Oracle® Financial Services Revenue Management and Billing Relationship Manager's Workbench

Version 2.7.0.0.0

User Guide

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

E88546-01

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Preface

About This Document

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

Intended Audience

This document is intended for the following audience:

- End-Users
- Consulting Team

Organization of the Document

The information in this document is organized into following sections:

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

Related Documents

You can refer to the following documents for more information:

Document	Description
Oracle Revenue Management and Billing Analytics 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	February 2018	All	New document
1.1	July 2018		Minor updates related to v2.7

Contents

1. Introduction to ORMBA Dashboards

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

- Source
- Replication
- Transformation
- Presentation and Access

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

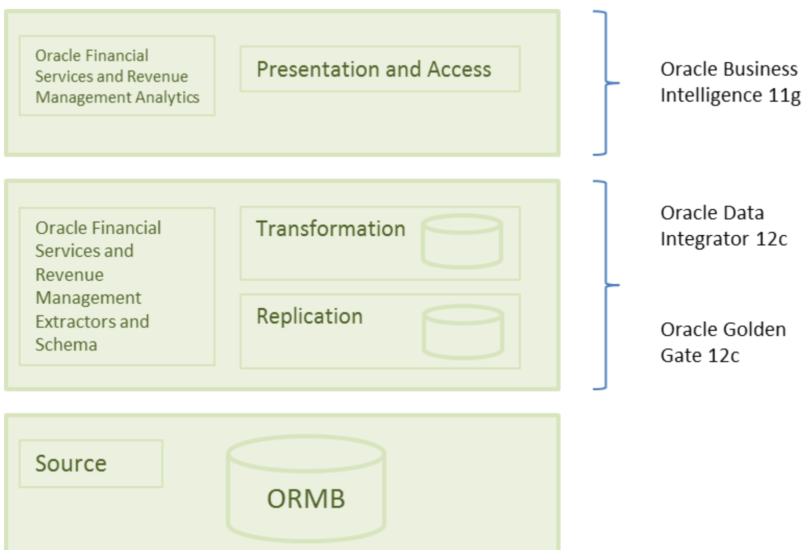


Figure 1: ORMB Analytics Topology

The Presentation and Access Layer of ORMBA is called the ORMBA Dashboards and is powered by Oracle Business Intelligence Enterprise Edition (OBIEE) tool. Currently there are three dashboards 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 • Deal Management • Modeller
Product Manager's Workbench	• Product Pricing • Modeller • Billable Charges
Operations Manager's Workbench	• Financial Transactions • Billing Operations • Transaction Feed Management • Contracts • Tasks • Executive Summary • 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 Relationship 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 Relationship Manager’s Workbench

You can log on to OFSRMB Relationship Manager’s Workbench with your user credentials through the login page.

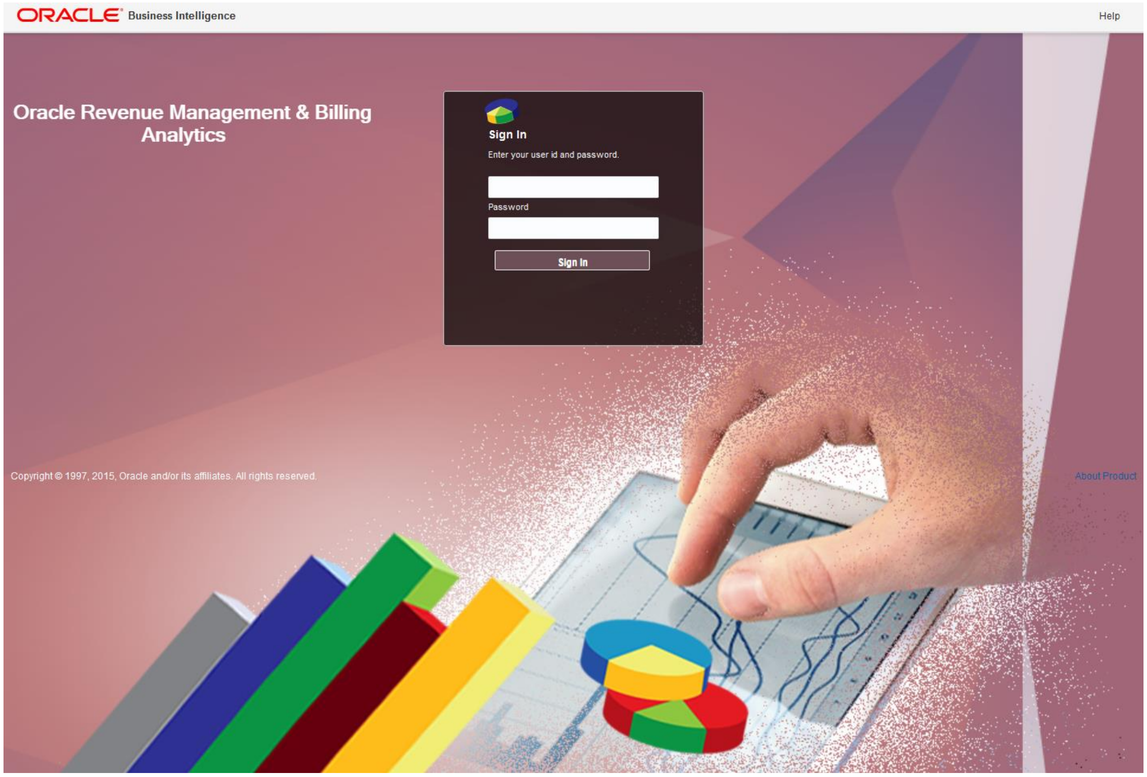


Figure 2: ORMBA Login Page

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: Relationship Manager’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 product comes with the application role **ORMBARM** and users of this role can access the Relationship Manager, Deal Management and Modeller Dashboards.

1.1.2 Dashboard Structure

A dashboard is a collection of one or more pages, organized as different tabs within the dashboard. For example, the Relationship Manager dashboard contains five pages named, Summary, Ranking, Trend, Comparator, and Prospects.

Figure 4: Dashboard Tabs

1.1.3 Dashboard Filter

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

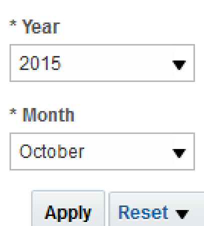


Figure 5: Dashboard Filters

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

1.1.4 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 6: An example of Top N Lists

1.2.2 Share Analyses

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

The pie charts usually includes percentage share of the attributes.

An example pie chart is shown below:

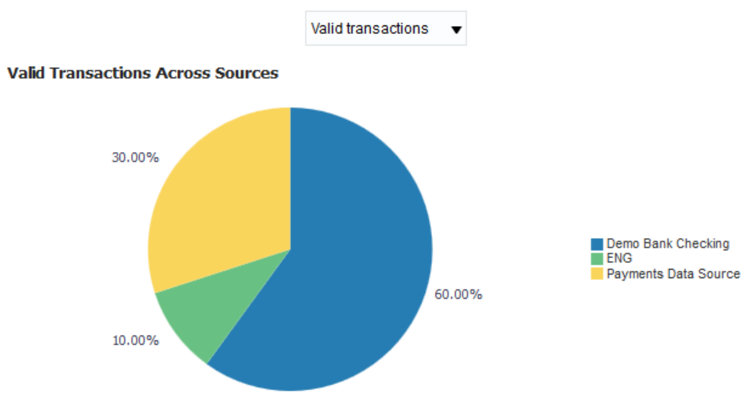


Figure 7: An example of Share Analysis

1.2.3 Trend Analyses

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

- Line Charts
- Bar Charts

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

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

An example trend chart is shown below:

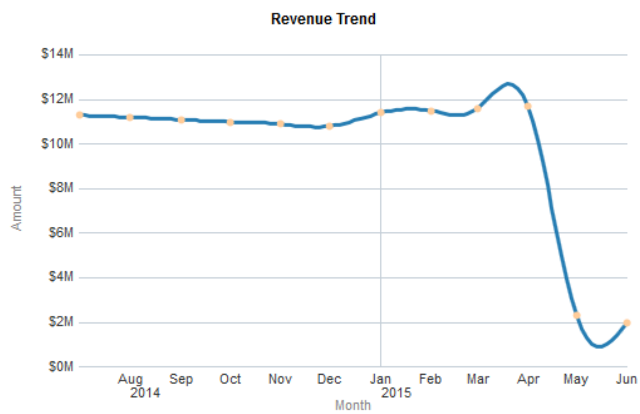


Figure 8: An example of Trend Analysis

1.2.4 Interactive Analyses

The interactive analyses can be charts/tables that give a high-level view of data, which can be drilled down to offer a detailed view. Currently, all analyses 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.

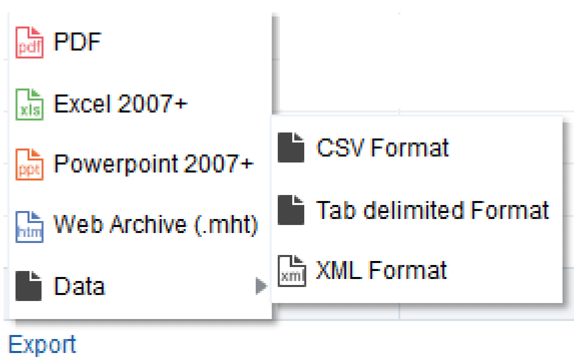


Figure 9: Export Options

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 Relationship Manager’s Workbench are:

- Relationship Manager
- Deal Management

2. Relationship Manager

2.1 Overview of the Dashboard

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

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

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

2.2 Access Control Delegation

ORMBA offers access control delegation to its Relationship Manager users. With this feature, a Relationship Manager can delegate their access control to another Relationship Manager for a defined period, so that they can view or perform actions on the RM's behalf.

Access control delegation can be of two types:

- **Read Only**: The delegated RM can view the customers and deals of the RM during the period of delegation.
- **Full Control**: The delegated RM can view and create customers (prospects) and deals for the RM during the period of delegation.

You can delegate Access control to only users of same role. While delegating Full Control, you must define an end date for the delegation. During the delegation period, the delegated RM can select the other RM's name from the drop down list and view/create customers or deals.

To facilitate access control delegation, you need to create an access control definition in the Deal Management dashboard.

2.2.1 Access Control Definition

To create an access control definition, follow the procedure below:

1. Log on to ORMBA and navigate to Deal Management dashboard.
2. Click on the Access Control button on the top left corner of the page. This opens the Access Control page, which lists all the existing access control definitions for the user. Note: Administrators can view all existing definitions in the system.
3. Click + New Access Control button to create a new definition. This opens the Create Access Control pop up window.

Note: If you are an administrator user, you can create access control definitions for any user. On the other hand, if you are a Relationship Manager, you can create definitions only for yourself.

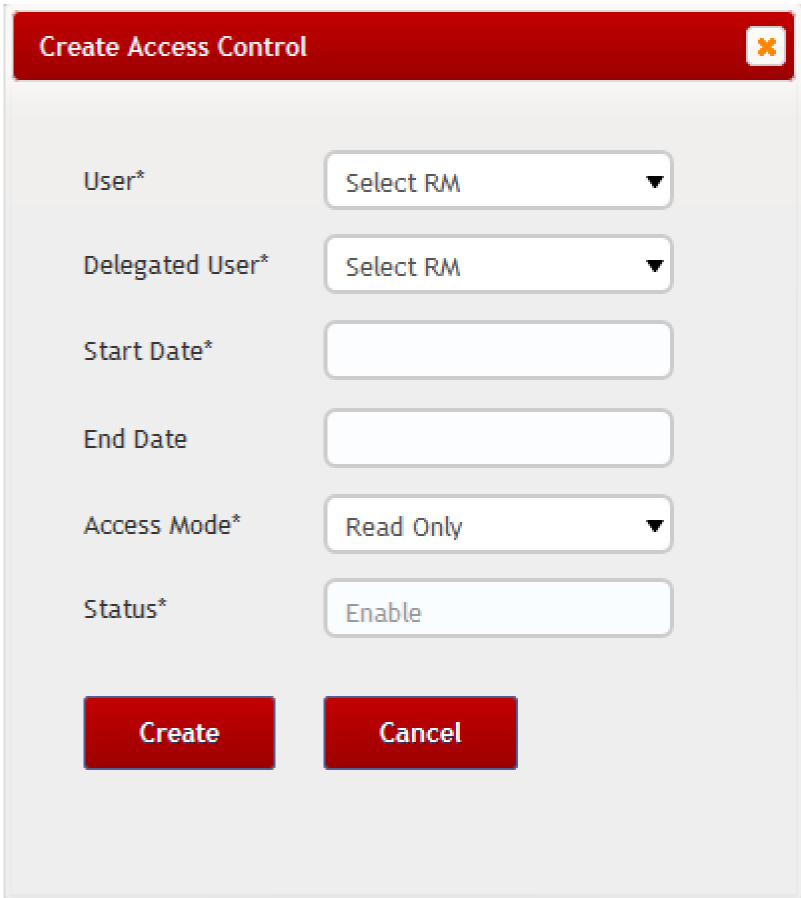


Figure 10: Create Access Control

4. If you are an administrator, select a value in the User field. You are creating the definition for this user. For a relationship manager, the User field is display only as they can create definition for only themselves.
5. Select a user in the Delegated User field. You are delegating the access controls to this user.
6. Enter a start and end date for the definition. The access control definition will be valid during this period.
7. Select either Read Only or Full Control in the Access Mode field.
8. By default, the Status field displays Enable. Once created, you can edit and disable the definition.

