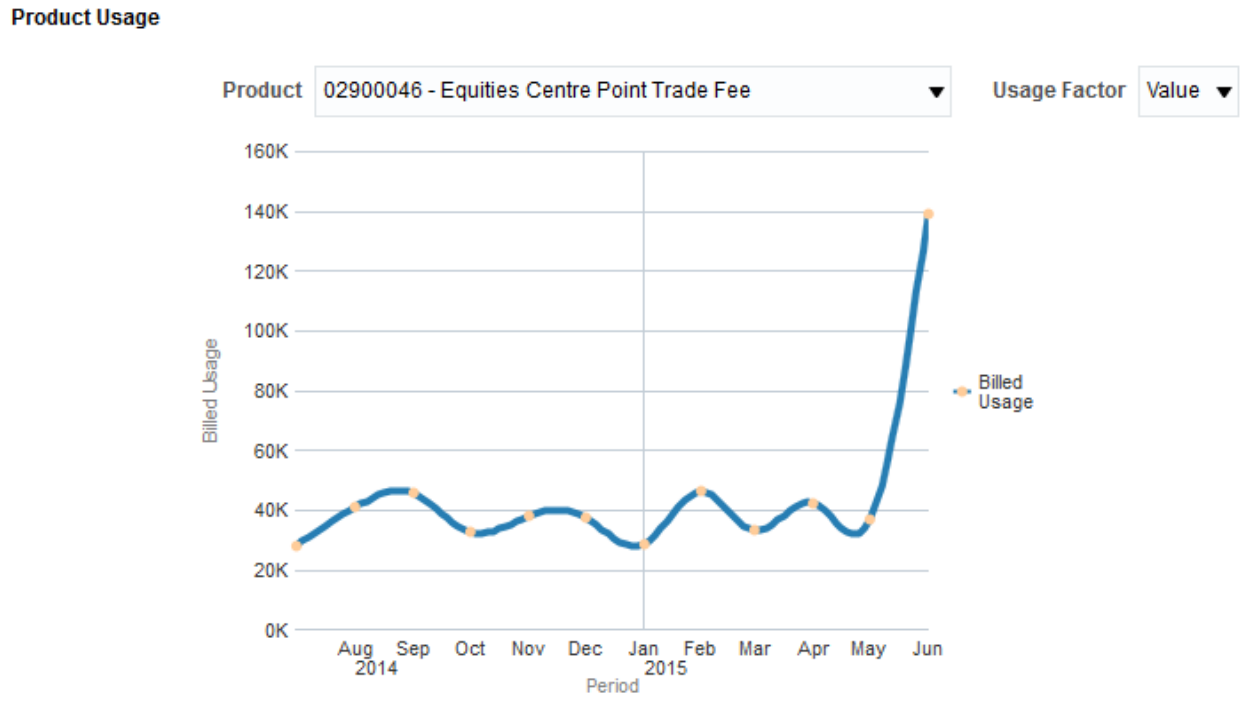


Figure 29: Product Usage

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	Billed Usage Shows the selected product's billed usage against each month

3.4.3 Tasks By Created/Pending/Completed

This analysis shows the trend of a selected task type over the last 12 months. Select a task type from the drop-down to view the trend of its count. Tasks are segregated by their status and stacked over one another.

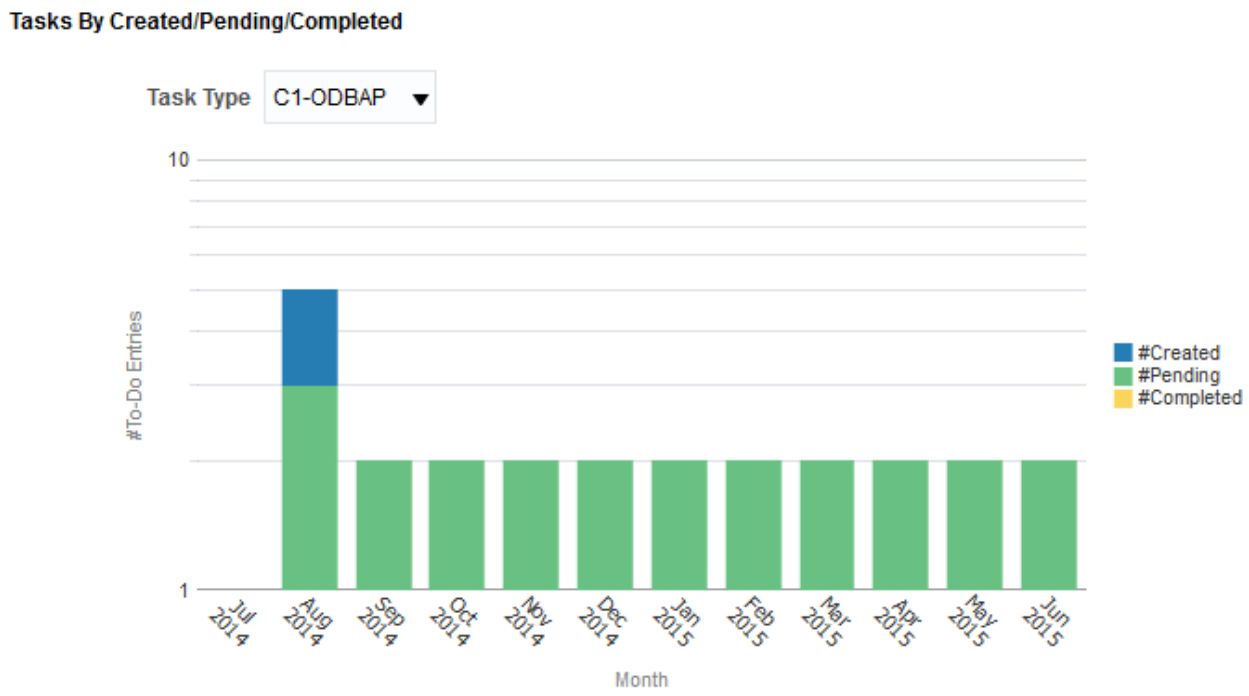


Figure 30: Tasks By Created/Pending/Completed

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	#To-Do Entries Shows the selected task type's to-do count against each month

3.4.4 Tasks By Hours Spent

This analysis shows the trend of hours spent on a selected task type over the last 12 months. Select a task type from the drop-down to view the trend of hours spent.

Figure 31: Tasks By Hours Spent

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Hours Shows the hours spent on selected task type during each month

3.4.1 Contract Trend

This analysis shows the trend of newly created contracts over the last 12 months.

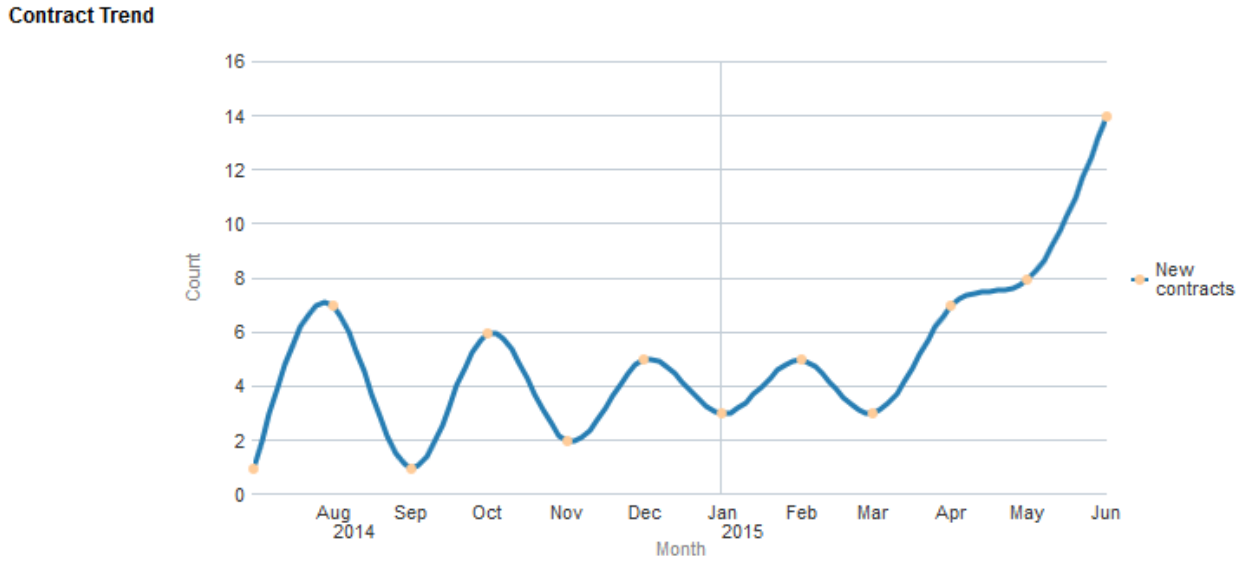


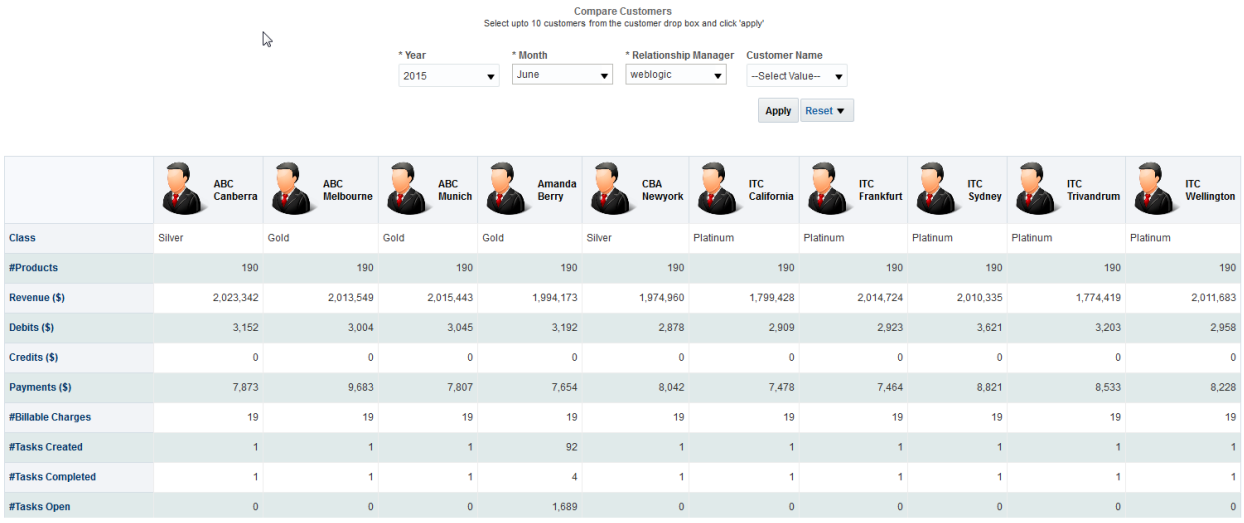
Figure 32: Contract Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Count Shows the number of tasks opened in a month

3.5 Comparator Page

A relationship manager can use the Comparator page to compare different customers under him. You can select up to 10 customers at a time for comparison. This feature essentially enables the RM to derive the following insights:

- Performance summary of Customers with a similar profile over a month
- How do customers within two different segments compare in terms of Product usage, Revenue and Service Effort
- Which of the Customers/Segments offers the highest ROI in terms of Revenue vs Service Effort



	ABC Canberra	ABC Melbourne	ABC Munich	Amanda Berry	CBA Newyork	ITC California	ITC Frankfurt	ITC Sydney	ITC Trivandrum	ITC Wellington
Class	Silver	Gold	Gold	Gold	Silver	Platinum	Platinum	Platinum	Platinum	Platinum
#Products	190	190	190	190	190	190	190	190	190	190
Revenue ($)	2,023,342	2,013,549	2,015,443	1,994,173	1,974,960	1,799,428	2,014,724	2,010,335	1,774,419	2,011,683
Debits ($)	3,152	3,004	3,045	3,192	2,878	2,909	2,923	3,621	3,203	2,958
Credits ($)	0	0	0	0	0	0	0	0	0	0
Payments ($)	7,873	9,683	7,807	7,654	8,042	7,478	7,464	8,821	8,533	8,228
#Billable Charges	19	19	19	19	19	19	19	19	19	19
#Tasks Created	1	1	1	92	1	1	1	1	1	1
#Tasks Completed	1	1	1	4	1	1	1	1	1	1
#Tasks Open	0	0	0	1,689	0	0	0	0	0	0

Figure 33: Compare Customers

The comparator shows the following high-level information of customers:

- #Products
- Revenue ($)
- Debits ($)
- Credits ($)
- Payments ($)
- #Billable Charges
- #Tasks Created
- #Tasks Completed
- #Tasks Open

4. Customer

4.1 Overview of the dashboard

Customer dashboard offers a 360^0 view of a Customer across multiple dimensions including Financial, Operational and Product Usage. The comprehensive view of the customer offered by this dashboard will enable a Relationship Manager (RM) to better understand his customer and thereby drive initiatives to improve overall Customer engagement.

The dashboard home page offers a hierarchical view of a selected customer, along with the rolled-up revenue and relationship value at each level. The RM then has the option to drill down to an individual customer and view all relevant details for that particular customer.

4.1.1 Customer Dashboard Search

You can search for a customer using the following filter fields:

- Year (mandatory)
- Month (mandatory)
- Customer Name
- Customer ID

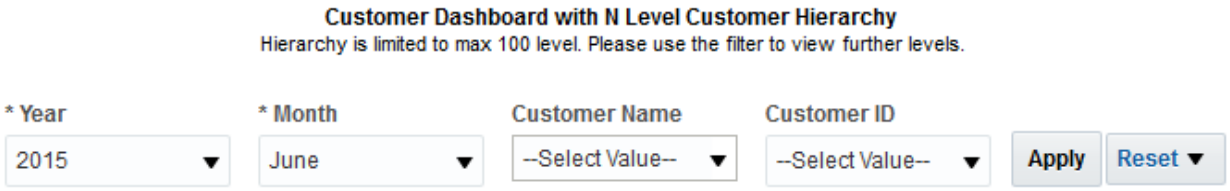


Figure 34: Customer Dashboard Filters

Select the required filter field values and click the **Apply** button. This displays the customer hierarchy that satisfies the given filters. Against each level of hierarchy, you can view:

- Revenue
- Rolled-up Revenue
- Relationship Value

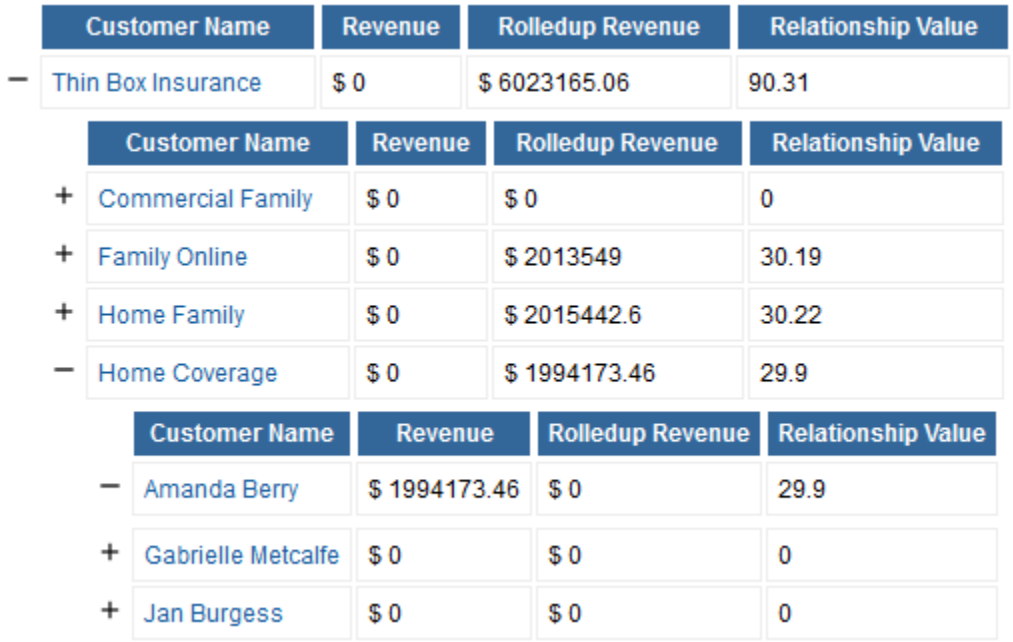


Figure 35: Customer Hierarchy

Click the Customer whose details you want to view.

4.2 Summary Page

The Customer Summary page offers a snapshot of key performance indicators and metrics together with the account details and Customer profile. This dashboard enables the Relationship Manager to get an overall feedback on how the customer has been faring relative to the previous month in terms of both financial performance as well as operational details including number of service tasks created.

4.2.1 Performance Indicators & Metrics

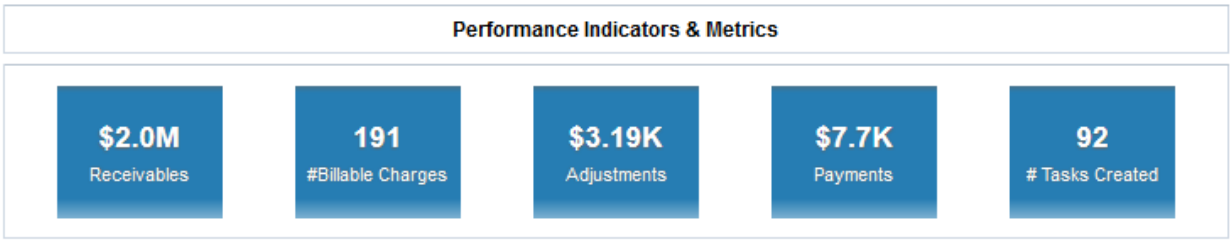


Figure 36: Performance Indicators & Metrics

KPI	Definition
Receivables	Total receivables amount in corporate currency
#Billable Charges	Total number of billable charge lines
Adjustments	Total adjustments amount in corporate currency
Payments	Total payments amount in corporate currency
# Tasks Created	Total number of tasks created for the customer

4.2.2 Variation From Last Month

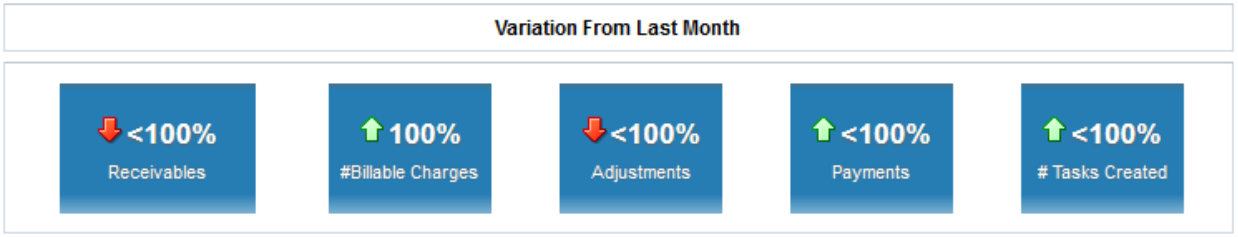


Figure 37: Variation From Last Month

KPI	Definition
Receivables	Percentage variation of receivables amount from the previous month
#Billable Charges	Percentage variation of number of billable charge lines from the previous month
Adjustments	Percentage variation of adjustments amount from the previous month
Payments	Percentage variation of payments amount from the previous month
# Tasks Created	Percentage variation of tasks from the previous month

Note: Against each tile, you can see ⇧ or ⇩ icons that indicate if the KPI has a positive variation or a negative variation from the previous month.

4.2.3 Customer Profile Summary

The summary page of Customer dashboard contains the Customer Profile Summary table. You can click the View Profile button to view further details of the customer.

Figure 38: Customer Profile Summary

Field	Explanation
Customer Name	Name of the customer
Customer ID	Unique identifier of the customer
Relationship Value	Relationship value of the customer
Segment	Segment to which the customer belongs
Parent	Name of the immediate parent customer
Email	Email ID of the customer
Contact No	Contact number of the customer
Gender	Whether the customer is Male or Female
Address	Address of the customer
City	City where the customer is based on
State	State where the customer is based on
County	County where the customer is based on
Country	Country where the customer is based on
View Profile	Click this button to view the detailed profile of the customer. To know more about the Customer Profile page, see section 4.3.

4.2.4 Account Details

The Account Details table lists the invoice accounts under the selected customer.

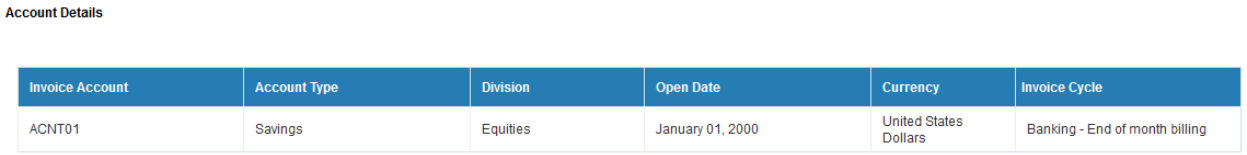


Figure 39: Account Details

Field	Explanation
Invoice Account	Name of the invoice account
Account Type	Type of the account
Division	Name of the division to which the account belongs
Open Date	Date on which the account was opened
Currency	Currency for the account
Invoice Cycle	Billing cycle in which the account is included

4.3 Customer Profile Page

The Customer Profile page shows various details of the customer. Information is grouped under the following heads:

- Profile
- Address
- Demographic
- More Details

4.3.1 Profile

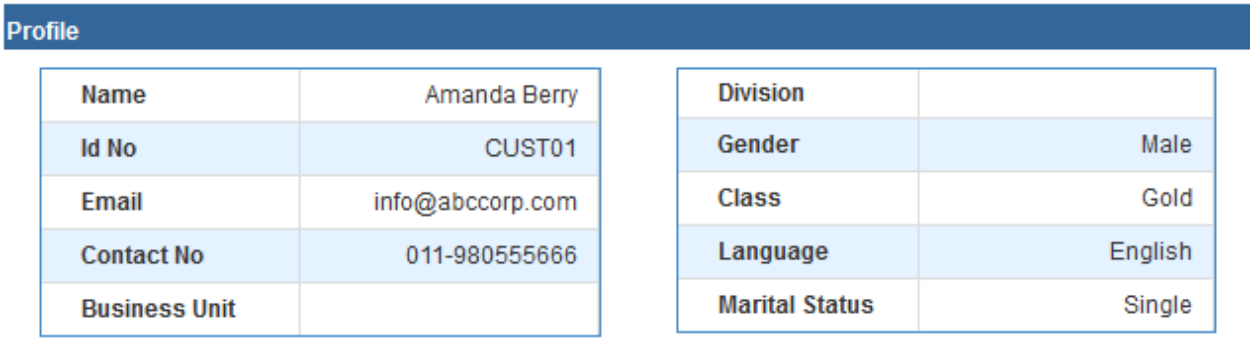


Figure 40: Customer Profile

The fields in this table are mostly self-explanatory.

4.3.2 Address

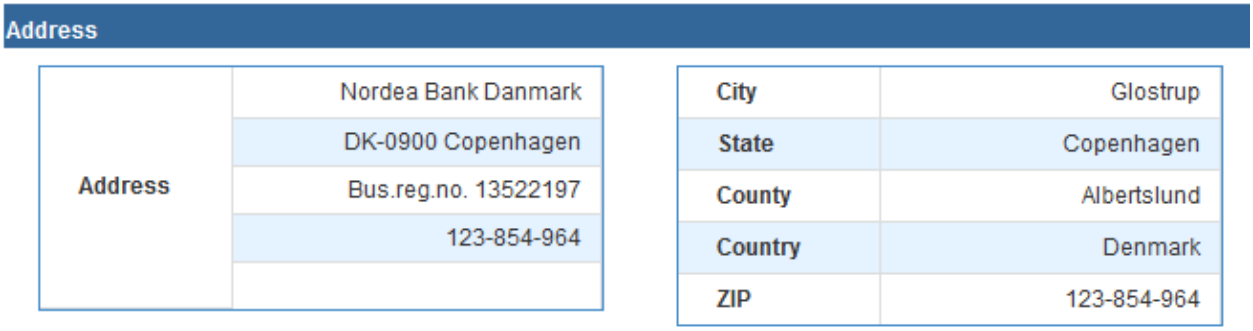


Figure 41: Customer Address

The fields in this table are mostly self-explanatory.

4.3.3 Demographic

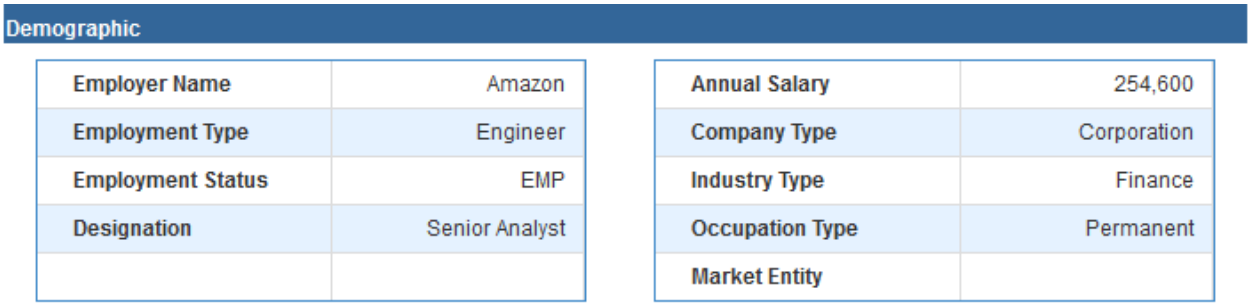


Figure 42: Customer Demographic

The fields in this table are mostly self-explanatory.

4.3.4 More Details

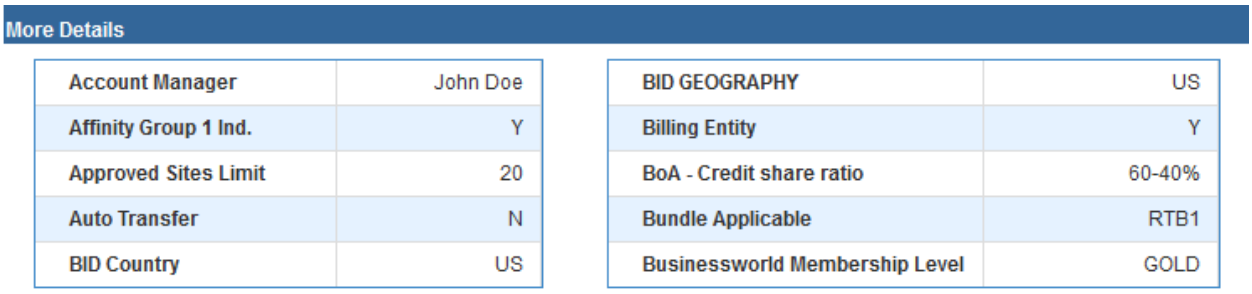


Figure 43: More Details

The fields of the table shown in the image above are indicative and varies based on the characteristic fields mapped using ORMBA Admin Tool.

4.4 Invoices Page

The Invoices page of Customer dashboard shows the invoice details of the selected customer for a selected month and year. You can also select a product to filter and view the details of the selected product only. The Invoices page offers the following customer perspectives to an RM:

- How has the Customer revenue varied over the trailing twelve month period? Is there a leakage in revenue observed for any one period
- Which are the top products in terms of usage and revenue contribution
- Summary of Revenue break-up across all Invoice accounts
- Snapshot of Invoice details at an Invoice Account/Invoice Id

4.4.1 KPIs

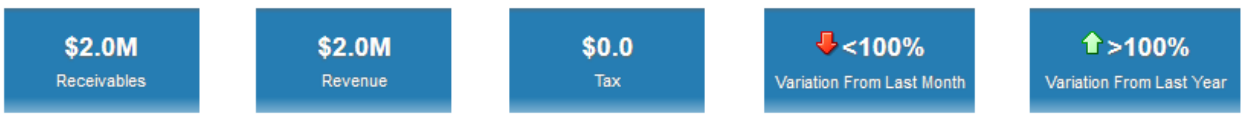


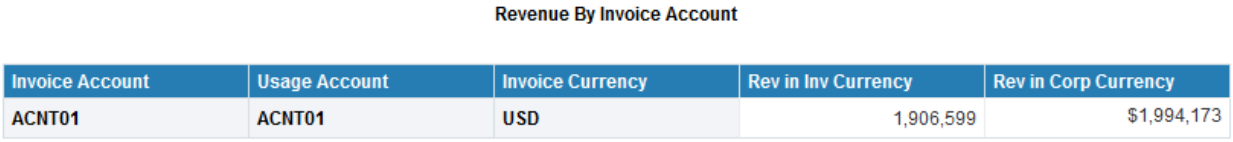
Figure 44: Invoices KPIs

The KPIs available for Invoices page of Customer dashboard are:

KPI	Definition
Receivables	Total receivables amount in corporate currency
Revenue	Total revenue in corporate currency
Tax	Total tax amount in corporate currency
Variation From Last Month	Percentage variation of receivables amount of the selected month from the previous month
Variation From Last Year	Percentage variation of receivables amount of the selected month from the same month of previous year

Note: Against each tile, you can see  or  icons that indicate if the KPI has a positive variation or a negative variation from the previous month or year.

4.4.2 Revenue By Invoice Account



Revenue By Invoice Account

Invoice Account	Usage Account	Invoice Currency	Rev in Inv Currency	Rev in Corp Currency
ACNT01	ACNT01	USD	1,906,599	$1,994,173

Figure 45: Revenue By Invoice Account

The 'Revenue By Invoice Account' analysis lists the invoice accounts of the selected customer and their revenue in both invoice currency and corporate currency.

Fields	Explanation
Invoice Account	Invoice account under the customer
Usage Account	Corresponding usage account
Invoice Currency	Currency of the invoice account
Rev in Inv Currency	Revenue from the invoice account in invoice currency
Rev in Corp Currency	Revenue from the invoice account in corporate currency

4.4.3 Revenue Trend

The 'Revenue Trend' analysis is a line graph that shows you the trend of customer's revenue over the last 12 months.

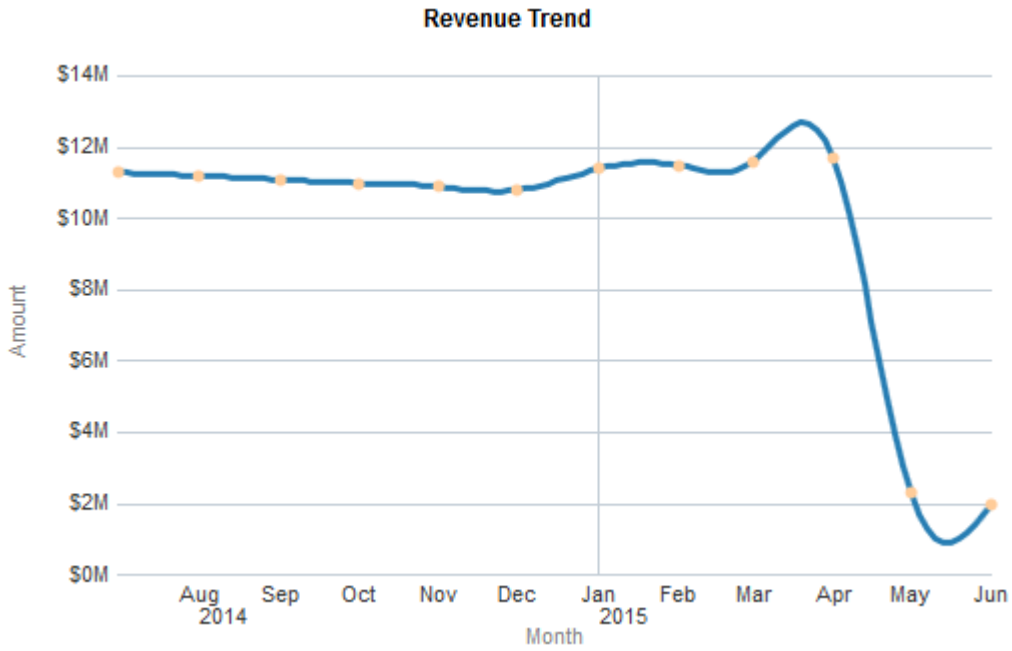


Figure 46: Revenue Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Revenue amount in corporate currency

4.4.4 Invoices Printable Report

The Invoice details for the Customer can be printed or exported using the export option provided on the page. This report contains the following filters and fields.

Filters	• Customer Id • Division • Contract Id • Invoice Account • Invoice Id
Fields	• Invoice Currency • Invoice Status • Type • Date • Division • Contract Id • Invoice Account • Invoice Id • Frozen Date

	• #Invoice Segments • Rev in Inv Currency • Tax in Inv Currency • Revenue in Corp Currency • Tax in Corp Currency

You can view the consolidated data at **Invoice Status** and **Type** level, along with the Grand Total at the bottom row.

Note: To export the data shown in the printable report, click the Export link available at the bottom of the table.

4.5 Adjustments Page

The Adjustments page of Customer dashboard shows the adjustment details of the selected customer for the selected month and year. This dashboard provides information including Net Credits and Debits, history of Adjustments over the past twelve months and breakdown of adjustments by adjustment types.

4.5.1 KPIs

Figure 47: Adjustments KPIs

The KPIs available for the Adjustments page of Customer dashboard are:

KPI	Definition
Credits	Total credit amount in corporate currency
Debits	Total debit amount in corporate currency
Variation From Last Month	Percentage variation of net adjustment amount (credit + debit) of the current month from the previous month
Variation From Last Year	Percentage variation of credits amount of the current month from the same month of previous year

Note: You can see ⇧ or ⇩ icons to indicate if the KPI has a positive variation or a negative variation from the previous month.

4.5.2 Adjustments Trend

The 'Adjustments Trend' analysis is a bar/line chart that shows the trend of adjustments amount for the last 12 months.

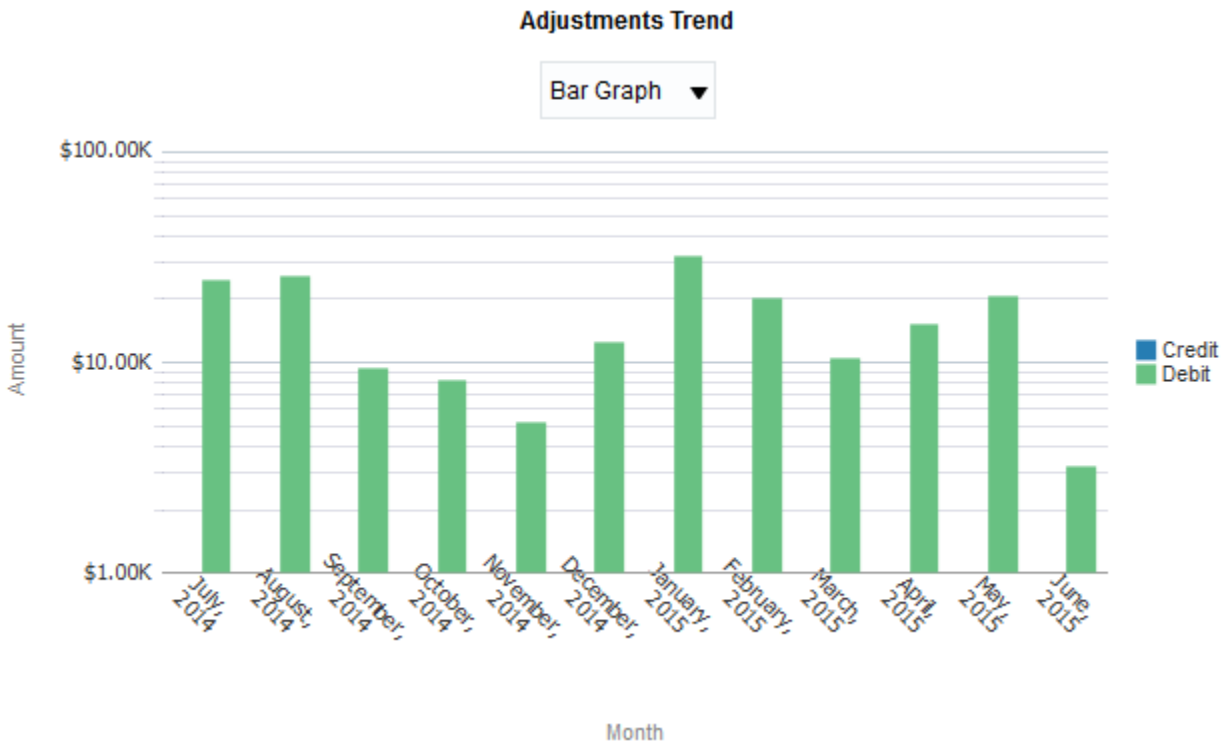


Figure 48: Adjustments Trend

You can view the analysis as a bar chart or a line chart by selecting the required value from the drop-down.

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Amount Shows the credit and debit adjustment amount of each month in corporate currency

4.5.3 Break Down By Adjustment Types

The 'Break Down By Adjustment Types' analysis is a table list that shows the credit/debit adjustments against each Adjustment Type.

Break Down By Adjustment Types

			Adjustments
Date	Account	Adjustment Type	Debit
30 June, 2015	ACNT01	Adjustment for Earnigs Credit Expiration	$493.35
		Adjustment type for Earning Credit Distribution	$361.90
		Bill Correction (EUR)	$209.24
		Bill Correction (GBP)	$456.19
		Bill Correction (USD)	$383.29
		Currency Conversion	$213.08
		Good Will Credit (EUR)	$201.01
		Good Will Credit (GBP)	$107.95
		Good Will Credit (USD)	$659.12
		Reconciliation Adjustment Type	$106.92
Grand Total			$3,192.05

Figure 49: Breakdown By Adjustment Types

Fields	Explanation
Date	Adjustment date
Account	Invoice account
Adjustment Type	Adjustment type
Adjustments (Credit and Debit)	Credit / Debit amount in corporate currency
Grand Total	Total adjustment amount

4.5.4 Adjustments Printable Report

The page also has an export option which can be used to print the report. This report contains the following data:

Filters	• Customer Id • Division • Contract Id • Adjustment Type • Invoice Account
Fields	• Adj Currency • Type

	• Adj Status • Adj Type • Division • Contract Id • Account • Frozen Date • Amount in Corp Currency (Credit / Debit) • Amount in Adj Currency (Credit / Debit)

4.6 Payments Page

The Payments page of Customer dashboard shows all the payment details of the selected customer for the selected month and year. It provides the following different payment related insights:

- Total Payments over a period
- What is the frequency of un-realized payments for the customer? Is there a need to address the effectiveness of payment processing?
- Is there a pattern observed in the customer's payment history?
- Payment details including Payer accounts, Tender types and source
- Preferred tender type and tender source for the customer to potentially enable an effective offer management strategy

4.6.1 KPIs

Figure 50: Payments KPIs

The KPIs available for the Payments page of Customer dashboard are:

KPI	Definition
Payments	Total payment amount in corporate currency
#Unrealized Payments	Number of payments that were unrealized
Variation From Last Month	Percentage variation of payments amount of the current month from the previous month
Variation From Last Year	Percentage variation of payments amount of the current month from the same month of previous year

Note: You can see ⇧ or ⇩ icons to indicate if the KPI has a positive variation or a negative variation from the previous month or year.

4.6.2 Payments Trend

The 'Payments Trend' analysis is a line chart that shows the trend of payment amount for the last 12 months.

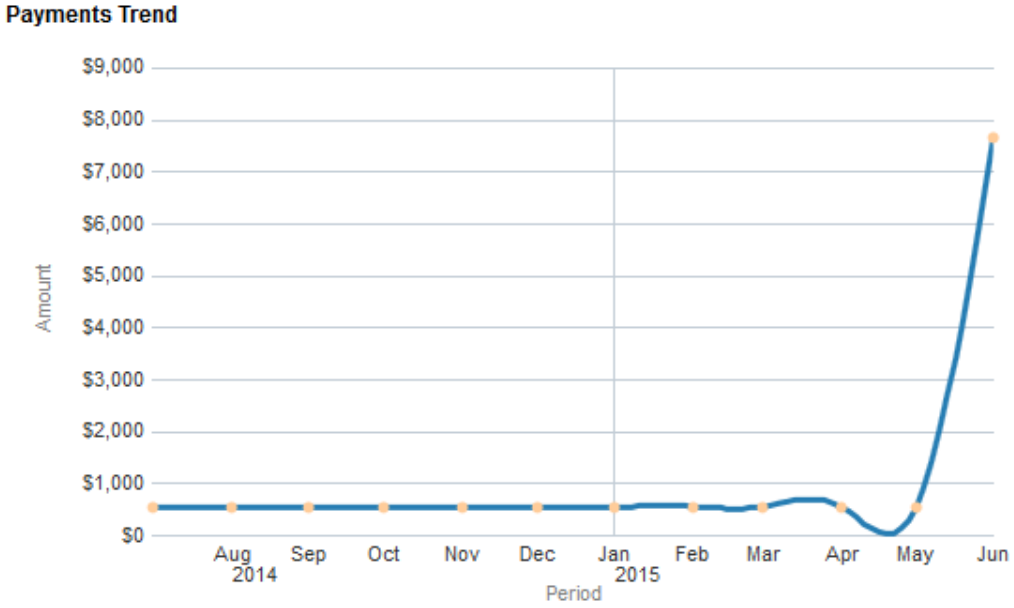


Figure 51: Payments Trend

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	Amount Shows the payment amount of each month in corporate currency

4.6.3 Amount By Tender Types

The 'Amount By Tender Types' analysis is a pie chart that shows how the payment amount is spread across different tender types.

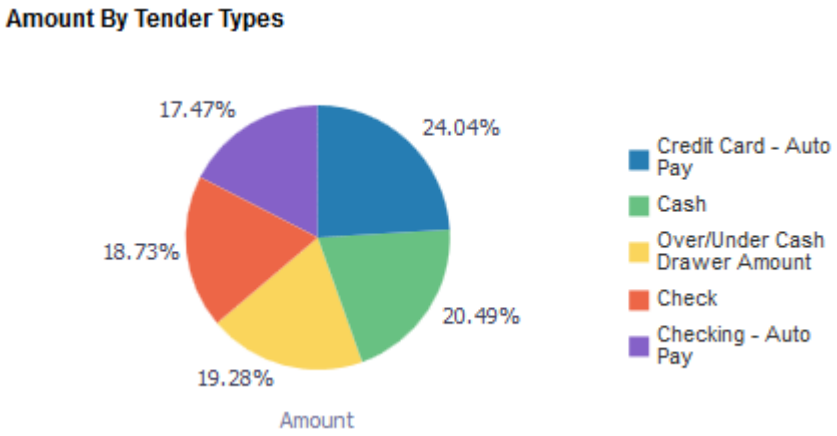


Figure 52: Amount By Tender Types

4.6.4 Amount By Tender Source

The 'Amount By Tender Source' analysis is a pie chart that shows how the payment amount is spread across different tender sources.

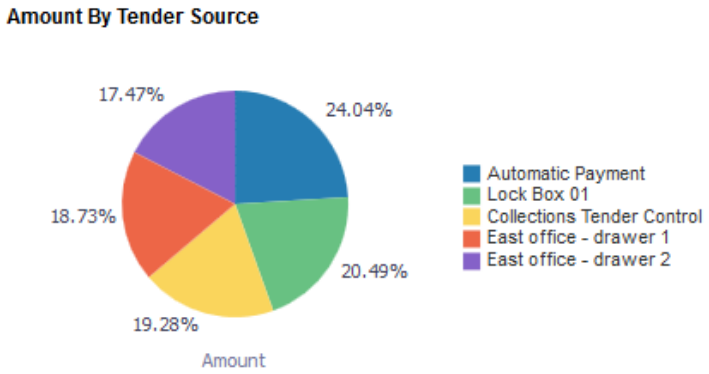


Figure 53: Amount By Tender Source

4.6.5 Payments Printable Report

Filters	• Customer Id • Division • Payer Account • Tender Type • Tender Source
Fields	• Division • Tender Status • Pay Date • Payer Account • Tender Source • Tender Type • Amount in Corp Currency

4.7 Products Page

The Products page of Customer dashboard shows the summary of products used by the customer for the selected month and year. This dashboard helps the RM to get the following Product related information for the customer:

- Which are the products that contribute most to the total customer revenue?
- Product Revenue details including Invoice Accounts, Usage Accounts and Billable charges
- Identify a logical trend in product usage to design suitable customer engagement initiatives
- Applicable Pricelists for the products
- What will be the impact of a potential pricing and usage change for a particular product?

