BBCS Release Information
March 2017

Swisscom (Schweiz) AG
Wholesale

swisscom

BBCS March Release 2017

Feature Overview

Slide	Description
3-4	All-IP - Extended Line Identification (PreOrder)
5-6	BBCS Enhancements Service Assurance - Coordinated Troubleshooting at BBCS-F - BBCS-F Worklog
7	WSG Improvements - Simplify ISP Change

swisscom

All-IP

Enhanced Line Identification

Current Situation

- If the customer connects a CPE to a unused Swisscom Ready (fka Always On) telecom wall plug, our system will redirect to a splash page. On the splash page the customer gets informed that no configuration has been done yet and the Binding ID will be shown.
- Based on the Binding Id the ISP can create the BBCS order.
- The activation of the BBCS services can be performed faster because no Swisscom technician or ISP electrician is required for the cross-connection in the CO / VT or UP.

Splash page with valid Binding ID

Splash page without valid Binding ID

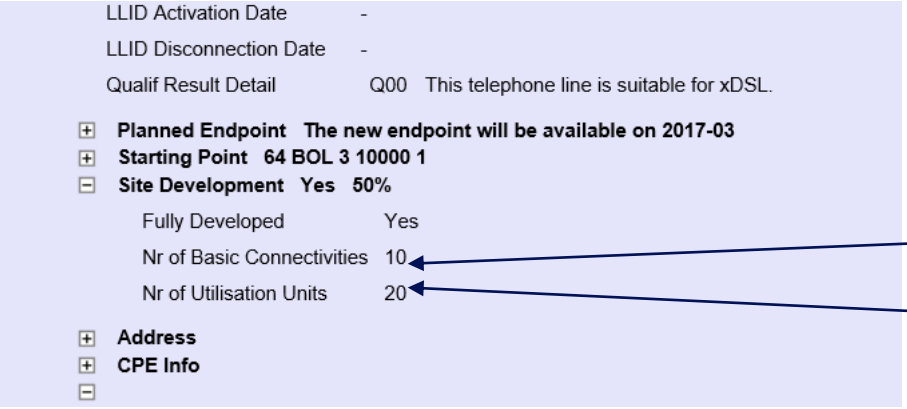
swisscom

All-IP

Enhanced Line Identification

New Situation

- If all homes in a building are completely Swisscom Ready, the ISP might soon profit from the new PreOrder process without identifying the access line before.
- After executing an AdressQuali the ISP will place an PreOrder. The WSG afterwards returns an ActivationCode and start to fulfill the order when the ActivationCode will be entered by the customer on the modified splash page.
- The preconditions for an PreOrder are:
  Site Development = Yes
  Fully Developed = (Yes)



- Number of homes with Swisscom Ready (DBC)
- Total number of homes in the building

The PreOrder will become part of new Swisscom Ready fulfillment strategy. All process changes and tools will be trained on 17th of May at the ISP Training and will be released for use afterwards.

BBCS Enhancements Service Assurance

Coordinated Troubleshooting at BBCS-F

Service description

- As already available with copper based BBCS assurance a joint assurance (aka coordinated troubleshooting) is available for BBCS-F as well now.
- The preconditions are the same as with the copper based offer:
  - A recently closed TT on the access line
  - The same problem is still present
  - The ISP technician has to be listed as contact person in the TT and on site on time
- The corresponding trouble ticket code is: 912 – Coord Troubleshooting

swisscom

BBCS Enhancements Service Assurance

BBCS-F worklog information

Service description

- The existing worklog tab for BBCS-F trouble tickets is enhanced with more detailed information
- Additionally you will see now optical time domain reflectometry (OTDR) values. The resulting attenuation values will be used to estimate the distance to an certain incident.

6	OTDR-Measurements-CUST	OTDR-Interruption 09876 OTDR-Attenuation 54321	-	Yes	08/02/2017 11:38:39.083
6	OTDR-Measurements-CO	OTDR-Interruption 12345 OTDR-Attenuation 67890	-	Yes	08/02/2017 11:38:39.043

WSG Improvement

Simplify ISP Change

Service description

- So far the ISP change only worked for access without any streaming or real time services. The donor ISP must remove all streaming and real time services before the ISP change was supported.
- To simplify change process it is now possible to execute an ISP change on access with streaming and/or real time service active. There is no need for interactions with the donor ISP anymore.

swisscom

BBCS Release Information

June 2017

Swisscom (Schweiz) AG
Wholesale

swisscom

BBCS June Release 2017

Feature Overview

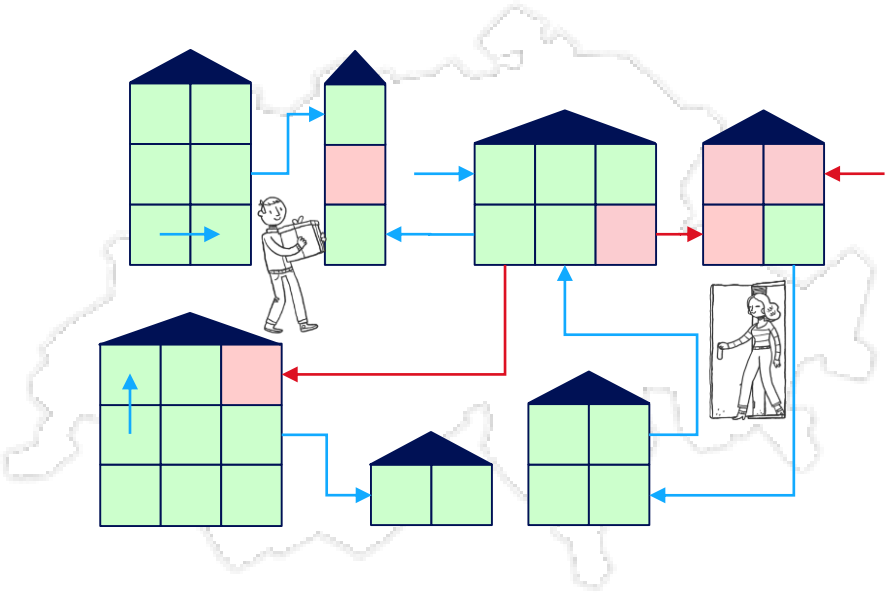
Slide	Description
3-4	Swisscom Ready
5-11	Preorder
12-13	Predecessor DB
14-16	BBCS Enhancements Service Fulfillment
17	Fiber Inhouse (FIO) Enhancements
18-20	BBCS Enhancements Service Assurance
21	Access Optimization
22-23	WSG Improvements
24-25	Monthly Releasing
26	Release Pre Information

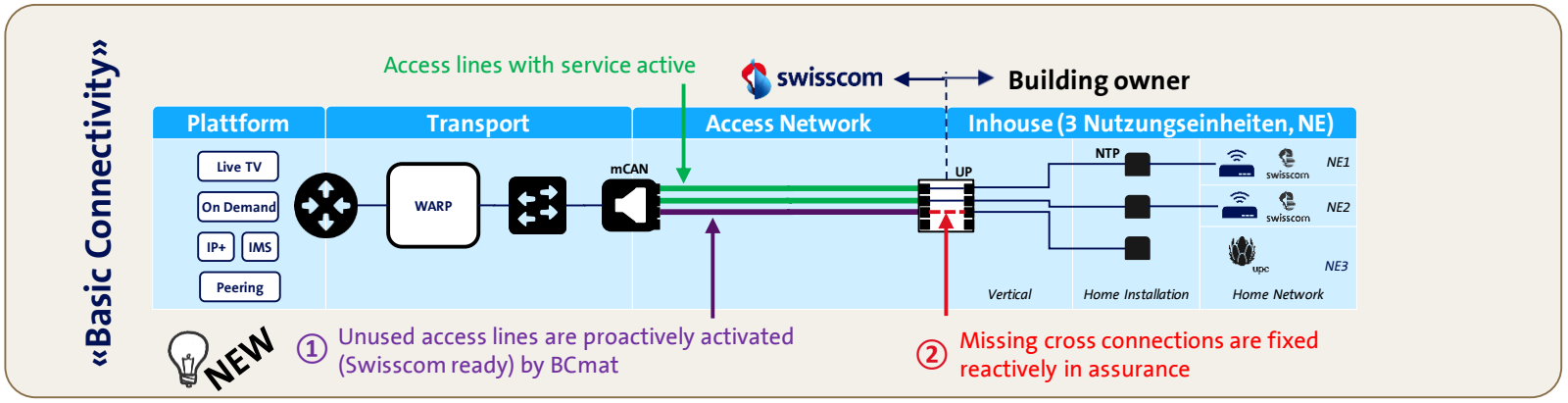
Swisscom Ready

«Swisscom Ready» reflects the vision of active Swisscom IP access lines in all business and residential units allover Switzerland.

What is Swisscom Ready?

- Today all customer access have to be activated with an order on a selected date
- «Swisscom Ready» stands for IP ready access lines, where only the corresponding service has to be enabled
- The basic service active on every «Swisscom Ready» residential and business unit enables access to the splash page
- The coverage of «Swisscom Ready» is increased by the deployment of All-IP and the rollout of FTTS and FTTB.





swisscom

Swisscom Ready
Splash Page

Current Situation

- If the customer connects a CPE to a unused Swisscom Ready (fka Always On) telecom wall plug, our system will redirect to a splash page. On the splash page the customer gets informed that no configuration has been done yet and the Binding ID will be shown.
- Based on the Binding Id the ISP can create the BBCS order.
- The activation of the BBCS services can be performed faster because no Swisscom technician or ISP electrician is required for the cross-connection in the CO / VT or UP.

Splash page with valid Binding ID

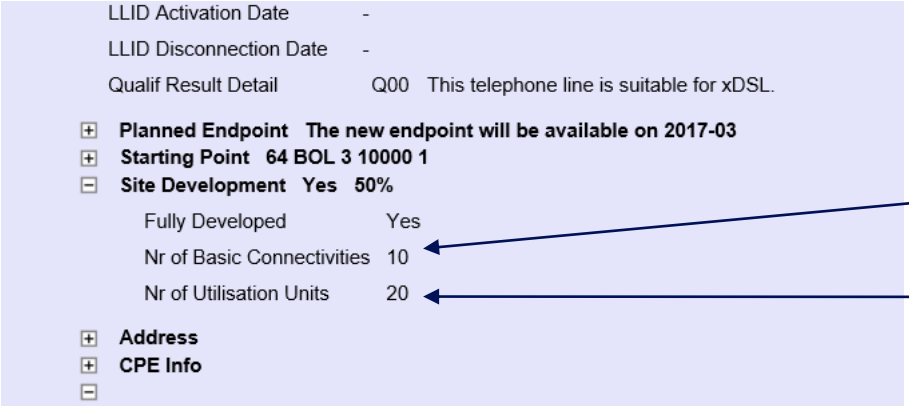
Splash page without valid Binding ID

Preorder

Enhanced building information

Current Situation

- If all homes in a building are completely Swisscom Ready, the ISP might soon profit from the new PreOrder process without identifying the access line before.
- After executing an AdressQuali the ISP will place an PreOrder. The WSG afterwards returns an ActivationCode and start to fulfill the order when the ActivationCode will be entered by the customer on the modified splash page.
- The preconditions for an PreOrder are:
  Site Development = Yes
  Fully Developed = Yes



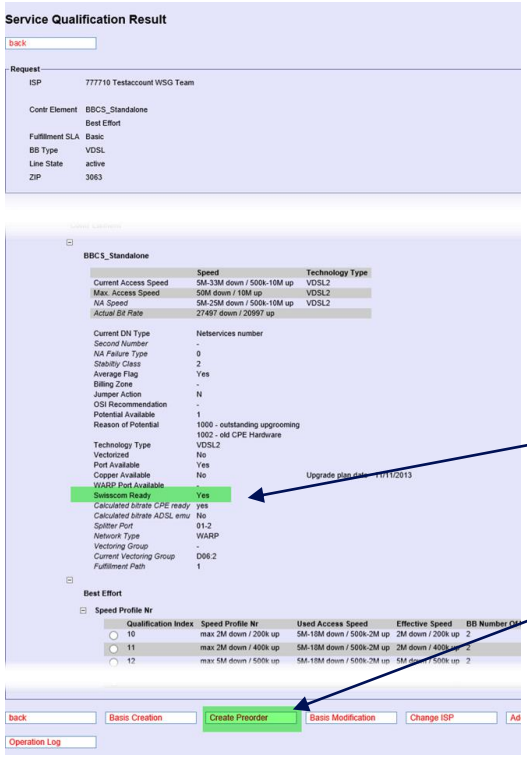
- Number of homes with Swisscom Ready (DBC)
- Total number of homes in the building

Preorder

Predecessor based qualification

New Situation

- During a predecessor based qualification WSG detects lines which are "Swisscom Ready". This result is displayed in the service qualification result as shown in the example below.
- If a line is detected as "Swisscom Ready" the preorder process can be startet directly from the qualification result.



