

Viewing and Printing Pinnacle Reports

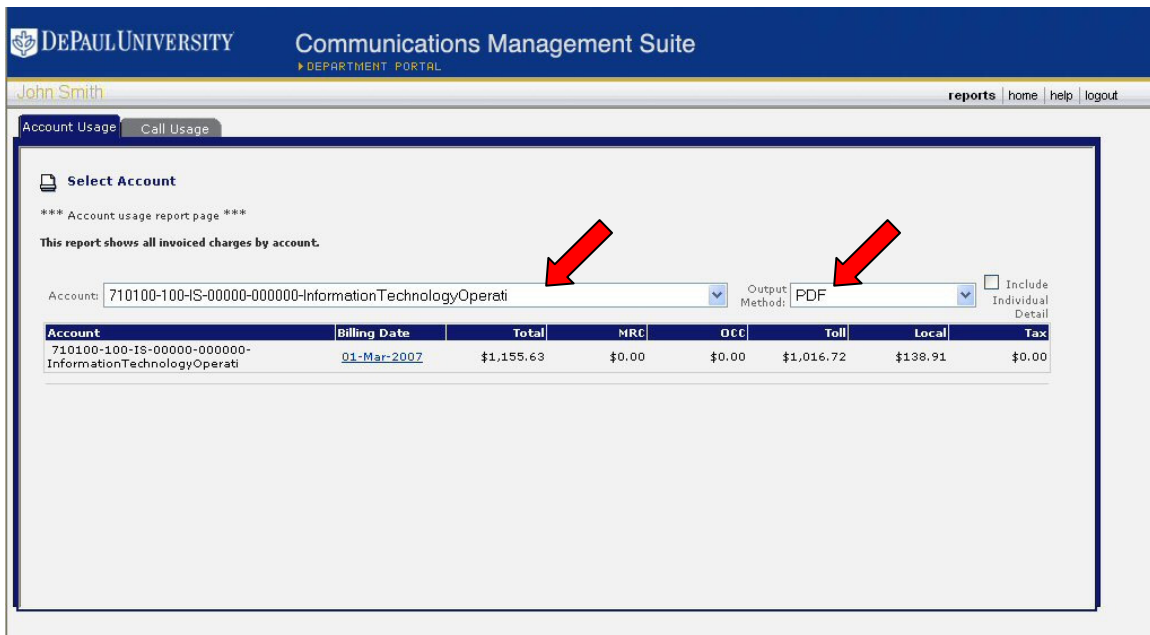
Viewing Summary Reports and Detail Reports in PDF and Excel Formats

- Section One: Subscriber Summary – PDF
- Section Two: Subscriber Detail – PDF
- Section Three: Subscriber Summary – Excel
- Section Four: Subscriber Detail – Excel

Section One: Subscriber Summary – PDF

Using the PDF option is a good way to view and print a hard copy of your telecom report. Once you are logged into Pinnacle, and have clicked on **Reports**, follow these steps to view and print a subscriber summary report.

- a. Select the **Account** you would like to view using the drop down list.
- b. Select **PDF** as the Output Method.
- c. Click on the **Billing Date** to view the report. You may be prompted to save the file. If so, select **Save**, and then choose a file name and location to save the file. Then, click **Open**.



The screenshot shows the DEPAUL UNIVERSITY Communications Management Suite interface. The user is logged in as John Smith. The page title is "Account Usage" and "Call Usage". The main content area is titled "Select Account" and contains the following text: "Account usage report page ***" and "This report shows all invoiced charges by account." Below this text is a form with an "Account:" dropdown menu containing the text "710100-100-IS-00000-000000-InformationTechnologyOperati" and an "Output Method:" dropdown menu containing the text "PDF". There is also a checkbox labeled "Include Individual Detail" which is currently unchecked. Below the form is a table with the following data:

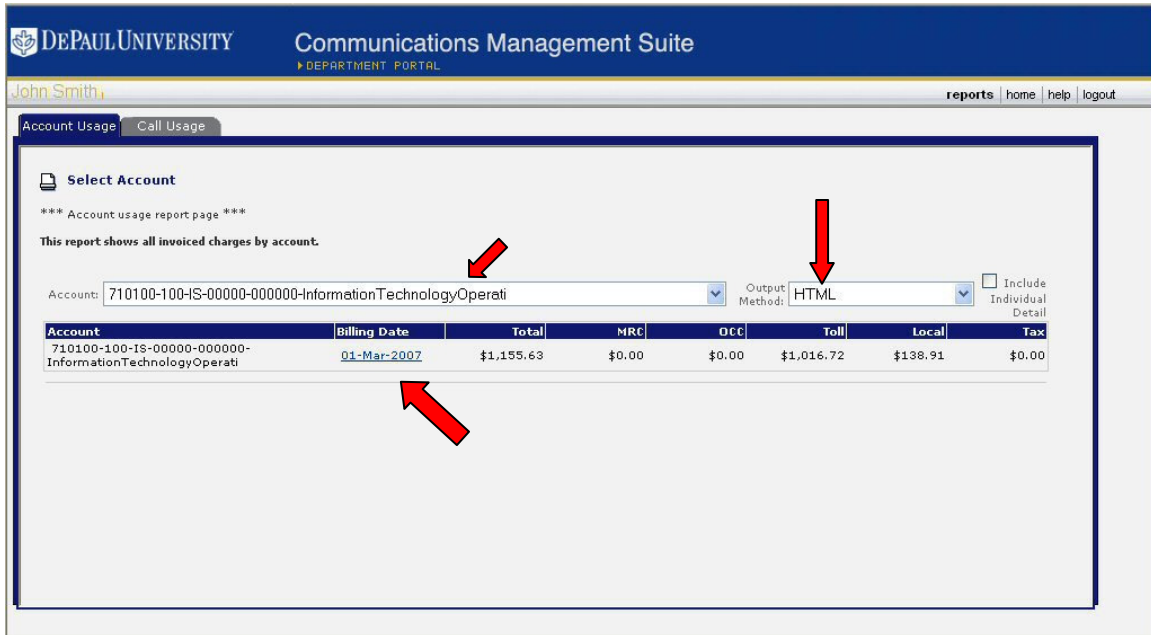
Account	Billing Date	Total	MRC	OCC	Toll	Local	Tax
710100-100-IS-00000-000000-InformationTechnologyOperati	01-Mar-2007	\$1,155.63	\$0.00	\$0.00	\$1,016.72	\$138.91	\$0.00

- d. An Adobe report will appear.
- e. Click on **Print** to print the report.
- f. When you are done, close the Adobe report.

Section Two: Subscriber Detail – PDF

This section describes how to view and print a report to see all of the telephone charges from one subscriber.

- Select the **Account** you would like to view using the drop down list.
- Select **HTML** as the Output Method.
- Click on the **Billing Date** to view the report.



The screenshot displays the 'Account Usage' section of the 'Communications Management Suite'. It features a 'Select Account' form with a dropdown menu for the account number and a dropdown for the output method. Below the form is a table with columns for Account, Billing Date, Total, MRC, OCC, Toll, Local, and Tax. Three red arrows point to the account dropdown, the 'HTML' output method, and the '01-Mar-2007' billing date link.

DEPAUL UNIVERSITY Communications Management Suite
DEPARTMENT PORTAL

John Smith reports home help logout

Account Usage Call Usage

Select Account

*** Account usage report page ***

This report shows all invoiced charges by account.

Account: 710100-100-IS-00000-000000-InformationTechnologyOperati Output Method: HTML Include Individual Detail

Account	Billing Date	Total	MRC	OCC	Toll	Local	Tax
710100-100-IS-00000-000000-InformationTechnologyOperati	01-Mar-2007	\$1,155.63	\$0.00	\$0.00	\$1,016.72	\$138.91	\$0.00

- d. Select **PDF** as the Output Method in the lower window
- e. Use the scroll bar on the right-hand side of the lower half to select a subscriber from the list. **Click on the Subscriber's** name to view the report. You may be prompted to save the file. If so, select **Save**, and then choose a file name and location to save the file. Then, click **Open**.

The screenshot displays the DePaul University Communications Management Suite interface. The top navigation bar includes the university logo, the user name "John Smith", and navigation links for "reports", "home", "help", and "logout". The main content area is divided into two sections: "Account Usage" and "Call Usage".

In the "Account Usage" section, there is a "Select Account" form. The "Account" dropdown is set to "710100-100-IS-00000-000000-InformationTechnologyOperati" and the "Output Method" dropdown is set to "HTML". A table below the form shows account usage details:

Account	Billing Date	Total	MRC	OCC	Toll	Local	Tax
710100-100-IS-00000-000000-InformationTechnologyOperati	01-Mar-2007	\$1,155.63	\$0.00	\$0.00	\$1,016.72	\$138.91	\$0.00

The "Report" section below shows an "Account Usage Report for 01 MAR-2007". The "Output Method" dropdown is set to "PDF". A red arrow points to the "PDF" option in the dropdown. Another red arrow points to the right-hand side scroll bar of the report section.

