# Oracle® Revenue Management and Billing Analytics

Version 2.7.0.0.0

# Operations Manager’s Workbench User Guide

Revision 1.1

E88545-01

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Oracle Financial Services Revenue Management and Billing Operations Manager's Workbench User Guide

**E88545-01**

# 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 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 | July 2017 | All | New document |
| 1.1 | May 2018 | | Updates related to v 2.7 |

# Contents

# 1. Introduction to OFSRMB Operations Manager's Workbench

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.

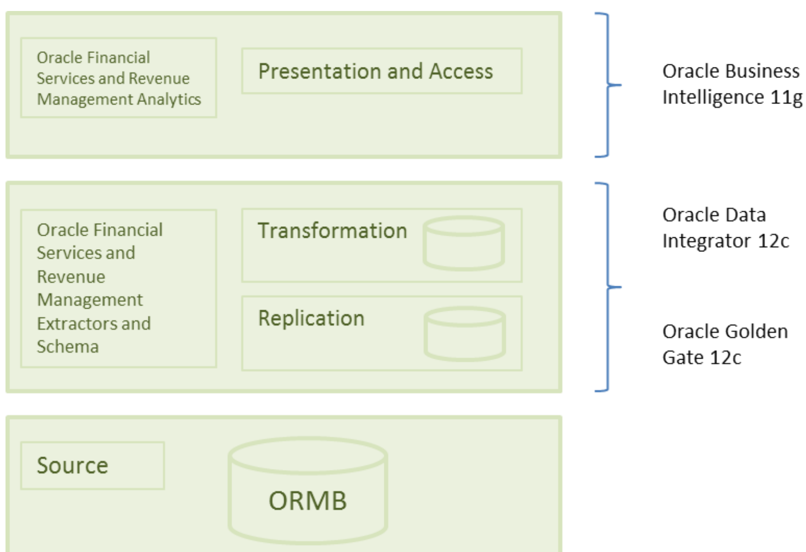


**Figure 1: ORMB Analytics Topology**

The Presentation and Access Layer of ORMBA is called the ORMBA Dashboards and is powered by Oracle Business Intelligence Enterprise Edition (OBIEE) tool. Currently there are three workbenches available for Financial Services / Banking domain:

- OFSRMB Relationship Manager's Workbench
- OFSRMB Product Manager's Workbench
- OFSRMB Operations Manager's Workbench

The dashboards available within each workbench vary as shown in the table below:

| Workbench | Available Dashboards |
|---|---|
| Relationship Manager's Workbench | • Relationship Manager<br>• Deal Management |
| Product Manager's Workbench | • Product Pricing<br>• Modeller<br>• Billable Charges |
| Operations Manager's Workbench | • Financial Transactions<br>• Billing Operations<br>• Transaction Feed Management<br>• Contracts<br>• Tasks<br>• Executive Summary<br>• Customer Contact |

You can purchase either one or a combination of the workbenches, based on the dashboards you want to use. This user guide is exclusively for users of Operations Manager's workbench.

**Note:** 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 OFSRMB Operations Manager's Workbench

You can log on to OFSRMB Operations Manager's Workbench with your user credentials (either as an Operations Manager or as a Management user) through the login page.

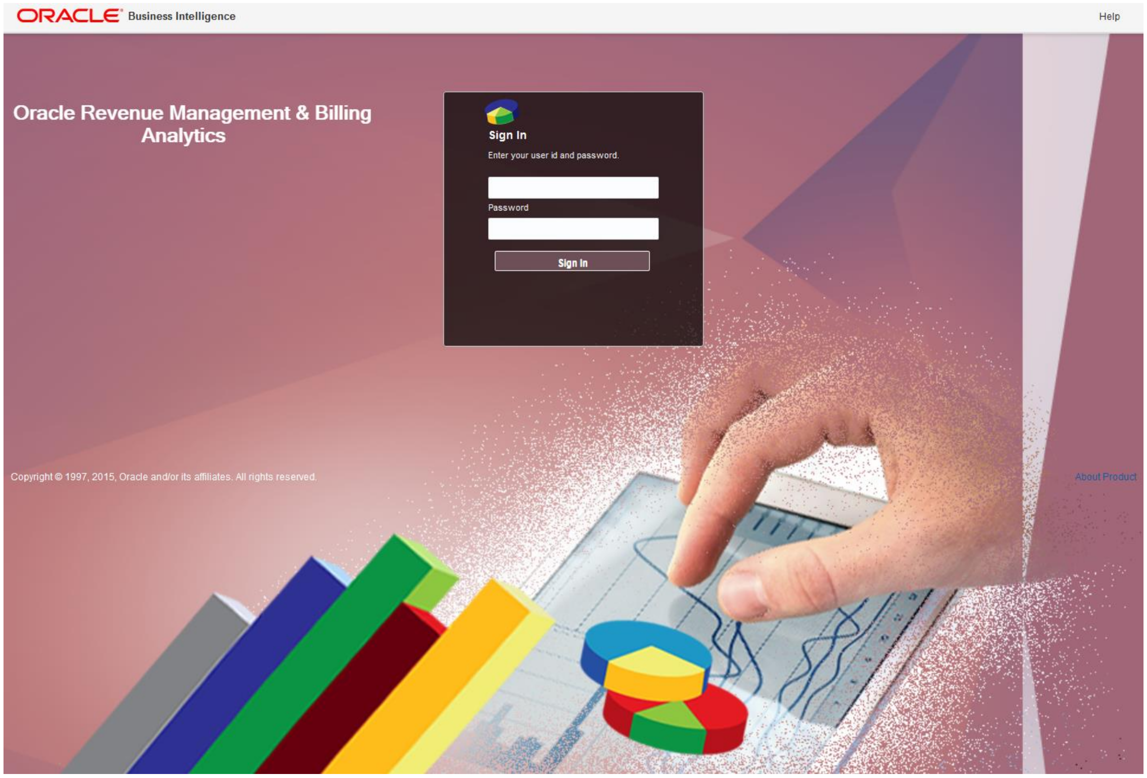


Figure 2: ORMBA Login Page

Once logged in, you will see the ORMBA Home Page that graphically represents all dashboards available within the product, irrespective of whether you have access to them or not. However, dashboards corresponding to your login alone appear highlighted and are accessible.


Figure 3: Operations Manager's Home Page


**Figure 4: Management User's Home Page**

> **Note:** While you can view all dashboards in the Home page, access to dashboards is based on the user role mapped to your login. If you are unable to navigate to a dashboard, it could be because your role does not provide access to that particular dashboard.

### 1.1.1 Dashboard Security

Access to a workbench is based on the software license you have purchased and the user role assigned to the user. If you have applied the license key for a workbench and logs in as an administrator user, you would be able to access all dashboards associated with it. To restrict access to specific dashboards, you can either use the default application roles available in the product, or create custom roles.

By default, the Operations Manager's Workbench comes with two application roles:

- **ORMBAITOperations**: Users of this role can access the following dashboards:
  - Transaction Feeds
  - To-Do
  - Billing
  - Contracts
  - Customer Contact
- **ORMBAManagement** : Users of this role can access only the following dashboards:
  - Financial Transactions
  - Executive Summary

  **Note:** Users of this role can access the Executive Summary dashboard using ORMBA Mobile App also.

In addition to the above out-of-the-box application roles that are delivered with the product, you can create custom roles that restrict access to specific dashboards within the workbench and assign them to individual users.

 

To know more about how to create and assign application roles to users, see ORMBA Security Guide and ORMBA Admin Guide.

### 1.1.2 Dashboard Structure

OFSRMB Operations Manager's Workbench is a collection of seven dashboards:

- Financial Transactions
- Billing
- Transaction Feed Management
- To Do
- Executive Summary
- Contracts
- Customer Contact

Each dashboard consists of one or more pages, organized into different tabs within. For example, the Financial Transactions dashboard contains six pages: Summary, Receivables, Adjustments, Payments, Payment Tenders, and General Ledger.

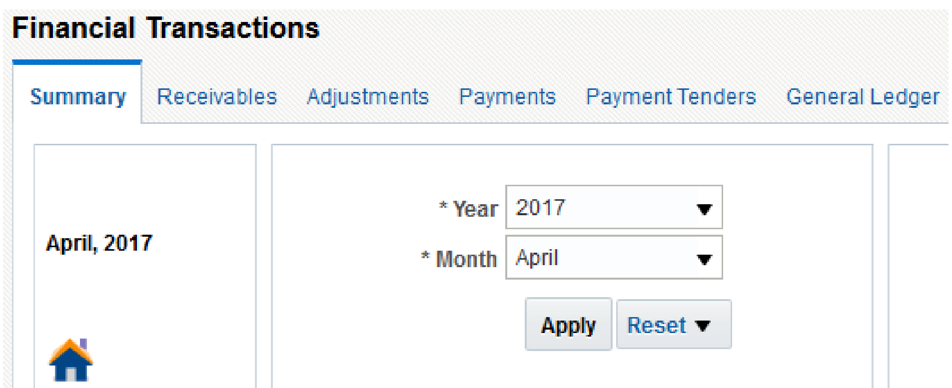


Figure 5: Dashboard Tabs

### 1.1.3 Dashboard Filter

Each dashboard contains some filter fields on 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.

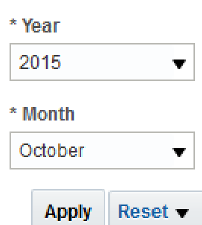


Figure 6: Dashboard Filters

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

### 1.1.4 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 7: 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:

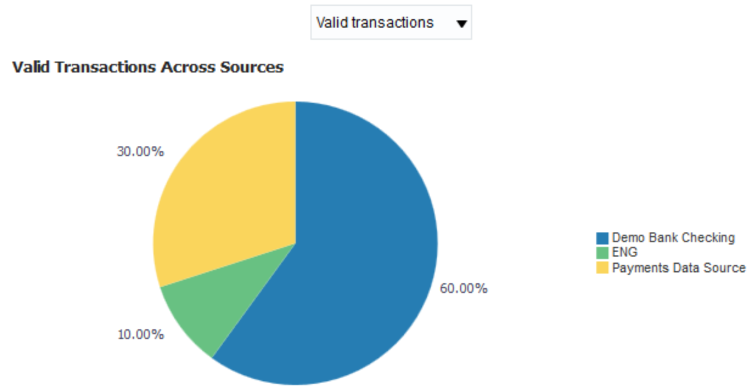


**Figure 8: Example of Share Analysis**

### 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:

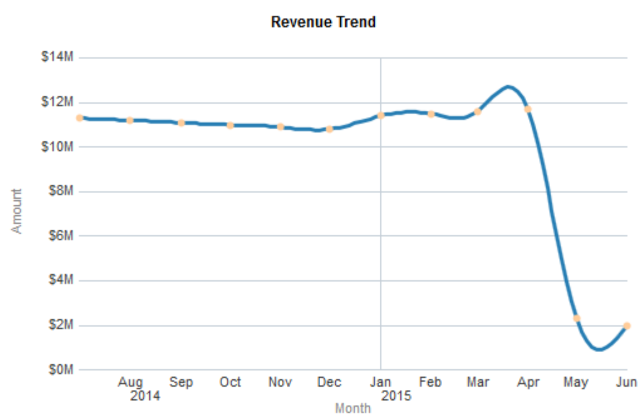


**Figure 9: Example of Trend Analysis**

### 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 in all dashboards are interactive, except trend analyses.

### 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.

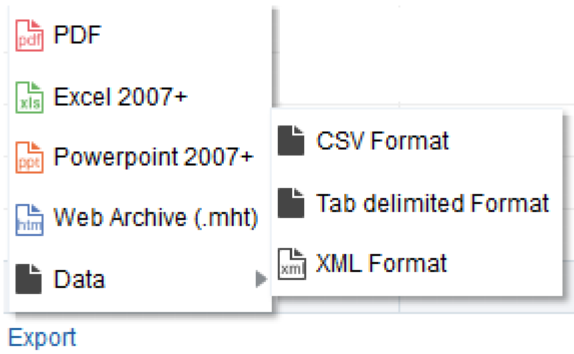


**Figure 10: Export Options**

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 dashboards currently available within OFSRMB Operations Manager's Workbench are:

- Financial Transactions
- Billing
- Transaction Feed Management
- To-Do
- Executive Summary
- Contracts
- Customer Contacts

 

# 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. 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:

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**Note:** OFSRMB Operations Manager's Workbench is accessible from both Android and iOS mobile devices.

### 2.1.1 Top Ratings

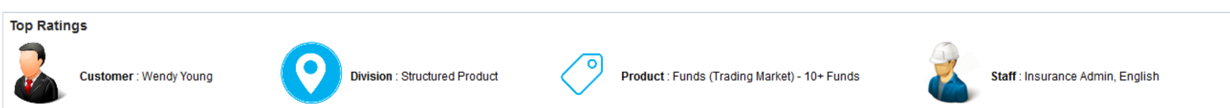



**Figure 11: Top Ratings**

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

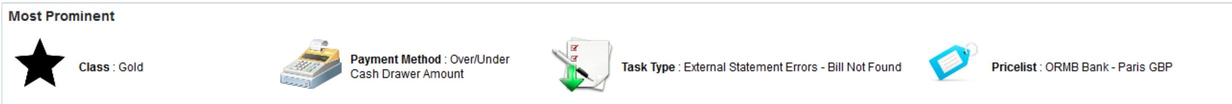



Figure 12: Most Prominent

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

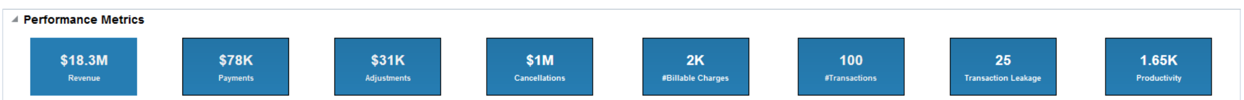



Figure 13: Performance Metrics

The Performance Metrics section contains the following KPIs:

| KPI | Definition |
|---|---|
| Revenue | Total revenue received |
| Payments | Total amount received as payments |
| Adjustments | Total amount received as adjustments |
| Cancellations | Total cancellation amount |
| #Billable Charges | Total number of billable charges |
| #Unbilled Billable Charges | Number of unbilled billable charges |
| #Transactions Processed | Total number of transactions received |
| Transaction Leakage | Number of transactions that we were unable to process (error transactions) |
| Productivity | Productivity is computed as:<br>[(Priority level/100) × completed hours]/Number of To Do entries created. |
| Commitment Variation | Percentage of customers in the system who have met the committed revenue |

### 2.1.4 Variations From Last Month

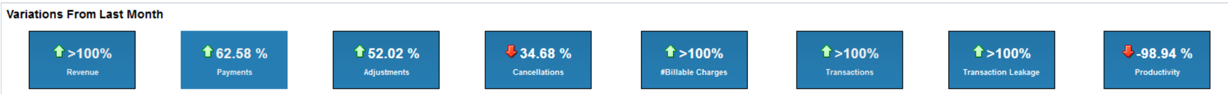



**Figure 14: Variations From Last Month**

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

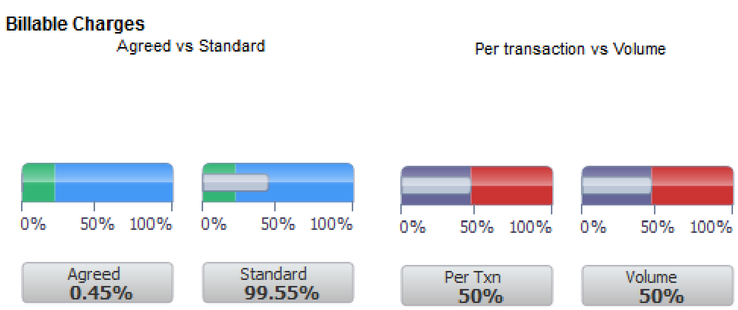



**Figure 15: Billable Charges**

### 2.1.6 Financial Transactions

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

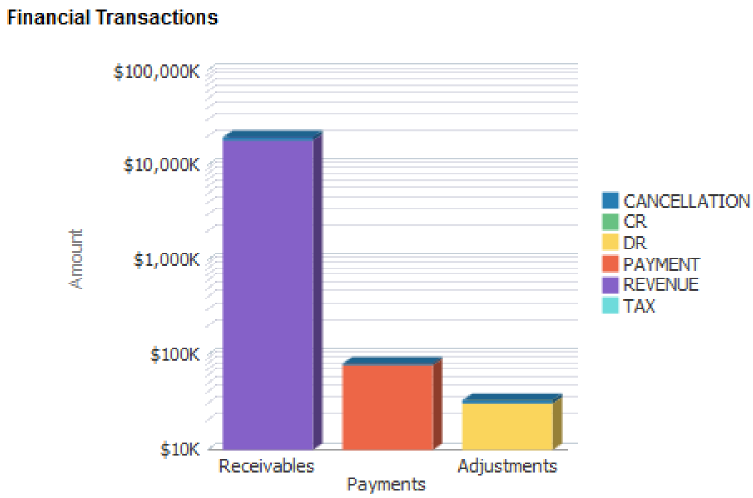



**Figure 16: Financial Transactions**

| Axes | What it shows? |
|---|---|
| X axis | • Receivables<br>• Payments<br>• 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

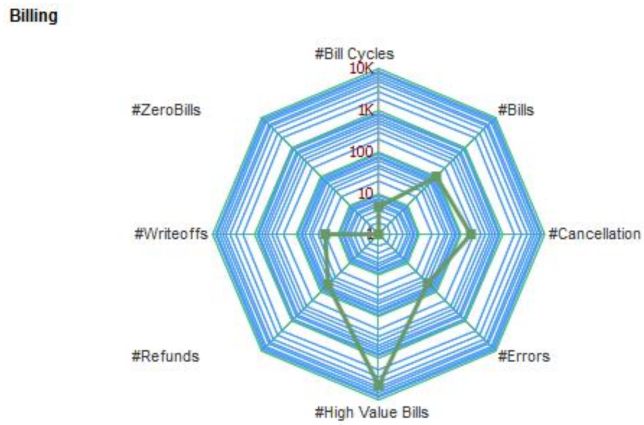



Figure 17: Billing

### 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.

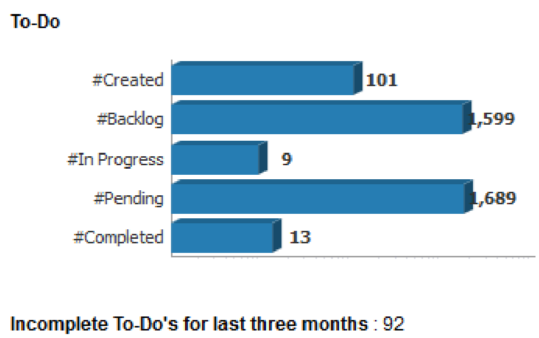



Figure 18: To-Do

### 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.

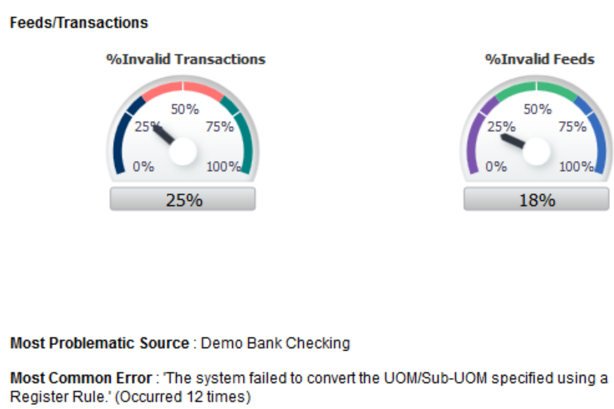



Figure 19: Feeds/Transactions

### 2.1.10 Contracts

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

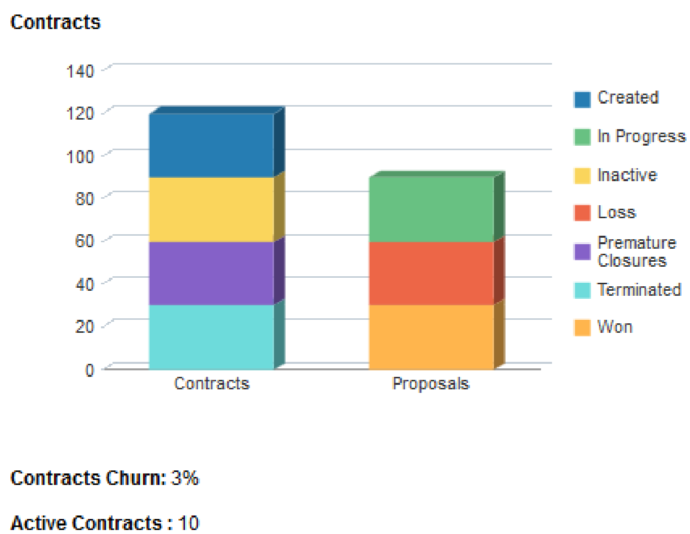



Figure 20: Contracts

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<br>• Proposals |
| Y axis | • Number of contracts in each status<br>• Number of proposals in each status |

# 3. Financial Transactions Dashboard

## 3.1 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.

## 3.2 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

### 3.2.1 KPIs


**Figure 21: FT Summary KPIs**

**Note:** Click on each of these tiles to move directly to the respective pages within the FT dashboard.

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 |
| Net Receivables | Total receivables amount |
| Net Payments | Total payment amount |
| Net Adjustments | Total adjustments amount |

## 3.2.2 Receivables By Divisions

The Receivables By Division analysis is a chart that shows the spread of net receivables amount across divisions. You can choose the type of chart you want to view – either Bar Graph or Pie Chart.