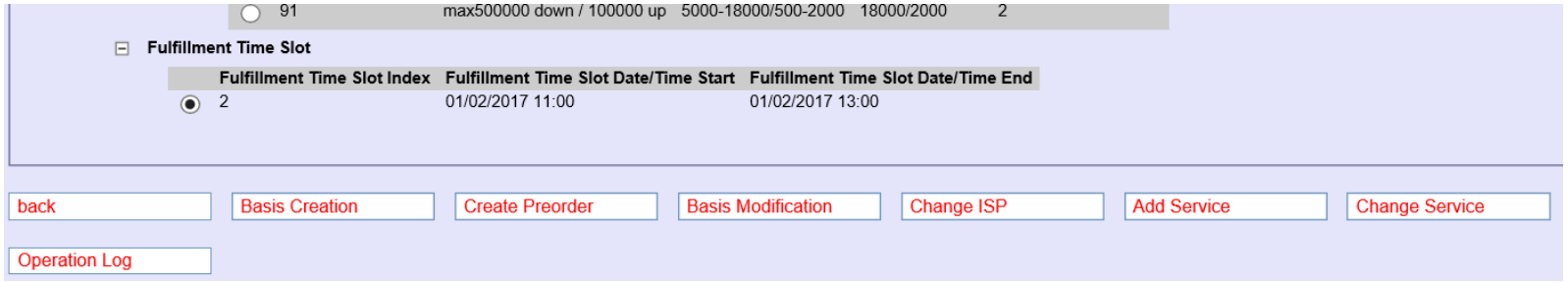
- Swisscom Ready
- Button to continue by Preorder

Preorder

Address based qualification

Preordering

- In case of a qualification by address the button "Create Preorder" is provided in the „Service Qualification Result.
- Preconditions are:
  BBCS_Standalone is chosen
  Fully Dev. =Yes



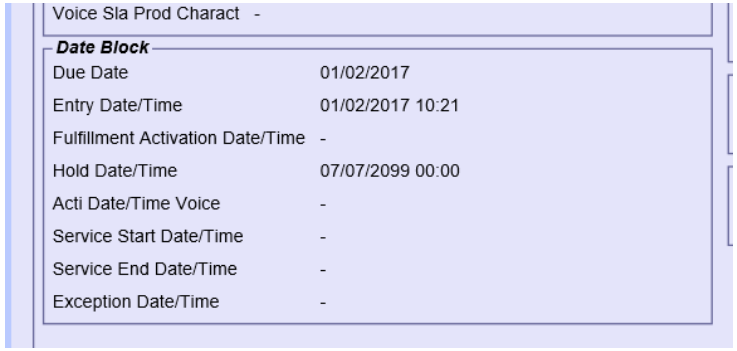
Preorder

Basis creation and activation code

Preordering

- After submitting an order by «Create PreOrder» the "Basis Creation" will be automatically Creation Type "Preorder".

- WSG creates the "Preorder Activation Code" which the endcustomer needs for the activation of his BBCS Service at home.
- The orderstate changes from "ENTERED" to "HOLDING" and gets the "Hold Date/Time 07.07.2099".
- The preorder activation code is valid for 40 days after CWD.



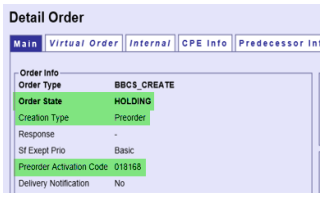
Preorder

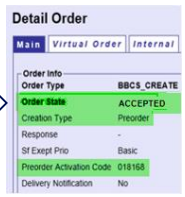
Activation process

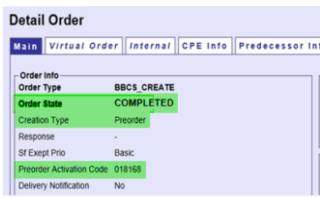
Preordering

- Customer and ISP view in the systems

View ISP







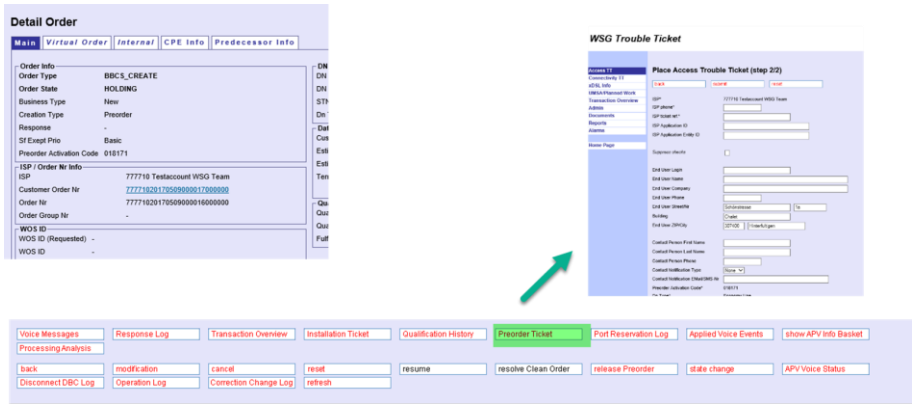
View Customer

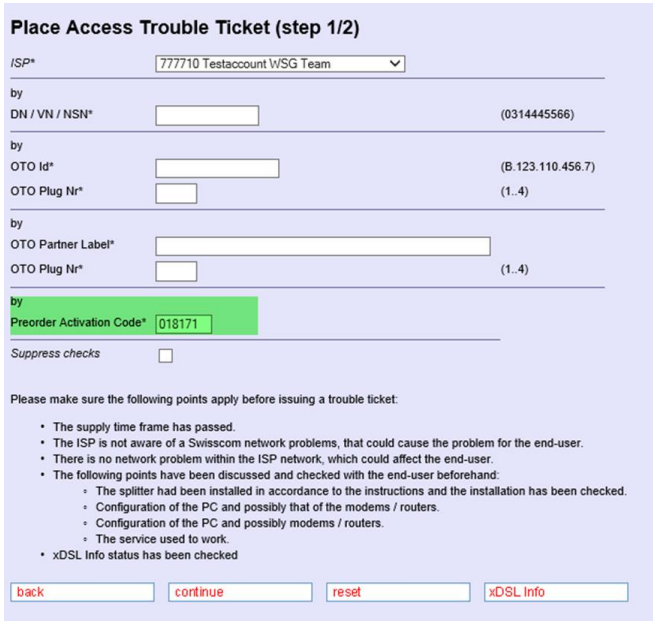
Preorder

New TT type in case of no sync

Preorder trouble ticket

- If the router is not synchronized (Preorder status "HOLDING") a trouble ticket can be opened by the "Preorder Ticket" button.
- Alternatively a common trouble ticket can be opened via GUI/B2B with the preorder activation code



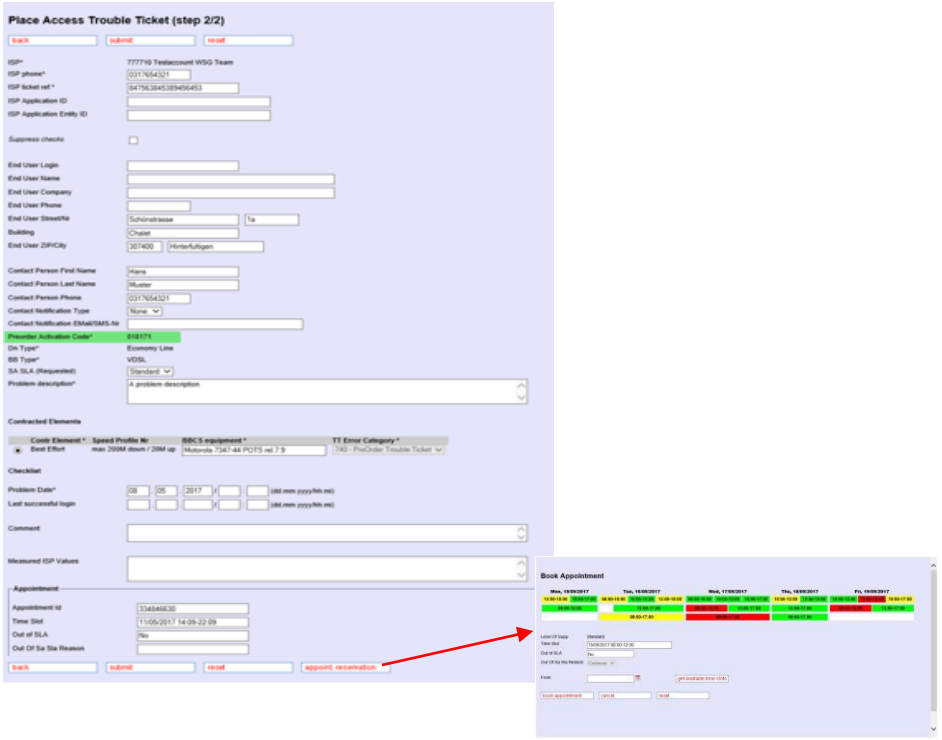


Preorder

New TT type in case of no sync

Preorder trouble ticket appointment booking

- In this type of trouble ticket a Appointment must be booked.
- A Swisscom technician will then make troubleshooting during the chosen period of time.
- The access to the end users premises is needed for this type of TT.



Predecessor DB

To simplify the process of identifying a All-IP access line, predecessor information becomes part of the WSG.