2.3 Summary Page

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

- Year
- Month
- Relationship Manager

2.3.1 Revenue Metrics

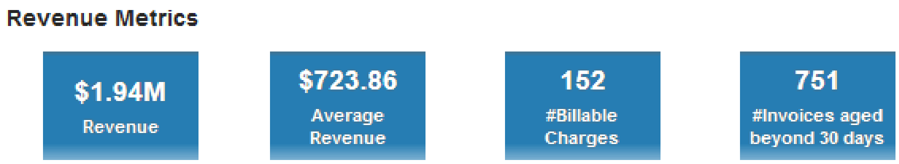


Figure 11: Revenue Metrics

KPI	Definition
Revenue	Total revenue from all customers under the RM during the selected month and year
Average Revenue	Average revenue from a customer, computed as: Total Revenue ÷ No of customers under the RM
#Billable Charges	Total number of billable charges of all customers under the RM
#Invoices aged beyond 30 days	Number of invoices that have aged beyond 30 days

2.3.2 Variation From Last Month

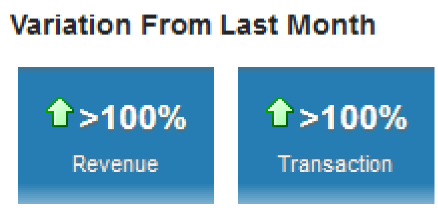


Figure 12: Variation From Last Month

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

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

2.3.3 Deal Metrics

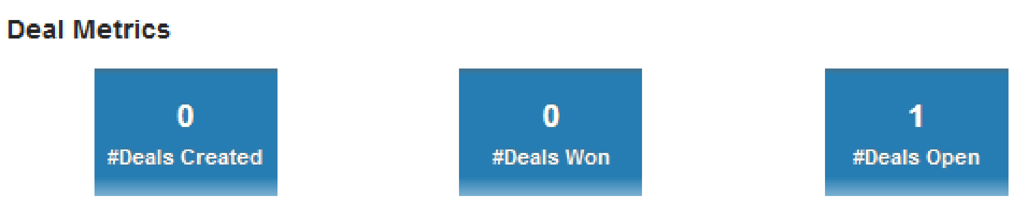


Figure 13: Deal Metrics

KPI	Definition
#Deals Created	Number of deals created in the selected month and year

#Deals Won	Number of deals won in the selected month and year
#Deals Open	Number of deals opened in the selected month and year

2.3.4 Customer Metrics

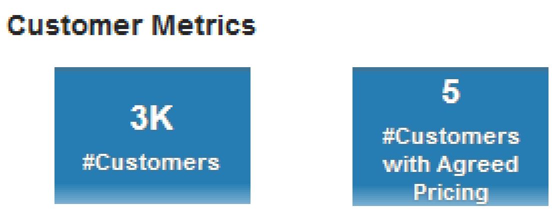


Figure 14: Customer Metrics

KPI	Definition
#Customers	Total number of customers under the Relationship Manager
#Customers with Agreed Pricing	Total number of customers who have agreed pricing

2.3.5 Alerts

This section includes the alerts to the Relationship Manager. The alerts are available for the following events:

- Number of deals pending client acceptance
- Number of customers currently inactive in the system
- Number of invoices that are unpaid
- Number of deals approaching expiry

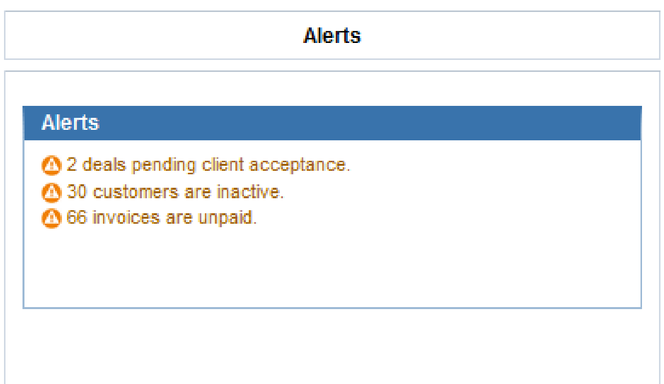
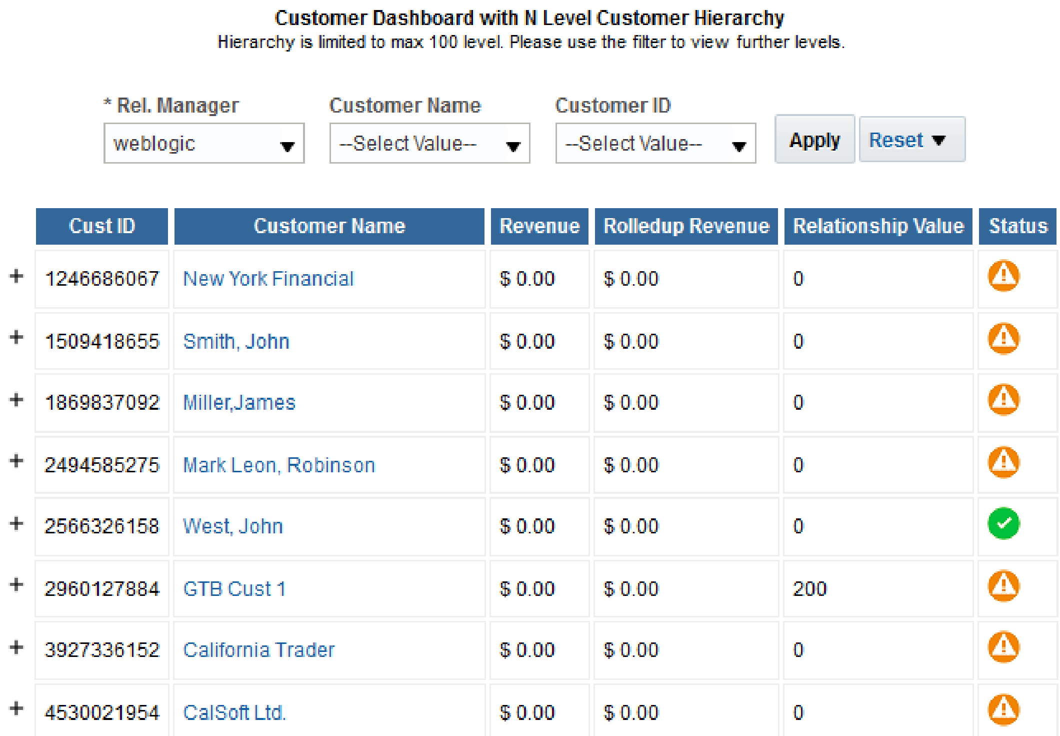


Figure 15: RM Alerts

2.3.6 Customer Hierarchy

You can view the customer hierarchy under the Relationship Manager and search for a customer.



	Cust ID	Customer Name	Revenue	Rolledup Revenue	Relationship Value	Status
+	1246686067	New York Financial	$ 0.00	$ 0.00	0	
+	1509418655	Smith, John	$ 0.00	$ 0.00	0	
+	1869837092	Miller,James	$ 0.00	$ 0.00	0	
+	2494585275	Mark Leon, Robinson	$ 0.00	$ 0.00	0	
+	2566326158	West, John	$ 0.00	$ 0.00	0	
+	2960127884	GTB Cust 1	$ 0.00	$ 0.00	200	
+	3927336152	California Trader	$ 0.00	$ 0.00	0	
+	4530021954	CalSoft Ltd.	$ 0.00	$ 0.00	0	

Figure 16: Customer Hierarchy

Against each level of hierarchy, you can view the following details at the customer level:

Fields	Definition
Revenue	Revenue from the customer for the selected month and year
Rolled-up Revenue	Rolled up revenue at each level of customer hierarchy
Relationship Value	Customer Relationship Value (computed based on the configuration in ORMBA Admin UI)
Status	Current Status of the customer based on whether they have satisfied the following criteria: • Period of Inactivity less than 3 months • Revenue variation less than 20% • All commitments met - All criteria are satisfied - One or more criteria are not satisfied - None of the criteria are satisfied

Click on a Customer to view the respective customer's details in the Customer page.

2.4 Ranking Page

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

- Who are the top Customers within the portfolio in terms of Revenue Contribution
- Which are the most popular Products within the Customer portfolio
- Which of the Customers demand more in terms of Service effort? What is the ROI on a Revenue vs Service Effort basis for a Customer? Does increased Service effort result in a commensurate increase in Revenue Contribution?
- Are there potential Revenue Leaks within the portfolio? Which are the customers that have displayed huge variations in Revenue between two consecutive periods?
- Which of the customers require more Service attention in terms of Service Task completions?
- Which of the customers need to be targeted with potential new offer/products to bring them out of inactivity?

2.4.1 Top N Customers By Revenue

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

Top 10 Customers By Revenue

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

Figure 17: Top N Customers By Revenue

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

2.4.2 Top N Products By Revenue

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

Top 10 Products By Revenue

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

Figure 18: Top N Products By Revenue

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

2.4.3 Top N Customers By Service Time

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

Top 10 Customers By Service Time

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

Figure 19: Top N Customers By Service Time

Fields	Explanation

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

2.4.4 Top N Variations

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

Top 10 Variations

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

Figure 20: Top N Variations

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

2.4.5 Task Ageing

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

Task Ageing

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

Rows 1 - 10

Figure 21: Task Ageing

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

2.4.6 Top N Inactive Customers

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

Top 10 Inactive Customers

Rank	Customer ID	Name	Inactive Since(#Months)
1	1315313652	Person, Bill	100
1	2210218721	Rene, Duffey	100
1	3624692556	Microsoft, Inc	100
1	3766871847	AutoV4, Stack1	100
1	5370073608	Zone, Validation	100
1	5388043059	autoV5MPPBasic, SC1	100
1	6389606550	Rene, David	100
8	2451290921	NewYork Inc	92
8	3006223901	SBI,INC	92
8	3110950495	RSB,INC	92
8	3197464146	HMIC, INC	92
8	9939642359	LIC,Co	92

Figure 22: Inactive Customers

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

2.4.7 Commitment Tracking

This analysis includes the list of customers under the Relationship Manager and shows the actual revenue, committed revenue, and its variation against each customer.

Figure 23: Commitment Tracking

2.4.8 Invoices aged beyond 30 days

This analysis shows the list of invoices that have aged beyond 30 days, along with the Customer against whom it is generated.

Invoices aged beyond 30 days

Customer Id	Customer Name	Bill Number	Bill Amount	Invoice Date	Pay by Date	Contact Number	City	Country
0005894343	Credit , Scenarios06	725222151452	$60.00	1/31/2014 12:00:00 AM	1/31/2014 12:00:00 AM			United States of America
0007967035	Unapply, Person1	265205829610	-$100.56	1/1/2016 12:00:00 AM	1/1/2016 12:00:00 AM			United States of America
0011894756	Seema,Accrual_AWP_Manual_BL_CD	401730308663	$3,000.00	1/31/2017 12:00:00 AM	1/31/2017 12:00:00 AM			United States of America
0011894756	Seema,Accrual_AWP_Manual_BL_CD	721831796527	$1,000.00	1/31/2017 12:00:00 AM	1/31/2017 12:00:00 AM			United States of America
0011894756	Seema,Accrual_AWP_Manual_BL_CD	721839132535	$1,000.00	1/31/2017 12:00:00 AM	1/31/2017 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	286880662931	$1,000.00	1/31/2016 12:00:00 AM	1/31/2016 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	286887713549	$750.00	2/29/2016 12:00:00 AM	2/29/2016 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	418782775575	$1,000.00	1/31/2016 12:00:00 AM	1/31/2016 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	418786501104	$0.00	2/29/2016 12:00:00 AM	2/29/2016 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	581717532319	$1,000.00	1/31/2016 12:00:00 AM	1/31/2016 12:00:00 AM			United States of America