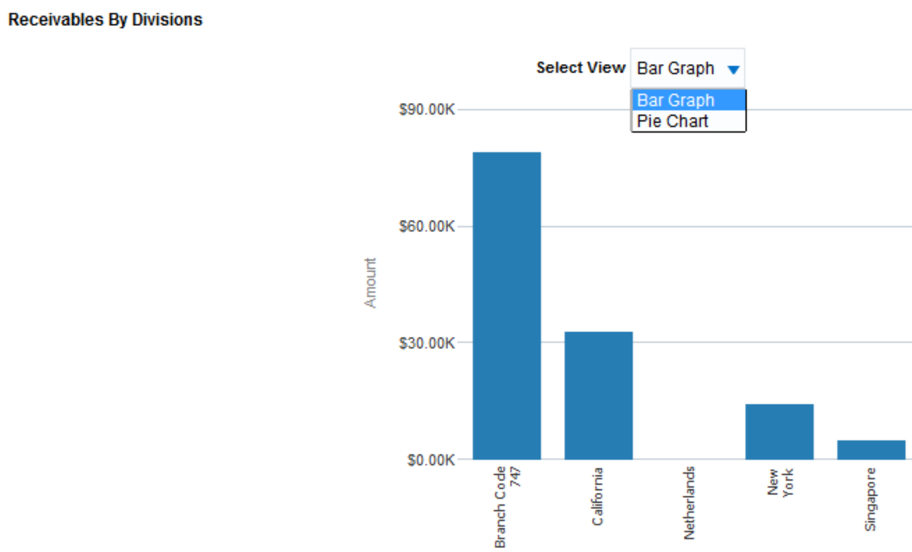



Figure 22: Receivables By Divisions

| Axes | What it shows? |
|---|---|
| X axis | Divisions |
| 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 a division's receivables details. You can further drill down this report to display receivables details from a selected product. Subsequently, it is possible to further drill down to view receivable details of a selected customer.

### 3.2.3 Payments By Divisions

The Payments By Division analysis is a chart that shows the payment amount across divisions. You can choose the type of chart you want to view – either Bar Graph or Pie Chart.

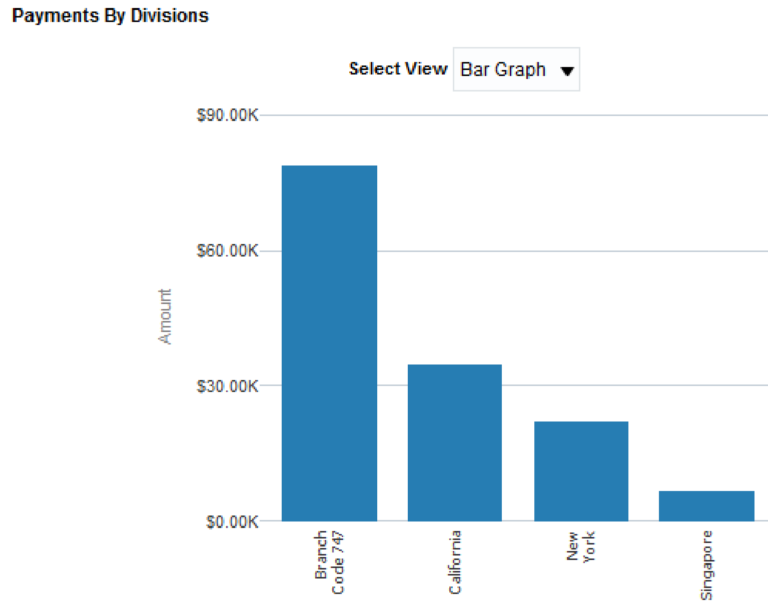



**Figure 23: Payments By Divisions**

| Axes | What it shows? |
|---|---|
| X axis | Division |
| Y axis | Payment amount against each division |

**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. You can further drill down this report to display payment details from a selected product. Subsequently, it is possible to further drill down to view payment details of a selected customer.

### 3.2.4 Adjustments By Divisions

The Adjustments By Division analysis is a chart that shows the adjustment amount across divisions. You can choose the type of chart you want to view – either Bar Graph or Pie Chart.

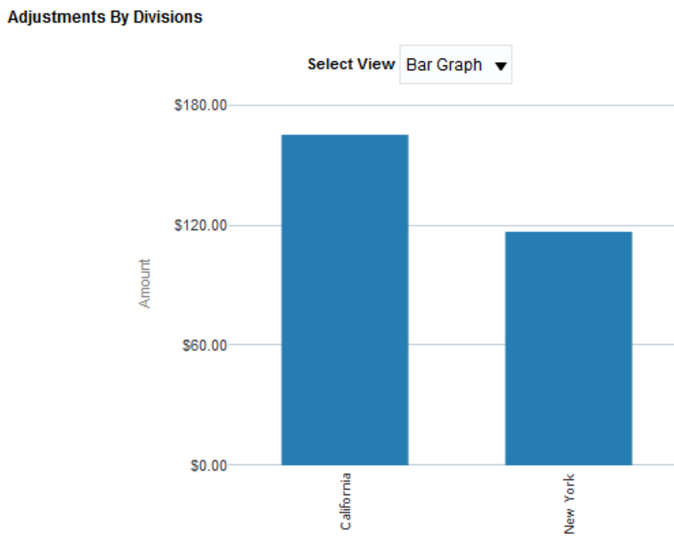



**Figure 24: Adjustments By Divisions**

| Axes | What it shows? |
|---|---|
| X axis | Division |
| Y axis | Adjustment amount against each division |

**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. You can further drill down this report to display adjustment details from a selected product. Subsequently, it is possible to further drill down to view adjustment details of a selected customer.

## 3.3 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.

### 3.3.1 KPIs


Figure 25: Receivables KPIs

**Note:** Click on each tile to view the Receivables printable report that shows the details.

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

| KPI | Definition |
|---|---|
| Net Receivables | Total receivables amount |
| #Receivables | Total number of receivables |
| Total 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.

### 3.3.2 Receivables By Age

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

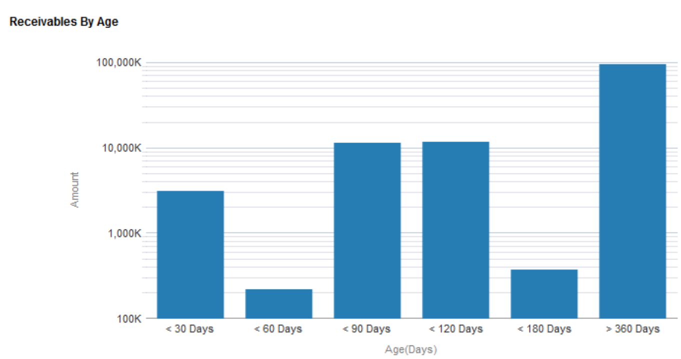



Figure 26: Receivables By Age

| Axes | What it shows? |
|---|---|
| X axis | Age (Days)<br>• < 30 Days<br>• < 60 Days<br>• < 90 Days<br>• < 120 Days<br>• < 180 Days<br>• > 360 Days |
| Y axis | 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. You can drill down this report to up to three levels – Division, Customer, and Bill.

### 3.3.3 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 27: 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. You can further drill down the report to Product and Account levels.

### 3.3.4 Receivables By Customer Segments

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

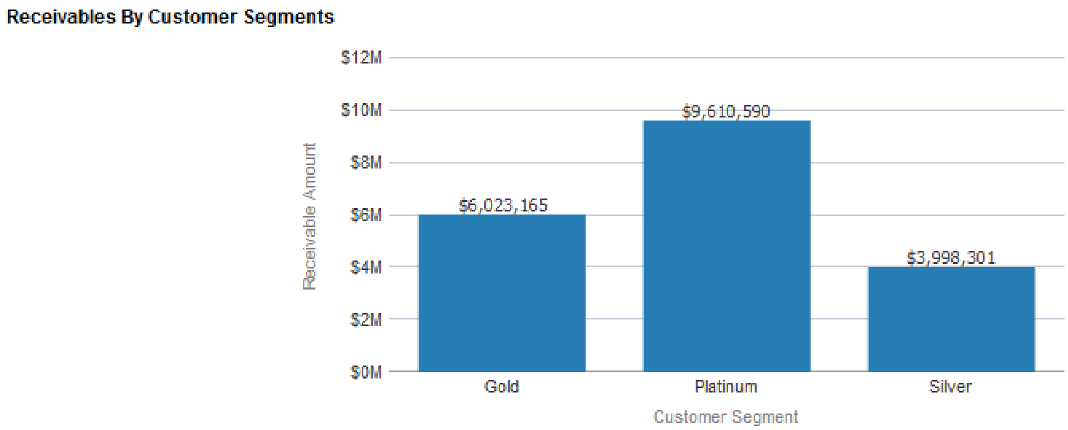



Figure 28: Receivables By Customer Segments

| Axes | What it shows? |
|---|---|
| X axis | Customer Segment |
| Y axis | 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 the selected Customer Segment's receivables details. You can further drill down the report to Product and Customer levels.

### 3.3.5 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 changing the view.

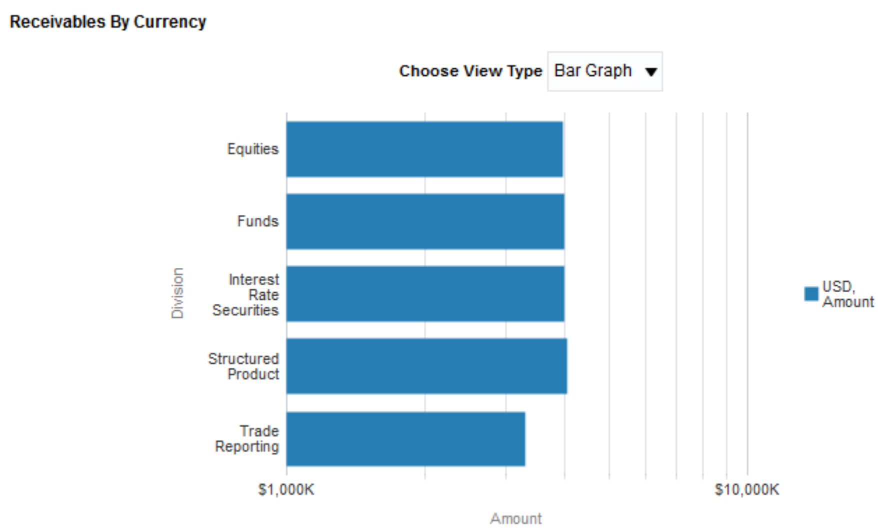



Figure 29: Receivables By Currency

**Note:** Click on the chart to open the Receivables Printable Report filtered to display the selected division's receivables details. You can further drill down the report to Product and Customer levels.

### 3.3.6 Receivables Trend

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

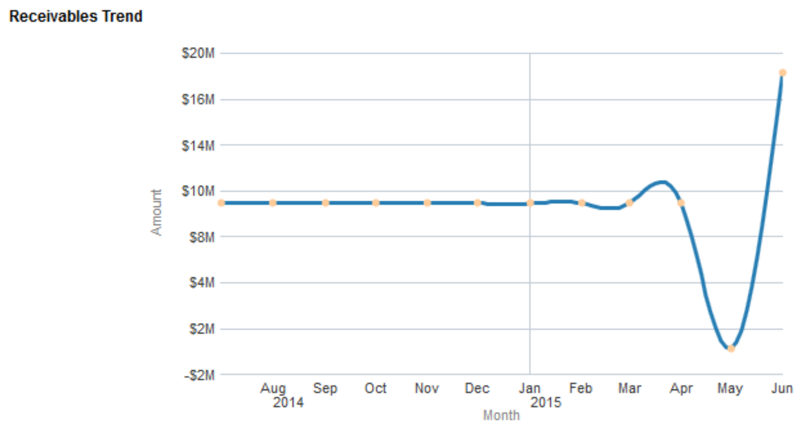



**Figure 30: Receivables Trend**

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

### 3.3.7 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 net revenue.

**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 31: Top N Products**

**Note:** Click on a product to open the Receivables Printable Report filtered to display the selected product's receivables details against various customers. You can further drill down to Customer and Account levels.

### 3.3.8 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 32: Bottom N Products

**Note:** Click on a product to open the Receivables Printable Report filtered to display the selected product's receivables details against various customers. You can further drill down to Customer and Account levels.

### 3.3.9 Accrued Vs Actuals

The Accrued Vs Actuals analysis is a table list that shows the list of divisions with their accrual revenue, actual revenue, and their variations.

Accrued Vs Actuals

| Division | Accrued Revenue | Actual Revenue | Variation |
|---|---|---|---|
| France | $3,288,888.25 | $3,705,174.35 | 13% |
| Germany | $5,200,777.94 | $5,983,035.62 | 15% |
| Hongkong | $4,759,709.75 | $5,829,073.17 | 22% |
| Malta | $2,886,903.36 | $3,221,282.12 | 12% |
| Portugal | $366,427,848.58 | $399,559,327.13 | 9% |

Figure 33: Accrued Vs Actuals

**Note:** Click on a division to view the drilled down details of all products within that division. You can further drill down to view the customer level details.

### 3.3.10 Accruals Override Report

The Accruals Override Report is a table list that shows the list of divisions with their accrual revenue spread across various accrual override reasons.

**Accruals Override Report**

| Division | Override Reason | Accrued Revenue |
|---|---|---|
| France | Manual Override | $124,707.29 |
| Germany | Manual | $230,812.09 |
| Hongkong | Manual Correction | $103,595.23 |
| Malta | Manual Override | $1,186,871.20 |
| Portugal | Manual | $62,400,032.25 |

**Figure 34: Accruals Override Report**

**Note:** Click on a division to view the drilled down details of all products within that division. You can further drill down to view the customer level details.

### 3.3.11 Revenue Recognition Report

The Revenue Recognition Report is a table list that shows the list of divisions with their total revenue and recognized revenue.

**Revenue Recognition Report**

| Division | Total Amount | Recognized Amount |
|---|---|---|
| France | $1,800,000.00 | $5,157.80 |
| Germany | $1,800,000.00 | $4,492.96 |
| Hongkong | $1,800,000.00 | $5,319.86 |
| Malta | $3,420,000.00 | $8,301.05 |
| Portugal | $3,000,000.00 | $7,840.33 |

**Figure 35: Revenue Recognition Report**

**Note:** Click on a division to view the drilled down details of all products within that division. You can further drill down to view the customer level details.

### 3.3.12 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<br>• Month<br>• Division<br>• Customer Segment<br>• Contract Type |

| | |
|---|---|
| | • Product |
| **Fields** | • Division<br>• Customer Segment<br>• Product<br>• Amount (Click here to further drill-down.)<br>• Cancelled Amount |

### 3.3.13 Integration with Oracle Spatials

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.

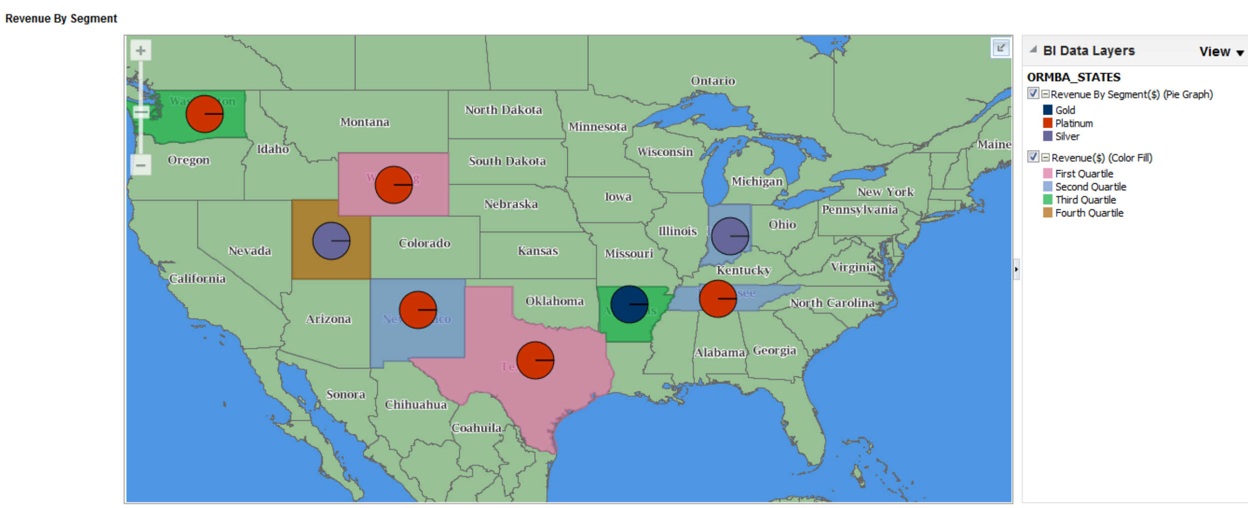



**Figure 36: Revenue By Customer Segment**

## 3.4 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.

### 3.4.1 KPIs


**Figure 37: Adjustments KPIs**

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

| KPI | Definition |
|---|---|
| #Adjustments | Total number of adjustments |
| #Cancellation | Total number of cancellations |
| Cancellation | 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.

### 3.4.2 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.

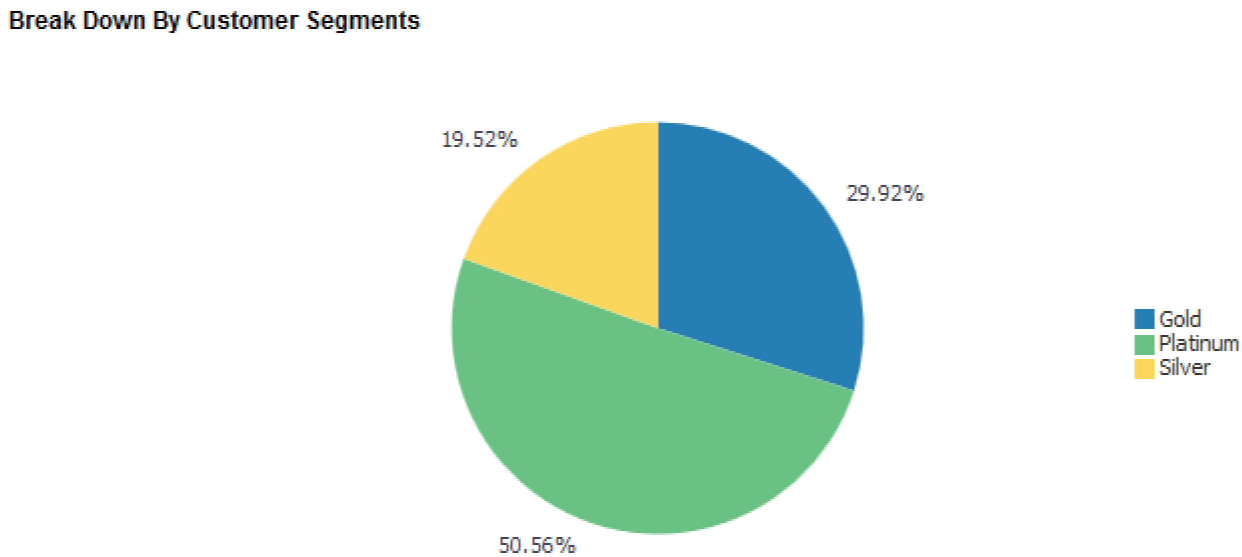



Figure 38: Breakdown By Customer Segments

> **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.

### 3.4.3 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 39: 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.