4.7.1 Top N Products

The 'Top N Products' analysis is a table list that shows the list of top N products during the selected month and year. Products are listed in the descending order of the billable charges.

Top 10 Products

Rank	Product Description	Amount	#Billable Charges
1	Transaction Charges	$907,858	11
2	Account Services	$646,186	10
3	Transaction Fees	$104,475	10
4	Automated Clearing House	$65,714	10
5	ACH Services	$33,473	10
6	Maintenance Fees for CA	$28,752	10
7	Stop Payment Orders fees for NY	$22,748	10
8	Stop Payment Orders fees for CA	$21,095	10
9	ACH01	$20,660	10
10	FIN Credits fees for NY	$19,850	10

Figure 54: Top N Products

Fields	Explanation
Rank	Rank assigned to the product, based on the billable charge amount in corporate currency
Product Description	Product description
Amount	Priced amount cumulated against the product, in corporate currency
#Billable Charges	Number of billable charge lines

4.7.2 Top N Accounts

The 'Top N Accounts' analysis is a table list that shows the list of top N invoice accounts during the selected month and year. Accounts are listed in the descending order of the billable charges.

Top 10 Accounts

Rank	Invoice Account	Usage Account	Amount	#Billable Charges
1	ACNT01	ACNT01	$1,942,793	191

Figure 55: Top N Accounts

Fields	Explanation
Rank	Rank assigned to the account, based on the billable charges
Invoice Account	Invoice account
Usage Account	Usage account
Amount	Priced amount cumulated against the account, in corporate currency
#Billable Charges	Number of billable charge lines

4.7.3 Product Revenue Printable Report

This printable report allows two levels of drill-down:

- Product Usage
- Pricing

Filters	• Customer Id • Division • Product • Invoice Account • Usage Account
Fields	• Product • Division • Division Currency • Invoice Account • Usage Account • Amount • #Billable Charges • Min Price • Max Price • Average Price • Agreed Amount • Standard Amount • Max Charges • Min Charges • Usage (Includes a link to Product Usage Page) • Pricing (Includes a link to Product Pricing Page)

4.7.4 Pricelists

The 'Pricelists' page shows the list of pricelists during the selected month and year. You can simulate any of the listed pricelists by clicking the  icon.

Pricelists

Click the simulate icon to simulate the price list

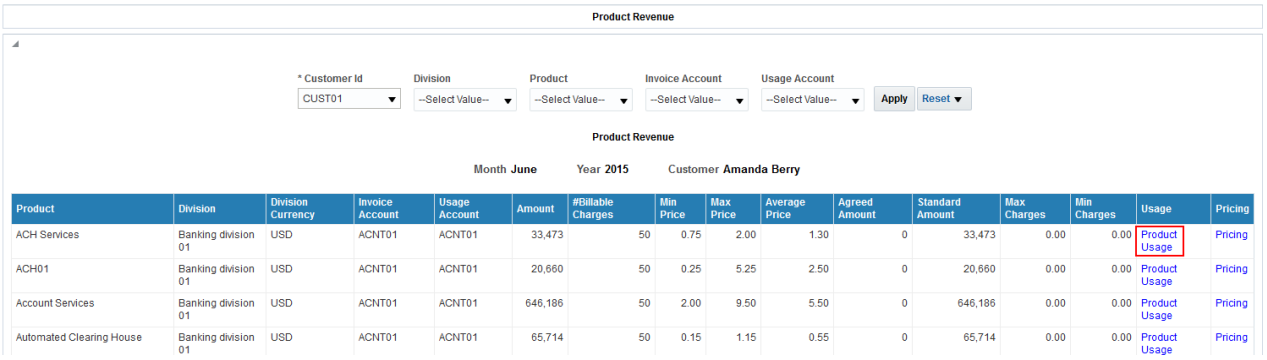
Pricelist Id	Description	Division	#Billable Charges	Amount	
2067080322	Merchant Pricelist	Banking division 01	10	5052.00	
2232543558	ORMB Bank - Paris GBP	Banking division 01	100	890706.50	
4710034647	PLGoldNY	Banking division 01	100	101271.50	
5588457418	ORMB Bank - London EUR	Banking division 01	50	646186.00	
7905680950	PLGoldUS	Banking division 01	30	72595.00	
8815415196	PLSpecialCorpCA	Banking division 01	90	47516.00	

Figure 56: Pricelists

Fields	Explanation
Pricelist ID	Unique identifier of the pricelist
Description	Name of pricelist
Division	Business division
#Billable Charges	Number of billable charge lines
Amount	Total billable charge amount
	Click this button to simulate the pricelist.

4.8 Product Usage Page

Product Usage page shows the usage details of a product by a selected customer during a selected month and year. You can access this page by clicking the Product Usage link in the Product Revenue Printable Report section on the Products page of Customer dashboard.



Product	Division	Division Currency	Invoice Account	Usage Account	Amount	#Billable Charges	Min Price	Max Price	Average Price	Agreed Amount	Standard Amount	Max Charges	Min Charges	Usage	Pricing
ACH Services	Banking division 01	USD	ACNT01	ACNT01	33,473	50	0.75	2.00	1.30	0	33,473	0.00	0.00	Product Usage	Pricing
ACH01	Banking division 01	USD	ACNT01	ACNT01	20,660	50	0.25	5.25	2.50	0	20,660	0.00	0.00	Product Usage	Pricing
Account Services	Banking division 01	USD	ACNT01	ACNT01	646,186	50	2.00	9.50	5.50	0	646,186	0.00	0.00	Product Usage	Pricing
Automated Clearing House	Banking division 01	USD	ACNT01	ACNT01	65,714	50	0.15	1.15	0.55	0	65,714	0.00	0.00	Product Usage	Pricing

Figure 57: Product Revenue

4.8.1 Billed Usage Details

The 'Billed Usage Details' analysis is a table that lists the usage factors applied on the product, its value and percentage variation from last month.

Billed Usage Details

Usage Factor(SQ)	Value	Last Month Value	Variation from Last Month
Value	31,744,000	42,524,000	-25%
Volume	31,744	42,524	-25%

Figure 58: Billed Usage Details

Fields	Explanation
Usage Factor (SQ)	SQ applicable for the product
Value	Value of the SQ
Last Month Value	Value of the SQ in the previous month
Variation from Last Month	Percentage variation of Value from that of previous month

The Variation from Last Month field includes  or  icon to indicate if the variation is positive or negative.

4.8.2 Billed Usage Trend

The 'Billed Usage Trend' analysis is a bar chart that shows the trend of a selected SQ's value during the previous 12 months.

Billed Usage Trend

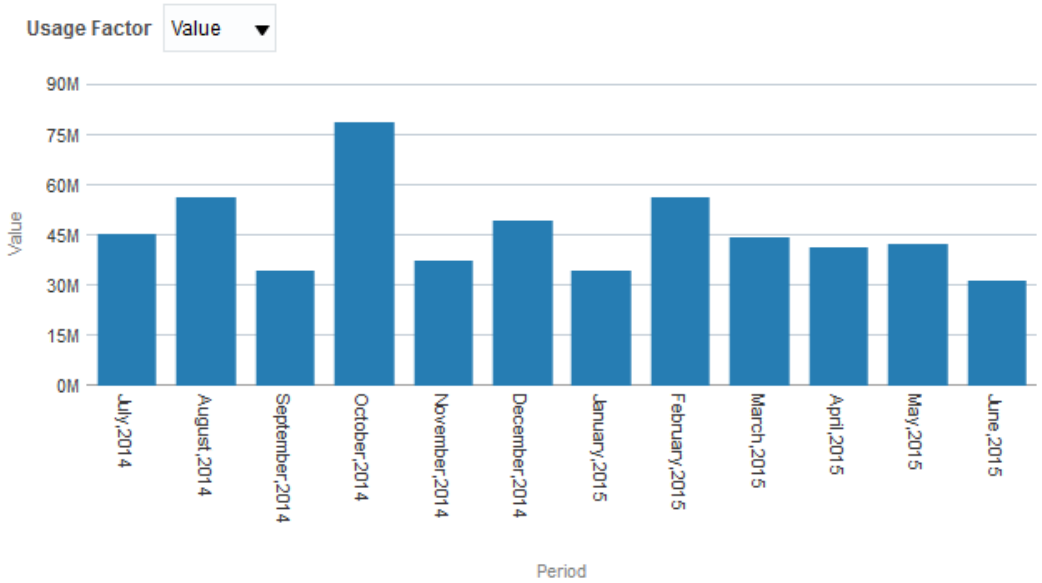


Figure 59: Billed Usage Trend

Select the either Value or Volume from the Usage Factor drop-down list.

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	Value Shows the value of selected usage factor against each month

4.8.3 #Billable Charges Trend

The '#Billable Charges Trend' analysis is a bar chart that shows the trend of billable charges for the last 12 months. Against each month, the graph shows the count of billable charges falling under Agreed pricelist and Standard pricelist side-by-side.

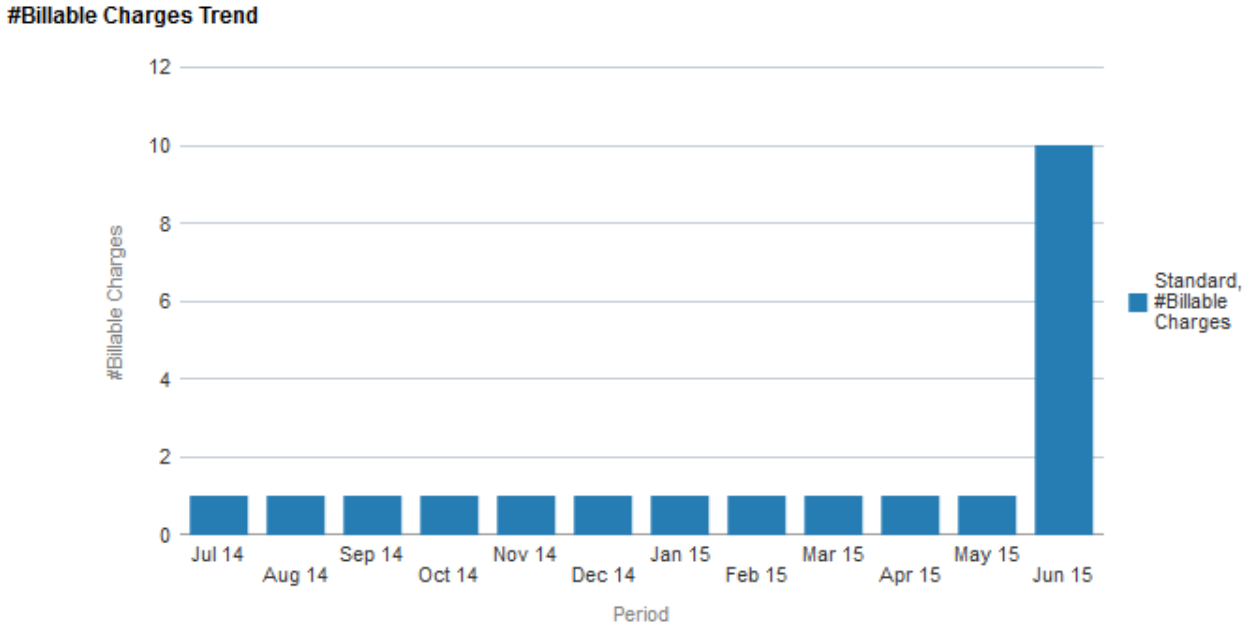


Figure 60: #Billable Charges Trend

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	#Billable Charges Shows the count of billable charges (against both Agreed and Standard pricelist) against each month

4.9 Product Pricing Page

4.9.1 Active Filters

The Active Filters table lists the filters applied on the page.

Active Filters

Attribute	Value
Product	Transaction Charges
Division	Banking division 01
Invoice Account	ACNT01
Usage Account	ACNT01
Currency	USD

Figure 61: Active Filters

4.9.2 Pricing Parameter

The Pricing Parameter table lists the pricing parameters and its corresponding values.

Pricing Parameter

Attribute	Value
Parameter 1	CHANNEL
Parameter 2	COUNTRY
Parameter 3	CURRENCY
Parameter 4	SEGMENT

Figure 62: Pricing Parameters

4.9.3 Product Pricing Details By Pricing Parameter Combinations

This analysis contains two tables – Standard vs Agreed Pricing and Pricing Details.

The Standard vs Agreed Pricing table shows the billable charges amount and number of billable charges against Standard and Agreed pricing.

Standard vs Agreed Pricing

Assign Type	Amount	#Billable Charges
Standard	824,993	10
Agreed	43,469	1

Figure 63: Standard vs Agreed Pricing

The Pricing Details table shows the price variations applied on the product.

Pricing Details

Pricing Param Hierarchy	Pricing Parameter Value 3	Pricing Parameter Value 4	Tiered Flag	Applied on SQ	Billed Usage	#Bill Calc Lines	#Billable Charges	Amount
WEB					154,997	50	10	824,993
US					154,997	50	10	824,993
USD	USD	GOLD	Step	Transaction Volume	154,997	50	10	824,993
ATM					15,646	5	1	43,469
US					15,646	5	1	43,469
USD	USD	GOLD	Step	Transaction Volume	15,646	5	1	43,469

Figure 64: Pricing Details

Note: Click on the #Billable Charges column to further drill down the analysis.

4.9.4 Product Pricing Details By Usage Factors

The Product Pricing Details By Usage Factors show the

Product Pricing Details By Usage Factors

Pricing Method-SQ Hierarchy	Parameter1	Parameter2	Parameter3	Parameter4	Billed Usage	Count	#Billable Charges	Amount
Transaction Volume					170,643	55	11	907,858
Step					170,643	55	11	907,858
ATM	ATM	US	USD	GOLD	15,646	5	1	82,865
WEB	WEB	US	USD	GOLD	154,997	50	10	824,993

Figure 65: Product Pricing Details By Usage Factors

4.9.5 Trend of Amount

This analysis shows the trend of billable charges amount for the last 12 months.

Trend Of Amount

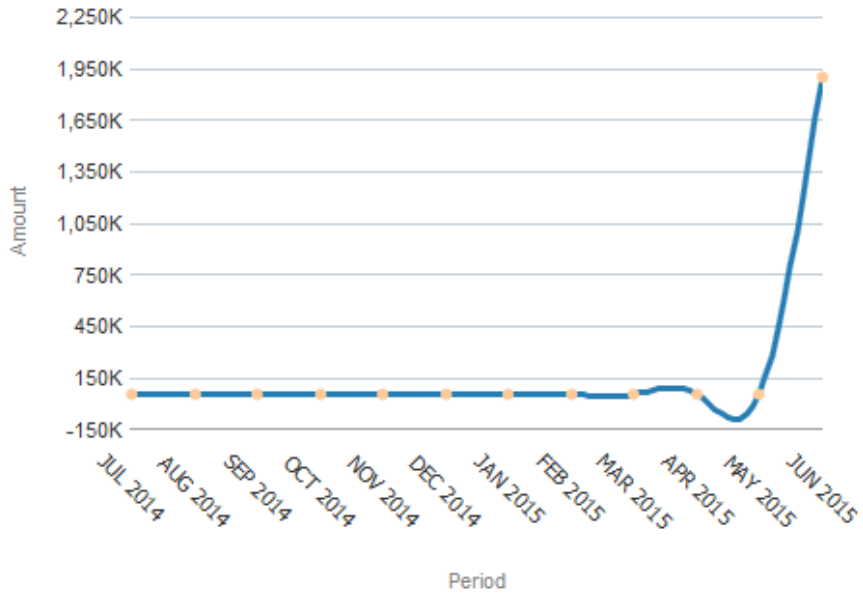


Figure 66: Trend of Amount

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	Amount Shows the total billable charges amount against each month

4.9.6 Trend of Billable Charges Count

This analysis shows the trend of billable charges for the last 12 months.

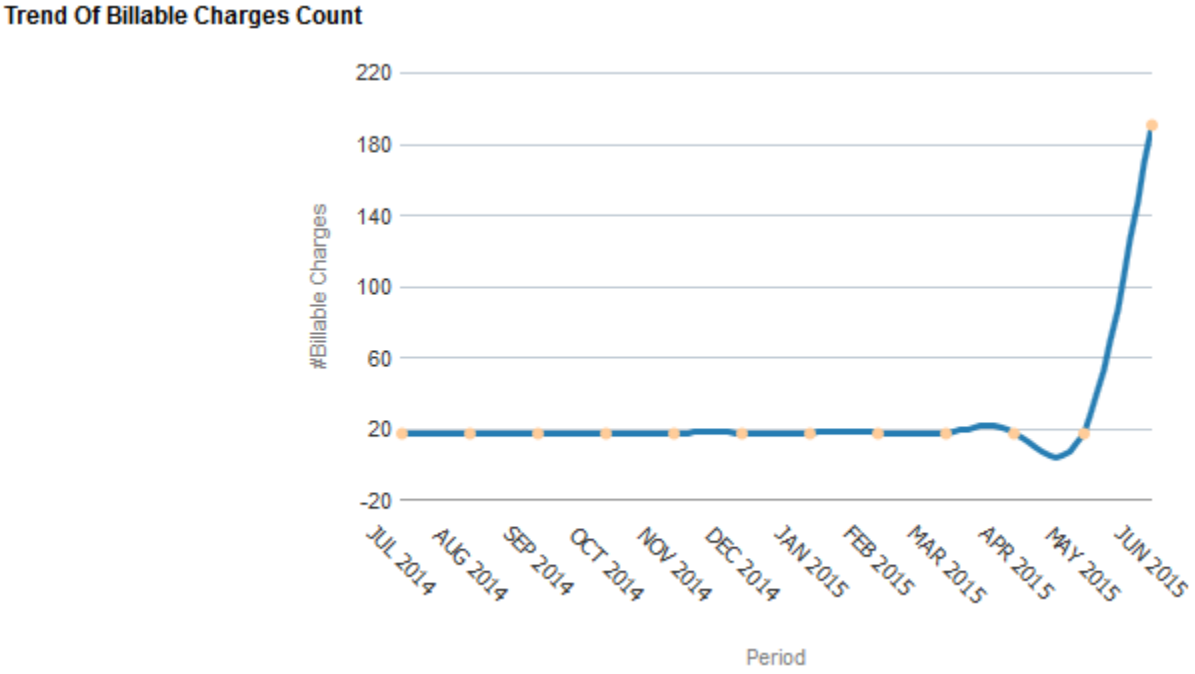


Figure 67: Trend of Billable Charges Count

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	#Billable Charges Shows the count of billable charges against each month

4.10 Tasks Page

The Tasks page provides operational level details for a customer including a summary of To-Do Service tasks that have been logged against the customer. It covers details including:

- Total effort spent on servicing a task
- Total number of tasks created for a period and other task statistics including Open tasks, Backlog, Work in Progress and Completed

- Historical view of To-Do tasks over a period including effort spent on a specific task type
- Task details including priority, assigned staff and description

4.10.1 KPIs

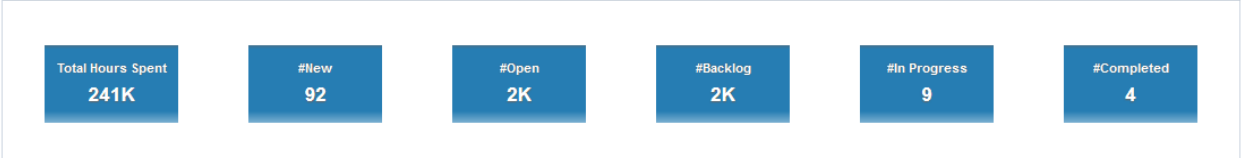


Figure 68: Tasks KPIs

4.10.2 Trend of Tasks

This analysis is a stacked bar chart that shows the tasks for the customer during the last 12 months. The tasks in each status are stacked over each other.

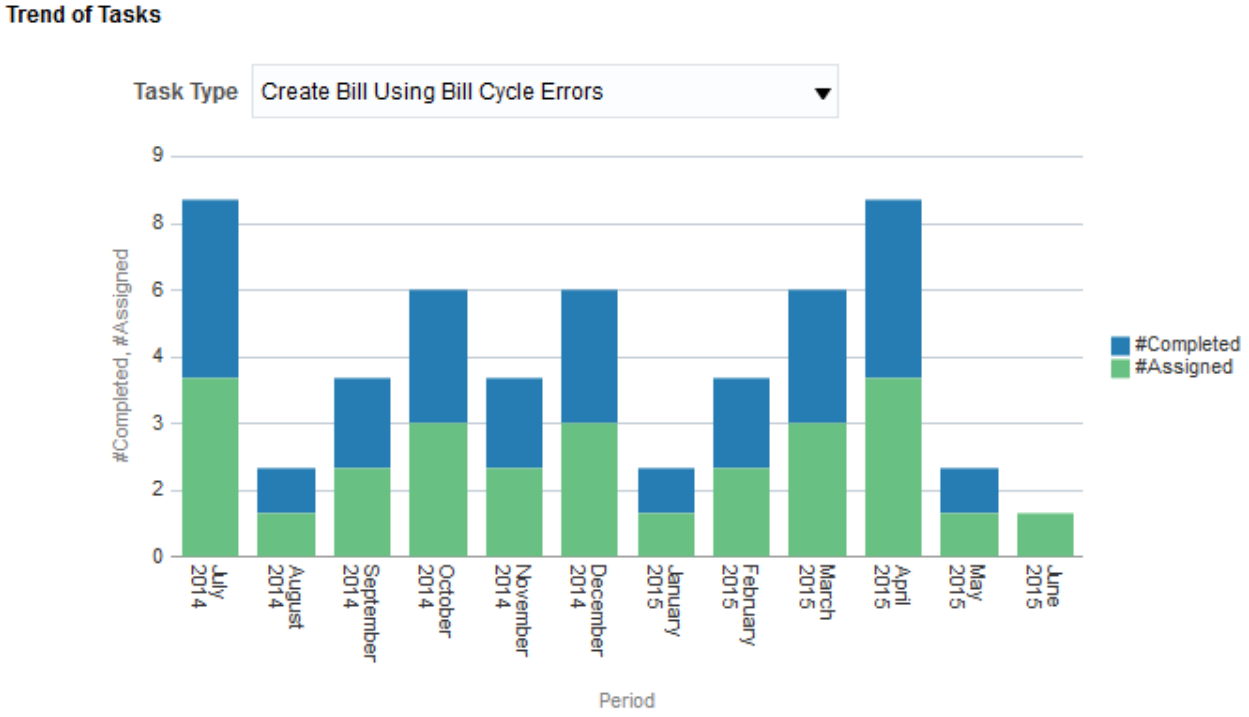


Figure 69: Trend of Tasks

Note: Select a task type to view the trend of tasks for the last 12 months.

4.10.3 Trend of Hours Spent

This analysis is a line chart that shows the trend of hours spent on each selected task type during the last twelve months.

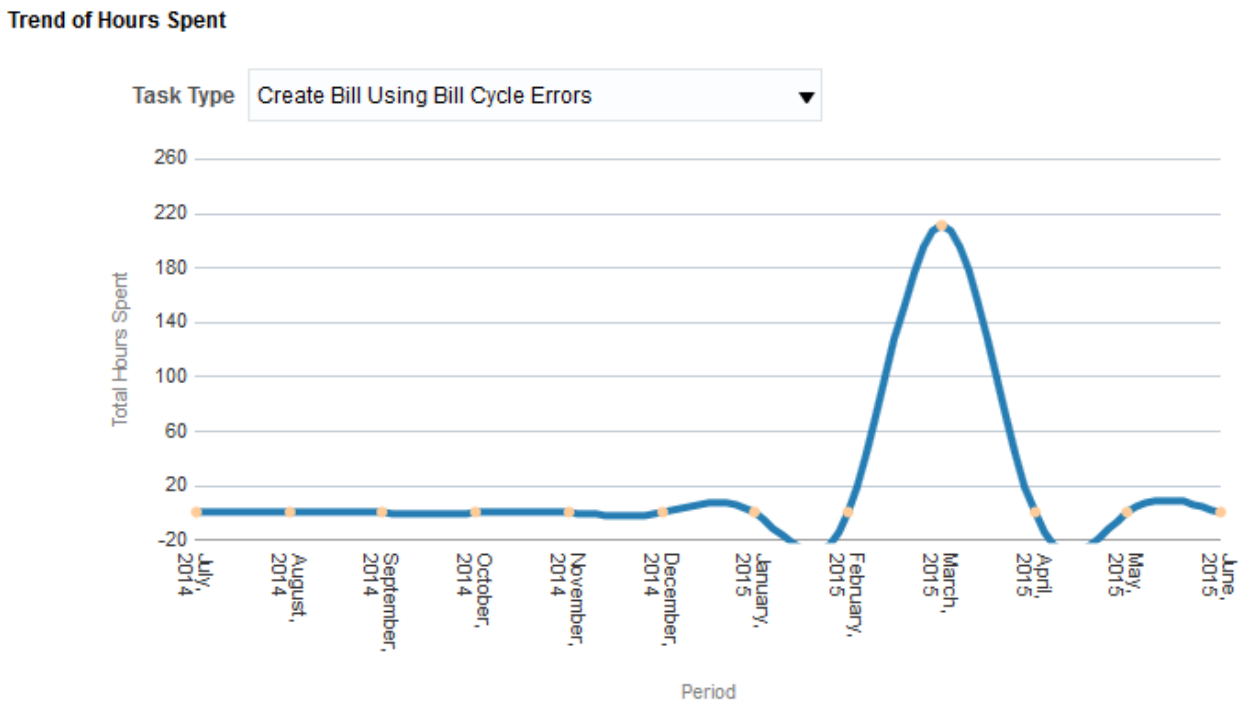


Figure 70: Trend of Hours Spent

Note: Select a task type to view the trend of hours spent on that type of tasks for the customer.

4.10.4 Task Details Printable Report

Filters	• Customer Id • Priority • Type • Staff • Status • Account • Task Id
Fields	• Task Id • Description • Priority • Type • Staff • Task Status • Created Date • Assigned Date • Completed Date • Total Hours

5. Financial Transactions Dashboard

5.1 Overview of the Dashboard

The Financial Transactions dashboard showcases all important details relating to Revenue, Invoices, Adjustments and Payments over a period of time. The dashboard offers the flexibility to view the details at a consolidated level across each of the business divisions as well as for a specific contract or product type. Some of the common business queries that can be answered with this dashboard include:

- What is the total value of Receivables, Adjustment and Payments? What is the variation from the last month?
- What is the Net Revenue after Cancellations at a Division/Product Level?
- Who are the top customers by Revenue share? Which Customer Segment contributes most to the Net revenue?
- What is the efficiency of the Collections process? Does the Receivable Ageing analysis show an increase in receivables over 180 days?
- Which are the best performing products? Which products in the overall portfolio would need to be re-evaluated?
- Which is the most commonly used Payment Currency and Payment Tender?

The Financial Transactions dashboard is organized into six pages – Summary, Receivables, Adjustments, Payments, Payment Tenders, and General Ledger.

5.2 Summary Page

The Financial Transactions – Summary page provides an overview of Net Receivables and Payments across the various divisions.

The dashboard filters available for Summary page of Financial Transactions Dashboard are:

- Year
- Month

5.2.1 KPIs

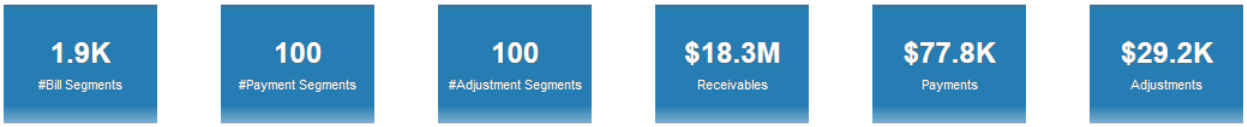


Figure 71: FT Summary KPIs

The KPIs available for Financial Transactions dashboard are:

KPI	Definition
#Bill Segments	Total number of bill segments
#Payment Segments	Total number of payment segments

#Adjustment Segments	Total number of adjustment segments
Receivables	Total receivables amount
Payments	Total payment amount
Adjustments	Total adjustments amount

5.2.2 Receivables By Divisions

The Receivables By Division analysis is a bar chart that shows the receivables amount against each division. The chart also includes the total receivables amount.

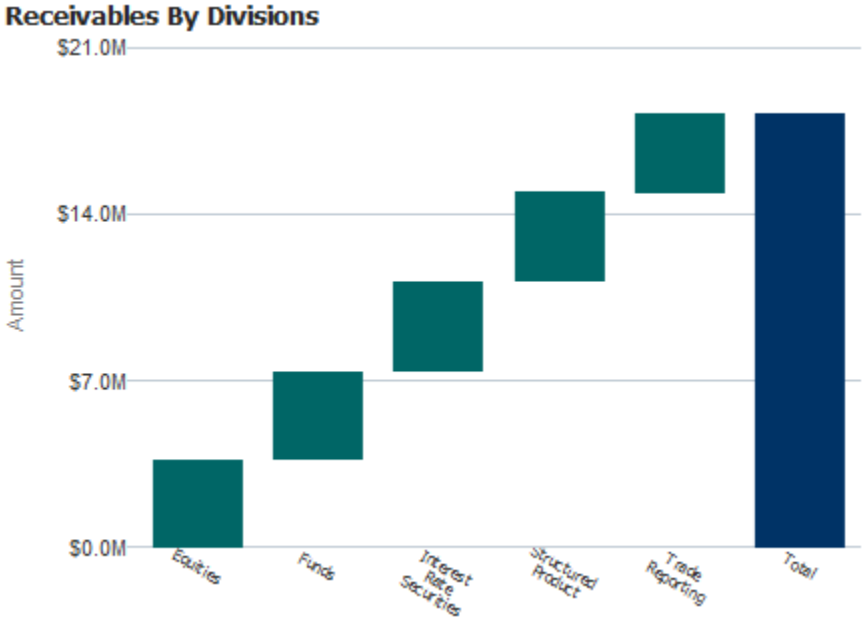


Figure 72: Receivables By Divisions

Axes	What it shows?
X axis	Division
Y axis	Amount • Receivables amount cumulated against each division • Total receivables amount

The analysis also includes a pie chart that shows the percentage distribution of receivables across divisions.

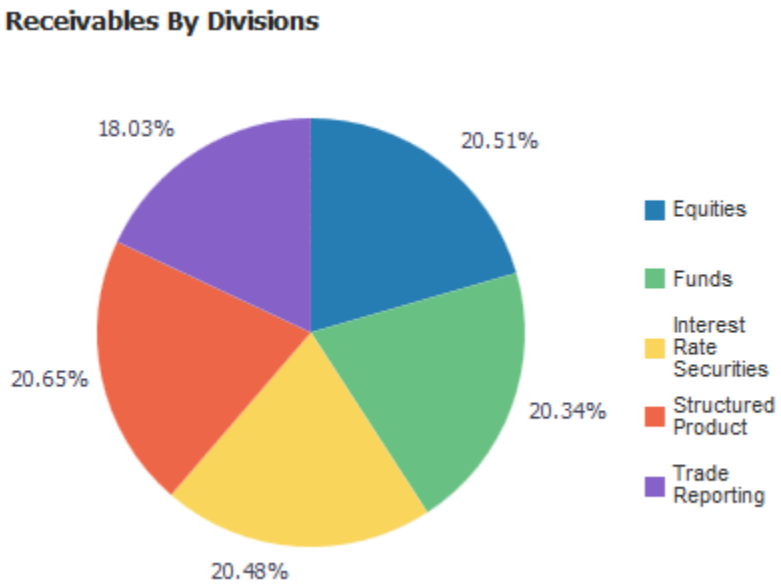


Figure 73: Receivables By Divisions

Note: Click on the chart to see the drilled-down details of a division. This opens the Receivables Printable Report filtered to display a division's receivables details.

5.2.3 Payments By Divisions

The Payments By Division analysis is a bar chart that shows the payment amount against each division. The chart also includes the total payment amount.

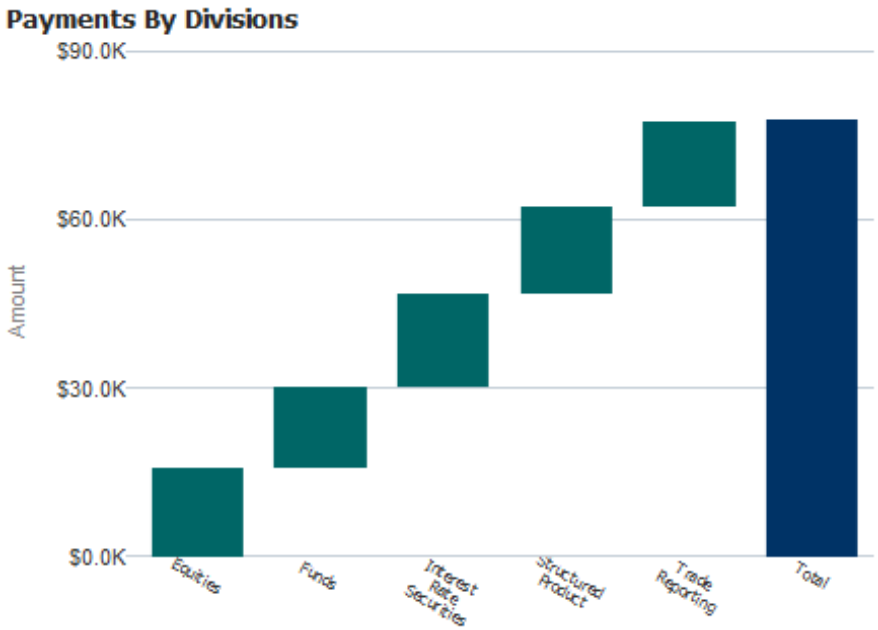


Figure 74: Payments By Divisions

Axes	What it shows?
X axis	Division
Y axis	Amount • Payment amount cumulated against each division • Total payment

The analysis also includes a pie chart that shows the percentage distribution of payments across divisions.

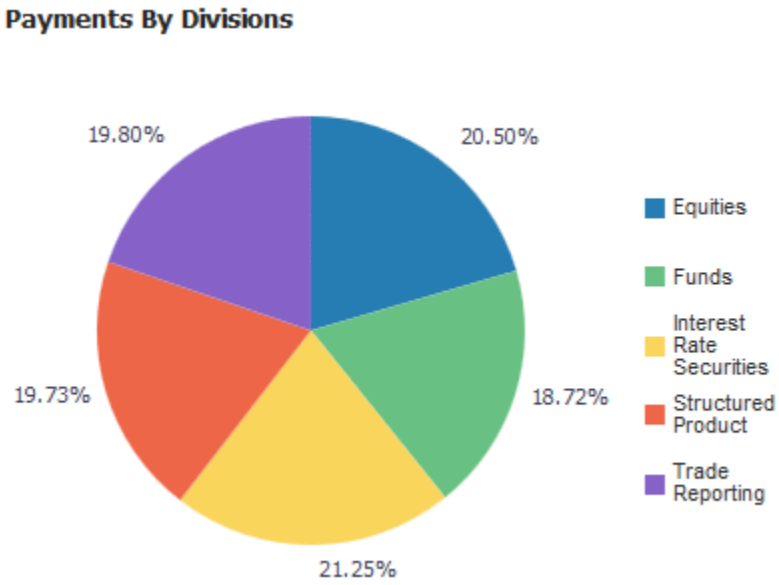


Figure 75: Payments By Divisions

Note: Click on the chart to see the drilled-down details of a division. This opens the Payments Printable Report filtered to display a division's payment details.

5.2.4 Adjustments By Divisions

The Adjustments By Division analysis is a bar chart that shows the adjustment amount against each division. The chart also includes the total adjustment amount.

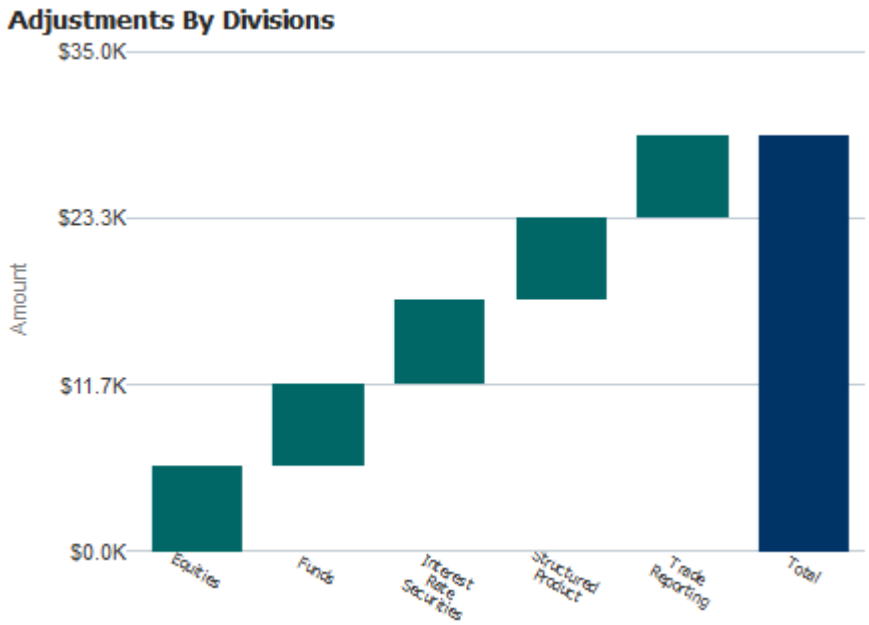


Figure 76: Adjustments By Divisions

Axes	What it shows?
X axis	Division
Y axis	Amount • Adjustment amount cumulated against each division • Total adjustment

The analysis also includes a pie chart that shows the percentage distribution of adjustments across divisions.

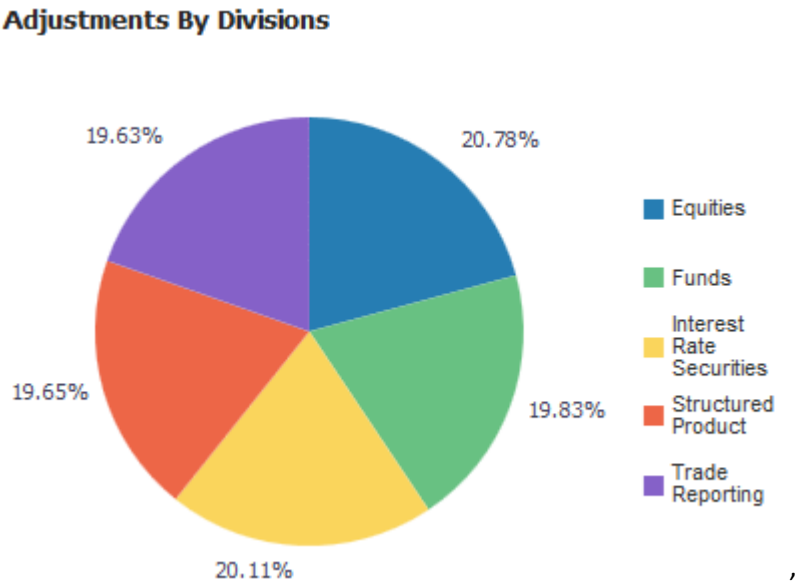


Figure 77: Adjustments By Divisions

Note: Click on the chart to see the drilled-down details of a division. This opens the Adjustments Printable Report filtered to display a division's adjustment details.

5.3 Receivables Page

The Financial Transactions – Receivables Page provides information on the Net Receivables over a period. The dashboard offers a view of both the Customer and the Product with respect to contributions to the overall revenue. Some of the key business insights that can be derived from this dashboard page include:

- Which are the Customers and Products that have performed well over a period?
- Which Customer Segment contributes most to the Net Revenue? Is there a need to introduce new Products within the portfolio to improve revenues from any of the underperforming segments?
- Is there an unusual dip in the Net Receivables observed over the past period? Does the dip in revenue indicate a potential Revenue Leakage over the same period?
- Which segment contributes most to the outstanding debts from the 30/60/90 days bucket? Within a segment which are the Customers who have an outstanding debt?

The dashboard filters available for Receivables page of Financial Transactions Dashboard are:

- Year
- Month
- Division
- Contract Type
- Product Description

The Receivables page also includes a printable report called Receivables Printable Report.

5.3.1 KPIs

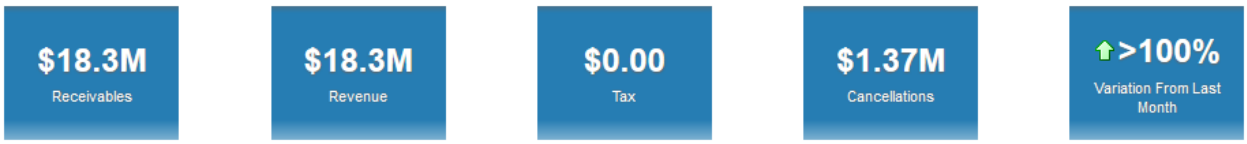


Figure 78: Receivables KPIs

The KPIs available for the Receivables page of Financial Transactions dashboard are:

KPI	Definition
Receivables	Total receivables amount
Revenue	Total revenue
Tax	Total tax amount
Cancellations	Total cancellations amount
Variation From Last Month	Percentage variation of receivables amount from the previous month

The Variation from Last Month field includes  or  icon to indicate if the variation is positive or negative.

5.3.2 Top N Customers

The Top N Customers analysis is a table list that shows the list of N customers with highest revenue. Customers are listed in the descending order of the total revenue amount.

Top 10 Customers

Rank	Customer Name	Total Revenue
1	ABC Canberra	$2,023,341.67
2	ABC Munich	$2,015,442.60
3	ITC Frankfurt	$2,014,723.75
4	ABC Melbourne	$2,013,549.00
5	ITC Wellington	$2,011,682.83
6	ITC Sydney	$2,010,335.31
7	Amanda Berry	$1,994,173.46
8	CBA Newyork	$1,974,959.67
9	ITC California	$1,799,428.29
10	ITC Trivandrum	$1,774,419.36
	Grand Total	$19,632,055.94

Figure 79: Top N Customers

Note: Click on a customer to see their drilled-down details. This opens the Receivables Printable Report filtered to display the customer's details.

5.3.3 Receivables By Customer Segments

The Receivables By Customer Segments analysis is a bar chart that shows the receivables amount against each customer segment.

Receivables By Customer Segments

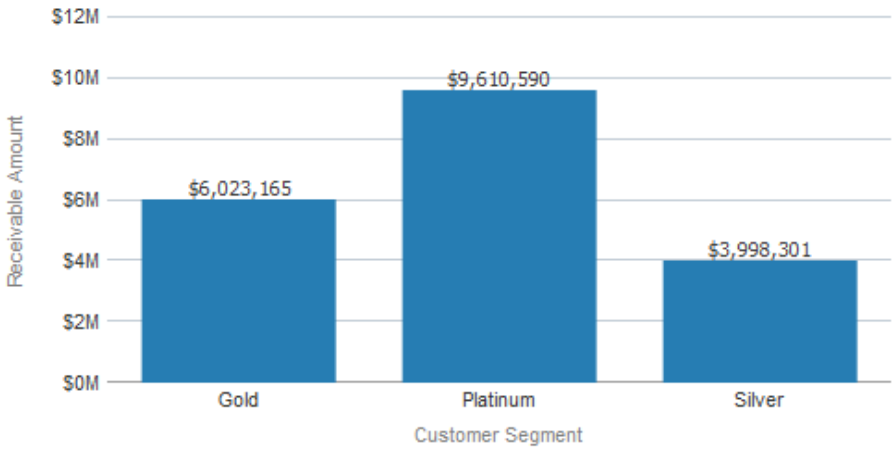


Figure 80: Receivables By Customer Segments

Axes	What it shows?
X axis	Customer Segment
Y axis	Receivables Amount Shows the receivables amount (in corporate currency) against each customer segment

Note: Click on the chart to see the drilled-down details of a customer segment. This opens the Receivables Printable Report filtered to display a Customer Segment's receivables details.

5.3.4 Receivables By Currency

The Receivables By Currency analysis is a horizontal bar chart that shows the receivables amount against each division in various currencies.

Note: You can change this analysis into a pie chart by selecting the required value in the 'Choose View Type' field.