Current Situation

- The migration to All-IP separates access from service.
- To identify the copper based access, NSN or UP contact information is needed.
- Unfortunately this information (NSN) is not easy to receive from the former ISP (if known) or a electrician is needed to identify the contact on the corresponding UP.
- The more ALL-IP Services are in place, the more important is to identify the predecessor line

Look-up Predecessor Summary

	DN/VN/NSN	Phone Nr	Location Id	Last Name	First Name	Company Name	Street	House Nr	Building	ZIP	City	Additional City	LLID
Qualify	-	-	-	Schleitzer Rolf	-	-	Neugasse	33	-	8005	Zürich	-	170000553179
Qualify	-	-	-	Stöcklin Angela	-	-	Neugasse	33	-	8005	Zürich	-	170002762062
Qualify	-	-	-	De Nicola Marco	-	-	Neugasse	33	-	8005	Zürich	-	170000555634
Qualify	0101417499	-	-	Sunrise Communications AG (R)	-	-	Neugasse	33	-	8005	Zürich	-	170203202136
Qualify	0101518422	-	-	Ruegg Herbert	-	-	Neugasse	33	-	8005	Zürich	-	170203673940
Qualify	0102849783	-	-	Wingo AG	-	-	Neugasse	33	-	8005	Zürich	-	170206056755
Qualify	0103798953	-	-	Bachmann André	-	-	Neugasse	33	-	8005	Zürich	-	170207127518
Qualify	-	-	-	Tschudi Thomas	-	-	Neugasse	33	-	8005	Zürich	-	170003074730
Qualify	-	-	-	Gubler Mischa	-	-	Neugasse	33	-	8005	Zürich	-	170000556574

back

Predecessor Information made available

- Either NSN/LLID look up service by VoIP number or address inventory are made available
- Phone Number (VoIP Number), Last, First and/or Company Name information must be added to each order
- Participating ISP can identify a NSN by using the corresponding VoIP number. Alternatively a view of all names are visible with an address based search and it returns the needed LLID for ordering.

swisscom

Predecessor DB

Predecessor Information

- The predecessor database will enhance existing information of BBCS naked access with VoIP number and name/last name.
- The participating ISP can identify a NSN by using the corresponding VoIP number. Alternatively a view of all names is visible with an address based search and it returns the needed NSN for ordering.
- Predecessor data base will be available to all participating ISP.

BBCS Enhancements Service Fulfillment

Ordering on Economy Line (Annex-A) and Multi Line (Annex-B) with BBCS Standalone

Current Situation

- A BBCS Standalone can only be qualified and ordered on a analog Port (Economy Line).
- During a migration of an BBCS on TDM on a ISDN-Line to BBCS Standalone the port had to be changed from an digital to an analog port.

New Situation

- The BBCS qualification allows the choice of a digital port (Multi Line).
- This allows migrations of ISDN lines to BBCS Standalone without changing the CPE.
- In places where no analog ports can be provided a new BBCS Standalone can be ordered on Annex-B Port as an alternative.
  Precondition is in this cases a CPE which is supporting Annex-B.

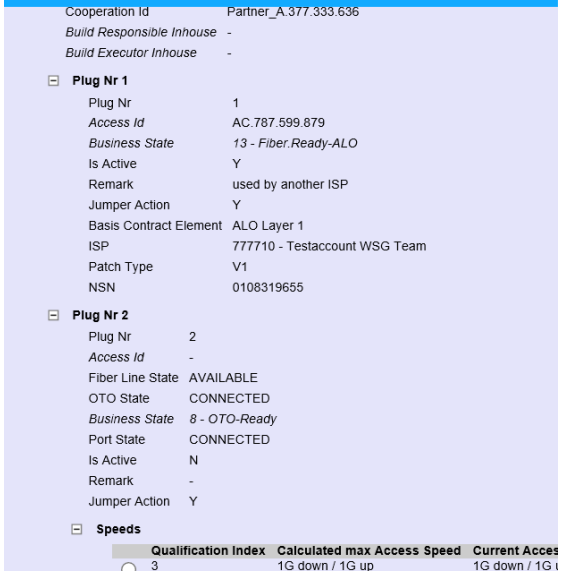
BBCS Enhancements Service Fulfillment

Change ALO to BBCS-F

New Situation

- Changes of the Technology from ALO to BBCS-F can be ordered by ISP Change or Product Change

ISP Change



Cooperation Id	Partner_A.377.333.636
Build Responsible Inhouse	-
Build Executor Inhouse	-

Plug Nr 1

Plug Nr	1
Access Id	AC.787.599.879
Business State	*13 - Fiber.Ready-ALO*
Is Active	Y
Remark	used by another ISP
Jumper Action	Y
Basis Contract Element	ALO Layer 1
ISP	777710 - Testaccount WSG Team
Patch Type	V1
NSN	0108319655

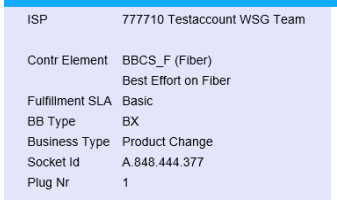
Plug Nr 2

Plug Nr	2
Access Id	-
Fiber Line State	AVAILABLE
OTO State	CONNECTED
Business State	*8 - OTO-Ready*
Port State	CONNECTED
Is Active	N
Remark	-
Jumper Action	Y

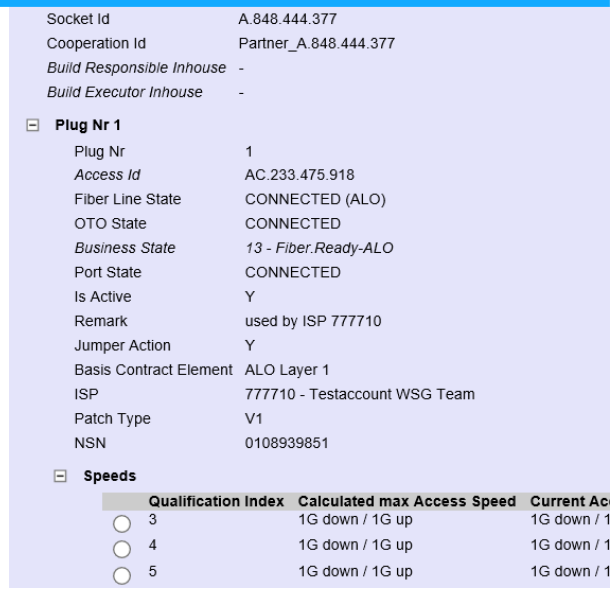
Speeds

	Qualification Index	Calculated max Access Speed	Current Acces
○	3	1G down / 1G up	1G down / 1G

Product Change



ISP	777710 Testaccount WSG Team
Contr Element	BBCS_F (Fiber)
	Best Effort on Fiber
Fulfillment SLA	Basic
BB Type	BX
Business Type	Product Change
Socket Id	A.848.444.377
Plug Nr	1



Socket Id	A.848.444.377
Cooperation Id	Partner_A.848.444.377
Build Responsible Inhouse	-
Build Executor Inhouse	-

Plug Nr 1

Plug Nr	1
Access Id	AC.233.475.918
Fiber Line State	CONNECTED (ALO)
OTO State	CONNECTED
Business State	*13 - Fiber.Ready-ALO*
Port State	CONNECTED
Is Active	Y
Remark	used by ISP 777710
Jumper Action	Y
Basis Contract Element	ALO Layer 1
ISP	777710 - Testaccount WSG Team
Patch Type	V1
NSN	0108939851

Speeds

	Qualification Index	Calculated max Access Speed	Current Ac
○	3	1G down / 1G up	1G down / 1
○	4	1G down / 1G up	1G down / 1
○	5	1G down / 1G up	1G down / 1

swisscom

BBCS-F Enhancements Service Fulfillment

New possibilities for BEP state "Planned"

Heutige Situation

- If the inhouse installation could not be finished, the BEP state will be put on "Planned"
- In this case no modification or order on any OTO at this BEP is possible anymore

Neue Situation

- OTO with state "Availabe" or "Connected" can be modified eben if BEP state is "Planned"
- Situation:
  - BEP: „3 - BEP.Planned“
  - availabilityDate/Date: not empty
  - OTO State: "AVAILABLE" oder "CONNECTED"

swisscom

Fiber Inhouse Order (FIO) Enhancement

FIO Originator visible to installation partner and submit additional phone number

Current Situation

- If a BBCS-F has been ordered and a FIO has to be done at the end customer's premises, the information which ISP the BBCS-F has ordered is unknown by the installation partner.
- This led in certain cases misunderstandings and delays.

New Situation

- The originator of the BBCS-F is provided to the installation partner. So the electrician gets this necessary information to inform the end customer for whom he will do the installation.
- In addition to that you can submit a 2nd phone number to the installation partner by WSG for a better reachability of the end customer

swisscom

BBCS-F Enhancments Service Assurance

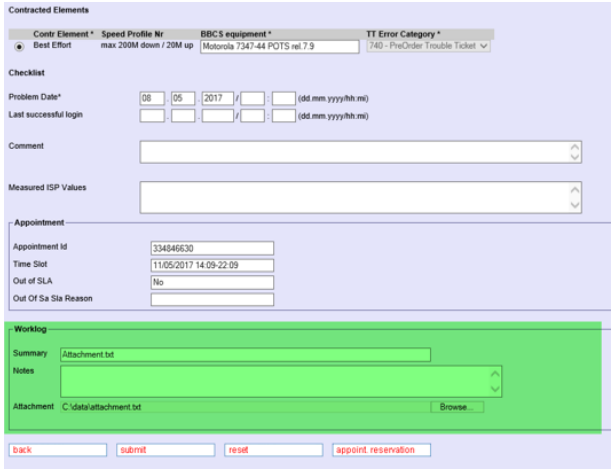
File attachment for supporting information on assurance case

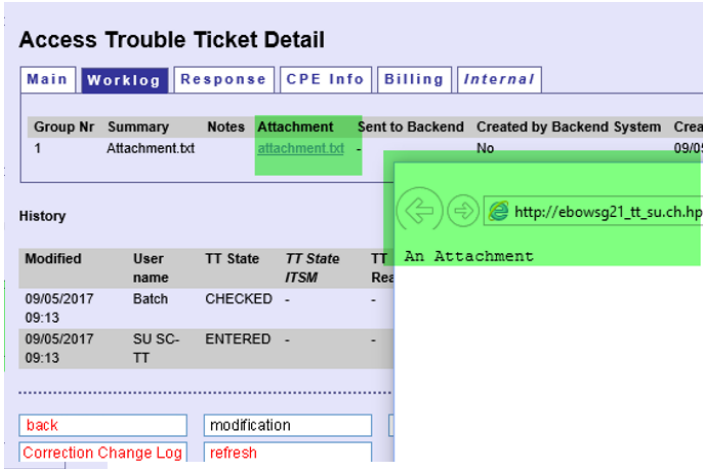
Current Situation

- In the case of a BBCS-F trouble ticket, the ISP can today only enter a worklog for the issue.

New Situation

- Attachments up to a size of 2MByte can be added in WSG BBCS-F trouble ticket
- For example, screenshots of a speed measurement or photos of a defect can be provided. Swisscom receives important information and speeds up the assurance process





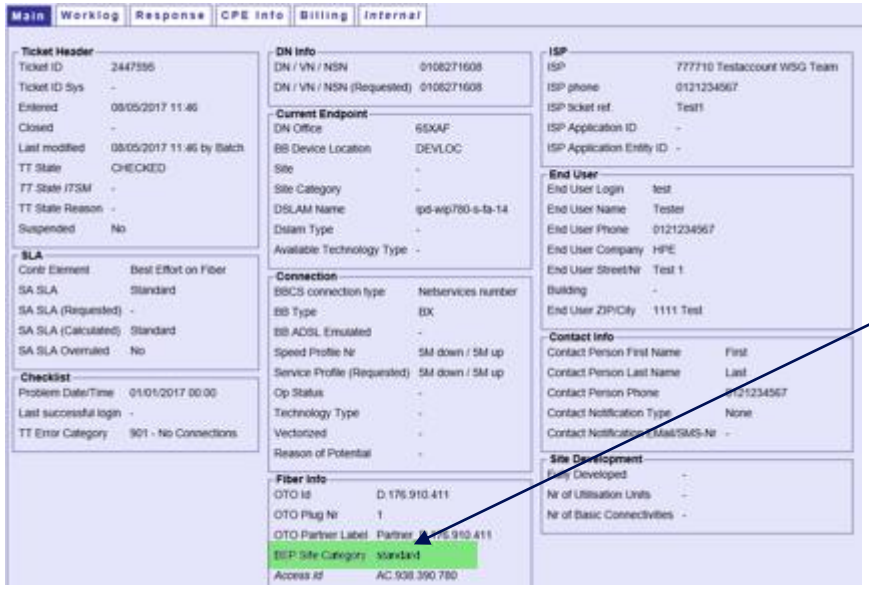
swisscom

BBCS-F Enhancements Service Assurance

Detection Fiber Spot

New Situation

- The information that the customer is accessed from a FiberSpot is displayed in the xDSL info and in the WSG-TT.
- Before opening a Swisscom TT the ISP can clarify with the landlord if a defect is in the vertical.
  In this case the landlord can send an electrician to solve the problem



- "remote_fan_fibre_spot"
- "standard" → no Fiber Spot

BBCS Enhancements Service Assurance

Rename Billing Status

Current Situation

- If a trouble ticket is closed so the billing status is set to "Ready for Billing".
  This has resulted misunderstandings with the ISP in individual cases.