Rows 1 - 10

Figure 24: Invoices aged beyond 30 days

2.5 Trend Page

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

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

2.5.1 Product Revenue

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

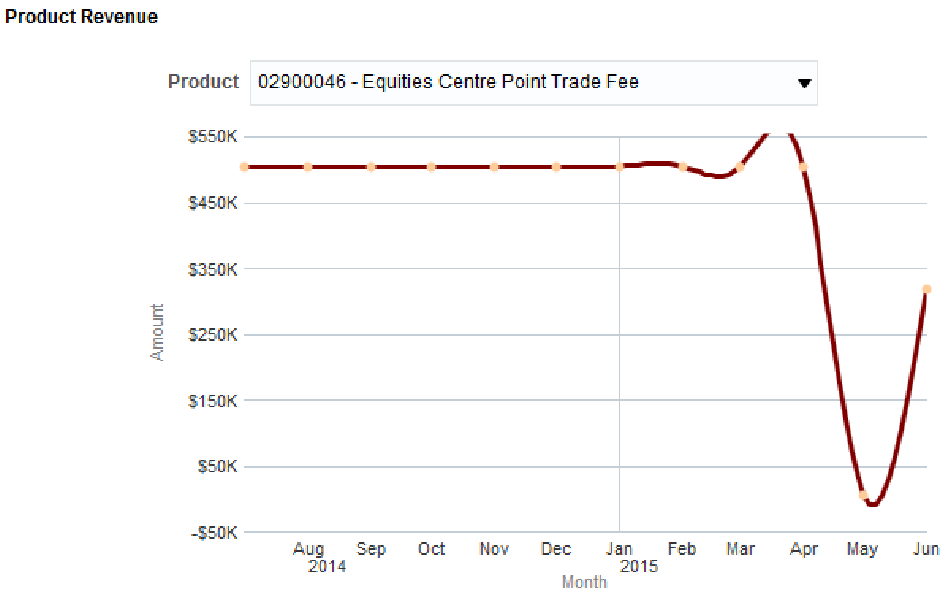


Figure 25: Product Revenue

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

2.5.2 Product Usage

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

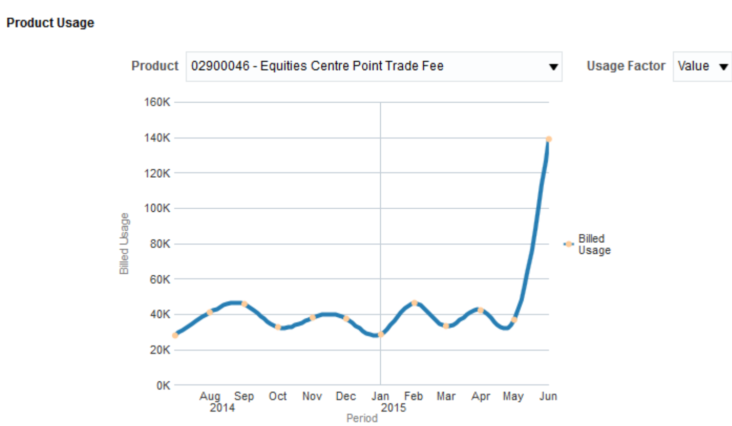


Figure 26: Product Usage

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

2.5.3 Tasks By Created/Pending/Completed

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

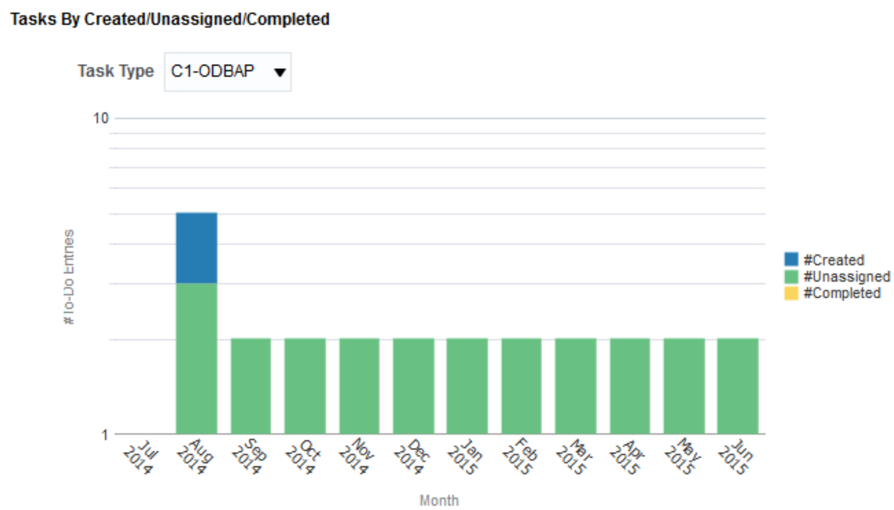


Figure 27: Tasks By Created/Pending/Completed

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

2.5.4 Tasks By Hours Spent

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

Figure 28: Tasks By Hours Spent

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

2.5.5 Contract Trend

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

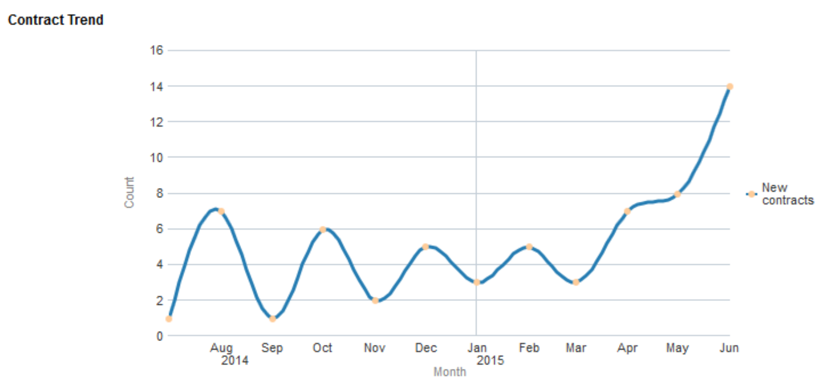


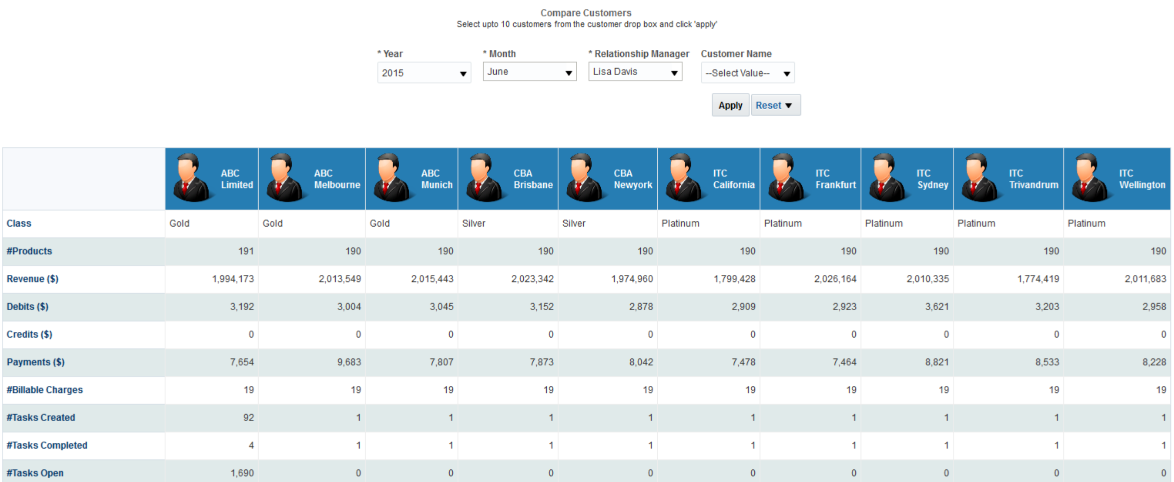
Figure 29: Contract Trend

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

2.6 Comparator Page

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

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



	ABC Limited	ABC Melbourne	ABC Munich	CBA Brisbane	CBA Newyork	ITC California	ITC Frankfurt	ITC Sydney	ITC Trivandrum	ITC Wellington
Class	Gold	Gold	Gold	Silver	Silver	Platinum	Platinum	Platinum	Platinum	Platinum
#Products	191	190	190	190	190	190	190	190	190	190
Revenue ($)	1,994,173	2,013,549	2,015,443	2,023,342	1,974,960	1,799,428	2,026,164	2,010,335	1,774,419	2,011,683
Debits ($)	3,192	3,004	3,045	3,152	2,878	2,909	2,923	3,621	3,203	2,958
Credits ($)	0	0	0	0	0	0	0	0	0	0
Payments ($)	7,654	9,683	7,807	7,873	8,042	7,478	7,464	8,821	8,533	8,228
#Billable Charges	19	19	19	19	19	19	19	19	19	19
#Tasks Created	92	1	1	1	1	1	1	1	1	1
#Tasks Completed	4	1	1	1	1	1	1	1	1	1
#Tasks Open	1,690	0	0	0	0	0	0	0	0	0

Figure 30: Compare Customers

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

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

3. Customer Page

3.1 Overview of the Page

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

The Relationship Manager's dashboard Summary page offers a hierarchical view of all customers under the RM, along with the rolled-up revenue and relationship value at each level. From the RM dashboard, you can drill down to an individual customer and view all relevant details for that particular customer.

3.2 Customer Home Page

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

3.2.1 Relationship Value

The Customer home page includes a graphical presentation of the customer's CRV score.

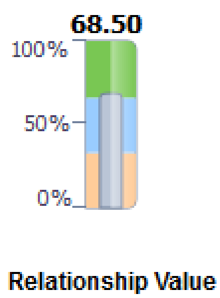


Figure 31: CRV Score

In a scale of zero to hundred percentage, the customer's Relationship Value is indicated as a bar chart.

3.2.2 Performance Indicators & Metrics

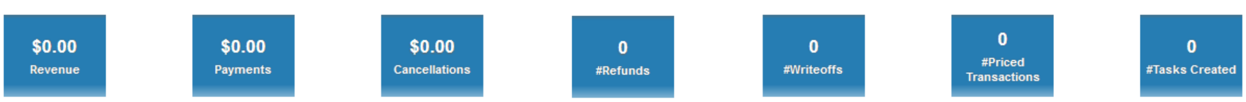


Figure 32: Performance Indicators & Metrics

KPI	Definition
Revenue	Total revenue in corporate currency
Payments	Total payments amount in corporate currency
Cancellations	Total cancellation amount in corporate currency

#Refunds	Total number of refunds
#Writeoffs	Total number of write-offs
#Priced Transactions	Total number of priced transactions
# Tasks Created	Total number of tasks created for the customer

3.2.3 Alerts

The alerts section shows notifications regarding variance in commitment score and period of inactivity (if it exceeds one month).

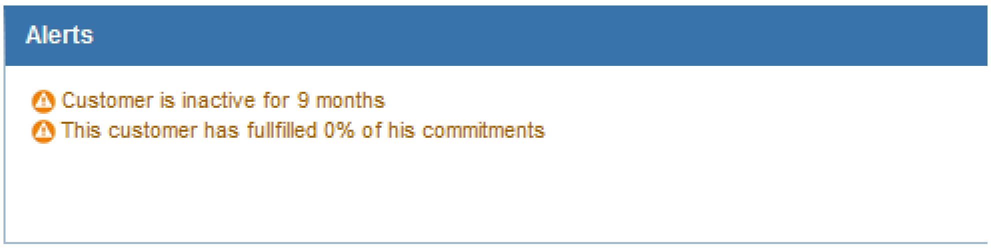


Figure 33: Alerts

3.2.4 Customer Profile Summary

The Customer Home page contains a brief summary of Customer Profile. You can click the View Profile button to view further details of the customer.

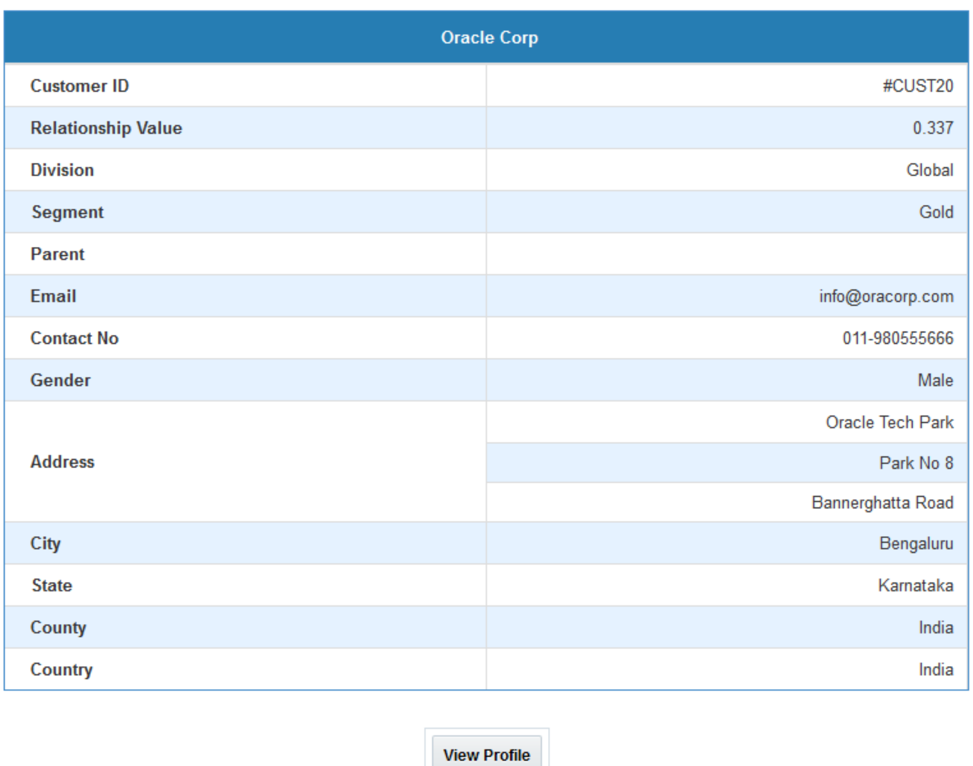


Figure 34: Customer Profile Summary

Field	Explanation
Customer Name	Name of the customer
Customer ID	Unique identifier of the customer
Relationship Value	Relationship value of the customer
Division	Division of the customer
Segment	Segment to which the customer belongs
Parent	Name of the immediate parent customer
Email	Email ID of the customer
Contact No	Contact number of the customer
Gender	Whether the customer is Male or Female
Address	Address of the customer
City	City where the customer is based on
State	State where the customer is based on
County	County where the customer is based on
Country	Country where the customer is based on
View Profile	Click this button to view the detailed profile of the customer. To know more about the Customer Profile page, see section 3.3.

3.2.5 Customer Performance WatchList

The Customer Performance WatchList analysis is a table that lists all main KPIs of the customer and indicates the status of its variations. You can also see the Actual, Target and Variance percentage values.

The status indicator against a KPI shows whether the variance is Critical (✗) or OK (✓).

Customer Performance WatchList

Objects View Summary: ✗ Critical (5) ✓ OK (1)

KPI	Status	Actual	Target	Variance
BillableCharges Variation From Last Month	✗	961.11%	10.00%	951.11%
Cancellations Variation From Last Month	✗	(93.61%)	5.00%	(98.61%)
Payments Variation From Last Month	✗	1,389.05%	20.00%	1,369.05%
Receivables Variation From Last Month	✓	(13.00%)	20.00%	(33.00%)
ToDo Variation From Last Month	✗	9,100.00%	10.00%	9,090.00%
Adjustments Variation From Last Month	✗	(84.00%)	5.00%	(89.00%)

Figure 35: Customer Performance WatchList

3.2.6 Pricing WatchList

The Pricing WatchList analysis is a table that shows the variations in billable charge lines against agreed price, ignored and zero-priced.

Pricing WatchList

Objects ▾ View ▾ Summary: OK (2) Critical (1)

KPI	Status	Actual	Target	Variance
Agreed Priced Billable Charge	OK	0.52%	20.00%	(19.48%)
Ignored Billable Charge	OK	0.00%	10.00%	(10.00%)
Zero Priced Billable Charge	Critical	26.18%	10.00%	16.18%

Figure 36: Pricing WatchList

3.2.7 Revenue Comparison

The Revenue Comparison analysis is a chart that shows a graphical comparison of how the selected customer is performing in terms of revenue, when compared with customers under the same segment, or under the same division, or under the same RM, or all customers in the system.