### 3.4.4 Adjustments Trend

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

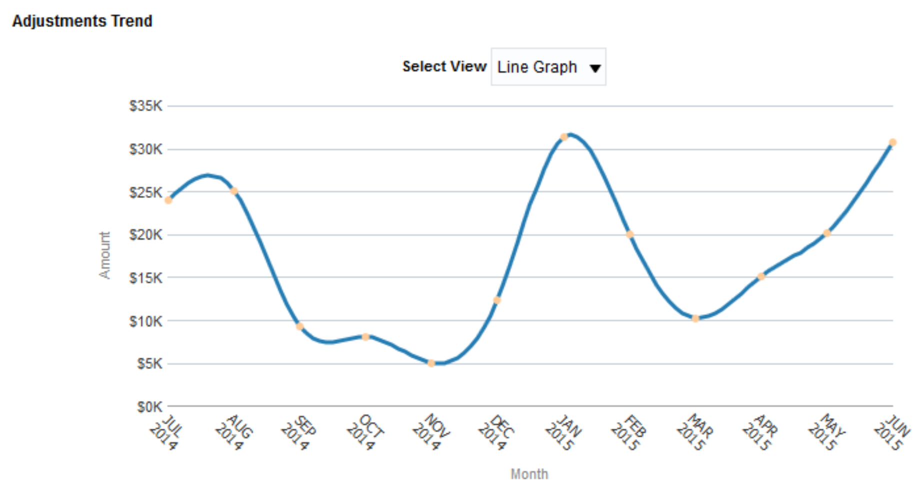



**Figure 40: Adjustments Trend**

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

### 3.4.5 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.

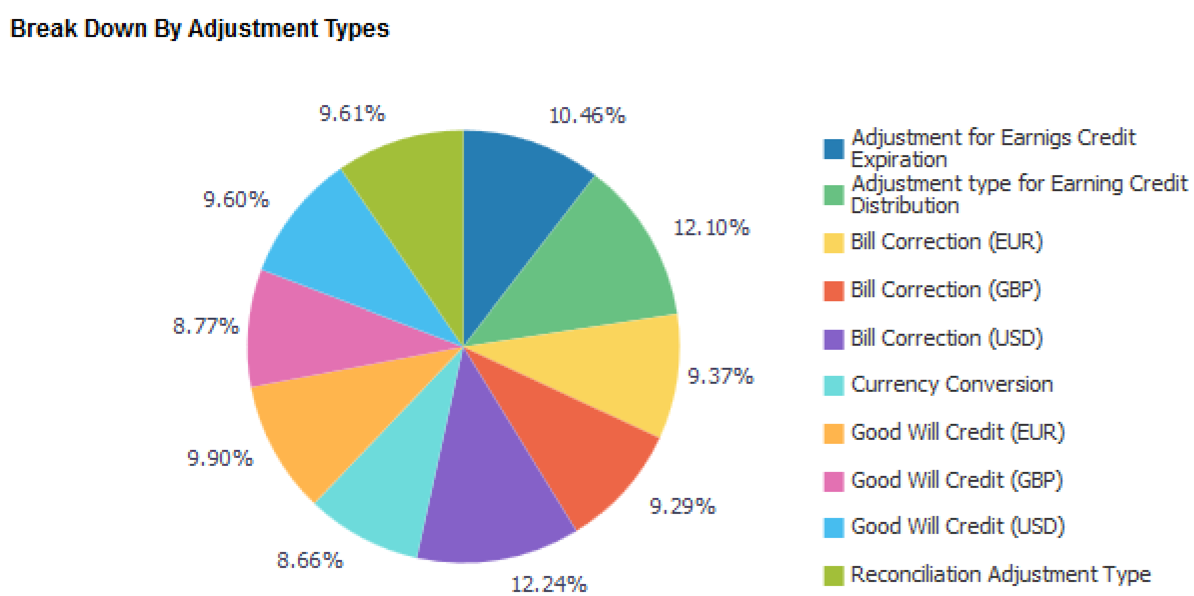



**Figure 41: Breakdown By Adjustment Types**

**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.

### 3.4.6 Adjustments Printable Report

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

| | |
|---|---|
| **Filters** | • Year<br>• Month<br>• Division<br>• Customer Segment<br>• Contract Type<br>• Adjustment Type<br>• Credit/Debit |
| **Fields** | • Division<br>• Credit/Debit<br>• Customer Segment<br>• Adjustment Type<br>• Contract Type<br>• Amount (Click here to further drill-down.)<br>• Cancelled Amount |

## 3.5 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.

### 3.5.1 KPIs

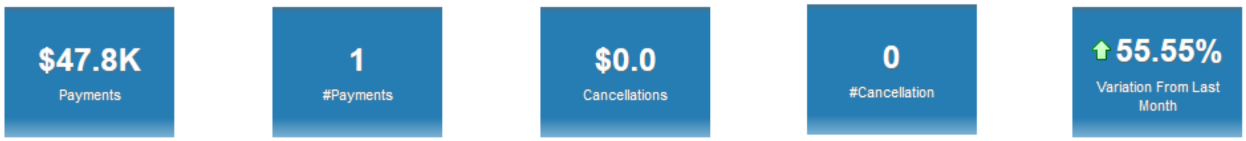



**Figure 42: Payments KPIs**

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

| KPI | Definition |
|---|---|
| Net Payments | Total payments amount |
| #Payments | Total number of adjustments |
| Cancellations | Total number of cancellations |
| #Cancellations | 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.

### 3.5.2 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 43: 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.

### 3.5.3 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.

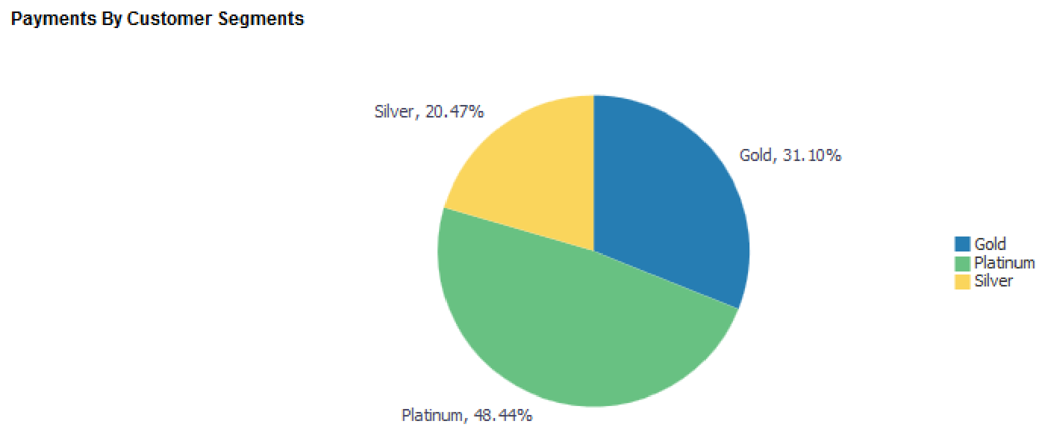



**Figure 44: Payments By Customer Segments**

**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.

### 3.5.4 Payments By Currency

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

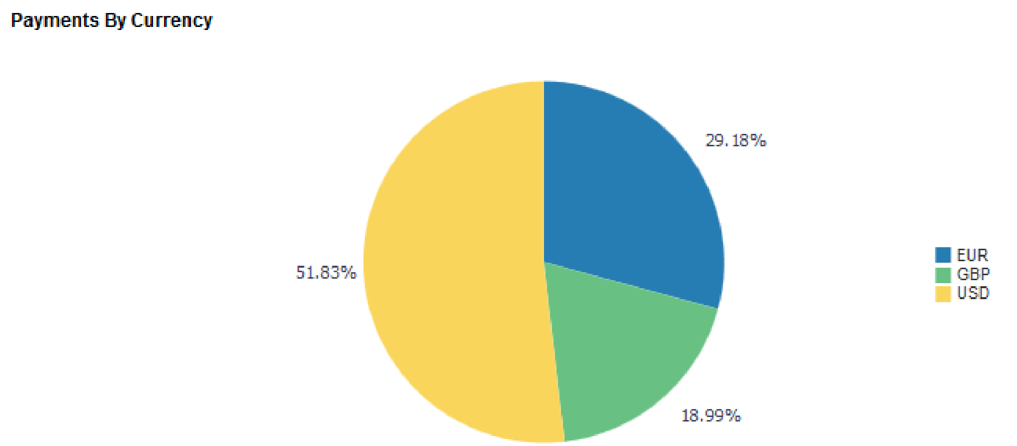



**Figure 45: Payments By Currency**

**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.

### 3.5.5 Payments Trend

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

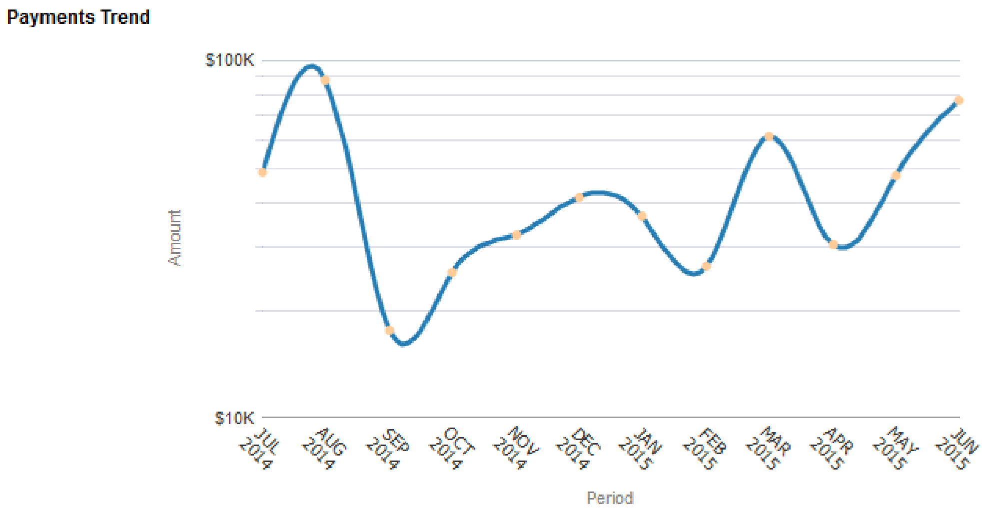



**Figure 46: Payments Trend**

### 3.5.6 Payments Printable Report

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

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

# 3.6 General Ledger Page

The Financial Transactions – General Ledger page offers details 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.

## 3.6.1 Breakdown By Distributions

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

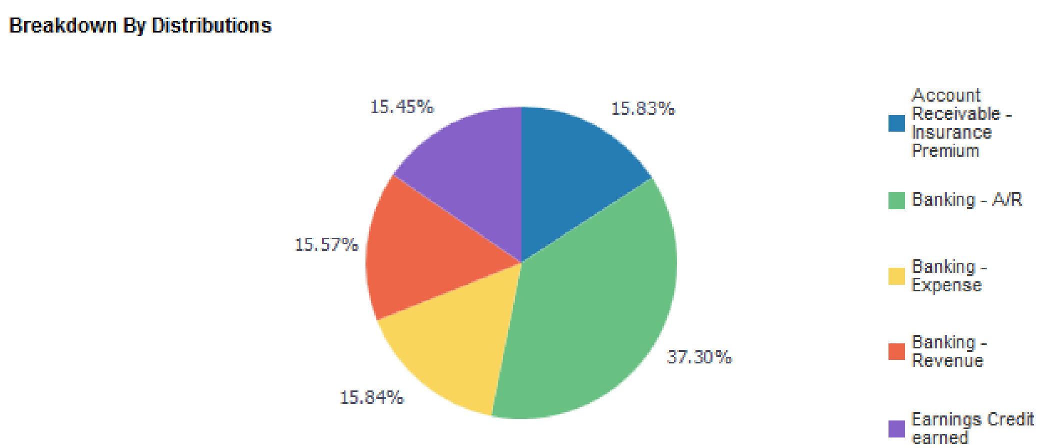



**Figure 47: Breakdown By Distributions**

**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.

## 3.6.2 Breakdown By GL Accounts

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

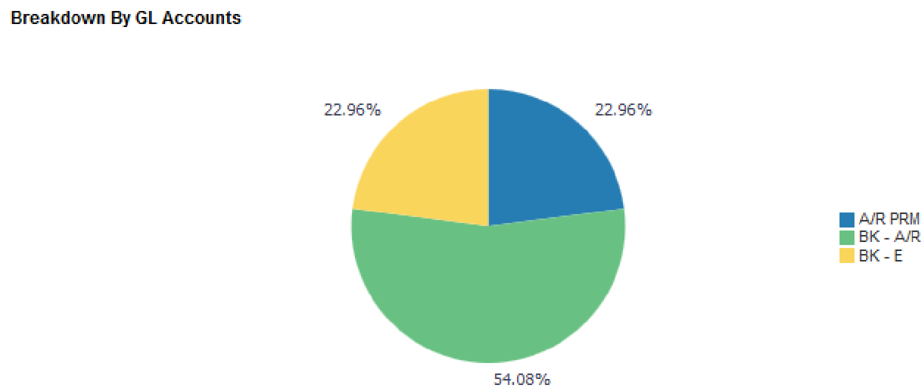



Figure 48: Breakdown By GL Accounts

**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.

### 3.6.3 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 49: Trend By Distribution Id

### 3.6.4 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 50: Trend By GL Account**

## 3.6.5 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<br>• Month<br>• Division<br>• Contract Type<br>• Distribution<br>• GL Account |
| **Fields** | • Division<br>• Contract Type<br>• Distribution<br>• GL Account<br>• Amount (Click here to further drill-down.)<br>• Contra Amount in Division Currency<br>• Net Amount in Division Currency<br>• Credit/Debit |

# 3.7 Dispute Management Page

The Financial Transactions – Dispute Management page offers details of the various of disputes raised by the customers.

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

- Year
- Month

The Dispute Management page also includes a printable report called Dispute Management Printable Report.

## 3.7.1 KPIs


Figure 51: Dispute Management KPIs

**Note:** Click on each tile to view the Dispute Management printable report that shows the respective details.

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

| KPI | Definition |
|---|---|
| #Disputes | Total number of disputes raised |
| Disputes | Total dispute amount |
| Variation From Last Month | Percentage variation of dispute amount from the previous month |

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

## 3.7.2 Disputes Trend

The Disputes Trend analysis is a line chart that shows the trend of disputes over the last 12 months.

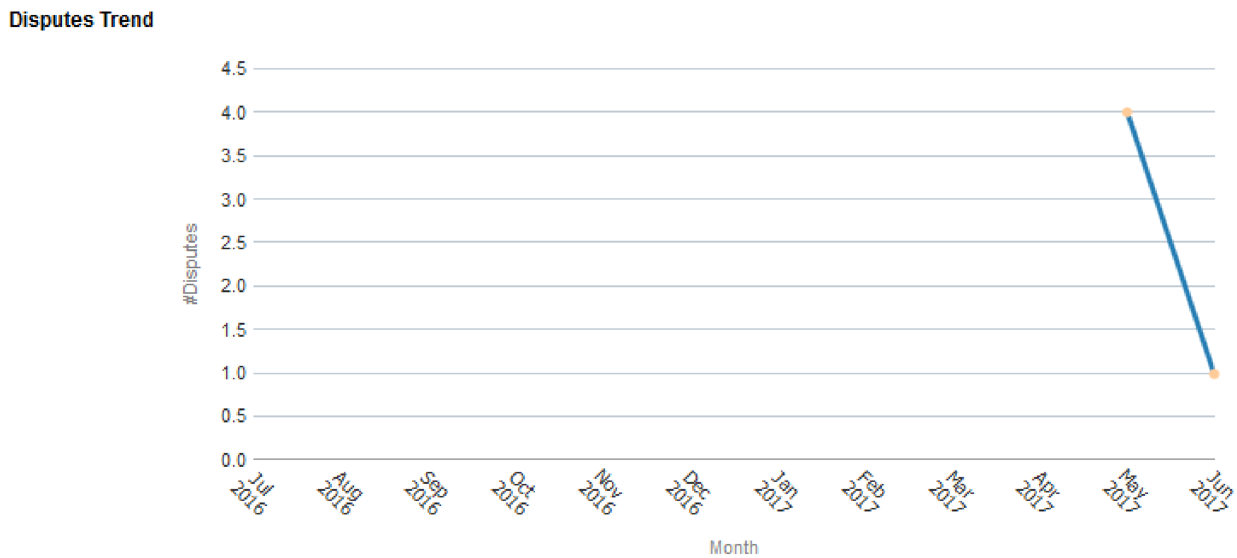



**Figure 52: Disputes Trend**

| Axes | What it shows? |
|---|---|
| X axis | Shows the last 12 months |
| Y axis | Shows the count of disputes raised |

### 3.7.3 Reasons of Dispute

The Reasons of Dispute analysis is a pie chart that shows the percentage distribution of disputes across various dispute reasons.

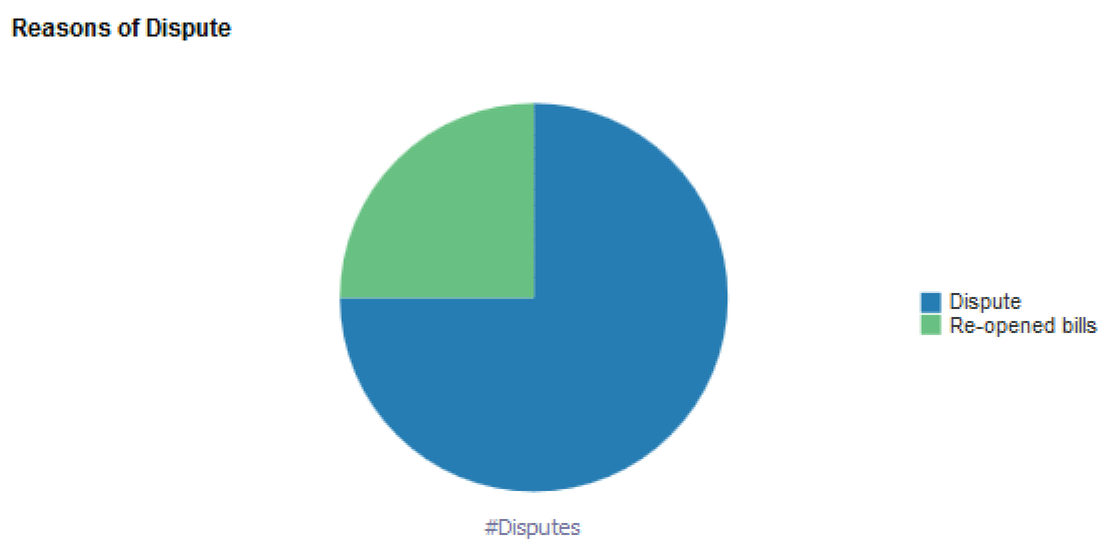



**Figure 53: Reasons of Dispute**

**Note:** Click on the chart to see the drilled-down details of a dispute reason. This opens the Dispute management Printable Report filtered to display disputes with the selected reason.

### 3.7.4 Disputes By Division

The Disputes By Division analysis is a bar graph that shows the distribution of disputes across various divisions. You can also view this analysis as a pie chart. To do this, select the type of chart you want to view from the drop down list.

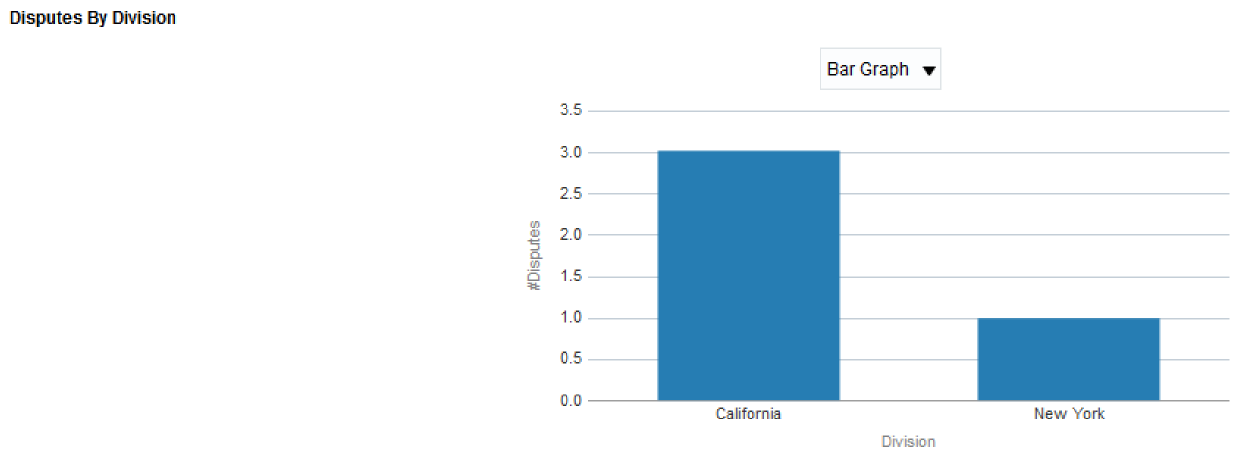



**Figure 54: Disputes By Division**

> **Note:** Click on the graph to see the drilled-down details of a division. This opens the Dispute Management Printable Report filtered to display a division's dispute details.

### 3.7.5 Ageing Analysis

The Ageing analysis is a bar graph that shows the distribution of disputes against different age buckets.

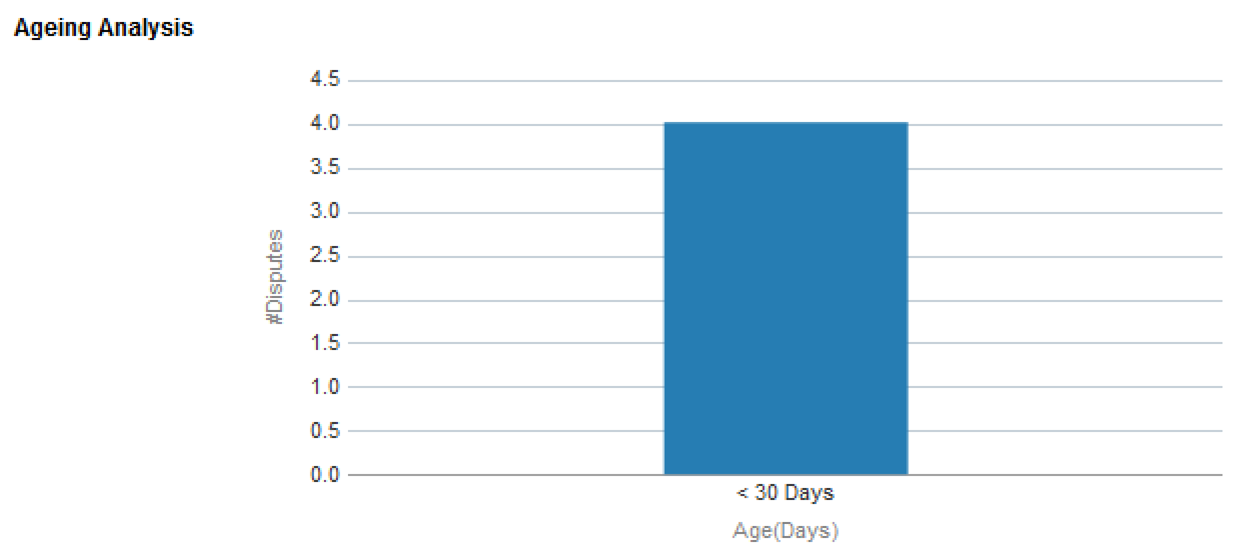



**Figure 55: Ageing Analysis**

| | |
|---|---|
| X axis | Age (Days)<br>• < 30 Days (Disputes with age between 0 and 29)<br>• < 60 Days (Disputes with age between 30 and 59)<br>• < 90 Days (Disputes with age between 60 and 89) |

| | |
|---|---|
| | • < 120 Days (Disputes with age between 90 and 119)<br>• < 180 Days (Disputes with age between 120 and 179)<br>• < 360 Days (Disputes with age between 180 and 359)<br>• > 360 Days (Disputes with age 360 or more) |
| Y axis | Number of disputes within each age bucket |

**Note:** Click on the chart to see the drilled-down details of an age bucket. This opens the Dispute Management Printable Report that displays the various divisions that falls under the selected age bucket.