New Situation

- In order to avoid misunderstandings the billing status "Ready for Billing" has be renamed to "Verification of Billing".
- Please note that in this status the effective biling is on verification.

swisscom

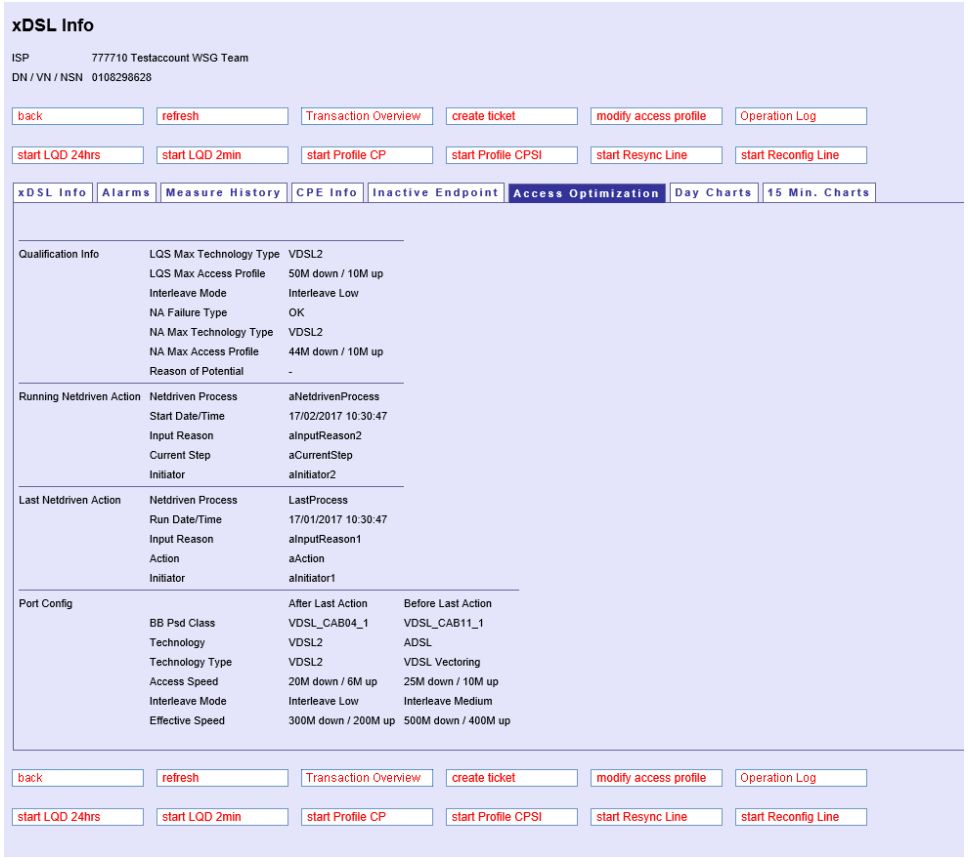
Access Optimization

More detailed information according grooming process

New information

- The result of a Service Status" returns new attributes about the access optimization

- **Qualification Info**
  shows the current situation of the access.
- **Running Netdriven Action**
  informs about currently running improvements.
- **Last Netdriven Action**
  shows which was the last improvement which has taken place on this line.
- **Port Config**
  shows the current configuration of the DSL-port, before and after the last improvement



swisscom

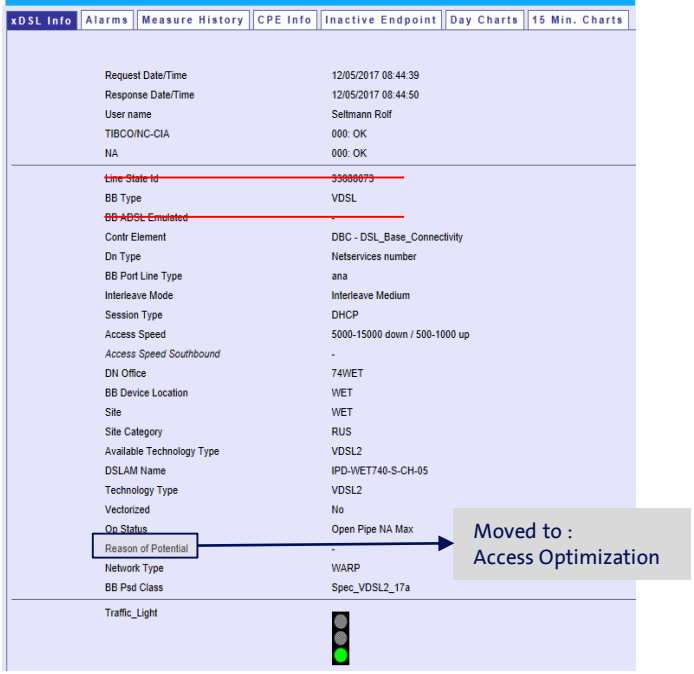
WSG improvement

for reasons of clarity and comprehensibility

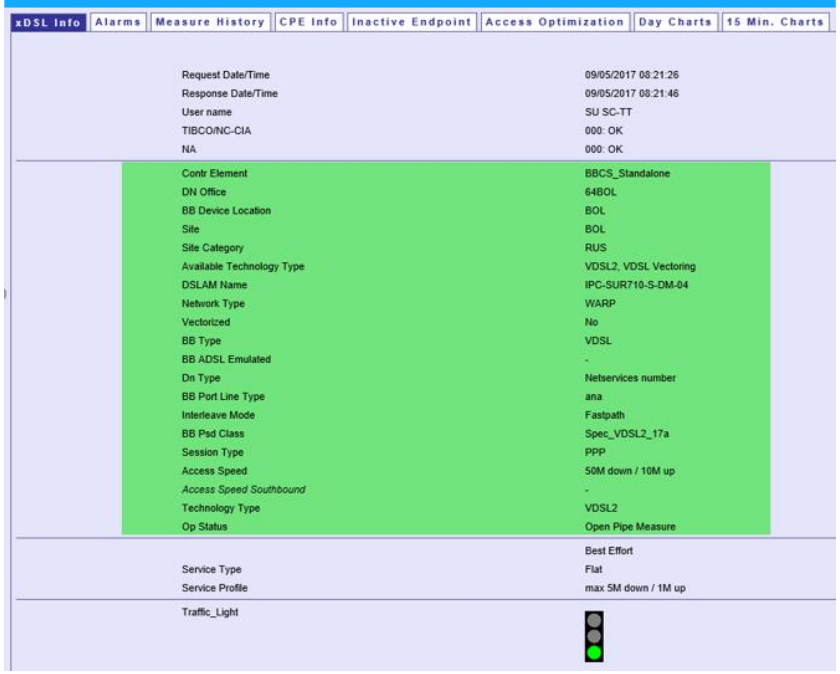
New arrangement

- Rearranged and reduced attributes

Current view



New view



WSG improvement

for reasons of clarity and comprehensibility

Description

- Simplyfied writing style of the profile description

BBCS_Standalone

Best Effort

Speed Profile Nr

Qualification Index	Speed Profile Nr	Used Access Speed	Effective Speed	BB Number Of Wires
10	max 2M down / 200k up	5M-18M down / 500k-2M up	2M down / 200k up	2
11	max 2M down / 400k up	5M-18M down / 500k-2M up	2M down / 400k up	2
12	max 5M down / 500k up	5M-18M down / 500k-2M up	5M down / 500k up	2
13	max 5M down / 1M up	5M-18M down / 500k-2M up	5M down / 1M up	2
14	max 8M down / 800k up	5M-18M down / 500k-2M up	8M down / 800k up	2
15	max 8M down / 2M up	5M-18M down / 500k-2M up	8M down / 1M up	2
16	max 10M down / 1M up	5M-18M down / 500k-2M up	10M down / 1M up	2
17	max 10M down / 2M up	5M-18M down / 500k-2M up	10M down / 2M up	2
18	max 15M down / 2M up	5M-18M down / 500k-2M up	15M down / 1M up	2
19	max 15M down / 3M up	5M-18M down / 500k-2M up	15M down / 2M up	2
20	max 20M down / 2M up	5M-18M down / 500k-2M up	18M down / 2M up	2
21	max 20M down / 4M up	5M-18M down / 500k-2M up	18M down / 2M up	2

Speeds

Qualification Index	Calculated max Access Speed	Current Access Speed	Service Profile	Effective Speed
3	1G down / 1G up	1G down / 1G up	2M down / 200k up	2M down / 200k up
4	1G down / 1G up	1G down / 1G up	2M down / 400k up	2M down / 400k up
5	1G down / 1G up	1G down / 1G up	2M down / 2M up	2M down / 2M up
6	1G down / 1G up	1G down / 1G up	5M down / 500k up	5M down / 500k up
7	1G down / 1G up	1G down / 1G up	5M down / 1M up	5M down / 1M up
8	1G down / 1G up	1G down / 1G up	5M down / 5M up	5M down / 5M up
9	1G down / 1G up	1G down / 1G up	8M down / 800k up	8M down / 800k up

swisscom

Monthly Releasing

Optimization of time to market and release downtime

Current situation

- Currently the BBCS releases take place four times a year to provid new features.
- Long time to market and downtime at the releaseweekend.

New situation

- The releases will be normally deployed during the night from Tuesday 10pm to Wednesday 8am. Exception: The release in November will be established from Saturday to Sunday.
- The next releasedates are: 15. August 2017, 12. September 2017, 10. October 2017, 11. November 2017
- The release information will provided as usual.

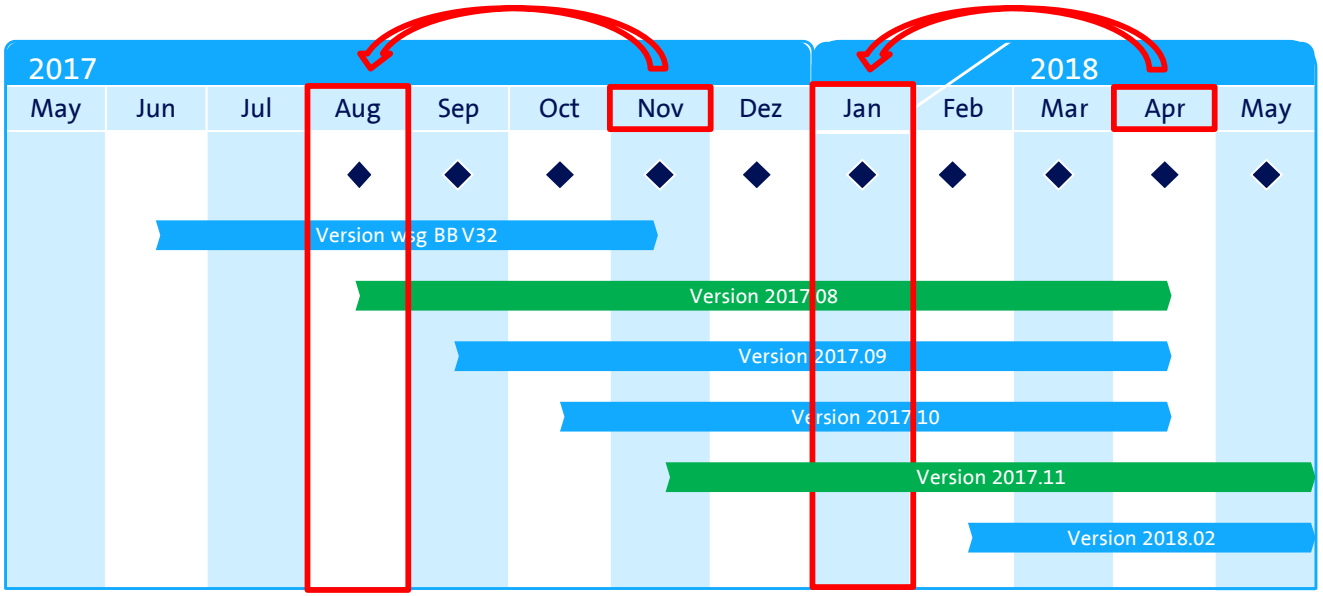
swisscom

Monthly Releasing

Validity of the WSG XML Schema Versions

Current situation

- The WSG XML Schema Versions are valid for two releases.
- After this the software has to be updated.



