

Helping you manage your global
mobile and fixed spend and usage

Vodafone Telecoms
Reporting 1.37

VTR Release Notes



Together we can
vodafone
business

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Vodafone Telecoms Reporting 1.37

Vodafone Telecoms Reporting (VTR) provides reporting across all Vodafone Business International (VBI) products. It supports Vodafone carrier billing data that is loaded via Consolidated Spend Analytics (CSA) from local OpCos or via Central Billing (Kenan Billing System). VTR includes the following features:

- **Invoice Reporting** – Loading of the detailed electronic invoices from CSA for a wide variety of VBI, services including Mobility, Conferencing, RED, and Unified Communications.
- **Spend Analysis** – Dynamic reporting on high level views such as total spend, number of calls, or call duration and then drills down to spend analysis by location, inventory by service type, and other details over the past two years. You may view up to 13 months of spend data.
- **Customer data enrichment** – Load additional core information such as basic service details, account detail, hierarchy, etc.
- **Reporting** – Details reports on Spend & Usage, Top Usage, Inventory, and Red Bundles.



Vodafone VTR 1.37 replaces your existing Vodafone Spend Manager portal.

The remainder of this guide describes what's new in the documentation and any known issues in this release.

What's New in VTR 1.37

This chapter describes the changes that were applied to 1.37.

1. Changes were made in the **Configuration/ Administration** section.

Two new fields were added to the **Accounts** page. For Customer Administrators the Accounts page is accessed via Administration section, while for Vodafone administrators it can be accessed via Configuration section.

- **Tariff type**: read-only
- **Contract id**: editable by Vodafone administrators

For more information about it, refer to:

VTR Customer Administrator's Guide/ VTR Support Administrator's Guide, Administrating customer data> Manage accounts.

2. Changes were made in the **Invoices** section.

A new field was added to the **Invoices** page.

Contract id: only visible to Vodafone administrators.

For more information about it, refer to:

VTR Support Administrator's Guide, Invoices> Viewing invoices.

3. Changes were made in the **Reporting** section.

A new field was added to the **Spend and Usage Summary Report: Contract id**.

For more information, refer to:

VTR Customer Standard User Guide/ VTR Customer Administrator's Guide/ VTR Support Administrator's Guide, Reporting> Available reports>Spend & Usage Summary Report.

4. Changes were made in the **Alerts** section.

A new alerts table was added: **WFR tariff type location group mapping**. Mapping between account tariff type and the location group is used determine which zone 4 countries the users can be blocked/unblocked in.

For more information, refer to:

VTR Support Administrator's Guide, Getting started with VTR>Alerts> View alerts > WFR tariff type location group mapping.

Known Issues

The following are known issues in VTR 1.37. We plan to address these issues in a subsequent release.

Browsers

- Sometimes, your VTR cached data becomes corrupt, which will result in corrupted displayed data or missing fields within VTR.

To correct this issue, close VTR, and then clear your cache from your browser's settings.

- Microsoft Edge: in the **Settings > Privacy, search, and services > Clear browsing data** page, choose what to clear, and then click **Clear now**.
- Google Chrome: at the top right of the page, click **More > More tools > Clear browsing data**. Choose what to clear, and then click the **Clear data** button.
- Mozilla Firefox: access **Settings > Privacy & Security > Cookies and Site Data**. Then, click **Clear Data...** and confirm by clicking the **Clear** button.

To prevent this issue from happening, you can also close your browser and reopen it using Incognito/Private mode. This workaround also applies when encountering the following banner: 'Login error. Contact your support administrator'.

- **Session Expire:** 'Session expire' after 15 minutes is not working as expected. Intermittent blank page appears. Restart your browser and then access VTR again.

Reporting

- **Export large reports:** Sometimes when exporting reports with over 60,000 records to Excel, VTR will report that the export has completed, but no file is produced. If this happens, rerun the report and export again; the file should export successfully. Otherwise, you may export to CSV.
- **Grouping columns:** If you attempt to apply sections to a report with a large number of records through a **right click > Move > To sections** command, then the action may fail with an 'Unspecified error' message. If you see this message, then rerun the report, apply filters to narrow the data set returned, and then try the operation again.
- **Filter Issue:** An error page displays when the user selects a wrong date/year/month from a report filter page. As a workaround, correct the date.
- Blank page appears with only a **Refresh** button when trying to run reports. This error is intermittent.
- **Unspecified error:** Unspecified error occurs in the **Red Spend & Usage Detail Report**, when a user clicks on Up-Down for pagination. If this error occurs, you may export the data to XLSX or CSV and view the additional data there. This error is intermittent.

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- **Data Mismatch:** Missing Tax Rates from the local OpCos are causing data mismatch in the **Spend & Usage Summary Report** with **Invoices** and **Red Spend & Usage Detail Report**.

Services and Accounts

- When you make changes to **Services** or **Accounts**, it will take up to one day for those changes to propagate to the **Reporting** module. After that period of time, if you have already run the report once with the old data, you should click **Refresh** at the bottom of the report page to rerun the report; the report will now use the most recent service and account data.
- **DMC Services Error Display:** If there are numerous errors within the DMC Bulk upload validation page on columns that are adjacent to each other, the error messages overlap, making them difficult to read.