



TOLL FREE ANALYTICS

Toll Free Business Insight Portal (TFBI)

PORTAL USER GUIDE

1 January 2023

Release 1.0



TABLE OF CONTENTS

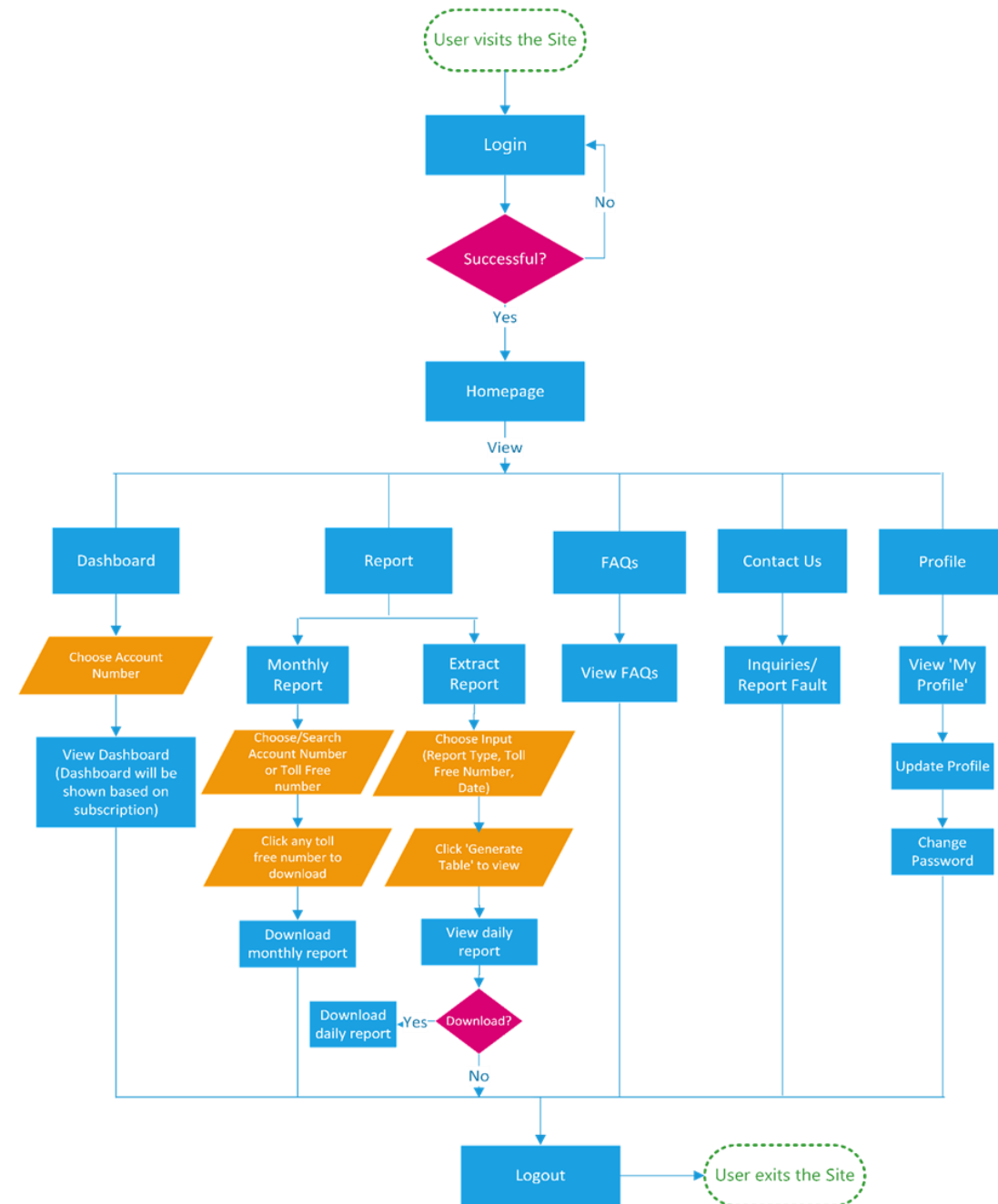
No.	Action	Page
1	Introduction	3 - 4
2	General Page: - i. About ii. FAQ iii. Contact Us iv. Log In	5 - 9
3	Log In for First Time User	10
4	Forgot Password	11
5	Change Password	12
6	Landing Page	13 - 14
7	Dashboard Access & View	15 - 24
8	Reports: Monthly Report (PDF)	25
9	Reports: Extract Report (Excel)	26
10	Signing Out from Portal	27

INTRODUCTION

The Toll Free Analytics dashboards provided through the web platform is believed to help the businesses gain insights regarding their customer service. They can analyze their customers' call patterns and also monitor any missed or potential business opportunities through this analyzation.

INTRODUCTION

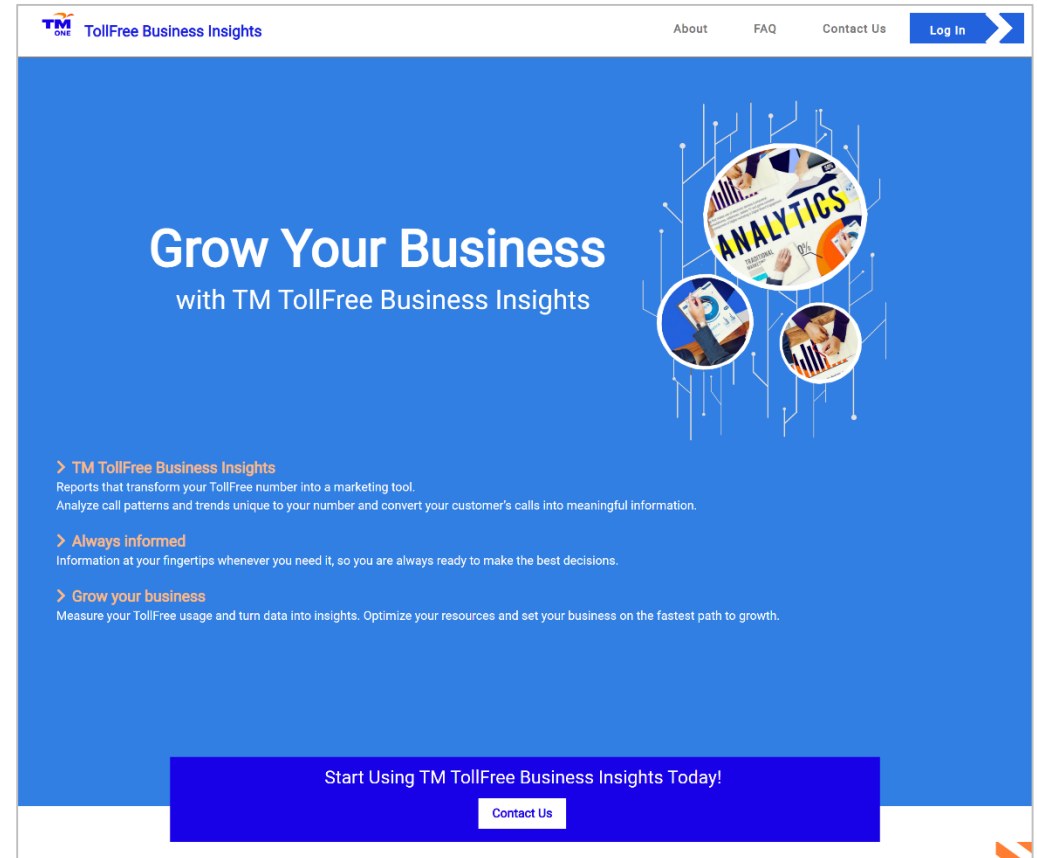
1. The flowchart shows the user manual flow for the Toll Free Business InSight (TFBI) Portal.
2. The dashboard view is settings varies in accordance to the access level of user subscription:
 - i. OMS report or VAS report only
 - ii. Toll Free Analytics Dashboard (or other dashboard module) only
 - iii. OMS or VAS + Toll Free Analytics Dashboard (or other dashboard packages)



