GUIDE TO YOUR TELSTRA TOOLS

SMALL BUSINESS

Managing your services online is
easy, fast and convenient

T IT'S HOW
WE CONNECT

WELCOME TO YOUR TELSTRA TOOLS

The smart way to manage your Telstra services

Your Telstra Tools is the secure, personalised online portal that helps you manage your Telstra accounts and services in one place for ease and simplicity.

You can place and track orders, view and pay invoices, manage your accounts, manage your network services, and analyse usage and trends. All of which means you can maximise the benefit from your services, manage costs more easily and have more time to get on with business.
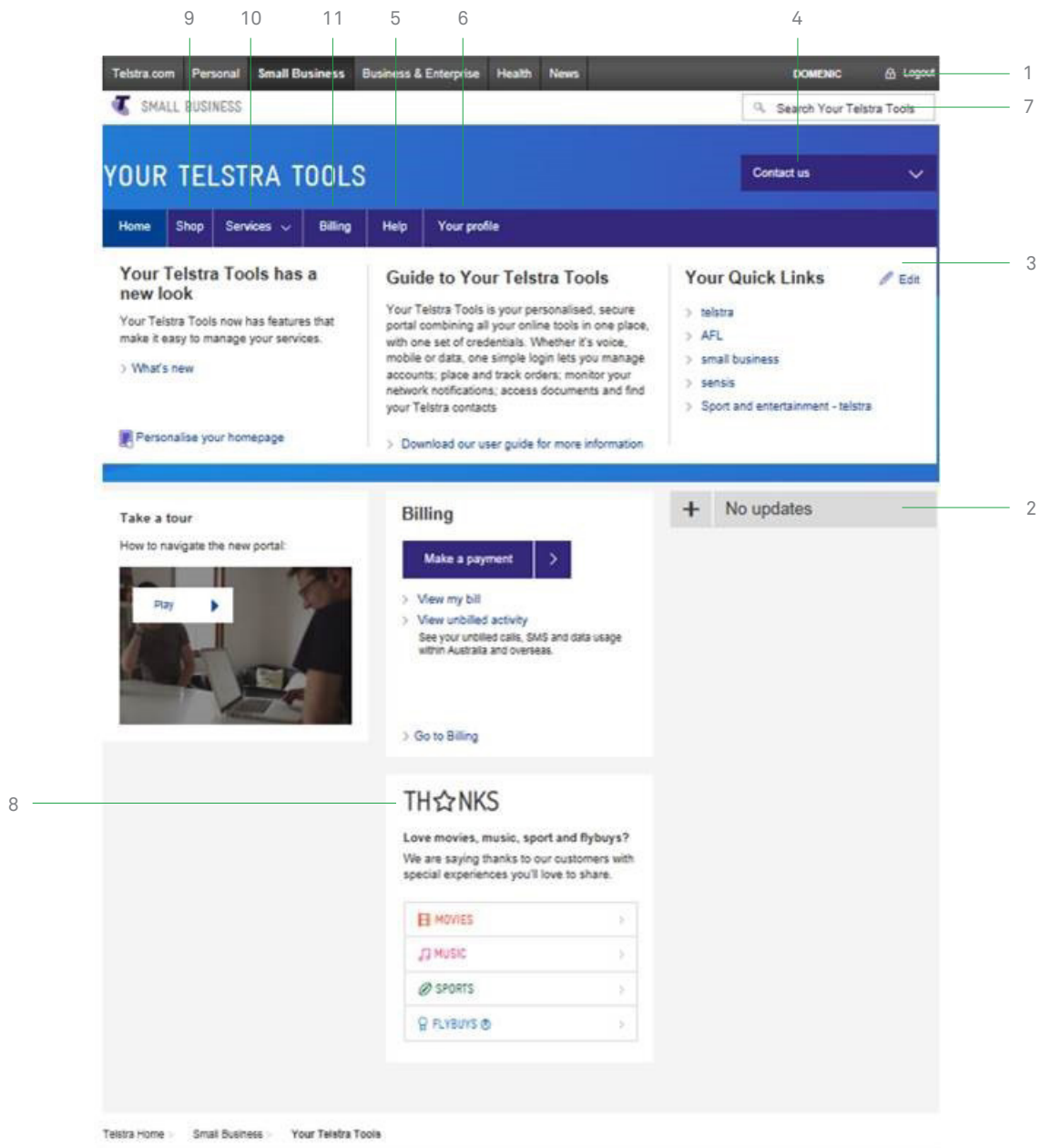
You can also use Your Telstra Tools when it's most convenient for you.   A single login gives you access to most of the online tools Telstra provides.