### 3.7.6 Approval / Rejection Statistics

The Approval/Rejection Statistics analysis is a bar graph that shows the number of disputes that are approved or rejected.

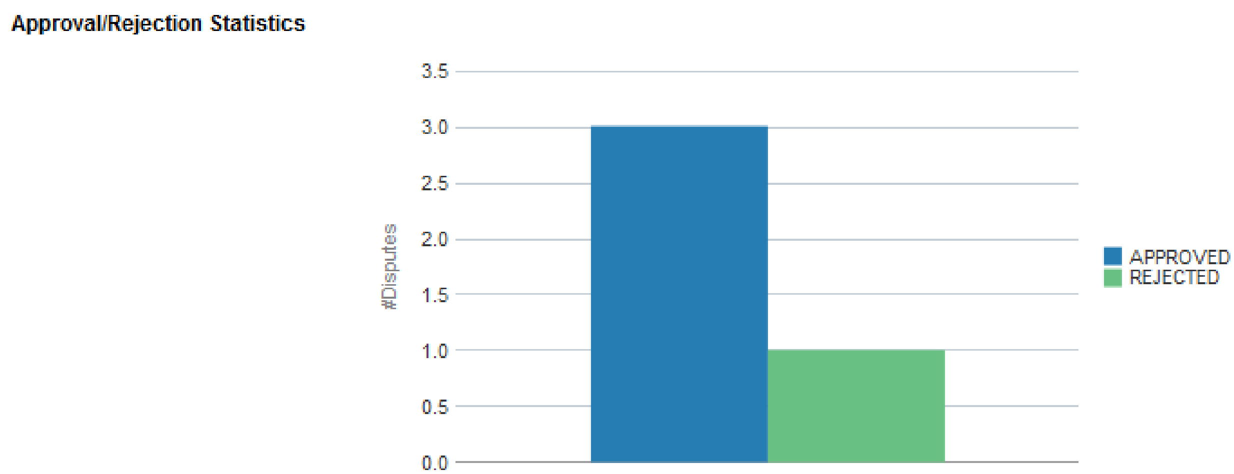



**Figure 56: Approval/Rejection Statistics**

### 3.7.7 Top N Disputes

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

**Top 10 Disputes**

| Rank | Dispute ID | Customer Name | Amount |
|---|---|---|---|
| 1 | 441580739714 | Small Bookshop Ltd | $145.00 |
| 2 | 901093856502 | New York Enterprizes | $117.00 |
| 3 | 902556188555 | Small Bookshop Ltd | $22.00 |
| 4 | 828732794418 | Small Bookshop Ltd | $20.00 |

**Figure 57: Top N Disputes**

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

### 3.7.8 Dispute Management Printable Report

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

| | |
|---|---|
| **Filters** | • Year<br>• Month<br>• Division<br>• Customer ID<br>• Account ID<br>• Bill ID |
| **Fields** | • Dispute ID<br>• Division<br>• Dispute Detail ID<br>• Dispute Reason<br>• Customer Name<br>• Customer ID<br>• Account ID<br>• Bill ID<br>• Amount |

# 4. Billing Dashboard

## 4.1 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.

## 4.2 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

### 4.2.1 KPIs

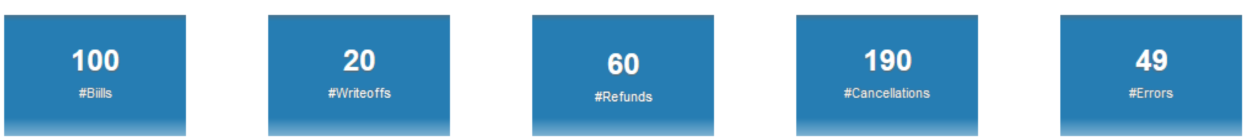



**Figure 58: Billing KPIs**

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 |

### 4.2.2 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.

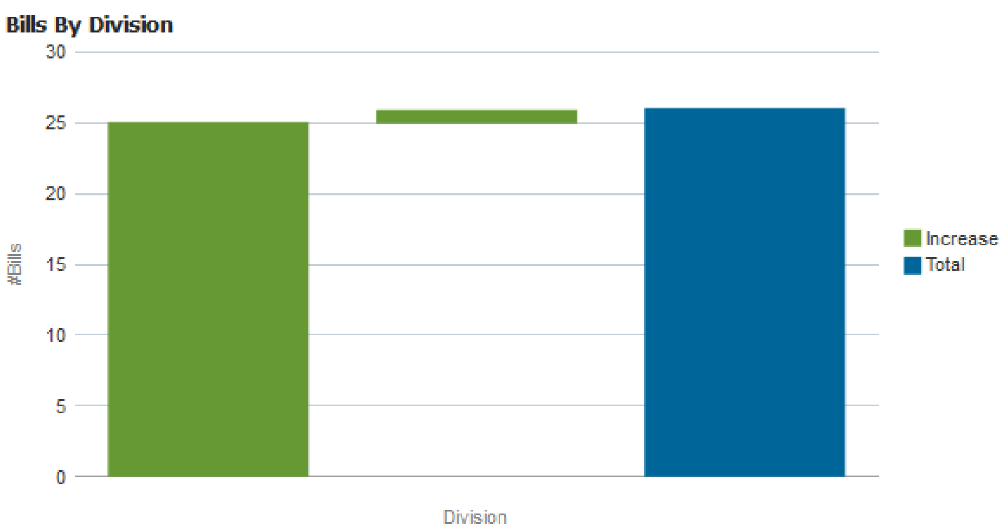



**Figure 59: Bills By Division Bar Chart**

| Axes | What it shows? |
|---|---|
| X axis | Division |
| Y axis | • Number of bills against each division<br>• Total bill amount against each division<br>• 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.

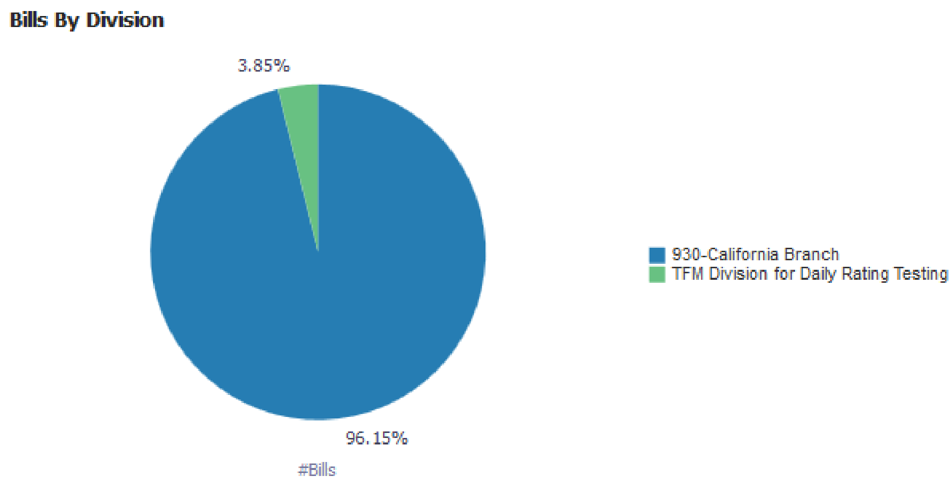



**Figure 60: Bills By Division Pie Chart**

> **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.

### 4.2.3 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 Divisions, whereas the pie chart shows the percentage distribution of write-offs across various divisions.

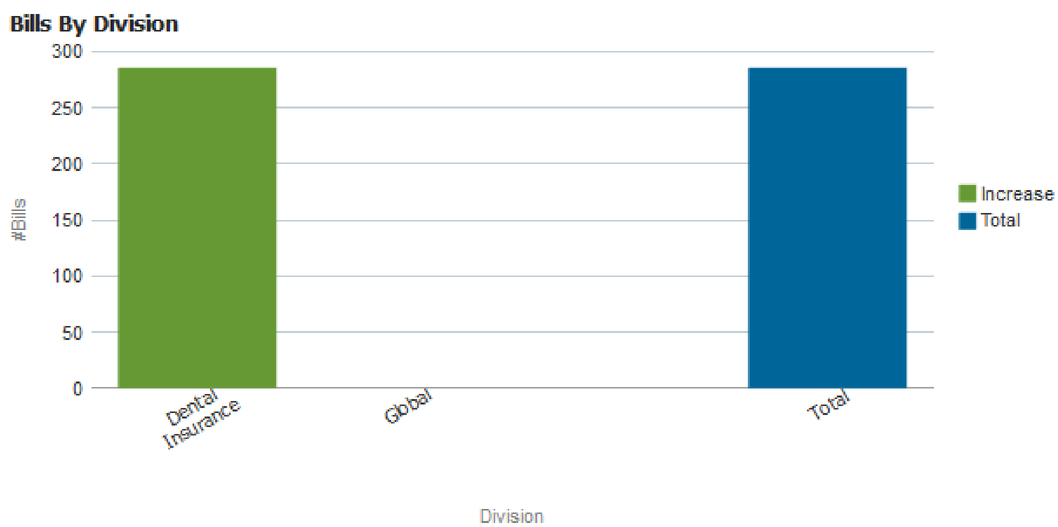



**Figure 61: Write Offs By Division Bar Chart**

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

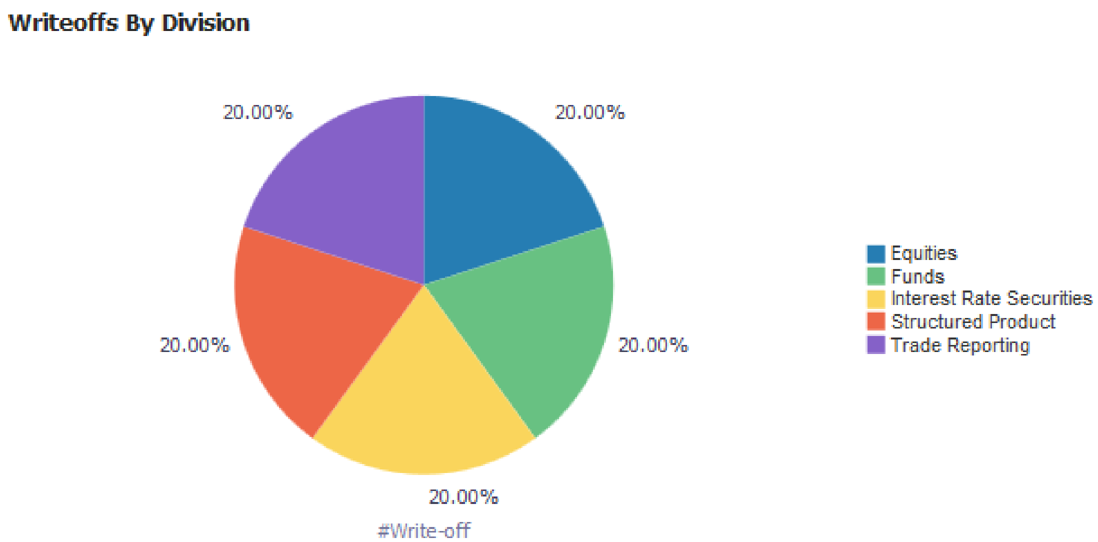



Figure 62: Write Offs By Division Pie Chart

**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.

### 4.2.4 Refunds By Division

The Refunds By Division analysis contains a bar chart and a pie chart. Both charts show the refunds across various divisions.

<Image not available currently>

Figure 63: Refunds By Division Bar Chart

| Axes | What it shows? |
|---|---|
| X axis | Division |
| Y axis | • Number of refunds against each division<br>• Total number of refunds |

<Image not available currently>

Figure 64: Refunds By Division Pie Chart

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

### 4.2.5 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.

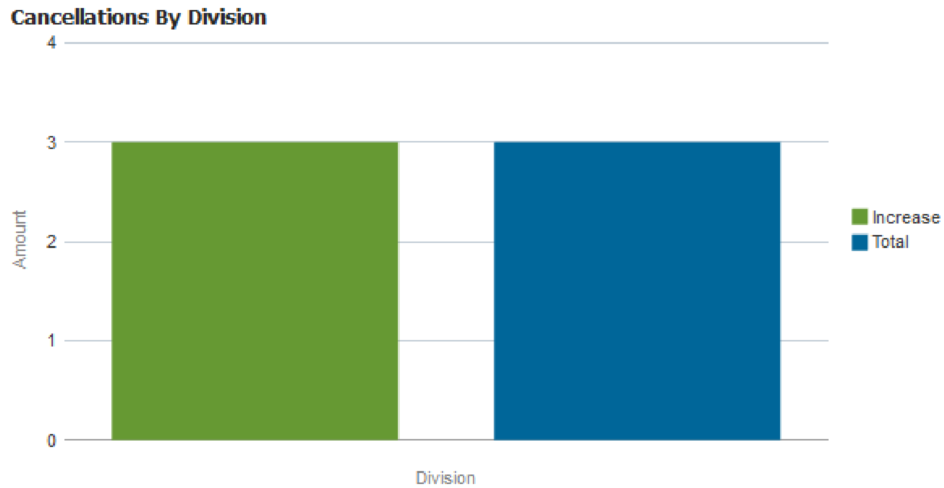



Figure 65: Cancellations By Division Bar Chart

| Axes | What it shows? |
|---|---|
| X axis | Division |
| Y axis | • Number of cancellations against each division<br>• Total number of cancellations |

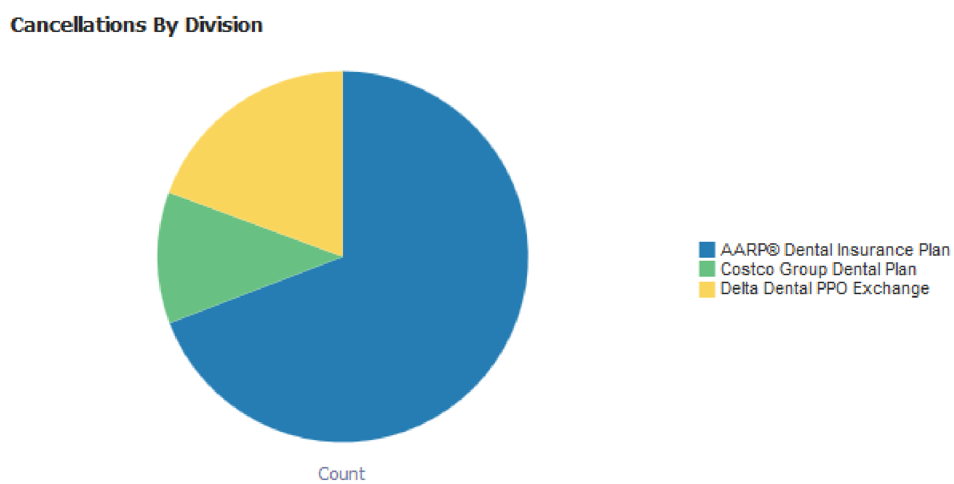



Figure 66: Cancellations By Division Pie Chart

**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.

## 4.3 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

### 4.3.1 KPIs

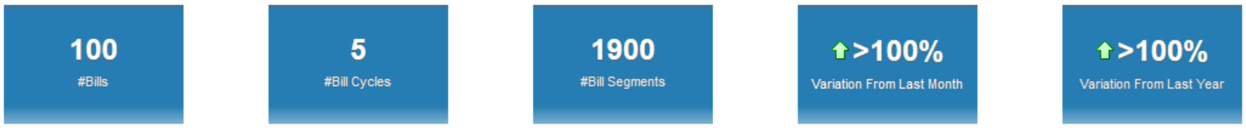



**Figure 67: Billing KPIs**

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.

### 4.3.2 Billing Printable Report

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

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

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

# 4.4 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

## 4.4.1 KPIs


**Figure 68: 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 |
| 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.

## 4.4.2 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 69: 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 |

### 4.4.3 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 70: 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 |

### 4.4.4 Effectiveness Trend

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

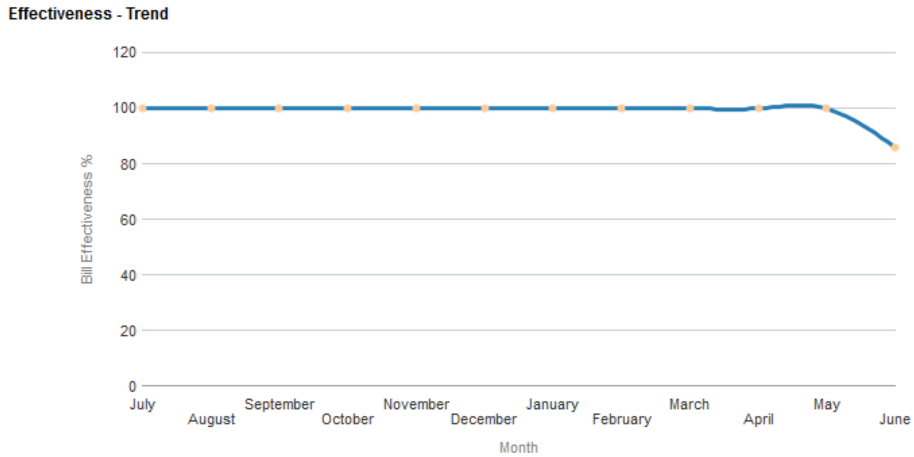



**Figure 71: Effectiveness - Trend**

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

### 4.4.5 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.

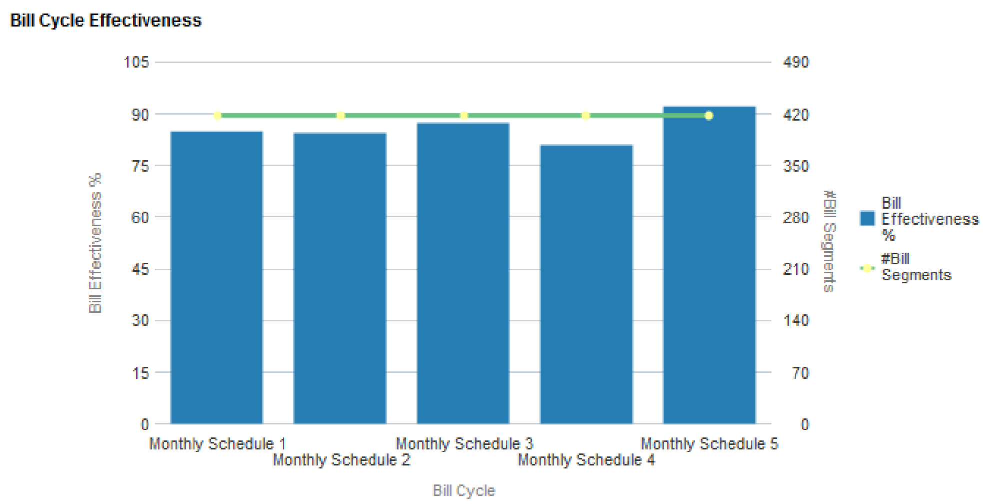



**Figure 72: Bill Cycle Effectiveness**

| Axes | What it shows? |
|---|---|
| X axis | Bill cycles |

| | |
|---|---|
| Y axis | • Bill cycle effectiveness of each bill cycle<br>• Number of bill segments in each bill cycle |

### 4.4.6 #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.

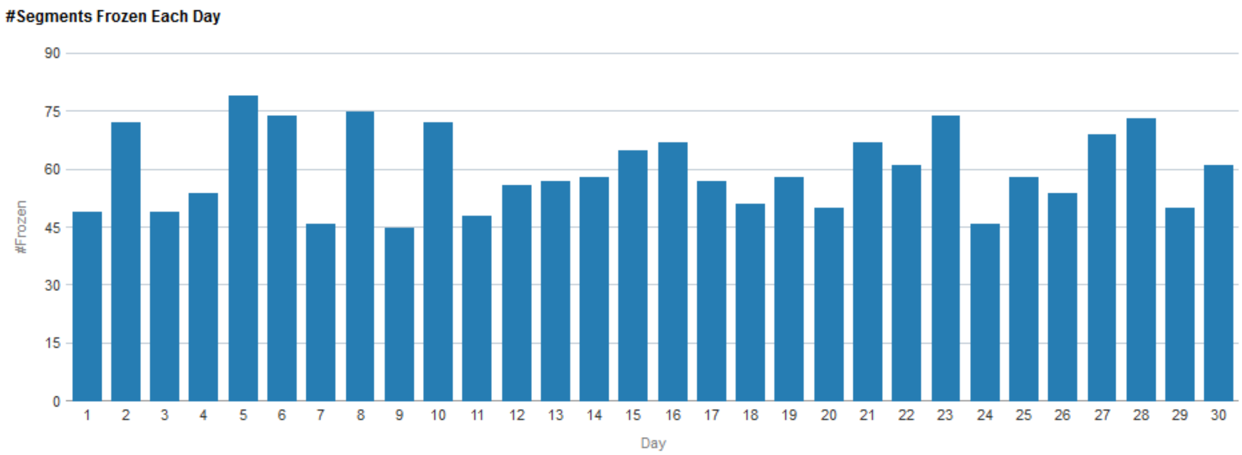



Figure 73: #Segments Frozen Each Day

| 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 |

## 4.5 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

### 4.5.1 KPIs

**Figure 74: 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.

## 4.5.2 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.

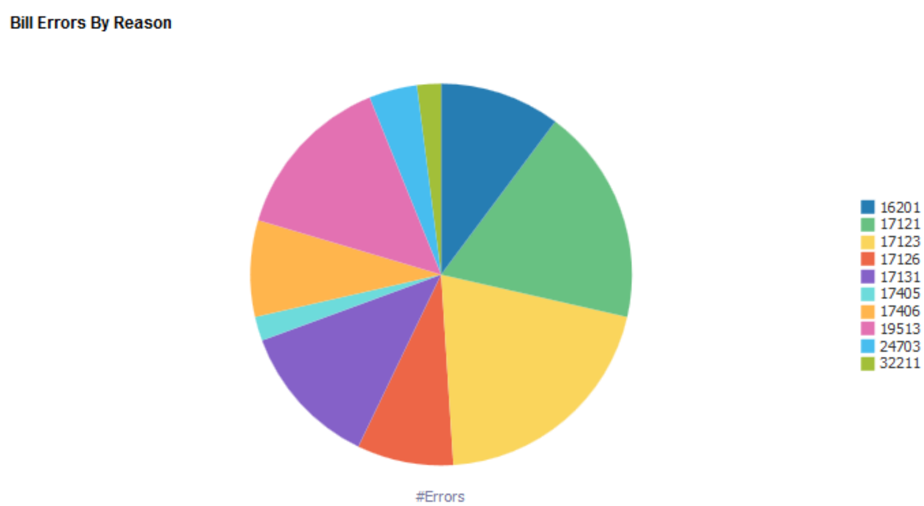



**Figure 75: Bill Errors By Reason Pie Chart**

| 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 76: 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.