GETTING STARTED

From the General Page, user is able to view:

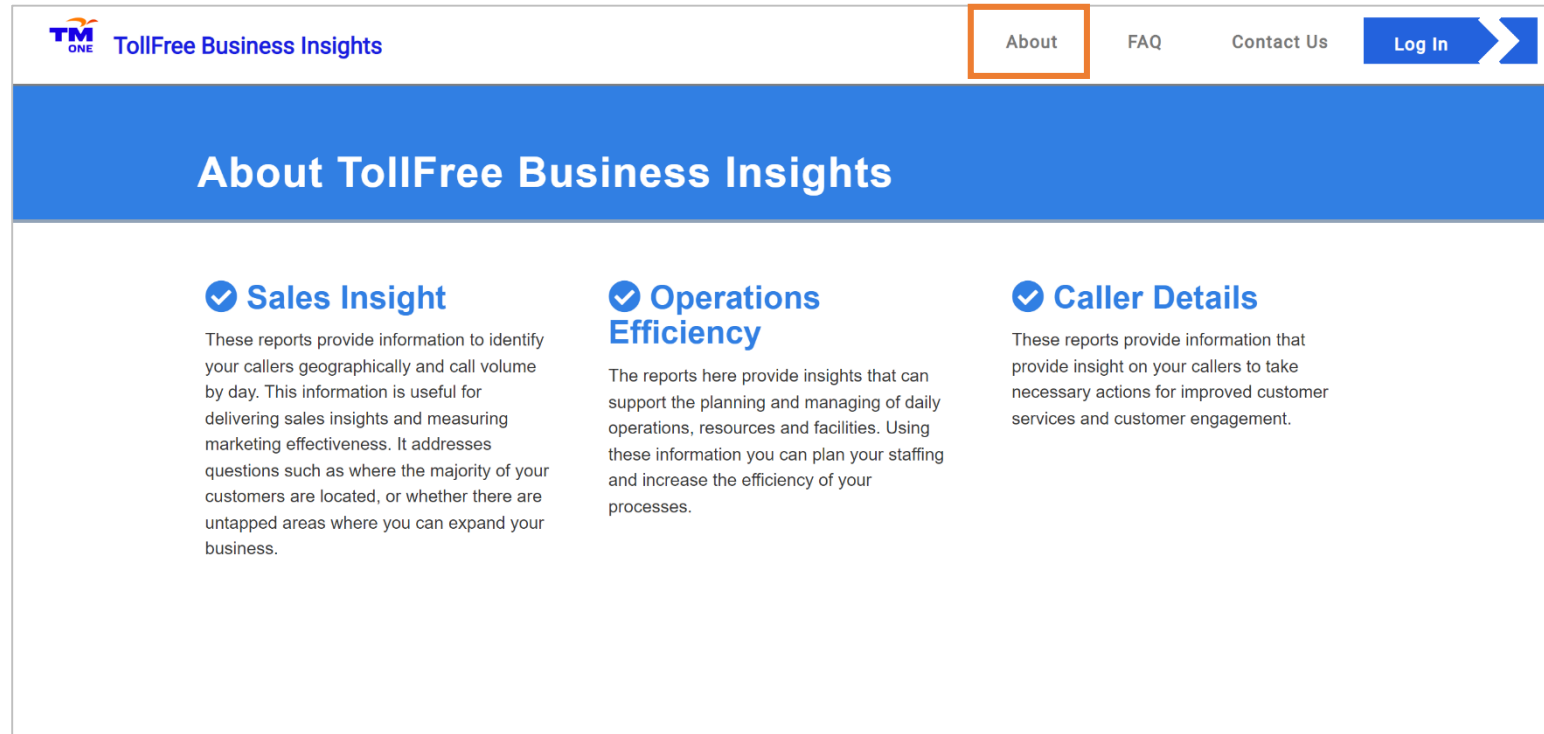
- i. About
- ii. FAQ
- iii. Contact Us
- iv. Log In




GETTING STARTED

General View

i. About



The screenshot shows the 'About' page of the TollFree Business Insights website. The page features a blue header with the title 'About TollFree Business Insights'. Below the header, there are three columns of content, each starting with a blue checkmark icon and a bold title. The first column is titled 'Sales Insight' and describes reports that provide information to identify callers geographically and call volume by day. The second column is titled 'Operations Efficiency' and describes reports that provide insights to support the planning and managing of daily operations. The third column is titled 'Caller Details' and describes reports that provide insight on callers to take necessary actions for improved customer services and customer engagement. The 'About' link in the top navigation bar is highlighted with an orange border.

 TollFree Business Insights

[About](#) [FAQ](#) [Contact Us](#) [Log In](#)

About TollFree Business Insights

- ✓ Sales Insight**

These reports provide information to identify your callers geographically and call volume by day. This information is useful for delivering sales insights and measuring marketing effectiveness. It addresses questions such as where the majority of your customers are located, or whether there are untapped areas where you can expand your business.
- ✓ Operations Efficiency**

The reports here provide insights that can support the planning and managing of daily operations, resources and facilities. Using these information you can plan your staffing and increase the efficiency of your processes.
- ✓ Caller Details**

These reports provide information that provide insight on your callers to take necessary actions for improved customer services and customer engagement.

GETTING STARTED

General View

ii. FAQ

This page consist of two sections.

- Dashboard/Report Questions
- General Question

Frequently Asked Questions

Report Questions General Questions

Q1 Why can not I view the Dashboard?
You are not subscribed to TollFree Analytics. Please contact your TM Sales representative to subscribe.

Q2 Can I view the call details for only a certain period of time?
You can select specific dates by using the Call Date filter to view the call details for that period only.

Q3 In Extract Report, why can not I select certain past months?
Extract Report feature is only applicable to the last 5 months.

Frequently Asked Questions

Report Questions General Questions

Q1 I have forgotten my password, what do I do?
Click on 'Forgot Password' on the Login page and enter your registered email. The password recovery link will be sent to your email.

Q2 Why did I not receive the password recovery link?
Make sure that you entered the email that was used to register your account.

