



# Wholesale Portal

Assurance documentation for  
data services CES, CLS and DIA

swisscom

Public



# Overview

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# Login Page (Customer View)

## Wholesale Portal - Anmelden



Wo der Nutzer über das Kundenportal Leistungen bestellt, erfolgen diese im Zusammenhang mit dem entsprechenden Vertrag und zu den vertraglich vereinbarten Konditionen

### Anmelden mit Benutzername

Benutzername

Passwort

[Passwort vergessen?](#)

### Trusted Login

Verwenden Sie Trusted Login dauerhaft

Wie Trusted Login richtig angewendet wird

Wholesale Portal: Login Page

<https://wholesale.swisscom.com>



# General login information and user rights

## Login restriction

Depending on how you want to perform the assurance function, the superuser can give you the following rights:

- To report, find and monitor incidents in the Assurance menu only: `data_service_asr_write`
- If you only want to monitor the incident in the Assurance menu: `data_service_asr_read`
- To report and/or watch the incidents also via the Installed Base (depending on whether you have assurance read or write rights above) `data_service_inb_write`

## Superuser Information

For superusers: [Our manual of the Wholesale Portal](#). If you would like to have an overview about all possible rights, please check our [User Rights Matrix](#).



# Contact information

## Application

For questions regarding the handling of the Swisscom Wholesale Portal please contact our Service Desk Wholesale or visit our Vimeo Site: <https://vimeo.com/swisscomwholesale>

## Password and Account

If you have any issues with the login process or with your account, please contact your superuser. If you are the superuser please get in contact with our Service Desk Wholesale.

## Service Desk Wholesale

+41 (0)800 803 803

[ServiceDesk.Wholesale@swisscom.com](mailto:ServiceDesk.Wholesale@swisscom.com)

Office Hours: Monday to Friday 08:00 to 17:00 (Swiss local time)



# Main Menu



Contact Management   Documentation

## DataServices

Request

Assurance

## Ducts

Fulfillment

Assurance

## Colocation

Installed Base

## Swisscom Wholesale

Welcome!

Here you can enter orders, call invoices or report incidents at any time. Simply select the appropriate product in the navigation to the left.



On the left navigation side you'll find all of your active products that are already implemented on our Wholesale portal.



# Main Menu



Contact Management

Documentation

Swisscom Contacts

My Contacts

Request

Assurance

**Ducts**

Fulfillment

Assurance

**Colocation**

Installed Base

Welcome!

Here you can enter orders, call invoices or report incidents at any time. Simply select the appropriate product in the navigation to the left.



## Swisscom Contacts

If you would like to know your contact persons at Swisscom, go to "Swisscom Contacts". Especially if you want to know who to contact in case of an escalation of an ongoing assurance incident.

## My Contacts

If you would like to add or edit your contact or any contacts of your company, go to "Swisscom Contacts". Especially if you are responsible for Major Outage, Incidents and/or Planned Works. Please make sure to maintain your contacts at the current state, to enable Swisscom to keep you up to date with assurance news.



# Main Menu



Contact Management

Documentation

Documentation

Training films

Request

Assurance

**Ducts**

Fulfillment

Assurance

**Colocation**

Installed Base

Welcome!

Here you can enter orders, call invoices or report incidents at any time. Simply select the appropriate product in the navigation to the left.



## Documentation

If you would like to get any documentation from Swisscom, please click on "Documentation" below to find the needed file.

## Training films

If you would like to see one of the available tutorial films, please click on "Training films" to open our Vimeo Portal Page with all existing films. Or use the direct link to the assurance tutorial:

<https://vimeo.com/390496896>





# Installed Base

swisscom Requests Offers Orders Installed Base Configuration Data Assurance

CES Point to Point | CES Multipoint | CES VLAN Service | CES Physical Access | CLS

Search for "Customer Reference No.", "Product Label" or "City"

Customer Reference No.	Product Label Primary Access	Bandwidth	Service Level Agreement	Site A	Site B
-	Bern IP 318/Bern IP 1953	50 M	Premium Silver DC	Swisscom 3011 Bern Genfergasse 14	Swisscom 3011 Bern Genfergasse 14
CES 2.0 Test	Bern IP 1035/Zürich IP 4846	500 M	Premium Silver DC/Premium Silver	-	Swisscom 3011 Bern Genfergasse 14
Test Adi	Bern IP 1173/Zürich IP 1460	10 M	Basic	Swisscom 3011 Bern Genfergasse 14	Swisscom AG 8045 Zürich Binzring 17
MSA PrePilot	Bern IP 318/Bern IP 2289	100 M	Basic	Swisscom 3011 Bern Genfergasse 14	Swisscom 3011 Bern Genfergasse 14

## Installed Base

With the tab "Installed Base" you find all of your registered and activated services split into the following categories: CES Point to Point, CES Multipoint, CES VLAN Service, CES Physical Access and CLS

Find all open trouble tickets for each service by choosing and clicking on the service in the list.