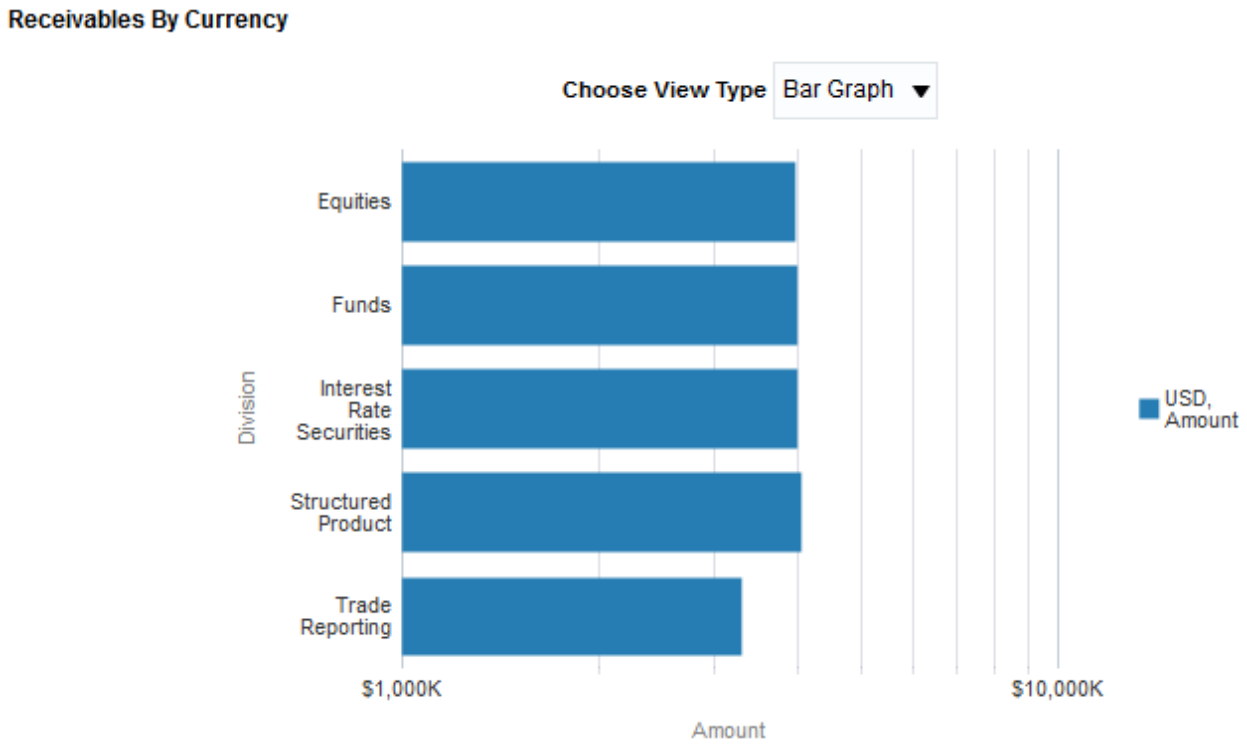


Figure 81: Receivables By Currency

Note: Click on the chart to see the drilled-down details of a division. This opens the Receivables Printable Report filtered to display a division's receivables details.

5.3.5 Receivables Trend

The Receivables Trend analysis is a line chart that shows the trend of receivables amount during the last 12 months.

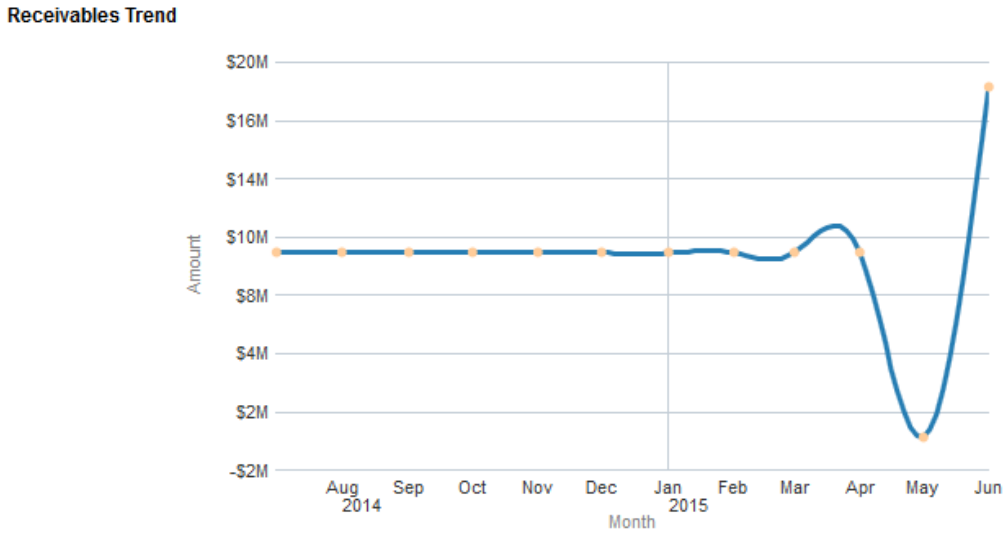


Figure 82: Receivables Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Amount Shows the receivables amount of each month

5.3.6 Top N Products

The Top N Products analysis is a table list that shows the list of N products with highest revenue. Products are listed in the descending order of the total revenue amount.

Top 10 Products

Rank	Product	Total Revenue
1	02900040 - Equities Trade Fee	$8,114,466
2	06250012 - Funds Trading Market 1_4 Fund	$6,386,832
3	02900043 - Equities Auction Trade Fee	$1,091,708
4	06250011 - Funds Trading Market 5_9 Fund	$719,538
5	06250009 - Funds Quote Display Board	$391,372
6	02900046 - Equities Centre Point Trade Fee	$317,951
7	02900044 - Equities Undisclosed Trade Fee	$305,391
8	02900240 - Structured Product Trade Fee	$303,287
9	02900345 - Interest Rate Securities Centre Point Trade Fee	$291,105
10	06250010 - Funds Trading Market 10 Funds	$284,808
	Grand Total	**$18,206,459**

Figure 83: Top N Products

Note: Click on a product to see its drilled-down details. This opens the Receivables Printable Report filtered to display the product's receivables.

5.3.7 Bottom N Products

The Bottom N Products analysis is a table list that shows the list of N products with lowest revenue. Products are listed in the ascending order of the total revenue amount.

Bottom 10 Products

Rank	Product	Total Revenue
1	02900141 - Trade Reporting Facility Warrants Fee	$92,225
2	02900242 - Trade Reporting Facility Structured Products Fee	$124,023
3	02900243 - Structured Products Auction Trade Fee	$127,606
4	02900344 - Interest Rate Securities Undisclosed Trade Fee	$135,865
5	02900341 - TradeReportingFacilityInterestRateSecuritiesFee	$139,319
6	02900340 - Interest Rate Security Trade Fee	$179,319
7	02900244 - Structured Products Iceberg Trade Fee	$181,509
8	02900343 - Interest Rate Securities Auction Trade Fee	$201,952
9	02900042 - Trade Reporting Facility Off-mkt Equities Fee	$243,781
10	06250010 - Funds Trading Market 10 Funds	$284,808
	Grand Total	$1,710,405

Figure 84: Bottom N Products

Note: Click on a product to see its drilled-down details. This opens the Receivables Printable Report filtered to display the product's revenue details.

5.3.8 Cancellations By Division

The Cancellations By Division analysis is a bar chart that shows the cancellation amount against each division.

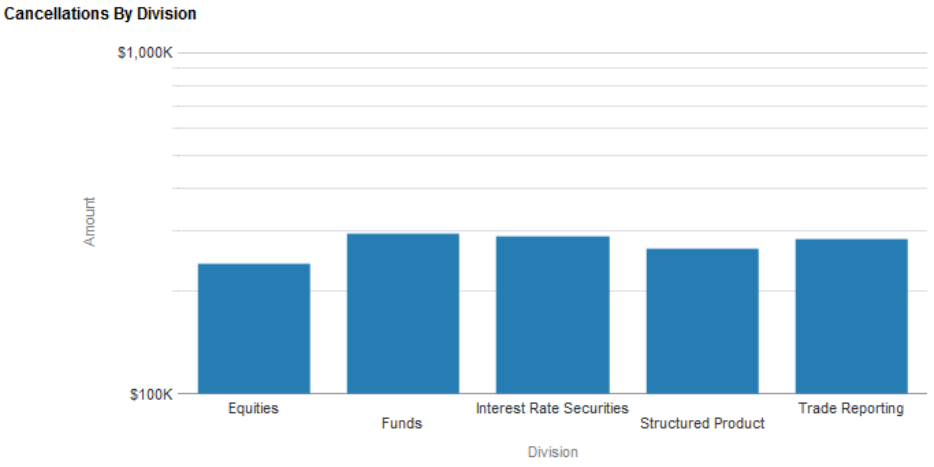


Figure 85: Cancellations By Division

Axes	What it shows?
X axis	Division
Y axis	Receivables amount against each division

Note: Click on the chart to see the drilled-down details of a division. This opens the Receivables Printable Report filtered to display the division's receivables details.

5.3.9 Receivables By Contract Type

The Receivables By Contract Type analysis is a pie chart that shows the percentage distribution of receivables amount across different contract types.

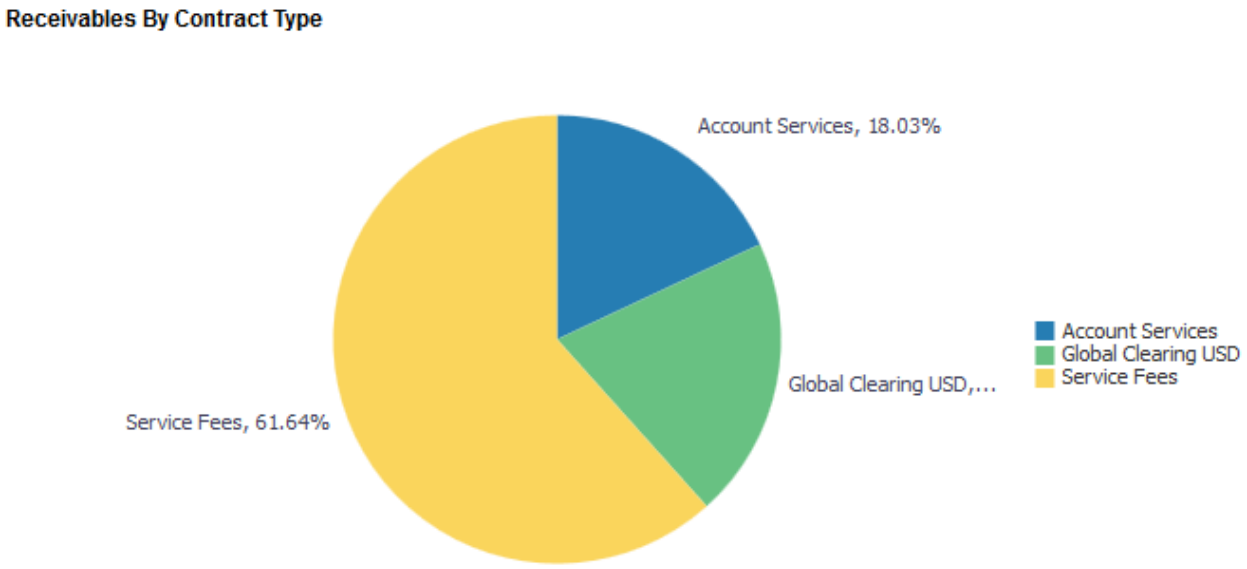


Figure 86: Receivables By Contract Type

Note: Click on the chart to see the drilled-down details of a contract type. This opens the Receivables Printable Report filtered to display the contract type's receivables details.

5.3.10 Receivables By Age

The Receivables By Age analysis is a bar chart that shows the receivables amount against different age buckets.

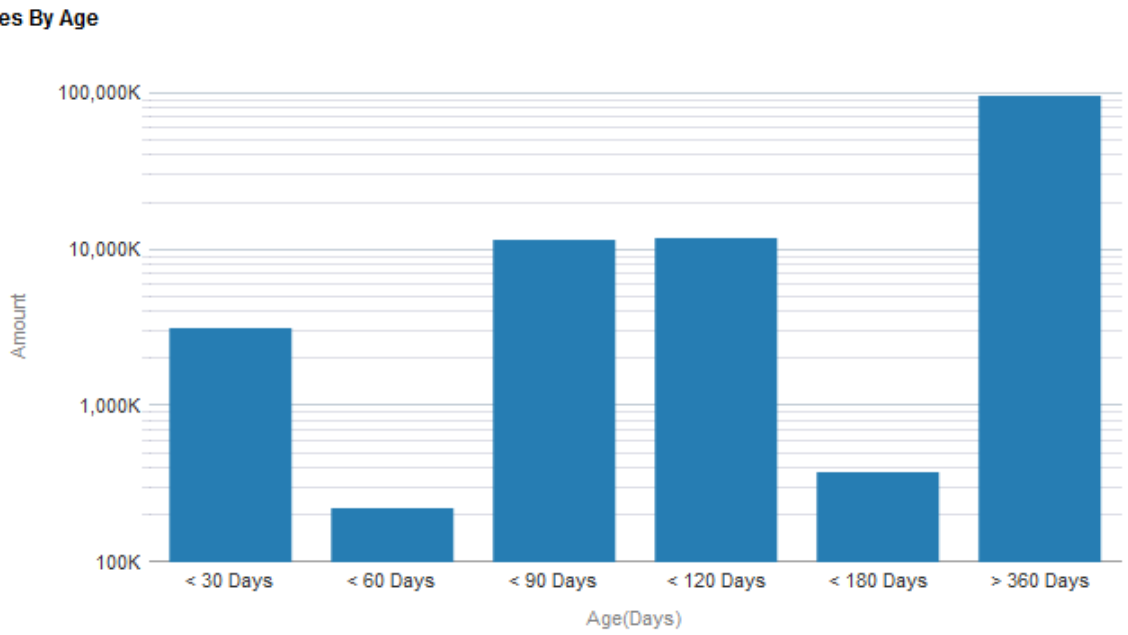


Figure 87: Receivables By Age

Axes	What it shows?
X axis	Age (Days) • < 30 Days • < 60 Days • < 90 Days • < 120 Days • < 180 Days • > 360 Days
Y axis	Amount Receivables amount within each age bucket

Note: Click on the chart to see the drilled-down details of an age bucket. This opens the Ageing Printable Report that displays the various divisions that falls under the selected age bucket. This report can be drilled down to up to three levels.

5.3.11 #Receivables By Age

The #Receivables By Age analysis is a pie chart that shows the count and percentage of receivables that falls within each age bucket.

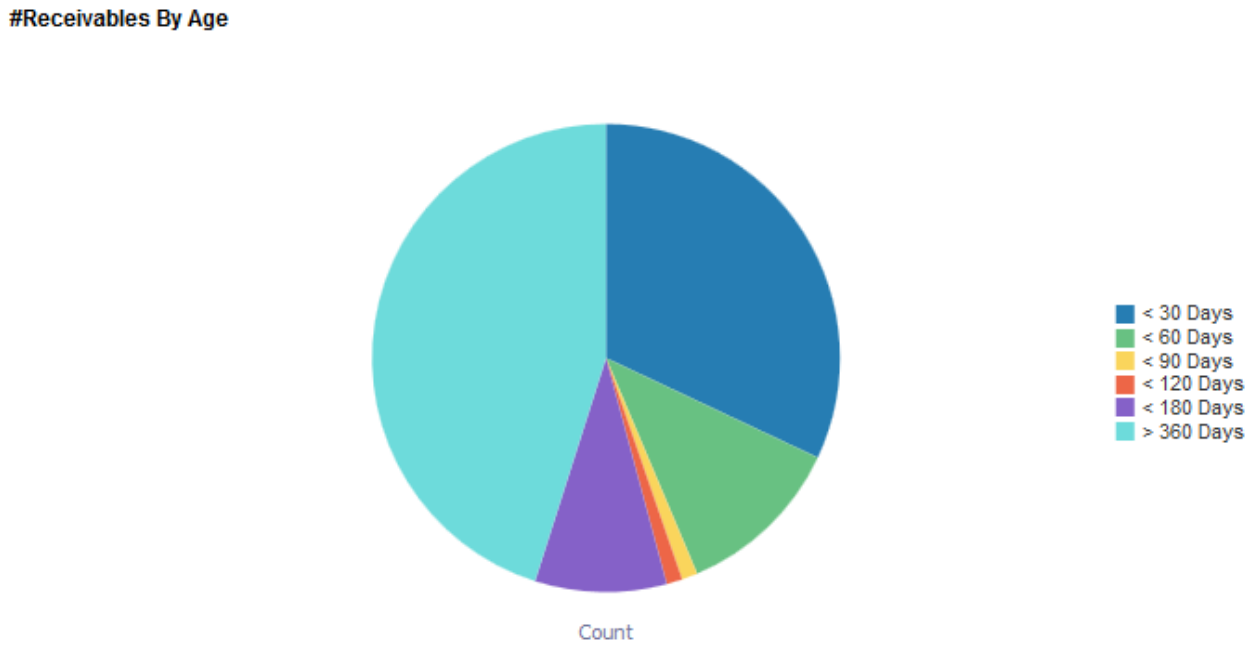


Figure 88: #Receivables By Age

Note: Click on the chart to see the drilled-down details of an age bucket. This opens the Ageing Printable Report that displays the various divisions that falls under the selected age bucket. This report can be drilled down to up to three levels.

5.3.12 Receivables Printable Report

The Receivables Printable Report is an interactive report and you can drill-down to view the details of a product.

Filters	• Year • Month • Division • Customer Segment • Contract Type • Product
Fields	• Division • Customer Segment • Product • Amount (Click here to further drill-down.) • Cancelled Amount

5.3.13 Integration with Oracle Spatial

Oracle spatial and Graph supports a full range of geospatial data and analytics for different services including location enabled Business Intelligence and Sales territory management. The Receivables Page of FT dashboard is pre-integrated with Oracle Spatials to provide a location enabled perspective of the organization's business.

Click on the Spatials Icon on the top-left corner of the page. The map shows the region-wise distribution of revenue, along with pie charts to show segment-wise distribution within each region. This additional feature provides the relevant location intelligence to the Receivables data and you can use it to compare the business performance across various geographies.

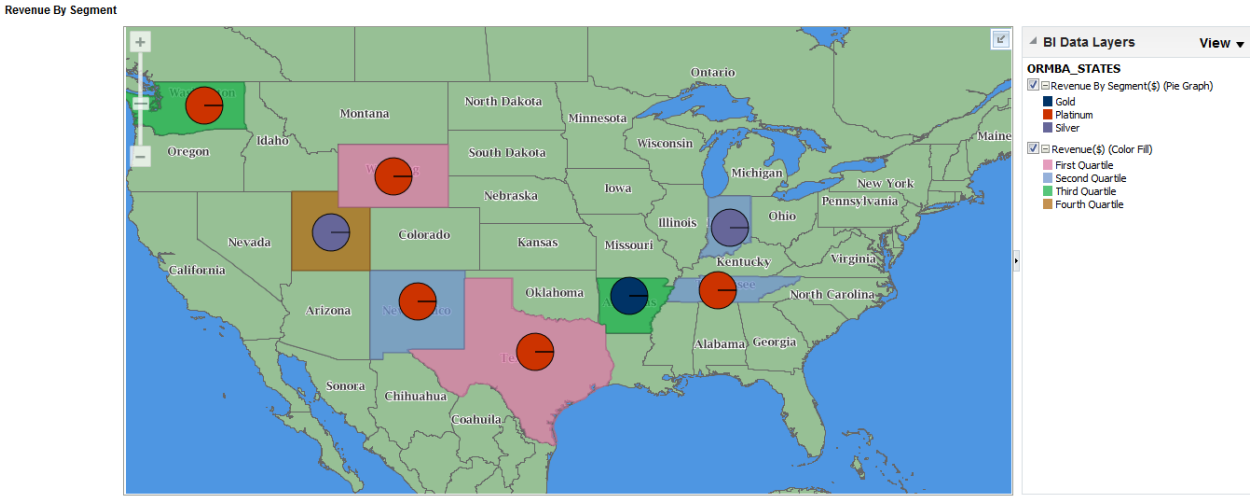


Figure 89: Revenue By Customer Segment

5.4 Adjustments Page

The Financial Transactions - Adjustment page provides a summary of all Adjustment transactions made over a period. Some of the key questions answered as part of this analysis are:

- Which are the Customers/ Contract Types that have witnessed large adjustments?
- Does the Adjustments trend show any unusual spike over a period?
- What are the top Adjustment types by volume?

This dashboard can be filtered based on the following parameters:

- Year
- Month
- Division
- Contract Type
- Credit/Debit

The Adjustments page also includes a printable report called Adjustments Printable Report.

5.4.1 KPIs

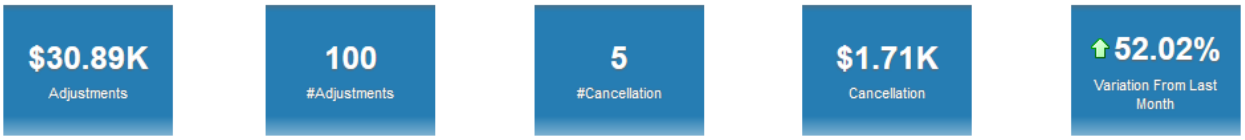


Figure 90: Adjustments KPIs

The KPIs available for the Adjustments page of Financial Transactions dashboard are:

KPI	Definition
Adjustment	Total adjustments amount
#Adjustments	Total number of adjustments
#Cancellations	Total number of cancellations
Cancellations	Total cancellations amount
Variation From Last Month	Percentage variation of adjustment amount from the previous month

The Variation from Last Month field includes ⇧ or ⇩ icon to indicate if the variation is positive or negative.

5.4.2 Break Down By Customer Segments

The Break Down By Customer Segments analysis is a pie chart that shows the percentage distribution of adjustments amount across various customer segments.

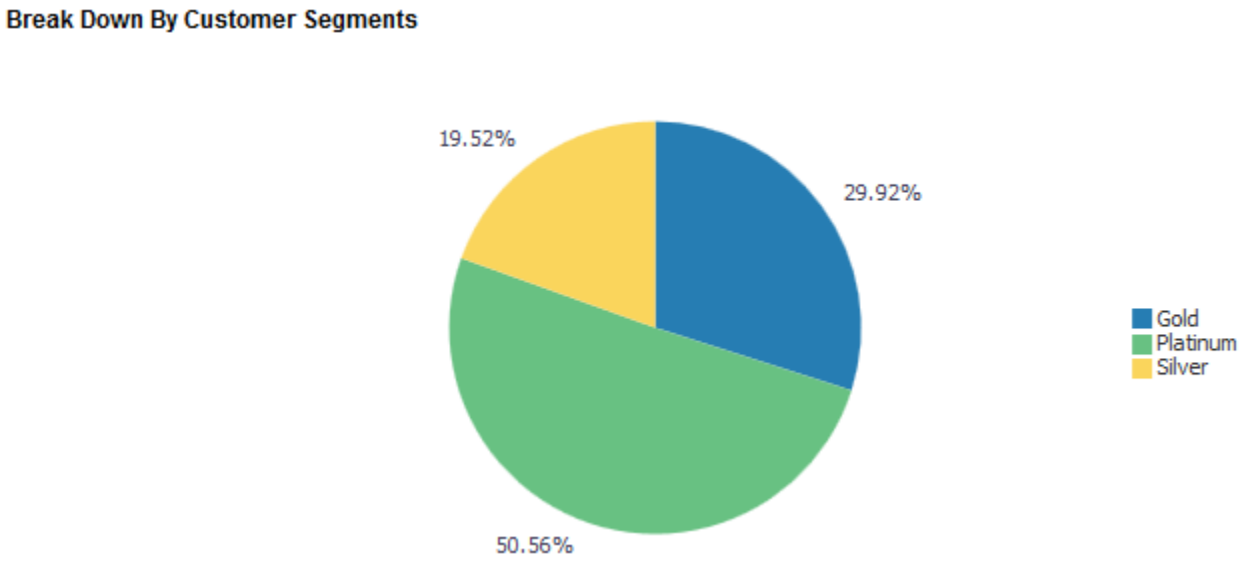


Figure 91: Breakdown By Customer Segments

Note: Click on the chart to see the drilled-down details of a customer segment. This opens the Adjustments Printable Report filtered to display a customer segment's adjustment details. You can further drill-down this report up to three levels.

5.4.3 Top N Adjustments

The Top N Adjustments analysis is a table list that shows the list of N customers with highest adjustments. Customers are listed in the descending order of adjustments amount.

Note: You can select Credit or Debit from the drop-down to view the list.

Top 10 Adjustments

Credit/Debit Debit

Rank	Customer Name	Contract Type	Amount
1	ITC Sydney	Service Fees	$3,621.44
2	ITC Trivandrum	Account Services	$3,203.29
3	Amanda Berry	Global Clearing USD	$3,192.05
4	ABC Canberra	Service Fees	$3,152.17
5	ABC Munich	Service Fees	$3,044.53
6	ABC Melbourne	Service Fees	$3,003.94
7	ITC Wellington	Service Fees	$2,958.30
8	ITC Frankfurt	Global Clearing USD	$2,923.02
9	ITC California	Account Services	$2,909.16
10	CBA Newyork	Service Fees	$2,877.78
		Grand Total	$30,885.68

Figure 92: Top N Adjustments

Note: Click on a customer to see their drilled-down details. This opens the Adjustments Printable Report filtered to display the customer's details.

5.4.4 Adjustments Trend

The Adjustments Trend analysis is a line chart that shows the trend of adjustments amount over the last 12 months.

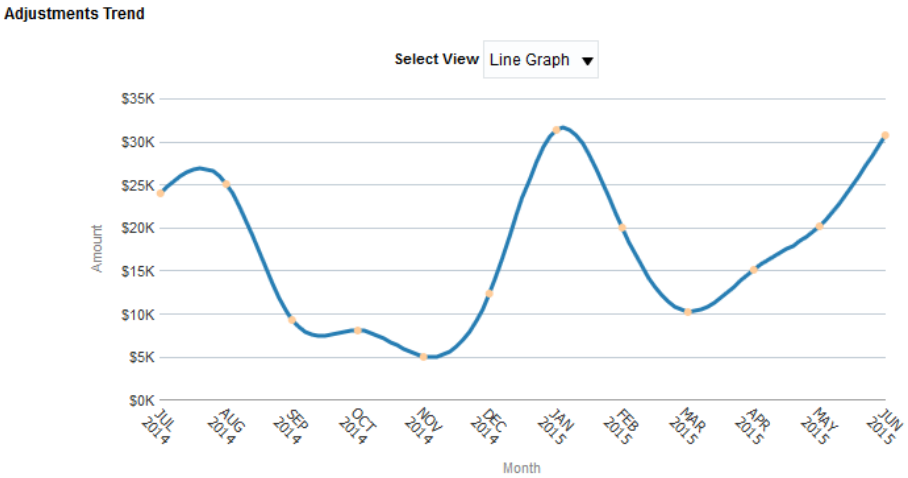


Figure 93: Adjustments Trend

Note: You can view this chart as a Line Graph or Bar Graph by changing the value in Select View drop-down.

5.4.5 Break Down By Adjustment Types

The Break Down By Adjustment Types analysis is a pie chart that shows the percentage break down of adjustment amount across various adjustment types.

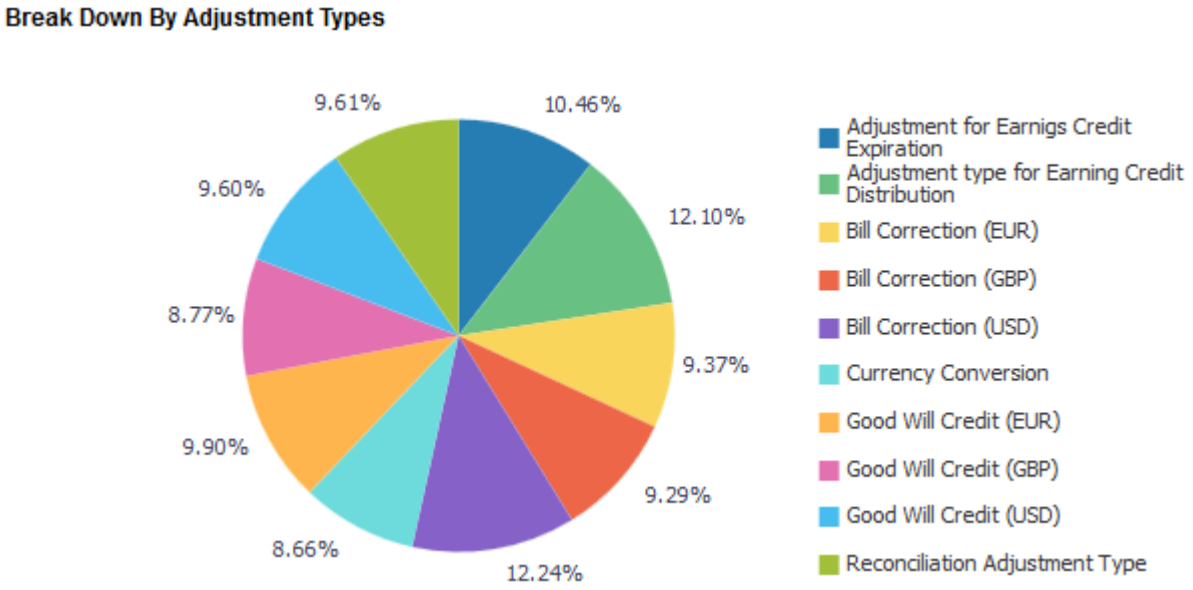


Figure 94: Breakdown By Adjustment Types

Note: Click on the chart to see the drilled-down details of an Adjustment Type. This opens the Adjustments Printable Report filtered to display the adjustment type's details. You can drill down the report for up to three levels.

5.4.6 Adjustments Printable Report

The Adjustments Printable Report is an interactive report and you can drill-down up to three levels.

Filters	• Year • Month • Division • Customer Segment • Contract Type • Adjustment Type • Credit/Debit
Fields	• Division • Credit/Debit • Customer Segment • Adjustment Type

	• Contract Type • Amount (Click here to further drill-down.) • Cancelled Amount

5.5 Payments Page

The Financial Transactions – Payment page provides an overview of all Payments that were made over a period of time. This dashboard provides answers to the following key payments related questions:

- Which are the Customers who have made the highest payments in a period?
- Which is the most commonly used payment currency?
- Is there a trend observed across Payments made over a period of time?

The dashboard filters available for Payments page of Financial Transactions Dashboard are:

- Year
- Month
- Division
- Contract Type

The Payments page also includes a printable report called Payments Printable Report.

5.5.1 KPIs

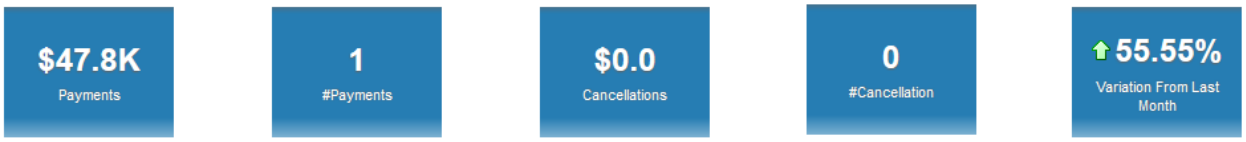


Figure 95: Payments KPIs

The KPIs available for the Payments page of Financial Transactions dashboard are:

KPI	Definition
Payments	Total payments amount
#Payments	Total number of adjustments
Cancellations	Total number of cancellations
#Cancellation	Total cancellations amount
Variation From Last Month	Percentage variation of payments amount from the previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

5.5.2 Top N Payments

The Top N Payments analysis is a table list that shows the list of N customers with highest payments. Customers are listed in the descending order of payment amount.

Top 10 Payments

Rank	Customer name	Amount
1	ABC Melbourne	$8,720
2	CBA Newyork	$8,042
3	ITC Trivandrum	$7,921
4	ITC Sydney	$7,896
5	ABC Canberra	$7,873
6	ABC Munich	$7,807
7	Amanda Berry	$7,654
8	ITC California	$7,478
9	ITC Wellington	$7,470
10	ITC Frankfurt	$6,903
	Grand Total	**$77,765**

Figure 96: Top N Payments

Note: Click on a customer to see their drilled-down details. This opens the Payments Printable Report filtered to display the customer's details.

5.5.3 Payments By Customer Segments

The Payments By Customer Segments analysis is a pie chart that shows the percentage distribution of payment amount across various customer segments.

Payments By Customer Segments

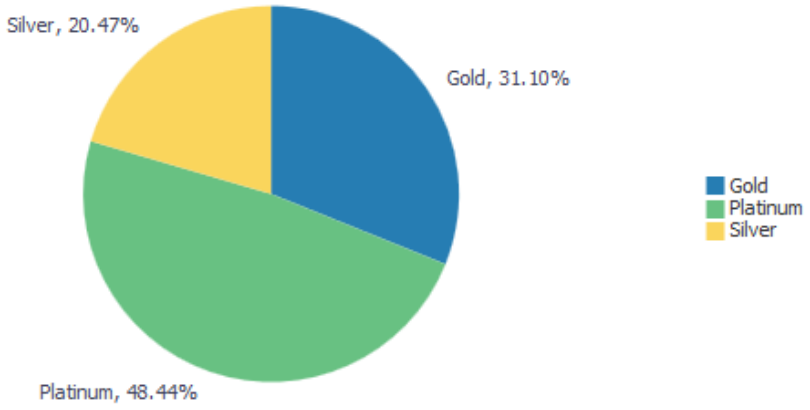


Figure 97: Payments By Customer Segments

Note: Click on the chart to see the drilled-down details of a customer segment. This opens the Payments Printable Report filtered to display a customer segment's payment details. You can further drill-down this report up to three levels.

5.5.4 Payments By Currency

The Payments By Currency analysis is a pie chart that shows the percentage distribution of payment amount across various currencies.

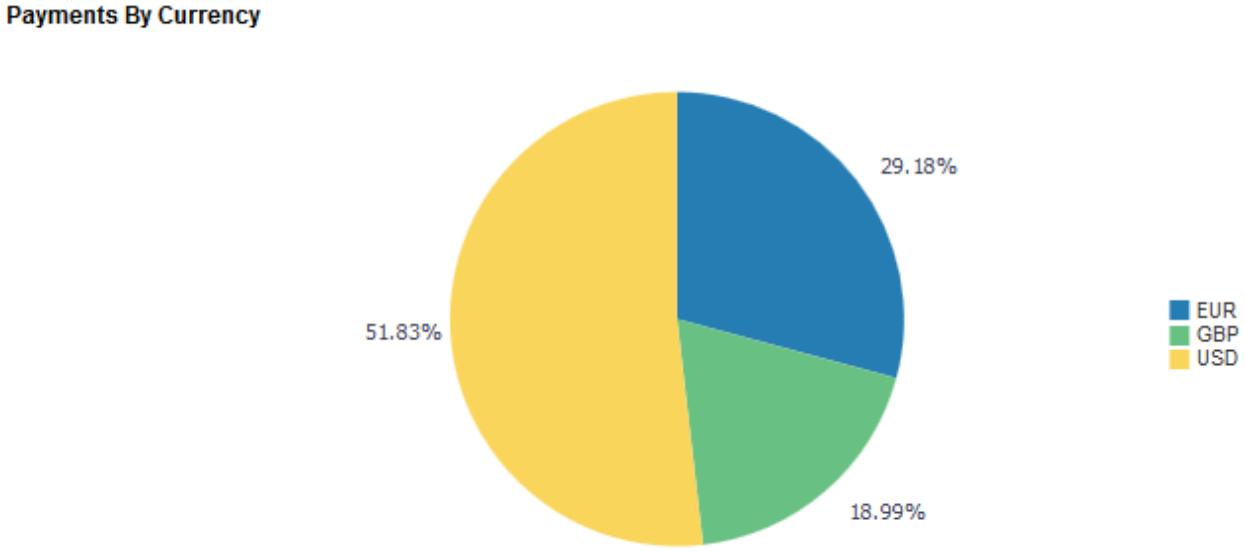


Figure 98: Payments By Currency

Note: Click on the chart to see the drilled-down details of a currency. This opens the Payments Printable Report filtered to display the payment details in the currency. You can further drill-down this report up to three levels.

5.5.5 Payments Trend

The Payments Trend analysis is a line chart that shows the trend of payment amount over the last 12 months.

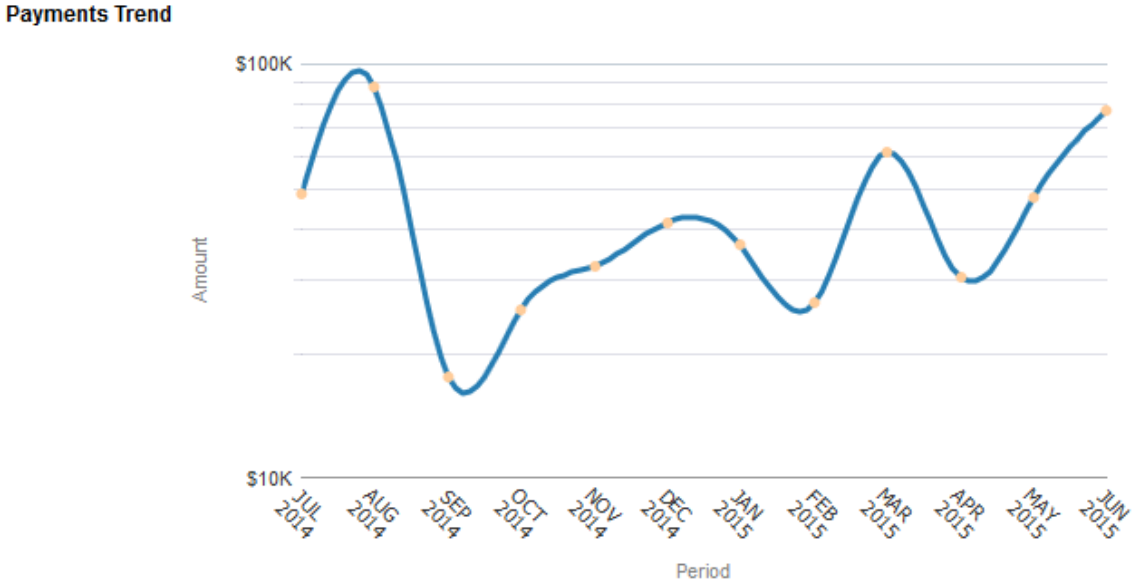


Figure 99: Payments Trend

5.5.6 Payments Printable Report

The Payments Printable Report is an interactive report and you can further drill down up to three levels.

Filters	• Year • Month • Division • Customer Segment • Contract Type
Fields	• Division • Customer Segment • Contract Type • Amount (Click here to further drill-down.) • Cancelled Amount

5.6 Payment Tenders Page

The Financial Transactions – Payment Tenders page provides additional payment related information at the Payment Tender level. This dashboard page offers the following payments related insights:

- Number of Payment Tenders and overall Tender Amount for a period
- Which are the most commonly used Tender Sources and Tender Types
- Is there an increase/decrease in usage of a particular Tender Source or Tender Type over a period in time?
- What are the most commonly observed errors in Payment Tenders? Is there an increase/decrease in errors over a period

The dashboard filters available for Payment Tenders page of Financial Transactions Dashboard are:

- Year
- Month
- Division

The Payment Tenders page also includes a printable report called Payment Tenders Printable Report.

5.6.1 KPIs

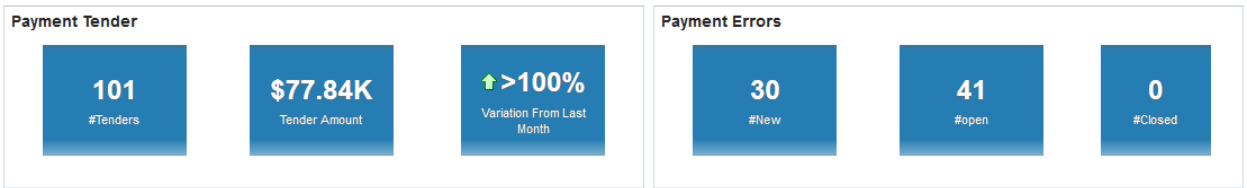


Figure 100: Payment Tenders KPIs

The KPIs available for the Payment Tenders page of Financial Transactions dashboard are:

KPI	Definition
#Tenders	Number of tenders
Tender Amount	Overall Tender amount
Variation From Last Month	Percentage variation of tenders from the previous month
#New	Number of payment errors reported in the month
#Open	Number of payment errors currently open in the system
#Closed	Number of payment errors closed in the month

The Variation from Last Month field includes  or  icon to indicate if the variation is positive or negative.

5.6.2 Payment Tenders By Source

The Payment Tenders By Source analysis is a bar chart that shows the tender amount against each tender source.

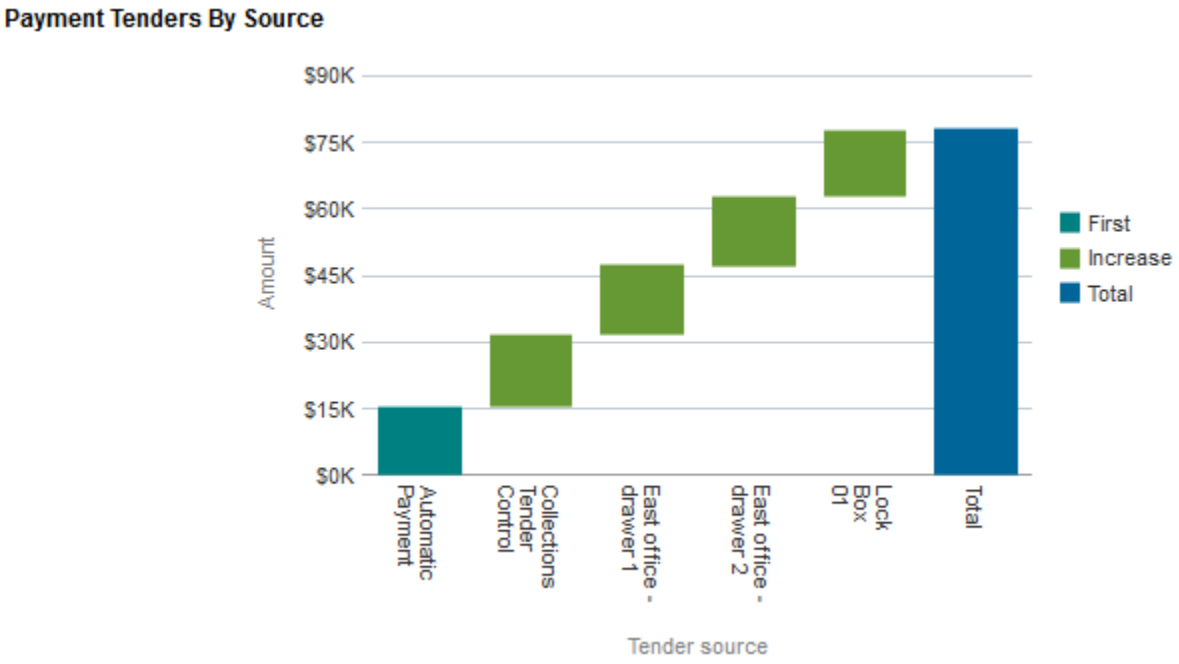


Figure 101: Payment Tenders By Source

Note: Click on the chart to see the drilled-down details of a Tender Source. This opens the Payment Tenders Printable Report filtered to display a Tender Source's details. You can further drill-down this report up to three levels.

5.6.3 Payment Tenders By Tender Type

The Payment Tenders By Tender Type analysis is a bar chart that shows the tender amount against each tender type.