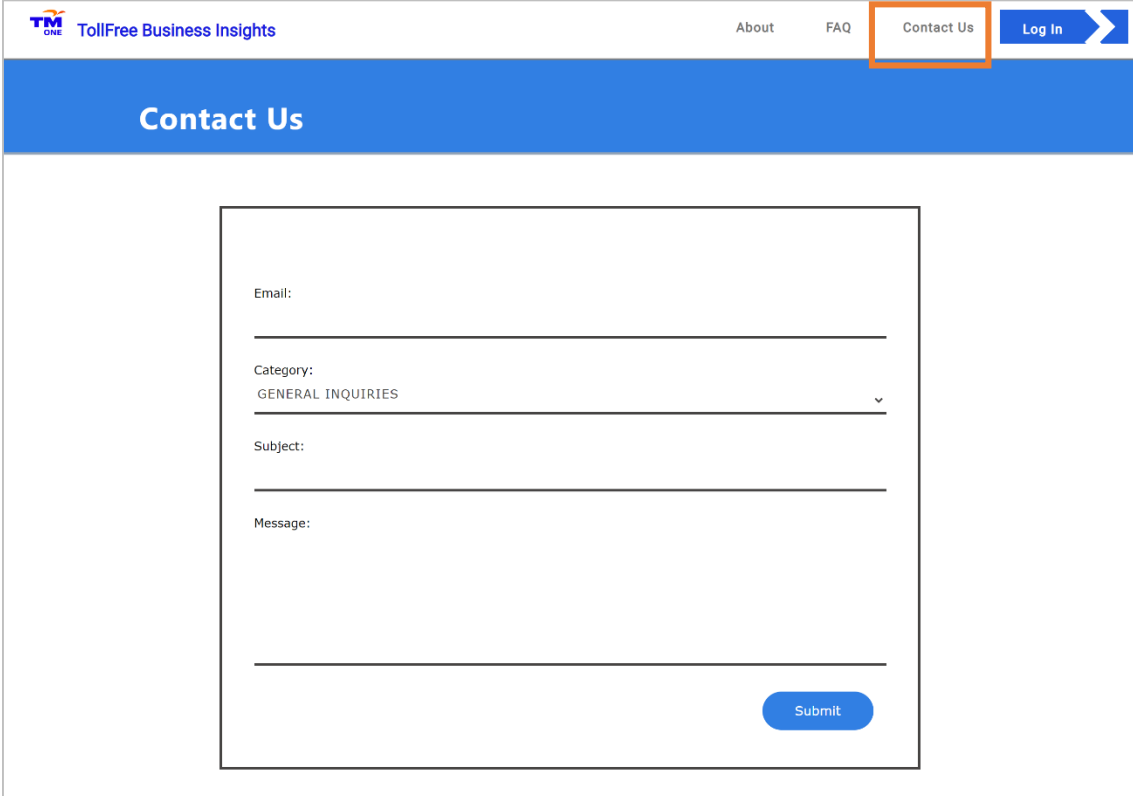
Q3 Why can not I login even though I am using the correct password and ID?
Please send us a message via Contact Us.

GETTING STARTED

General View

iii. Contact Us

- You may contact the admins from this page and ask questions based on the listed categories
- Admin will contact you through email to solve your inquiries or issues.



The screenshot shows the 'Contact Us' page of the TM ONE website. The top navigation bar includes links for 'About', 'FAQ', 'Contact Us' (highlighted with an orange box), and 'Log In'. The main content area has a blue header with the text 'Contact Us'. Below this is a contact form with the following fields: 'Email:' with a text input field; 'Category:' with a dropdown menu currently showing 'GENERAL INQUIRIES'; 'Subject:' with a text input field; and 'Message:' with a larger text area. A blue 'Submit' button is located at the bottom right of the form.

GETTING STARTED

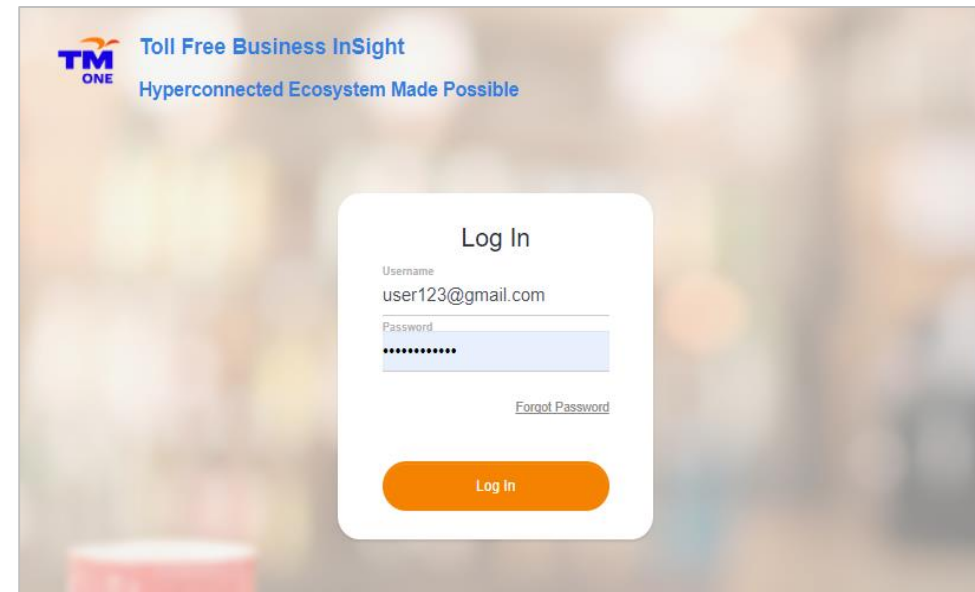
General View

iv. Log In

Step 1: Go to the link <https://tfbi.tmone.com.my/>

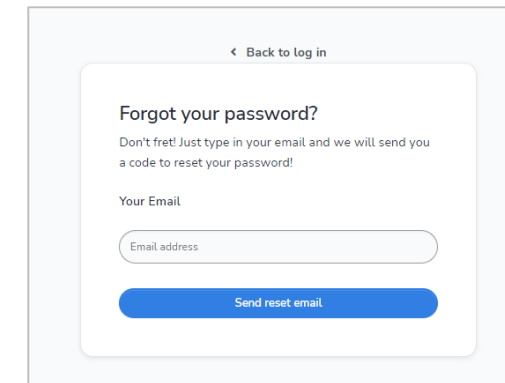
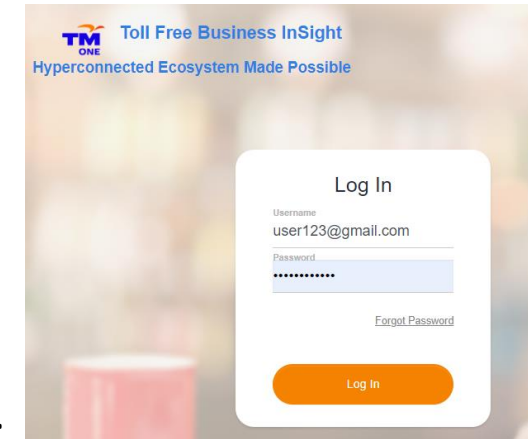
Step 2 : To login, enter the email and password.