Having the appropriate authorization you'll be able to find Incident tickets within the installed base in the detailed view.



# Installed Base



< CES Point to Point installed base list



Single Request

Terminate

Bern IP 318/Bern IP 1953

CES EPL (Pilot Test)

Customer Reference No.	-
Product name	CES EPL (Pilot Test)
Product version	3.0WARP
Bandwidth	50M
Service Level Agreement	Premium Silver DC

## Primary Access

	Service Access Type	LAN Port Type	CPE LAN Speed	CPE LAN Duplex	CPE LAN Negotiation	CPE Port Encapsulation	VLAN Service ID	
Site B	ENNI	GigabitEthernet 0/0/1	-	-	negotiate	dot1q	VS6001460	<a href="#">Related physical access</a>
Site A	UNI	-	-	-	nonegotiate	tunnel	VS6001460	<a href="#">Related physical access</a>

Reported incidents

Report incident

## Installed Base

In the detailed view you can see the incident log for the corresponding service. If a trouble ticket has already been opened for this service, you cannot open another ticket. If you want to look at a ticket in detail, please click on the entry under the tab "Reported incidents".

If there is no open trouble ticket and you would like to report a new incident, please click on the button "Report incident".



# Installed Base/ Report incident

## Report incident

**Bern IP 318/Bern IP 1953**

Your contact information

First Name\*

Adrian



Last Name\*

Hirsiger



Phone Number\*

e.g. 0041 79 123 45 67

Email\*

adrian.hirsiger@swisscom.com



## Incident information

Summary\*

Summary

Customer Reference No.\*

Customer Reference No.

## Report incident

Please enter all the necessary information about your company, the incident and if possible, the end customer.



# Installed Base/ Report incident

## Describe incident

Incident category\*

AIS/LOS



Add date and time of incident occurrence\*

e.g. 01.07.2018



What was done and analysed remotely?\*

What was done and analysed on site?\*

Notes

Notes

## Report incident

Please enter all the necessary information about your company, the incident and if possible, the end customer.



# Installed Base/ Report incident

## End customer contact

If the incident needs to be resolved on site, who can we contact?

Please note that it may take longer to solve the problem if end customer contact details have to be requested subsequently

First Name	Last Name
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>

Phone Number

Access hours on site from	Access hours on site to
<input type="text" value="08:00"/>	<input type="text" value="16:00"/>

[Upload Document\(s\)](#)

[Send incident](#)

## Report incident

You may also upload documents.  
Restricted to 3 files of max. 2 MB each per upload.

Click on "Send incident" to end the ticket creation process.



# Data Assurance

Search for "Customer Reference No.", "Product Label" or "Incident ID"



Status Creation from Creation to Clear All

Group table

Product Label	Summary	Status	Start & End	Customer Reference No.	Incident ID
Zürich-Zürich NP 747	cls reaktiv	Closed	<a href="#">06.12.2019 - 10:21</a> <a href="#">06.12.2019 - 10:45</a>	regressiontest cls prod	INC000005715127
Bern IP 2454/Bern IP 318	CRM Incident DSP (Test Customer)	Canceled	<a href="#">06.12.2019 - 09:54</a> <a href="#">06.12.2019 - 10:46</a>	regressiontest prod	INC000005715011
Bern IP 318/Zürich IPLE 2424	CRM Incident DSP (Test Customer) for Root Cause :	Closed	18.11.2019 - 18:47 18.11.2019 - 19:26	-	INC000005679408
Bern IP 1035/Zürich IP 4846	CRM Incident DSP (Test Customer) for Root Cause : INC000005681802	Closed	18.11.2019 - 18:36 18.11.2019 - 18:47	-	INC000005679406
Bern IP 318/Zürich IPLE 1108	CRM Incident DSP (Test Customer) for Root Cause :	Closed	18.11.2019 - 12:45 18.11.2019 - 12:56	-	INC000005679403

## Data Assurance

You may now find the incident ticket in the listed view of "Data Assurance".

If you want to add something, please click on the trouble ticket.



