

# AFFINITY ONLINE



Affinity WebPortal provides an online portal for customers to access their current and historic billing information, and get reporting and other billing details, for example call itemisation.

The portal provides hierarchical access for multi-site end customers, allowing cost centres to view only their own contribution to an overall corporate bill. For dealers and resellers the portal offers a holistic view over all customers with a range of reporting and drill down capability.

The portal is branded in line with the reseller, but can also be configured and branded (or co-branded) for dealers and sub-resellers.

## FUNCTIONALITY

### ONLINE BILLING PORTAL “WEBPORTAL”

- Access and password management
- Unbilled usage
- Billed products and calls; itemised and exportable
- Monthly aligned graphical and data-based reporting
- View current and historic Invoice PDFs

### WEBPORTAL TRANSLATIONS

- Configure multi-language WebPortal

### WEBPORTAL LINE TEST

- Facility for end customer to perform line test direct with Openreach, via Affinity WebPortal
- Optional configuration to create ticket in Affinity where fault is identified

### WEBPORTAL SELF CARE

- Facility for end customer to perform CLI management activities directly through Web Portal, including sub-site management, CLI descriptions

### PERSONAL CALL TAGGING

- Facility to allow end users to mark calls usage as personal, allowing reclaim of costs

### NETWORK MANAGER

- Facility to process and report upon Openreach raw call data