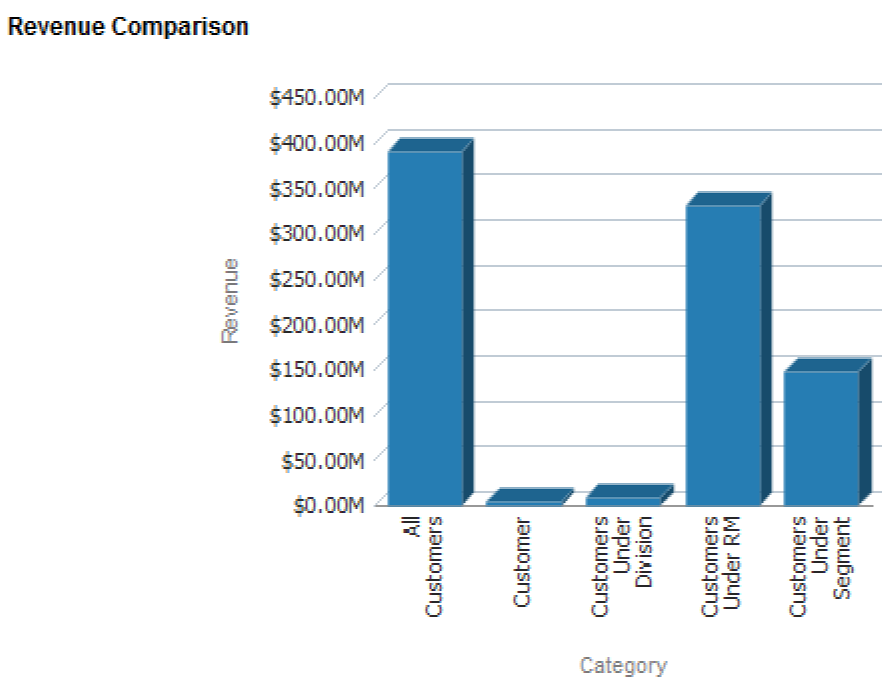


Figure 37: Revenue Comparison

3.2.8 Customer Relationship Value Trend

This analysis is a line chart that shows the trend in customer's CRV score for the previous 12 months.

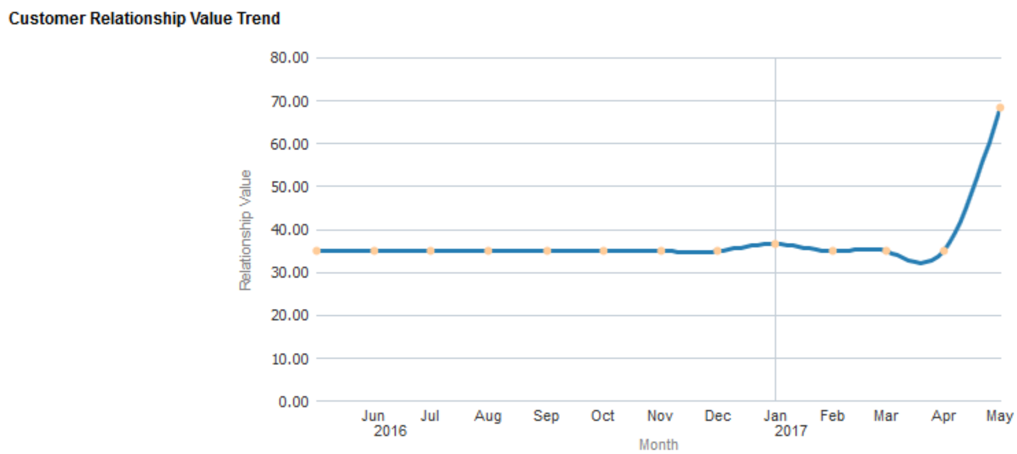


Figure 38: Customer Relationship Value Trend

3.3 Customer Profile Page

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

- Profile
- Address
- Demographic
- More Details

> **Note**: You can access the detailed Customer Profile page by clicking the **View Profile** button on Customer home page.

3.3.1 Profile

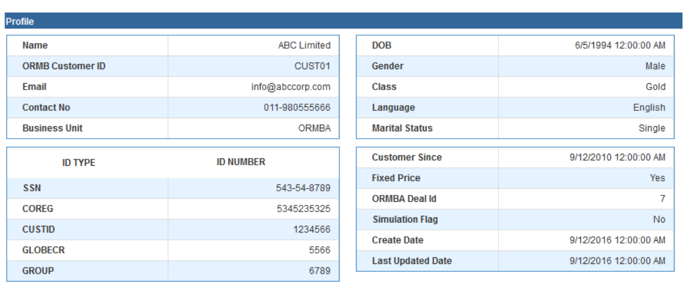


Figure 39: Customer Profile

The fields in this table are self-explanatory.

> **Note:** The Fixed Price field indicates if the customer has a fixed price contract or not. If the value is Yes, then simulation feature is not available for the customer. The default value of this attribute is **No**.

3.3.2 Address

Address

Address	Nordea Bank Danmark
	DK-0900 Copenhagen
	Bus.reg.no. 13522197
	123-854-964

City	Glostrup
State	Copenhagen
County	Albertslund
Country	Denmark
ZIP	123-854-964

Figure 40: Customer Address

The fields in this table are self-explanatory.

3.3.3 Demographic

Demographic

Employer Name	Amazon
Employment Type	Engineer
Employment Status	EMP
Designation	Senior Analyst

Annual Salary	254,600
Company Type	Corporation
Industry Type	Finance
Occupation Type	Permanent
Market Entity	

Figure 41: Customer Demographic

The fields in this table are self-explanatory.

3.3.4 More Details

More Details

Account Manager	John Doe
Affinity Group 1 Ind.	Y
Approved Sites Limit	20
Auto Transfer	N
BID Country	US

BID GEOGRAPHY	US
Billing Entity	Y
BoA - Credit share ratio	60-40%
Bundle Applicable	RTB1
Businessworld Membership Level	GOLD

Figure 42: More Details

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

3.4 Invoices Page

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

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

Note: You can filter the page to view invoice details of a selected product also.

3.4.1 KPIs

Figure 43: Invoices KPIs

The KPIs available for Invoices page of Customer dashboard are:

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

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

3.4.2 Revenue By Invoice Account

Revenue By Invoice Account

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

Figure 44: Revenue By Invoice Account

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

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

3.4.3 Revenue Trend

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

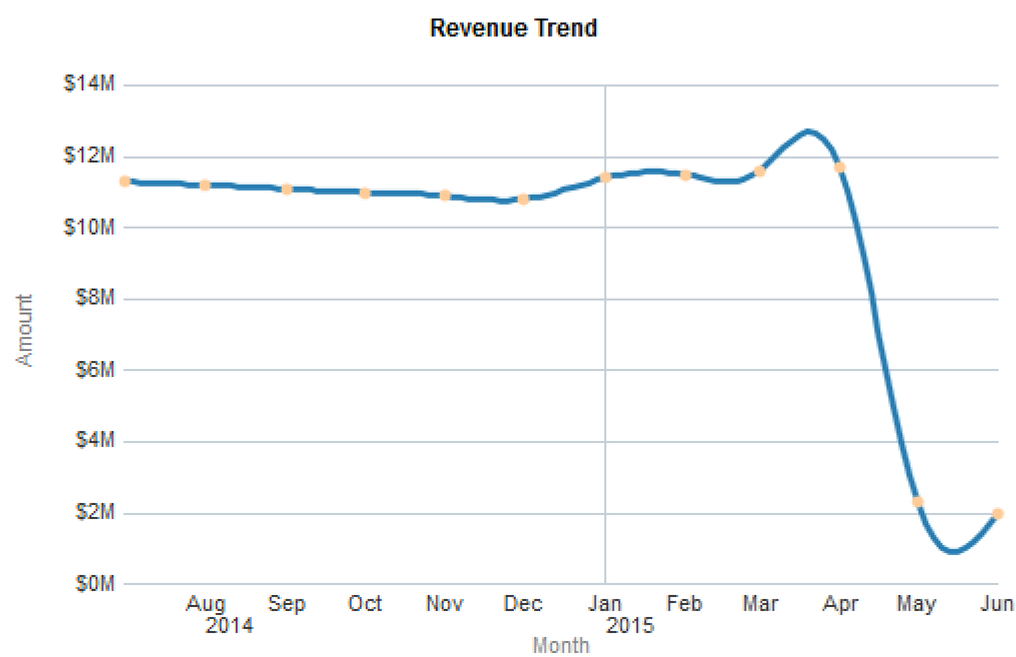


Figure 45: Revenue Trend

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

3.4.4 Invoices Printable Report

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

Filters	• Customer Id • Division • Contract Id

	• Invoice Account • Invoice Id
Fields	• Invoice Currency • Invoice Status • Type • Date • Division • Contract Id • Invoice Account • Invoice Id • Frozen Date • #Invoice Segments • Rev in Inv Currency • Tax in Inv Currency • Revenue in Corp Currency • Tax in Corp Currency

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

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

3.5 Adjustments Page

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

3.5.1 KPIs

Figure 46: Adjustments KPIs

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

KPI	Definition
Credits	Total credit amount in corporate currency
Debits	Total debit amount in corporate currency

Variation From Last Month	Percentage variation of net adjustment amount (credit + debit) of the current month from the previous month
Variation From Last Year	Percentage variation of credits amount of the current month from the same month of previous year