### 4.5.3 #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.

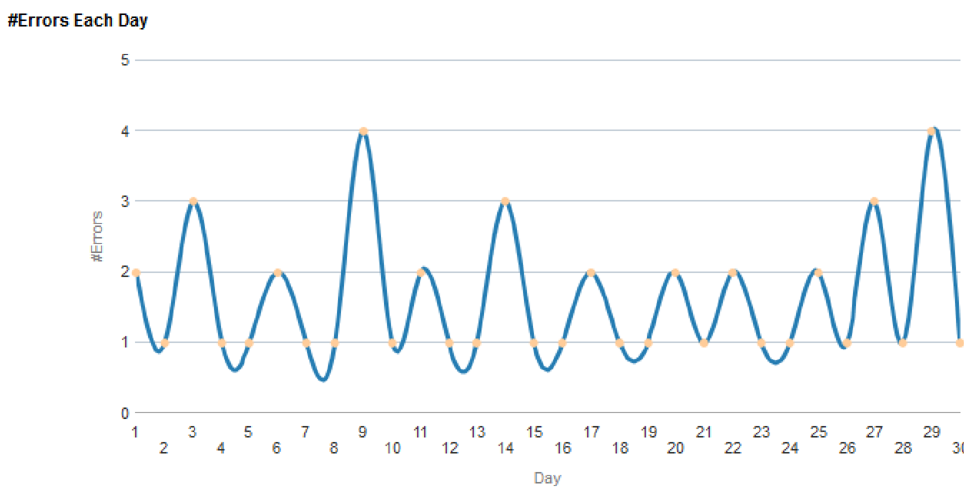



Figure 77: #Errors Each Day

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

### 4.5.4 #Errors Trend

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

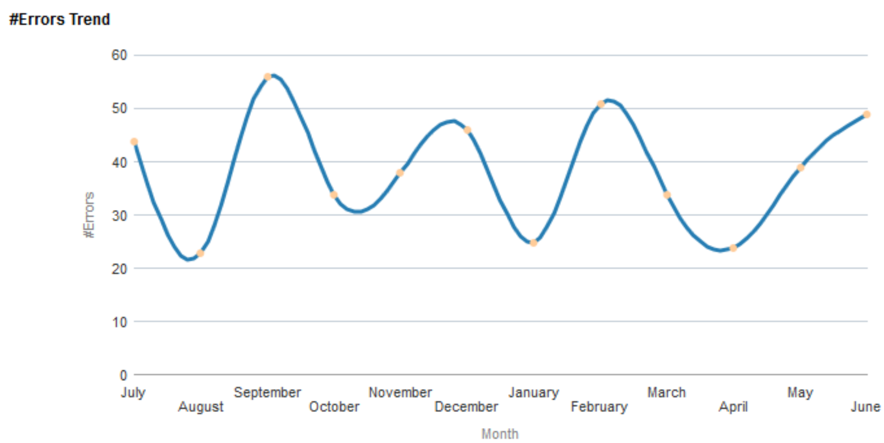



Figure 78: #Errors Trend

| 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 |

# 4.6 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

## 4.6.1 KPIs


Figure 79: 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.

### 4.6.2 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 80: 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.

### 4.6.3 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.

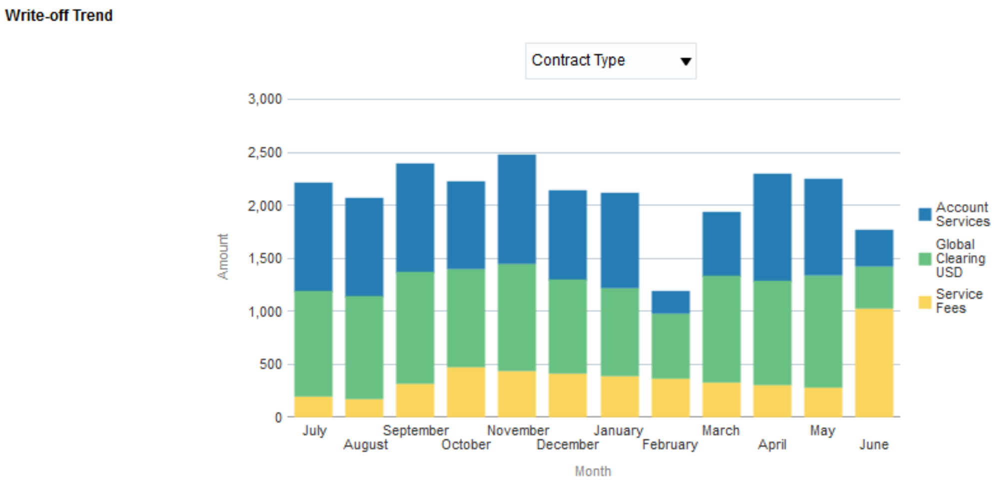



**Figure 81: Write Off Trend**

| Axes | What it shows? |
|---|---|
| X axis | Month<br>Shows the last 12 months |
| Y axis | • Write off amount against each Adjustment Type<br>• Write off amount against each Customer Segment<br>• 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.

### 4.6.4 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 82: 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.

### 4.6.5 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 83: 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.

### 4.6.6 Write-Off Printable Report

| | |
|---|---|
| **Filters** | • Year<br>• Month<br>• Division<br>• Customer Segment<br>• Adjustment Type |
| **Fields** | • Division<br>• Customer Segment<br>• Customer<br>• Account<br>• Adjustment Type<br>• Request Id<br>• Reason<br>• Type<br>• Status<br>• Entity Id<br>• Remarks |

| | |
|---|---|
| | • Currency<br>• Amount |

# 4.7 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

## 4.7.1 KPIs


**Figure 84: 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.

### 4.7.2 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 85: 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.

### 4.7.3 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.

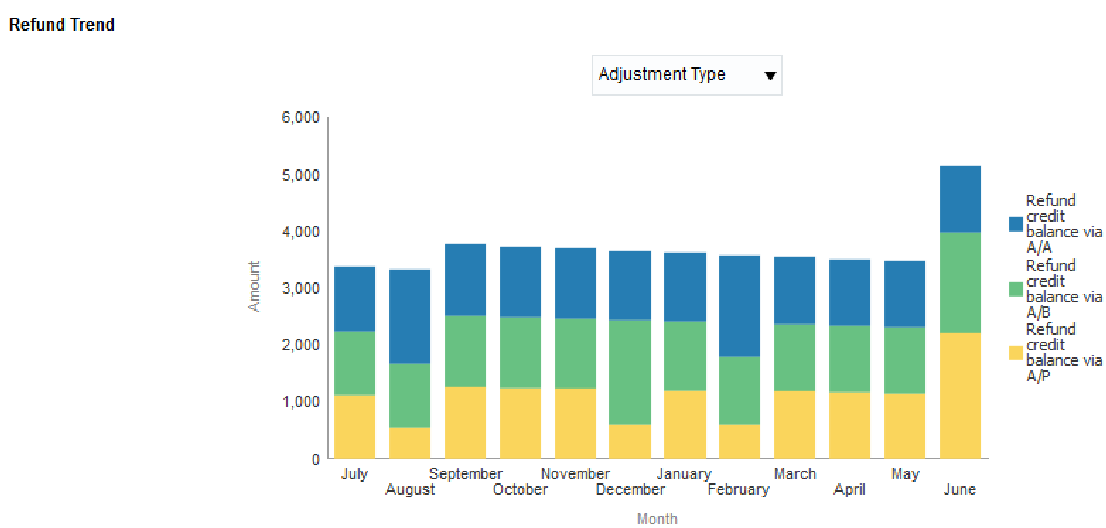



**Figure 86: Refund Trend**

| Axes | What it shows? |
|---|---|
| X axis | Month |

| | |
|---|---|
| | Shows the last 12 months |
| Y axis | • Refund amount against each Adjustment Type<br>• Refund amount against each Customer Segment<br>• 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.

### 4.7.4 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 87: 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.

### 4.7.5 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 88: 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.

### 4.7.6 Refund Printable Report

| | |
|---|---|
| **Filters** | • Year<br>• Month<br>• Division<br>• Customer Segment<br>• Adjustment Type |
| **Fields** | • Division<br>• Customer Segment<br>• Customer<br>• Account<br>• Adjustment Type<br>• Request ID<br>• Refund Reason<br>• Entity Id<br>• Status<br>• Currency<br>• Refund Amount |

## 4.8 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

### 4.8.1 KPIs


Figure 89: 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.

## 4.8.2 Cancellations Trend

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

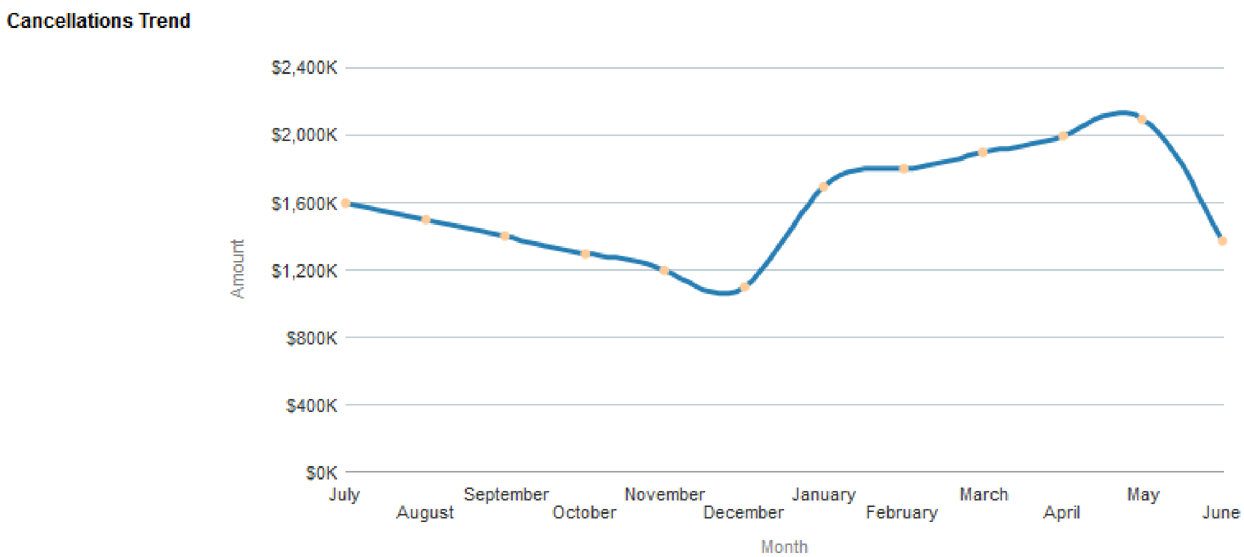



Figure 90: Cancellations Trend

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

## 4.8.3 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 91: 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.

### 4.8.4 Cancellations Printable Report

| | |
|---|---|
| **Filters** | • Year<br>• Month<br>• Division<br>• Product |
| **Fields** | • Division<br>• Contract Type<br>• Customer Segment<br>• Customer<br>• Product<br>• Account<br>• Bill Id<br>• Bill Segment Id<br>• Amount in Corporate Currency<br>• Last Month Amount<br>• Variation From Last Month |

# 5. Contracts Dashboard

## 5.1 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.

## 5.2 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?

### 5.2.1 KPIs

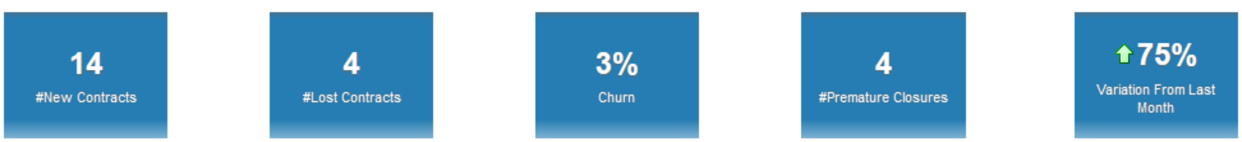



**Figure 92: Contracts KPIs**

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<br>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.

## 5.2.2 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 93: 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. |

## 5.2.3 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 94: 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. |

### 5.2.4 Breakdown By Segments

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

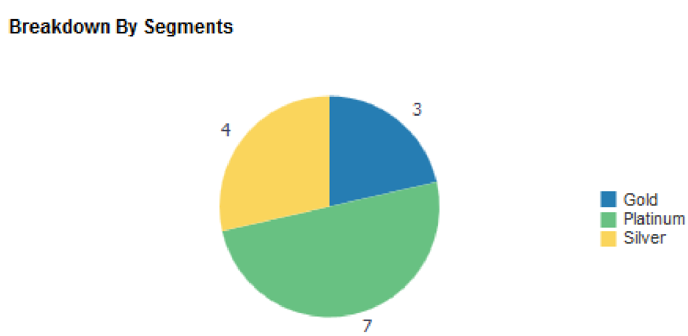



**Figure 95: Breakdown By Segments**

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

### 5.2.5 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.

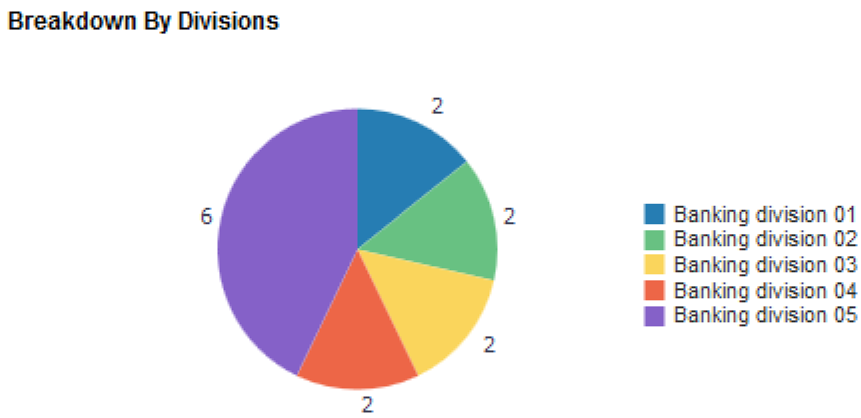



**Figure 96: Breakdown By Divisions**

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.

### 5.2.6 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.

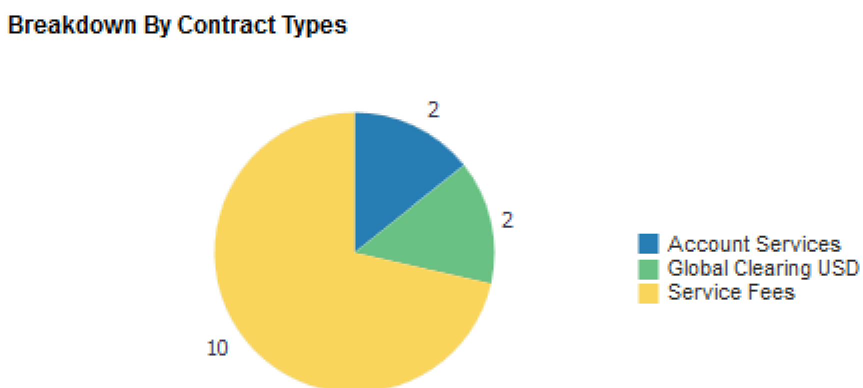



**Figure 97: Breakdown By Contract Types**

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

### 5.2.7 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<br>• Month<br>• Division<br>• Customer Segment<br>• Contract Type |
| **Fields** | • Division<br>• Contract Type<br>• New Contracts<br>• Lost Contracts<br>• Open Contracts<br>• Premature Closures<br>• Accepted Proposals<br>• Open Proposals<br>• Declined Proposals<br>• Inactive Contracts (Since 3 Months) |

## 5.3 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

### 5.3.1 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.

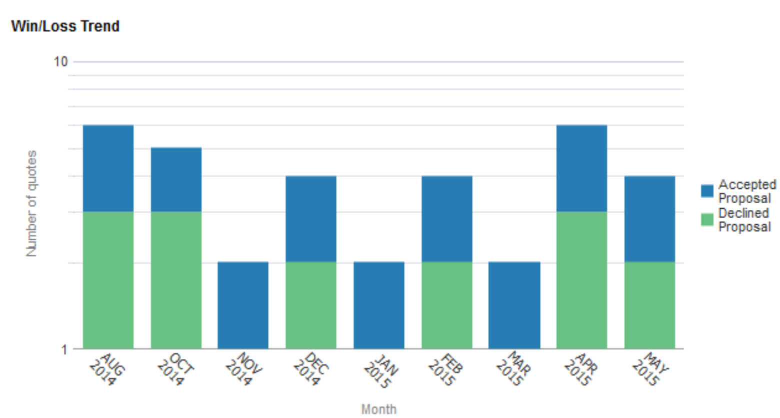



Figure 98: Win/Loss Trend

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

### 5.3.2 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.

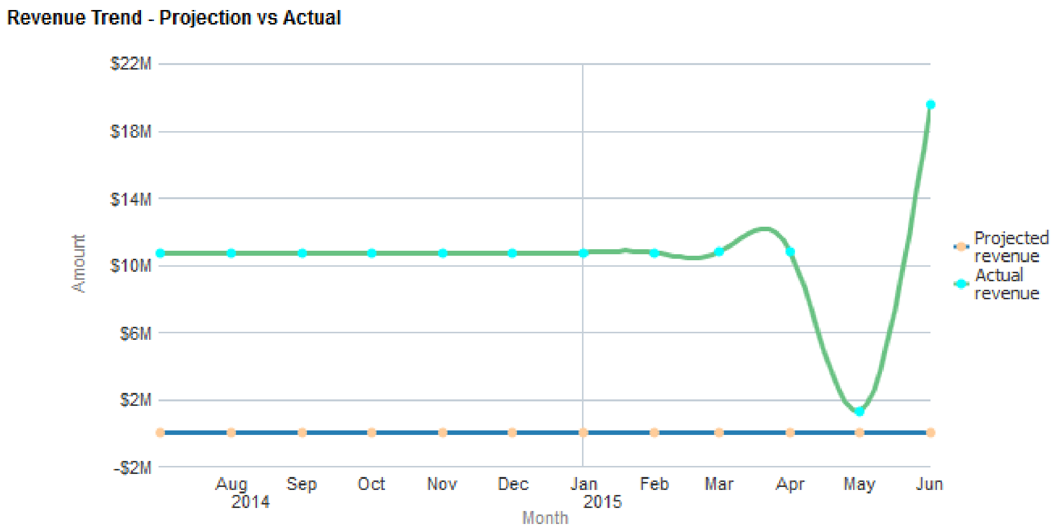



Figure 99: Revenue Trend – Projection vs Actual

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

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

### 5.3.3 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.

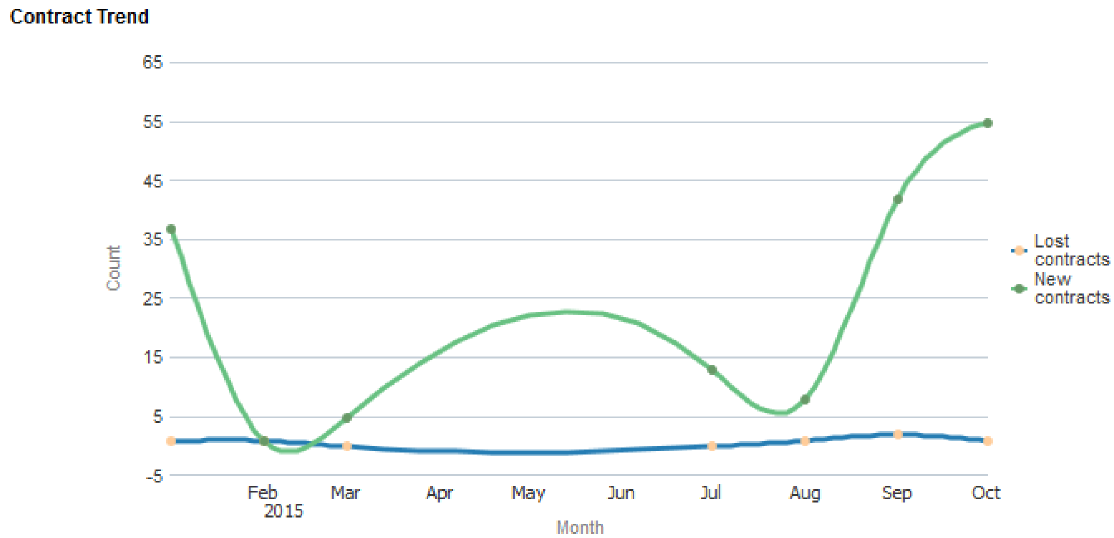



Figure 100: Contract Trend

| Axes | What it shows? |
|---|---|
| X axis | Last 12 months (counting from the selected month and year) |
| Y axis | Count of:<br>• Lost contacts<br>• 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.