New situation

- The WSg XML Schema Version has to be updated only in November and April to the Version which was the latest version three months before.
- Examples valid from
  - Nov 2017: Version 2017.08 and later
  - Apr 2018: Version 2017.11 and later

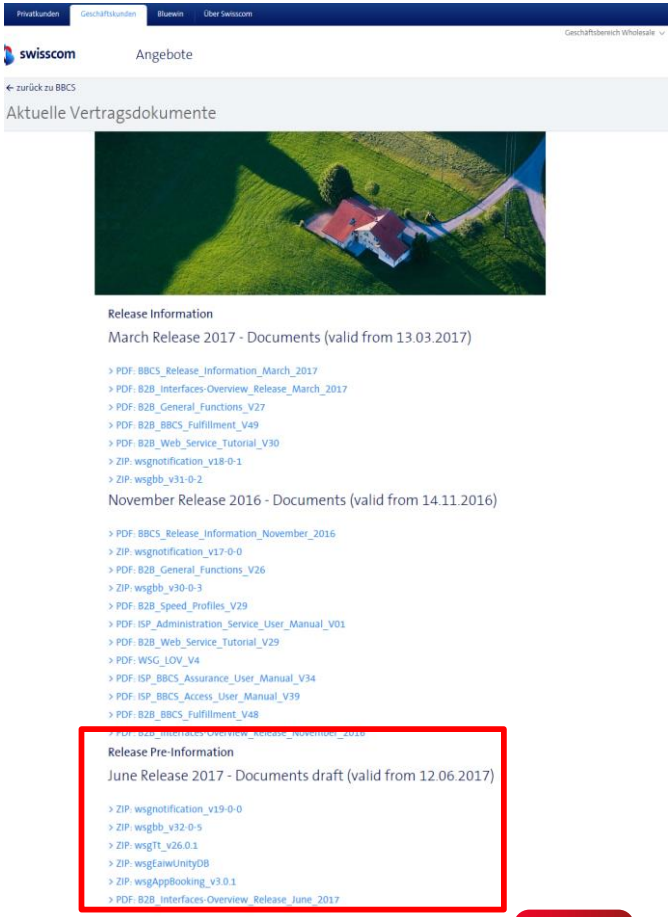
swisscom

Release Pre Information

Preview to documents of coming releases

New Situation

- Availablility of WSDL Files approx. three months in advance as draft versions



https://www.swisscom.ch/de/business/wholesale/angebot/anschluesse/BBCS/AktuelleVertragsdokumente.html

swisscom

BBCS Release Information
August 2017

Swisscom (Schweiz) AG
Wholesale

BBCS August Release 2017

Feature Overview

Slide	Description
3-4	BBCS Service Assurance
5-6	WSG Information Service

swisscom

BBCS Service Assurance

Connectivity TT Improvements

Current Situation

- Communication related to connectivity TT's contains discontinuity of media.
  This partly leads to manual processing tasks.

New Situation

- Inquiry updates may now be processed directly by WSG worklog.
  Thereby processing time will be reduced.
- The existing connectivity TT process remains unchanged. The process is available on our Wholesale website.

swisscom

BBCS Service Assurance

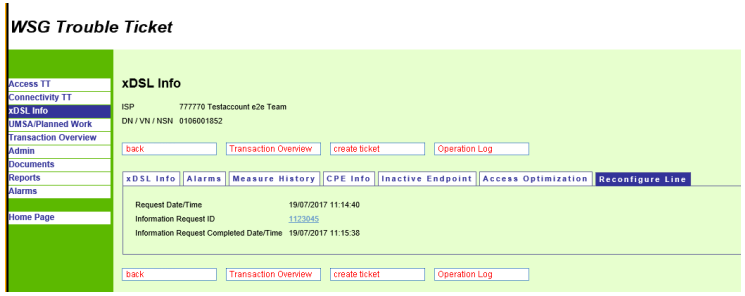
Log Information about reconfigured lines

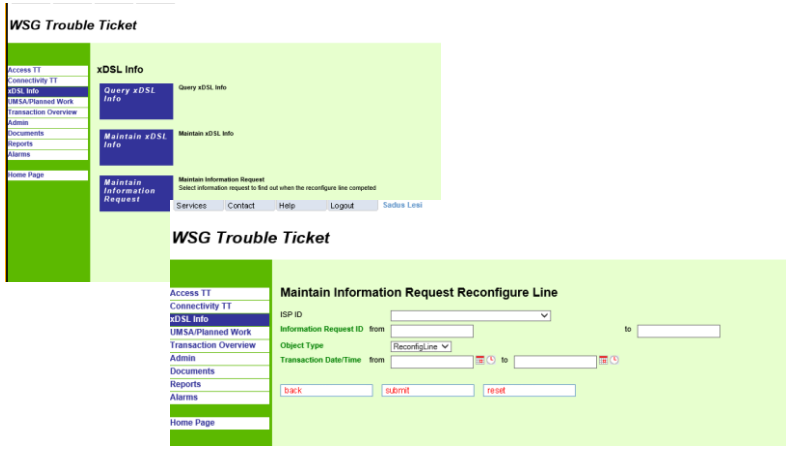
Current Situation

- Executing the reconfig line is not logged in our systems. Therefore process steps taken may not be retraced in any case.

New Situation

- When executing the reconfig line a log is written under the new tab "Reconfig Line" in the xDSL Info.
- Information about previously performed Reconfig lines may be requested by pressing the new button Maintain Information Request by providing the Order ID.





WSG Information Service

Improvement

Current Situation

- Planned maintenance work, migrations and pilots are communicated to ISPs in different ways

New Situation

- Upon August Release communication channels will be standardized.
- Information about planned maintenance work, migrations and pilots will be published on WSG Information Service.

swisscom

WSG Information Service

Integration in B2B Interface

Current Situation

- Information about planned maintenance work, migrations and pilots have to be obtained manually on the WSG Information Service GUI.

New Situation

- Upon August Release this information is also available using B2B.

swisscom

BBCS Release Information
September 2017

Swisscom (Schweiz) AG
Wholesale

swisscom

BBCS September Release 2017

Feature Overview

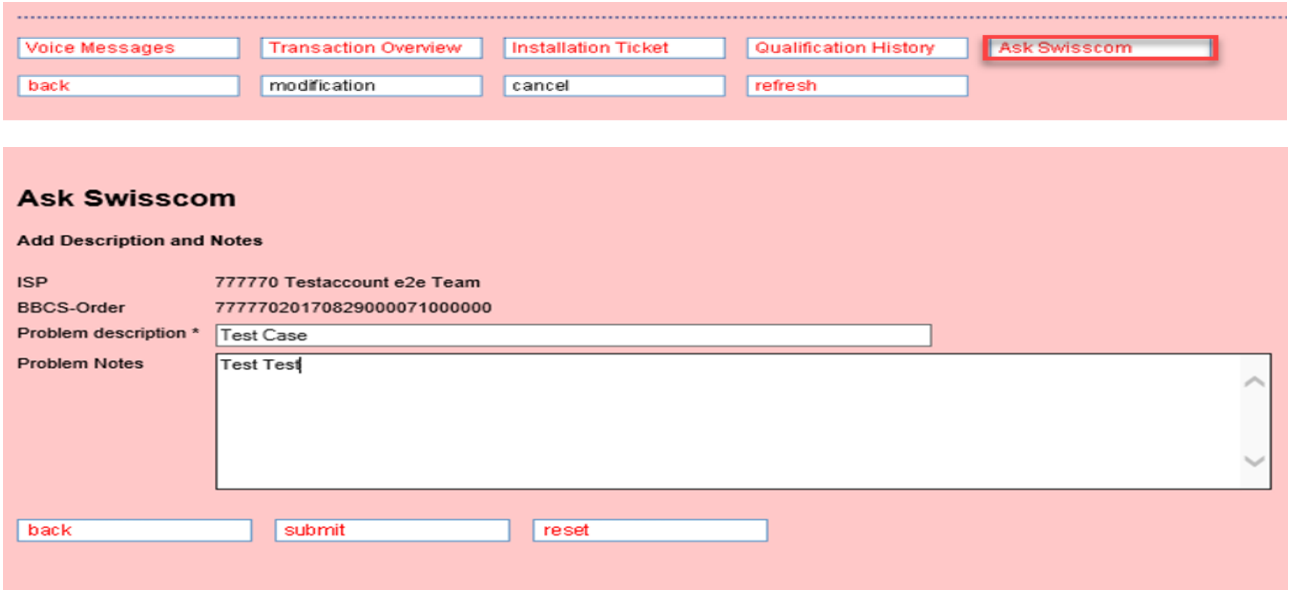
Slide	Description
3-5	WSG Improvements
5-7	BBCS Service Fulfillment
8	BBCS Service Assurance

swisscom

WSG Improvements
Clarification TT

Current Situation

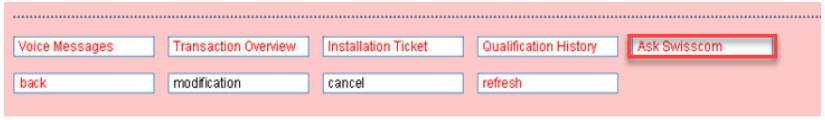
- «Ask Swisscom» simplifies and shortens the process of placing questions. This function will pass your question directly to the appropriate team within Swisscom. Currently it is available for:
  - Service Fulfillment: BBCS Detail Order
  - Service Assurance: Access TT Detail

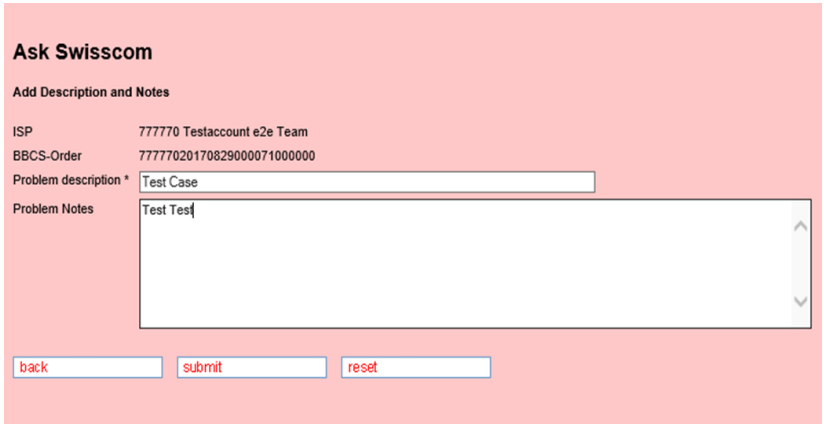


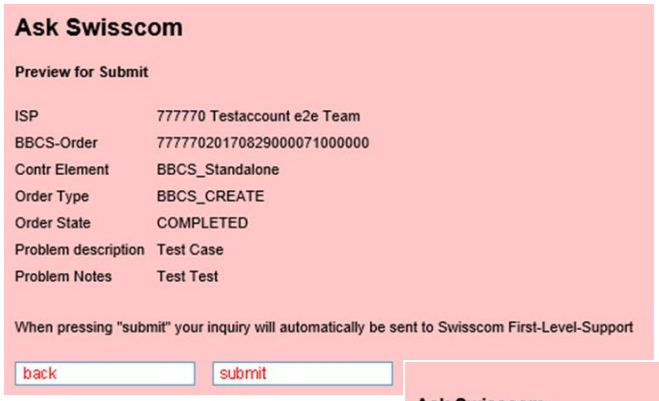
WSG Improvements
Clarification TT

New Situation

- By pressing the «Ask Swisscom» Button, a «Clarification Ticket» in the Swisscoms Incident-System is created.
- With the new «Clarification Ticket» media disruption has been eliminated and the communication between Swisscom and ISP has been simplified.
- Questions regarding Orders or Trouble Tickets are answered only in WSG. Therefore no Emails will be sent anymore.
- The complete function is also supported via B2B WSGInfoService Interface.







