Telecommunications & Network Services (TNS) "DEPARTMENT CONTACT" Role

Department Contacts are unofficially considered their departments' representative as it relates to Telecom billing, adds/moves/change requests and campus Online Directory information.

Department Contacts should review their monthly bills regularly and notify the Telecommunications department of any discrepancies. (detailed information regarding access and navigating reports is provided on page 2 of this document).

It is the responsibility of Department Contacts to review their departments' USER data as it relates to telephones, TNS billing and the Online Directory. Telecommunications must be notified of any additions, deletions, changes or corrections. These requests may be billable depending on the type of update. If billable, they will be processed through a TNS work order.

To submit a work order online, go to https://tns.csusb.edu/wor/ You may also email your request to: tnsrequest@csusb.edu

It is preferred that work order requests originate through the Department Contact. If an order is initiated by someone other than the authorized contact, we will do our best to verify the information with the appointed department representative before work commences.

Our goal is to give you the tools you need to keep information current and to avoid billing discrepancies. Your assistance is appreciated.

We welcome your comments and suggestions regarding the TNS processes. Feel free to contact us anytime at ext. 75133 or via email to: tnsrequest@csusb.edu

DEPARTMENT CONTACTS
TELESOFT QUICK REFERENCE GUIDE

Access given to Department Contacts and Grant Administrators only. Usernames and passwords are maintained by the TNS department, x75133 or TNSrequest@csusb.edu

How to Access Monthly Reports Online

- Login to the Telesoft Call Accounting System
  https://telesoft.csusb.edu/accountaccess/accesslogin.jsp
- Click on the "Hierarchy Tab" at the top menu (a second "pop-up" window will open)
- Click "Open All" (this will show you all departments for which you are the 'contact')
- Click on the department you wish to access (this will update the window in the background and you can close the little "Cost Center Tree" window)
- Scroll down to bottom half of screen to ARCHIVED REPORTS where you will see links to each of your monthly reports.
  - User Call Summary (Ext/Name/Loc/Total Calls/Total Duration/Total Cost)
  - Extension Detail (Date/Time/Number Dialed/Location/Type/Duration/Cost)
  - Consolidated Bill (All TNS Charges for Dept. Calls/Equip/Services)
  - Extension Summary (Charge Summary by Ext. includes Calls, Equip, Services)
- Simply click on the report you wish to view/print and it will open in Adobe Acrobat format.

To See a "Cleaner" View of Your Call Summary or Equipment Charges
(ONLY NON-STATE funded departments pay recurring equipment charges)

- On the same "Report Portal" page, go to the User Call Summary link in the REAL-TIME WEB REPORTS box and change the billing period to the dates you would like to see.
- Click on the User Call Summary link after making changes and the system will show you the summary of calls for each of the Users in your department for that period.
- To do this for equipment charges follow the same process, but simply change the Layout from Calls to Charges and choose the appropriate bill period.
- Once you pull up either of these reports, you can print the report straight from the page by clicking on the "Print Page" link at the very bottom of the page. This should send it to your default printer.

You Need More Detail?

Once the summary report (either one) is on your screen, you will see that each user's name is a link. If you click on this link, you will see the detail of the calls for the associated bill period. If your department pays recurring equipment charges, you will also see the breakdown for equipment associated with that user on the same page.