Step 3 : Click on the “Log In” button



GETTING STARTED - First Time User

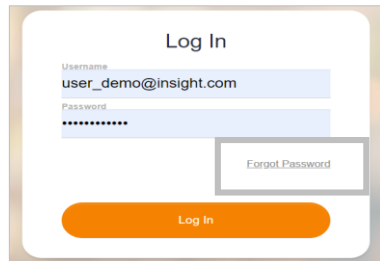
1. Push notification email sent for users onboarding will mention about :
 - System Migration
 - New URL link for TFBI Portal - <https://tfbi.tmone.com.my/>
 - Credentials for portal login (email)
 - Instructions to reset their password – **Follow ‘Forgot Password’ guide.**
2. User will receive a password recovery link to change their password
3. User will then use the new password and their email to log in.
4. User can start using TFBI Portal.



GETTING STARTED – Forgot Password

- **Step 1:**

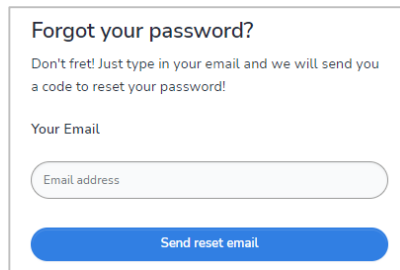
At log in page, click 'Forgot Password'.



The screenshot shows a 'Log In' form with fields for 'Username' (containing 'user_demo@insight.com') and 'Password' (masked with dots). A 'Forgot Password' link is highlighted with a grey box. Below the form is an orange 'Log In' button.

- **Step 2:**

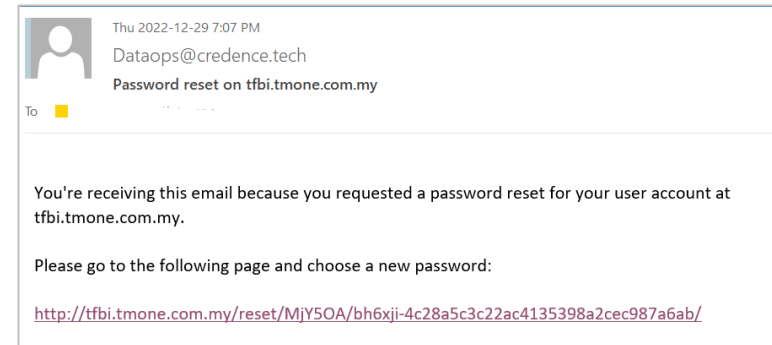
Enter user email and click 'Send reset email'.



The screenshot shows a 'Forgot your password?' form. It includes a message: 'Don't fret! Just type in your email and we will send you a code to reset your password!'. Below this is a 'Your Email' section with an 'Email address' input field and a blue 'Send reset email' button.

- **Step 3:**

Check your email for the password recovery link.



The screenshot shows an email notification. The header includes a profile icon, the time 'Thu 2022-12-29 7:07 PM', the sender 'Dataops@credence.tech', and the subject 'Password reset on tfbi.tmone.com.my'. The body of the email contains the text: 'You're receiving this email because you requested a password reset for your user account at tfbi.tmone.com.my. Please go to the following page and choose a new password: <http://tfbi.tmone.com.my/reset/MjY5OA/bh6xji-4c28a5c3c22ac4135398a2cec987a6ab/>'.

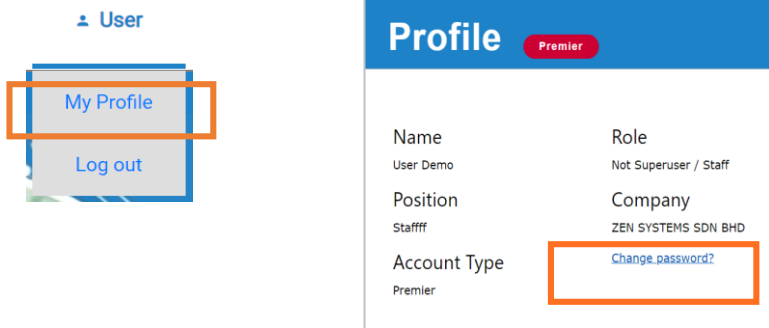
- **Step 4:**

Click on the password recovery link to reset your password.

GETTING STARTED – Change Password

- **Step 1:**

In 'My Profile' page, click 'Change password?'



- **Step 2:**

Fill in your current password and input the new password.

- **Step 3:**

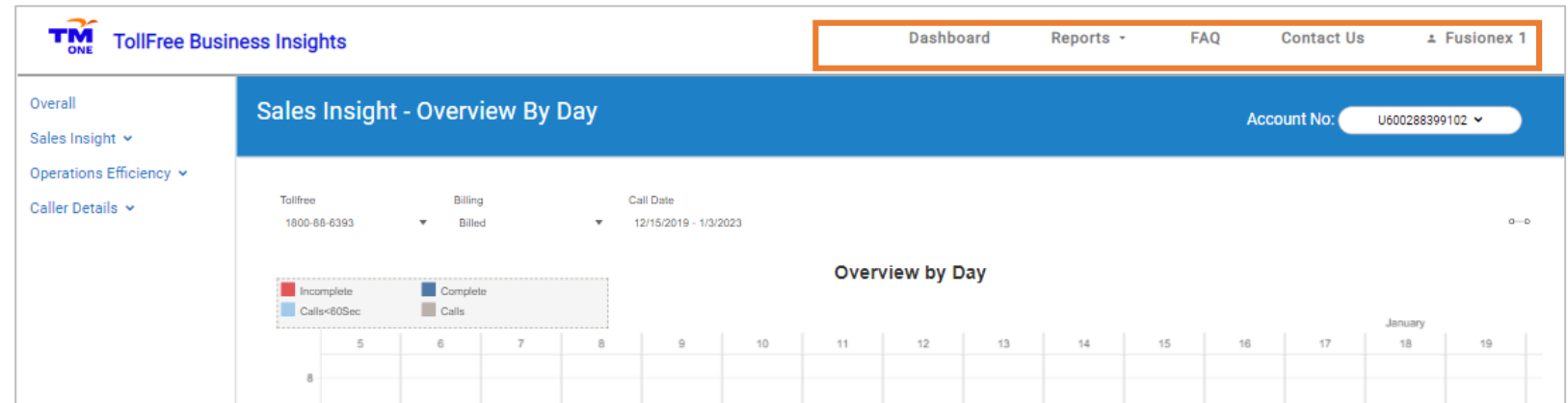
Click 'Update' to save the changes.

The image shows a screenshot of the 'Change Password' form in the TM ONE user interface. The form has three password input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Below the fields are 'Update' and 'Cancel' buttons.

LANDING PAGE

1. After a successful login, user will be able to see the dashboard based on their subscription.
2. User can navigate to their desired tab below by navigating through the top navigation bar.