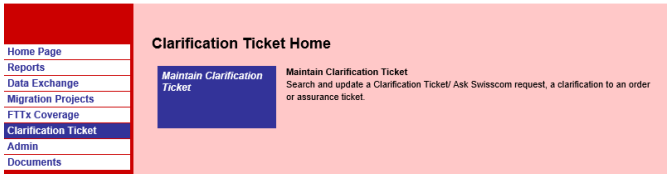
swisscom

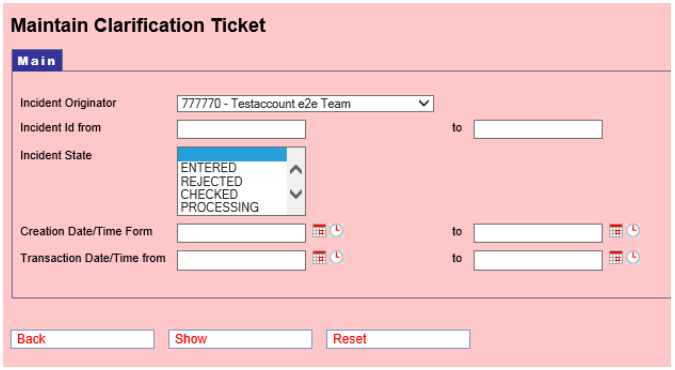
WSG Improvements
Clarification TT

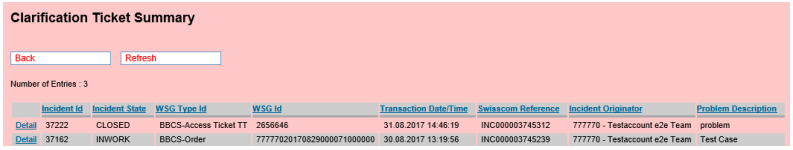
New Situation

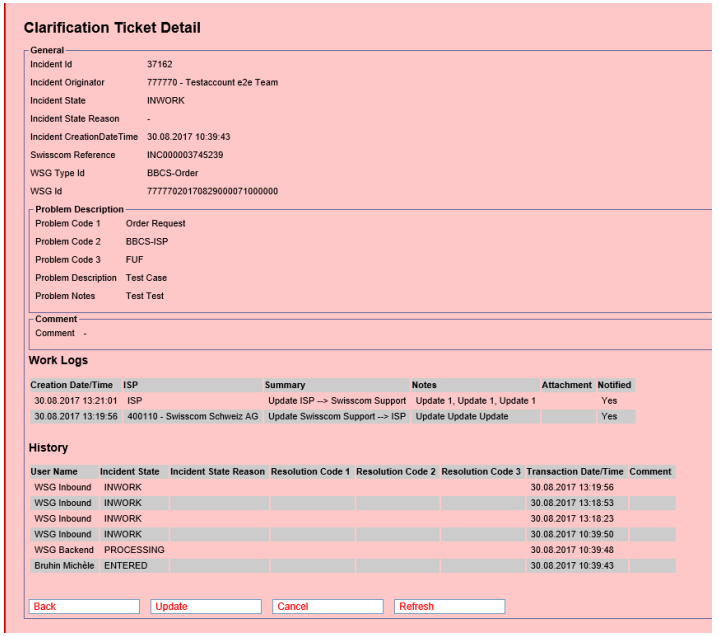
- Existing Clarification Tickets can be found in WSG Information Service.
- Clarification Tickety might be updated at any time via WSG GUI or B2B interface.

WSG Information Services







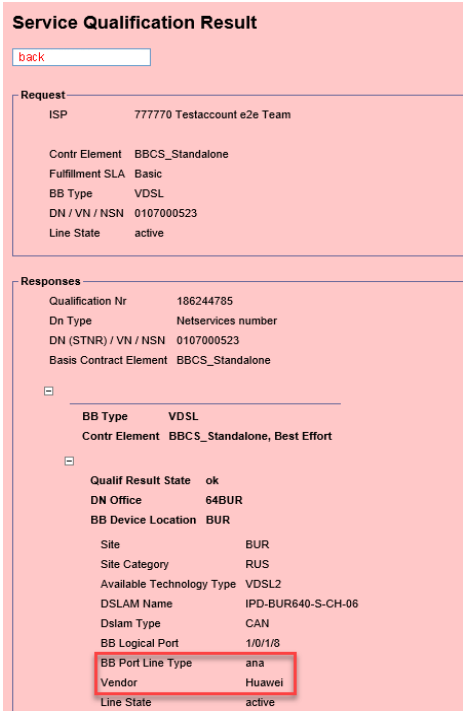


BBCS Service Fulfillment

Port line type available in BBCS qualification

New Situation

- The «Service Qualification» and the «Service Availability Qualification» have been enhanced with
  - BB Port Line Type: **ana** = analog / **dig** = digital
  - Vendor: **Huawei** / **Nokia** (if vendor cannot determined no value is displayed)



Service Qualification Result

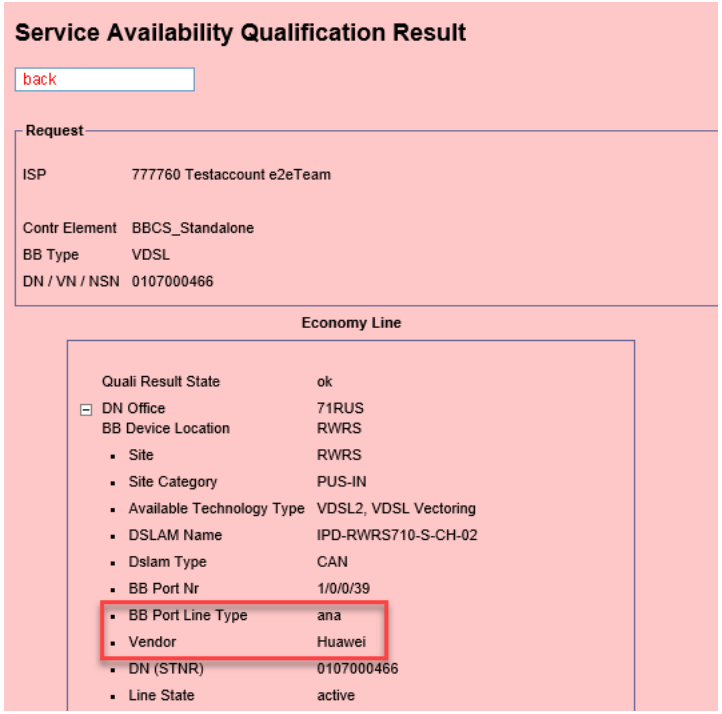
back

Request

ISP	777770 Testaccount e2e Team
Contr Element	BBCS_Standalone
Fulfillment SLA	Basic
BB Type	VDSL
DN / VN / NSN	0107000523
Line State	active

Responses

Qualification Nr	186244785
Dn Type	Netservices number
DN (STNR) / VN / NSN	0107000523
Basis Contract Element	BBCS_Standalone
BB Type	**VDSL**
Contr Element	**BBCS_Standalone, Best Effort**
Qualif Result State	**ok**
DN Office	**64BUR**
BB Device Location	**BUR**
Site	BUR
Site Category	RUS
Available Technology Type	VDSL2
DSLAM Name	IPD-BUR640-S-CH-06
Dslam Type	CAN
BB Logical Port	1/0/1/8
BB Port Line Type	ana
Vendor	Huawei
Line State	active



Service Availability Qualification Result

back

Request

ISP	777760 Testaccount e2eTeam
Contr Element	BBCS_Standalone
BB Type	VDSL
DN / VN / NSN	0107000466

Economy Line

Quali Result State	ok
DN Office	71RUS
BB Device Location	RWRS
Site	RWRS
Site Category	PUS-IN
Available Technology Type	VDSL2, VDSL Vectoring
DSLAM Name	IPD-RWRS710-S-CH-02
Dslam Type	CAN
BB Port Nr	1/0/0/39
BB Port Line Type	ana
Vendor	Huawei
DN (STNR)	0107000466
Line State	active

BBCS Service Fulfillment

New information in predecessor data base

New Situation

- In «Look-up Predecessor Summary» the date of the last modification will be displayed

Look-up Predecessor Summary

	DN/VN/NSN	Phone Nr	Location Id	Last Name	First Name	Company Name	Street	House Nr	Building	ZIP	City	Additional City	LLID	Last Modified Date
Qualify	0103920724	-	-	Mowry Kamille	-	-	Bergstr.	9	-	8117	Fällanden	-	170207253212	03/10/2016
Qualify	0102882687	-	-	Dominiquez Geronimo	-	-	Bergstr.	9	-	8117	Fällanden	-	170206099153	01/07/2015
Qualify	0101897102	-	-	Bansmer	-	-	Bergstr.	9	-	8117	Fällanden	-	170204715426	10/06/2015
Qualify	0102826681	-	-	Bansmer	-	-	Bergstr.	9	-	8117	Fällanden	-	170206027684	29/05/2015
Qualify	0102810459	-	-	Bansmer	-	-	Bergstr.	9	-	8117	Fällanden	-	170206006575	08/05/2015
Qualify	-	-	-	Selvaggio Emily	-	-	Bergstr.	9	-	8117	Fällanden	-	170001195230	21/12/2005
Qualify	0102051152	-	-	Stokan Cleveland	-	-	Bergstr.	9	-	8117	Fällanden	-	170204966777	n.a.
Qualify	0102255604	-	-	-	-	-	Bergstr.	9	-	8117	Fällanden	-	170205282715	n.a.
Qualify	0102574911	-	-	-	-	-	Bergstr.	9	-	8117	Fällanden	-	170205709268	n.a.