You can use Live Chat while you are online to access our helpdesk for support during business hours. If you're looking for a great way to manage your Telstra services, this guide will show you the way. It will tell you what tools are available, how to access them and give you a brief description of their features and benefits.

WELCOME TO YOUR TELSTRA TOOLS - CONTENTS

YOUR TELSTRA TOOLS - HOME PAGE

When you log in to Your Telstra Tools, you'll see a range of useful features that will help you manage your services and networks more easily:

1. Secure, Single Login

Register for Your Telstra Tools, reset forgotten passwords and log in to the Your Telstra Tools home page from The Telstra Small Business website .
https://www.telstra.com.au/small-business

2. Your Updates

Receive personal and general notifications.

3. Your quick links

Create your own links.

4. Your Telstra contacts

See your Telstra contacts including 24x7 chat, CrowdSupport and Telstra Business Centre locator.

5. Help

Use context-sensitive online help to assist you with the application or the tool you are using. Get 24x7 Chat support from our specialist online consultants. Access online research, as well as insights and useful material such as user guides demos.

6. Your profile

Easily manage your application access, change your contact details, password and postal address.

7. Search facility

Online search allows you to retrieve documents, reports and content quickly and easily.

8. Thanks

Access the Thanks program.

9. Shop

Link through to the Small Business Online shop.

10. Service

Configure and analyse your services and raise service-related requests.

11. Billing

View your bills, view your unbilled activity, make a payment, and set up bill alerts and single bill.

Find out how Your Telstra Tools can help you save time onlne by watching the video playlist.

http://tel.st/YTT

MOBILE PHONE / MOBILE BROADBAND DASHBOARD

From this dashboard you can view a listing of your mobile services, along with a variety of service information, and perform service request transactions such as buying more data or activating international roaming.

MOBILE DATA USAGE METER

Track and help control your data usage call costs and data used online via Telstra's Mobile Data Usage Meter.

Benefits:

- Get an estimate of mobile data usage within Australia for each service on your business account at any time during the month.

- Receive notifications at 80% and 100% of your included data allowance for the month.

- Download data usage and view in a CSV spreadsheet which you can use to create your own usage reports.

- Search and sort downloaded data usage information.

- Create aliases for the different numbers to make viewing the information easier.

Find out more:

telstrabusiness.com/business/portal/online/site/campaign/mdumuserguide.500040

CALL MANAGER

Call Manager helps give you control of your Telstra Mobile service by allowing you to place a range of limits and controls on outgoing voice calls and text messages.

Benefits

- Save time - the fast and efficient way to set controls and limits.

- Control costs - manage mobile call usage and therefore mobile call costs.

Features

- Allow or restrict calls for up to 200 specific numbers or number ranges.

- Limit the total amount of outgoing call minute-usages in a period.

- Restrict the time of usage by time of day and day of week.

- Set a time limit on an individual call basis.

- Notify users via SMS or recorded voice.

- Message or email when a limit is being reached.

- Notify users via email when permitted talk time has expired.