# Data Assurance Top View (open requests)

Wholesale Portal Logout

[Requests](#) [Offers](#) [Orders](#) [Installed Base](#) [Configuration](#) [Data Assurance](#)

⊗ 2354

[Clear All](#)

Product Label	Summary	Status	Start & End	Customer Reference No.	Incident ID
Zürich IP 2354/VA0055426	Tutorial Data Assurance	Assigned	05.02.2020 - 14:13	Test Reference	INC000005802613

There are no more incidents to load.

## Filter

Please use the filter option to show only selected services.

## Data Assurance

If you want to add something, please click on the incident ticket.





# Data Assurance Worklog Handling

Worklog 5 worklogs

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**My Worklog** [06.12.2019 - 10:21](#)

Initial attachments

 clear all vs. apply.jpg 

---

**Swisscom** [06.12.2019 - 10:23](#)

Update an ISP

Sehr geehrter Kunde Das Ticket befindet sich Zurzeit in der Analyse. Mit freundlichen Grüssen

WeCare



Wholesale Telefon 0800 877 007 International [+41 58 221 99 50](tel:+41582219950) Wholesale.WeCare@swisscom.com

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**My Worklog** [06.12.2019 - 10:27](#)

worklog test

cls

 access hours end customer.jpg 

---

[Show all](#)

Swisscom

All entries under "Swisscom" are worklogs created by Swisscom.

My Worklog

All entries under "My Worklog" are worklogs created by one of your team members.

Add Worklog

You can notify us via "Add Worklog".

Add Worklog





# Data Assurance/ Report incident

Search for "Customer Reference No.", "Product Label" or "Incident ID"



Status Creation from Creation to Clear All

Group table

Product Label	Summary	Status	Start & End	Customer Reference No.	Incident ID
Zürich-Zürich NP 747	cls reaktiv	Closed	<a href="#">06.12.2019 - 10:21</a> <a href="#">06.12.2019 - 10:45</a>	regressiontest cls prod	INC000005715127
Bern IP 2454/Bern IP 318	CRM Incident DSP (Test Customer)	Canceled	<a href="#">06.12.2019 - 09:54</a> <a href="#">06.12.2019 - 10:46</a>	regressiontest prod	INC000005715011
Bern IP 318/Zürich IPLE 2424	CRM Incident DSP (Test Customer) for Root Cause :	Closed	18.11.2019 - 18:47 18.11.2019 - 19:26	-	INC000005679408
Bern IP 1035/Zürich IP 4846	CRM Incident DSP (Test Customer) for Root Cause : INC000005681802	Closed	18.11.2019 - 18:36 18.11.2019 - 18:47	-	INC000005679406
Bern IP 318/Zürich IPLE 1108	CRM Incident DSP (Test Customer) for Root Cause :	Closed	18.11.2019 - 12:45 18.11.2019 - 12:56	-	INC000005679403
Ittigen IP 39/Zürich IP 3627	CRM Incident DSP (Test Customer) for Root Cause : INC000005675982	Closed	15.11.2019 - 14:54 15.11.2019 - 15:27	-	INC000005666930
Ittigen IP 39/Zürich IP 3627	CRM Incident DSP (Test Customer) for Root Cause : INC000005675982	Closed	15.11.2019 - 14:54 15.11.2019 - 15:27	-	INC000005666930
Ittigen IP 39/Zürich IP 3627	CRM Incident DSP (Test Customer) for Root Cause : INC000005675982	Closed	15.11.2019 - 14:54 15.11.2019 - 15:27	-	INC000005666930
Ittigen IP 39/Zürich IP 3627	CRM Incident DSP (Test Customer) for Root Cause : INC000005675982	Closed	15.11.2019 - 14:54 15.11.2019 - 15:27	-	INC000005666930

For notifications of planned work, please contact Service Assurance Wholesale in writing

[Report incident](#)

## Report incident

If there is no open trouble ticket and you would like to report a new incident, please click the button "Report incident".