### 5.3.4 Inactive Contracts

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

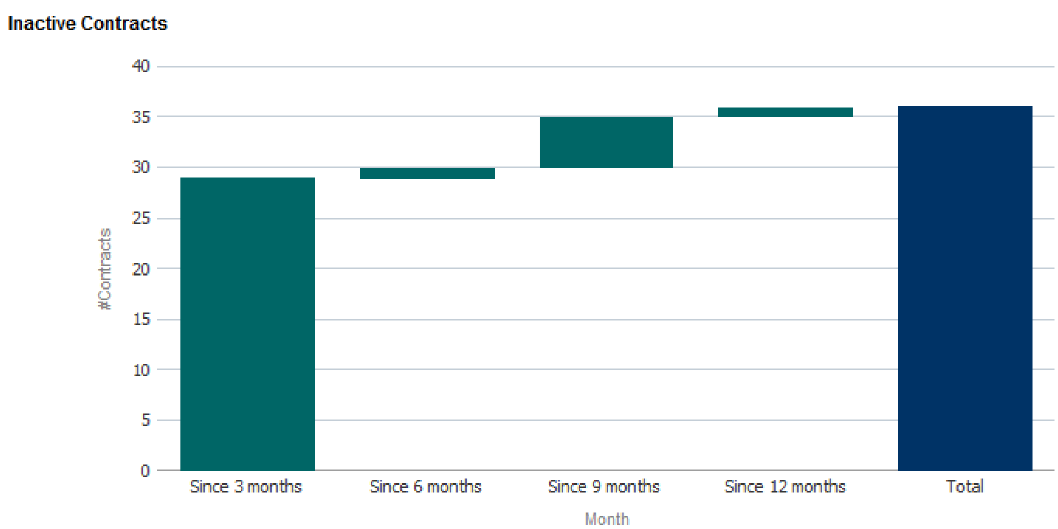



Figure 101: Inactive Contracts

| Axes | What it shows? |
|---|---|
| X axis | Period of inactivity:<br>• Since 3 months<br>• Since 6 months<br>• Since 9 months<br>• Since 12 months<br>• Total<br>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<br>That is, if the analysis is done for April 2016, all contracts inactive since January will fall under 'Since 3 months' period. |

# 6. To-Do Dashboard

## 6.1 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.

## 6.2 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?

### 6.2.1 Metrics For Current Month

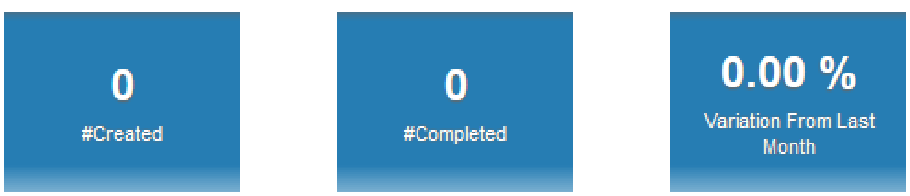



**Figure 102: Metrics For Current Month**

The metrics available for To-Do dashboard for the current month are:

| KPI | Definition |
|---|---|
| #Created | Number of tasks created in 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.

### 6.2.2 Metrics As On Start Of The Month


**Figure 103: Metrics For Current Month**

The metrics available for To-Do dashboard as on the start of the month are:

| KPI | Definition |
| --- | --- |
| #Backlog | Number of tasks that are open, either assigned or unassigned (#Unassigned + #In progress) |
| #Unassigned | Number of open tasks that are not yet assigned to staff |
| #In Progress | Number of tasks that are assigned to a staff and are in progress |

### 6.2.3 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 | #Unassigned | #In Progress | #Completed |
| --- | --- | --- | --- | --- | --- |
| Approval workflow-Approver | 2 | 0 | 2 | 0 | 0 |
| Bill Error | 1 | 0 | 1 | 0 | 0 |
| CM PID Mapping Approval To Do Role | 60 | 50 | 60 | 0 | 32 |
| CM PID Mapping Approval To Do Role for Resolve | 8 | 8 | 4 | 4 | 0 |
| Case Management | 5 | 0 | 5 | 0 | 0 |
| Funding Submitter Test | 0 | 1 | 0 | 0 | 1 |
| INS Admin | 10 | 0 | 7 | 3 | 0 |
| In Admin | 6 | 0 | 6 | 0 | 0 |
| Maker for customer Info creation Modification and Resloution | 4 | 0 | 3 | 1 | 0 |
| Manager for Business Customer Level 1 Approvals | 14 | 0 | 13 | 1 | 0 |
| Manager for Individual Customer Level 1 Approvals | 9 | 0 | 8 | 1 | 0 |
| Manager for Pricing Override Level 1 Approvals | 41 | 7 | 41 | 0 | 6 |
| Manager for Standard Pricing Level 1 Approvals | 62 | 14 | 60 | 2 | 4 |
| Manual Reconciliation | 3 | 0 | 1 | 2 | 0 |
| Offset Submitter Role | 0 | 7 | 0 | 0 | 7 |
| Parameter | 1 | 0 | 1 | 0 | 0 |
| Pricing Analyst | 4 | 0 | 4 | 0 | 0 |
| Senior Manager for Business Customer Level 2 Approvals | 2 | 0 | 2 | 0 | 0 |
| System Default Role | 1,976 | 1,005 | 1,023 | 953 | 12 |
| System Role | 18 | 0 | 12 | 6 | 0 |
| Grand Total | 2,226 | 1,092 | 1,253 | 973 | 62 |

**Figure 104: 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 |
| #Unassigned | 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 |

### 6.2.4 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 | #Unassigned | #In Progress | #Completed |
|---|---|---|---|---|---|
| Adhoc Bill Errors | 43 | 13 | 43 | 0 | 0 |
| Adhoc Freeze and Complete Bill Errors | 4 | 1 | 4 | 0 | 0 |
| Adjustment Staging Control Errors | 2 | 0 | 2 | 0 | 0 |
| Adjustment Upload Request Approval | 5 | 0 | 5 | 0 | 0 |
| Adjustment Upload Staging Preprocessing Errors | 8 | 0 | 8 | 0 | 0 |
| Approval Work Flow Approver To Do | 53 | 2 | 53 | 0 | 2 |
| Approval Work Flow Resolve To Do | 17 | 8 | 12 | 5 | 0 |
| Approval WorkFlow-Invoice Construct Approver To Do | 2 | 0 | 2 | 0 | 0 |
| Auto pay amount over limit | 8 | 8 | 8 | 0 | 0 |
| Batch processing errors | 1 | 0 | 0 | 1 | 0 |

Rows 1 - 10

**Figure 105: 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 |
| #Unassigned | 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 |

### 6.2.5 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.

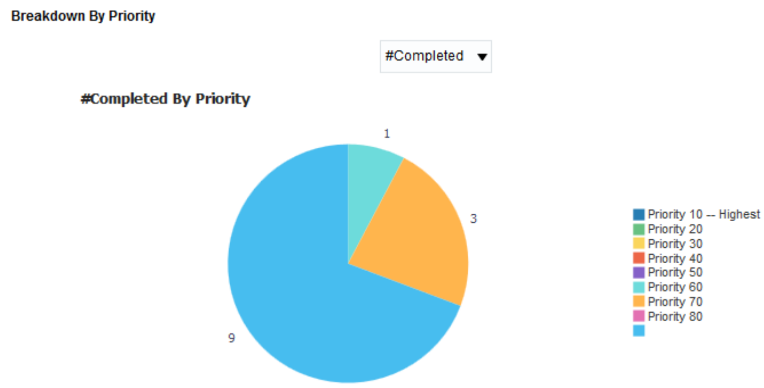



**Figure 106: Breakdown By Priority**

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.

### 6.2.6 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.

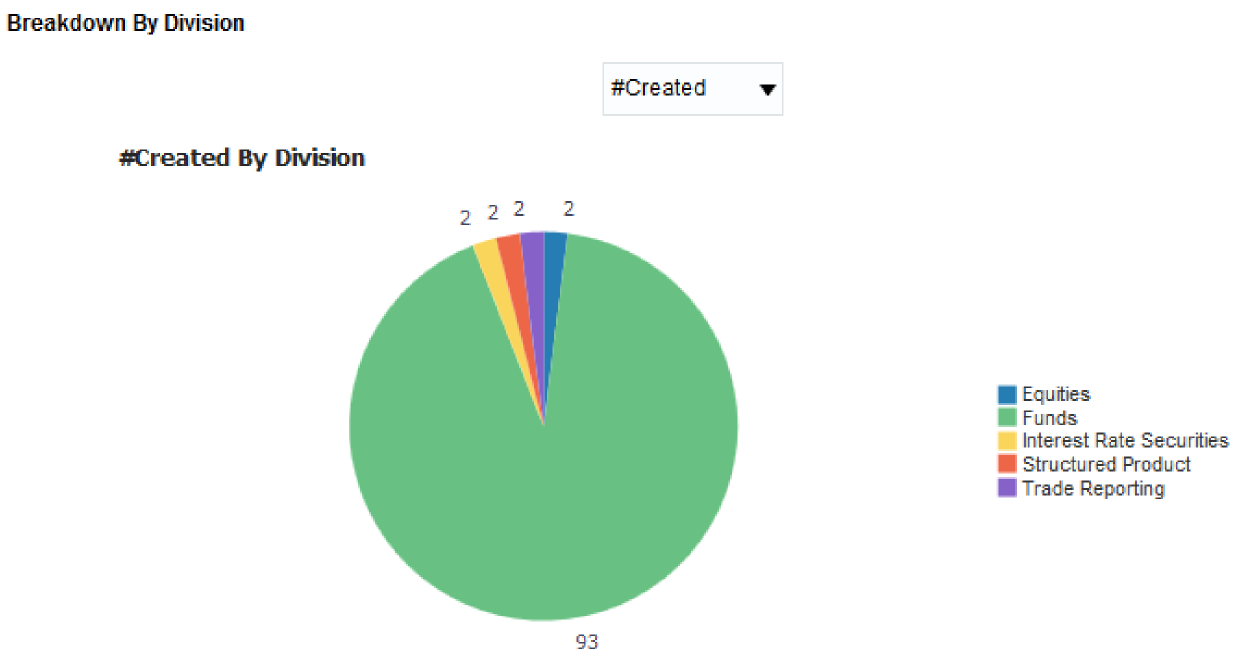



**Figure 107: Breakdown By Division**

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.

### 6.2.7 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 108: To-Do Entries By Day of Week List**

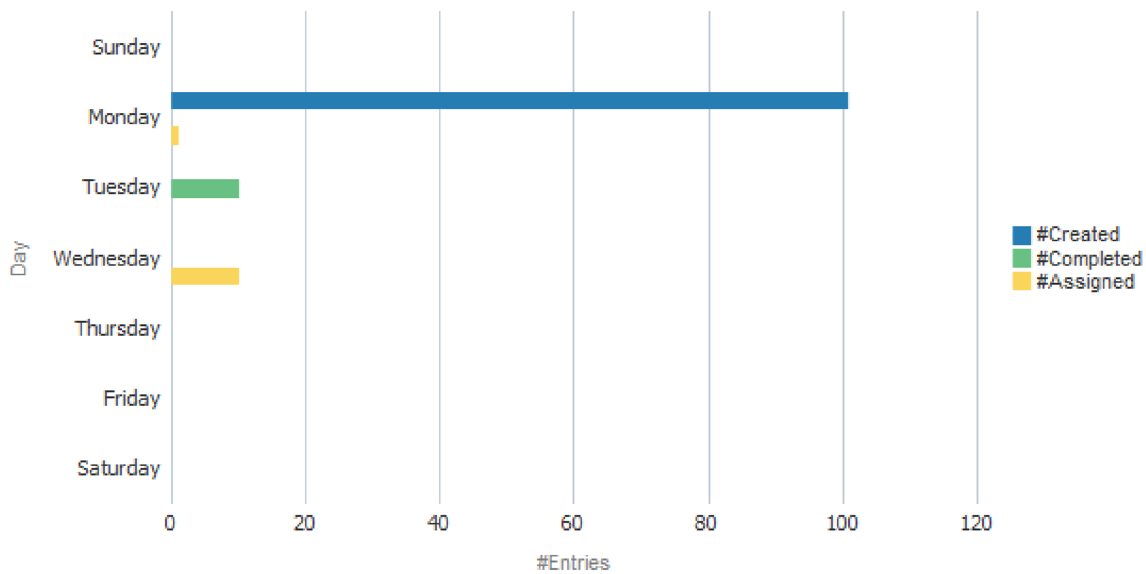



**Figure 109: To-Do Entries By Day of Week Chart**

| 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 |

### 6.2.8 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<br>• Month<br>• Type<br>• Priority<br>• Role<br>• Division |
| **Fields** | • Year<br>• Month<br>• Division<br>• To-Do Type<br>• Priority<br>• Role<br>• #Created<br>• #Backlog<br>• #In Progress<br>• #Pending<br>• #Completed |

## 6.3 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

### 6.3.1 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).

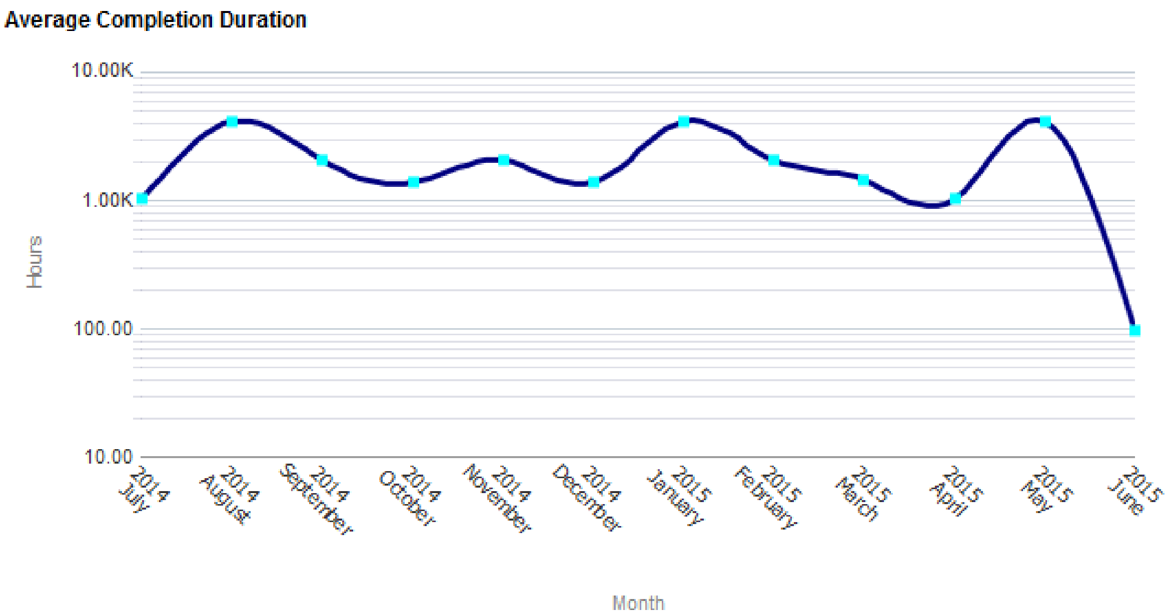



**Figure 110: Average Completion Duration**

| 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:<br>(Total hours spent on tasks in the month / Total number of tasks closed in the month) × 100 |

### 6.3.2 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.

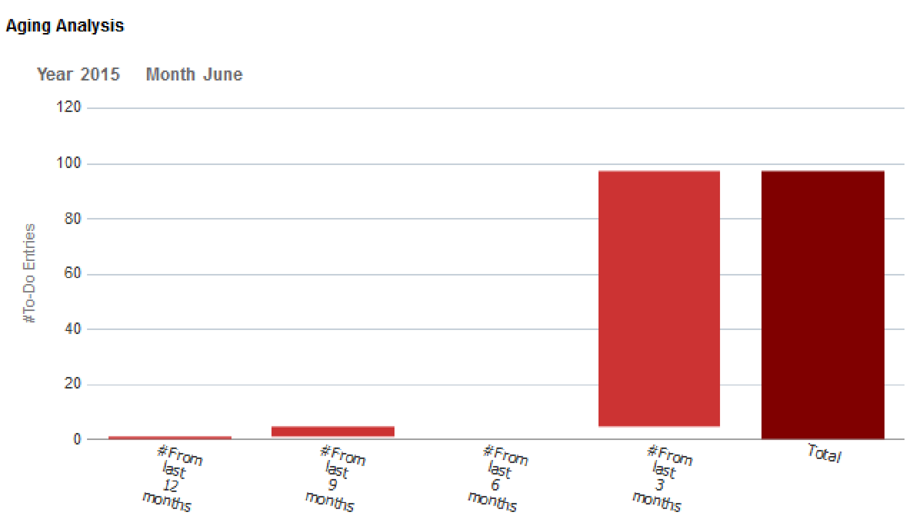



**Figure 111: Aging Analysis**

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<br>The age groups available for the analysis are:<br>• #From last 12 months<br>• #From last 9 months<br>• #From last 3 months<br>• Total |
| Y axis | Number of tasks that fall into each age group |

### 6.3.3 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.

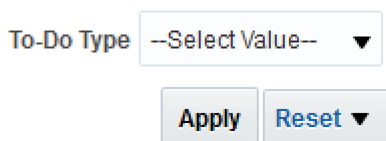
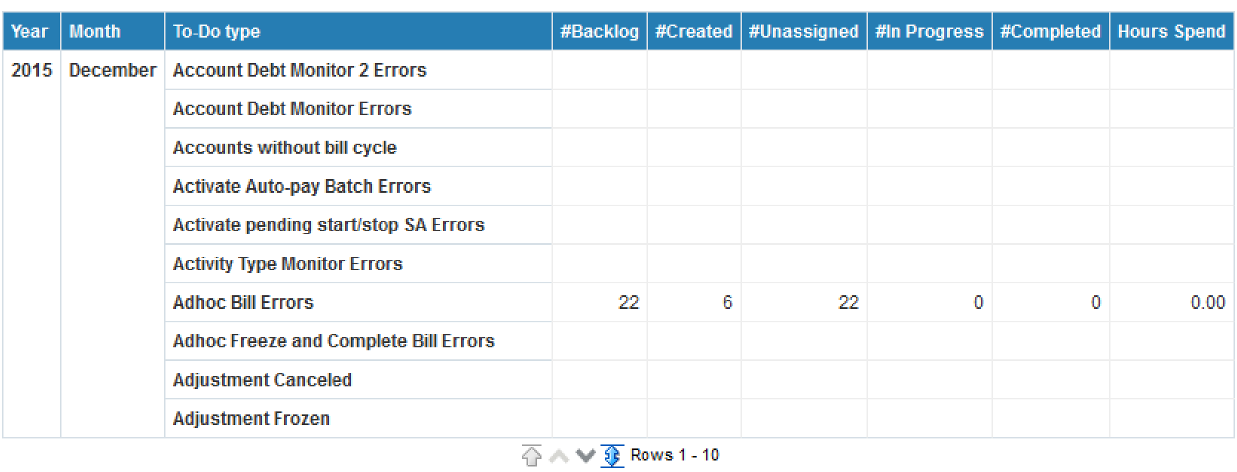