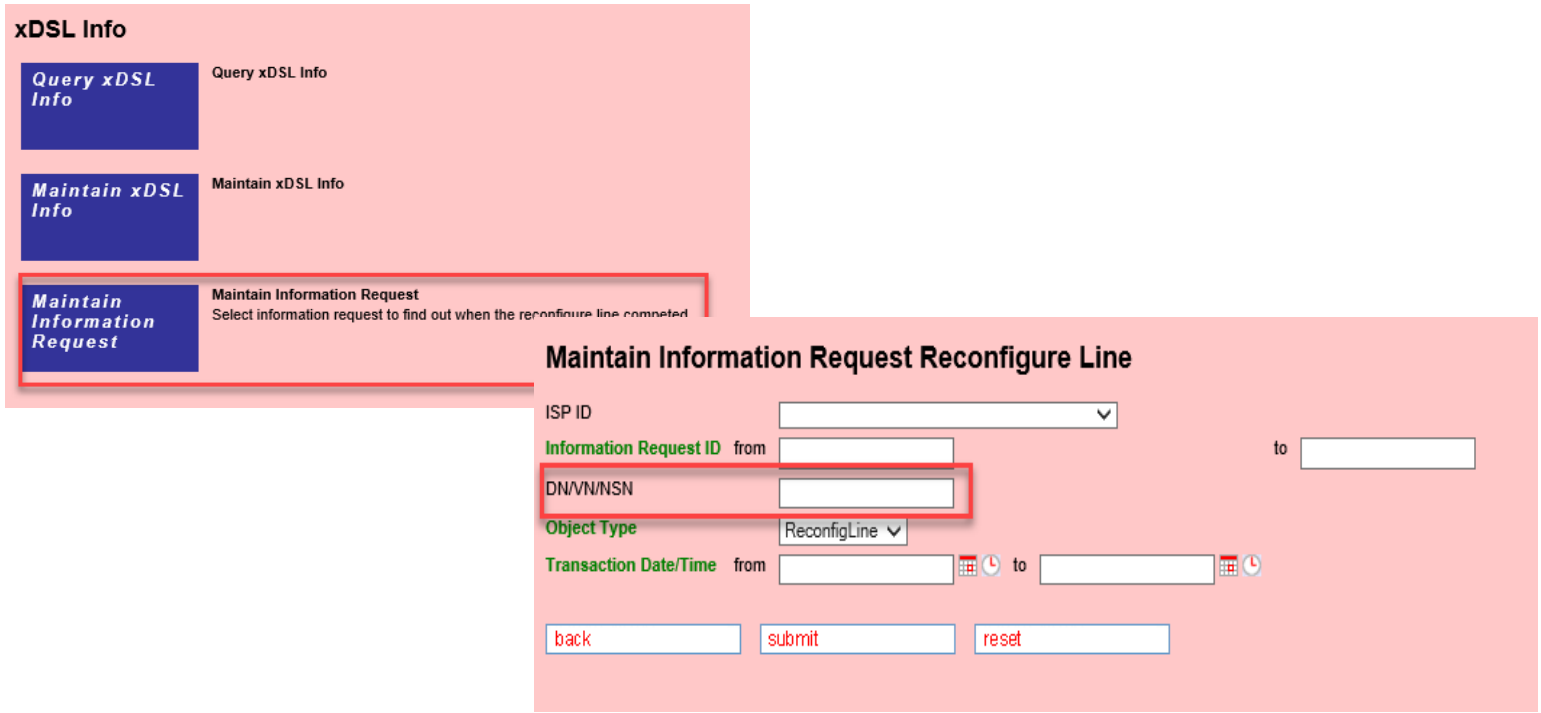
swisscom

BBCS Service Assurance

Search Reconfig Line by NSN

New Situation

- Completed line reconfigurations can be queried by NSN in «Maintain Information Request»



BBCS Release Information
October 2017

Swisscom (Schweiz) AG
Wholesale

BBCS October Release 2017

Feature Overview

Slide	Description
3	BBCS Service Fulfillment
4	BBCS Service Assurance

swisscom

BBCS Service Fulfillment

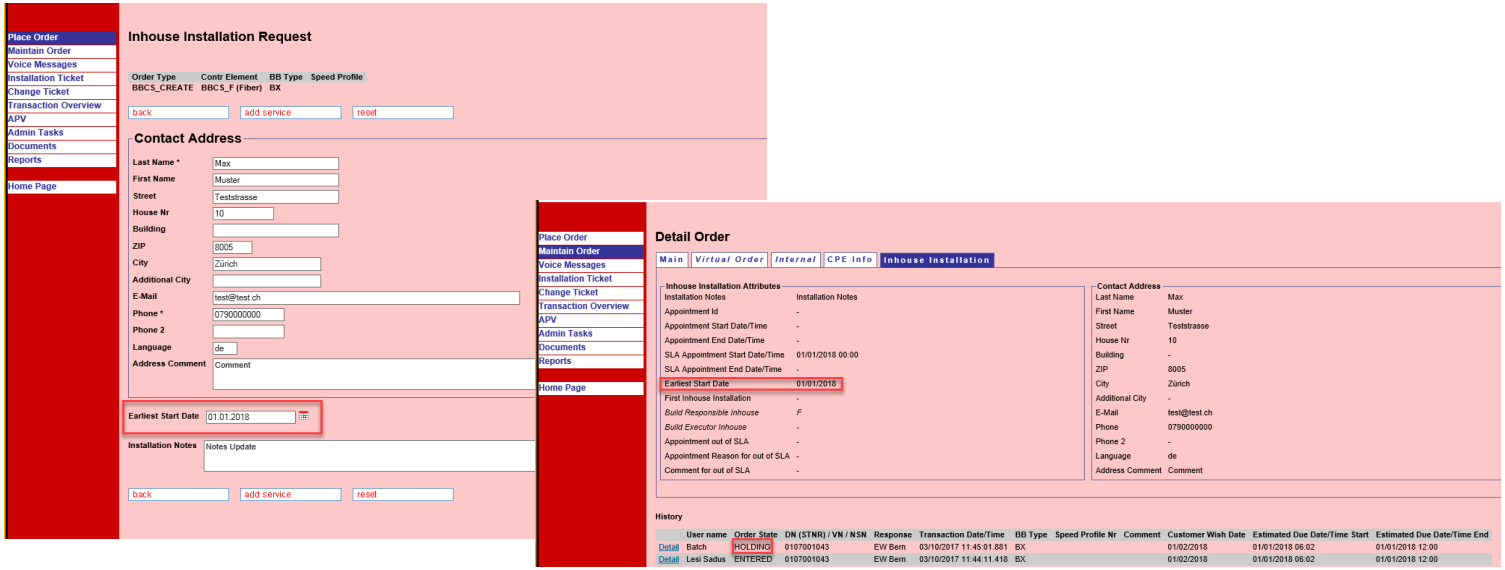
Earliest Start Date

Current State

- Today there are always fiber in-house orders which have to be canceled because the execution date is too far in the future

New Situation

- Newly, the Earliest Start Date can be selected in this case.
  This means the order won't be proceeded by Swisscom before this date.
- Please note, the timespan between the CWD and the Earliest Start Date should not exceed 30 calendar days.

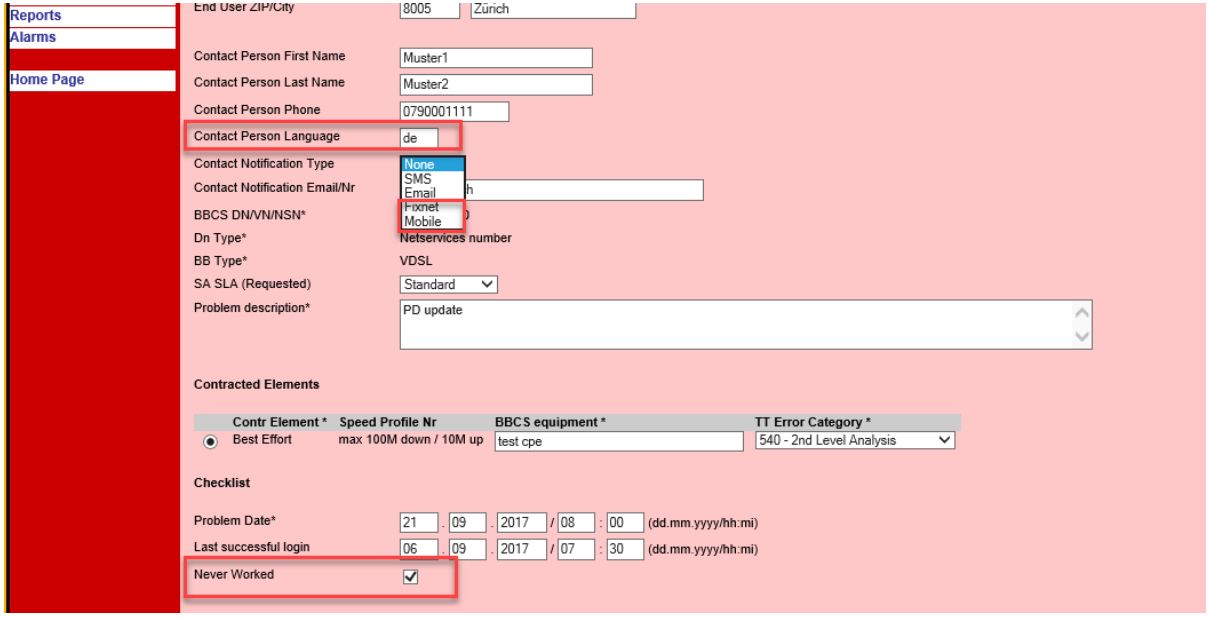


BBCS Service Assurance

New Attributes

New Situation

- Assurance Ticket have been enhanced with additional attributes
- Contact Person Language = Language for customer communication
- Contact Notification Type = Preferred type of customer contact
- Never Worked = Access line was never up since last activation



BBCS Release Information
November 2017

Swisscom (Schweiz) AG
Wholesale

BBCS November Release 2017

Feature Overview

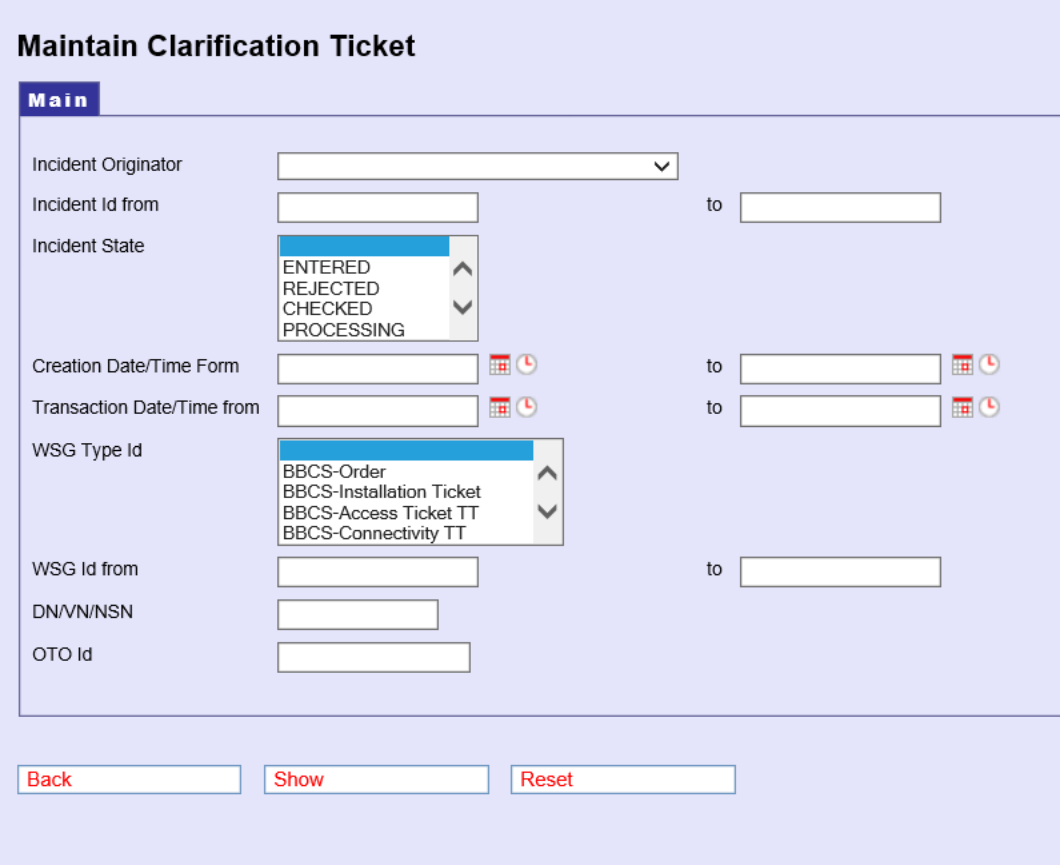
Slide	Description
3	WSG Improvements
4	BBCS Service Fulfillment
5-8	BBCS Service Assurance

swisscom

WSG Improvements
Clarification Ticket

New State

- Clarification tickets might be searched by WSG Id, NSN and OTO Id as well.