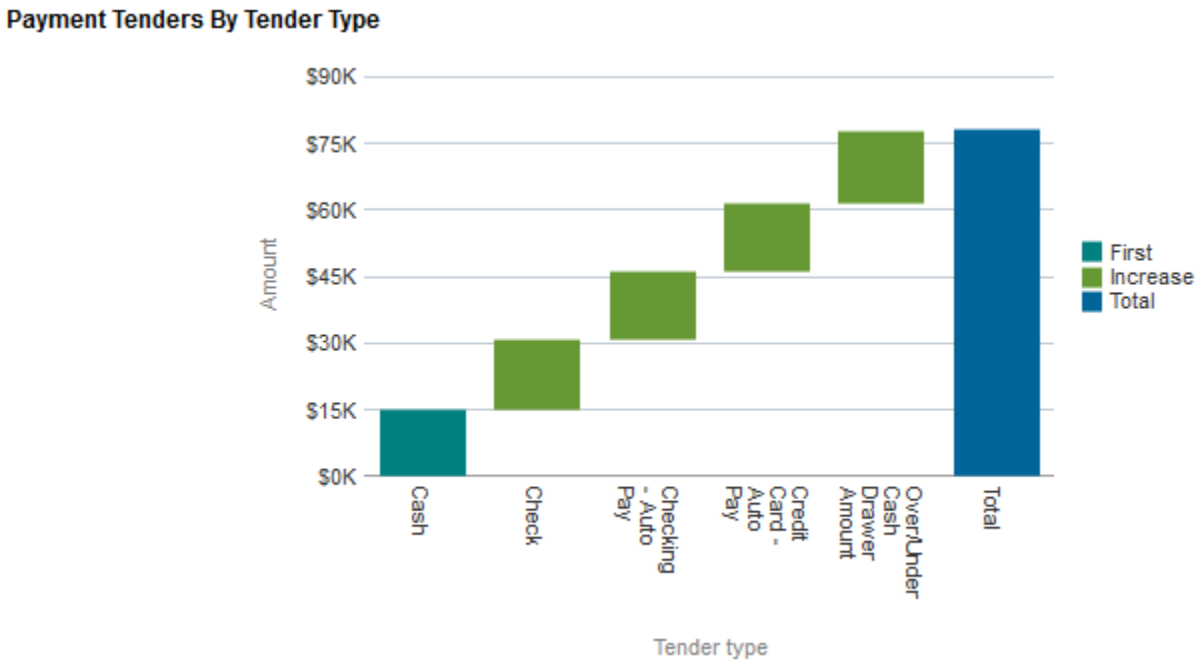


Figure 102: Payment Tenders By Tender Type

Note: Click on the chart to see the drilled-down details of a Tender Type. This opens the Payment Tenders Printable Report filtered to display a Tender Type's details. You can further drill-down this report up to three levels.

5.6.4 Payment Tenders Trend – By Tender Source

The Payment Tenders Trend – By Tender Source analysis is a line chart that shows the trend of tenders from a selected source over the last 12 months.

Note: Select the required Tender Source from the drop-down to view its trend.

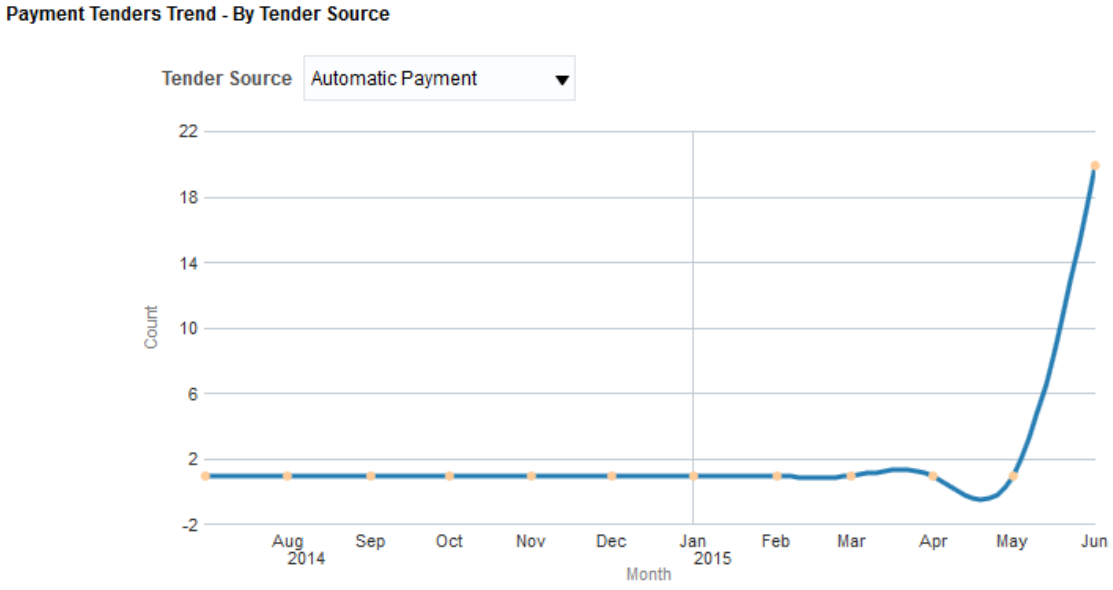


Figure 103: Payment Tenders Trend – By Tender Source

5.6.5 Payment Tenders Trend – By Tender Type

The Payment Tenders Trend – By Tender Type analysis is a line chart that shows the trend of tenders of selected type over the last 12 months.

Note: Select the required Tender Type from the drop-down to view its trend.

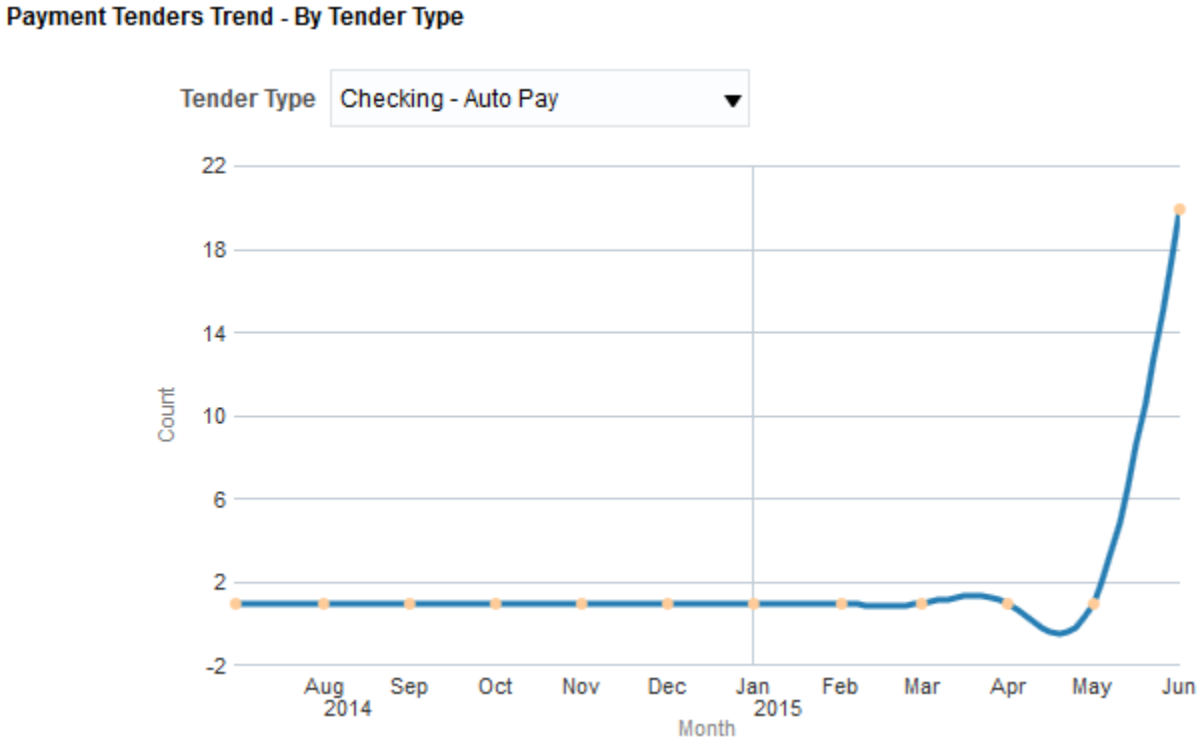


Figure 104: Payment Tenders Trend – By Tender Type

5.6.6 Payment Tender Error Report

The Payment Tender Error Report is a table list that shows the common tender error reasons and the number of occurrences against each.

Payment Tender Error Report

Division	Tender Source	Tender Type	Type	Reason	Count
Equities	Automatic Payment	Check	Payment Cancellation	Non sufficient funds	1
		Over/Under Cash Drawer Amount	Payment Cancellation	Re-opened bill	1
	Collections Tender Control	Credit Card - Auto Pay	Payment Cancellation	Data entry error	1
		Over/Under Cash Drawer Amount	Payment Cancellation	Wrong account (payor or payee)	1
	East office - drawer 1	Cash	Payment Cancellation	Re-opened bill	1
		Checking - Auto Pay	Payment Cancellation	Data entry error	1
	East office - drawer 2	Cash	Payment Cancellation	Wrong account (payor or payee)	1
		Credit Card - No authorization	Payment Cancellation	Non sufficient funds	1
	Lock Box 01	Checking - Auto Pay	Payment Cancellation	Data entry error	1
		Travellers' Check	Payment Cancellation	Non sufficient funds	1

Figure 105: Payment Tender Error Report

5.6.7 Error Trend

The Error Trend analysis is a stacked bar chart that shows the trend of tender errors during the last 12 months. Against each month, the chart shows the count of errors in each status stacked over one another.

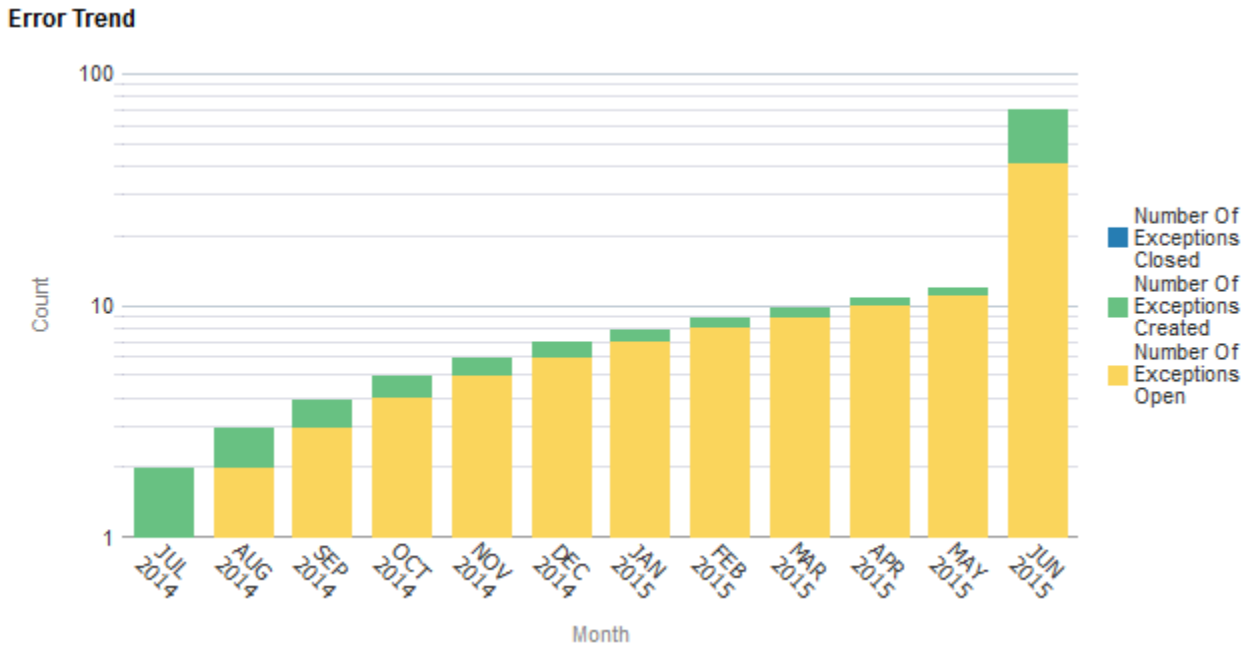


Figure 106: Error Trend

5.6.8 Payment Tenders Printable Report

The Payment Tenders Printable Report is an interactive report and you can drill-down up to three levels to view the details.

Filters	• Year • Month • Division • Tender Source • Tender Type • Customer Segment
Fields	• Division • Tender Source • Tender Type • Customer Segment • Amount • #Tenders

5.7 General Ledger Page

The Financial Transactions – General Ledger page offers an analysis of the various General Ledger transactions across the following dimensions:

- Transactions by GL accounts
- Transactions by Distribution ID's
- Trend by GL Accounts
- Trend by Distribution IDs

The dashboard filters available for General Ledger page of Financial Transactions Dashboard are:

- Year
- Month
- Division
- Contract Type

The General Ledger page also includes a printable report called GL Printable Report.

5.7.1 Breakdown By Distributions

The Breakdown By Distributions analysis is a pie chart that shows the percentage distribution of revenue across different GL.

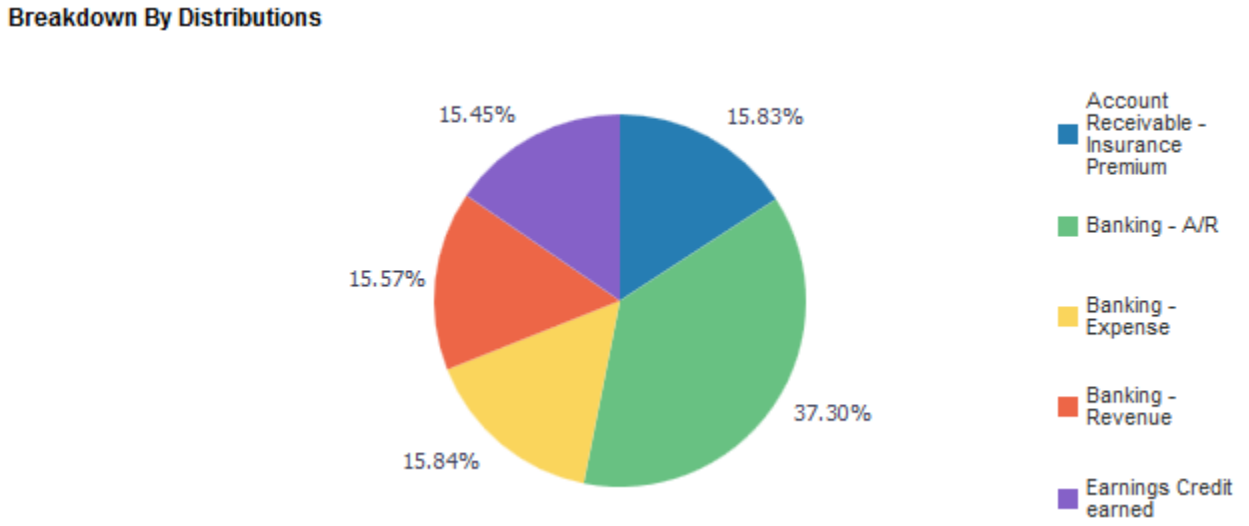


Figure 107: Breakdown By Distributions

Note: Click on the chart to see the drilled-down details of a distribution ID. This opens the GL Printable Report filtered to display the GL details of the selected distribution. You can further drill-down this report up to three levels.

5.7.2 Breakdown By GL Account

The Breakdown By GL Account analysis is a pie chart that shows the percentage distribution of revenue across different GL accounts.

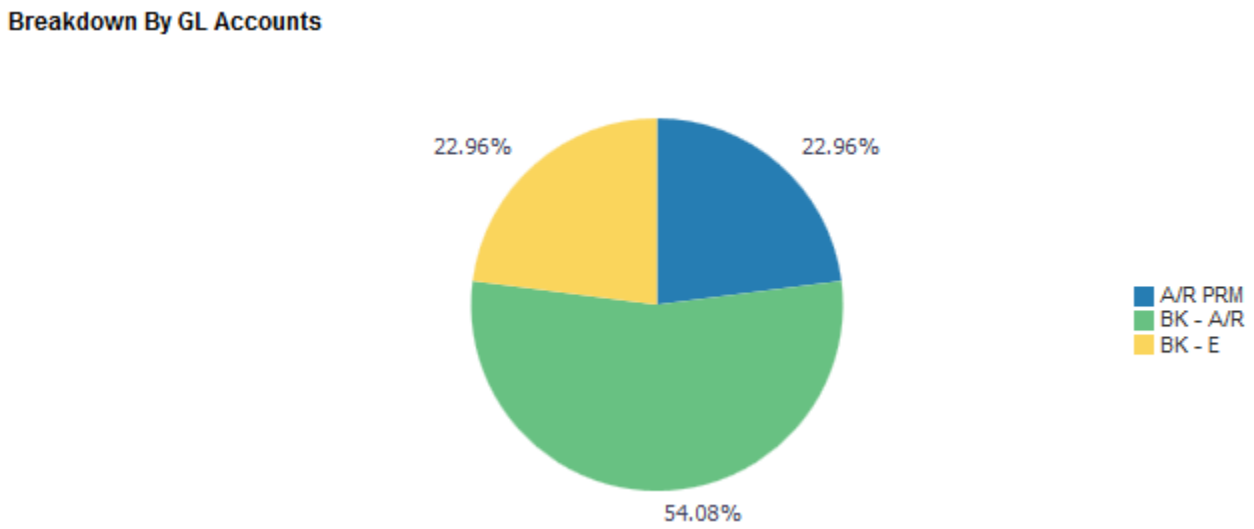


Figure 108: Breakdown By GL Accounts

Note: Click on the chart to see the drilled-down details of a GL account. This opens the GL Printable Report filtered to display the GL details of the selected account. You can further drill-down this report up to three levels.

5.7.3 Trend By Distribution Id

The Trend By Distribution ID analysis is a bar chart that shows the trend of revenue from selected (or all) distributions over the last 12 months.

Note: Select one or more Distributions from the drop-down list. If you select more than one distribution, the chart includes multiple bars against each month.

Figure 109: Trend By Distribution Id

5.7.4 Trend By GL Account

The Trend By GL Account analysis is a bar chart that shows the trend of revenue from selected (or all) GL accounts over the last 12 months.

Note: Select one or more GL Accounts from the drop-down list. If you select more than one GL accounts, the chart includes multiple bars against each month.

Figure 110: Trend By GL Account

5.7.5 GL Printable Report

The GL Printable Report is an interactive report and you can drill-down up to three levels to view the details.

Filters	• Year • Month • Division • Contract Type • Distribution • GL Account
Fields	• Division • Contract Type • Distribution • GL Account • Amount (Click here to further drill-down.) • Contra Amount in Division Currency • Net Amount in Division Currency • Credit/Debit

6. Billable Charges

6.1 Overview of the dashboard

Billable Charges dashboard provides key statistics on the priced transactions for a certain period. It provides a snapshot of how the billable charges are attributed across Products, Divisions and Customer segments and also offers insights into how the various Products and Customers have performed over a selected period in time.

The Billable Charges dashboard contains four pages – Summary, Trends, Rankings and Pricelist.

6.2 Summary Page

The Billable Charges Summary page provides the following pricing information:

- Number of Billable Charges and Total Billable Charge amount
- Distribution of charges by Standard and Agreed Pricelists, Divisions and Customer Segments
- Distribution of charges across Volume Pricing vs Per Transaction pricing
- Billable Charges by Contract Type

The dashboard filters available for Summary page of Billable Charges Dashboard are:

- Year
- Month

The Summary page also includes a printable report called Billable Charges Printable Report.

6.2.1 KPIs

Figure 111: Billable Charges KPI

The KPIs available for Billable Charges dashboard are:

KPI	Definition
#Billable Charges	Number of billable charge lines in the selected month and year
Billable Charges Amount	Total amount against the billable charges during the selected month and year
Variation From Last Month	Percentage variation in Billable Charges Amount from the previous month
Variation From Last Year	Percentage variation in Billable Charges Amount from the same month in the previous year

Note: Against each tile, you can see or icons that indicate if the KPI has a positive variation or a negative variation from the previous month.

6.2.2 Charges By Divisions

The 'Charges By Divisions' analysis is a bar chart that shows the billable charges amount against each division.

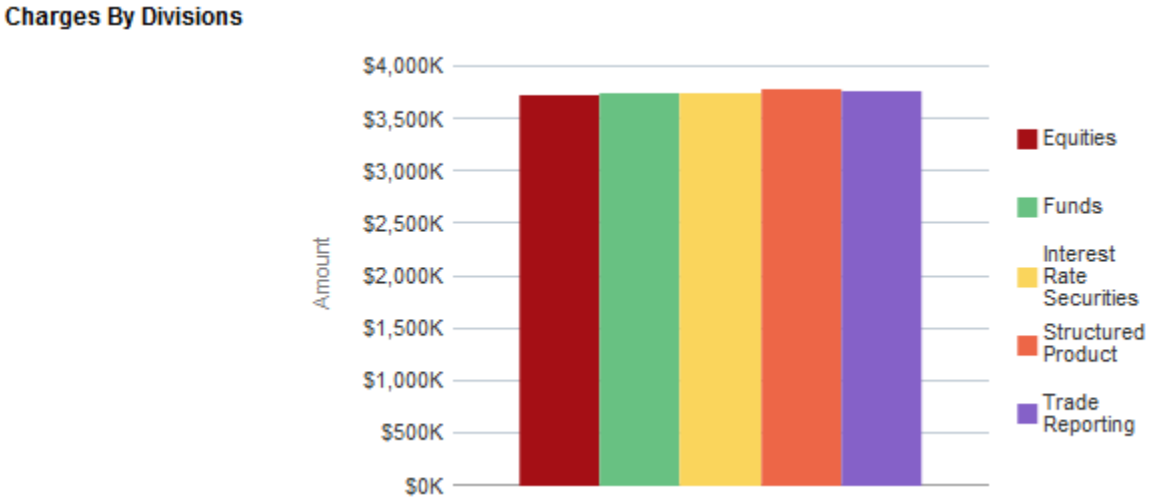


Figure 112: Charges By Divisions

Axes	What it shows?
X axis	Division
Y axis	Billable charge amount against each division

Note: Click on the chart to see the drilled-down details of a division. This opens the Billable Charges Printable Report filtered to display a division's details.

6.2.3 Charges By Customer Segments

The 'Charges By Customer Segments' analysis is a bar chart that shows the billable charges amount against each customer segment.

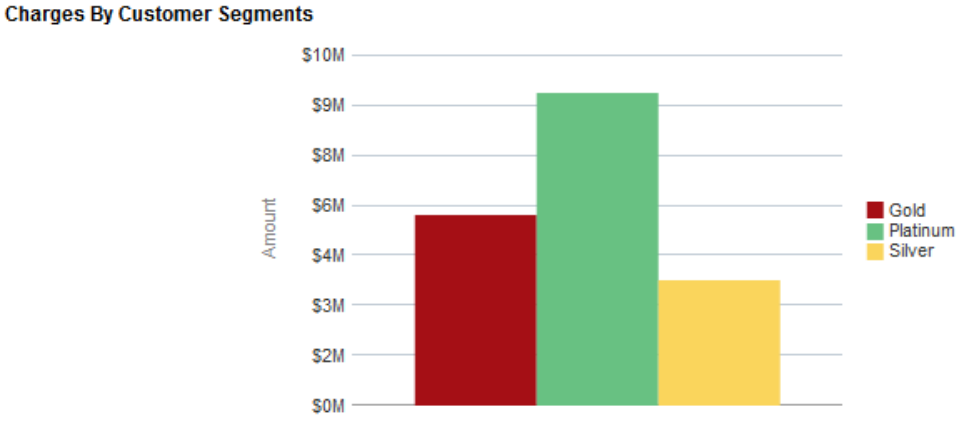


Figure 113: Charges By Customer Segments

Axes	What it shows?
X axis	Customer segment
Y axis	Billable charge amount against each customer segment

Note: Click on the chart to see the drilled-down details of a customer segment. This opens the Billable Charges Printable Report filtered to display a segment's details.

6.2.4 Charges By Contract Types

The 'Charges By Contract Types' analysis is a pie chart that shows the percentage distribution of billable charges amount against each contract types.

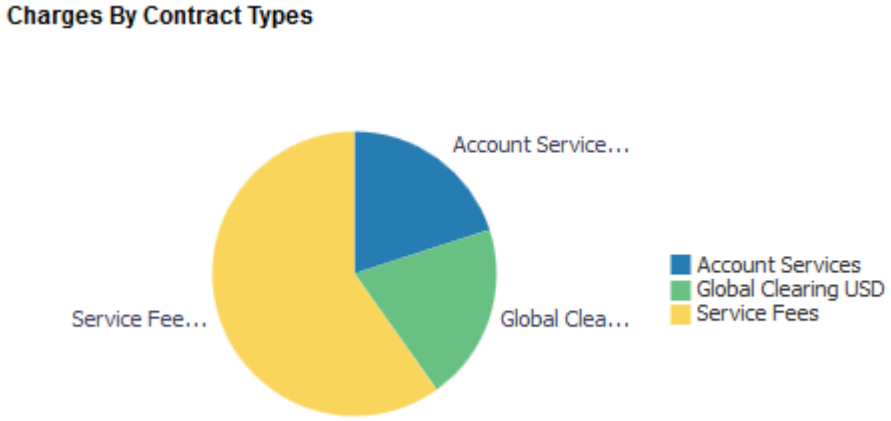


Figure 114: Charges By Contract Types

Note: Click on the chart to see the drilled-down details of a contract type. This opens the Billable Charges Printable Report filtered to display a contract type's details.

6.2.5 Agreed Vs Standard

The 'Agreed Vs Standard' analysis is a horizontal bar chart that shows the number of billable charge lines against agreed pricelist and standard pricelist.

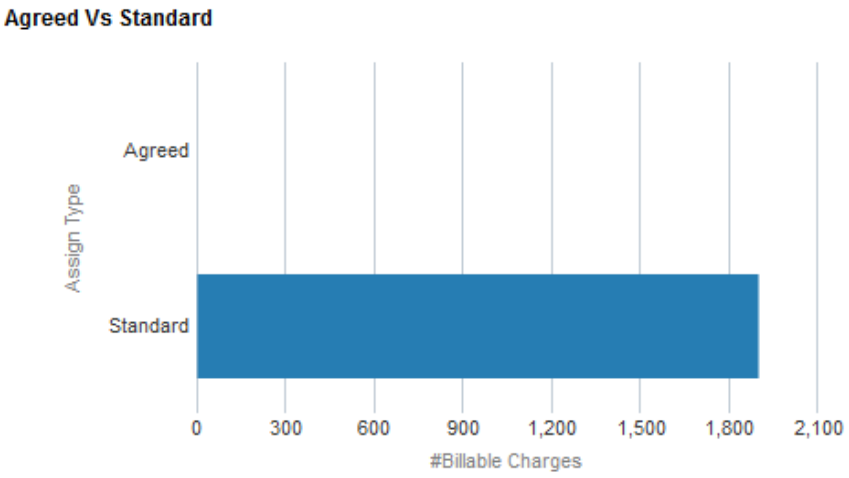


Figure 115: Agreed Vs Standard

Axes	What it shows?
X axis	#Billable Charges Number of bill lines against each assignment type – Agreed or Standard
Y axis	Assign Type Agreed and Standard

Note: Click on the chart to see the drilled-down details of a either Agreed or Standard pricelist. This opens the Billable Charges Printable Report filtered to display the required details.

6.2.6 Volume Vs Value

The 'Volume Vs Value' analysis is a horizontal bar chart that shows the number of billable charge lines that were priced based on volume or value.

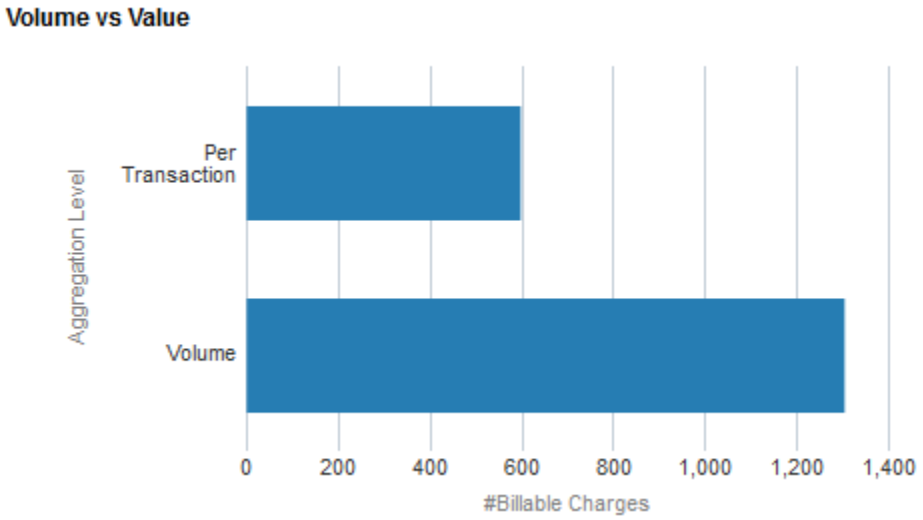


Figure 116: Volume vs Value

Axes	What it shows?
X axis	#Billable Charges Number of bill lines corresponds to Volume-based or Value-based pricing
Y axis	Aggregation Level Volume and Per Transaction

Note: Click on the chart to see the drilled-down details. This opens the Billable Charges Printable Report filtered to display the selected aggregation level details.

6.2.7 Billable Charges Printable Report

The Billable Charges Printable Report is an interactive report and you can drill-down up to four levels.

Filters	• Year • Month • Division • Customer Segment • Contract Type • Product
Fields	• Year • Month • Division • Customer Segment • Contract Type • Product • #Billable Charges • #Volume Pricing • #Per Transaction • Amount (Standard Priced) • Amount (Agreed Priced)

6.3 Trends Page

The Billable Charges Trends page provides a perspective on how the products have been priced over a 12 month period. Some of the key business insights offered by this dashboard page include:

- Number of products and pricelists used over the period
- Number of customers entitled to Agreed Pricing
- Number of products with Agreed or Relationship based Pricing configured
- Trend of Billable Charges by Standard and Agreed Pricing over the past twelve months
- Trend of Billed Usage by Volume and Value over the trailing twelve months

The dashboard filters available for Trends page of Billable Charges Dashboard are:

- Year
- Month
- Division
- Customer Segment
- Contract Type

6.3.1 KPIs

Figure 117: Trends KPIs

The KPIs available in Trends page of Billable Charges dashboard are:

KPI	Definition
#Volume Pricing	Number of billable charges that were derived from volume-based pricing
#Per Txn Pricing	Number of billable charges that were derived from per transaction-based pricing
#Products	Number of products against which the billable charges are generated
#Pricelists	Number of pricelists that were applied for the billable charges
#Products With Agreed Pricing	Number of products that were priced
#Customers with Agreed Pricing	Number of customers that were priced with agreed pricelist

6.3.2 #Billable Charges Trend

The '#Billable Charges Trend' analysis is a bar chart that shows the trend of billable charges for the last 12 months.

Against each month, the graph indicates charges based on Agreed and Standard pricelist as adjacent bars.

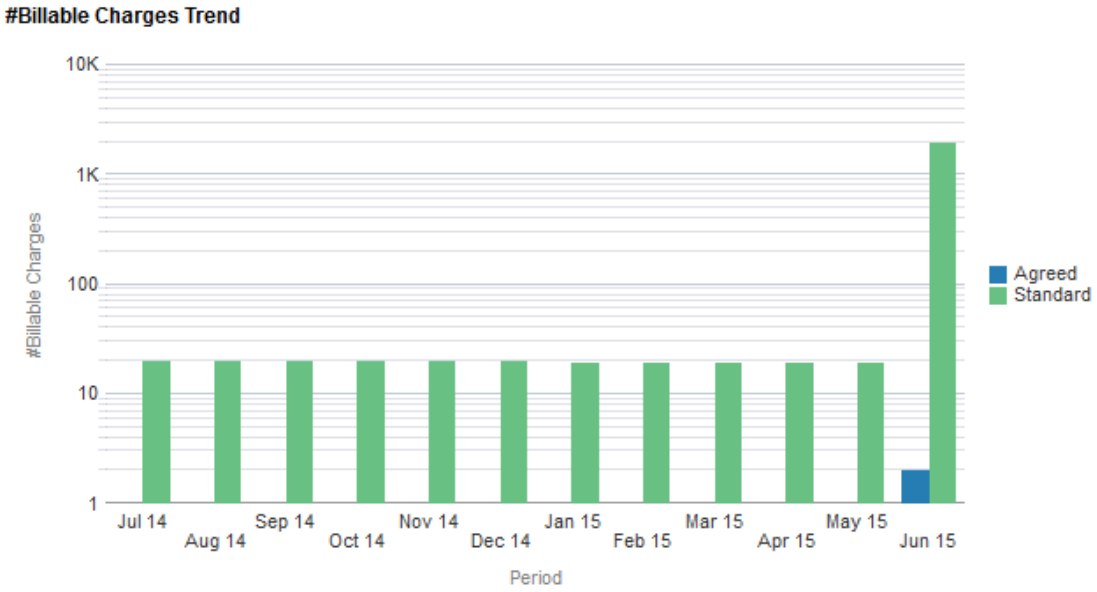


Figure 118: #Billable Charges Trend

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	#Billable Charges Shows the count of billable charge lines against Agreed and Standard pricing

6.3.3 Billed Usage Trend

The 'Billed Usage Trend' analysis is a bar chart that shows the trend of billable charges based on volume or value based pricing for the last 12 months.

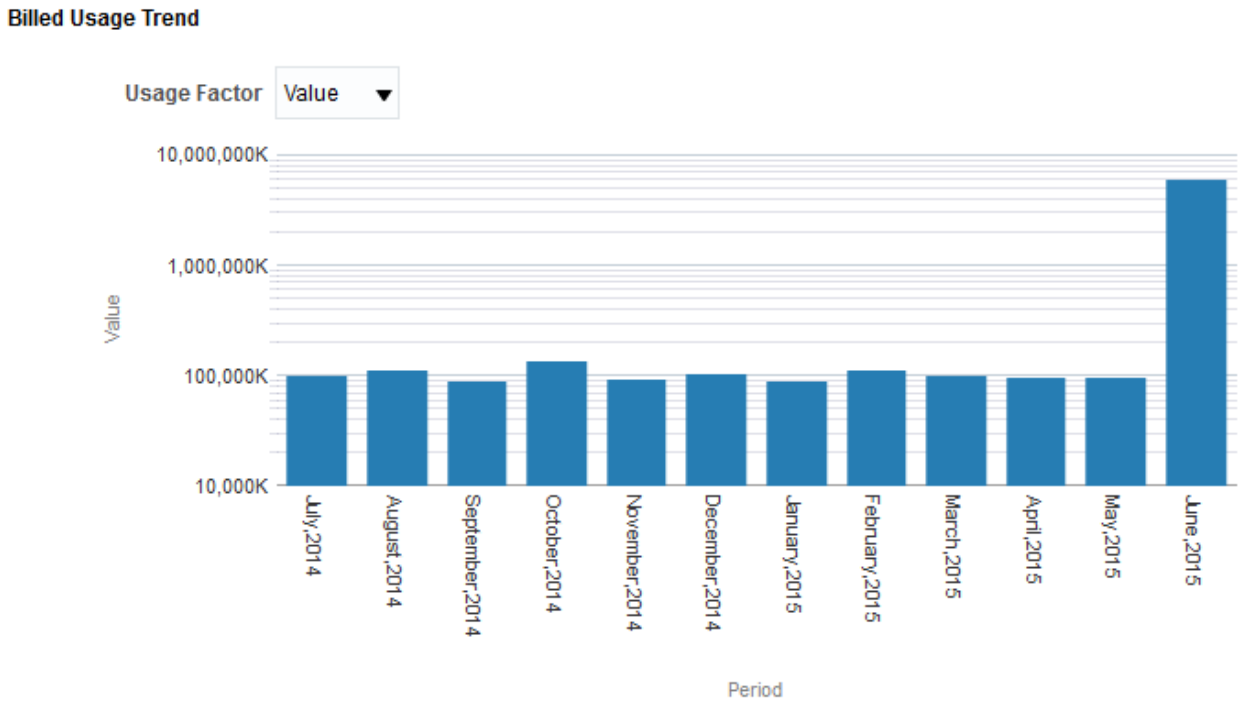


Figure 119: Billed Usage Trend

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	Value Shows the billable charges for each month priced on a volume or value basis

6.4 Rankings Page

The Billable Charges Rankings page provides a summary of how the various Products and Customers have performed compared to each other. This comparison can be done based on the following dashboard filters:

- Year
- Month
- Division
- Contract Type
- Customer Segment

6.4.1 Top N Products

The 'Top N Products' analysis is a table list that shows the list of N products with the highest billable charges. You can see the list based on either Agreed pricelist or Standard pricelist.

Top 10 Products

Assign Type Standard

Rank	Product Description	Amount	#Billable Charges
1	02900040 - Equities Trade Fee	$8,249,178	100
2	06250012 - Funds Trading Market 1_4 Fund	$6,476,626	100
3	02900043 - Equities Auction Trade Fee	$1,048,580	100
4	02900046 - Equities Centre Point Trade Fee	$696,345	98
5	06250011 - Funds Trading Market 5_9 Fund	$657,104	100
6	06250009 - Funds Quote Display Board	$333,946	101
7	02900044 - Equities Undisclosed Trade Fee	$247,002	100
8	02900345 - Interest Rate Securities Centre Point Trade Fee	$239,063	100
9	02900240 - Structured Product Trade Fee	$234,826	100
10	06250010 - Funds Trading Market 10 Funds	$208,180	100

Figure 120: Top N Products

Fields	Explanation
Assign Type	Select a value in this field to see the top N products ranked based on the highest cumulated billable charges, priced based on either Agreed pricelist or Standard pricelist. Values available are: • Agreed • Standard
Rank	The rank assigned to the product, based on the billable charges amount cumulated against it.
Product Description	Description of the product
Amount	Total billable charge amount against the product
#Billable Charges	Number of billable charge lines cumulated against the product

Note: Click on the product description to see the drilled-down details. This opens the Billable Charges Printable Report filtered to display the selected product's details.

6.4.2 Bottom N Products

The 'Bottom N Products' analysis is a table list that shows the list of N products with the lowest billable charge amount. You can see the list based on either Agreed pricelist or Standard pricelist.

Figure 121: Bottom N Products

Fields	Explanation
Assign Type	Select a value in this field to see the both N products ranked based on the lowest cumulated billable charges of either Agreed pricelist or Standard pricelist. Values available are: • Agreed • Standard
Rank	The rank assigned to the product, based on the billable charges amount cumulated against it.
Product Description	Description of the product
Amount	Total billable charge amount against the product
#Billable Charges	Number of billable charge lines cumulated against the product

Note: Click on the product description to see the drilled-down details. This opens the Billable Charges Printable Report filtered to display the selected product's details.

6.4.3 Top N Customers

The 'Top N Products' analysis is a table list that shows the list of N customers with the highest billable charge amount. You can see the list based on either Agreed pricelist of Standard pricelist.

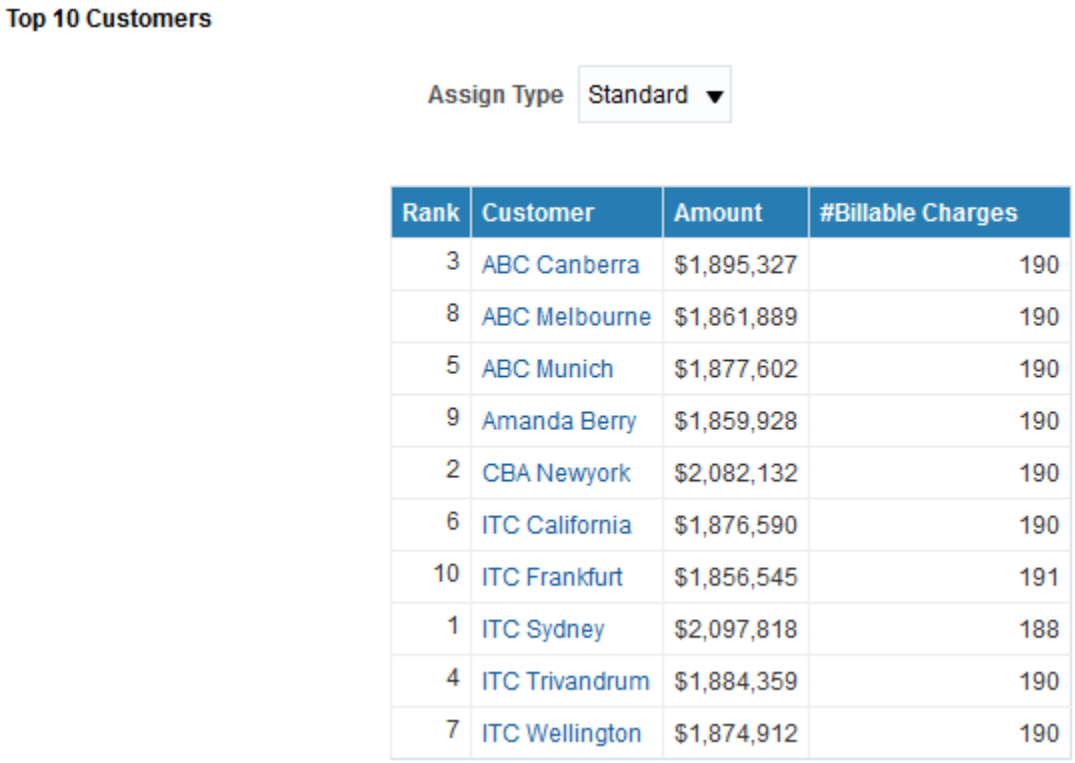


Figure 122: Top N Customers

Fields	Explanation
Assign Type	Select a value in this field to see the top N customers ranked based on the highest cumulated billable charges of either Agreed pricelist or Standard pricelist. Values available are: • Agreed • Standard
Rank	The rank assigned to the customer, based on the billable charges amount cumulated against them.
Customer Name	Name of the customer
Amount	Total billable charge amount against the customer
#Billable Charges	Number of billable charge lines cumulated against the customer

Note: Click on the customer name to see the drilled-down details. This opens the Billable Charges Printable Report filtered to display the selected customer's details.

6.4.4 Bottom N Customers

The 'Top N Products' analysis is a table list that shows the list of N customers with the lowest billable charge amount. You can view the list based on either Agreed pricelist or Standard pricelist.

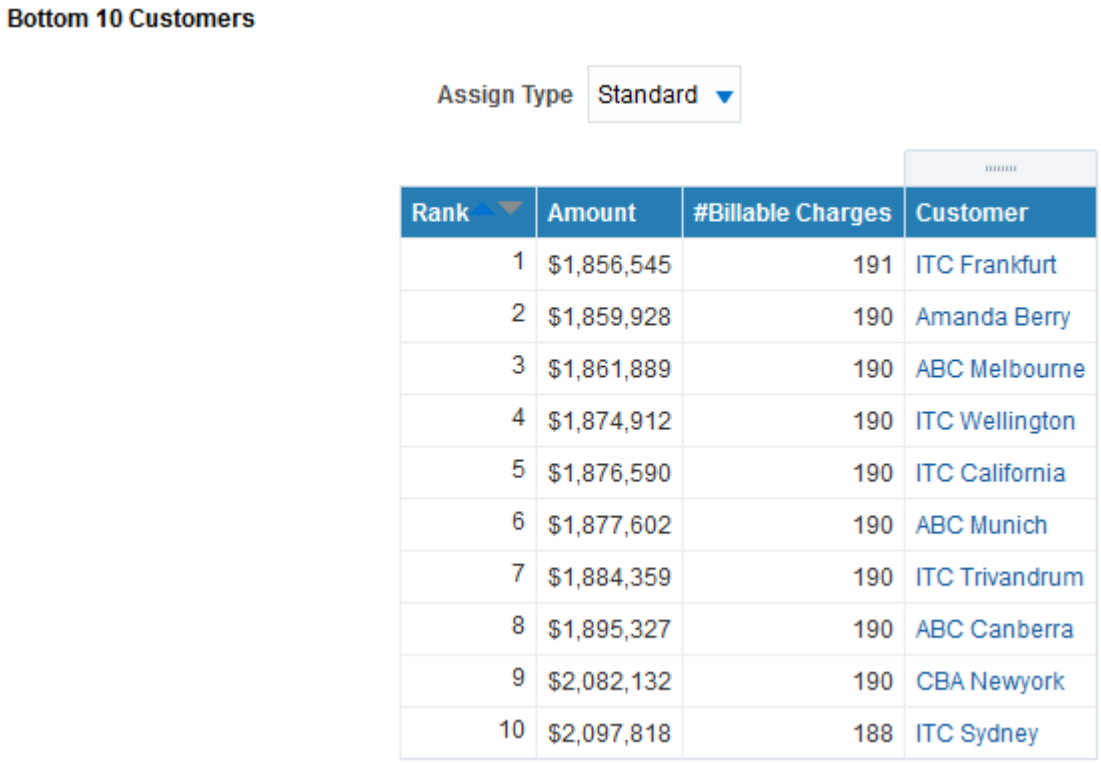


Figure 123: Bottom N Customers

Fields	Explanation
Assign Type	Select a value in this field to see the bottom N customers ranked based on the lowest cumulated billable charges of either Agreed pricelist or Standard pricelist. Values available are: • Agreed • Standard
Rank	The rank assigned to the customer, based on the billable charges amount cumulated against them.
Amount	Total billable charge amount against the customer
#Billable Charges	Number of billable charge lines cumulated against the customer
Customer Name	Name of the customer

Note: Click on the customer name to see the drilled-down details. This opens the Billable Charges Printable Report filtered to display the selected customer's details.