- i. Dashboard
- ii. Reports
- iii. FAQ
- iv. Contact Us



3. By clicking on the TM ONE logo, user will be navigated to TM ONE website.

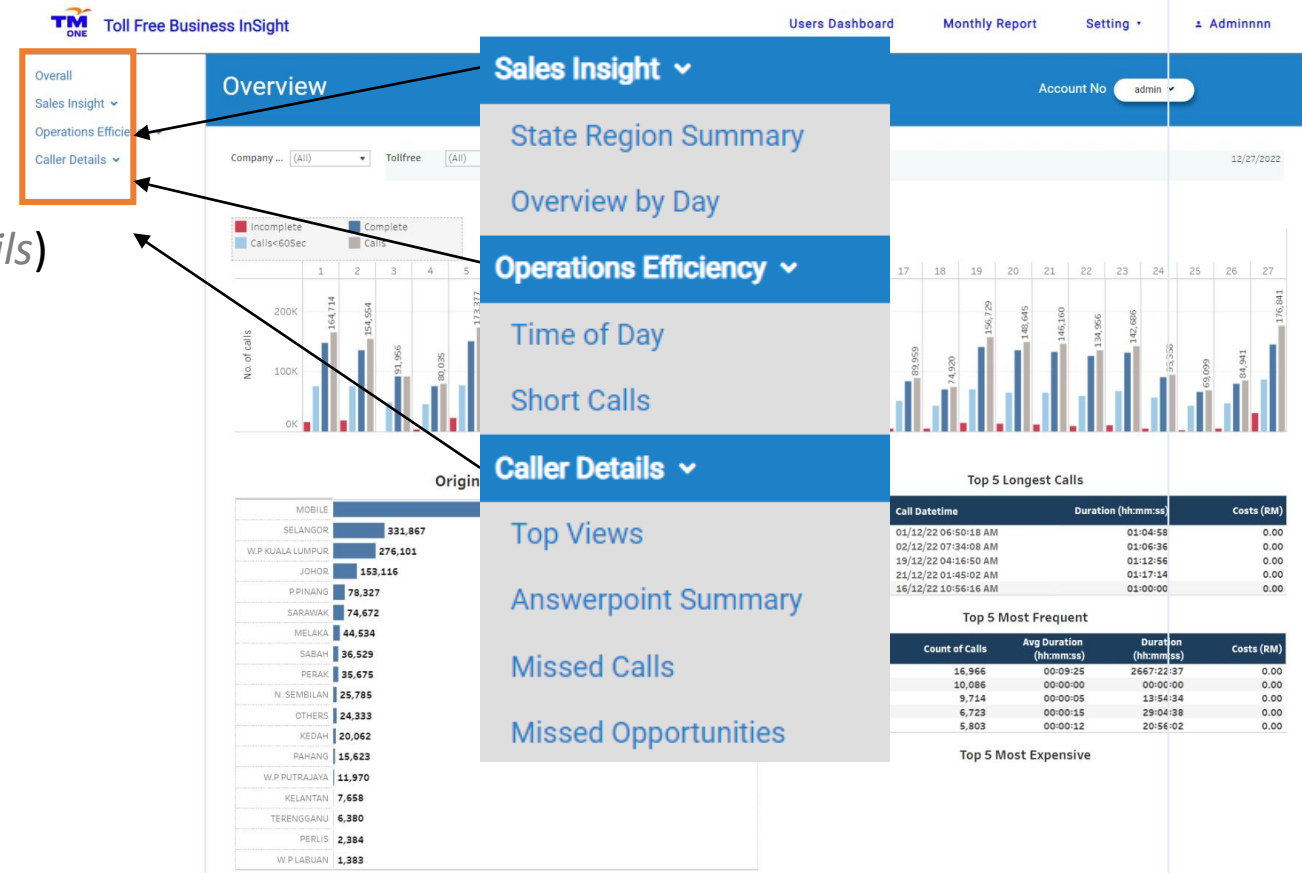
LANDING PAGE

1. Dashboard & Reports view varies in accordance to the access level of user subscription.

2. Module offered based on subscription :

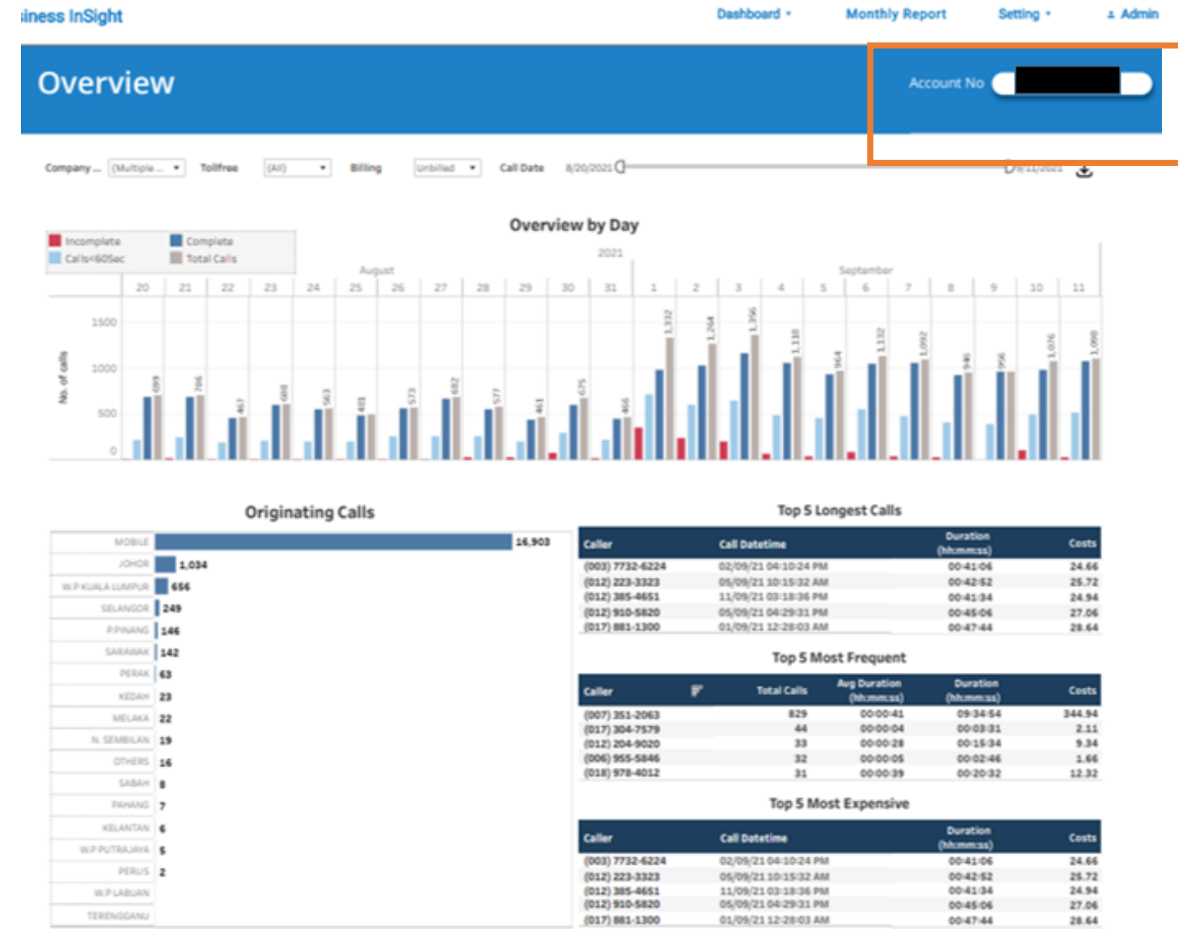
- Analytics (*consist of all module – Sales Insight, Operations Efficiency, Caller Details*)

- Sales Insight
- Operations Efficiency
- Caller Details



DASHBOARD

1. User choose the desired account number at the **'Account Number'** tab to view the dashboard accordingly.
2. User can also filter the data by:
 - Toll Free number
 - Billing type
 - Call Date



DASHBOARD - No Dashboard Subscription

Users with no subscription to the dashboard is unable to view the dashboard. Message such as below will be displayed on the dashboard page:

Overall

Sales Insight ▾

Operations Efficiency ▾

Caller Details ▾

Overview

Account No

Your account does not have **Dashboard** access to view dynamic reports updated daily.