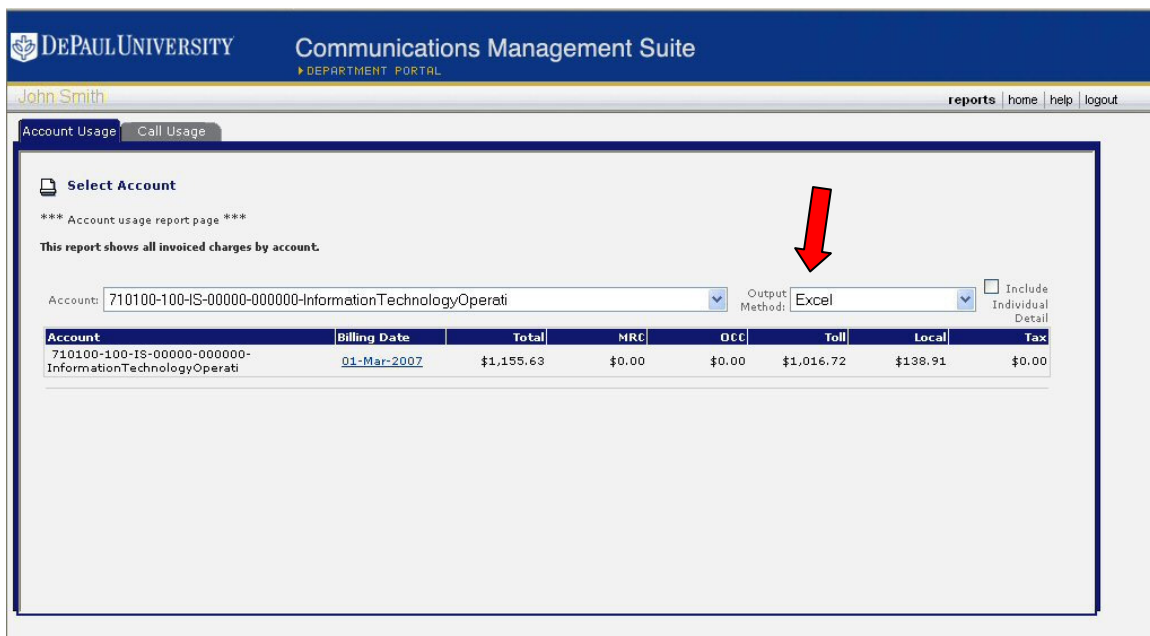
At the bottom of the report section, it says "Subscriber Summary For Acct: 710100-100-IS-00000-000000".

- f. An Adobe report will appear.
- g. Click on **Print** to print the report.
- h. When you are done, close the Adobe report.

Section Three: Subscriber Summary – Excel

This section describes how to view and print reports using Microsoft Excel. This is the best method to use if you want to analyze your call detail records because you will be able to sort the data and calculate subtotals, etc. This may not be the best option for printing because some cells will contain strings of numbers which do not fit in the cell. Therefore, your printed report might have some fields with errors.

- a. Select the **Account** you would like to view using the drop down list.
- b. Select **Excel** as the Output Method.
- c. Click on the **Billing Date** to view the report. You may be prompted to save the file. If so, select **Save**, and then choose a file name and location to save the file. Then, click **Open**.