6.5 Pricelist Page

The Pricelist page enables a business user to view the various pricelists configured in the system and the corresponding number of billable charges and overall amount. The Pricelists can be selected either for a specific Month and Year or also by the various applicable business divisions. The dashboard page also provides a context for invoking the Pricelist Modelling feature where you can simulate changes in pricing parameters across a portfolio of products assigned to a particular price list. This dashboard offers Pricing Analysts and Product Managers the opportunity not only to review the Product and Pricing performance over a past period but also to simulate for any future changes in the product usage and pricing parameters.

The dashboard filters available for Pricelist page of Billable Charges Dashboard are:

- Year
- Month
- Division
- Parent Pricelist
- Pricelist

6.5.1 Pricelist Details

The 'Pricelist Details' analysis is a table list that shows a list of pricelists based on the filters you selected. From this analysis, you can:

- View the complete list of pricelists that satisfy the filters you select
- View the divisions against which each of these pricelists are applied
- View the parent pricelist
- View the number of billable charges against a pricelist and a division
- View the total billable charges against a pricelist and a division
- Simulate a pricelist – division combination

Pricelist Details
Click the simulate icon to simulate the price list

Pricelist Id	Pricelist	Parent Pricelist	Status	Global Pricelist	Division	#Billable Charges	Amount	
4710034647	ASX Standard Pricelist	Global Pricelist	Active	No	Equities	178	$2,390,602.50	
					Funds	411	$1,538,970.05	
					Interest Rate Securities	80	$99,364.00	
					Structured Product	60	$76,468.25	
					Trade Reporting	80	$60,499.82	

Figure 124: Pricelist Details

Fields	Explanation
Pricelist Id	Unique identifier of the pricelist
Pricelist	Name of the pricelist
Division	The division against which the billable charges are cumulated
Status	Current status of the pricelist
Parent Pricelist	Name of the parent pricelist, if any
Global Pricelist	Whether the pricelist is a global one or not
#Billable Charges	Number of billable charge lines that were priced using the pricelist and belongs to the division
Amount	Total billable charges cumulated against the pricelist and for a division in corporate currency
	Click this button to simulate a pricelist – division combination. This takes you to the Pricelist simulation page where the data against the selected pricelist – division combination is pre-populated.

7. Product Pricing

7.1 Overview of the dashboard

The Product Pricing dashboard provides a single but holistic view of how a product is priced in the system. It allows you to drill down from product usage across divisions to individual price tier details and offers comprehensive pricing related insights including:

- Details of Product hierarchies
- How many different price variations for a Product exists in the system?
- Is there an Agreed Pricing configured for a Product. What is the Billable charge level distribution for Standard vs Agreed Pricing?
- Comparison of Standard vs. Agreed Pricing
- Different Price Variations (Price Lines) for a Product / Division. For each price variation, the different Price lists , Computation models and Price points available
- Monthly trends – calculation amount, calculation lines and billable charges
- What is the trend of transactions over various tiers (step pricing)?
- What is the trend of transaction volume and revenue over various tiers (step pricing)?
- What is the trend of fee amount per price-point for a step pricing model?
- What is the trend of billable charges (for a product) price through aggregated / per-transaction pricing for the last N months?
- Which are the products with highest no: of agreed prices?
- Which are the products with highest no: of billable charges?
- What are the top N pricelists?
- Minimum/Maximum and Mean price for a product over last N months
- Minimum/Maximum and Mean price for a product for a Customer

The Product Pricing Dashboard is an interactive one and is organized into three pages:

7.2 Product Hierarchy

This page shows the detailed product or bundle hierarchy in the system with products/bundles grouped under each division. The page lets you select if you want to see the product hierarchy or the bundle hierarchy.

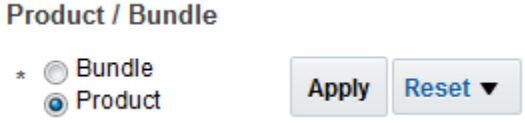


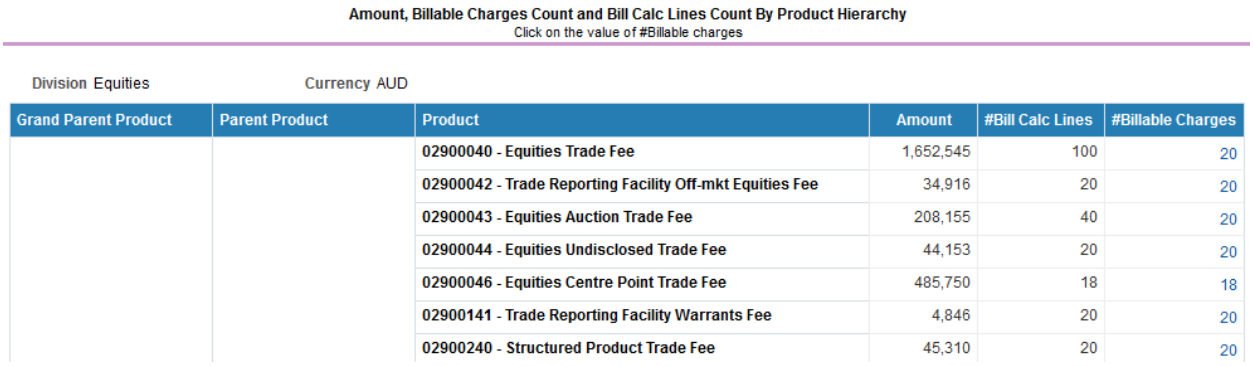
Figure 125: Product or Bundle Filter

Based on the option you apply, the page displays a list of filter fields that can be used to refine the hierarchy. The available filters are:

- Year
- Month
- Division
- Product / Bundle Grand Parent
- Product / Bundle Parent
- Product

Based on the filters selected, the product or bundle hierarchy is shown on the page with products or bundles grouped under a division.

The product hierarchy displays the total billable charges, the number of bill calc lines and number of billable charges against each product.



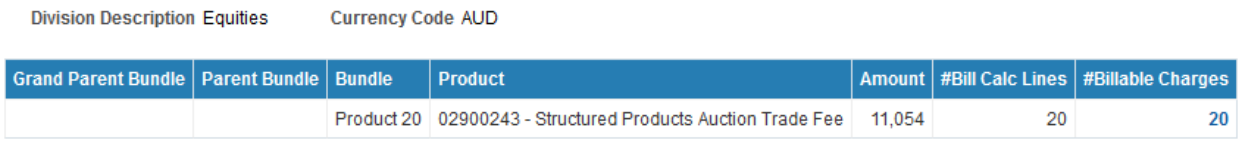
Amount, Billable Charges Count and Bill Calc Lines Count By Product Hierarchy
Click on the value of #Billable charges

Division Equities Currency AUD

Grand Parent Product	Parent Product	Product	Amount	#Bill Calc Lines	#Billable Charges
		02900040 - Equities Trade Fee	1,652,545	100	20
		02900042 - Trade Reporting Facility Off-mkt Equities Fee	34,916	20	20
		02900043 - Equities Auction Trade Fee	208,155	40	20
		02900044 - Equities Undisclosed Trade Fee	44,153	20	20
		02900046 - Equities Centre Point Trade Fee	485,750	18	18
		02900141 - Trade Reporting Facility Warrants Fee	4,846	20	20
		02900240 - Structured Product Trade Fee	45,310	20	20

Figure 126: Product Hierarchy

The Bundle hierarchy lists the product(s) included in the bundle, and against each product, it displays the total cumulated revenue, the number of bill calc lines and number of billable charges.



Division Description Equities Currency Code AUD

Grand Parent Bundle	Parent Bundle	Bundle	Product	Amount	#Bill Calc Lines	#Billable Charges
		Product 20	02900243 - Structured Products Auction Trade Fee	11,054	20	20

Figure 127: Bundle Hierarchy

Clicking on the #Billable Charges takes you to the second page of Product Pricing dashboard.

7.3 Pricing Parameters

The Pricing Parameters page gives you the price variations applied on the product during the selected month and year. It also lists the possible combinations of these pricing parameters, along with the applied price lists and the pricing computation method. For the same combination of pricing parameters, the dashboard displays the price variations based on various price lists, as well as the computation method.

The various details available on the page are:

7.3.1 Active Filters

This table shows the value of filters applied on the first page of Product Pricing. The filters are: Product, Division and Currency.

Active Filters

Attribute	Value
Product	02900040 - Equities Trade Fee
Division	Equities
Currency	AUD

Figure 128: Active Filters

7.3.2 Pricing Parameter

This table lists the pricing attributes and their values.

Pricing Parameter

Attribute	Value
Parameter 1	INSTRUMENT
Parameter 2	ORDER TYPE
Parameter 3	PARTICIPANT
Parameter 4	ICEBERG

Figure 129: Pricing Parameter

7.3.3 Standard vs Agreed Pricing

This table shows the billable charges derived by applying the Agreed pricelist and Standard pricelist.

Standard vs Agreed Pricing

Assign Type	#Billable Charges	Billable Charge
Standard	20	1,652,545

Figure 130: Standard vs Agreed Pricing

7.3.4 Pricing Details by Price Variations

This table shows the various Pricing variations applied on the product.

Pricing Details

Pricing Param Hierarchy	Pricing Parameter Value 4	Tiered Flag	Pricing Metric	Billed Usage	#Bill Calc Lines	#Billable Charges	Amount
EQUITY							
CENTRE POINT							
STANDARD	YES	Step	Volume	311,018	100	20	1,652,545

Figure 131: Pricing Details By Price Variations

7.3.5 Pricing Details by Usage Factors

This table shows the various usage factors applied on the product.

Product Pricing Details By Usage Factors

Pricing Method-SQ Hierarchy	Parameter1	Parameter2	Parameter3	Parameter4	Billed Usage	Count	#Billable Charges	Amount
▶ Volume					311,018	100	20	1,652,545
▶ Step					311,018	100	20	1,652,545
EQUITY	EQUITY	CENTRE POINT	STANDARD	YES	311,018	100	20	1,652,545

Figure 132: Pricing Details By Usage Factors

7.3.6 Trend of Amount

This chart shows the variation in the billable charges over the last 12 months.

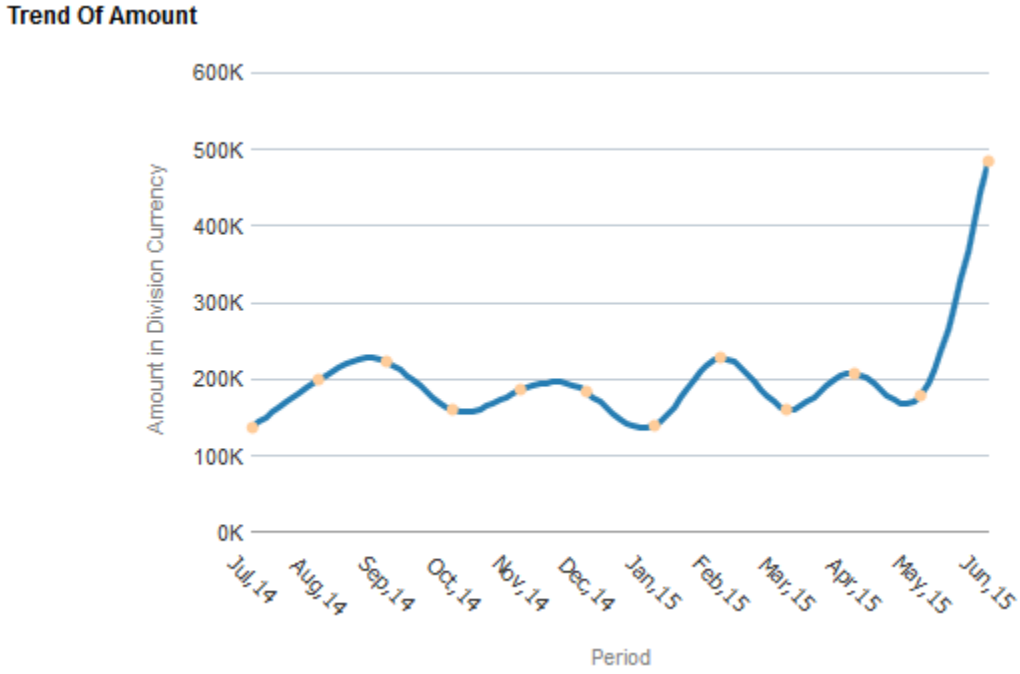


Figure 133: Trend of Amount

7.3.7 Trend of Billable Charges Count

This chart shows the variation in the number of billable charges over the last 12 months.

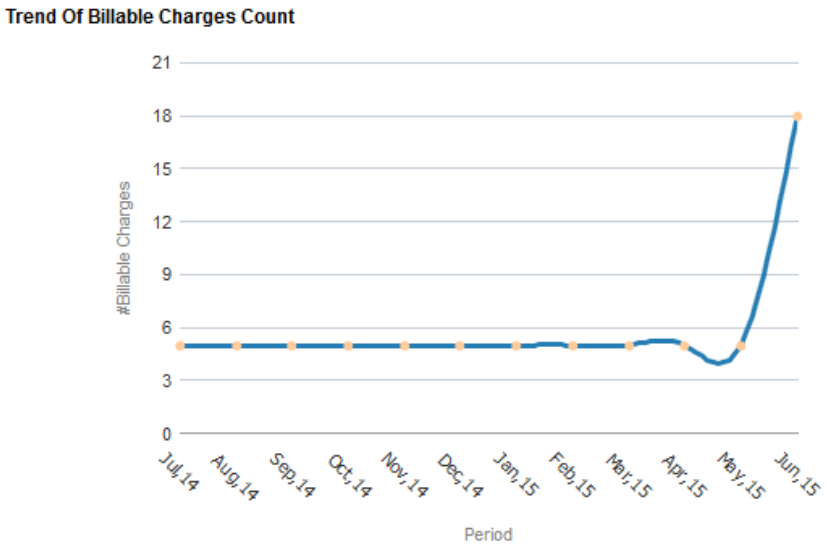
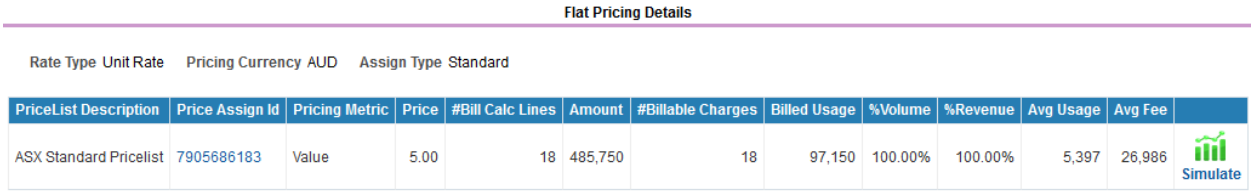


Figure 134: Trend of Billable Charges Count

7.4 Pricing Details

This page shows all possible pricing combinations applicable for the selected pricing methodology (Step / Threshold / Tiered) and how well each of them fares.

7.4.1 Flat / Threshold / Tiered Pricing Details



PriceList Description	Price Assign Id	Pricing Metric	Price	#Bill Calc Lines	Amount	#Billable Charges	Billed Usage	%Volume	%Revenue	Avg Usage	Avg Fee	
ASX Standard Pricelist	7905686183	Value	5.00	18	485,750	18	97,150	100.00%	100.00%	5,397	26,986	Simulate

Figure 135: Flat Pricing Details

7.4.2 Amount Across Price Points

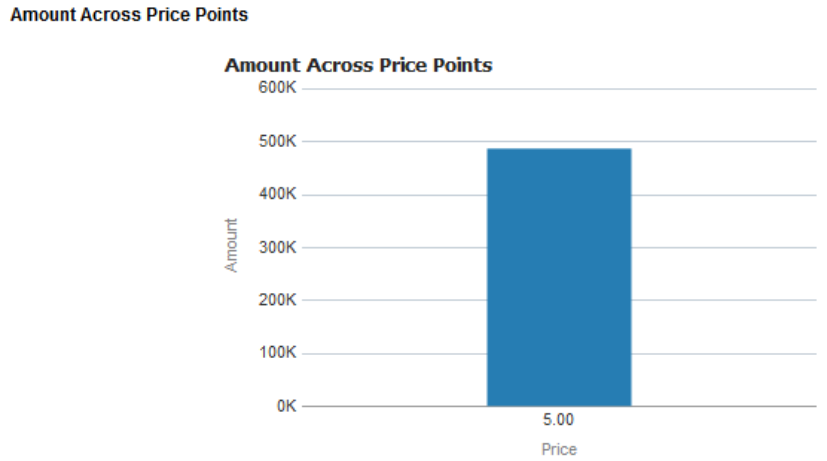


Figure 136: Amount Across Price Points

7.4.3 Volume And Revenue Across Price Points

Figure 137: Amount Across Price Points

7.4.4 Flat Pricing Trend

Flat Pricing Trend

	JUL 2014	AUG 2014	SEP 2014	OCT 2014	NOV 2014	DEC 2014	JAN 2015	FEB 2015	MAR 2015	APR 2015	MAY 2015	JUN 2015
Price	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue
4.00	2.37%	1.36%	1.55%	1.64%	1.92%	1.98%	2.15%	1.19%	1.96%	0.81%	1.01%	
5.00	97.63%	98.64%	98.45%	98.36%	98.08%	98.02%	97.85%	98.81%	98.04%	99.19%	98.99%	100.00%

Figure 138: Flat Pricing Trend

7.4.5 Scattered View of Price Points

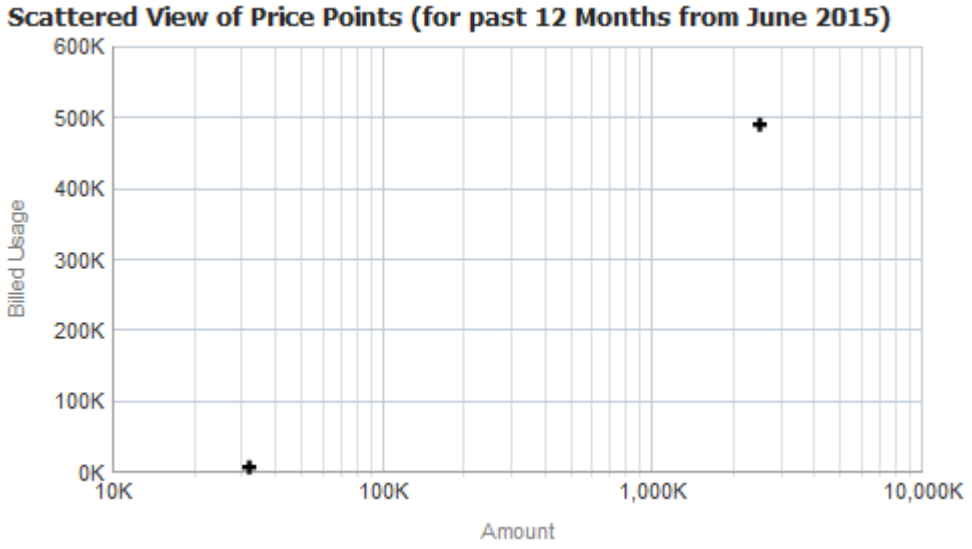


Figure 139: Scattered View of Price Points

7.4.6 Amount By Price Points

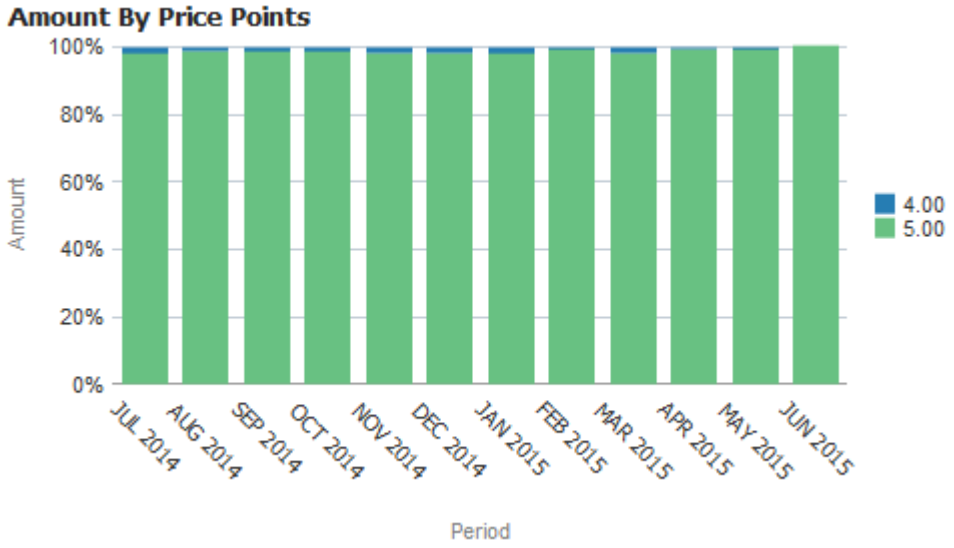


Figure 140: Amount By Price Points

7.4.7 Billed Usage By Price Points

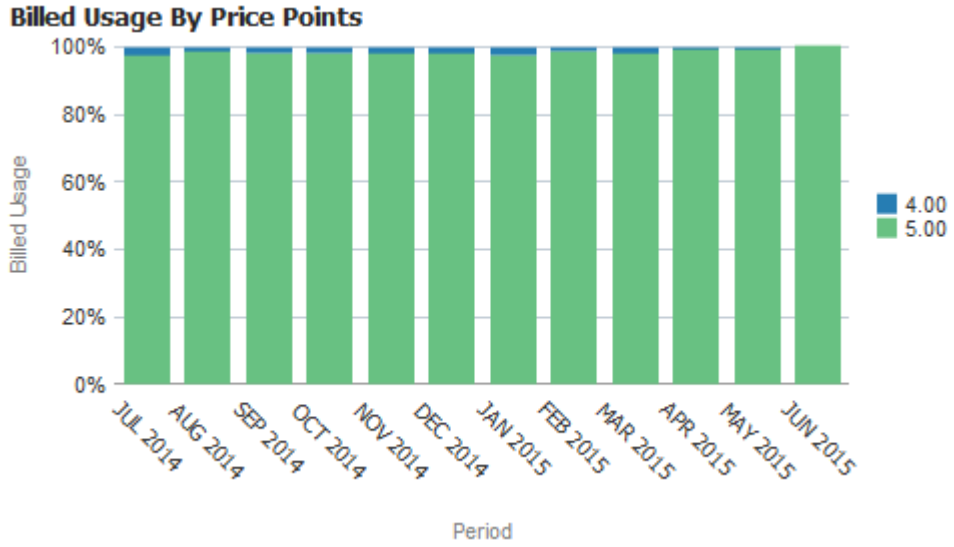


Figure 141: Billed Usage By Price Points

8. Simulation or Modeling

Modeling or Simulation is the ability to do a what-if analysis that instantly and accurately predicts the results of strategic changes you are considering to introduce into your business.

The commonly asked what-if queries are:

- What if I change the rates?
- What if I change the usage factor?
- What if I change the value of usage factor?
- What if I change the pricing methodology?
- What if I change the definition in a methodology?
- What if I change the tier ranges in a definition?

Once you have done the required what-if analysis and seen the results of your decision, you can decide if you would like to go ahead with the change or not. With modeling, your decision is based on the live figures in the system and the snapshot justifies the decision.

Any strategic changes to the pricing models will have enormous impact on the revenue gained or lost. Prior to taking such decisions, it is beneficial to do an analysis of “What happens if I make this change?” The uniqueness of ORMB Analytic Modeling is that it lets you do this analysis on the actual/live data on your system, thereby giving you an accurate snapshot of how your strategic change affects your revenue.

With Modeling, your decisions are based on facts and not on intuitions. Your decisions are justified with the backup of figures. In addition, it gives you the ability to play around with your options until you reach an optimal solution.

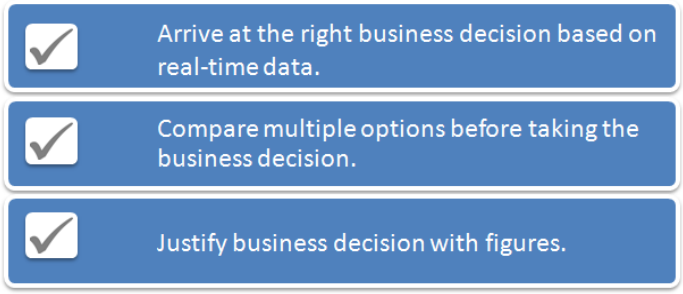


Figure 142: Merits of Simulation

8.1 Users of Modeling

All key decision makers in your business should use Modeling. Though the process of modeling remains the same for all users, the context in which the what-if questions are applied changes with the user. The main users of Modeling are categorized as below:

- **Relationship Managers**: Modeling helps an RM in fixing the 'right price' for a customer. It helps RMs to create personalized pricelists for a customer based on his financial value and

profitability. It also helps RMs to check the impact of deviations from standard rate and helps them avoid over-discounting.

- **Product Managers**: A Product Manager can model based on the products they own. It allows an RM simulate scenarios to see how tweaking of product pricing alters the sales and revenue from a product. It also helps them to fix the *negotiability* limits for a product and combine products with similar usage/pricing patterns to create *bundles*.
- **Sales Teams** - Sales team effectively uses the simulation capabilities to *fix* the right price for an opportunity. With the ability to determine the floor/average/stretch prices for a similar customer profile, they will be able to set an optimal price for the opportunity without over commitment.
- **Price Analysts** - Modeling helps Price Analysts to understand the impact of a pricing change accurately before it is put in place. They can try out several price computation models, analyze the impact, compare those models and choose the best one. Thus, they will be able to justify their decision promptly, based on the results and data.

8.2 Modeling Contexts

You can initiate modeling from any of the following contexts:

- For a Product from Pricing Dashboard
- For a Customer from Customer Dashboard
- For a Prospect from RM Dashboard
- For a Price list from Billable Charges Dashboard
- For a Price list from Customer Dashboard

In all above cases, the actual modeling applies at individual Price Assignment level and then gets rolled up as required, based on the invocation context.

8.3 Modeling Scenarios

Various modeling scenarios are:

- **What if the computation model is changed?**

The supported combinations are**:**

  - Flat →Threshold
  - Flat →Step
  - Threshold →Step
  - Threshold →Flat
  - Step →Flat
  - Step →Threshold

- **What if the rate type is changed?**

The supported combinations (applicable in case of all computation models) are:

- Absolute →Unit Rate
- Unit Rate →Absolute

- **What if the usage factor is changed?** In this case, the Service Quantity Identifier (applied on factor or Bill SQ) is changed. The *new* usage factor could be any other SQ applicable for the product/division. Typically, a change of usage factor necessitates change of tiers as well as rates. E.g. Change the basis of pricing for a fund transfer transaction from **volume** to **value**.
- **What if the tiers or tier limits are changed?** Change of tiers is applicable only in case of **Threshold** and **Step** computation models and is done at *Tier* level. Various options supported are:
  - Splitting the tiers by 25%
  - Splitting the tiers by 50%
  - Merging two or more consecutive tiers
- **What if the price (rate) of a tier is changed?** This option is also applied at each *tier* level. In case of **flat**, there will be a default *tier* with just the rate, but without any upper or lower limits.
- **What if the usage for a tier is changed?** This option is also done at each *tier* level. In this case, the value of Bill SQ (applied on) for that tier is increased or decreased and the impact is identified.

8.4 Modeling Features

- It is possible to take multiple *tier level* actions in a go and then see the collective impact. For e.g. Change usage value for tier 1, change rates of tier1 and tier2, and see impact.
- Multiple operations are allowed only for *tier level* actions, such as change of tiers/rates/ usage value.
- In case of all modeling operations, the actions taken by the user, *old* and *new* amounts (in bill currency and corporate currency), and % Variation are displayed.
- You can *undo* the last change or *reset* to the initial values or *save* the model with a valid name and optional remarks at any point.
- Models are version controlled. If you edit the same model multiple times, system stores it as different versions.
- While saving a model, you can select the validity period for the model, beyond which it expires and cannot be applied back to the source system.
- In case of customer and product modeling, modeling is invoked for an individual Price Assignment. However, in case of *group* modeling scenarios such as price list and segment, several price assignments are involved, and hence user can change any of the supported features for one or more price assignments in one go and see the impact at
  - price assignment level,
  - product level and
  - group entity level (i.e. at price list or segment) level

In such cases, system does not allow *undo* for individual price assignment. Also, *reset* and *save* options are available at the group entity level only.

8.5 Modeling Workflow

The models in ORMBA go through a workflow before getting applied back to the source system.

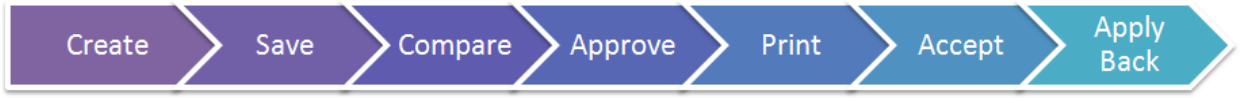


Figure 143: Modeling Workflow

Irrespective of the context from where you initiate modeling, all models created in ORMBA are listed in the Modeler dashboard. You can perform all tasks in the above workflow (after saving) using the Modeler dashboard.

8.6 Modeler Dashboard

The Modeler dashboard lets you perform the following tasks:

- View and edit models
- Compare models or different versions of the same model
- Approve or reject a version of the model
- Export or print the model into a PDF file
- Accept a model on behalf of a customer
- Apply the model back to source system

9. Deal Management in ORMBA

ORMBA dashboards can handle the entire lifecycle of a deal. The various stages of deal management are illustrated in the image below:

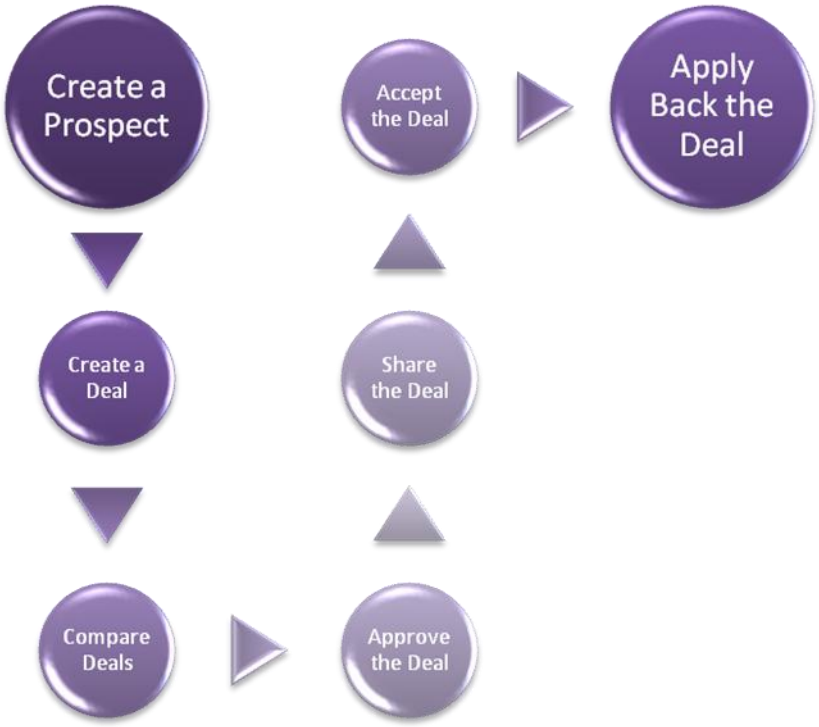


Figure 144: Stages of Deal Management Workflow

9.1 Creating a Prospect Customer

To create a prospect customer in ORMBA dashboards, open the Relationship Manager dashboard and open the 'Create Prospect' page.

There are two possible ways to create a prospect customer in ORMBA dashboards:

- Enter the customer and product attributes manually, or
- Refer to an existing customer in the system (Reference Customer)

9.1.1 Commitment Type and Commitment Value

While selecting products for a prospect customer, you can define a commitment type and value against each product. These fields define the sample volume/value of transactions that would define the product usage and pricing.

Commitment Type decides if the product is priced based on Volume or Value. It is also possible for a product to have both Volume and Value based pricing definitions (as two separate rows) against the prospect customer.

The Commitment Value varies based on the Commitment Type you select. If the Commitment Type is Volume, the Commitment Value field holds the volume of transaction (usage), whereas if the Commitment Type is Value, the Commitment Value holds the value of the transaction.

9.1.2 Manually Creating a Prospect Customer

To create a prospect customer manually, navigate to the 'Create Prospect' tab of the Relationship Manager dashboard.

The page contains four group boxes:

- Prospect Customer Details
- Customer Additional Attributes
- Reference Customer
- Product Details

Note: Ignore the 'Reference Customer' group box, as this is applicable only when you create a prospect by referring to an existing reference customer.

Prospect Customer Details

Enter basic details of the prospect customer like Name, Division, Customer Segment, Currency, Contact information and Address in this group box.

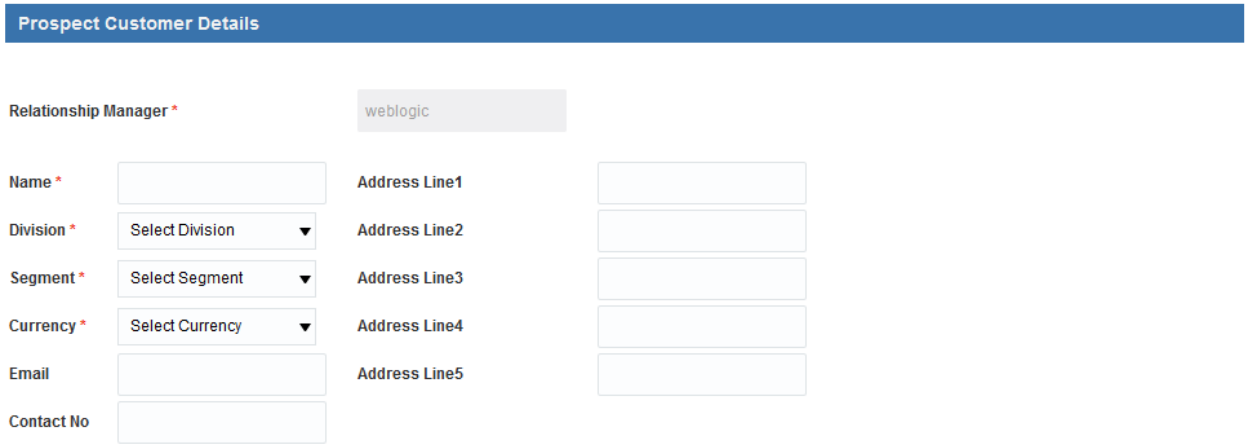


Figure 145: Prospect Customer Details

Customer Additional Attributes

Enter any additional attributes that you wish to add for the prospect customer in the six user fields provided.

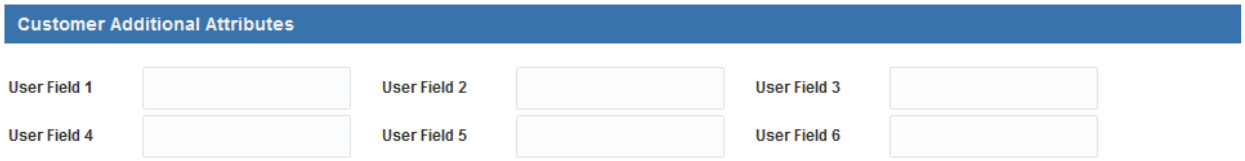


Figure 146: Customer Additional Attributes

Product Details

Enter the products for the prospect customer and their 'commitment type' and 'commitment value'.

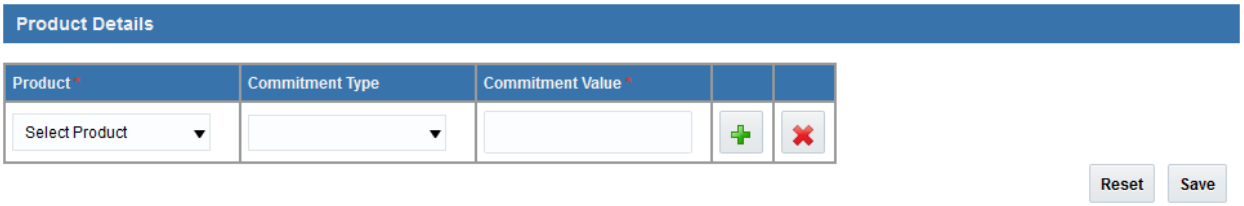


Figure 147: Product Details

Note: To know more about Commitment Type and Commitment Value, please see section 9.1.1.

9.1.3 Creating a Prospect from a Reference Customer

To create a prospect customer with reference to an existing customer in the system, follow the procedure below:

1. Navigate to the 'Create Prospect' tab of the Relationship Manager dashboard.
2. Enter the required details in 'Prospect Customer Details' and 'Customer Additional Attributes' group boxes as mentioned in section 9.1.2.
3. Select the existing customer who acts as a reference for the prospect in the 'Reference Customer' group box.

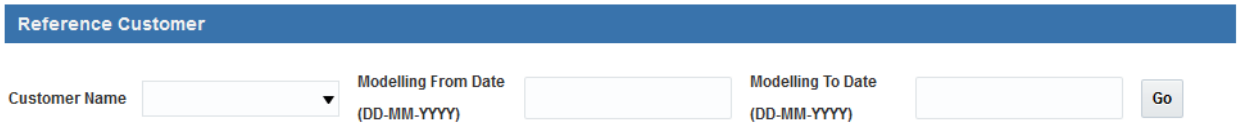


Figure 148: Reference Customer

Note: The list of customers available for selection varies based on the Customer Segment and Currency selected in the 'Prospect Customer Details' group box.

4. Enter the period for fetching the product details of the reference customer in the Modelling From Date and Modelling To Date fields.
5. Click Go. This lists the products used by the reference customer during the selected period in the 'Product Details' group box.
6. You can add a new product (+) or delete a listed product (✖) for the prospect customer.
7. You can also change the Commitment Type and Commitment Value for the prospect customer.

Note: To know more about Commitment Type and Commitment Value, please see section 9.1.1.

8. Click Save to create the prospect customer.

9.2 Editing a Prospect's Details

You can edit any of the details given to a prospect customer, except the prospect's name. To edit the details of a prospect customer, open the Relationship Manager dashboard. Open the Edit Prospect page and select the prospect from the drop-down list. All details of the prospect customer are available for editing, except the name. After editing the details, click Save.

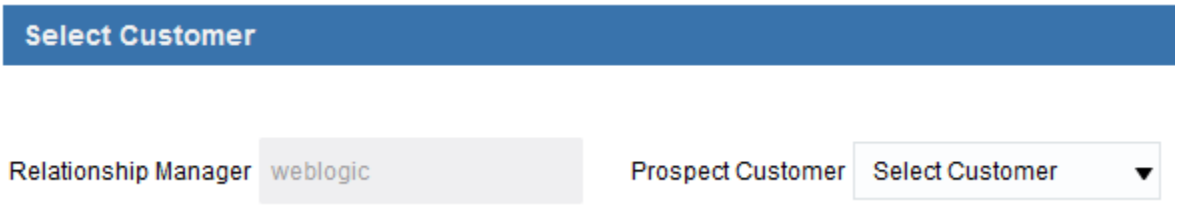


Figure 149: Select Prospect for Editing

9.3 Creating a Deal For the Prospect

You can create a deal for a prospect customer after simulating the applicable pricelist using the Prospect Pricelist Simulation page of Relationship Manager Dashboard. To simulate the pricelist for creating a deal, follow the procedure below.

1. Open the Relationship Manager dashboard.
2. Click the Prospect Pricelist Simulation tab.
3. Select a Prospect Customer.
4. Select a pricelist from the list available in the Pricelist field. The pricelists available for selection are based on the products and commitment type you selected for the prospect.
5. The page shows the amount on applying the selected pricelist.
6. Click the + icon against a product to see the associated price assignments.
7. Click the + icon against a price assignment to see the pricing details like the Tier Type, Rate Type, Usage Factor, Total Usage and Currency.
8. Perform any of the following simulation options:
    - Change Tier Type
    - Change Rate Type
    - Change Usage Factor
    - Split the tier by 25% or 50%
    - Merge the Tiers
    - Change the Rate
    - Change the Billed Usage
9. Click Simulate. You will see the simulated amount, along with the percentage variation from the original amount.
10. If you are happy with the simulated results, you can go ahead and save the deal by clicking the Save button.
11. While saving the deal, you can select a validity period for it.

9.4 Comparing Deals

You can view and compare the saved deals using the Modeler dashboard before submitting it for approval. Using the Modeler dashboard, you can:

- View the various deals created for the prospect
- View the various versions of a selected deal
- Compare various deals created for the prospect
- Compare various versions of a selected deal

Follow the procedure below to view/compare deals for a prospect:

1. Open the Modeler dashboard.
2. Select a month and year.
3. Select Prospect Customer in the Type field.
4. Click Apply. This lists the deals created for various prospect customers in the system. Against each deal (model) in the list, you can see the prospect customer for whom it is created.

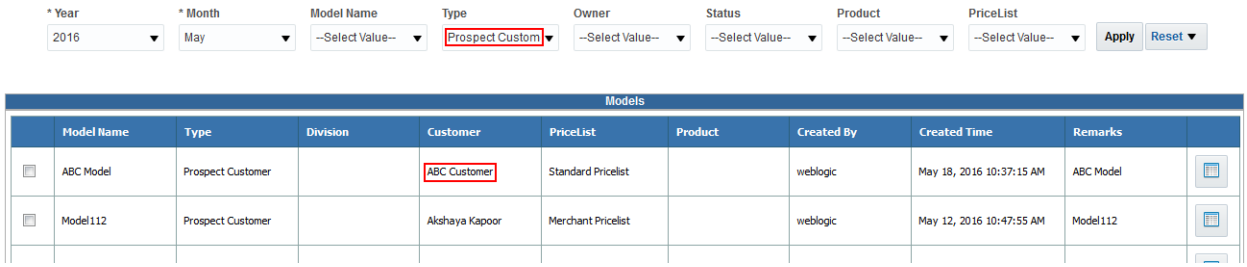


Figure 150: Filtering Deals for a Customer

5. Click the View Details button against a deal to view its various versions and details.

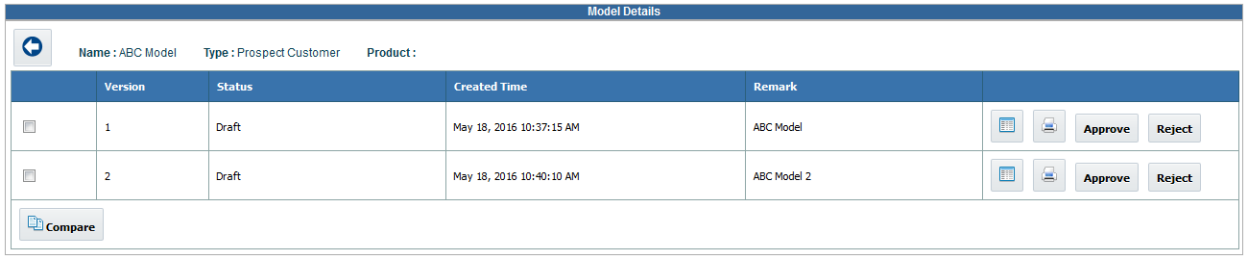


Figure 151: Viewing Deal Details

6. Select the checkbox against the deals you want to compare and click Compare.

Note: You can select up to five models (versions) at a time for comparison.

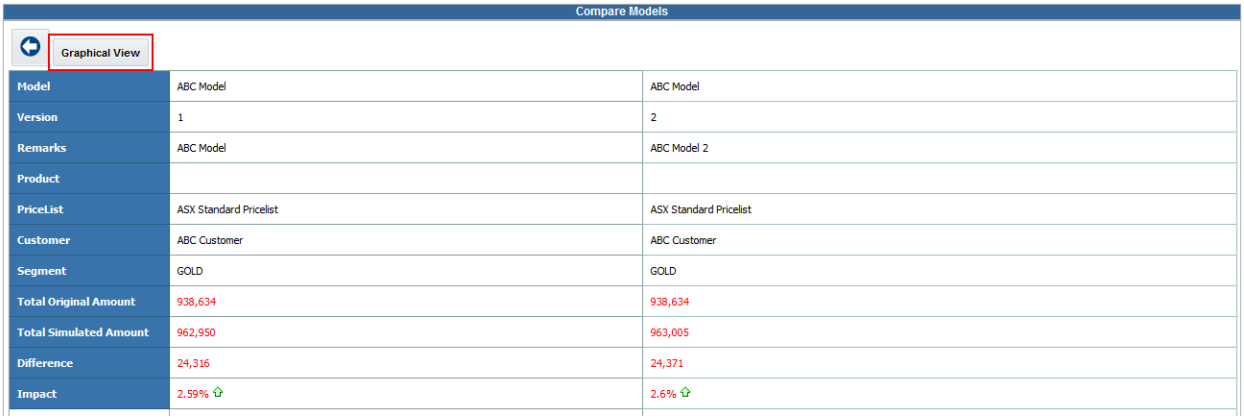
7. You will see a side-by-side comparison of the selected deals.