Figure 112: To-Do Type Filter

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 | #Unassigned | #In Progress | #Completed | Hours Spend |
|---|---|---|---|---|---|---|---|---|
| 2015 | December | Account Debt Monitor 2 Errors | | | | | | |
| | | Account Debt Monitor Errors | | | | | | |
| | | Accounts without bill cycle | | | | | | |
| | | Activate Auto-pay Batch Errors | | | | | | |
| | | Activate pending start/stop SA Errors | | | | | | |
| | | Activity Type Monitor Errors | | | | | | |
| | | Adhoc Bill Errors | 22 | 6 | 22 | 0 | 0 | 0.00 |
| | | Adhoc Freeze and Complete Bill Errors | | | | | | |
| | | Adjustment Canceled | | | | | | |
| | | Adjustment Frozen | | | | | | |

Rows 1 - 10

Figure 113: To-Do Type Trend 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 |
| #Unassigned | 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 |

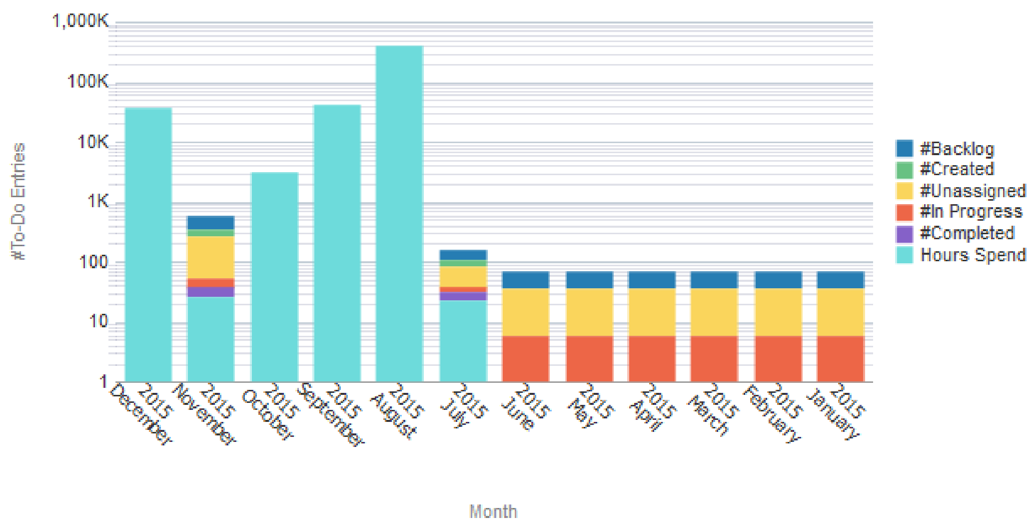



**Figure 114: To-Do Trend**

| 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<br>• Total number of hours spent on tasks during the month |

## 6.3.4 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 | #Unassigned | #In Progress | #Completed | Hours Spend |
|---|---|---|---|---|---|---|---|---|
| 2015 | December | Priority 10 -- Highest | 254 | 78 | 243 | 11 | 35 | 34,625.60 |
| | | Priority 20 | 1 | 0 | 1 | 0 | 0 | 0.00 |
| | | Priority 30 | | | | | | |
| | | Priority 40 | 4 | 0 | 2 | 2 | 0 | 0.00 |
| | | Priority 50 | 7 | 4 | 5 | 2 | 2 | 0.07 |
| | | Priority 60 | | | | | | |
| | | Priority 70 | 5 | 0 | 5 | 0 | 0 | 0.00 |
| | | Priority 80 | 744 | 742 | 744 | 0 | 0 | 0.00 |
| | | Priority 90 -- Lowest | | | | | | |

Rows 1 - 10

**Figure 115: 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 |

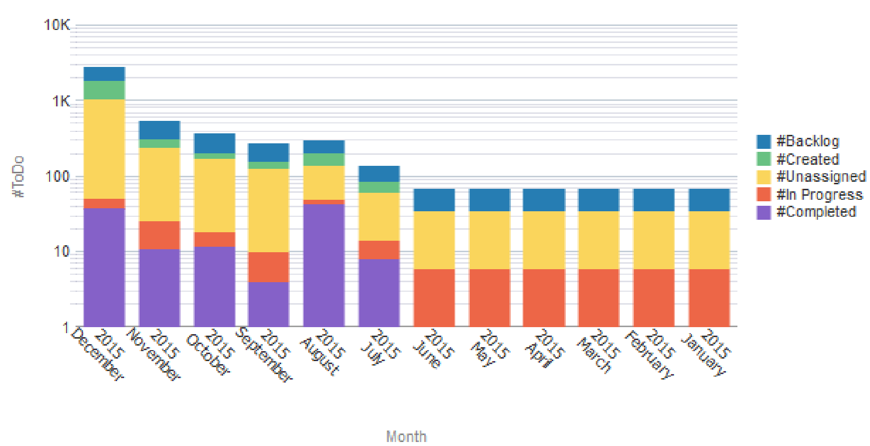



**Figure 116: To-Do Priority Chart**

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<br>• Total number of hours spent on tasks during the month |

## 6.4 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

### 6.4.1 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 | Business Object Code is required. Please select a valid Business Object Code. | 17 |
| 2 | Approval Workflow Request for Pricing Override Pending for Level 1 approval. | 11 |
| 3 | Approval Workflow Request for Individual Customer Pending for Level 1 approval. | 7 |
| 4 | Rejected approval transaction pending resolution | 2 |

Figure 117: 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 |

### 6.4.2 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 | Approval Workflow Request for Pricing Override Pending for Level 1 approval. | 26,884.06 |
| 2 | Business Object Code is required. Please select a valid Business Object Code. | 7,741.38 |

**Figure 118: 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 |

### 6.4.3 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 |
|---|---|
| System, English | 99.58 |
| Banking, Admin | 48.38 |
| Grand Total | **147.96** |

**Figure 119: Most Productive Staffs**

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

### 6.4.4 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 |
|---|---|
| Banking, Admin | 48.38 |
| System, English | 99.58 |
| Grand Total | **147.96** |

**Figure 120: Least Productive Staffs**

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

# 7. Transaction Feeds Dashboard

## 7.1 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.

## 7.2 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

### 7.2.1 KPIs


**Figure 121: Transaction Feeds KPIs**

The KPIs available for Transaction Feeds dashboard are:

| KPI | Definition |
|---|---|
| #Processed Transactions | Number of transactions generated in the selected month and year |
| #Unsuccessful Transactions | Number of transactions with error in the selected month and year |
| %Unsuccessful Transactions | Percentage of erroneous transactions, computed as:<br>(#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:<br>(#Invalid Feeds / #Feeds) × 100 |

## 7.2.2 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.

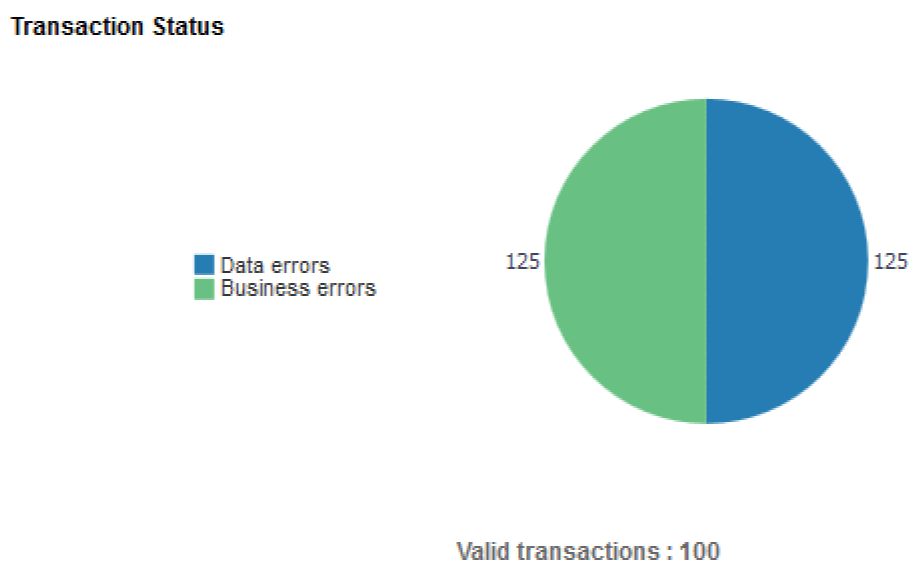



Figure 122: Transaction Status

## 7.2.3 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.

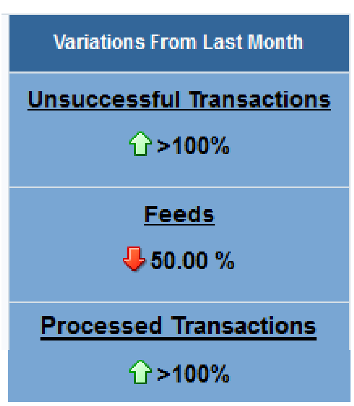



Figure 123: Variations From Last Month

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

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

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

### 7.2.4 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.

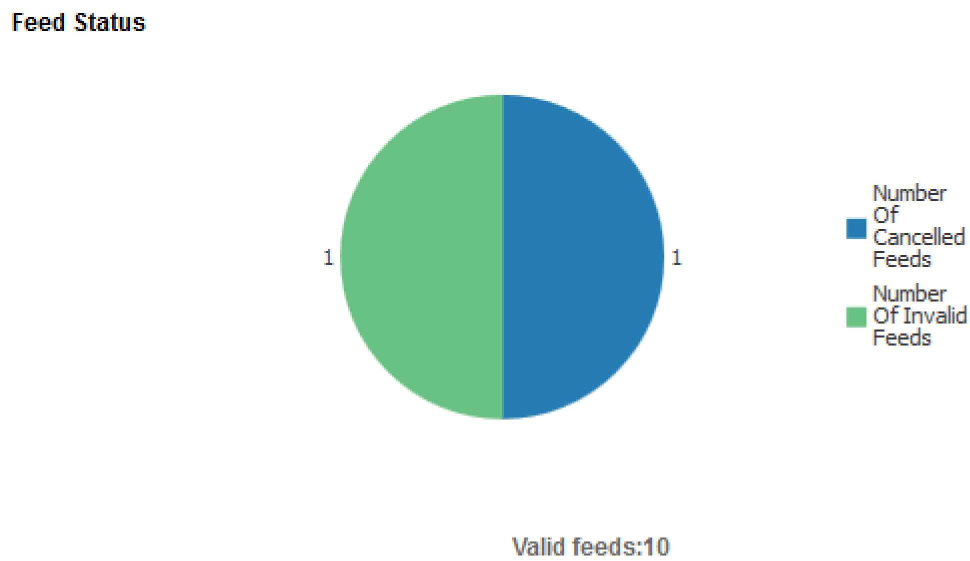



Figure 124: Feed Status

### 7.2.5 Activity Across Divisions

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

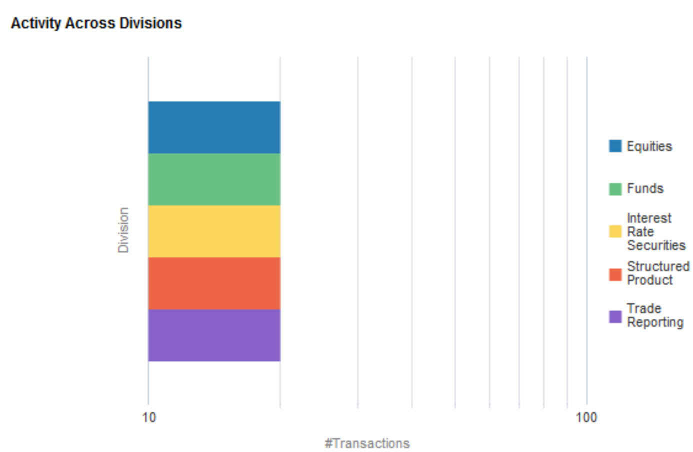



Figure 125: Activity Across Divisions

### 7.2.6 Successful / Unsuccessful 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.

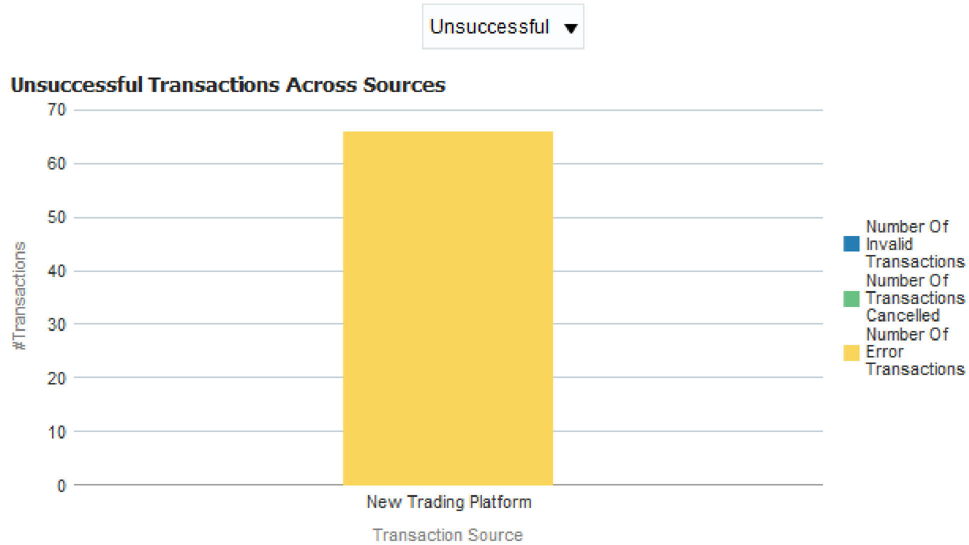



Figure 126: Successful/Unsuccessful Transactions Across Sources

## 7.3 Transaction Page

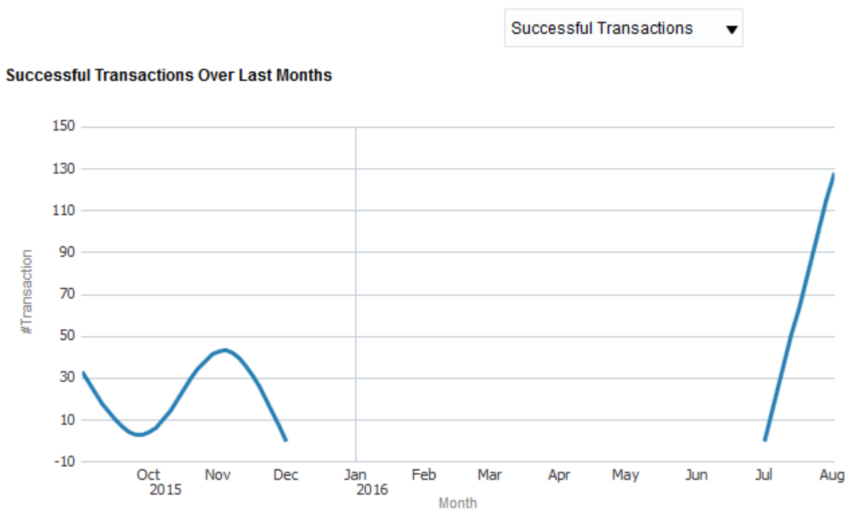
The Transaction Page provides a summary view of key transaction processing information including the following key insights:

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

### 7.3.1 Successful/Unsuccessful Transactions over Last Months

The 'Successful / Unsuccessful Transactions Over Last Months' 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 successful transaction trend or unsuccessful transaction trend.




| Month | #Valid |
|---|---|
| SEP 2015 | 33 |
| OCT 2015 | 4 |
| NOV 2015 | 43 |
| DEC 2015 | 0 |
| MAR 2016 | 0 |
| JUL 2016 | 0 |
| AUG 2016 | 128 |
| Grand Total | 208 |

Figure 127: Valid / Invalid Transactions

### 7.3.2 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.

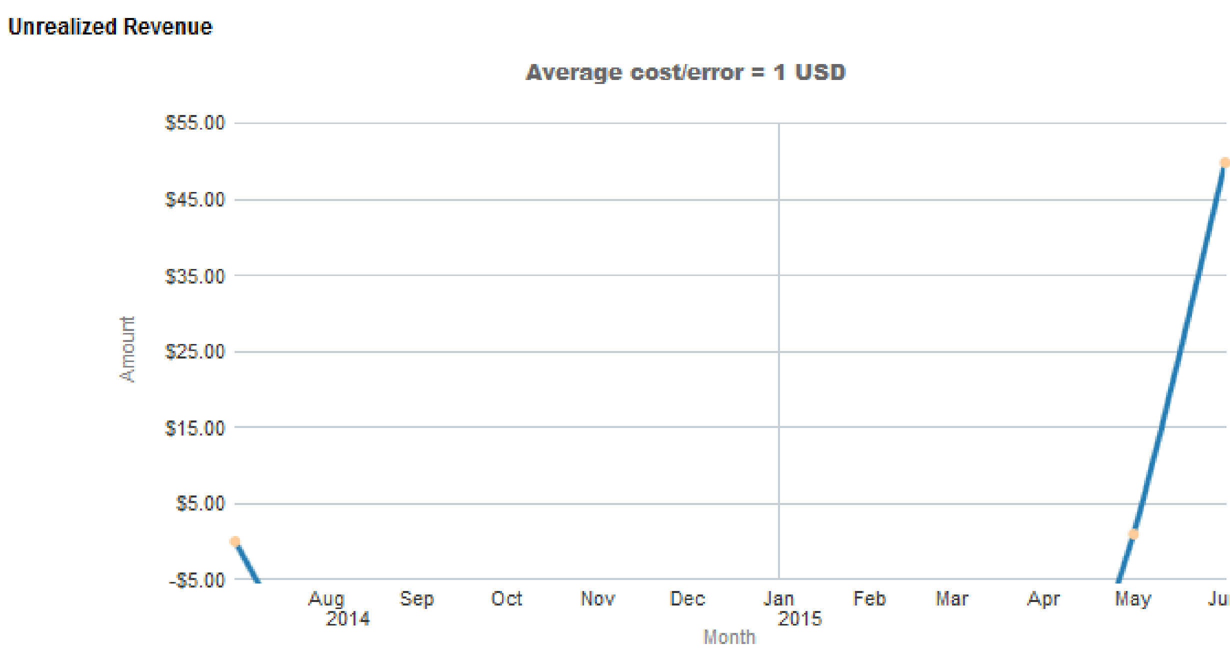



Figure 128: Unrealized Revenue

## 7.3.3 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.

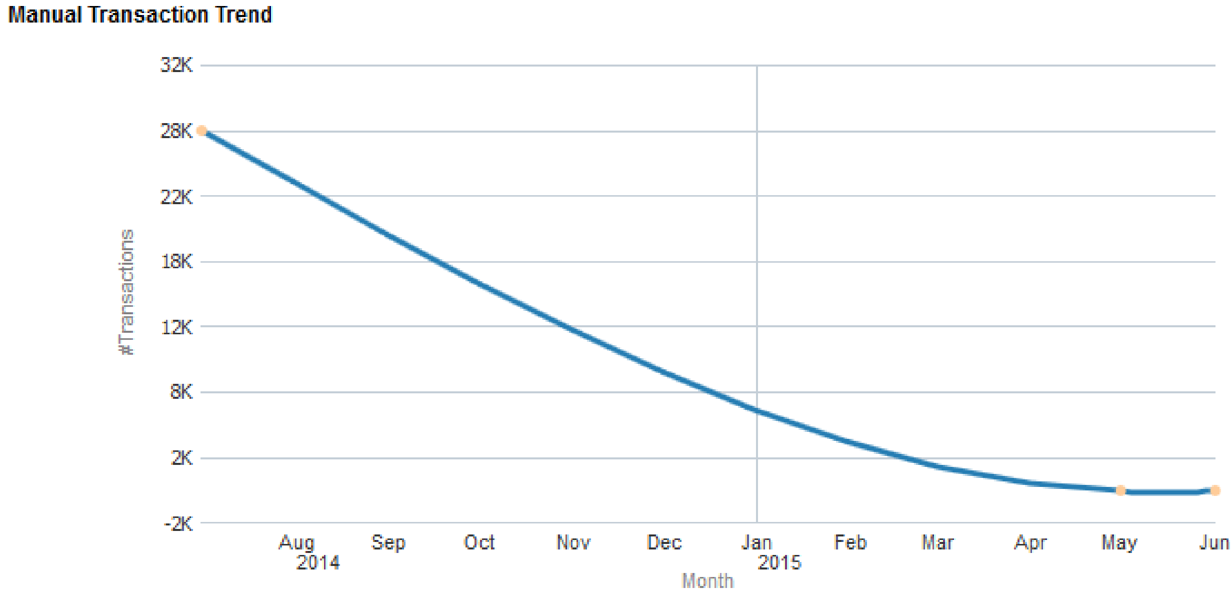



Figure 129: Manual Transaction Trend

## 7.3.4 Transactions Printable Report

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

| | |
|---|---|
| **Filters** | • Year<br>• Month<br>• Division<br>• Transaction Source<br>• Transaction Record Type |
| **Fields** | • Year<br>• Month<br>• Division<br>• Transaction Source<br>• Transaction Record Type<br>• #Manual Transactions<br>• #Transactions Reprocessed<br>• #Transactions Completed<br>• #Transactions Ignored<br>• #Error Transactions<br>• #Invalid Transactions |