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

3.5.2 Adjustments Trend

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

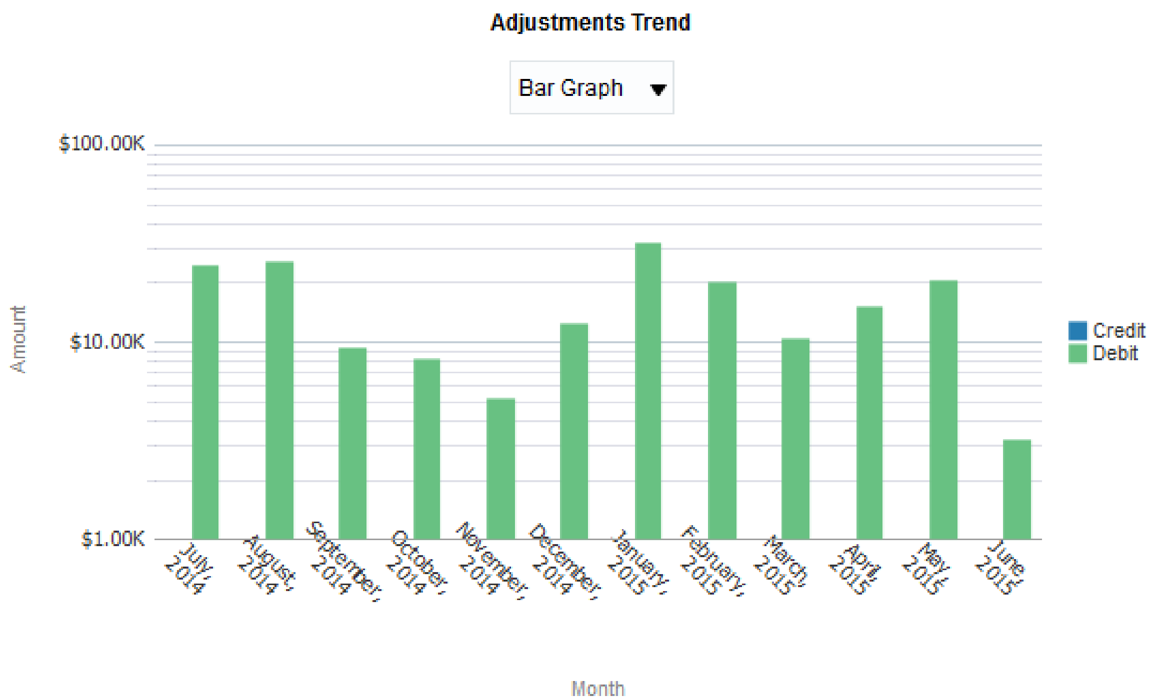


Figure 47: Adjustments Trend

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

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

3.5.3 Break Down By Adjustment Types

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

Break Down By Adjustment Types

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

Figure 48: Breakdown By Adjustment Types

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

3.5.4 Adjustments Printable Report

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

Filters	• Customer Id • Division • Contract Id • Adjustment Type

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

3.6 Payments Page

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

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

3.6.1 KPIs

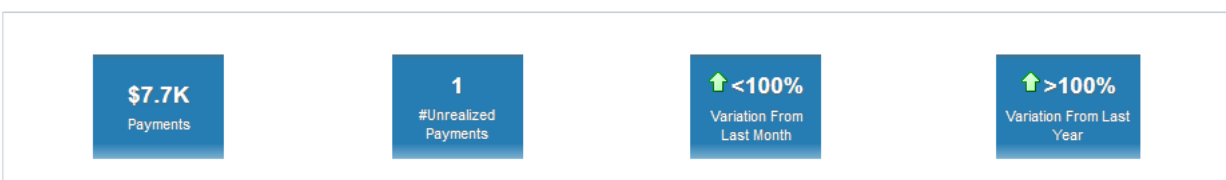


Figure 49: Payments KPIs

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

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

	the same month of previous year

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

3.6.2 Payments Trend

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

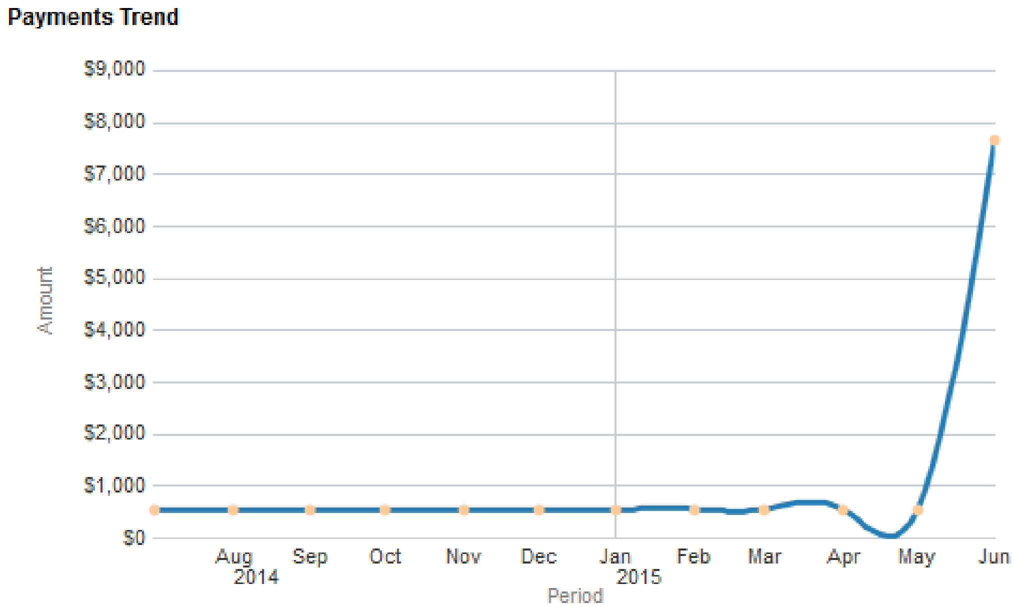


Figure 50: Payments Trend

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

3.6.3 Amount By Tender Types

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

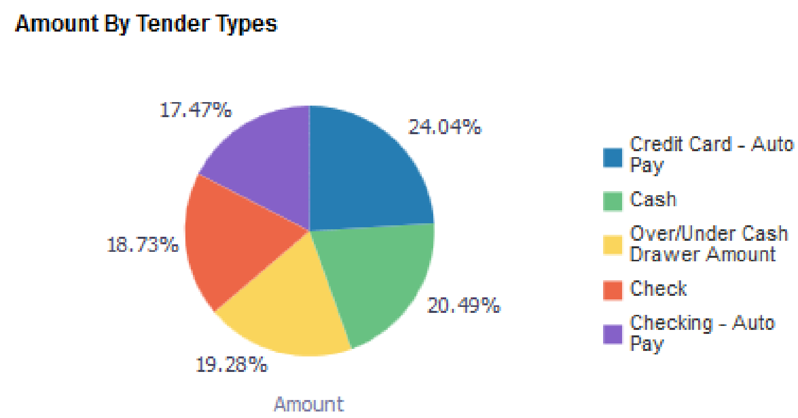


Figure 51: Amount By Tender Types

3.6.4 Amount By Tender Source

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

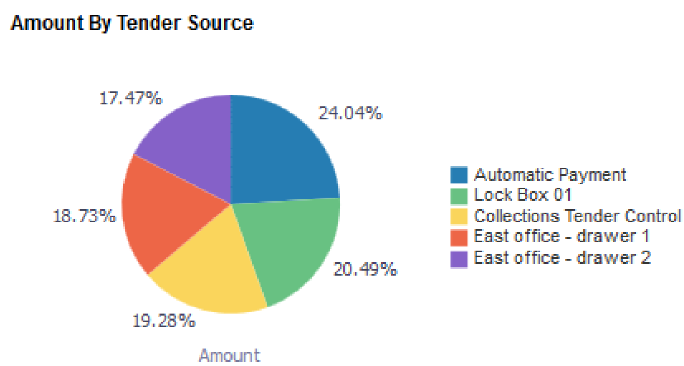


Figure 52: Amount By Tender Source

3.6.5 Payments Printable Report

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

3.7 Product Usage Page

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

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

3.7.1 Top N Products

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

Top 10 Products

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

Figure 53: Top N Products

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

3.7.2 Top N Accounts

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

Top 10 Accounts

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

Figure 54: Top N Accounts

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

3.7.3 Standard vs Agreed Pricing

Click on the Standard vs Agreed Pricing link on Product Usage page of Customer dashboard to view a comparison of customer's revenue, had they been in a standard pricelist.

Standard vs Agreed Pricing

Division	Account	Product	Currency	Amount in Standard Pricing	Amount in Agreed Pricing	Revenue Leakage %
California	4632300139	Lockbox Monthly Fees	USD	100.00	80.00	20.00
California	4632300139	ACH Debit	USD	749.25	0.00	0.00
California	4632300139	ACH Credit	USD	1500.00	1000.00	33.33
California	4632300139	Check Deposit Monthly Fees	USD	120.00	120.00	0.00
California	4632300139	Lockbox Transaction Fees	USD	700.00	500.00	28.57
Total				**3169.25**	**1700.00**	**29.75**

Figure 55: Standard vs Agreed Pricing

The analysis lists all the products used by the customer during the selected period and show a side-by-side comparison of the amount when priced using the Standard pricelist and the agreed pricelist. The percentage variation of agreed amount from the standard amount is available in the Revenue Leakage column. The analysis also shows the cumulated amount of all products, along with the cumulated revenue leakage value.

Note: If a product has been priced using a Standard pricelist, then Amount in Agreed Pricing and Revenue Leakage % columns indicate zero.

3.7.4 Actual vs Committed

The 'Actual vs Committed' analysis is a table that lists the products used by the customer during the selected month and year and shows a comparison of the expected (committed) and actual values of various attributes like usage, revenue, profitability and price.

Actuals vs Committed

Product	Usage Factor	Committed Usage	Actual Usage	Expected Revenue	Actual Revenue	Revenue Variation	Expected Profitability	Actual Profitability	Commited Price	Actual Price
ACH Credit Transfer Paid	Transaction Volume	4,800	5,052	$4,800.00	$5,052.00	5 %	97%	97%	$1.00	$1.00
Account Maintenance	Transaction Volume	8,300	8,854	$26,375.00	$28,399.50	8 %	-1,857%	-1,857%	$6.50	$6.50
Core Fixed Income	Transaction Volume	6,000	4,810	$6,000.00	$4,810.00	20 %	40%	40%	$1.00	$1.00
Corporate Loan	Transaction Volume	12,000	14,138	$17,535.00	$20,659.50	18 %	32%	32%	$1.46	$1.46
Domestic Funds Transfers	Transaction Volume	12,000	4,553	$18,000.00	$6,829.50	62 %	20%	20%	$1.50	$1.50
Funds Transfer	Transaction Volume	180,000	170,643	$916,082.00	$868,461.50	5 %	72%	72%	$5.09	$5.09

Figure 56: Actual vs Committed

Fields	Explanation
Product	Name of the product
Usage Factor	Whether the product is priced based on Transaction Volume or Value
Committed Usage and Actual Usage	Committed usage (either volume or value) and the actual usage
Expected Revenue and Actual Revenue	Expected and actual value of revenue
Revenue Variation	Percentage variation of actual revenue from the expected value
Expected Profitability and Actual Profitability	Expected and actual value of profitability
Committed Price and Actual Price	Committed and actual value at which the product is priced

3.7.5 Product Revenue Printable Report

This printable report allows two levels of drill-down:

- Product Usage
- Pricing

Filters	• Customer Id • Division • Product • Invoice Account • Usage Account
Fields	• Product • Division • Division Currency

	• Invoice Account • Usage Account • Amount • #Billable Charges • Min Price • Max Price • Average Price • Agreed Amount • Standard Amount • Max Charges • Min Charges • Usage (Includes a link to Billed Usage Page) • Pricing (Includes a link to Product Pricing Page)

3.8 Billed Usage Page

Billed Usage page shows the usage details of a product by a selected customer during a selected month and year. You can access this page by navigating to the Customer dashboard and opening the Product Usage page. In the Product Revenue report, click the Billed Usage link against a product to view its billed usage details.

Product Revenue

Month **June** Year **2015** Customer **ABC Limited**

Product	Division	Division Currency	Invoice Account	Usage Account	Amount	Amount Last Month	Variation from last month	#Billable Charges	Agreed Amount	Standard Amount	Min Charges	Max Charges	Usage	Pricing
ACH Credit Transfer Paid	Portugal	EUR	789798JK	789798JK	5,052	309	>100%	10	0	5,052	0.00	0.00	Billed Usage	Pricing
Account Maintenance	Portugal	EUR	789798JK	789798JK	28,400	5,506	>100%	20	0	28,400	0.00	0.00	Billed Usage	Pricing
Core Fixed Income	Portugal	EUR	789798JK	789798JK	4,810	307	>100%	10	0	4,810	0.00	0.00	Billed Usage	Pricing
Corporate Loan	Portugal	EUR	789798JK	789798JK	20,660	625	>100%	10	0	20,660	0.00	0.00	Billed Usage	Pricing
Domestic Funds Transfers	Portugal	EUR	789798JK	789798JK	6,830	0	>100%	10	0	6,830	0.00	0.00	Billed Usage	Pricing
Earnings Credit	Portugal	EUR	789798JK	789798JK	19,850	4,208	>100%	10	0	19,850	0.00	0.00	Billed Usage	Pricing
Funds Transfer	Portugal	EUR	789798JK	789798JK	907,858	0	>100%	11	82,865	824,993	0.00	0.00	Billed Usage	Pricing
Government Securities	Portugal	EUR	789798JK	789798JK	2,335	400	>100%	10	0	2,335	0.00	0.00	Billed Usage	Pricing

Figure 57: Billed Usage Link

3.8.1 Billed Usage Details

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

Billed Usage Details

Usage Factor(SQ)	Value	Last Month Value	Variation from Last Month
Transaction Amount	156,110,000.00	15,468,000	>100%
Transaction Volume	156,110.00	15,468	>100%

Figure 58: Billed Usage Details

Fields	Explanation
Usage Factor (SQ)	SQ applicable for the product, either Transaction Amount or Volume
Value	Value of the SQ
Last Month Value	Value of the SQ in the previous month
Variation from Last Month	Percentage variation of Value from that of previous month

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

3.8.2 Billed Usage Trend

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

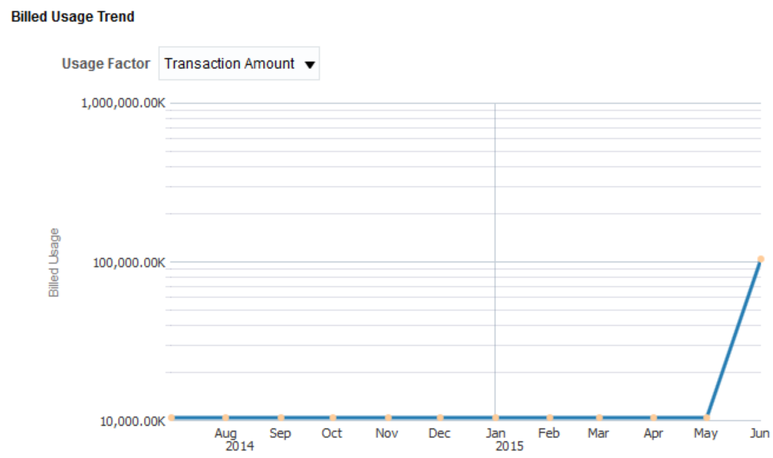


Figure 59: Billed Usage Trend

To view the analysis, select either **Transaction Amount** or **Transaction Volume** in the Usage Factor drop-down list.

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

3.8.3 #Billable Charges Trend

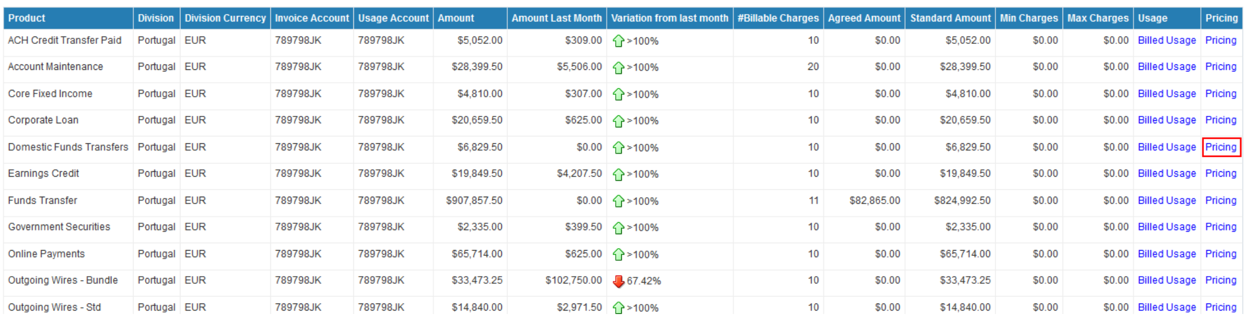
The ‘#Billable Charges Trend’ analysis is a line chart that shows the trend of billable charges for the last 12 months. Against each month, the graph shows the count of billable charges falling under Agreed pricelist and Standard pricelist side-by-side.

Figure 60: #Billable Charges Trend

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

3.9 Pricing Page

The Pricing page shows the pricing details of a product by the selected customer during the selected month and year. You can access this page by navigating to the Customer dashboard and opening the Product Usage page. In the Product Revenue report, click the Pricing link against a product to view its pricing details.