TELEPHONY DASHBOARD

From this dashboard you can manage your fixed line services.
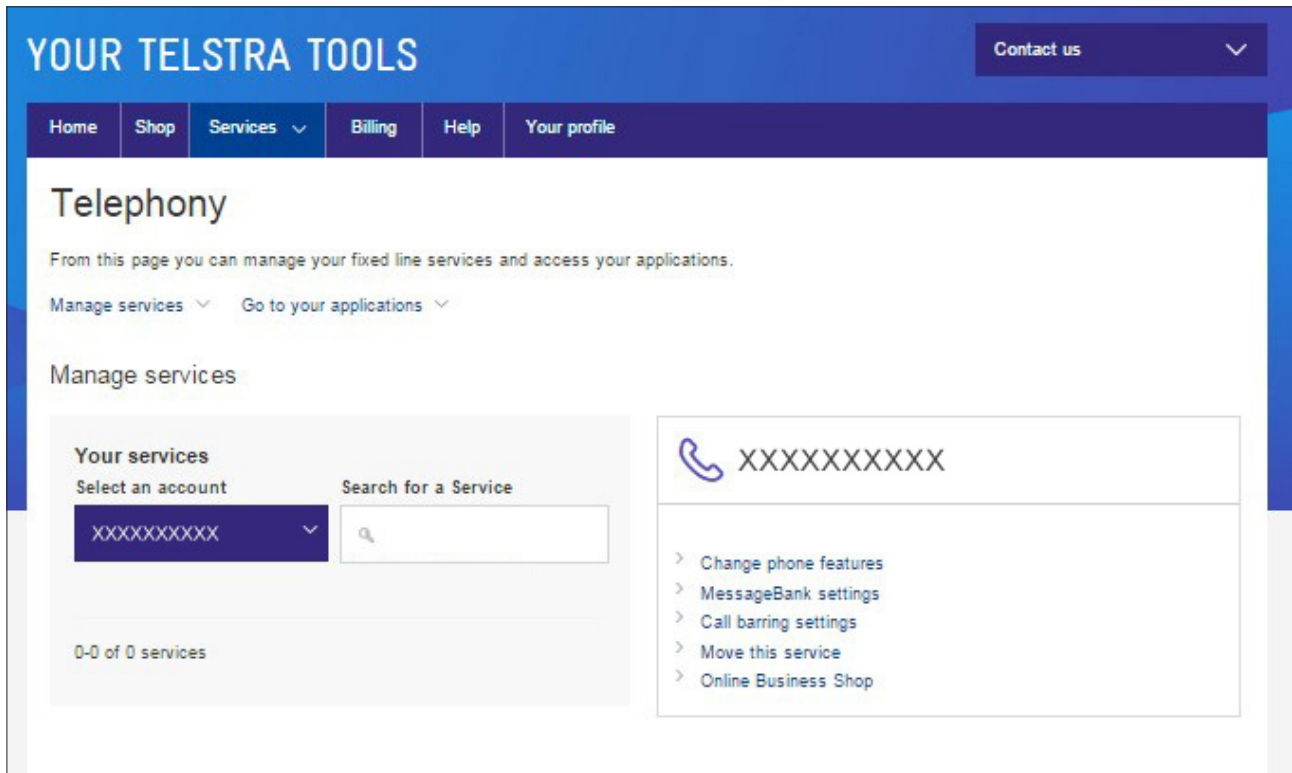
IN-CONTROL CALL DIRECT

Telstra IN-Control Call Direct is a web- based application that helps you manage these Telstra services:

Telstra Priority one3®

Priority 1300®

Freecall one8™

Freecall 1800™

Securidial®

Benefits

- Convenient - make changes online without having to contact Telstra.

- Flexible - route calls to different answer points.

- Visible - access and view services 24 hours a day.

- Planning - you can introduce a disaster recovery plan.

- Peace of mind - confirmation that calls are being routed as expected.

Features

- Change the answer point* to your Priority one3®, Priority 1300®, Freecall™ one8, Freecall™ 1800 and Securidial® services.

- Introduce or modify an overflow sequence so calls can be directed to up to three alternative answering destinations.

- Activate changes immediately or schedule changes for a specified time in the future.

- Create and maintain up to five plans for future use, eg, after-hours routing or emergency call routing.

- Practise making changes on a dummy number.

*Excludes answer points on Telstra traffic allocator; network iVr and infocall services.

IN-CONTROL ONLINE

Telstra IN-Control Online allows you to manage Priority One3, Priority 1300, Freecall One8, Freecall 1800, Securidial and InfoCall services.

Benefits

- Convenient - allows you to manage all your inbound services online 24 hours a day, seven days a week, without having to contact Telstra.

- Planning - allows you to introduce a disaster recovery plan.

- Peace of mind - allows confirmation that calls are being routed as expected.

- Performance – Allows you to view call statistics in real time as well as view historical data.

Features

- Manage the features and routing of all your inbound services.

- Activate changes immediately or schedule changes for a specified time in the future.