Note:

The values in red font indicate a variation between the selected deals.

The Impact field includes or icons to indicate if the variation is positive or negative, respectively.

8. To view a graphical comparison of deals (or different versions of the same deal) click the Graphical View button on the top.



Model	ABC Model	ABC Model
Version	1	2
Remarks	ABC Model	ABC Model 2
Product		
PriceList	ASX Standard Pricelist	ASX Standard Pricelist
Customer	ABC Customer	ABC Customer
Segment	GOLD	GOLD
Total Original Amount	938,634	938,634
Total Simulated Amount	962,950	963,005
Difference	24,316	24,371
Impact	2.59%	2.6%

Figure 152: Side-by-side Comparison of Deals

9.5 Approving the Deal

The deals created in ORMBA undergo an approval cycle before they are shared with customers. You can either Approve or Reject a selected version of a model. To approve or reject a deal, follow the procedure below.

1. Open the Modeler dashboard.
2. Search for the model you want to review.
3. Click the View Details button against the model you want to review. The Model Details page opens and lists all versions of the selected model.
4. Click the Approve or Reject button to either approve or reject a version of the model. You will see the message 'Status updated!' in a pop-up window.
5. The status of the deal changes to 'Approved'.

Once approved, you can print the deal for sharing with the customer or client.

9.6 Printing the Deal

Once a deal is approved, you can print the deal and share with the customer. To print a deal, follow the procedure below:

1. Open the Modeler dashboard.
2. Search for the model you want to print.
3. Click the View Details button against the model you want to print. The Model Details page opens and lists all versions of the selected model.
4. Click the Print button to print a version of the model. The Proposal Details page opens and displays all details of the deal.
5. Click the Page Options button and select Print > Printable PDF option. This opens the deal as a PDF file in a new window.

6. Download the PDF file to print and share the deal with the customer.

After printing and sharing the deal with the customer, you can seek their acceptance. Once the client accepts the deal, you can mark the deal as accepted in the system.

9.7 Accepting the Deal

You can share the deal with the customer and get their acceptance. Once the client has accepted the deal, this needs to be set in the system too. To do this, follow the procedure below:

1. Open the Modeler dashboard.
2. Search for the model you want to mark as 'Accepted'.
3. Click the View Details button against the required model. The Model Details page opens and lists all versions of the selected model.
4. Click the Accept button against the required version of the model to mark it as 'accepted'. You will see the message 'Status updated!' in a pop-up window.

Once you have accepted the deal in the system, you can apply the deal particulars into the source system.

9.8 Applying the Deal on Source System

You can apply the particulars in a deal back to the source system (ORMB) through the Modeler dashboard.

1. Open the Modeler dashboard.
2. Search for the model you want to apply back to the source system.
3. Click the View Details button against the required model. The Model Details page opens and lists all versions of the selected model.
4. Click the Apply Back button against the required version of the model to apply it back to the source system. You will see the message 'Status updated!' in a pop-up window.

10. Billing Dashboard

10.1 Overview of the Dashboard

The Billing dashboard provides a summary of all Billing operations within the enterprise. It provides a gamut of information including Billing related statistics like Number of Bills, Cancellations and Refunds along with an insight into the effectiveness of the overall Billing operations through analyses like Bill Cycle effectiveness and Billing Error summaries. This dashboard will enable the Billing Analysts and Billing Operations Managers to derive answers to the following key questions:

- Which Business Divisions contribute most to Billing Write-Offs and Refunds?
- What is the effectiveness of the overall Billing Operations in terms of timely Bill processing? Is there a drop in effectiveness over a certain business cycle?
- Is there an observable trend in Bill Write-Offs? What are the top reasons for a Bill Write-Off?
- What are the top reasons for a Bill Refund? What is the % of Bill Refunds that have been approved?
- Which are the Customers that have witnessed the highest number of Bill Cancellations?
- What are the most commonly seen Billing Errors?

The Billing dashboard is organized into seven pages – Summary, Billing, Effectiveness, Errors, Write Off, Refund and Cancellations.

10.2 Summary Page

The Billing Dashboard Summary page provides an overview of key billing related statistics across the organization. Some of the details provided as part of this dashboard includes:

- Number of Bills, Write-Offs, Refunds and Errors for a month
- Division wise attribution to overall Bill Generation function
- Divisions that contribute most to Write-Offs and Refunds

The dashboard filters available for Summary page of Billing Dashboard are:

- Year
- Month

10.2.1 KPIs

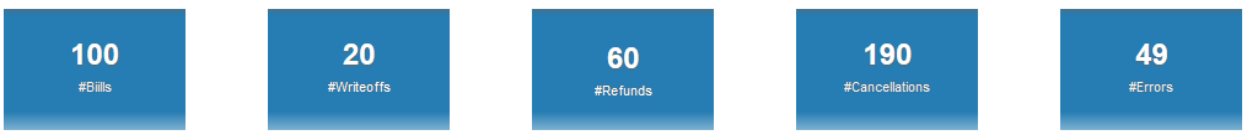


Figure 153: Billing KPIs

The KPIs available on Summary page are:

KPI	Definition
#Bills	Number of bills generated in the selected month and year
#Write offs	Number of write-offs during the selected month and year
#Refunds	Number of refunds during the selected month and year
#Cancellations	Number of cancellations during the selected month and year
#Errors	Number of erroneous transactions during the selected month and year

10.2.2 Bills By Division

The Bills By Division analysis contains a bar chart and a pie chart. The bar chart shows the spread of bills against various divisions, along with the bill amounts. The pie chart shows the percentage distribution of bills across various divisions.

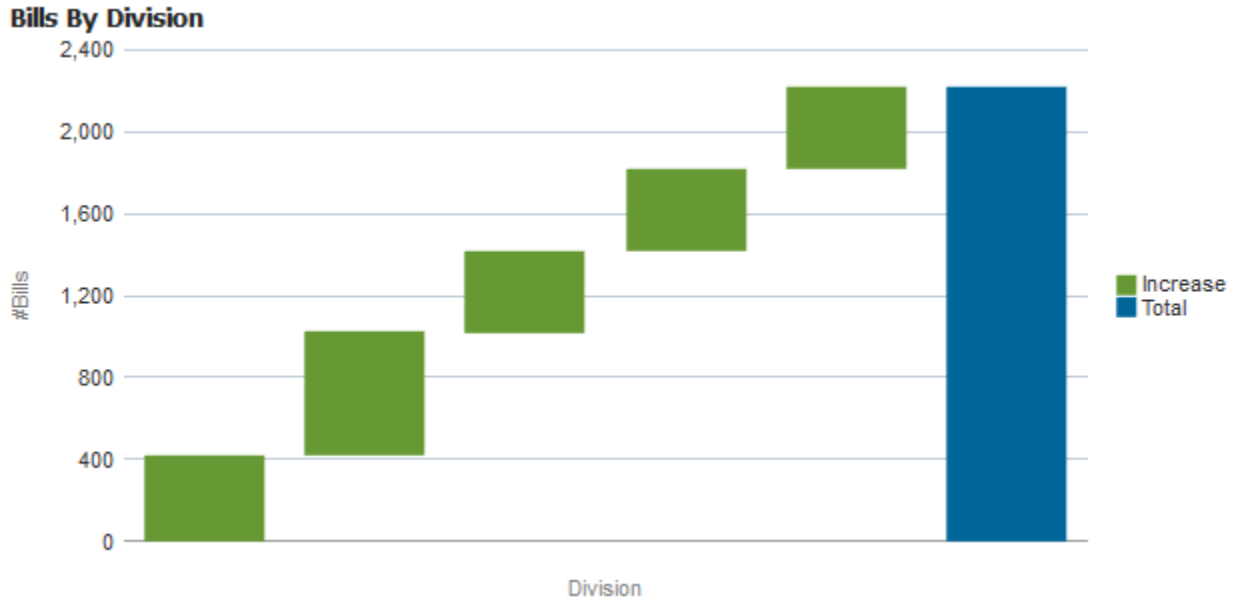


Figure 154: Bills By Division Bar Chart

Axes	What it shows?
X axis	Division
Y axis	• Number of bills against each division • Total bill amount against each division • Total number of bills

Note: Click on a division to view the drilled-down bill details. This opens the Billing printable report, filtered to display the selected division's details.

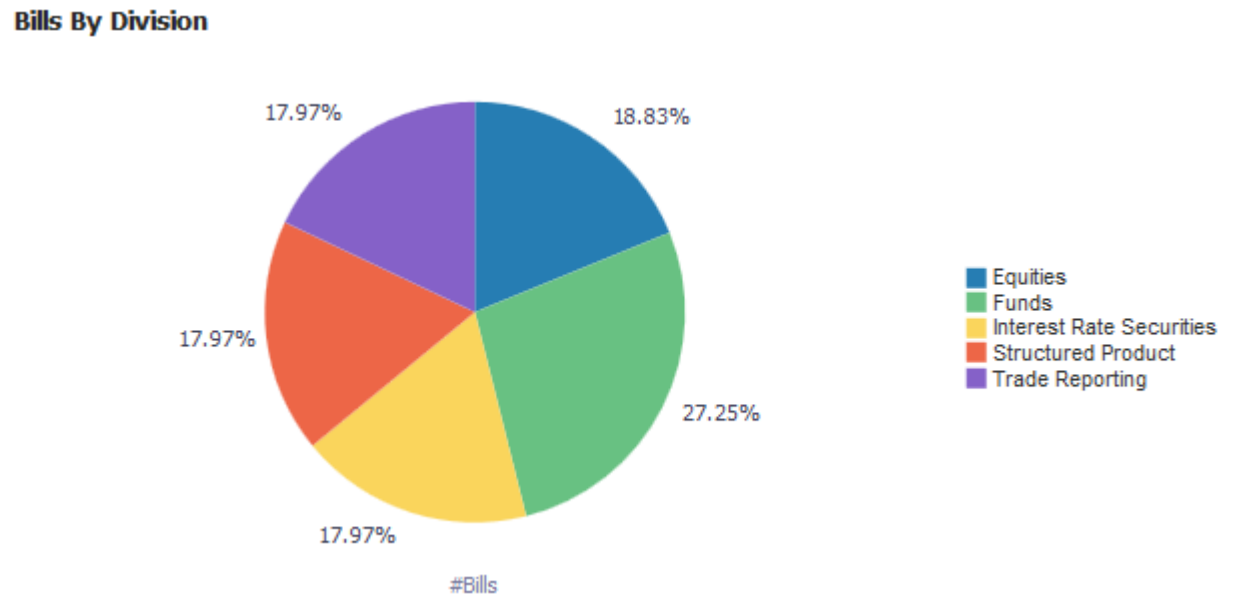


Figure 155: Bills By Division Pie Chart

Note: Click on the chart to view the drilled-down bill details of a division. This opens the Billing printable report, filtered to display the selected division's details.

10.2.3 Write Offs By Division

The Write offs By Division analysis contains a bar chart and a pie chart. The bar chart shows the spread of write-offs across various divisions, whereas the pie chart shows the percentage distribution of write-offs across various divisions.

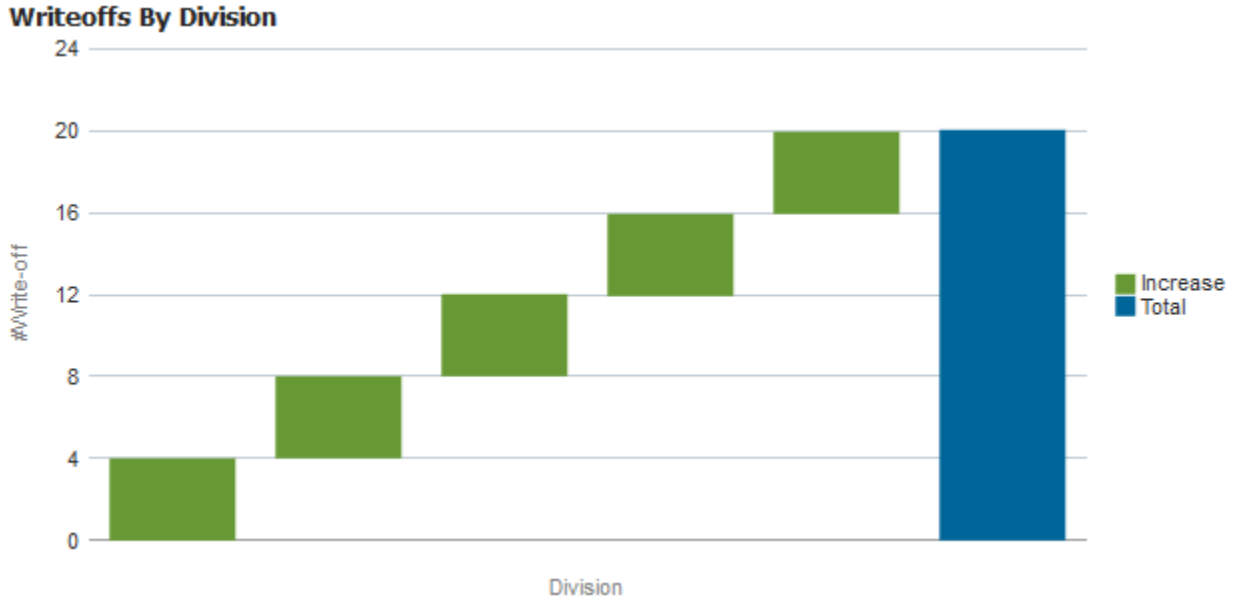


Figure 156: Write Offs By Division Bar Chart

Axes	What it shows?
X axis	Division
Y axis	• Number of write-offs against each division • Total number of write-offs

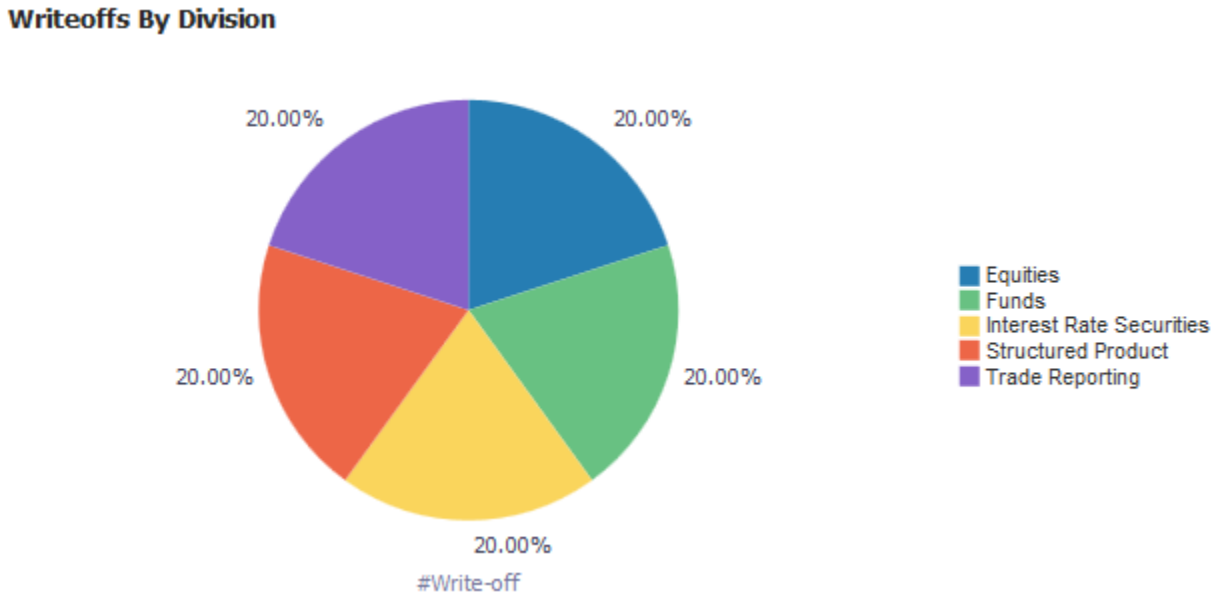


Figure 157: Write Offs By Division Pie Chart

Note: Click on the chart to view the drilled-down write-off details. This opens the Write Off printable report, filtered to display the selected division's details.

10.2.4 Cancellations By Division

The Cancellations By Division analysis contains a bar chart and a pie chart. Both charts show the extend of cancellations across various divisions.

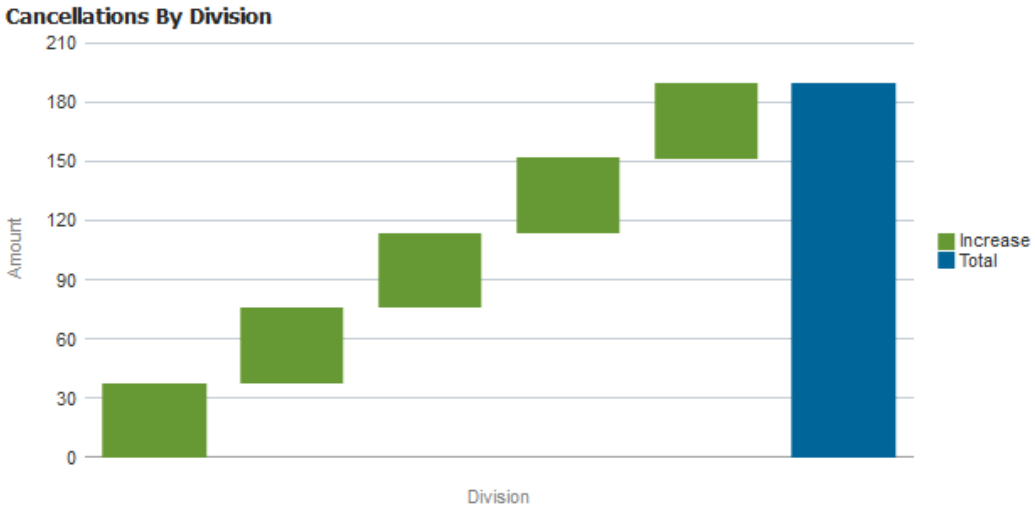


Figure 158: Cancellations By Division Bar Chart

Axes	What it shows?
X axis	Division
Y axis	• Number of cancellations against each division • Total number of cancellations

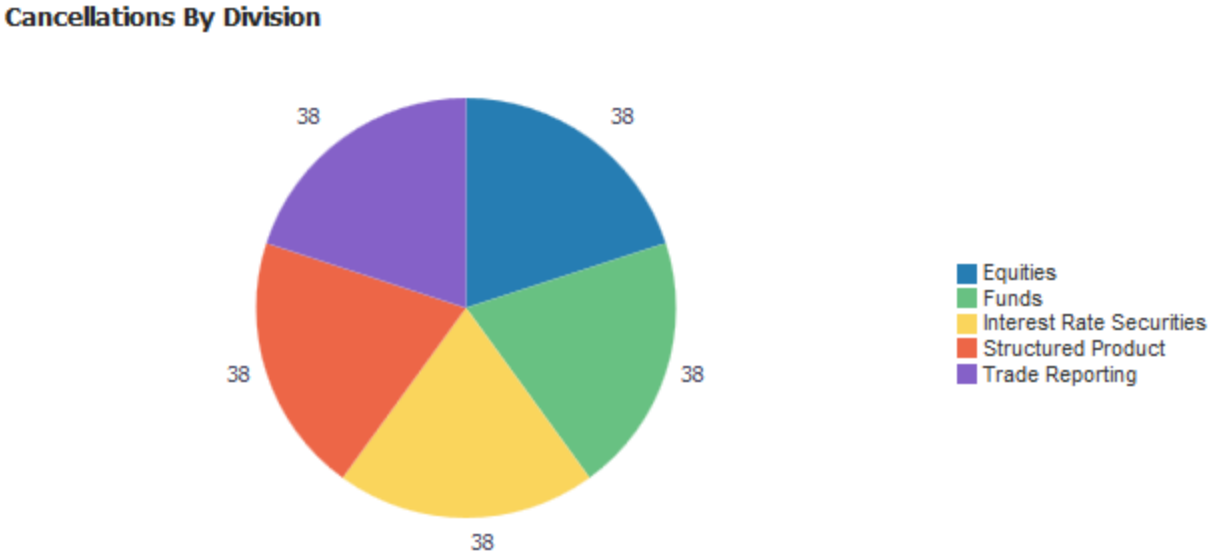


Figure 159: Cancellations By Division Pie Chart

Note: Click on the chart to view the drilled-down cancellation details. This opens the Cancellations printable report, filtered to display the selected division's details.

10.3 Billing Page

The Billing Page provides detailed information on all Bills generated for a certain period. This dashboard page also offers the feature to drill down on a Billed amount to view the range of products across which the billing has been done.

The various filters available for the Billing page of Billing Dashboard are:

- Year
- Month
- Division
- Bill Cycle

10.3.1 KPIs

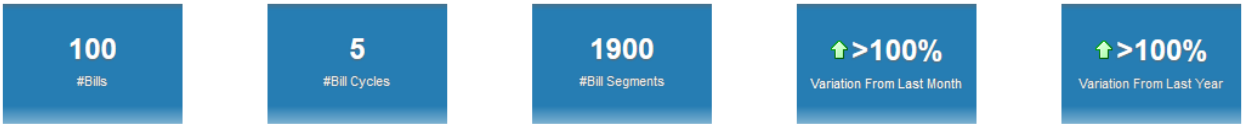


Figure 160: Billing KPIs

The KPIs available on Billing page are:

KPI	Definition
#Bills	Total number of bills
#Bill Cycles	Total number of bill cycles
#Bill Segments	Total number of bill segments
Variation From Last Month	Percentage variation in #bills from the previous month
Variation From Last Year	Percentage variation in #bills from the same month of previous year

The Variation from Last Month field includes  or  icon to indicate if the variation is positive or negative.

10.3.2 Billing Printable Report

This is an interactive report and you can drill down up to view a division's details.

Fields	
	• Division • Bill Cycle • #Customers • #Accounts • #Bills • #Bill Segments • #Generated Bills • #Error Bills • #Negative Bills • #Zero Bills • > Threshold Bills • #Reviewed Bills • #Bill Calc Lines • Billed Amount (Click on the value to drill-down further.) • Average Bill Amount • Variation From Last Month

Click on the Billed Amount to drill down the report to see the division-wise spread of the billed amount.

10.4 Effectiveness Page

The Billing Dashboard - Effectiveness page provides an indicator on the effectiveness of the overall Billing operations. It provides a Billing Operations Analyst with the following key information:

- What is the effectiveness of the overall Billing Operations?
- Is there a drop in effectiveness over a specific period in time?
- What is the average count of Bill Segments that are frozen in a day?
- How does Billing Effectiveness vary across different Billing Cycles

The dashboard filters available on Effectiveness page of Billing Dashboard are:

- Year
- Month
- Division
- Bill Cycle

10.4.1 KPIs

Figure 161: Bill Cycle KPIs

The KPIs available on the Effectiveness page are:

KPI	Definition
#Segments	Number of bill segments
#Frozen In Window	Number of bill segments frozen within the window
#Frozen Out Window	Number of bill segments frozen outside the window
#Segment Variation from Last Month	Percentage variation in #Segments from previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

10.4.2 Best N Bill Cycles

The 'Best N Bill Cycles' analysis is a table list that shows the top N bill cycles arranged in the descending order of effectiveness.

Best 10 BillCycles

Rank	Bill Cycle	Total Segments	#Frozen In Window	#Frozen Out Window	Bill Cycle Effectiveness(%)
1	Monthly Schedule 5	418	384	34	92
2	Monthly Schedule 3	418	365	53	87
3	Monthly Schedule 1	418	354	64	85
4	Monthly Schedule 2	418	352	66	84
5	Monthly Schedule 4	418	338	80	81

Figure 162: Best N Bill Cycles

Fields	Explanation
Rank	Ranking based on bill cycle effectiveness
Bill Cycle	Name of the billing cycle
Total Segments	Total number of bill segments
#Frozen In Window	Number of bill segments frozen within the window
#Frozen Out Window	Number of bill segments frozen outside the window
Bill Cycle Effectiveness (%)	Calculated as [(#Frozen In Window) ÷ (Total Segments)] ×100

10.4.3 Worst N Bill Cycles

The 'Worst N Bill Cycles' analysis is a table list that shows the worst N bill cycles arranged in the ascending order of effectiveness.

Worst 10 BillCycles

Rank	Bill Cycle	Total Segments	#Frozen In Window	#Frozen Out Window	Bill Cycle Effectiveness(%)
1	Monthly Schedule 4	418	338	80	81
2	Monthly Schedule 2	418	352	66	84
3	Monthly Schedule 1	418	354	64	85
4	Monthly Schedule 3	418	365	53	87
5	Monthly Schedule 5	418	384	34	92

Figure 163: Worst N Bill Cycles

Fields	Explanation
Rank	Ranking based on bill cycle effectiveness
Bill Cycle	Name of the billing cycle
Total Segments	Total number of bill segments
#Frozen In Window	Number of bill segments frozen within the window
#Frozen Out Window	Number of bill segments frozen outside the window
Bill Cycle Effectiveness (%)	Calculated as [(#Frozen In Window) ÷ (Total Segments)] ×100

10.4.4 Effectiveness Trend

The 'Effectiveness Trend' analysis is a line chart that shows the trend of bill cycle effectiveness over the last 12 months.

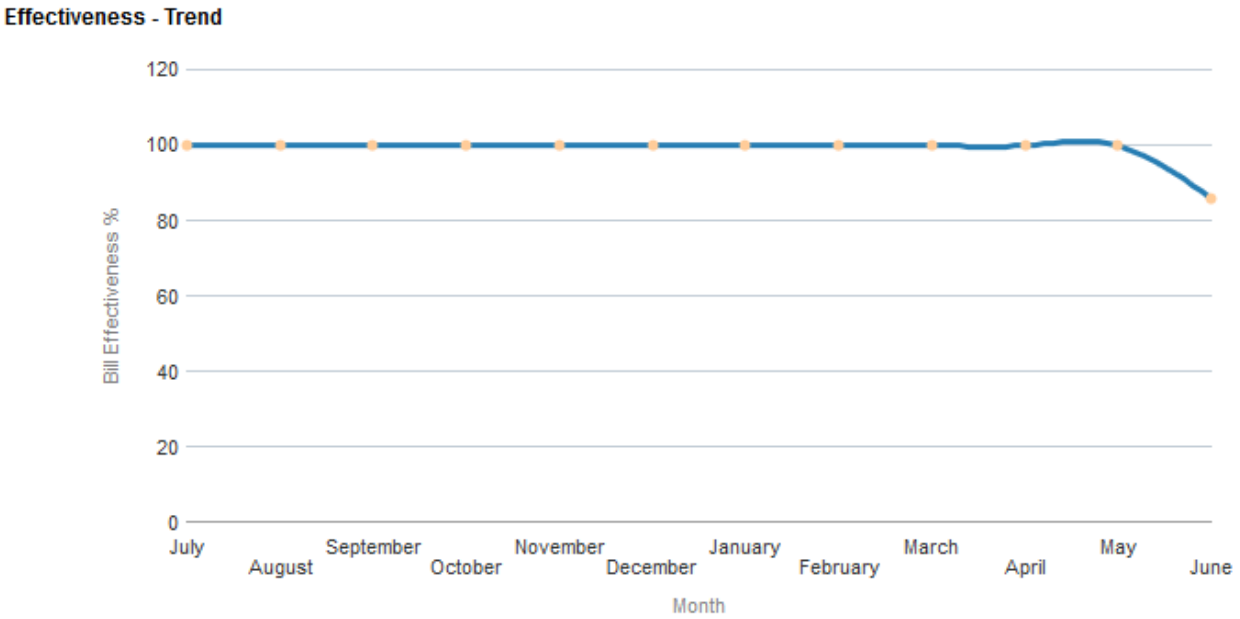


Figure 164: Effectiveness - Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Bill cycle effectiveness percentage

10.4.5 Bill Cycle Effectiveness

The 'Bill Cycle Effectiveness' analysis is a bar chart that shows the percentage effectiveness of each bill cycle, along with a line showing the count of bill segments in each bill cycle.

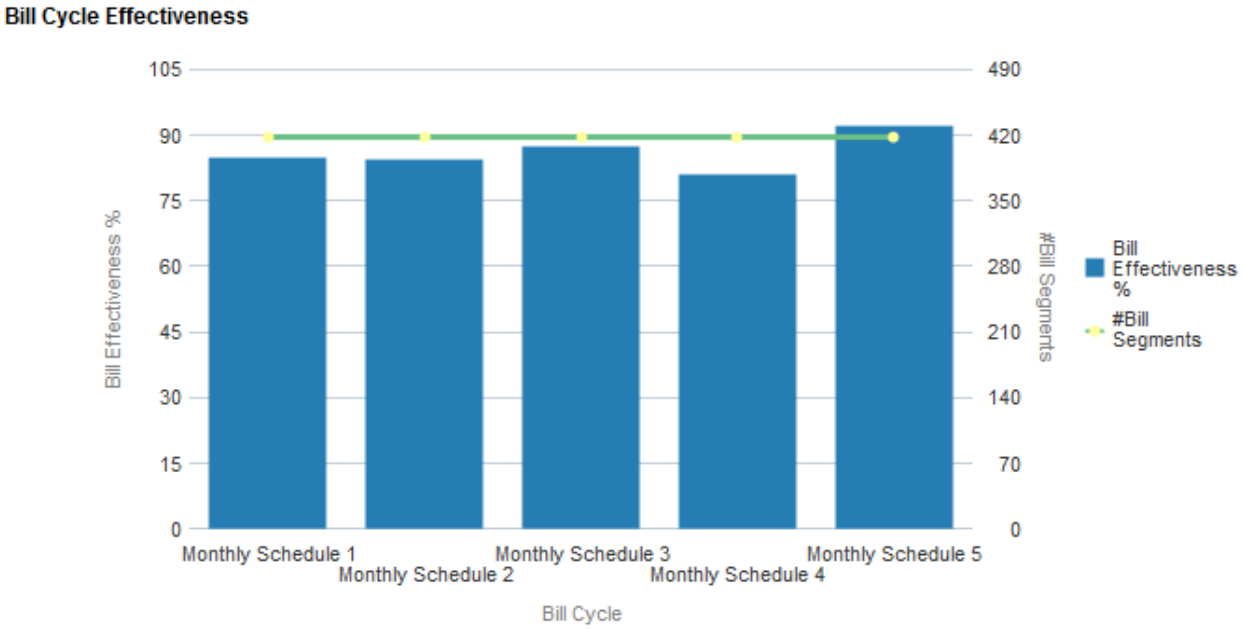


Figure 165: Bill Cycle Effectiveness

Axes	What it shows?
X axis	Bill cycles
Y axis	• Bill cycle effectiveness of each bill cycle • Number of bill segments in each bill cycle

10.4.6 #Segments Frozen Each Day

The '#Segments Frozen Each Day' analysis is a bar chart that shows the number of bill segments that are frozen on each day of the month.

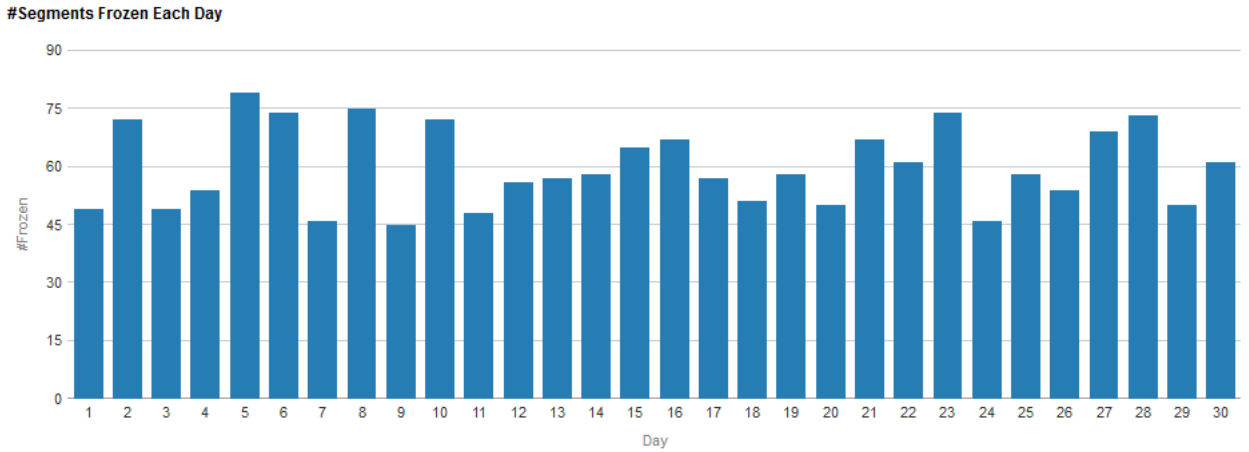


Figure 166: #Segments Frozen Each Day

Axes	What it shows?
X axis	Each day of the selected month
Y axis	Number of bill segments frozen on each day of the month

10.5 Errors Page

The Billing Errors Page provides details on the various Billing related errors over a specific period. It provides some vital business insights including:

- What are the top 20% of reasons which contributes to over 80% of the Billing Errors? Does this mandate a change in the Billing Process?
- Is there a co-relation between Bill Errors to a particular Customer Business cycle?

The dashboard filters available on Errors page of Billing Dashboard are:

- Year
- Month
- Bill Cycle

10.5.1 KPIs

Figure 167: Error KPIs

The KPIs available on Errors page are:

KPI	Definition
#Errors	Number of errors reported
#Bill Errors	Number of bills with errors
#Segment Errors	Number of bill segments with errors
Variation From Last Month	Percentage variation of errors from the previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

10.5.2 Bill Errors By Reason

The Bill Errors By Reason analysis contains a pie chart and a table list. The pie chart shows the spread of errors (count and percentage) across various reasons (error codes), whereas the table lists the errors and the number of occurrences.

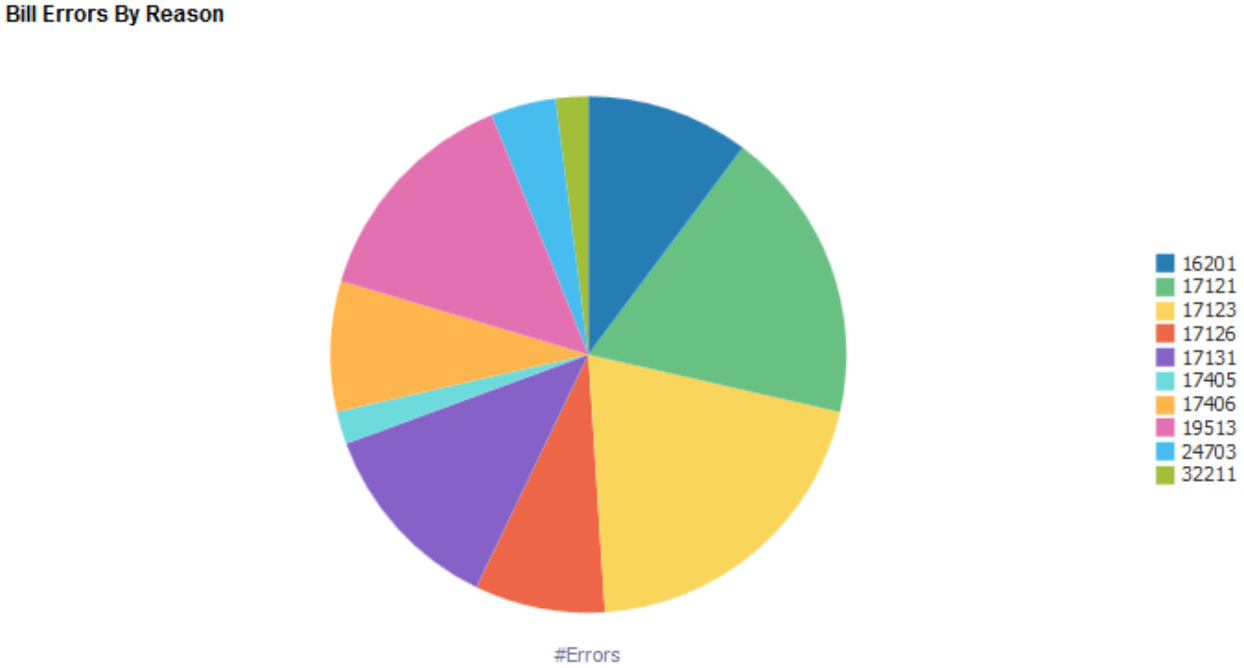


Figure 168: Bill Errors By Reason Pie Chart

Error Code	Error	#Errors
16201	Bill is not the latest bill of the account.	5
17121	Bill segment in error was created.	9
17123	Bill segments were deleted.	10
17126	Bill segments were canceled.	4
17131	Bill segments were not successfully re-billed	6
17405	Bill ID is missing.	1
17406	Bill Date is missing.	4
19513	In order to issue a credit note: 1. Bill segment should be frozen and 2. Corresponding bill should be completed	7
24703	Bill date must be on or later than original bill date.	2
32211	Bill Factor Value Type is invalid.	1

Figure 169: Bill Errors By Reason List

Fields	Explanation
Error Code	Unique identifier of the error
Error	Description of the error
#Errors	Number of occurrences of the error

Note: Click on the chart or an error code in the table list to view the drilled-down details. This opens the Billing printable report, filtered to display the selected error code details.

10.5.3 #Errors Each Day

The #Errors Each Day analysis is a line chart that shows the number of errors occurring on each day of the month.

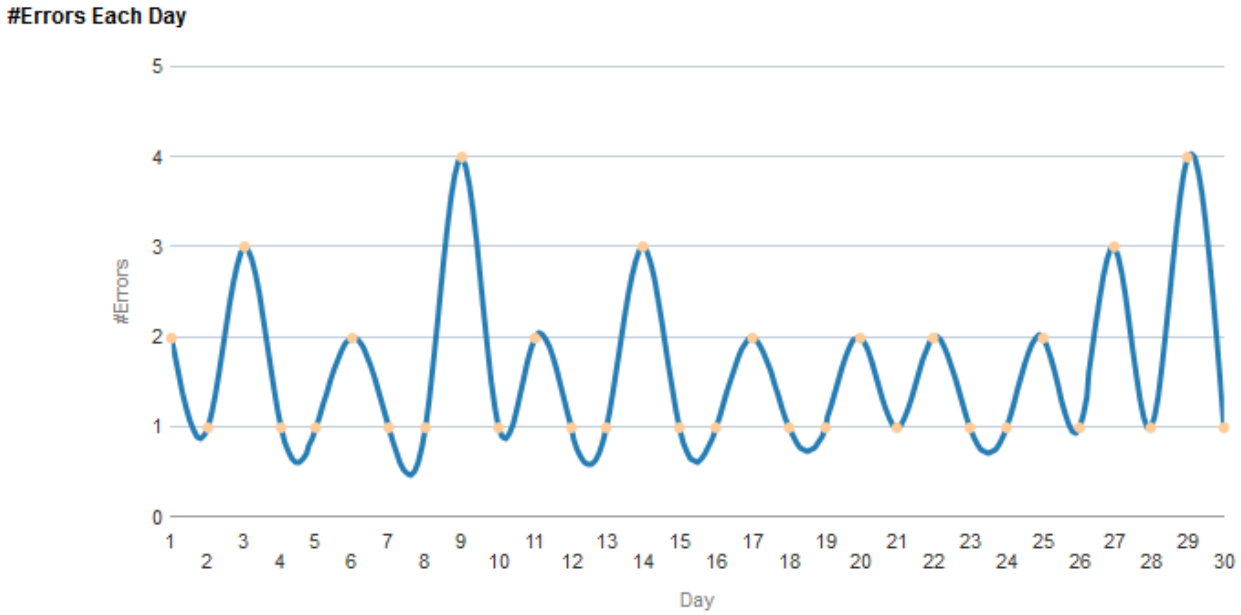


Figure 170: #Errors Each Day

Axes	What it shows?
X axis	Days of the selected month
Y axis	Number of errors on each day

10.5.4 #Errors Trend

The #Errors Trend analysis is a line chart that shows the trend of errors during the last 12 months.

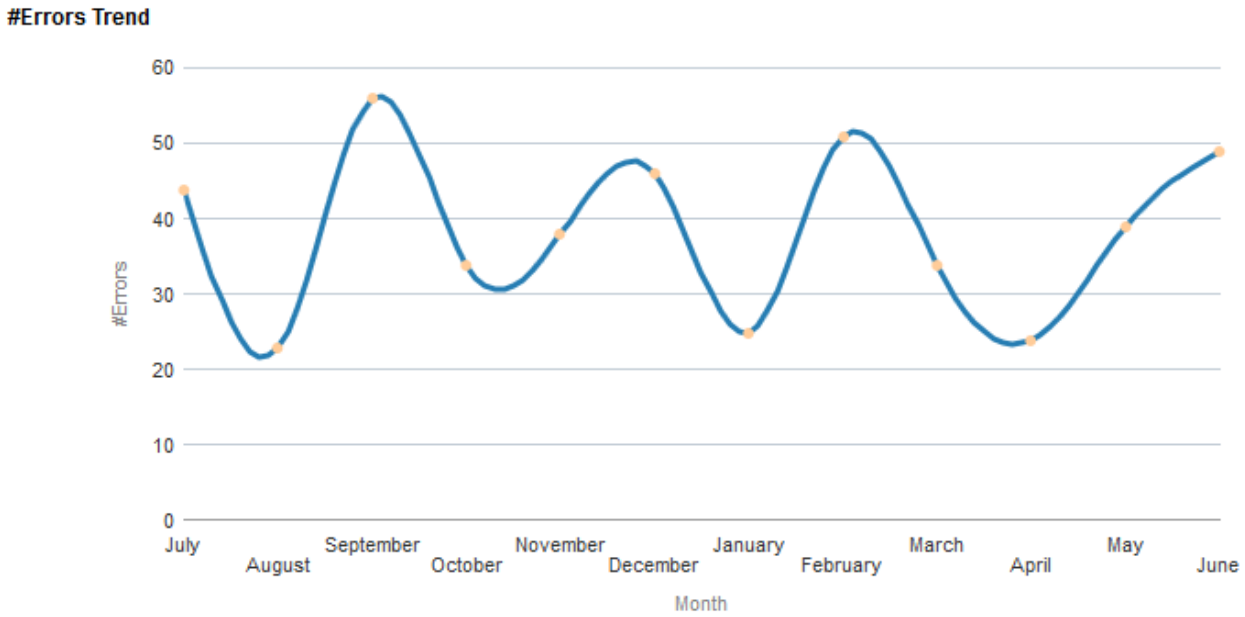


Figure 171: #Errors Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Number of errors that occurred on each month

10.6 Write Off Page

The Billing Dashboard Write-Off Page provides a summary of the Bill Write-Offs over a certain period. The information provided as part of this dashboard page can be used to derive the following insights:

- Which are the customers that have contributed to the highest number of Write-Offs
- Is there an observable trend in Bill Write-Offs over a period in time
- Which Adjustment and Contract Types have contributed more to the Bill Write-Offs
- What are the top reasons for a Bill Write-Off? How many Write-Offs have been approved in a month?
- Which of the Divisions have witnessed the maximum Bad Debt Write-Offs?

The dashboard filters available on Write-Off page of Billing Dashboard are:

- Month
- Year
- Division

10.6.1 KPIs

Figure 172: Write Offs KPIs

The KPIs available on Write Off page are:

KPI	Definition
#Write Offs	Number of write-offs
Write Off	Total write-off amount
Variation From Last Month	Percentage variation in write-offs from previous month
Variation From Last Year	Percentage variation in write-offs from the same month of previous year

The Variation from Last Month and Year fields include or icon to indicate if the variation is positive or negative.

10.6.2 Top N Write Offs

The Top N Write Offs analysis is a table list that shows the customers with highest write-off amount.