Upgrade now by contacting your TM Sales Representative!

Please download your PDF reports under the Reports page

DASHBOARD - State Region Summary

1. **Sales Insight** > State Region Summary shows overall call summary of the month by overall region, followed by individual table by region detailing by state. Columns in the table include total calls, total duration, average duration, total cost, no of calls by categories i.e. Busy, No Answer, Other, Incomplete, Incomplete %.

2. Regions breakdown include:

- West / Peninsular
- East i.e. Sabah, Sarawak
- Others i.e. Mobile, International

Sales Insight ▾

State Region Summary

Overview by Day

TM ONE Toll Free Business InSight Dashboard Reports ▾ FAQ Contact Us User

Sales Insight - State Region Summary Account No []

Tollfree: (All) Billing: Billed Call Date: 12/15/2019 - 12/27/2022

State Region Summary - Overall

State Regions	Calls	Duration (h:m:ms)	Avg Duration (h:m:ms)	Costs (RM)	Incomplete	Busy	No Answer	Other	Incomplete Percentage
OTHER	35	00:19:27	00:00:33	7.82	0	0	0	0	0.0%
WEST	18	00:14:42	00:00:49	5.08	0	0	0	0	0.0%
Grand Total	53	00:34:09	00:00:38	12.90	0	0	0	0	0.0%

State Region - All

Regions	Exchange State	Calls	Duration (h:m:ms)	Avg Duration (h:m:ms)	Costs (RM)	Incomplete	Busy	No Answer	Other	Incomplete Percentage
CENTRAL REGION	SELANGOR	4	00:01:50	00:00:27	0.36	0	0	0	0	0.0%
	W.P. KUALA LUMPUR	5	00:09:02	00:01:48	0.96	0	0	0	0	0.0%
EAST COAST REGION	KELANTAN	1	00:00:08	00:00:08	0.43	0	0	0	0	0.0%
	PAHANG	2	00:00:36	00:00:18	0.30	0	0	0	0	0.0%
	TERENGGANU	1	00:00:17	00:00:17	0.43	0	0	0	0	0.0%
MOBILE	MOBILE	35	00:19:27	00:00:33	7.82	0	0	0	0	0.0%
NORTHERN RE.	KEDAH	1	00:00:17	00:00:17	0.43	0	0	0	0	0.0%
SOUTHERN REGION	JOHOR	1	00:01:39	00:01:39	1.72	0	0	0	0	0.0%
	MELAKA	1	00:00:19	00:00:19	0.15	0	0	0	0	0.0%
	N. SEMBILAN	2	00:00:34	00:00:17	0.30	0	0	0	0	0.0%

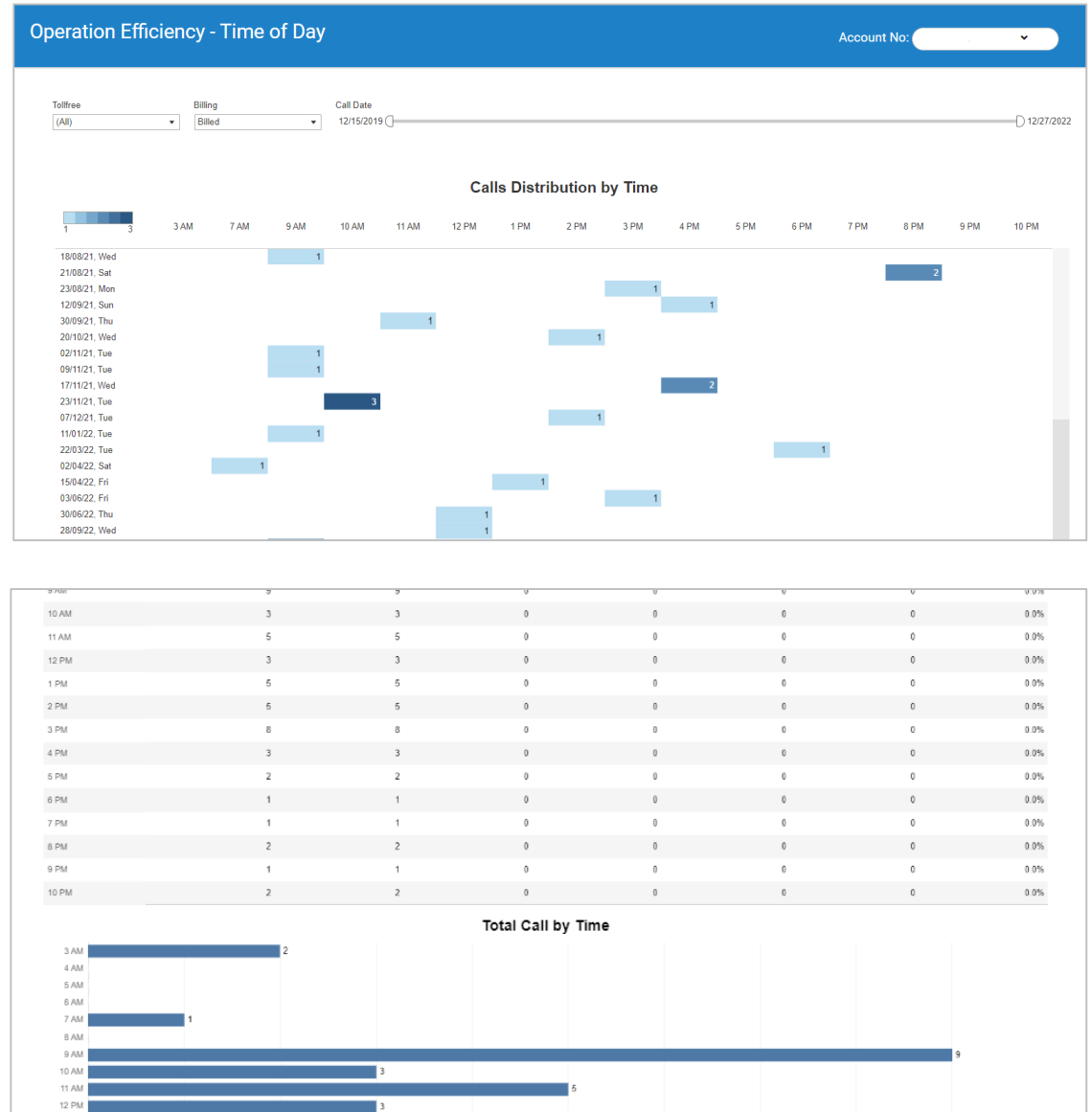
DASHBOARD - Time Of Day

- Operations Efficiency > Time of Day** dashboard comprise a chart and a table.
- The horizontal chart is grouped by day, and the number of calls by time range.
- The table showing number of calls by the time range, is broken down by categories Busy, No Answer, Other, Incomplete Total, and Incomplete %.