- Create and maintain up to 30 plans for future use, for example, after-hours routing or emergency call routing.

- Obtain reports on the setup of your services.

- Obtain live and historical call statistics for your services.

TELSTRA ANALYSER ONLINE

Telstra Analyser Online is an online tool specifically designed for these Telstra solutions:

- Telstra Priority one3®
- Freecall™ 1800 • Priority 1300®
- Securidial®
- Infocall®
- International Freecall®
- Network IVR
- Enterprise speech solutions

Telstra analyser online allows you to create reports and graphs based on your inbound call traffic data, including information on the origin of incoming calls, call-termination points and call-handling times. This information allows you to evaluate the effectiveness of your marketing campaigns and help you plan resources and staffing effectively.

Benefits

- Learn more about your customers' calling behaviours with periodic data collection.
- Make better use of your inbound numbers by identifying business calls lost.
- Collect and convert call data into reports and graphs.
- Gain insight into trends by running regular reports such as daily, weekly, fortnightly or monthly caller information.
- Conduct more effective and precisely targeted advertising strategies by identifying business strengths and weakness.
- Respond to market demands with up-to-date information.
- Identify business trends.

Features

Telstra provides a set of 11 predefined, standard reports. These are the most frequently requested reports and the format cannot be changed. They can assist you to conduct a query on your data with some basic filtering.

- The data available in these reports relates to the call traffic that passes through your service and includes variables such as:
- The date and time calls were made. Call result such as busy or no answer.
- The partial calling line identification of the party (full number not available due to privacy reasons).
- Call duration.
- Call origin by state, region, locality and exchange.
- The number of calls to answering points.
- Originating phone type such as fixed or mobile.

MICROSOFT PORTAL

Activate and manage your Microsoft Office 365® and Microsoft Online Services. You can also access help and support resources and get updates on planned resource maintenance.

FIXED BROADBAND DASHBOARD

From this dashboard you can manage your fixed broadband services.

CUSTDATA

Broadband (CustData)
CustData is a secure management and reporting tool for Internet Direct and Business Broadband customers. CustData provides traffic statistics and usage reporting so you can analyse daily usage trends, manage access bandwidth and plan scalable upgrades. CustData also lets you implement mail and routing policies.

Benefits

- Convenient - online access to data and reporting when it suits you.
- Make informed decisions - analyse usage to facilitate network planning and budgeting.

Features

- Comprehensive usage reports, including graphs and polling data.
- View and change routing information.
- View and change primary and secondary domain (DNS) records.
- View outage reports and log fault reports.
- Establish or change email contacts for billing usage threshold alerts, operational information and account usage statistics.

WEBMAIL

Access and manage your email.

DOT (DIGITAL OFFICE TECHNOLOGY)™ SOLUTION BUILDER

DOT (Digital Office Technology) combines your fixed phone line and devices, high speed broadband and mobiles into one package. Access the solution builder to figure out what services you need and receive a quote.

MANAGE YOUR TELSTRA APPS MARKETPLACE

Manage and purchase more subscriptions or new applications. You can log support requests and access support guides and get updates on planned maintenance.

CLOUD SERVICES

Run ICT in the cloud with secure virtual servers supported by enterprise-grade infrastructure, multiple operating systems and a range of business-ready applications, private networks and security add-ons.

ONLINE BILL

Online Bill helps you manage your Telstra invoices online. It's the convenient way to monitor invoice summaries, as well as view outstanding invoices and amounts owing.

Benefits

- Convenient - view your invoices online from your computer.

- Monitor costs - see information for individual services and amounts owing.

- Help save time - no need to search through paper invoices.

Features

- Manage notification options to receive emails for invoice arrival, invoice reminder or late payment of invoices.

- View account payment history for all payment methods.

REGISTRATION AND ENROLMENT

Go to telstra.com.au/yourtelstratools and click on "register now". You will be stepped through a short registration process.

* Some applications require additional login credentials to the one you use for Your Telstra Tools and some are only accessible following activation of the associated Telstra network roduct. Your Managing User, Telstra Service Management Representative or account executive can advise you on these and your eligibility, or you can check the application details under the Help and Resources tab.

If you have any questions go to the Small Business website
https://www.telstra.com.au/small-business

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