Product	Division	Division Currency	Invoice Account	Usage Account	Amount	Amount Last Month	Variation from last month	#Billable Charges	Agreed Amount	Standard Amount	Min Charges	Max Charges	Usage	Pricing
ACH Credit Transfer Paid	Portugal	EUR	789798JK	789798JK	$5,052.00	$309.00	>100%	10	$0.00	$5,052.00	$0.00	$0.00	Billed Usage	Pricing
Account Maintenance	Portugal	EUR	789798JK	789798JK	$28,399.50	$5,506.00	>100%	20	$0.00	$28,399.50	$0.00	$0.00	Billed Usage	Pricing
Core Fixed Income	Portugal	EUR	789798JK	789798JK	$4,810.00	$307.00	>100%	10	$0.00	$4,810.00	$0.00	$0.00	Billed Usage	Pricing
Corporate Loan	Portugal	EUR	789798JK	789798JK	$20,659.50	$625.00	>100%	10	$0.00	$20,659.50	$0.00	$0.00	Billed Usage	Pricing
Domestic Funds Transfers	Portugal	EUR	789798JK	789798JK	$6,829.50	$0.00	>100%	10	$0.00	$6,829.50	$0.00	$0.00	Billed Usage	Pricing
Earnings Credit	Portugal	EUR	789798JK	789798JK	$19,849.50	$4,207.50	>100%	10	$0.00	$19,849.50	$0.00	$0.00	Billed Usage	Pricing
Funds Transfer	Portugal	EUR	789798JK	789798JK	$907,857.50	$0.00	>100%	11	$82,865.00	$824,992.50	$0.00	$0.00	Billed Usage	Pricing
Government Securities	Portugal	EUR	789798JK	789798JK	$2,335.00	$399.50	>100%	10	$0.00	$2,335.00	$0.00	$0.00	Billed Usage	Pricing
Online Payments	Portugal	EUR	789798JK	789798JK	$65,714.00	$625.00	>100%	10	$0.00	$65,714.00	$0.00	$0.00	Billed Usage	Pricing
Outgoing Wires - Bundle	Portugal	EUR	789798JK	789798JK	$33,473.25	$102,750.00	67.42%	10	$0.00	$33,473.25	$0.00	$0.00	Billed Usage	Pricing
Outgoing Wires - Std	Portugal	EUR	789798JK	789798JK	$14,840.00	$2,971.50	>100%	10	$0.00	$14,840.00	$0.00	$0.00	Billed Usage	Pricing

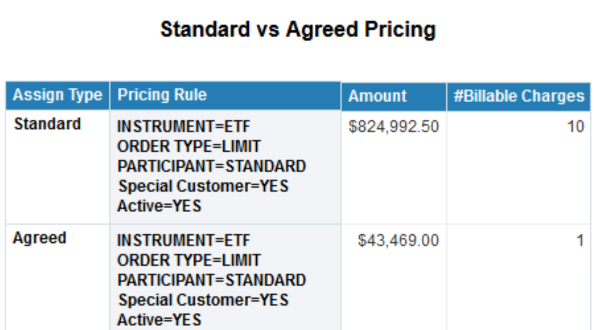
Figure 61: Pricing Link

3.9.1 Product Pricing Details By Pricing Parameter Combinations

This analysis has two sections:

- Standard vs Agreed Pricing
- Pricing Details

The Standard vs Agreed Pricing analysis shows you a comparison of billable charges (count and amount) that are priced using Standard and Agreed pricelist.



Standard vs Agreed Pricing

Assign Type	Pricing Rule	Amount	#Billable Charges
Standard	INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	$824,992.50	10
Agreed	INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	$43,469.00	1

Figure 62: Standard vs Agreed Pricing

The Pricing Details analysis shows you the details of the pricing rule applied on the product.

Pricing Details

Pricing Rule	Tiered Flag	Pricing Metric	Billed Usage	#Bill Calc Lines	#Billable Charges	Amount
INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	Step	Transaction Volume	170,643	55	11	$868,461.50

Figure 63: Pricing Details

This table gives the following information:

Fields	Explanation
Pricing Rule	Details of the pricing rule applied on the product
Tiered Flag	Type of pricing applied, whether it is Flat, Step, or Threshold
Pricing Metric	Based on attribute, whether it is Transaction Volume or Value
Billed Usage	Total billed usage amount
#Bill Calc Lines	Total bill calc lines
#Billable Charges	Number of billable charges
Amount	Total billable charges amount

Click on the # Billable Charges link to view more details of each of the pricing combinations.

3.9.2 Product Pricing Details By Usage Factors

This table shows the billed usage and billable charges against the pricing rule.

Product Pricing Details By Usage Factors

Pricing Rule	Billed Usage	Count	#Billable Charges	Amount
INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	170,643	55	11	$907,857.50

Figure 64: Product Pricing Details By Usage Factors

3.9.3 Trend of Amount

The Trend of Amount analysis shows the trend of billable charges for the selected product, during the last 12 months.

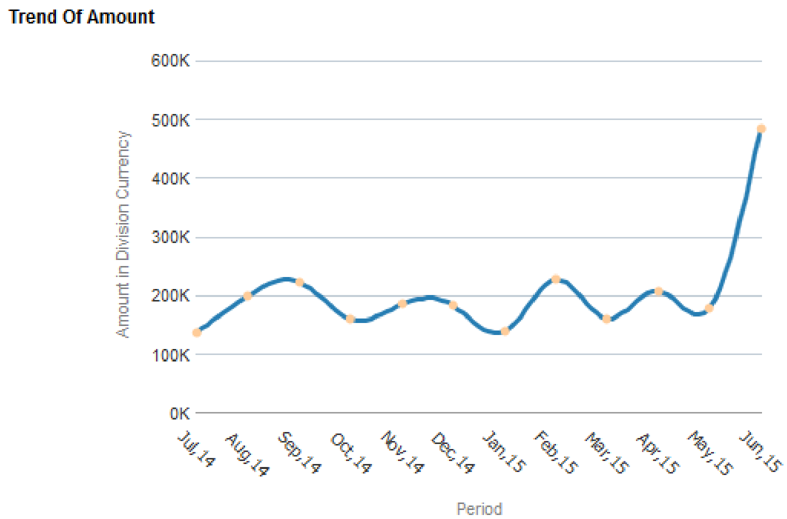


Figure 65: Trend of Amount

3.9.4 Trend of Billable Charges Count

The Trend of Billable Charges Count analysis shows the trend of count of billable charges for the selected product, during the last 12 months.

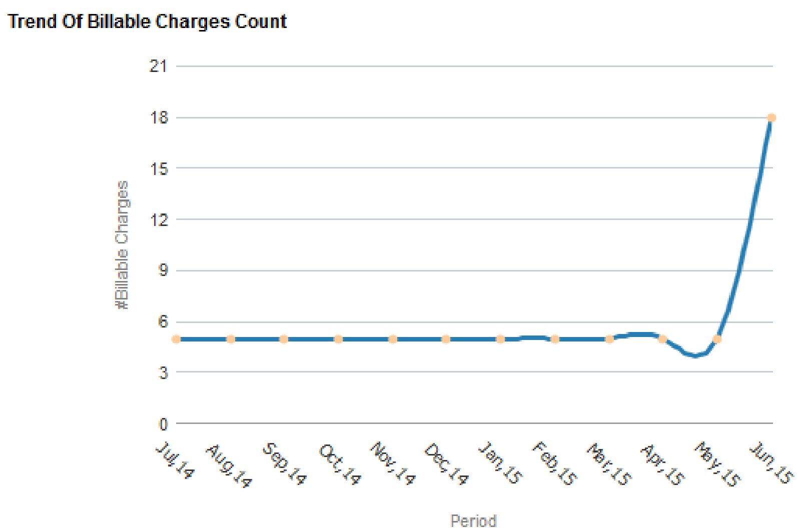


Figure 66: Trend of Billable Charges Count

3.10 Pricing Details Page

The Pricing Details page shows details of the pricing rule and model applied to derive the charges. You can access the Pricing Details Page by clicking on the #Billable Charges value on Product Pricing page.

Pricing Details

Pricing Rule	Tiered Flag	Pricing Metric	Billed Usage	#Bill Calc Lines	#Billable Charges	Amount
INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	Step	Transaction Volume	170,643	55	11	$868,461.50

Figure 67: Pricing Details Link

Note: The analyses available on the page depends on the pricing model applied – Flat, Step, or Threshold.

3.10.1 Flat Pricing Details

The Flat Pricing Details analysis contains three sections:

- **Flat Pricing Details Table**

The Pricing Details table displays details of pricing rule and model applied for pricing the product. You can also simulate the pricelist by clicking the icon. To know more about Pricelist Simulation, see the user guide for Product Manager's Workbench.

Rate Type Unit Rate Assign Type Standard

PriceList Description	Price Assign Id	Applied on Service Quantity	Price	#Bill Calc Lines	Amount	#Billable Charges	Billed Usage	%Volume	%Revenue	Avg Usage	Avg Fee	
PLGoldUS	7905686183	Transaction Volume	5.0	10	21,095	10	4,219	100.00%	100.00%	422	2,110	

Figure 68: Flat Pricing Details Table

- **Amount Across Price Points Chart**

The Amount Across Price Points Chart shows the distribution of amount across various price points and the total amount.

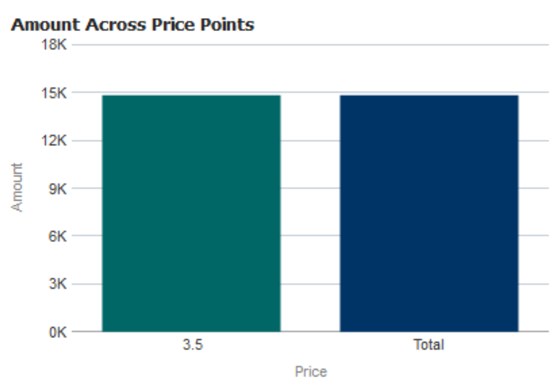


Figure 69: Amount Across Price Points Chart

- **Volume and Revenue Across Price Points Chart**

The Volume and Revenue Across Price Points chart indicates the percentage volume and revenue that falls under each price point.

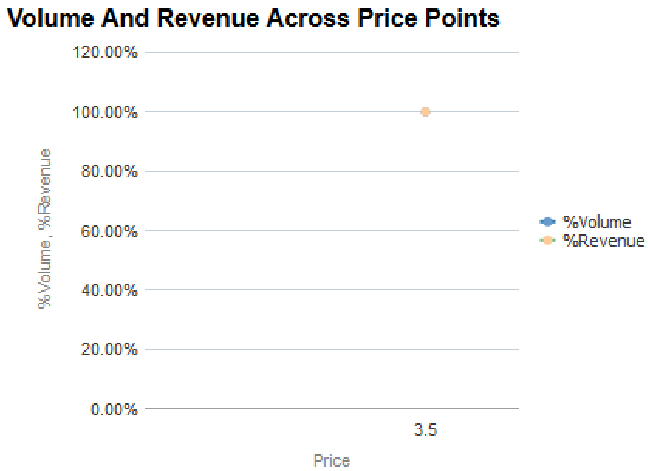


Figure 70: Volume And Revenue Across Price Points Chart

3.10.2 Flat Pricing Trend

The Flat Pricing Trend analysis contains four sections:

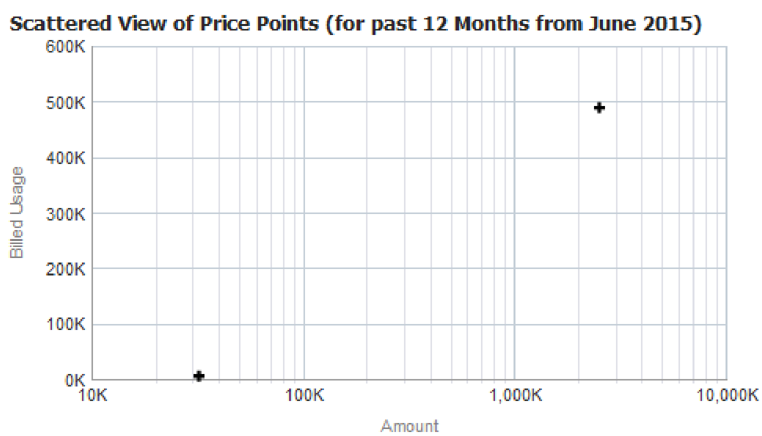
- Flat Pricing Trend Table: The table shows the percentage distribution of revenue across different price points during the last 12 months.

Flat Pricing Trend

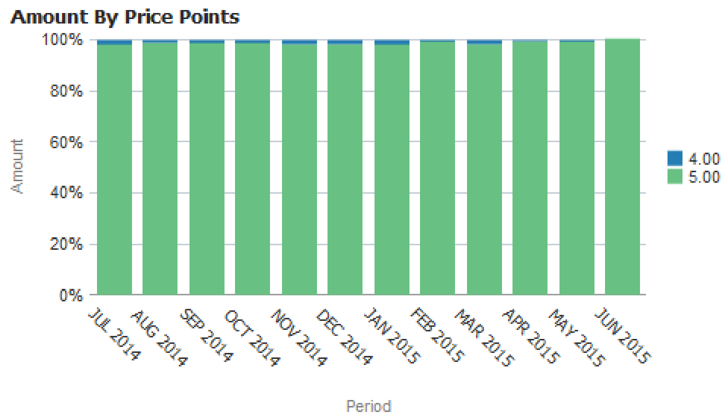
	JUL 2014	AUG 2014	SEP 2014	OCT 2014	NOV 2014	DEC 2014	JAN 2015	FEB 2015	MAR 2015	APR 2015	MAY 2015	JUN 2015
Price	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue
4.00	2.37%	1.36%	1.55%	1.64%	1.92%	1.98%	2.15%	1.19%	1.96%	0.81%	1.01%	
5.00	97.63%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

Figure 71: Flat Pricing Trend Table

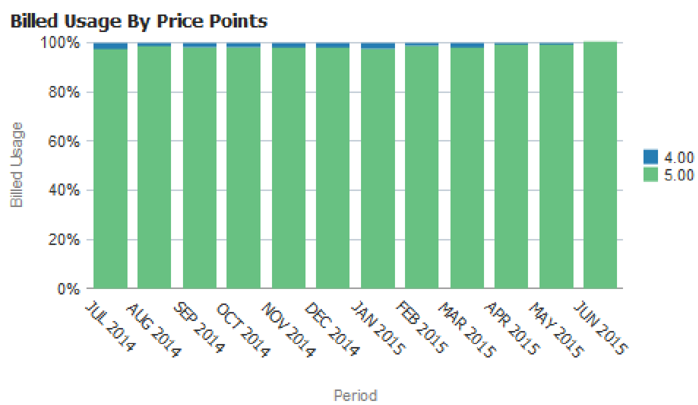
- Scattered View of Price Points



- Amount By Price Points



- Billed Usage By Price Points



3.10.3 Step Pricing Details

The Step Pricing Details analysis contains two sections:

- **Pricing Details Table**

The Pricing Details table shows price details for each price assignment, including information like Average Usage and Fee.