# Data Assurance/ Report incident

Select installed base

Describe incident

Search for "Customer Reference No.", "Product Label" or "City"



CES Point to Point

CES Multipoint

CLS

Product Label	Customer Reference No.	Site A	Site B	Product name & SLA
<input checked="" type="radio"/> Bern IP 318/Bern IP 1953	-	Swisscom 3011 Bern Genfergasse 14	Swisscom 3011 Bern Genfergasse 14	CES EPL (Pilot Test) Premium Silver DC
<input type="radio"/> Bern IP 1035/Zürich IP 4846	CES 2.0 Test	-	Swisscom 3011 Bern Genfergasse 14	CES EVPL (2016) Premium Silver DC/Premium Silver
<input type="radio"/> Bern IP 1173/Zürich IP 1460	Test Adi	Swisscom 3011 Bern Genfergasse 14	Swisscom AG 8045 Zürich Binzring 17	CES EVPL (2016) Basic
<input type="radio"/> Bern IP 318/Bern IP 2289	MSA PrePilot	Swisscom 3011 Bern Genfergasse 14	Swisscom 3011 Bern Genfergasse 14	CES EPL Basic
<input type="radio"/> Bern IP 318/Bern IP 1173	Testcase 03	Swisscom 3011 Bern Genfergasse 14	Swisscom 3011 Bern Genfergasse 14	CES EVPL (2016) Basic
<input type="radio"/> Bern IP 503/Zürich IP 5740	PrePilot EPL new Service with existing access	Swisscom 3011 Bern Genfergasse 14	Swisscom LAB 8045 Zürich Binzring 17	CES EPL Premium Silver

Next

Report incident

Search and choose the right service and click on "Next".



# Data Assurance/ Report incident

## Report incident

Bern IP 318/Bern IP 1953

Your contact information

First Name\*

Last Name\*

Adrian



Hirsiger



Phone Number\*

e.g. 0041 79 123 45 67

Email\*

adrian.hirsiger@swisscom.com



## Incident information

Summary\*

Summary

Customer Reference No.\*

Customer Reference No.

Report incident

Please enter all the necessary information about your company, the incident and if possible, the end customer.



# Data Assurance/ Report incident

## Describe incident

Incident category\*

AIS/LOS



Add date and time of incident occurrence\*

e.g. 01.07.2018



What was done and analysed remotely?\*

What was done and analysed on site?\*

Notes

Notes

## Report incident

Please enter all the necessary information about your company, the incident and if possible, the end customer.



# Data Assurance/ Report incident

## End customer contact

If the incident needs to be resolved on site, who can we contact?

Please note that it may take longer to solve the problem if end customer contact details have to be requested subsequently

First Name

Last Name

First Name	Last Name
------------	-----------

Phone Number

e.g. 0041 79 123 45 67

Access hours on site from

Access hours on site to

08:00	16:00
-------	-------

Upload Document(s)

Send incident

## Report incident

You may also upload documents.  
Restricted to 3 files of max. 2 MB each per upload.

Click on "Send incident" to end the ticket creation process.



# Wholesale Portal/ Training films

Weblink to all training films which are available of the wholesale portal.

<https://vimeo.com/swisscomwholesale>



# Wholesale Portal Roadmap 2020/2021

## Document Management

One place for all Swisscom Wholesale documents

## Reporting

Reporting within the Self Care Modus. The user will be able to order and create reports and to save them locally on the desk. Available since October 2020.

## All Service Initiative

Open trouble tickets for all services

## Improvements

- Improvements related to the usability and customer feedbacks are continuously implemented.

## ← Planned Works

Communication and information

## ← Collocation

Fulfillment implementation

## ← SBInfo

Communication and information



## FAQ

### **May every ISP receive a statistic of ticket receipt by email/phone and portal?**

Yes. Statistics will be generated by Swisscom every 2<sup>nd</sup> month, accessible through the wholesale portal (Reports – SLA Reports Data Services) and if requested sent to you by email.

### **Are shared accounts allowed?**

Yes they are allowed, but not recommended by Swisscom due to the 2 factors authentication method.

### **Are all portal feature also available via the API interface?**

Yes. If a feature is available on the portal it is also available via the API interface.





## Right of use

This documentation is intended for your use only. You are not allowed to share this document with other companies.

Please be informed that this document will only be valid until further notice.

Zürich, 17.11.2020



# Document Information

<b>Doc ID</b>	none
<b>Classification</b>	Public
<b>Scope of application</b>	Swisscom Wholesale Portal
<b>Document owner</b>	Swisscom Wholesale, Adrian Hirsiger
<b>Version</b>	1.2
<b>Issue date</b>	17.11.2020
<b>Status</b>	on going
<b>Valid from</b>	17.11.2020
<b>Valid until</b>	until further notice
<b>File location</b>	Swisscom Wholesale Portal
<b>Document Name</b>	Wholesale_Assurance_Portal_V1_2_EN.pdf
<b>Document Subject</b>	Swisscom Wholesale Portal
<b>Update interval</b>	none
<b>Archiving</b>	none



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