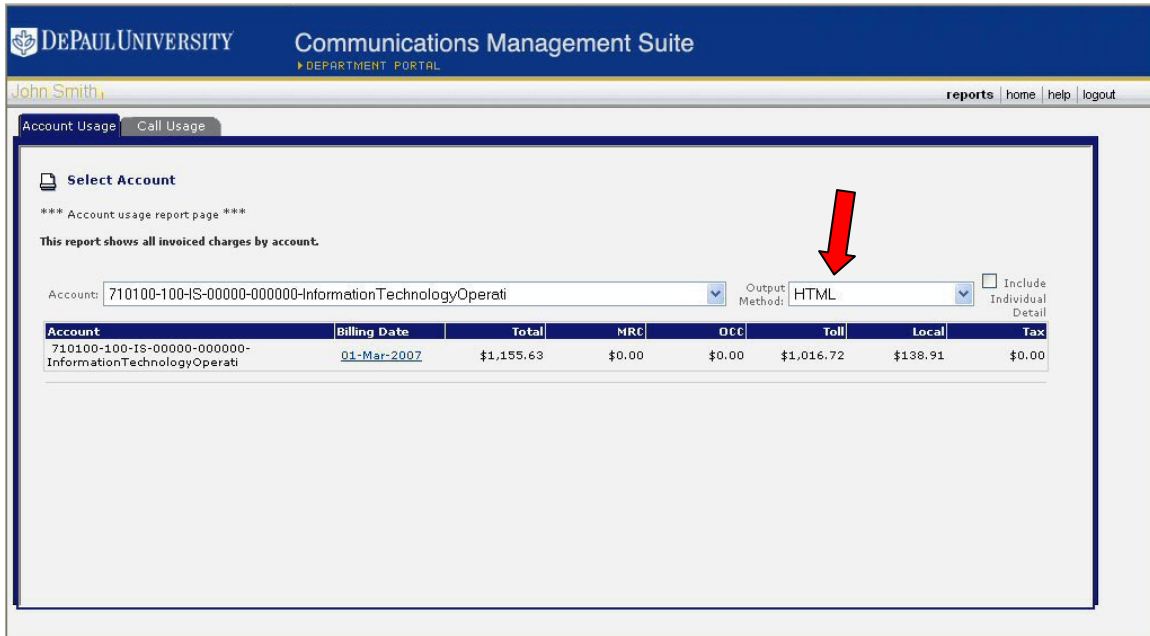
The screenshot shows the DePaul University Communications Management Suite interface. The user is logged in as John Smith. The page displays the 'Account Usage' section with a 'Select Account' form. The account selected is '710100-100-IS-00000-000000-InformationTechnologyOperati'. The output method is set to 'Excel'. A table below shows the account usage details for the selected account.

Account	Billing Date	Total	MRC	Occ	Toll	Local	Tax
710100-100-IS-00000-000000-InformationTechnologyOperati	01-Mar-2007	\$1,155.63	\$0.00	\$0.00	\$1,016.72	\$138.91	\$0.00

- d. An Excel report will appear.
- e. Click on **Print** to print the report.
- f. When you are done, close the Excel window.

Section Four: Subscriber Detail – Excel

- Select the **Department** you would like to view using the drop down list.
- Select **HTML** as the Output Method.
- Click on the **Billing Date** to view the report.



The screenshot displays the 'Communications Management Suite' interface. At the top, it shows the DePaul University logo and the user 'John Smith'. The main content area is titled 'Select Account' and includes a dropdown menu for 'Account' with the value '710100-100-IS-00000-000000-InformationTechnologyOperati' and a dropdown for 'Output Method' set to 'HTML'. A red arrow points to the 'Output Method' dropdown. Below the form is a table with the following data:

Account	Billing Date	Total	MRC	OCC	Toll	Local	Tax
710100-100-IS-00000-000000-InformationTechnologyOperati	01-Mar-2007	\$1,155.63	\$0.00	\$0.00	\$1,016.72	\$138.91	\$0.00

- d. Select **Excel** as the Output Method in the lower window
- e. Use the scroll bar on the right-hand side of the lower half to select a subscriber from the list. **Click on the Subscriber's** name to view the report. You may be prompted to save the file. If so, select **Save**, and then choose a file name and location to save the file. Then, click **Open**.

DEPAUL UNIVERSITY Communications Management Suite
 DEPARTMENT PORTAL
 John Smith reports | home | help | logout

Account Usage Call Usage

Select Account
 *** Account usage report page ***
 This report shows all invoiced charges by account.

Account: 710100-100-IS-00000-000000-InformationTechnologyOperati Output Method: HTML Include Individual Detail

Account	Billing Date	Total	MRC	OCC	Toll	Local	Tax
710100-100-IS-00000-000000-InformationTechnologyOperati	01-Mar-2007	\$1,155.63	\$0.00	\$0.00	\$1,016.72	\$138.91	\$0.00

Report

Account Usage Report for 01-MAR-07
 *** Account usage subscriber list report page ***
 This list provides details of account charges by individual subscriber.

Output Method: Excel

Account: 710100-100-IS-00000-000000

Subscriber Summary For Acct: 710100-100-IS-00000-000000

- f. An Adobe report will appear.
- g. Click on **Print** to print the report.
- h. When you are done, close the Adobe report.