PriceList Description ORMB Bank - Paris GBP Price Assign Id 2232548870 Rate Type Unit Rate Assign Type Agreed Charts Trends

Based on SQ	Step Number	Lower Limit	Upper Limit	Price	Amount	#Billable Charges	#Bill Calc Lines	Billed Usage	%Volume	%Revenue	Average Usage	Average Fee
Transaction Volume	1	0	5000	3.00	15,000	1	1	5,000	31.96%	34.51%	5,000	15,000
	2	5000	7500	4.00	10,000	1	1	2,500	15.98%	23.00%	2,500	10,000
	3	7500	10000	3.00	7,500	1	1	2,500	15.98%	17.25%	2,500	7,500
	4	10000	15000	2.00	10,000	1	1	5,000	31.96%	23.00%	5,000	10,000
	5	15000	999999999999	1.50	969	1	1	646	4.13%	2.23%	646	969

Figure 72: Pricing Details of Each Price Assignment

Note: Click on the Charts or Trends link above the Pricing Details table to view further details. For more details, see section 3.10.4 and 3.10.5 respectively. To simulate the price assignment, click the Simulate button.

- **Pricing Details Chart**

The Pricing Details chart shows the percentage volume and revenue that fall under each step.

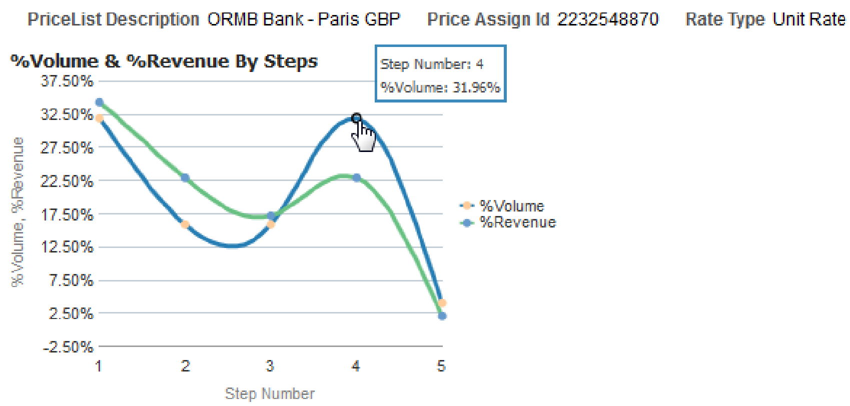


Figure 73: Pricing Details Chart of Each Price Assignment

3.10.4 Step Pricing Details – Charts

You can access the Step Pricing Details - Charts page by clicking the icon against a price assignment on the Step Pricing Details page.

The analyses available on this page are:

- No. Calc Lines and Amount By Step

Figure 74: No Calc Lines and Amount By Step Chart

- No. Calc Lines and Billed Usage By Step

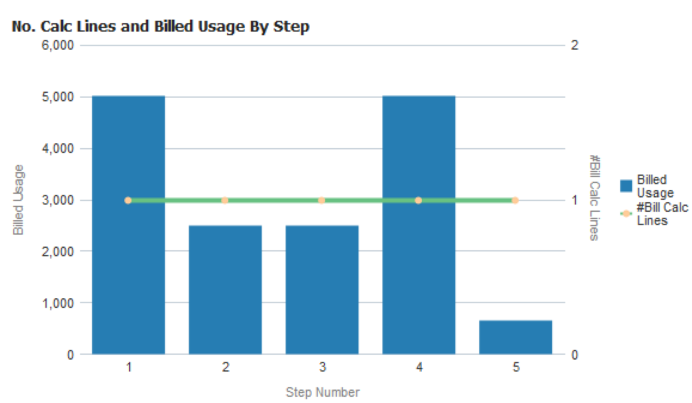


Figure 75: No Calc Lines and Billed Usage By Step Chart

- %Volume and %Revenue By Price Points

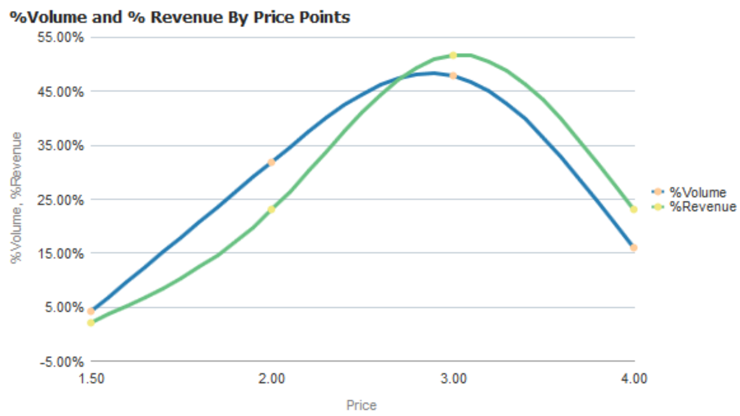


Figure 76: %Volume and %Revenue By Price Points Chart

- Average Usage and Average Fee By Step

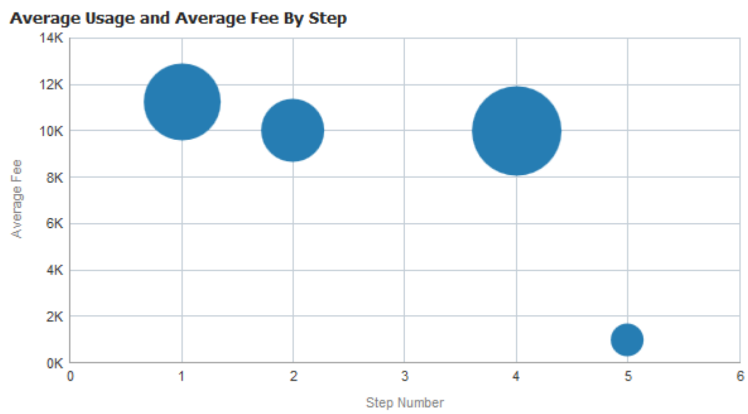
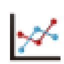


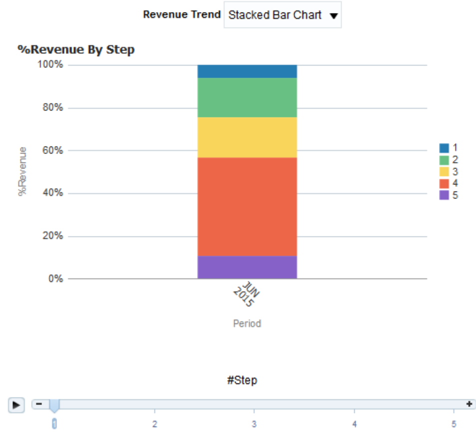
Figure 77: Average Usage and Average Fee By Step Chart

3.10.5 Step Pricing Details – Trends

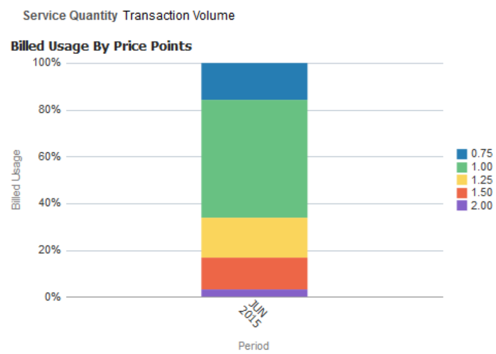
You can access the Step Pricing Details - Charts page by clicking the  icon against a price assignment on the Step Pricing Details page.

The analyses available on this page are:

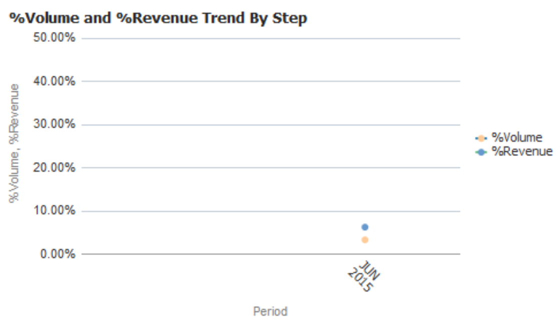
- Pricing Details Table
- %Revenue By Step



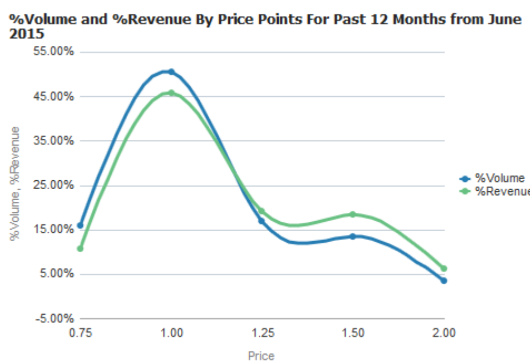
- Billed Usage By Price Points



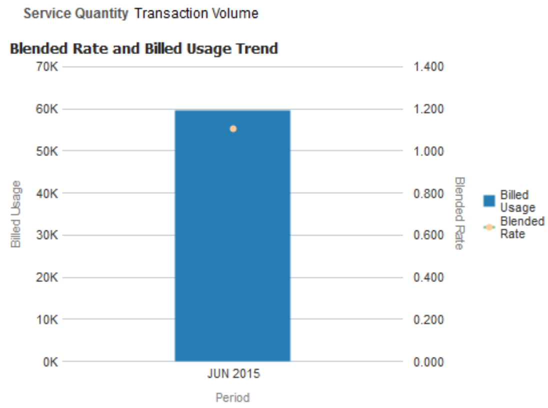
- %Volume and %Revenue Trend By Step



- %Volume and %Revenue By Price Points For Past 12 Months

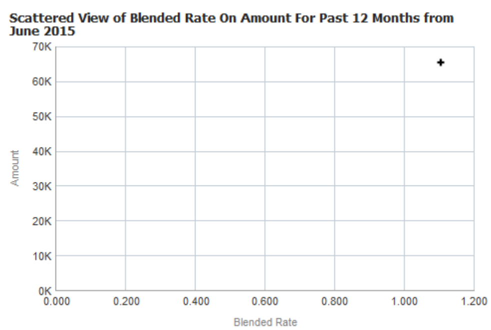


- Blended Rate and Billed Usage Trend

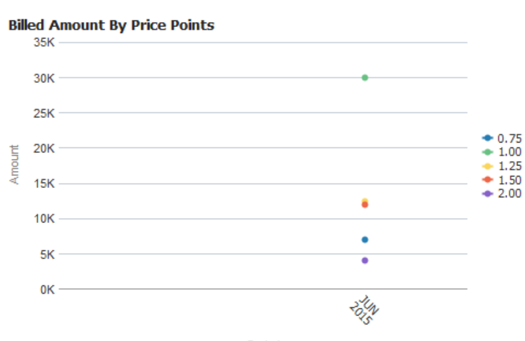


- Billed Usage By Price Points

- Scattered View of Blended Rate on Amount For Past 12 Months



- Billed Amount By Price Points



3.10.6 Threshold Pricing Details

PriceList Description Global Pricelist   Price Assign Id 2067081282   Rate Type Unit Rate   Pricing Currency USD   Assign Type Standard   Charts   Trends

Based on Service Quantity	Applied on Service Quantity	Step Number	Lower Limit	Upper Limit	Price	Amount	#Billable Charges	#Bill Calc Lines	Billed Usage	%Volume	%Revenue	Average Usage	Average Fee
Transaction Volume	Transaction Volume	1	0	10000	2.00	0	10	10	0	0.00%	0.00%	0	0
		2	10000	9999999999999.99	1.00	104,475	10	10	104,475	100.00%	100.00%	10,448	10,448

Figure 78: Threshold Pricing Details Table

PriceList Description Global Pricelist   Price Assign Id 2067081282   Rate Type Unit Rate   Pricing Currency USD

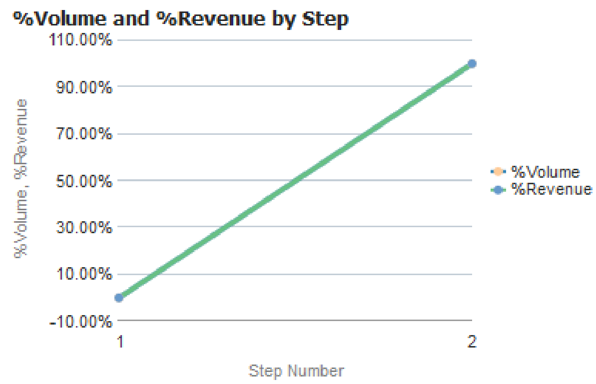


Figure 79: Threshold Pricing Details Chart - %Volume and %Revenue by Step

3.11 Tasks Page

The Tasks page shows the tasks created for the selected customer. The page shows the total number of hours spent on task for the customer, along with the trend of number of tasks as well as the trend of service hours spent on the tasks, during the previous 12 months. A printable report is also available on the page to view and export details of tasks created for the customer during the selected period.

3.12 Hierarchy Page

The Hierarchy page shows the entire customer hierarchy of the selected customer. Against each level of hierarchy, you can view the Customer Name, Segment, and Account details. To view the customer home page, click on the Customer Name. Additionally, you can click on the Accounts link to view the account details.