Top 10 Writeoffs

Rank	Customer	Amount
1	ABC Munich	$217.24
2	ITC Wellington	$216.60
3	ITC Frankfurt	$211.56
4	ABC Canberra	$201.44
5	ABC Melbourne	$199.20
6	Amanda Berry	$184.16
7	ITC California	$180.00
8	ITC Trivandrum	$171.72
9	CBA Newyork	$96.48
10	ITC Sydney	$91.08

Figure 173: Top N Writeoffs

Note: Click on a customer to view the drilled-down write-off details. This opens the Write Off printable report, filtered to display the customer's details.

10.6.3 Write Off Trend

The Write-Off Trend analysis is a bar chart that shows the trend of write-offs during the last 12 months. You can see the distribution of write offs across Adjustment Types or Customer Segments or Contract Types as stacked bars for each month.

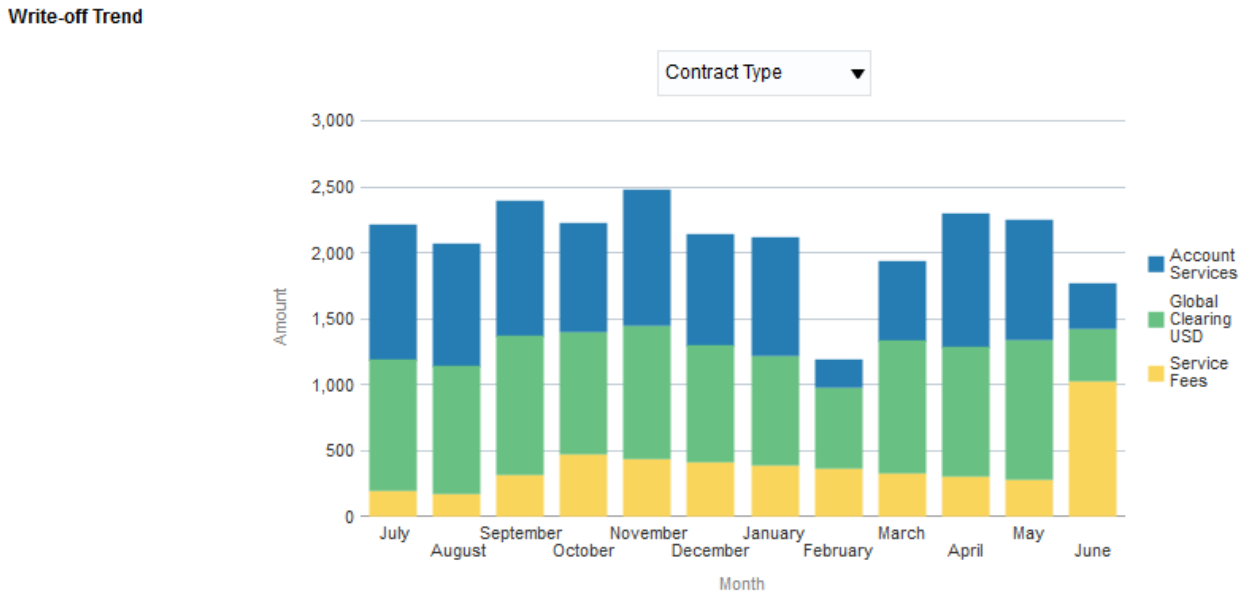


Figure 174: Write Off Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	• Write off amount against each Adjustment Type • Write off amount against each Customer Segment • Write off amount against each Contract Type

Note:
Select Adjustment Type / Customer Category / Contract Type from the drop-down to view the distribution of write-off amount for a month.
Click on a stacked bar to drill-down and view the details.

10.6.4 Write Off By Type

The Write Off By Type analysis is a table list that shows the write-off amount against each division. Write-offs are categorized into Bad Debt and Petty Write-off.

Write-off By Type

Division	Bad Debt	Petty Writeoff
Equities	$93.78	$93.78
Funds	$197.86	$197.86
Interest Rate Securities	$208.22	$208.22
Structured Product	$209.02	$209.02
Trade Reporting	$175.86	$175.86
Grand Total	**$884.74**	**$884.74**

Figure 175: Write Off By Type

Note: Click on the bad debt/petty write-off amount against a division to view the drilled-down details. This opens the Write Off printable report, filtered to display the bad-debt or petty write-off details of the selected division.

10.6.5 Write Off By Status

The Write Off By Status analysis is a table list that shows a division's write-off amount distributed against different status.

Write-off By Status

Division	Approved	Cancelled	Generated	Rejected
Equities	$91.08		$96.48	
Funds	$211.56		$184.16	
Interest Rate Securities		$199.20		$217.24
Structured Product	$216.60		$201.44	
Trade Reporting		$171.72		$180.00
Grand Total	**$519.24**	**$370.92**	**$482.08**	**$397.24**

Figure 176: Write Off By Status

Note: Click on the amount (Approved / Cancelled / Generated / Rejected) to view the drilled-down details. This opens the Write Off printable report, filtered to display the write-off details of the selected division.

10.6.6 Write-Off Printable Report

Filters	• Year • Month • Division • Customer Segment • Adjustment Type
Fields	• Division • Customer Segment • Customer • Account • Adjustment Type • Request Id • Reason • Type • Status • Entity Id • Remarks • Currency • Amount

10.7 Refund Page

The Billing Dashboard – Refund Page offers a summary of Bill Refund related information. It enables the business to keep a track of all Refunds initiated over a certain period and the extent of refunds across each of the customers as well. Some of the key billing insights that can be derived from this page includes:

- Is there any unusual spike in refunds observed over a certain period/for a certain customer?
- Which are the customers that have witnessed the highest number and value of refunds?
- Is there a particular Adjustment type/Contract type that has witnessed higher amounts of refunds?
- What is the division wise spread of refund amounts? Is there a division that has witnessed higher % of refunds?
- What are the top reasons for Bill Refunds?

The dashboard filters available on Refund page of Billing Dashboard are:

- Month
- Year
- Division

10.7.1 KPIs

Figure 177: Refund KPIs

The KPIs available on Refund page are:

KPI	Definition
#Refunds	Number of refunds
Refund Amount	Total refund amount
Variation From Last Month	Percentage variation in refunds from previous month
Variation From Last Year	Percentage variation in refunds from the same month of previous year

The Variation from Last Month and Year fields include  or  icon to indicate if the variation is positive or negative.

10.7.2 Top N Refunds

The Top N Refunds analysis is a table list that shows the customers with highest refund amount.

Top 10 Refunds

Rank	Customer	Amount
1	ABC Munich	$610.76
2	ABC Canberra	$597.46
3	ITC Wellington	$596.74
4	ABC Melbourne	$595.92
5	ITC Frankfurt	$593.42
6	Amanda Berry	$592.10
7	ITC California	$507.66
8	ITC Trivandrum	$506.94
9	CBA Newyork	$270.06
10	ITC Sydney	$269.34

Figure 178: Top N Refunds

Note: Click on a customer to view the drilled-down refund details. This opens the Refund printable report, filtered to display the customer's details.

10.7.3 Refund Trend

The Refund Trend analysis is a stacked bar chart that shows the trend of refunds during the last 12 months. You can see the distribution of refunds across Adjustment Types or Customer Segments or Contract Types as stacked bars for each month.

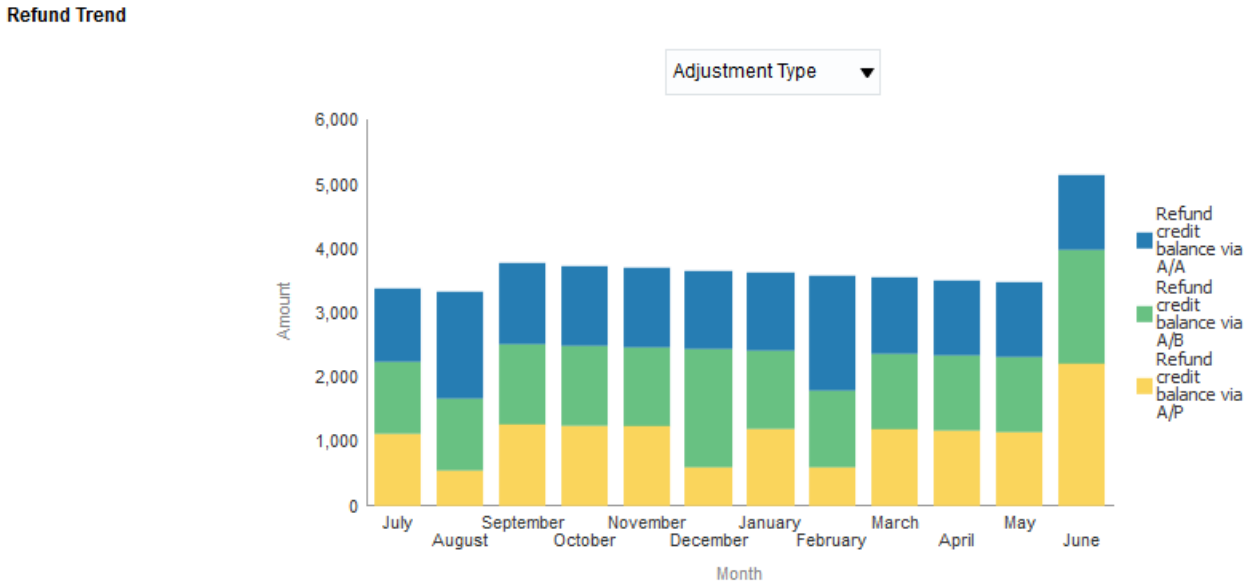


Figure 179: Refund Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	• Refund amount against each Adjustment Type • Refund amount against each Customer Segment • Refund amount against each Contract Type

Note:
Select Adjustment Type / Customer Category / Contract Type from the drop-down to view the distribution of refund amount for a month.
Click on a stacked bar to drill-down and view the details.

10.7.4 Refund By Reason

The Refund By Reason analysis is a table list that shows the refund amount against each division. Refunds are categorized into various reasons.

Refund By Reason

Division	Credit Adjustments	Credit Bill Segments	Credit Bills	Excess Payment	Others	Suspended Payment
Equities	$93.78	$83.46	$74.10	$117.30	$105.06	$65.70
Funds	$197.86	$193.14	$209.38	$195.02	$203.54	$186.58
Interest Rate Securities	$208.22	$204.78	$202.30	$197.98	$192.62	$200.78
Structured Product	$209.02	$199.82	$191.58	$190.30	$199.18	$204.30
Trade Reporting	$175.86	$159.78	$144.66	$210.90	$192.90	$130.50
Grand Total	**$884.74**	**$840.98**	**$822.02**	**$911.50**	**$893.30**	**$787.86**

Figure 180: Refund By Reason

Note: Click on the refund amount against a division to view the drilled-down details. This opens the Refund printable report, filtered to display the refund details of the selected division, under the selected reason.

10.7.5 Refund By Status

The Refund By Status analysis is a table list that shows a division's refund amount distributed against different status.

Refund By Status

Division	Approved	Cancelled	Rejected	Settled
Equities	$270.06		$269.34	
Funds	$592.10		$593.42	
Interest Rate Securities		$595.92		$610.76
Structured Product	$1,194.20			
Trade Reporting		$506.94		$507.66
Grand Total	**$2,056.36**	**$1,102.86**	**$862.76**	**$1,118.42**

Figure 181: Refund By Status

Note: Click on the amount (Approved / Cancelled / Rejected / Settled) to view the drilled-down details. This opens the Refund printable report, filtered to display the refund details of the selected division.

10.7.6 Refund Printable Report

Filters	• Year • Month • Division • Customer Segment • Adjustment Type
Fields	• Division • Customer Segment • Customer • Account • Adjustment Type • Request ID • Refund Reason • Entity Id • Status • Currency • Refund Amount

10.8 Cancellations Page

The Billing Dashboard – Cancellations Page offers a summary of Bill cancellation related information. A list of key data points provided as part of this dashboard page is given below:

- Number of cancellations and corresponding value for a certain month/division
- Trend of Bill Cancellations over a twelve month period
- Customers with the highest level of cancellations

The dashboard filters available on Cancellations page of Billing Dashboard are:

- Month
- Year
- Division

10.8.1 KPIs

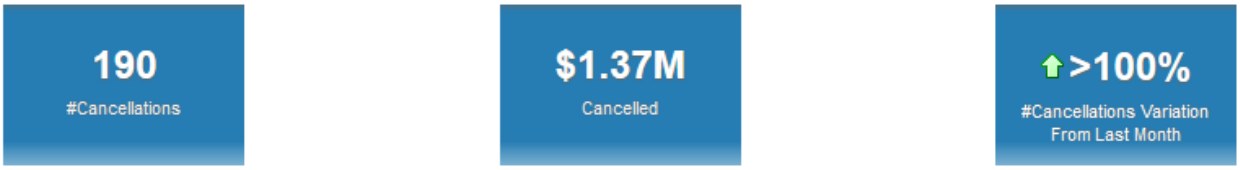


Figure 182: Cancellations KPIs

The KPIs available on Cancellations page are:

KPI	Definition
#Cancellations	Number of cancellations
Cancelled	Total cancelled amount
#Cancellations Variation From Last Month	Percentage variation of cancellation from previous month

The Variation from Last Month field includes  or  icon to indicate if the variation is positive or negative.

10.8.2 Cancellations Trend

The Cancellations Trend analysis is a line chart that shows the trend of cancellation amount for the last 12 months.

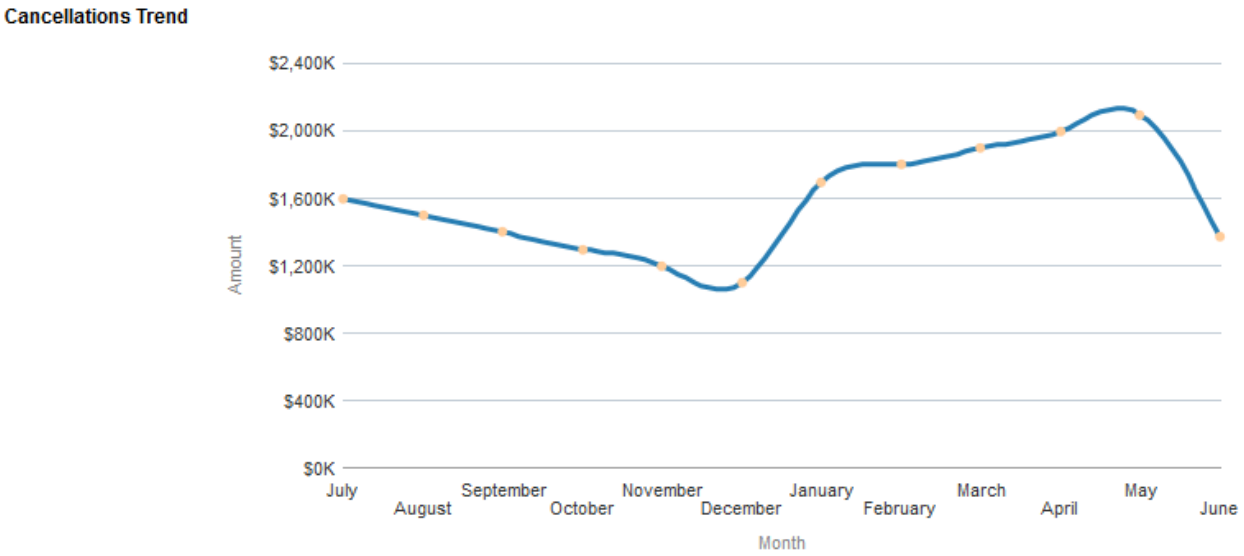


Figure 183: Cancellations Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Amount Shows the cancellation amount of each month

10.8.3 Top 10 Cancellations

The Top 10 Cancellations analysis is a table list that shows the customers with highest cancellation amount.

Top 10 Cancellations

Rank	Customer	Amount
1	ITC Frankfurt	$161,132.70
2	ITC California	$157,150.82
3	ABC Melbourne	$151,659.75
4	ABC Munich	$137,841.00
5	ITC Wellington	$136,771.18
6	Amanda Berry	$134,265.46
7	ITC Sydney	$133,992.31
8	ABC Canberra	$128,014.67
9	ITC Trivandrum	$125,342.76
10	CBA Newyork	$106,982.77

Figure 184: Top N Cancellations

Note: Click on a customer to view the drilled-down details. This opens the Cancellations printable report, filtered to display the selected customer's cancellation details.

10.8.4 Cancellations Printable Report

Filters	• Year • Month • Division • Product
Fields	• Division • Contract Type • Customer Segment • Customer • Product • Account • Bill Id • Bill Segment Id • Amount in Corporate Currency • Last Month Amount • Variation From Last Month

11. Contracts Dashboard

11.1 Overview of the dashboard

Contracts dashboard provides an overview of the various customer service contracts including various performance measures like proposal win/loss ratios, revenue projections vs actuals and inactive contracts. This dashboard is typically aimed at Business Managers within the Sales and Contracts organizations.

The Contracts dashboard contains two pages – Summary and Trends.

11.2 Summary Page

The Contracts Summary page provides a snapshot of contractual performance across the enterprise and provides a Business User with the following valuable insights:

- Net Contractual Churn
- Incremental Contract additions from Previous Month as a %
- Which are the Top/Bottom 10 Contracts by revenue share?
- Which Division has witnessed maximum New Contract additions?
- Which Customer Segment contributes more in terms of New Contract additions?
- Which Contract types have witnessed the maximum uptake over a period?

11.2.1 KPIs

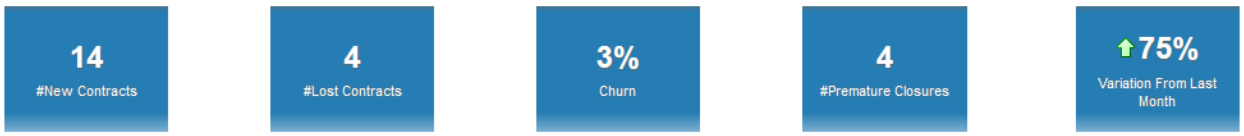


Figure 185: Contracts KPIs

The KPIs available on the Summary page are:

KPI	Definition
#New Contracts	Number of contracts opened in the selected month and year
#Lost Contracts	Number of contracts terminated in the selected month and year
Churn	Attrition of contracts in the selected month and year Churn % = (Number of contracts lost ÷ Total number of active contracts) × 100
#Premature Closures	Number of contracts opened and closed within the selected month
Variation From Last Month	Percentage variation of new contracts from the previous month

Note: You can see ⇧ or ⇩ icons to indicate if the KPI has a positive variation or a negative variation from the previous month.

11.2.2 Top N Contracts

The 'Top N Contracts' analysis is a table list that shows you the top N contracts who bring in the highest revenue.

Top 10 Contracts

Rank	Customer	Amount
1	CUST09	$2,023,341.67
2	CUST07	$2,015,442.60
3	CUST02	$2,014,723.75
4	CUST08	$2,013,549.00
5	CUST10	$2,011,682.83
6	CUST06	$2,010,335.31
7	CUST01	$1,994,173.46
8	CUST05	$1,974,959.67
9	CUST03	$1,799,428.29
10	CUST04	$1,774,419.36
	Grand Total	$19,632,055.94

Figure 186: Top N Contracts

The table list shows the following fields:

Fields	Explanation
Rank	Rank based on the revenue
Customer	Name of the customer
Amount	Revenue of the customer in the selected month and year, displayed in corporate currency
Grand Total	The total revenue received from the listed N customers during the selected month and year, displayed in corporate currency.

11.2.3 Bottom N Contracts

The 'Bottom N Contracts' analysis is a table list that shows you the bottom N customers who bring in the least revenue.

Bottom 10 Contracts

Rank	Customer	Amount
1	CUST04	$1,774,419.36
2	CUST03	$1,799,428.29
3	CUST05	$1,974,959.67
4	CUST01	$1,994,173.46
5	CUST06	$2,010,335.31
6	CUST10	$2,011,682.83
7	CUST08	$2,013,549.00
8	CUST02	$2,014,723.75
9	CUST07	$2,015,442.60
10	CUST09	$2,023,341.67
	Grand Total	$19,632,055.94

Figure 187: Bottom N Contracts

The table list shows the following fields:

Fields	Explanation
Rank	Rank based on the revenue
Customer	Name of the customer
Amount	Revenue of the customer in the selected month and year, displayed in corporate currency
Grand Total	The total revenue received from the listed N customers during the selected month and year, displayed in corporate currency.

11.2.4 Breakdown By Segments

The 'Breakdown By Segments' analysis is a pie chart that shows you the distribution of new contracts across different customer segments.

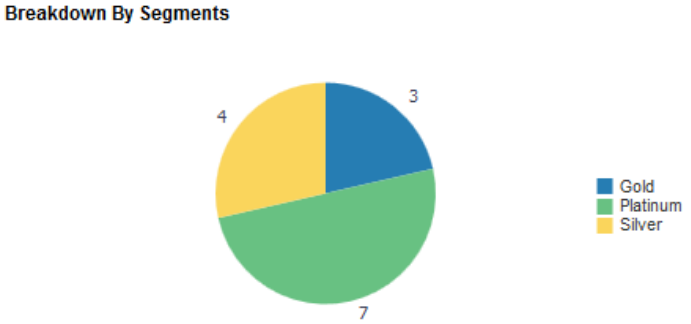


Figure 188: Breakdown By Segments

The pie chart shows the number of active contracts against each customer segment.

11.2.5 Breakdown By Divisions

The 'Breakdown By Divisions' analysis is a pie chart that shows you the distribution of new contracts across different divisions of business.

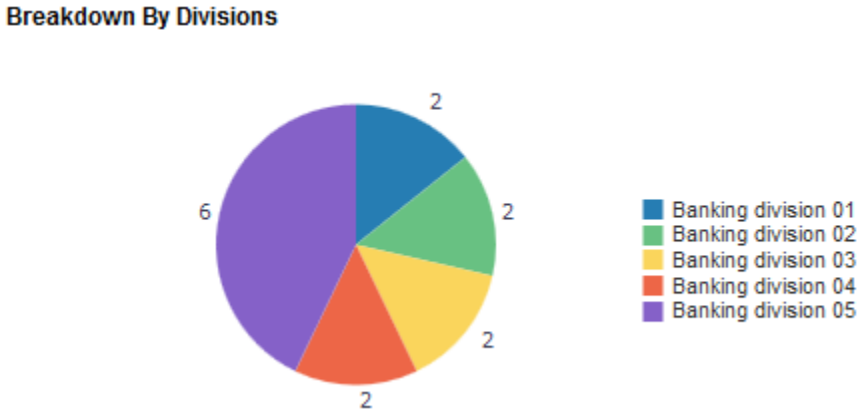


Figure 189: Breakdown By Divisions

The pie chart shows the number of active contracts against each division.

Note: The 'division' filter on the page does not apply on this analysis.

11.2.6 Breakdown By Contract Types

The 'Breakdown by Contract Types' analysis is a pie chart that shows you the distribution of new contracts across different types of contracts.

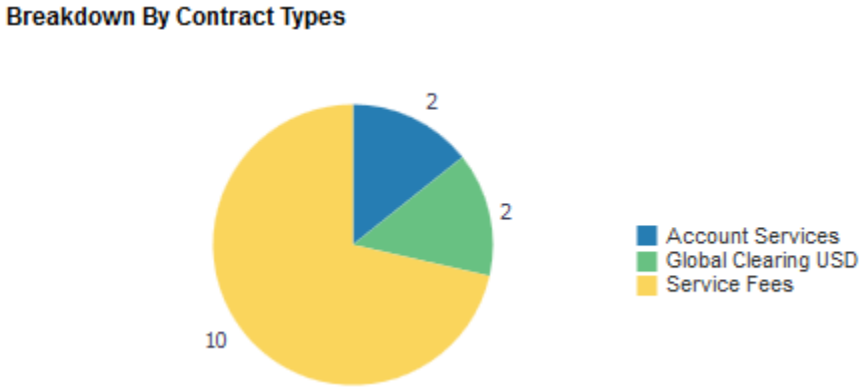


Figure 190: Breakdown By Contract Types

The pie chart shows the number of active contracts against each contract type.

11.2.7 Printable Report

The Summary page also includes a printable report called Contracts Printable Report. The various fields provided within the Printable Report include the following:

Filters	• Year • Month • Division • Customer Segment • Contract Type
Fields	• Division • Contract Type • New Contracts • Lost Contracts • Open Contracts • Premature Closures • Accepted Proposals • Open Proposals • Declined Proposals • Inactive Contracts (Since 3 Months)

11.3 Trends Page

The Contracts Trends page provides a snapshot of historical performance and provides information on some of the following key aspects:

- Proposal Conversion efficiency
- Projected Revenue against actuals
- Trend of Net Churn over a period
- Inactive contracts by 30/60/90/180/180+ buckets

11.3.1 Win/Loss Trend

The 'Win/Loss Trend' analysis is a stacked bar chart that shows you the number of accepted proposals and declined proposals of each month, for a period of last 12 months.

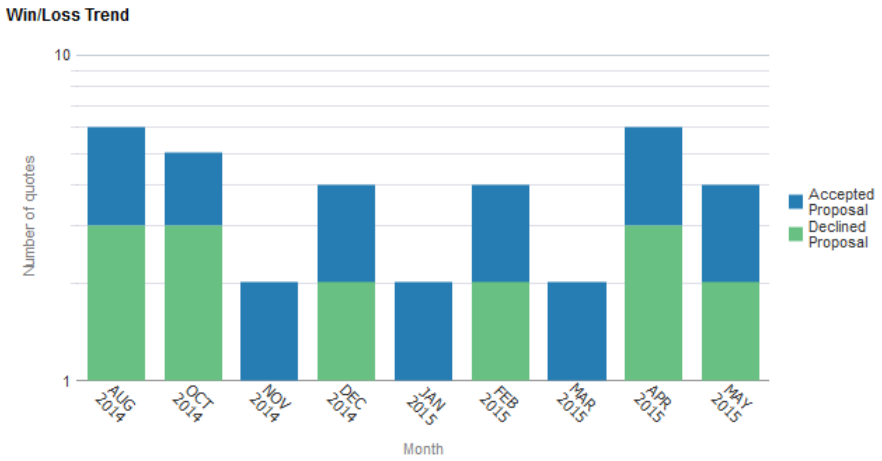


Figure 191: Win/Loss Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Number of proposals The stack bars indicate: • Number of accepted proposals in the month • Number of declined proposals in the month

Hovering over the bars in the graph, you can see the number of proposals (accepted or declined, depending on the line) during the month.

11.3.2 Revenue Trend – Projection vs Actual

The 'Revenue Trend – Projection vs Actual' analysis is a line graph that shows you the trend of projected revenue and actual revenue over the last 12 months.

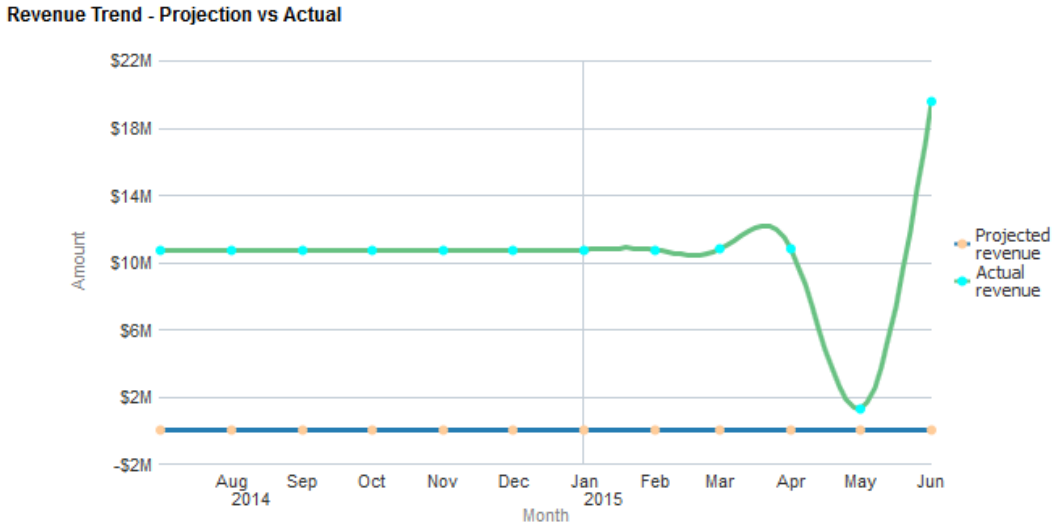


Figure 192: Revenue Trend – Projection vs Actual

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Amount (in corporate currency) indicating: • Projected revenue • Actual revenue

Hovering over the points in the graph, you can see the revenue (projected or actual, depending on the line) during the month.

11.3.3 Contract Trend

The 'Contract Trend' analysis is a line graph that shows you the trend of new contracts and lost contracts over the last 12 months.

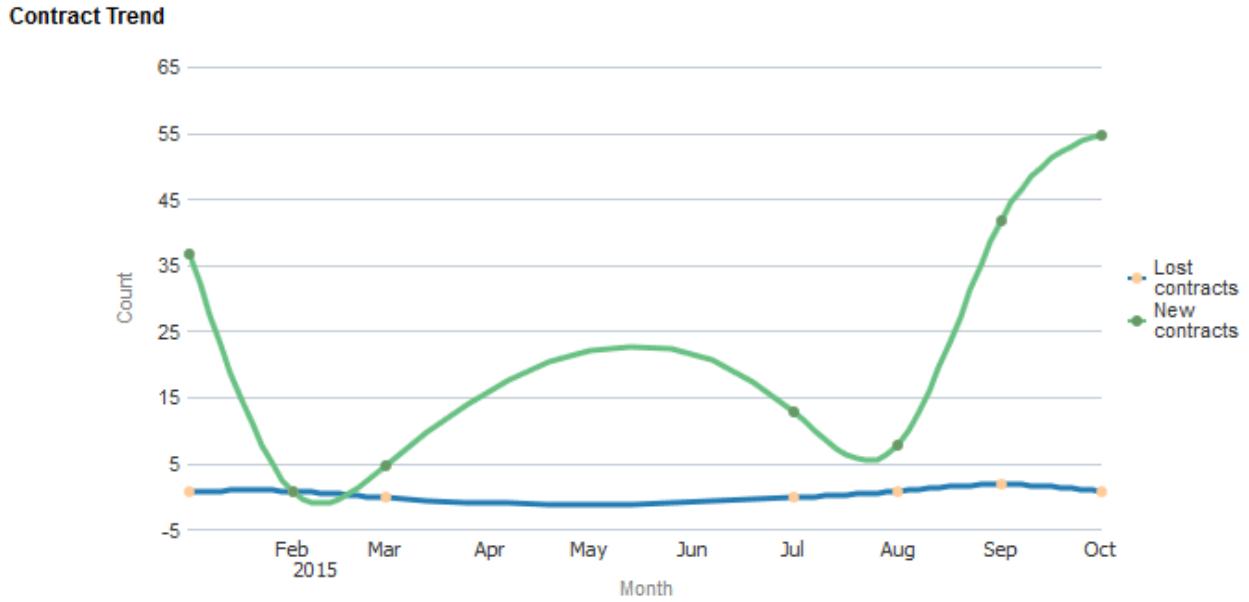


Figure 193: Contract Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Count of: • Lost contacts • New contracts

Hovering over the points in the graph, you can see the number of contracts (lost or created, depending on the line) during the month.

11.3.4 Inactive Contracts

The 'Inactive Contracts' analysis is a bar chart that shows you the number of contracts falling under different periods of inactivity.

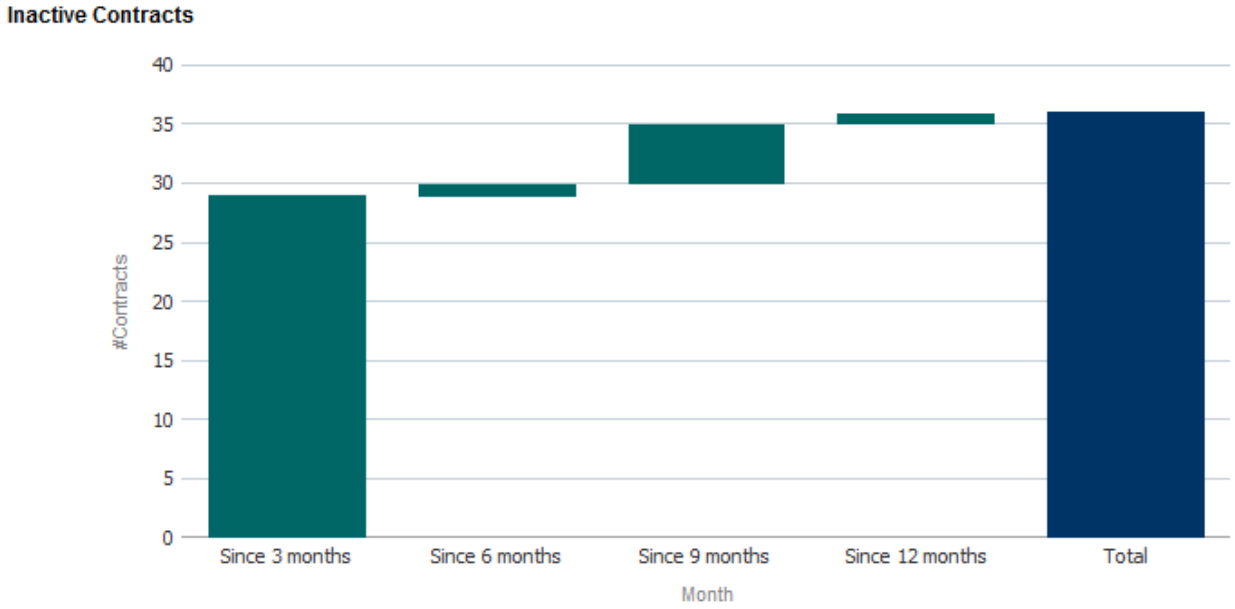


Figure 194: Inactive Contracts

Axes	What it shows?
X axis	Period of inactivity: • Since 3 months • Since 6 months • Since 9 months • Since 12 months • Total Period of inactivity is the duration for which there were no activities for the contract in the system.
Y axis	Number of inactive contracts in each period That is, if the analysis is done for April 2016, all contracts inactive since January will fall under 'Since 3 months' period.

12. To-Do Dashboard

12.1 Overview of the dashboard

To-Do dashboard gives you an overview of the various To-Do task requests that were created within the source system. The dashboard provides details including the number of tasks created, tasks in progress, tasks in pending status, along with the overall backlog. It also provides a snapshot of the distribution of various to-do tasks by effort requirement, priority, type, days of the week and ageing.

This dashboard is primarily intended for the Operational Managers who can derive key insights required to drive initiatives to improve the overall operational efficiency of the business. The various dashboard pages can be filtered by a combination of Year and Month.

The To-Do dashboard contains three pages – Summary, Trends and Ranking.

12.2 Summary Page

The To-Do Summary page provides an operational snapshot of the Revenue Management and Billing organization and provides responses to the following key operational queries:

- Which are the top tasks (20%) that contribute to more than 80% of the total tasks list, back-logs?
- Where is the bottle-neck in terms of User Roles against which there are large back-logs?
- Task lifecycle statistics – including created, in backlog, pending, work in progress and completed
- Is there a pattern observed in the attribution of tasks by business divisions, priority, day of the week?

12.2.1 KPIs

Figure 195: To-Do KPIs

The KPIs available for To-Do dashboard are:

KPI	Definition
#Created	Number of tasks created in the selected month and year
#Backlog	Number of tasks that were opened in previous months, but still open in the selected month and year
#Pending	Number of open tasks in the system, i.e. (#Created + #Backlog)
#In Progress	Number of tasks that are assigned during the selected month and year
#Completed	Number of tasks that were completed during the selected month and year

Variation From Last Month	Percentage variation in number of new tasks created on the selected month and the previous month

Note: You can see  or  icons to indicate if the KPI has a positive variation or a negative variation from the previous month.

12.2.2 Breakdown By Role

The 'Breakdown By Role' analysis is a table list that shows you the roles available in the system and the count of tasks in various status.

Breakdown By Role

To-Do Role	#Backlog	#Created	#Pending	#In Progress	#Completed
Case Management	6	1	5	3	4
Maker for customer Info creation Modification and Resloution	1	100	92	1	9
Manager for Business Customer Level 1 Approvals	5	0	5	0	0
Manager for Individual Customer Level 1 Approvals	1	0	1	1	0
Manager for Pricing Override Level 1 Approvals	6	0	6	0	0
Manager for Standard Pricing Level 1 Approvals	1	0	1	0	0
Manual Reconciliation	1	0	1	2	0
Senior Manager for Business Customer Level 2 Approvals	2	0	2	0	0
System Default Role	1,576	0	1,576	2	0
Grand Total	**1,599**	**101**	**1,689**	**9**	**13**

Figure 196: Breakdown By Role

Fields	Explanation
To-Do Role	Role in the system
#Backlog	Number of tasks assigned to a role, that were created in previous months and are still open
#Created	Number of newly created tasks that are assigned to the role
#Pending	Number of tasks that are assigned to the role and are currently open
#In Progress	Number of tasks that are assigned to the role and are in progress
#Completed	Number of tasks that are assigned to the role and are completed
Grand Total	Shows the total #Backlog, #Created, #Pending, #In Progress and #Completed for all roles

12.2.3 Breakdown By Type

The 'Breakdown By Type' analysis is a table list that shows the types of tasks available in the system and the count of tasks in various status.

Breakdown By Type

To-Do Type	#Backlog	#Created	#Pending	#In Progress	#Completed
Accounts without bill cycle	4	0	4	0	0
Approval Work Flow Resolve To Do	1	0	1	1	0
Batch processing errors	2	0	2	1	0
Case Tracking for reconciliation case	6	11	15	1	4
Case Transition Exception	2	0	2	0	0
Create Bill Using Bill Cycle Errors	596	0	596	0	0
Create autopay on extract date errors	301	0	301	0	0
Exception Pricing Requires Approval	0	10	10	1	0
External Statement Errors - Invalid Account Id	0	10	10	0	0
External Statement Errors - Invalid accounting period	0	10	1	0	9

Rows 1 - 10

Figure 197: Breakdown By Type

Fields	Explanation
To-Do Type	Type of tasks available in the system
#Backlog	Number of tasks of the type that were created in previous months and are still open
#Created	Number of newly created tasks that are of the type
#Pending	Number of open tasks that are of the type
#In Progress	Number of tasks of the type that are in progress
#Completed	Number of tasks of the type that are completed

12.2.4 Breakdown By Priority

The 'Breakdown By Priority' analysis is a pie chart that shows the number of tasks of each priority level, in a selected status.

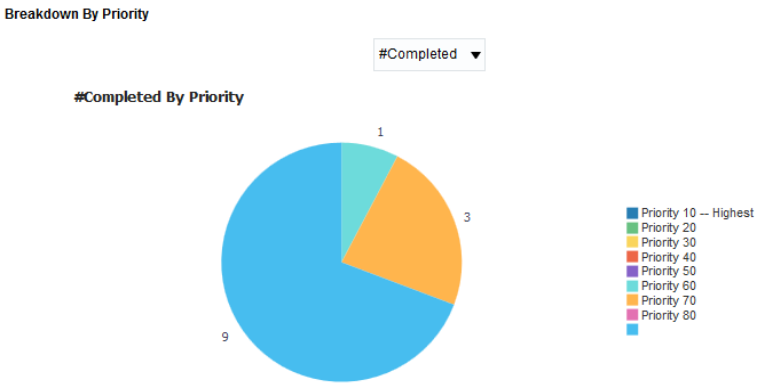


Figure 198: Breakdown By Priority

The pie chart has a drop-down to filter the results by task status. On selecting a status, the chart shows the number of tasks in the selected status, against each priority level.

12.2.5 Breakdown By Division

The 'Breakdown By Division' analysis is a pie chart that shows you the number of tasks created in each division, and is in a selected status.

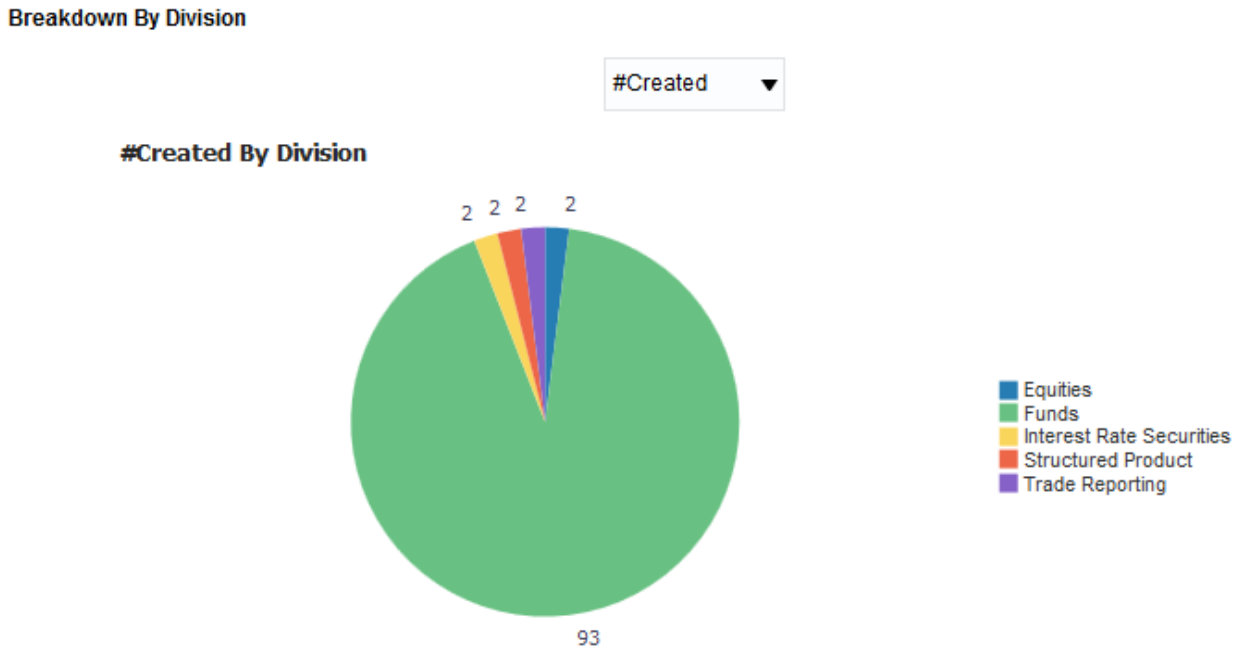


Figure 199: Breakdown By Division

The pie chart has a drop-down to filter the results by task status. On selecting a status, the chart shows the number of tasks in the selected status, against each priority level.

12.2.6 To-Do Entries By Day Of Week

The 'To-Do Entries By Day Of Week' analysis contains a table list and a bar chart that shows you the number of tasks created, assigned and completed on each day of the week.