# 7.4 Feed Page

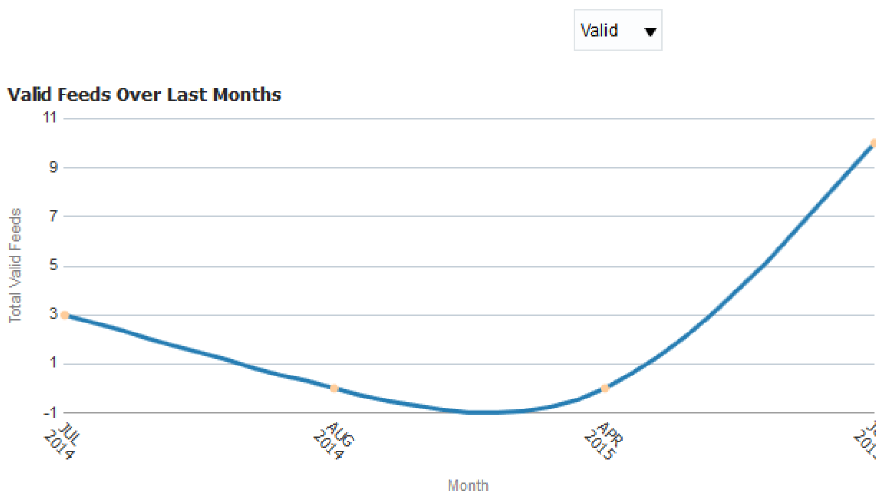
The Feed Page provides a snapshot of valid vs invalid feeds over the past twelve months. The dashboard filters available for Feed page of Transaction dashboard include:

- Year
- Month
- Division

## 7.4.1 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 130: Valid / Invalid Feeds Over Last Months

## 7.4.2 Feeds Printable Report

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

| | |
|---|---|
| **Filters** | • Year<br>• Month<br>• Transaction Source |
| **Fields** | • Year<br>• Month<br>• Transaction Source<br>• #Uploaded Feeds<br>• #Manual Feeds<br>• #Valid Feeds |

| | |
|---|---|
| | • #Invalid Feeds<br>• #Error Feeds<br>• #Cancelled Feeds |

# 7.5 Error Page

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

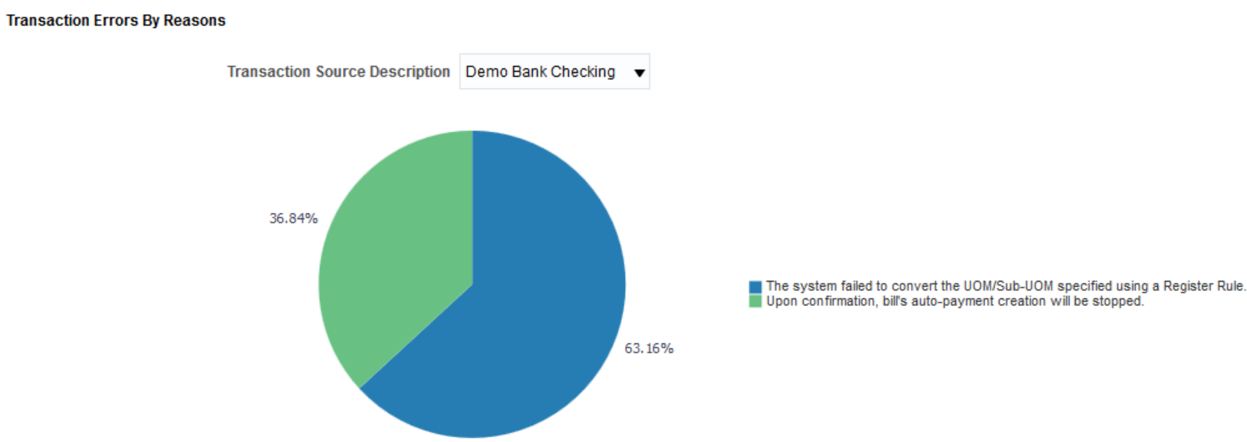
The dashboard filters available for the Error page of Transaction Feeds dashboard are:

- Year
- Month
- Division

## 7.5.1 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 131: Errors By Reasons**

# 8. Customer Contact Dashboard

## 8.1 Overview of the dashboard

The Customer Contact dashboard provides details about the contacts made by the customers. The contacts include requests raised by customers as well as issues that require resolution. This dashboard also provides a detailed view of the staff handling the contacts and the customers. The Customer Contact dashboard contains three pages – Summary, Ranking, and Trend.

## 8.2 Summary Page

The Summary page of Customer Contact dashboard gives you an overview of the contacts made by customers over the selected month. The analyses available are:

- Breakdown By Contact Type
- Contacts By Day of Week
- Preferred Contact Method
- Customer Contact Printable Report

### 8.2.1 KPIs

The KPIs available on Summary page are:

| KPI | Definition |
|---|---|
| #Created | Number of contacts created |
| #Error | Number of contacts that failed with error |
| #Success | Number of successful contacts |
| Variation From Last Month | Percentage variation of contacts from previous month |

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

### 8.2.2 Breakdown By Contact Type

The Breakdown By Contact Type analysis is a table list that show distribution of customer contacts across different contact types.

**Breakdown By Contact Type**

| Contact Type | Contact Class | #Created | #Success | #Pending | #In Progress | #Error | #Cancelled | #Unknown |
|---|---|---|---|---|---|---|---|---|
| Terminate Subscriber Notification | Customer Management Notifications | 21 | 0 | 0 | 0 | 0 | 0 | 21 |
| Renew Subscriber Notification | Customer Management Notifications | 6 | 0 | 0 | 0 | 0 | 0 | 6 |
| Add Dependent Notification | Customer Management Notifications | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| Send Update Billing Frequency Notification | Customer Management Notifications | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| Grand Total | | 29 | 0 | 0 | 0 | 2 | 0 | 27 |

**Figure 132: Breakdown By Contact Type**

Note: Click on the count against a status to view the drilled-down details. This opens the Customer Contact printable report, filtered to display the selected.

### 8.2.3 Contacts By Day of Week

The Contacts By Day of Week analysis is a bar chart that shows the distribution of customer contacts over different days of a week.

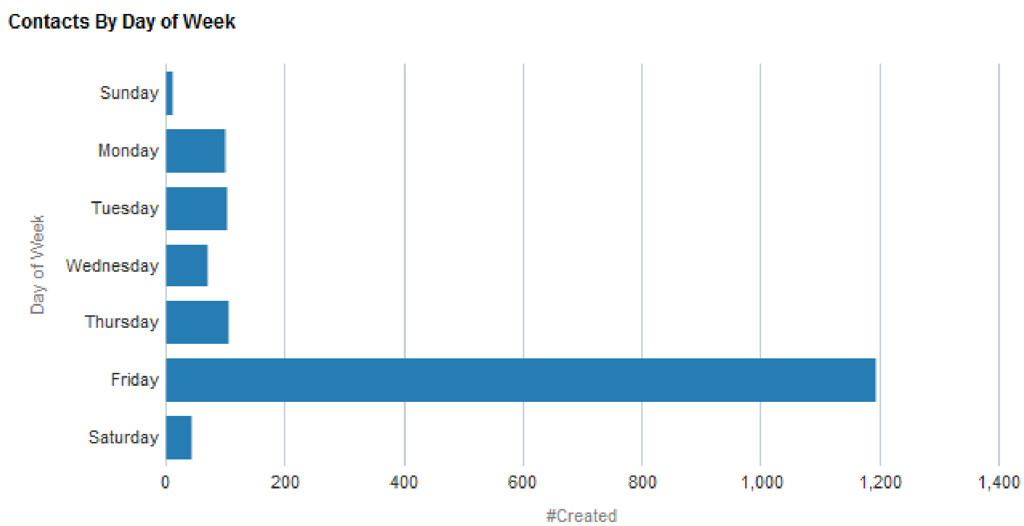



**Figure 133: Contacts By Day of Week**

| Axes | What it shows? |
| --- | --- |
| X axis | Number of contacts made |
| Y axis | Days of a week |

**Note**: Click on the bar against a day to drill down and see the details. This opens the Customer Contact Printable report, filtered to show the relevant data.

### 8.2.4 Preferred Contact Method

The Preferred Contact Method analysis is a pie chart that shows the spread of contacts across different communication channels.

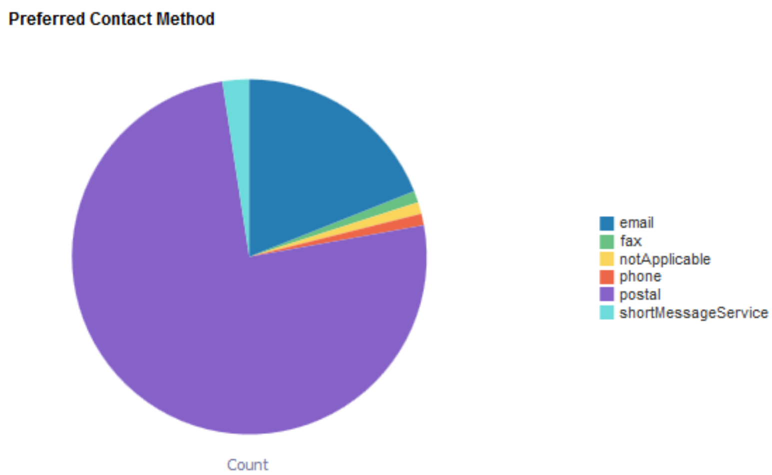



Figure 134: Preferred Contact Method

**Note**: Click on a section of a pie to drill down and see the corresponding details. This opens the Customer Contact Printable report, filtered to show the relevant data.

### 8.2.5 Customer Contact Printable Report

The Summary page also includes a printable report called Customer Contact Printable Report. The various fields in the report are:

| | |
|---|---|
| **Filters** | • Month<br>• Year<br>• Contact Class<br>• Contact Type<br>• Notification Method<br>• Status<br>• State |
| **Fields** | • Contact Class<br>• Contact Type<br>• State<br>• Notification Method<br>• Status<br>• #Contacts |

**Note:** Click on #Contacts to drill down the report further.

# 8.3 Ranking Page

The Ranking page of Customer Contact dashboard offers a comparative view of the various customer contacts made over a selected month. The analyses available are:

- Top N Divisions
- Top N States
- Top N Customers
- Most Successful Contact Types

## 8.3.1 Top N Divisions

The Top N Divisions analysis is a table list that shows the divisions that have had maximum contacts in the selected month. You can click on the contacts count to view the list of contacts and its details.

**Top 10 Division**

| Rank | Division | Contacts |
|---|---|---|
| 1 | California | 2 |
| 1 | Division for Collections | 3 |

**Figure 135: Top N Divisions**

## 8.3.2 Top N States

The Top N States analysis is a table list that shows the states that have had maximum contacts in the selected month. You can click on the contacts count to view the list of contacts and its details.

**Top 10 States**

| Rank | State | Contacts |
|---|---|---|
| 1 | California | 19 |
| 2 | New Hampshire | 10 |

**Figure 136: Top N States**

## 8.3.3 Top N Customers

The Top N Customers analysis is a table list that shows the customers who have initialised maximum contacts in the selected month. You can click on the contacts count to view the list of contacts and its details.

**Top 10 Customers**

| Rank | Customer Name | Customer ID | Contacts |
|---|---|---|---|
| 1 | Durant1805,Kevin1805 | 9145945251 | 1 |
| 1 | George1814,Paul1814 | 0838404810 | 1 |
| 1 | George1897,Paul1897 | 4166094843 | 1 |
| 1 | Lothbrok1539,Ragnar1539 | 1691035971 | 1 |
| 1 | Lothbrok4256,Ragnar4256 | 9532522503 | 1 |
| 1 | Lothbrok4259,Ragnar4259 | 6138431299 | 1 |
| 1 | Lothbrok4265,Ragnar4265 | 6239302214 | 1 |
| 1 | Lothbrok4279,Ragnar4279 | 8107828517 | 1 |
| 1 | Lothbrok4310,Ragnar4310 | 7191499956 | 1 |
| 1 | Lothbrok4311,Ragnar4311 | 6789960092 | 1 |

Rows 1 - 10

**Figure 137: Top N Customers**

### 8.3.4 Most Successful Contact Types

The Most Successful Contact Types analysis is a table list that shows the most commonly used contact type in the selected month. You can click on the contacts count to view the list of contacts and its details.

**Most Successful Contact Types**

| Rank | Contact Type | Success Contacts |
|---|---|---|
| 1 | Terminate Subscriber Notification | 19 |

**Figure 138: Most Successful Contact Types**

## 8.4 Trend Page

The Trend page of Customer Contact dashboard provides insights on the trend of customer contacts over the last 12 months, counting from the selected month. The analyses available are:

- Preferred Contact Method Trend
- Contact Status Trend
- Division Trend
- Contact Type Trend

### 8.4.1 Preferred Contact Method Trend

The Preferred Contact Method Trend analysis is a bar chart that shows the trend of customer contacts. Contacts of each preferred contact method are stacked over the other for each month.

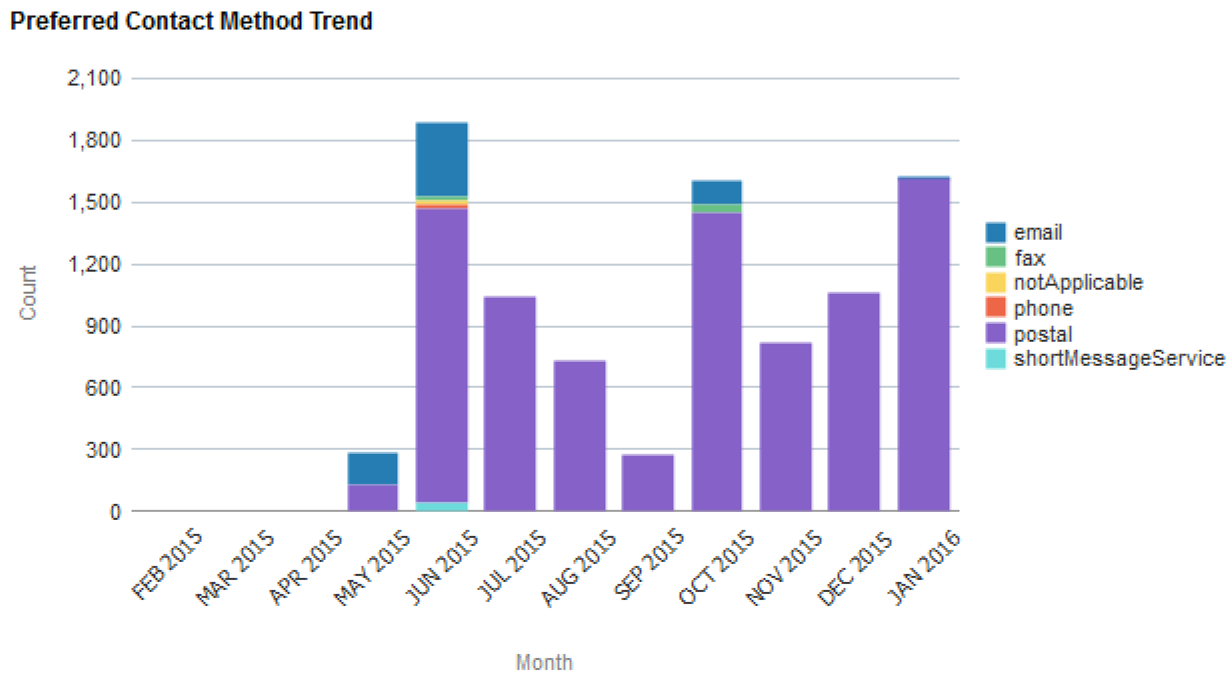



**Figure 139: Preferred Contact Method Trend**

| Axes | What it shows? |
|---|---|
| X axis | Month<br>Shows the last 12 months |
| Y axis | Count<br>Number of contacts made with the preferred method |

## 8.4.2 Distribution Status Trend

The Distribution Status Trend analysis is a stacked bar chart that shows the trend of customer contacts over the last N months, with contacts of each status stacked over the other.

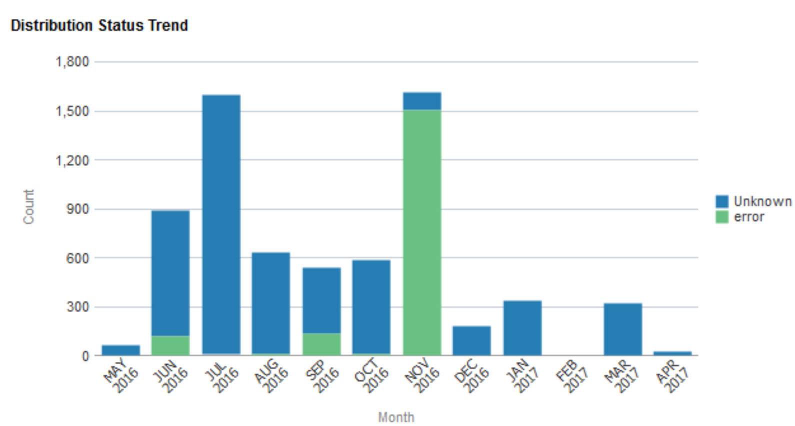



**Figure 140: Distribution Status Trend**

| Axes | What it shows? |
|---|---|
| X axis | Month<br>Shows the last 12 months |
| Y axis | Count<br>Number of contacts in each status |

### 8.4.3 Division Trend

The Division Trend analysis is a bar chart that shows the trend of customer contacts made against a selected division, over the last 12 months. You can select the Division from the drop-down list at the top of the analysis.

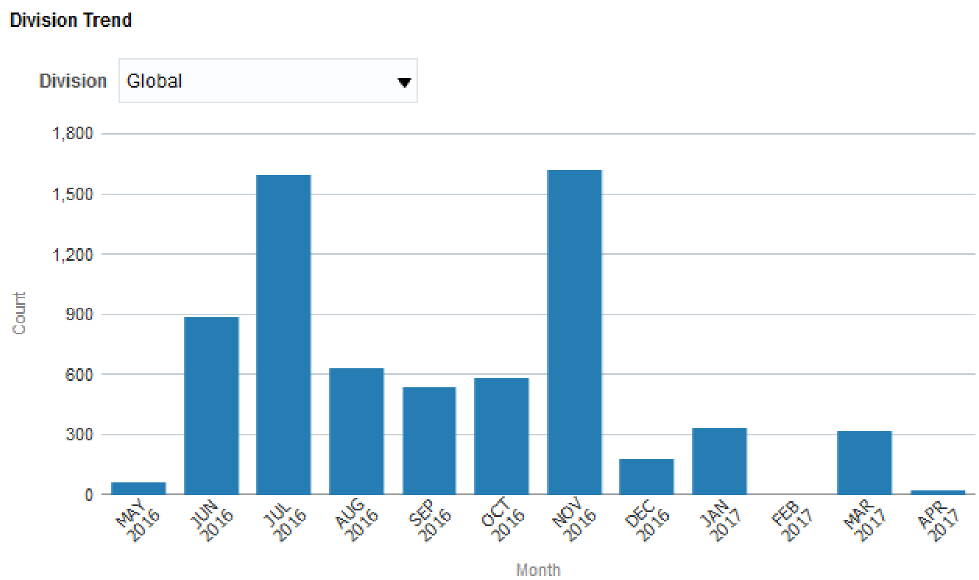



**Figure 141: Division Trend**

| Axes | What it shows? |
|---|---|
| X axis | Month<br>Shows the last 12 months |
| Y axis | Count<br>Number of contacts for the selected division |

### 8.4.4 Contact Type Trend

The Contact Type Trend analysis is a bar chart that shows the trend of contacts of a selected type, over the last 12 months. You can select the Contact Type from the drop-down list at the top of the analysis.

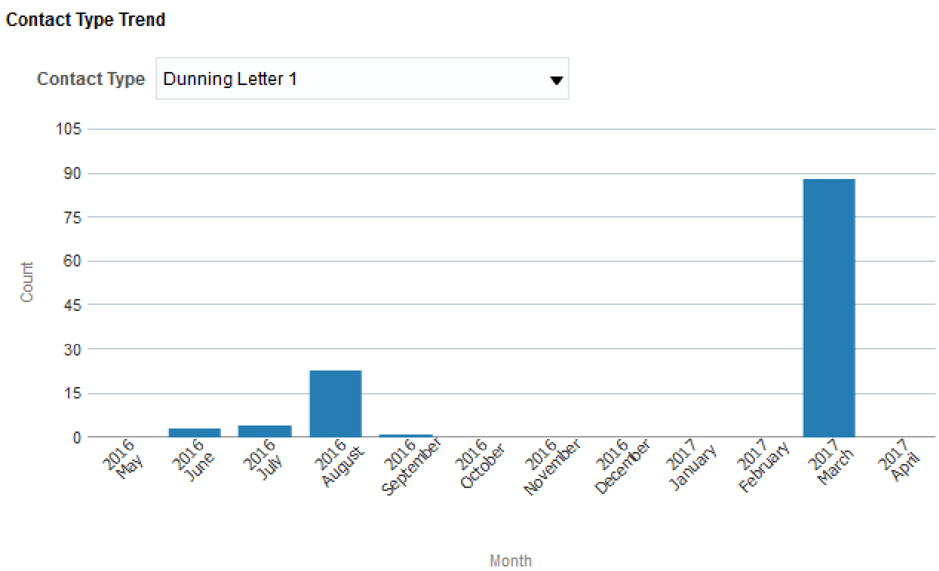



**Figure 142: Contact Type Trend**

| Axes | What it shows? |
|---|---|
| X axis | Month<br>Shows the last 12 months |
| Y axis | Count<br>Number of contacts of selected contact type |