Hierarchy

Hierarchy Details for
Seema,Accrial_BL_CalenderDays_BC_N upto September ,2017

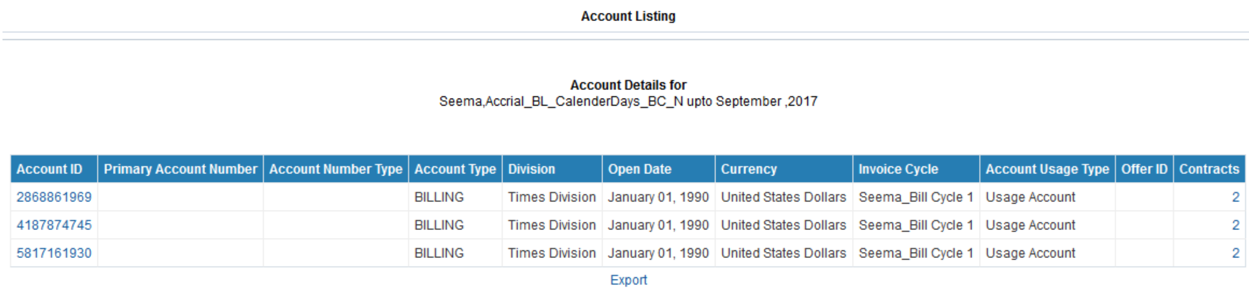
	Cust ID	Customer Name	Primary CustID	Parent CustID	Segment	E Mail Id	Contact Number	
–	0029425219	Seema,Accrial_BL_CalenderDays_BC_N	147859		Person			Accounts

Figure 80: Hierarchy Details

3.13 Accounts Page

The Accounts page lists all the accounts of the selected customer. Against each invoice account, the page lists the invoice cycle, account usage type and contracts. You can click on the Account ID to view the account details. Additionally, you can click on the Contracts field to view the contract details.

Note: If required, you can export the account details by clicking Export link at the bottom of the list.


Account Listing

Account Details for
Seema,Accrial_BL_CalenderDays_BC_N upto September ,2017

Account ID	Primary Account Number	Account Number Type	Account Type	Division	Open Date	Currency	Invoice Cycle	Account Usage Type	Offer ID	Contracts
2868861969			BILLING	Times Division	January 01, 1990	United States Dollars	Seema_Bill Cycle 1	Usage Account		2
4187874745			BILLING	Times Division	January 01, 1990	United States Dollars	Seema_Bill Cycle 1	Usage Account		2
5817161930			BILLING	Times Division	January 01, 1990	United States Dollars	Seema_Bill Cycle 1	Usage Account		2

Export

Figure 81: Account Listing

3.13.1 Account Details

To view the Account details, click on the Account ID in Accounts page of Customer dashboard. This opens the Account Details page.

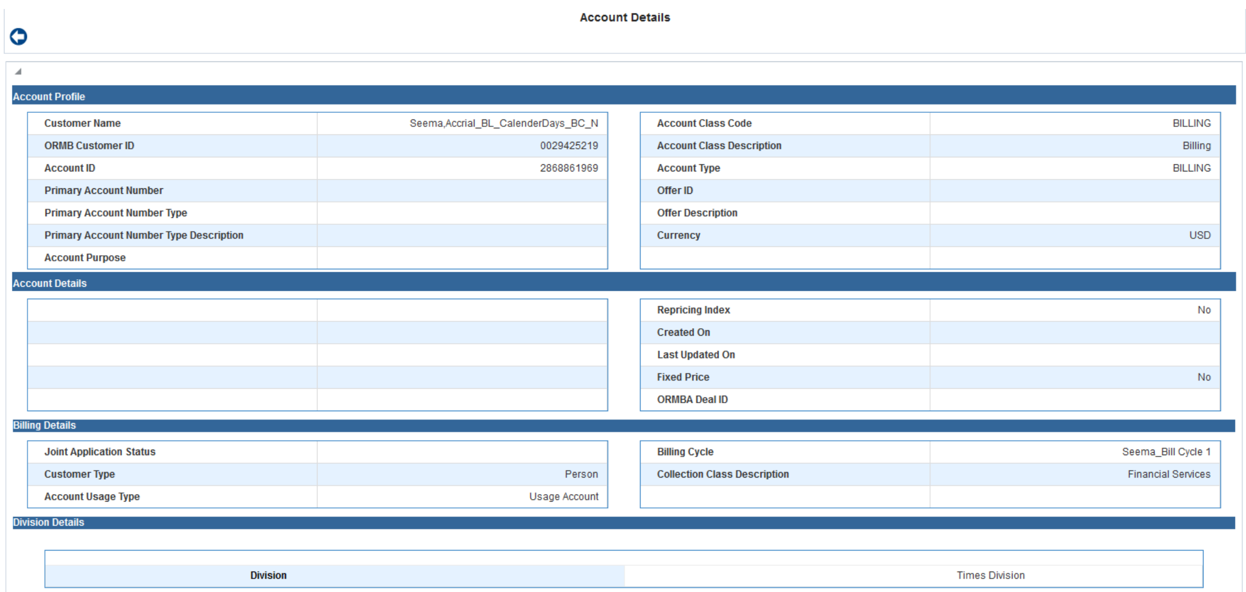


Figure 82: Account Details

3.13.2 Contract Details

To view the Contract details, click on the Contract field in Accounts page of Customer dashboard. This opens the Contract Details page.

Contract Details for
2868861969 As On September, 2017

Account ID	Customer ID	Customer Name	Contract ID	Contract Type	Open Date	Close Date	Status
2868861969	0029425219	Seema,Accrial_BL_CalenderDays_BC_N	2868861156	TIMES_Volume based charges	January 01, 2012		Active
			2868861160	TIMES_Accrual Creation	January 01, 2012		Active

Export

Figure 83: Contract Details

3.14 Customer Pricing Page

The Pricing page within the Customer dashboard gives you a list of Standard pricelists and Agreed pricelists applied for the customer during the selected month and year.

3.14.1 Standard Pricelists

The Standard Pricelists table lists the pricelists applied during the selected month and year. Against each pricelist, you can view the number of billable charge lines and amount.

Standard Pricelists
Click the simulate icon to simulate the price list

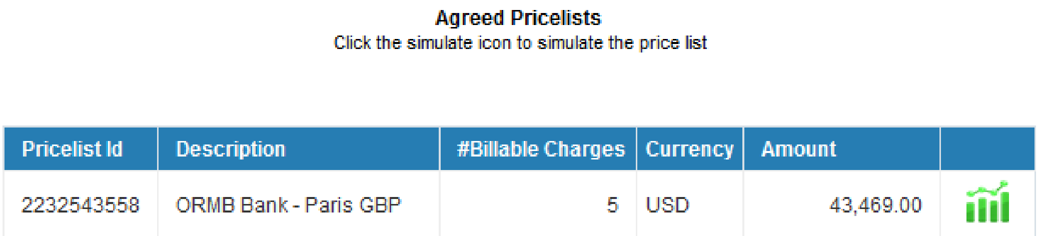
Pricelist Id	Description	#Billable Charges	Currency	Amount	
1000000000	PLGoldUK	10	USD	22,748.25	
2067080322	Global Pricelist	40	USD	116,473.00	
2232543558	ORMB Bank - Paris GBP	100	USD	890,706.50	
4710034647	Special Pricelist	50	EUR	33,473.25	
		50	USD	67,798.25	
5588457418	ORMB Bank - London EUR	50	USD	646,186.00	
7905680950	PLGoldUS	20	USD	49,846.75	
8815415196	PLSpecialCorpCA	90	USD	47,516.00	

Figure 84: Standard Pricelists

Fields	Explanation
Pricelist ID	Click the Pricelist ID to view the Effective Pricing Report filtered to show the selected pricelist's details.
Description	Description of pricelist
Billable Charges	Total billable charge lines against the pricelist
Amount	Total amount against the pricelist
Simulate	Click the icon to initiate simulation of the customer's pricelist.
	Note: If the customer is having a fixed price contract, then this icon will not be available.

3.14.2 Agreed Pricelists

The Agreed Pricelists table lists the agreed pricelists applied during the selected month and year. Against each pricelist, you can view the number of billable charge lines and amount.



Agreed Pricelists
Click the simulate icon to simulate the price list

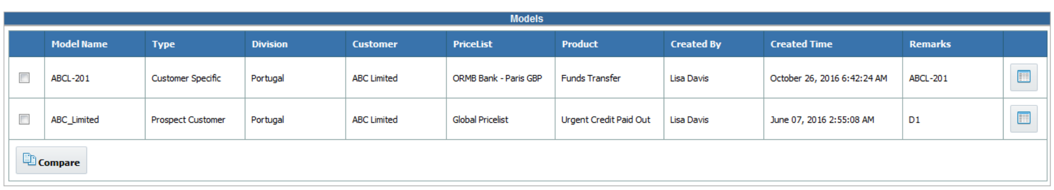
Pricelist Id	Description	#Billable Charges	Currency	Amount	
2232543558	ORMB Bank - Paris GBP	5	USD	43,469.00	

Figure 85: Agreed Pricelists

Fields	Explanation
Pricelist ID	Click the Pricelist ID to view the Effective Pricing Report filtered to show the selected pricelist's details.
Description	Description of pricelist
Billable Charges	Total billable charge lines against the pricelist
Amount	Total amount against the pricelist
Simulate	Click the icon to initiate simulation of the pricelist. **Note:** If the customer is having a fixed price contract, then this icon will not be available.

3.15 Deals Page

The Deals page lists all the deals created for the customer during the selected month and year.



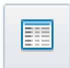
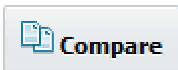
Models

	Model Name	Type	Division	Customer	PriceList	Product	Created By	Created Time	Remarks	
	ABCL-201	Customer Specific	Portugal	ABC Limited	ORMB Bank - Paris GBP	Funds Transfer	Lisa Davis	October 26, 2016 6:42:24 AM	ABCL-201	
	ABC_Limited	Prospect Customer	Portugal	ABC Limited	Global Pricelist	Urgent Credit Paid Out	Lisa Davis	June 07, 2016 2:55:08 AM	D1	

Compare

Figure 86: Customer Deals

Fields	Explanation
Model Name	Name of the deal
Type	Whether the deal is for an existing customer or a prospect
Division	Division to which the customer belongs
Customer	Customer name
Pricelist	Pricelist name Note: This indicates the deal creation was initiated from the Customer Pricing context

Product	Product name
Created By	User who created the deal
Created Time	Created date and time
Remarks	Deal creation comments
	Click this button to view details of the deal. To know more about deal details, see Deal Management user guide.
	Click this button to compare two or more deals of the customer. To know more about Deal Comparison, see Deal Management user guide.

3.16 Refund Page

The Refund page lists details of the refund adjustments done for the customer during the selected month and year.

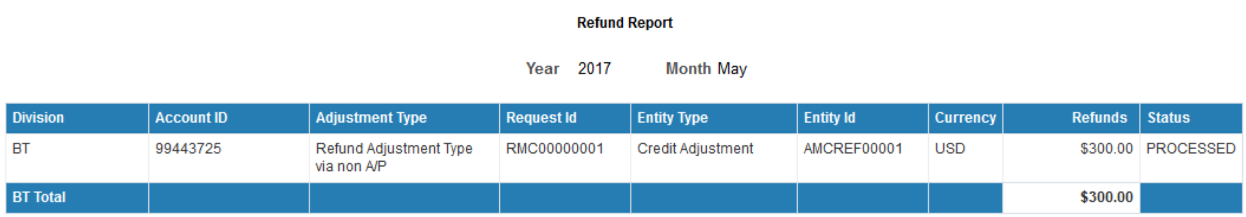
3.16.1 KPIs

The following KPIs are available for the customer.

Figure 87: Refund KPIs

3.16.2 Refund Report

The page also includes a printable report that shows the refund adjustments done for the customer during the selected month and year. It shows additional details like adjustment type, currency, and status.



Refund Report

Year 2017 Month May

Division	Account ID	Adjustment Type	Request Id	Entity Type	Entity Id	Currency	Refunds	Status
BT	99443725	Refund Adjustment Type via non A/P	RMC00000001	Credit Adjustment	AMCREF00001	USD	$300.00	PROCESSED
BT Total							$300.00	

Figure 88: Refund Report

3.17 WriteOff Page

The WriteOff page lists details of the write off adjustments done for the customer during the selected month and year.

3.17.1 KPIs

The following KPIs are available for the customer.

1	$50.00	>100%	>100%
#Writeoffs	Writeoff	Variation From Last Month	Variation From Last Year

Figure 89: Write Off KPIs

3.17.2 Write Off Report

The page also includes a printable report that shows the write off adjustments done for the customer during the selected month and year. It shows additional details like adjustment type, currency, and status.

Write Off Report

Year 2017 Month May

Program	Account	Adjustment Type	Request Id	Entity Type	Entity Id	Reason	Status	Remarks	Currency	Amount
BT	99443725	Write Off credit balance via Non A/P	WMD00000001	Adjustment	AMDWRO00001	Bad Debt	PROCESSED		USD	$50.00
Grand Total										$50.00

Figure 90: Write Off Report

3.18 Contacts Page

The Contacts page includes a printable report that shows the details of contacts made by the customer during the selected month and year.

3.18.1 Contacts Report

The Contacts page includes a printable report that shows the contacts made by the customer during the selected month and year. It shows additional details like contact type, notification method, and status.

Contacts Report

Month January Year 2015

Contact ID	Created Date	Created By	Contact Class	Contact Type	Notification Method	Status	#Contacts
4348970591	1/28/2015 10:28:36 AM		General customer contact	General inquiry	Email	Unknown	4
4348970726	1/29/2015 10:20:14 AM		General customer contact	General inquiry	Email		4
4348970897	1/28/2015 11:42:24 AM		General customer contact	General inquiry	Email		4
4348970898	1/29/2015 10:23:02 AM		General customer contact	General inquiry	Email		4
						Unknown Total	16
Grand Total							16

Figure 91: Contacts Report