To-Do Entries By Day Of Week

Day	#Created	#Assigned	#Completed
Sunday	0	0	0
Monday	101	1	0
Tuesday	0	0	10
Wednesday	0	10	0
Thursday	0	0	0
Friday	0	0	0
Saturday	0	0	0

Figure 200: To-Do Entries By Day of Week List

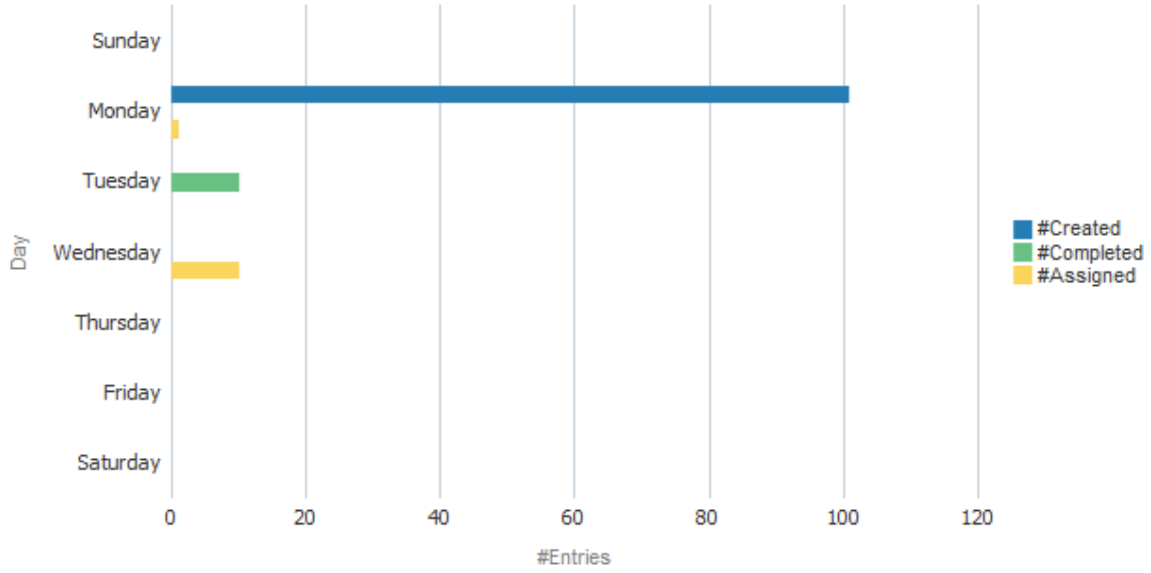


Figure 201: To-Do Entries By Day of Week Chart

Fields	Explanation
Day Of Week	Lists the days of a week
#Created	Number of tasks created on that day of the week
#Assigned	Number of tasks assigned on that day of the week
#Completed	Number of tasks completed on that day of the week

12.2.7 To-Do Printable Report

The Summary page also includes a printable report called To-Do Printable Report. The various fields in the To-Do Printable report are:

Filters	• Year • Month • Type • Priority • Role • Division
Fields	• Year • Month • Division • To-Do Type • Priority • Role • #Created • #Backlog • #In Progress • #Pending • #Completed

12.3 Trends Page

The To-Do Trends page provides a snapshot of operational performance across a period of time (trailing twelve months) on some of the following key areas:

- Average task resolution effort requirement in hours
- Tasks that contribute most to the backlog distributed by ageing bucket
- Incidence of a particular task (type) over the past 12 months to enable the adoption of a pro-active incident reduction method
- Incidence of a particular task (priority) over the past 12 months including the various lifecycle statistics (Created, Backlog, Pending etc.) to evaluate the efficiency of priority incident resolution workflows

12.3.1 Average Completion Duration

The ‘Average completion Duration’ analysis is a line chart that shows you the average number of hours taken for completing a task over the last 12 months (from the selected month and year).

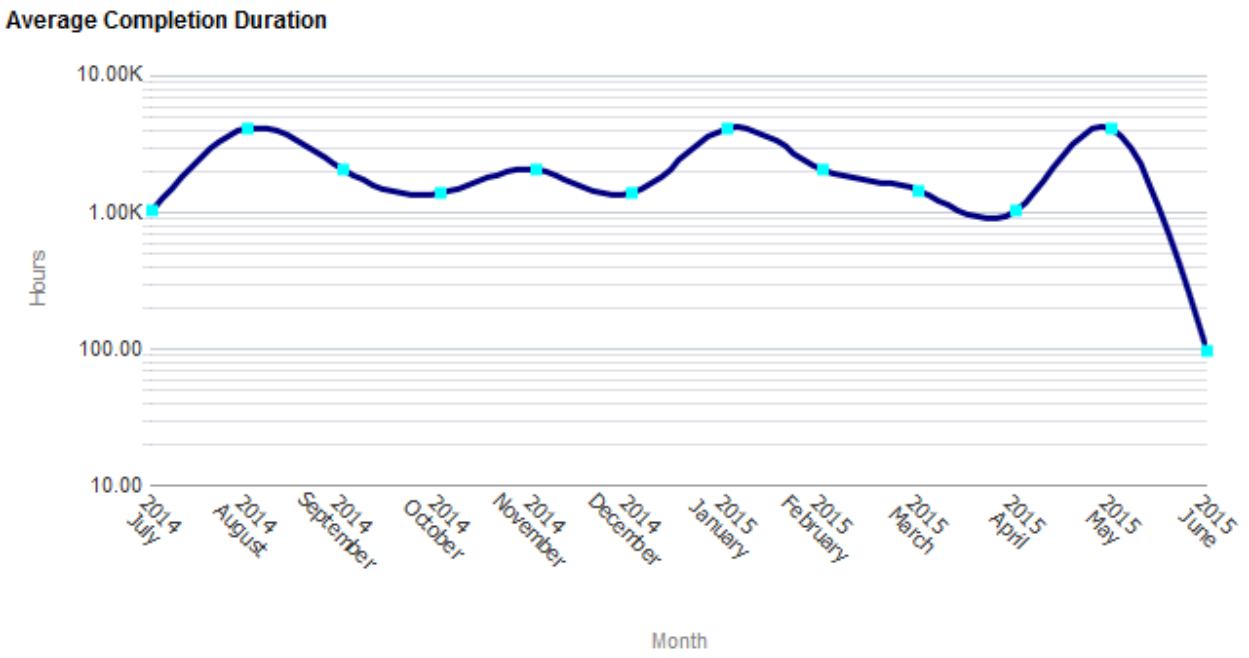


Figure 202: Average Completion Duration

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Average number of hours taken for completion of a task in the month, computed as: (Total hours spent on tasks in the month / Total number of tasks closed in the month) × 100

12.3.2 Aging Analysis

The 'Aging Analysis' analysis is a bar chart that shows you the number of to do entries that falls into an age group.

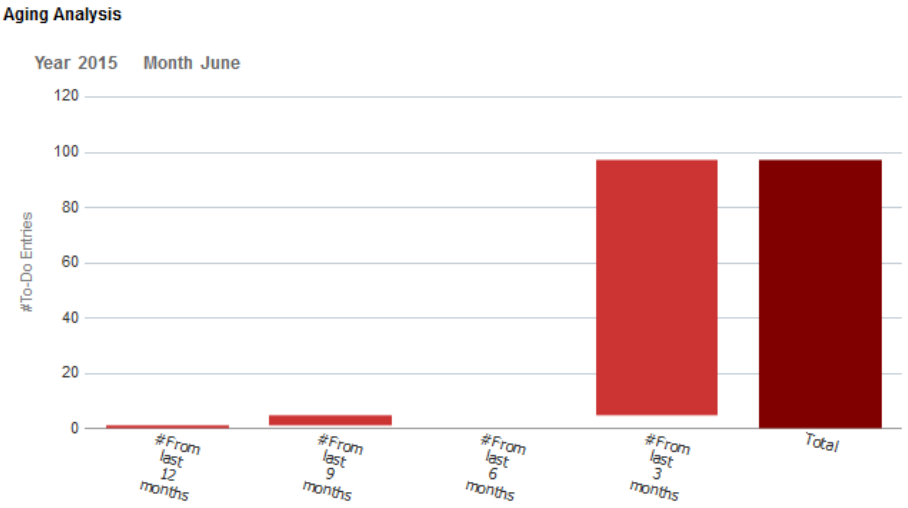


Figure 203: Aging Analysis

The age is calculated from the month on which the task is created to the selected month and year.

Axes	What it shows?
X axis	Age groups The age groups available for the analysis are: • #From last 12 months • #From last 9 months • #From last 3 months • Total
Y axis	Number of tasks that fall into each age group

12.3.3 To Do Type Trend

The 'To-Do Type Trend' analysis consists of a table list and a bar chart. This gives a tabular and graphical representation of tasks of a selected To-Do Type.

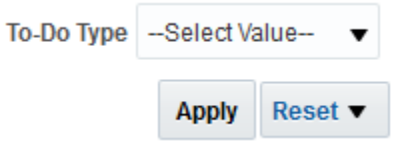


Figure 204: To-Do Type Filter

The table list displays the count of tasks (of selected task type) in each status along with the total number of hours spent on them. The data is consolidated month-wise.

The chart displays the count of tasks (of selected task type) in each status, stacked over one another, for the last 12 months. The chart also includes the total number of hours spent on tasks in each month.

Year	Month	To-Do type	#Backlog	#Created	#Pending	#In Progress	#Completed	Hours Spend
2015	June	Accounts without bill cycle	4	0	4	0	0	0
		Approval Work Flow Resolve To Do	1	0	1	1	0	0
		Batch processing errors	2	0	2	1	0	0
		Case Tracking for reconciliation case	6	11	15	1	4	4,129
		Case Transition Exception	2	0	2	0	0	0
		Create Bill Using Bill Cycle Errors	596	0	596	0	0	0
		Create autopay on extract date errors	301	0	301	0	0	0
		Exception Pricing Requires Approval	0	10	10	1	0	0
		External Statement Errors - Invalid Account Id	0	10	10	0	0	0
		External Statement Errors - Invalid accounting period	0	10	1	0	9	279

Rows 1 - 10

Figure 205: To-Do Type List

Fields	Explanation
To-Do Type (check box)	Select one or more To-Do Type and click Apply. This refreshes both table list and chart to show details of the selected task types.
Year	Year for which data is listed
Month	Month for which data is listed
To-Do Type	Type of task for which the data is listed
#Backlog	Number of tasks in 'backlog' status
#Created	Number of tasks in 'created' status
#Pending	Number of tasks that are currently 'open'
#In Progress	Number of tasks in 'in progress' status
#Completed	Number of tasks that are 'completed'
Hours Spent	Total number of hours spent on tasks

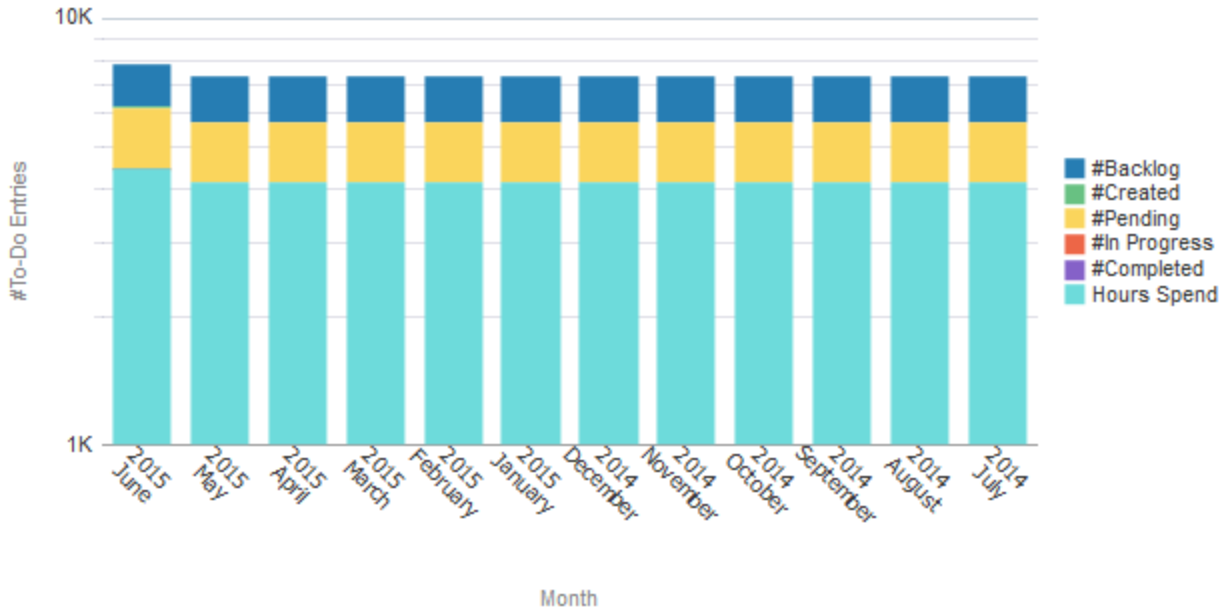


Figure 206: To-Do Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	• Number of tasks in each status, stacked over one another • Total number of hours spent on tasks during the month

12.3.4 Priority Trend

The 'Priority Trend' analysis consists of a table list and a bar chart. This gives a tabular and graphical representation of tasks of a selected priority.

Year	Month	Priority	#Backlog	#Created	#Pending	#In Progress	#Completed	Hours Spend
2015	June		0	20	11	0	9	279
		Priority 10 -- Highest	17	20	37	4	0	0
		Priority 20	4	20	24	0	0	0
		Priority 30	0	20	20	0	0	0
		Priority 40	3	20	23	2	0	0
		Priority 50	1	0	1	2	0	0
		Priority 60	0	0	0	0	1	1,437
		Priority 70	6	1	5	1	3	2,692
		Priority 80	1,568	0	1,568	0	0	0
	June Total		**1,599**	**101**	**1,689**	**9**	**13**	**4,408**

Rows 1 - 10

Figure 207: To-Do Priority List

The table list displays the count of tasks (of selected priority) in each status along with the total number of hours spent on them. The data is consolidated month-wise.

Fields	Explanation
Priority (check box)	Select one or more priorities and click Apply. This refreshes both table list and chart to show details of the selected priority level.
Year	Year for which data is listed
Month	Month for which data is listed
Priority	Priority of task for which the data is listed
#Backlog	Number of tasks in ‘backlog’ status
#Created	Number of tasks in ‘created’ status
#Pending	Number of tasks that are currently ‘open’
#In Progress	Number of tasks in ‘in progress’ status
#Completed	Number of tasks that are ‘completed’
Hours Spend	Total number of hours spent on tasks

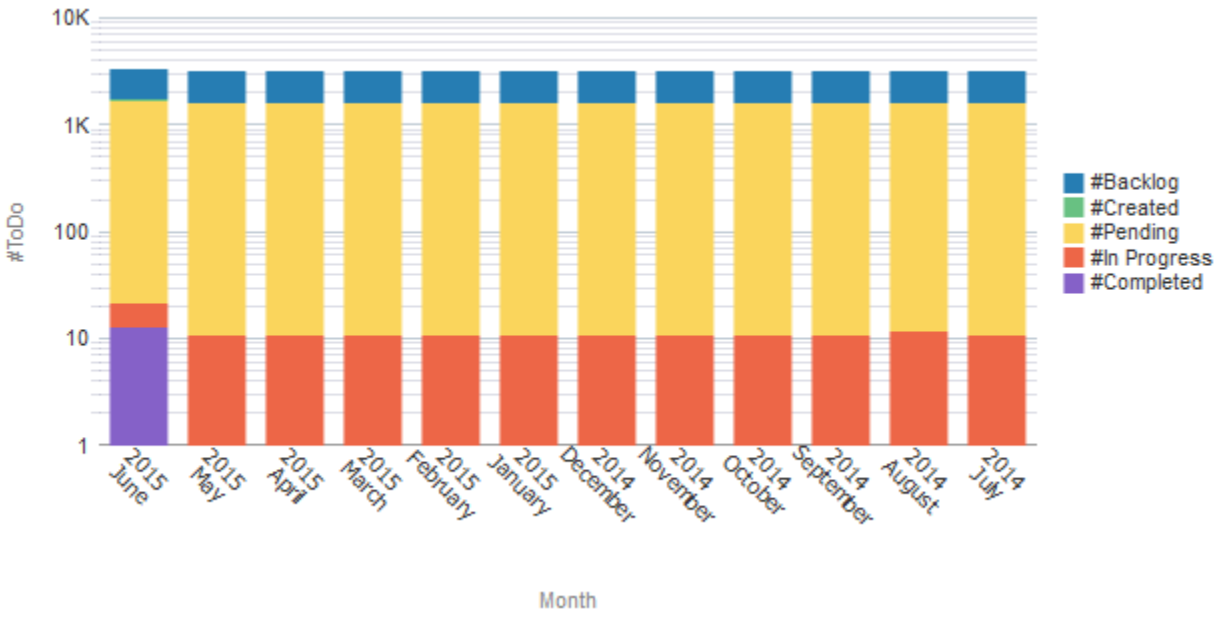


Figure 208: To-Do Priority Chart

The chart displays the count of tasks (of selected priority) in each status, stacked over one another, for the last 12 months. The chart also includes the total number of hours spent on tasks in each month.

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	• Number of tasks in each status, stacked over one another • Total number of hours spent on tasks during the month

12.4 Ranking Page

The To-Do Rankings page gives a comparative view of the various tasks and effort requirement with some of the key comparisons including:

- Top Tasks by Completion/Resolution requirement (Hours)
- Top Tasks which have the highest completed To-Do entries
- Most Productive/Least Productive Service staff to arrive at staffing optimization decisions

12.4.1 Top N Tasks with Highest Completed To-Do Entries

The 'Top 10 Tasks with Highest Completed To-Do Entries' analysis is a table list that shows the tasks with highest number of To-Do entries in 'completed' status.

Top 10 Tasks With Highest Completed To-Do Entries

Rank	Task	#Completed
1	/ Removed REMOVALdt REMOVALtm	10
2	%1 Open Entries Between % 2 And % 3 Days Old	9
3	%1 , Date : %2 , Current Amt : %3	8
4	%1 , %2 , Date : %3 , Current Amt : %4	7
5	%1 Open Entries Between %2 And %3 Days Old	6
6	%1 Being Worked Entrie(s) Less Than %2 Days Old	5
7	% 1 Open Entries Less Than % 2 Days Old	4
8	% 1 Open Entries Greater Than % 2 Days Old	3
8	This payment does not exist. It has been deleted.	3
10	% 1 Open Entries Less Than % 2 Days Old	2

Figure 209: Top N Tasks With Highest Completed To-Do Entries

Fields	Explanation
Rank	The rank assigned to the task, based on the number of 'completed' To-Do entries.
Task	Description of the task
#Completed	Number of To-Do entries in the task that are in 'completed' status

12.4.2 Top N Tasks with Highest Completion Duration

The 'Top 10 Tasks with Highest Completion Duration' analysis is a table list that shows the tasks with highest duration against completed To-Do entries.

Top 10 Tasks with Highest Completion Duration

Rank	Task	Hours Spend
1	This payment does not exist. It has been deleted.	4,116.95
2	%1 Open Entries Between %2 And %3 Days Old	336.00
3	%1 , Date : %2 , Current Amt : %3	272.00
4	%1 , %2 , Date : %3 , Current Amt : %4	231.00
5	%1 Being Worked Entrie(s) Less Than %2 Days Old	225.00
6	%1 Open Entries Between % 2 And % 3 Days Old	144.00
7	/ Removed REMOVALdt REMOVALtm	120.00
8	% 1 Open Entries Less Than % 2 Days Old	92.00
9	% 1 Open Entries Greater Than % 2 Days Old	60.00
10	% 1 Open Entries Less Than % 2 Days Old	56.00

Figure 210: Top N Tasks with Highest Completion Duration

Fields	Explanation
Rank	The rank assigned to the task, based on the hours spent on 'completed' To-Do entries.
Task	Description of the task
Hours Spend	Number of hours spent on 'completed' To-Do entries of the task

12.4.3 Most Productive Staffs

The 'Most Productive Staffs' analysis lists the staff username in the descending order of their productivity, with the most productive staff topping the list.

Productivity is measured as [(Priority level/100)* completed hours]/number of To Do entries created.

Most Productive Staffs

User Name	Productivity
Pricing, Analyst	63.20
BankingUser, Customer	36.00
Manager, IndividualCustomer	27.20
Manager, BusinessCustomer	26.40
Banking User, User	22.40
Banking, Admin	19.20
Collections, Admin	16.00
Manager, PricingOverride	12.80
Manager, StandardPricing	8.40
Grand Total	231.60

Figure 211: Most Productive Staffs

Fields	Explanation
User Name	Username of the staff
Productivity	Productivity score of the staff

12.4.4 Least Productive Staffs

The 'Least Productive Staffs' analysis lists the staff username in the ascending order of their productivity, with the least productive staff topping the list.

Least Productive Staffs

User Name	Productivity
Manager, StandardPricing	8.40
Manager, PricingOverride	12.80
Collections, Admin	16.00
Banking, Admin	19.20
Banking User, User	22.40
BankingUser, Customer	22.50
Manager, BusinessCustomer	26.40
Manager, IndividualCustomer	27.20
Pricing, Analyst	92.62
Grand Total	247.52

Figure 212: Least Productive Staffs

Fields	Explanation
User Name	Username of the staff
Productivity	Productivity score of the staff

13. Transaction Feeds Dashboard

13.1 Overview of the dashboard

Transaction Feeds dashboard provides useful insights on the various inbound feeds and transactions on the source pricing and billing system. The dashboard offers a summary of transaction activity across business divisions including key statistics like feed status, number of valid vs invalid transactions and transaction errors. The information provided within the dashboard will help the business to identify and act on problematic product processors and also to estimate potential revenue leakage by way of unrealized transactions. This dashboard will be a key input to the Operational Managers with an aim to improve the efficiency of the overall transaction processing within the Pricing and Billing organization.

The Transaction Feeds dashboard contains four pages – Summary, Transaction, Feed and Error.

13.2 Summary Page

The Transactions Summary page offers a snapshot of all transaction activities over a certain period including key performance statistics like number of feeds and transactions, number of transaction and feed errors and transaction status. The dashboard also provides essential insights into:

- Problematic Product processors
- Summary of transaction activity across various divisions
- % of transaction errors

The dashboard filters available for the Transaction Feeds Dashboard include:

- Year
- Month
- Division

13.2.1 KPIs

Figure 213: Transaction Feeds KPIs

The KPIs available for Transaction Feeds dashboard are:

KPI	Definition
#Transactions	Number of transactions generated in the selected month and year
#Error Transactions	Number of transactions with error in the selected month and year
Transaction Errors	Percentage of erroneous transactions, computed as: (#Error Transactions / #Transactions) × 100

#Feeds	Number of feeds (transaction files) received in the selected month and year
#Invalid Feeds	Number of invalid feeds (transaction files that we were unable to process) in the selected month and year
Feed Errors	Percentage of erroneous feeds, computed as: (#Invalid Feeds / #Feeds) × 100

13.2.2 Transaction Status

The 'Transaction Status' analysis is a pie chart that shows the count of data errors and business errors, along with the number of valid transactions.

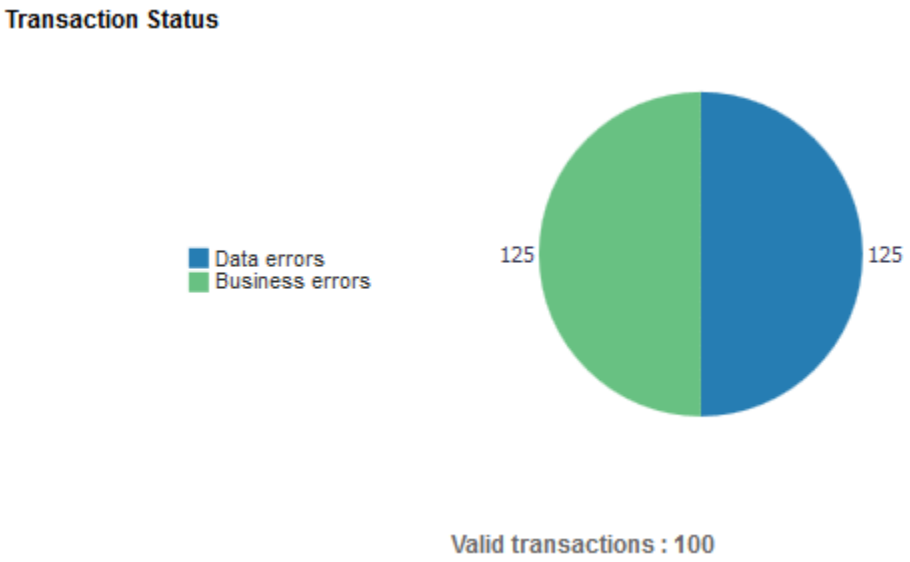


Figure 214: Transaction Status

13.2.3 Variations From Last Month

The 'Variations From Last Month' metrics shows the percentage variation of both errors and transactions in the selected month and year, from the previous month.

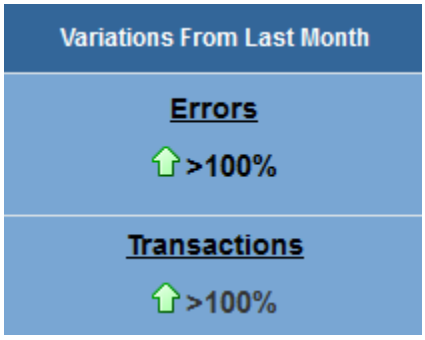


Figure 215: Variation From Last Month

Errors = (#Error Transactions of selected month /#Error Transactions of previous month)*100

Transactions = (#Transactions of selected month /#Transactions of previous month)*100

The metrics also graphically indicate whether the variation is increasing () or decreasing ().

13.2.4 Feed Status

The 'Feed Status' analysis is a pie chart that shows the distribution of cancelled feeds and invalid feeds. The analysis also indicates the number of valid feeds in the selected month and year.

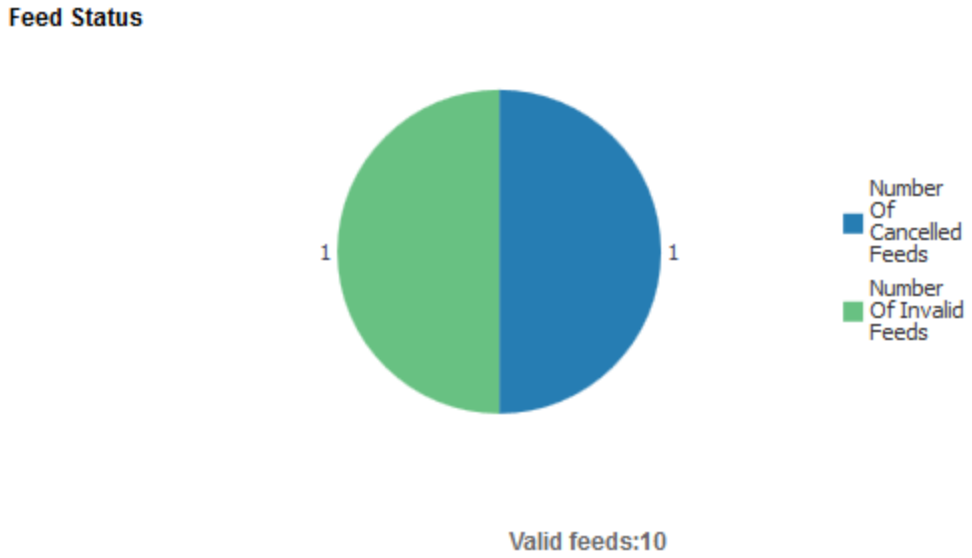


Figure 216: Feed Status

13.2.5 Activity Across Divisions

The 'Activity Across Divisions' analysis is a horizontal bar chart that shows the count of transactions against each division.

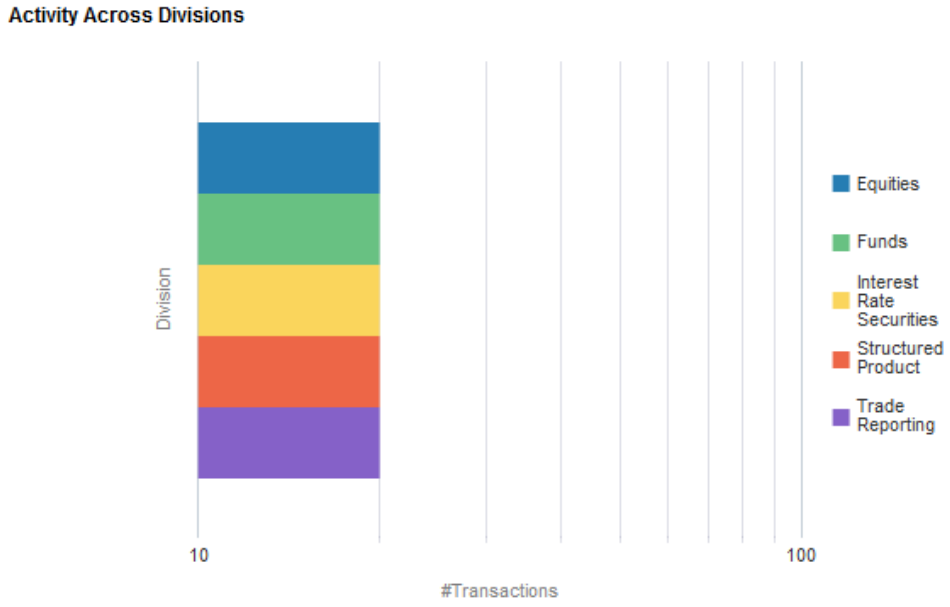


Figure 217: Activity Across Divisions

13.2.6 Valid / Invalid Transactions Across Sources

The 'Valid / Invalid Transactions Across Sources' analysis is a pie chart that shows the percentage distribution of valid or invalid transactions across different transaction sources, depending on the value you select from the drop-down list.

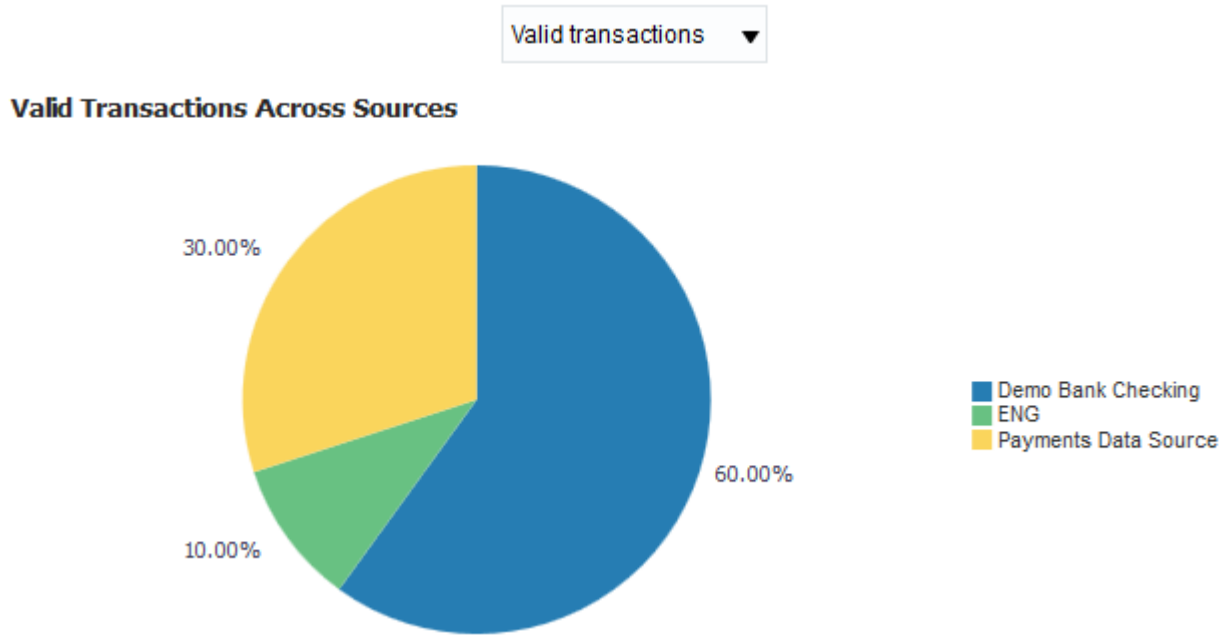


Figure 218: Valid / Invalid Transactions Across Sources

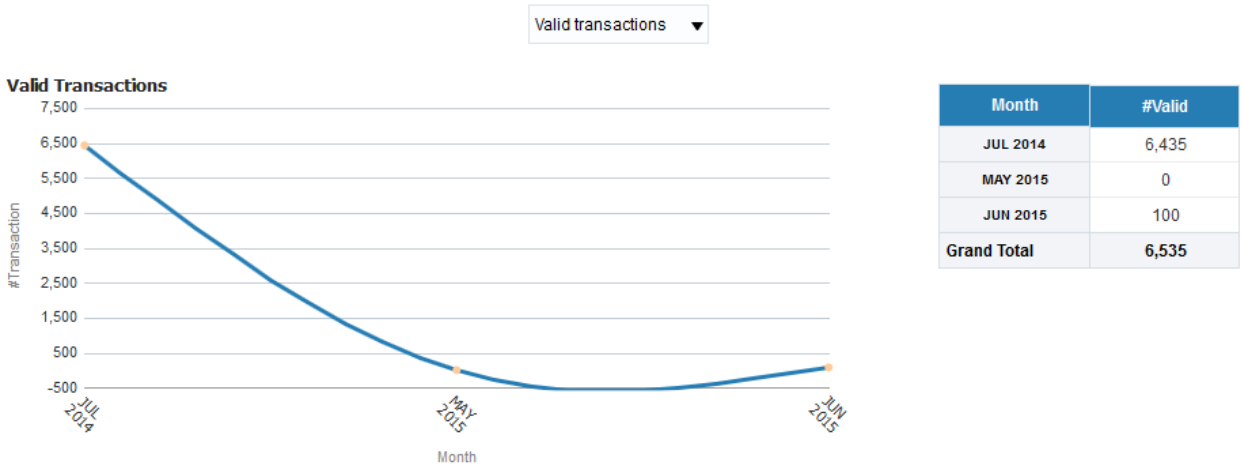
13.3 Transaction Page

The Transaction Page provides a summary view of key transaction processing information including the following key insights:

- Trend of valid transactions over the trailing twelve months
- Estimated extent of revenue leakage
- Trend of manual transactions over the trailing twelve months

13.3.1 Valid / Invalid Transactions

The 'Valid / Invalid Transactions' analysis is a line chart that shows the trend of valid or invalid transaction count per month, over the last 12 months. Depending on the value you select from the drop-down list, you can view either the valid transaction trend or invalid transaction trend.



Month	#Valid
JUL 2014	6,435
MAY 2015	0
JUN 2015	100
Grand Total	6,535

Figure 219: Valid / Invalid Transactions

13.3.2 Unrealized Revenue

The 'Unrealized Revenue' analysis is a line chart that shows the trend of unrealized revenue per month, over the last 12 months.

Unrealized revenue = #Error Transactions × (Average cost per error transaction).

Average cost per error is the value configured against the parameter 'Average value for a transaction in corporate currency - used in unrealized revenue computation' in Global Settings page of ORMBA Administration UI.

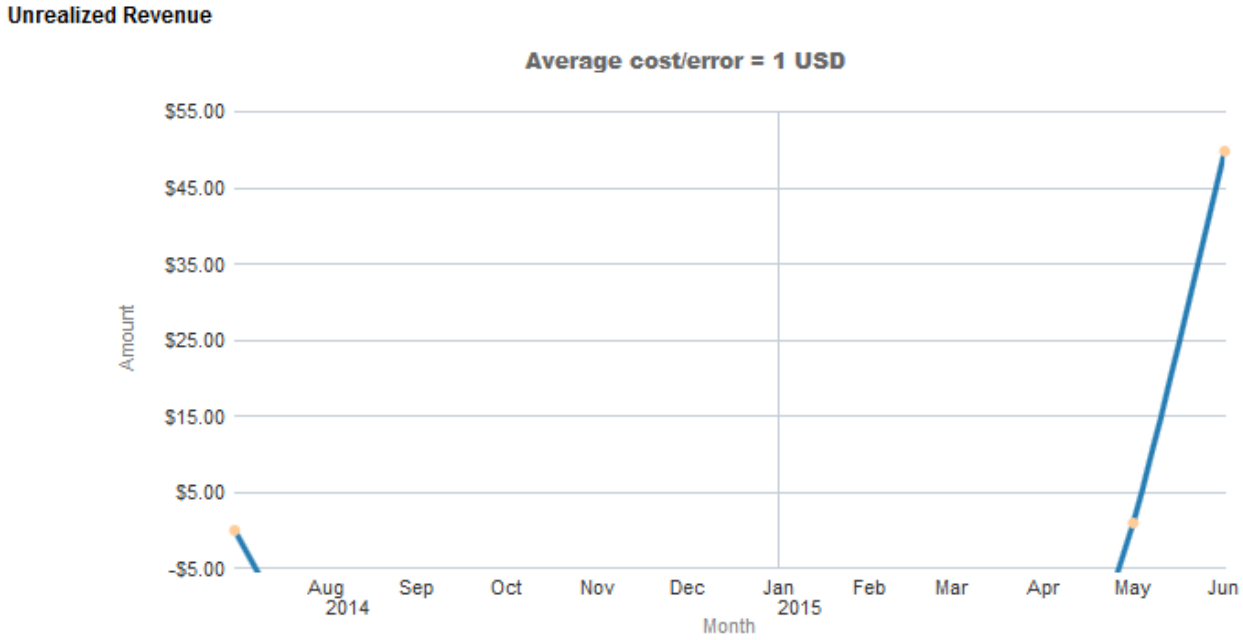


Figure 220: Unrealized Revenue

13.3.3 Manual Transaction Trend

The 'Manual Transaction Trend' analysis is a line chart that shows the trend of manual transaction count per month, over the last 12 months.

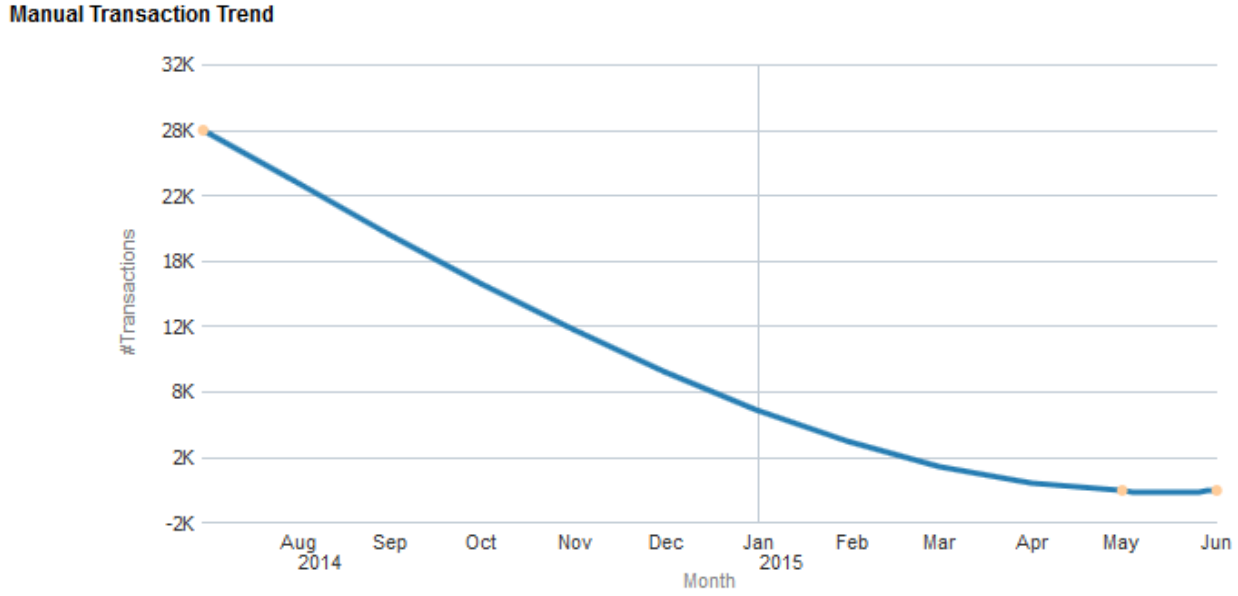


Figure 221: Manual Transaction Trend

13.3.4 Transactions Printable Report

The page also includes a printable report that includes the following fields:

Filters	• Year • Month • Division • Transaction Source • Transaction Record Type
Fields	• Year • Month • Division • Transaction Source • Transaction Record Type • #Manual Transactions • #Transactions Reprocessed • #Transactions Completed • #Transactions Ignored • #Error Transactions • #Invalid Transactions

13.4 Feed Page

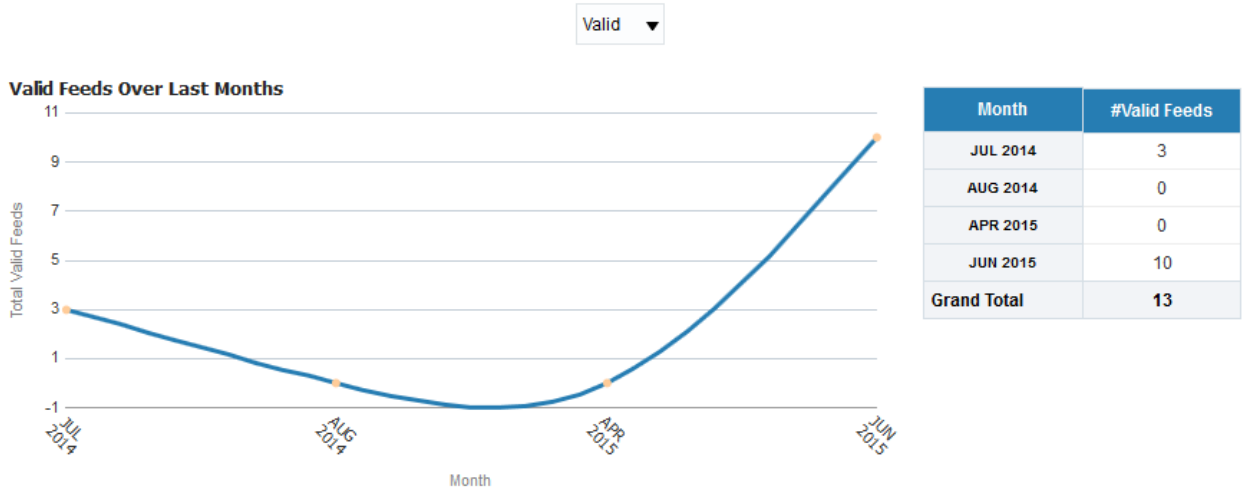
The Feed Page provides a snapshot of valid vs invalid feeds over the past twelve months. The dashboard filters available for Feed page of Transaction dashboard include:

- Year
- Month
- Division

13.4.1 Valid / Invalid Feeds Over Last Months

The 'Valid / Invalid Feeds Over Last Months' is a line chart that shows the trend of valid or invalid feeds per month, over the last 12 months, depending on the value you select from the drop-down list.

The analysis also includes a table that lists the valid / invalid feed count for each month, along with the grand total.



Month	#Valid Feeds
JUL 2014	3
AUG 2014	0
APR 2015	0
JUN 2015	10
Grand Total	13

Figure 222: Valid / Invalid Feeds Over Last Months

13.4.2 Feeds Printable Report

The page also includes a printable report called 'Feeds Printable Report' with the following fields:

Filters	• Year • Month • Transaction Source
Fields	• Year • Month • Transaction Source • #Uploaded Feeds • #Manual Feeds • #Valid Feeds

	• #Invalid Feeds • #Error Feeds • #Cancelled Feeds

13.5 Error Page

The Error page provides information on the various causes of Transaction errors by each of the Transaction sources.

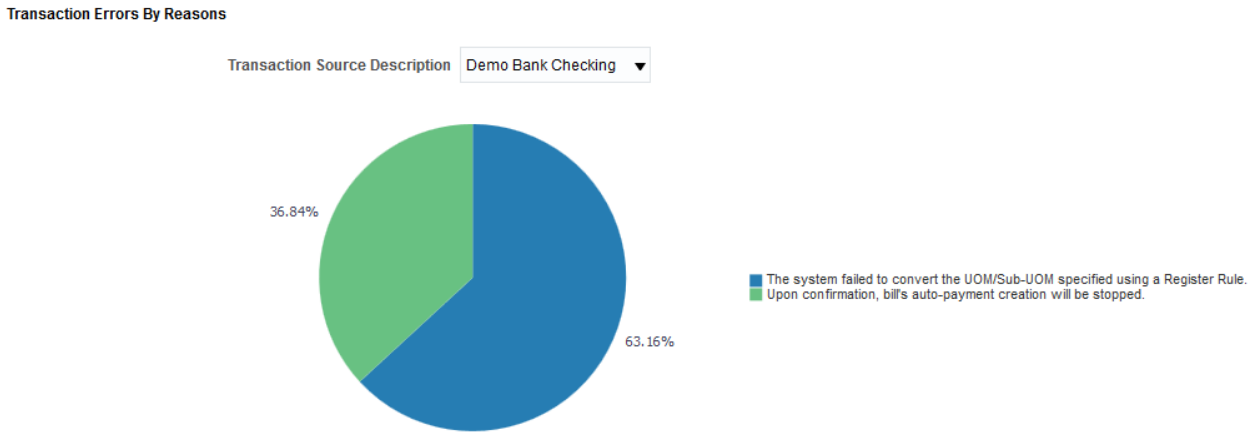
The dashboard filters available for the Error page of Transaction Feeds dashboard are:

- Year
- Month
- Division

13.5.1 Errors By Reasons

The 'Transaction Errors By Reasons' is a pie chart that shows the reasons for transaction errors, for a selected transaction source.

The analysis also includes a table that lists the error messages against each transaction source and the count of it occurrence.



Error Message	Demo Bank Checking	Payments Data Source
No records may be added to the database using this transaction		4
The system failed to convert the UOM/Sub-UOM specified using a Register Rule.	12	
Upon confirmation, bill's auto-payment creation will be stopped.	7	
Grand Total	19	4

Figure 223: Errors By Reasons