Operations Efficiency ▾

Time of Day

Short Calls



DASHBOARD - Short Calls

- Operations Efficiency > Short Calls**
- The dashboard consists of a table. The number of calls are grouped by different duration range:
 - 1-15 seconds
 - 15-30 seconds
 - 31-45 seconds
 - 45-59 seconds
 - 1-2 minutes
 - Greater than 2 minutes

Operations Efficiency ▾

Time of Day

Short Calls

Operation Efficiency - Short Calls Account No:

Tollfree: Billing: Call Date: 12/27/2022

Summary of Short Calls

	1-15 seconds	16-30 seconds	31-45 seconds	46-59 seconds	1-2 minutes	Greater than 2 minutes	Grand Total
Calls	22	15	4	4	5	3	53
Duration (hh:mm:ss)	00:03:42	00:05:13	00:02:24	00:03:22	00:07:04	00:12:24	00:34:09
Avg Duration (hh:mm:ss)	00:00:10	00:00:20	00:00:36	00:00:50	00:01:24	00:04:08	00:00:38
Costs (RM)	3.89	3.49	1.10	1.10	2.28	1.04	12.90
Percentage of Calls (%)	41.5%	28.3%	7.5%	7.5%	9.4%	5.7%	100.0%

DASHBOARD - Top Views

1. **Caller Details > Top Views**
2. Top Views Dashboard comprises of the following tables with details on originating number:
 - Most Frequent
 - Longest Calls
 - Most Expensive

Caller Details ▾

- Top Views
- Answerpoint Summary
- Missed Calls
- Missed Opportunities

Caller Details - Top Views

Billing: Billed | Tollfree: 1800-88-8928 | Call Date: 12/15/2019 | 12/27/2022

TOP 50: 50

Most Frequent

Caller	Count of Calls	Avg Duration (hh:mm:ss)	Duration (hh:mm:ss)	Costs (R)
(011) 3723-0347	3.0	00:00:41	00:02:04	0.1
(017) 356-7174	2.0	00:00:14	00:00:29	0.1
(016) 523-0274	2.0	00:00:14	00:00:29	0.1
(014) 677-3478	2.0	00:00:53	00:01:47	0.1
(011) 1592-6347	2.0	00:00:20	00:00:40	1.0
(010) 906-6907	2.0	00:00:07	00:00:15	0.1
(010) 662-0577	2.0	00:00:17	00:00:34	0.1
(010) 381-3545	2.0	00:00:17	00:00:34	0.1
(005) 277-7668	2.0	00:00:18	00:00:36	0.1
(015) 862-7879	1.0	00:00:20	00:00:20	0.1
(015) 715-7979	1.0	00:00:14	00:00:14	0.1
(015) 324-9666	1.0	00:03:48	00:03:48	0.1
(015) 253-9660	1.0	00:00:59	00:00:59	0.1
(018) 917-5019	1.0	00:00:28	00:00:28	0.1
(017) 783-8562	1.0	00:00:42	00:00:42	0.1
(017) 636-0027	1.0	00:00:31	00:00:31	0.1
(017) 450-9929	1.0	00:01:27	00:01:27	0.1
(015) 910-5592	1.0	00:00:46	00:00:46	0.1
(016) 877-7074	1.0	00:00:19	00:00:19	0.1
(016) 446-4554	1.0	00:00:26	00:00:26	0.1
(016) 411-0060	1.0	00:00:50	00:00:50	0.1
(012) 657-4920	1.0	00:00:06	00:00:06	0.1

Longest Calls

Caller	Call Datetime	Duration (hh:mm:ss)	Costs (R)
(003) 2163-6553	27/07/21 03:06:55 AM	00:05:46	0.1
(015) 324-9666	11/01/21 07:33:48 AM	00:03:48	0.1
(003) 2613-7555	29/03/21 01:34:32 AM	00:02:50	0.1
(011) 3723-0347	23/11/21 02:18:55 AM	00:02:13	0.1
	23/11/21 02:19:25 AM	00:00:01	0.1
	23/11/21 02:20:24 AM	00:01:50	0.1
(014) 677-3478	31/10/22 01:33:30 AM	00:00:47	0.1
	31/10/22 01:38:56 AM	00:01:00	0.1
(007) 509-5138	02/12/22 05:17:36 AM	00:01:39	1.0
(017) 450-9929	02/07/21 03:26:35 AM	00:01:27	0.1
(003) 8080-7949	30/09/21 03:52:29 AM	00:01:08	0.1
(015) 293-5660	22/03/22 10:19:06 AM	00:00:59	0.1
(016) 411-0060	23/05/21 07:33:06 AM	00:00:50	0.1
(016) 910-5592	15/07/21 03:08:38 AM	00:00:46	0.1
(017) 783-8562	17/05/21 07:09:36 AM	00:00:42	0.1
(011) 1592-6347	07/12/22 02:12:11 PM	00:00:07	0.1
	07/12/22 02:13:11 PM	00:00:33	0.1
(012) 566-5051	08/07/21 06:14:45 AM	00:00:38	0.1
(005) 277-7668	17/11/21 08:15:02 AM	00:00:12	0.1
	17/11/21 08:17:26 AM	00:00:24	0.1
(010) 662-0577	09/07/21 09:30:51 AM	00:00:12	0.1
	09/07/21 11:14:10 AM	00:00:22	0.1

Most Expensive

Caller	Call Datetime	Duration (hh:mm:ss)	Costs (R)
(003) 2118-8000	28/09/22 04:34:00 AM	00:00:11	0.1
(003) 2163-6553	27/07/21 03:06:55 AM	00:05:46	0.1
(003) 2176-6000	09/11/21 01:41:53 AM	00:00:08	0.1

DASHBOARD - Answerpoint Summary

1. Caller Details > Answerpoint Summary

- Caller Details ▾
- Top Views
- Answerpoint Summary**
- Missed Calls
- Missed Opportunities

Caller Details - Answerpoint Summary
Account No:

Company: Tollfree: Billing: Call Date: 🔍 12/27/2022

Answerpoint Summary

Answerpoint	Calls	Duration (hh:mm:ss)	Avg Duration (hh:mm:ss)	Costs (RM)	Incomplete	Busy	No Answer	Other	Incomplete Percentage
Null	24,916	00:00:00	00:00:00	0.00	24,978	0	0	24,975	100.2%
100	8	00:00:00	00:00:00	0.00	8	0	0	8	100.0%
104	12	00:00:00	00:00:00	0.00	12	0	0	12	100.0%
1099	7	00:00:00	00:00:00	0.00	7	0	0	7	100.0%
1788	140	00:00:00	00:00:00	0.00	140	0	0	140	100.0%
(003) 2011-3227	1	00:00:12	00:00:12	0.00	0	0	0	0	0.0%
(003) 2011-4826	3	00:02:16	00:00:45	0.00	2	0	0	2	66.7%
(003) 2011-9645	102	03:17:23	00:01:56	0.00	32	0	0	32	31.4%
(003) 2011-9666	67	02:39:33	00:02:22	0.00	1	0	0	2	1.5%
(003) 2020-1078	9	00:00:00	00:00:00	0.00	9	0	0	8	100.0%
(003) 2020-1680	4	00:00:00	00:00:00	0.00	4	0	0	4	100.0%
(003) 2020-1718	2	00:00:00	00:00:00	0.00	2	0	0	2	100.0%
(003) 2020-3698	1	00:00:00	00:00:00	0.00	1	0	0	1	100.0%
(003) 2020-6969	1	00:00:00	00:00:00	0.00	1	0	0	1	100.0%
(003) 2020-8576	4	00:00:00	00:00:00	0.00	4	0	0	4	100.0%
(003) 2022-0009	64	01:06:00	00:01:01	0.00	5	0	0	5	7.8%
(003) 2022-0884	15	00:12:59	00:00:51	0.00	0	0	0	0	0.0%

DASHBOARD - Missed Calls

1. Caller Details > Missed Calls

Caller Details ▾

- Top Views
- Answerpoint Summary
- Missed Calls**
- Missed Opportunities

Caller Details - Missed Calls Account No:

Tollfree: Billing: Call Date: 12/27/2022

Missed Calls

Caller	Call Datetime	Reason
(003) 2118-8000	28/09/22 04:49:37 AM	Other
	28/09/22 04:50:48 AM	Other
(003) 2163-0790	27/07/21 04:19:25 AM	Other
(003) 2163-5853	27/07/21 04:36:06 AM	Other
(003) 3149-1660	17/05/21 12:22:56 AM	Other
(003) 6277-2830	20/10/21 06:09:15 AM	Busy
(003) 7981-7479	08/11/21 12:45:56 PM	Other
(010) 906-6607	27/11/22 07:57:00 PM	Other
	13/12/22 12:39:43 PM	Busy
	13/12/22 12:40:19 PM	Other
(010) 969-6944	31/05/22 03:13:32 AM	Other
(011) 1592-6347	04/12/22 10:28:36 AM	Other
	04/12/22 01:03:45 PM	Other
	04/12/22 01:04:42 PM	Other
	04/12/22 01:50:25 PM	Other
	05/12/22 02:24:02 AM	Other
	07/12/22 02:12:46 PM	Busy
	07/12/22 02:12:57 PM	Busy
	07/12/22 02:14:25 PM	Other
	07/12/22 02:20:48 PM	Other
	15/12/22 01:30:22 PM	Other
	21/06/21 01:17:38 AM	Other
(011) 2862-2682	21/06/21 01:18:25 AM	Other

DASHBOARD - Missed Opportunities

1. Caller Details > Missed Opportunities

- Caller Details** ▾
- Top Views
- Answerpoint Summary
- Missed Calls
- Missed Opportunities**

Account No:

Caller Details - Missed Opportunities

Tollfree: Billing: Call Date: 12/27/2022

Total Unsuccessful Attempts and Callers

Category	Value
Attempts	70
Callers	21

Never Got Through Attempts

Category	Value
Attempts	21
Callers	12

Got Through Attempts

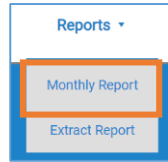
Category	Value
Attempts	35
Callers	8

Missed Opportunities - Never got through

Caller	Area	Answerpoint	Date Time	Last Time	Attempts
(003) 2163-0790	KUALA LUMPUR	(003) 2113-0171	27/07/21 12:19:25 PM	27/07/21 12:19:25 PM	1
(003) 3149-1660	BANTING	(003) 2113-0171	17/05/21 08:22:56 AM	17/05/21 08:22:56 AM	1
(003) 7981-7479	KUALA LUMPUR	(003) 2113-0171	08/11/21 08:45:56 PM	08/11/21 08:45:56 PM	1
(010) 969-6944	MOBILE	(003) 2113-0171	31/05/22 11:13:32 AM	31/05/22 11:13:32 AM	1
(011) 2862-2682	MOBILE	(003) 2113-0171	21/06/21 09:17:38 AM	21/06/21 09:18:25 AM	2
(012) 253-4868	MOBILE	(003) 2113-0171	11/09/21 01:44:48 PM	11/09/21 01:45:06 PM	2
(012) 457-6837	MOBILE	(003) 2113-0171	06/02/22 11:55:30 AM	06/02/22 11:55:30 AM	1
(017) 300-8934	MOBILE	(003) 2113-0171	27/09/22 10:27:54 AM	27/09/22 10:30:06 AM	2
(017) 385-6123	MOBILE	(003) 2113-0171	01/11/21 11:59:31 AM	01/11/21 12:01:53 PM	4


REPORTS - Monthly Report (PDF)

Step 1: Click 'Reports' and choose 'Monthly Report'.



Step 2: On the monthly report page, user can use the search function to find the report based on account number or toll free number.

Listed in the table below is your latest 5 months monthly InSight reports. You may click to view, or download the monthly ViSight PDF reports. If you have not install Adobe PDF reader on your computer, please click this [link](#) to follow the installation.

Step 3: To download the report, just click at any of the files and it will be automatically downloaded.

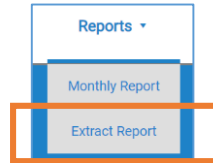
ur monthly reports for the latest 5 months. Click to view or download the monthly reports. Reports are in PDF format and viewable with Adobe P

Search...

August U600288399102-1800886393	September U600288399102-1800886393	October U600288399102-1800886393
November U600288399102-1800886393	December U600288399102-1800886393	

REPORTS - Extract Report (Excel)

Step 1: Click 'Reports' and choose 'Extract Report'.



Step 2: Enter the required information

Two screenshots of the report generation form. The left screenshot shows the 'Choose a table:' dropdown menu open, listing various report types. 'Exchange Area Summary' is selected. The right screenshot shows the form with 'Exchange Area Summary' selected in the 'Choose a table:' field, '1300800027' in the 'Choose your TollFree Number' field, '01/03/2022' in the 'From' date field, and '01/07/2022' in the 'To' date field. A 'Generate Table' button is visible at the bottom of both screenshots.

Step 3: Click 'Generate Table' to view the selected data.

Step 4: A table and a download button will appear. Click 'Download' to download the data in excel.

Extract Report

Extract your own customized PDF report by selecting the filters below and clicking on Generate Table.

Data is limited to the last 5 months.

Choose a report:

Choose your TollFree Number

From

To

State	Region	Calls	Duration	Avg Duration	Costs	Busy	No Answer	Other	Incomplete
JOHOR	SOUTHERN REGION	2	00:03:18	00:01:39	172.0	0	0	0	0
MOBILE	MOBILE	1	00:00:10	00:00:10	0.0	0	0	5	5

LOGOUT

1. From any page of the portal, hover over the 'User' option on the top navigation bar and a dropdown will appear.
2. Click "Log out" and user will be logged out from the portal.