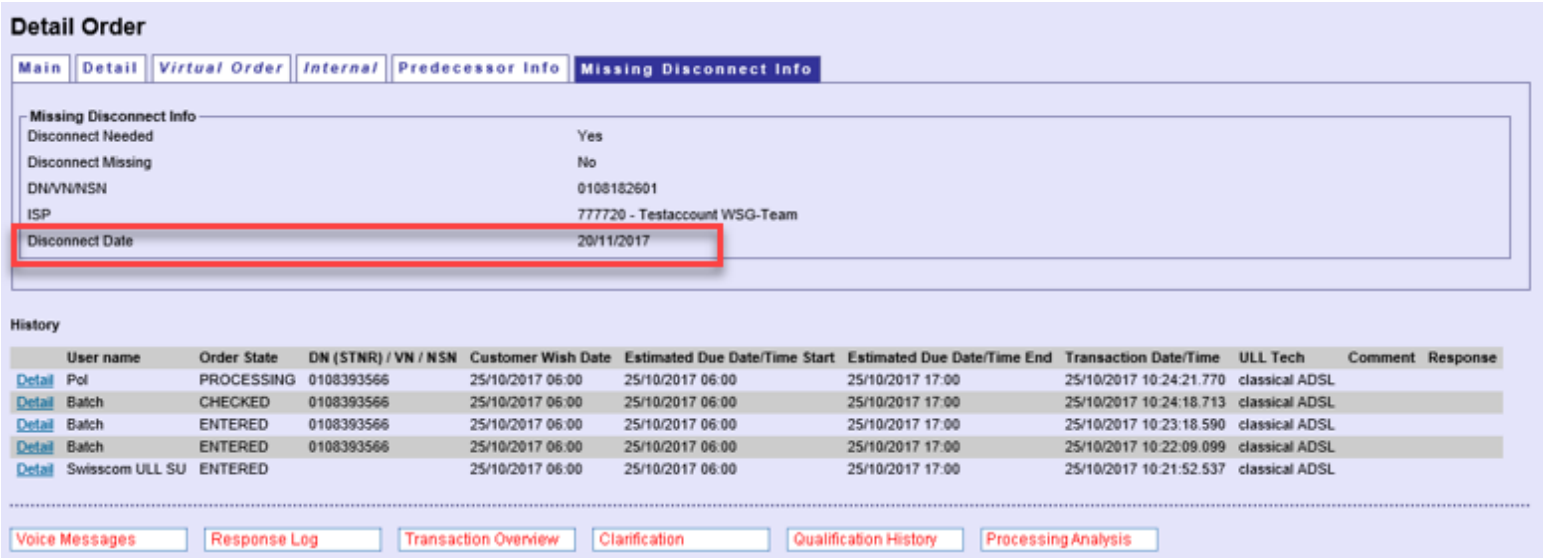
swisscom

BBCS Service Fulfillment

Improve in case of Missing Disconnect

New State

- The tab "Missing Disconnect Info" contains, where available, the execution date of the predecessor for an existing disconnection order



Detail Order

Main | Detail | Virtual Order | Internal | Predecessor Info | Missing Disconnect Info

Missing Disconnect Info

Disconnect Needed	Yes
Disconnect Missing	No
DN/VN/NSN	0108182601
ISP	777720 - Testaccount WSG-Team
Disconnect Date	20/11/2017

History

	User name	Order State	DN (STNR) / VN / NSN	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End	Transaction Date/Time	ULL Tech	Comment	Response
Detail	Pol	PROCESSING	0108393566	25/10/2017 06:00	25/10/2017 06:00	25/10/2017 17:00	25/10/2017 10:24:21.770	classical ADSL		
Detail	Batch	CHECKED	0108393566	25/10/2017 06:00	25/10/2017 06:00	25/10/2017 17:00	25/10/2017 10:24:18.713	classical ADSL		
Detail	Batch	ENTERED	0108393566	25/10/2017 06:00	25/10/2017 06:00	25/10/2017 17:00	25/10/2017 10:23:18.590	classical ADSL		
Detail	Batch	ENTERED	0108393566	25/10/2017 06:00	25/10/2017 06:00	25/10/2017 17:00	25/10/2017 10:22:09.099	classical ADSL		
Detail	Swisscom ULL SU	ENTERED		25/10/2017 06:00	25/10/2017 06:00	25/10/2017 17:00	25/10/2017 10:21:52.537	classical ADSL		

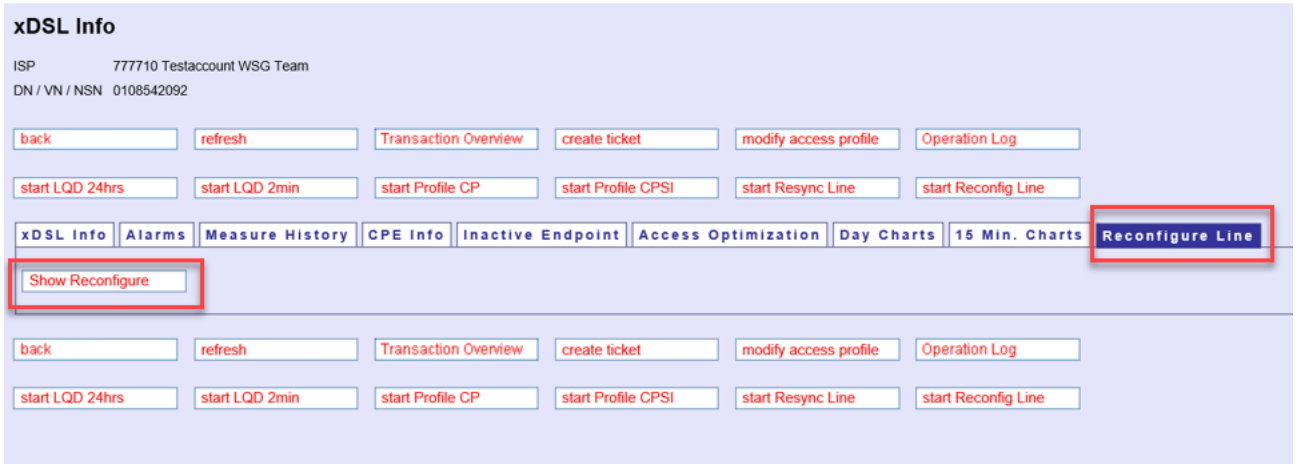
Voice Messages | Response Log | Transaction Overview | Clarification | Qualification History | Processing Analysis

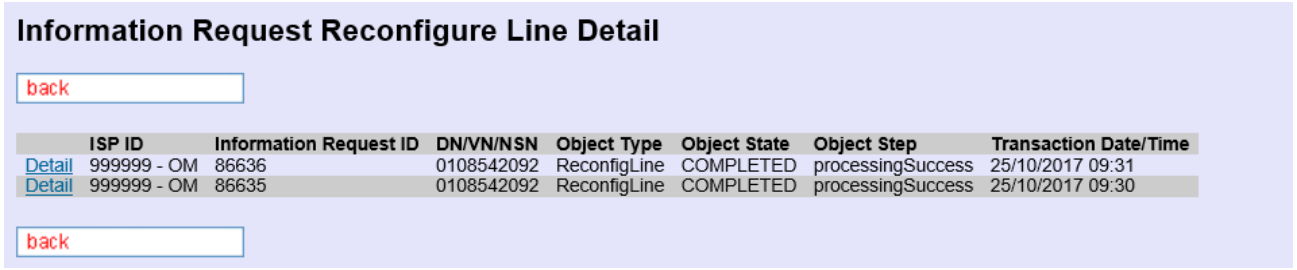
BBCS Service Assurance

Tab Reconfigure Line

New Situation

- xDSL Info shows all executed reconfigurations in "Reconfigure Line" tab.





swisscom

BBCS Service Assurance

TT Suspend Info & TT Net Duration

New Situation

- Trouble tickets (copper and fiber) with "suspended" in response comment section will show the reason for suspension
- When TT is closed trouble ticket net duration timespan will be showed

History

Modified	User name	TT State	*TT State ITSM*	TT State Reason	Response Comment	Response Comment Code	Progress Comment	TT Progress Comment Code	Progress Date/Time
26/10/2017 13:09	SYSTEM	INWORK	deferred.scheduled	Vom Support-Kontakt zurückgestellt	suspended	-	Suspended TT	702	-
26/10/2017 13:09	WSG Inbound	INWORK	openActivate.onsite	-	appointment arranged	-	message 2	-	-
26/10/2017 13:09	SYSTEM	INWORK	openActivate.onsite	-	Received by TT system	-	message 2	-	-
26/10/2017	SYSTEM	INWORK	openActivate	-	-	-	message 1	-	-

SLA

Contr Element	Best Effort on Fiber
SA SLA	Standard
SA SLA (Requested)	-
SA SLA (Calculated)	Standard
SA SLA Overruled	No
TT Net Duration Timespan	0h09m

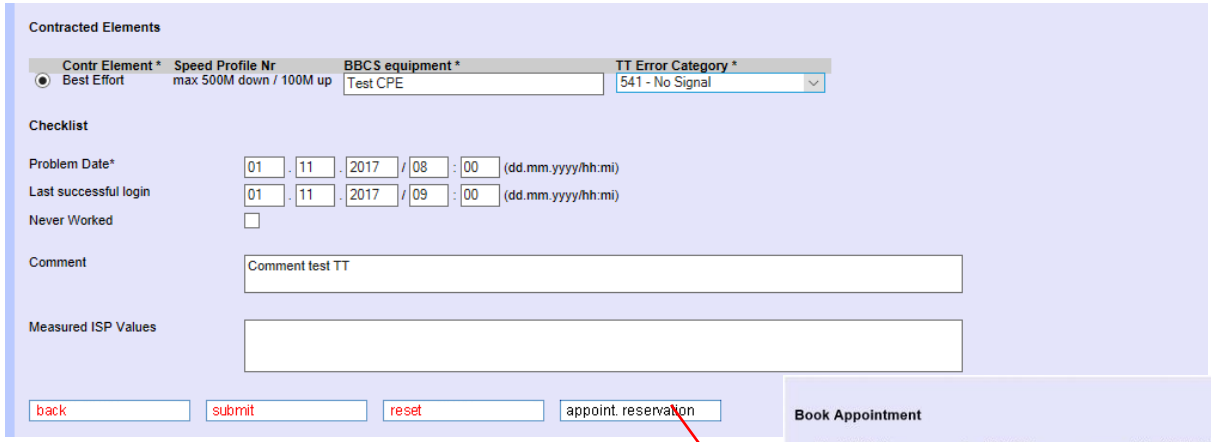
swisscom

BBCS Service Assurance

Appointment Booking

TT appointment booking

- In the type of trouble ticket code 541 and 543 an appointment can be booked.
- A Swisscom technician will execute the troubleshooting in the chosen period of time.
- The access to the end users premises is needed for this type of TT.

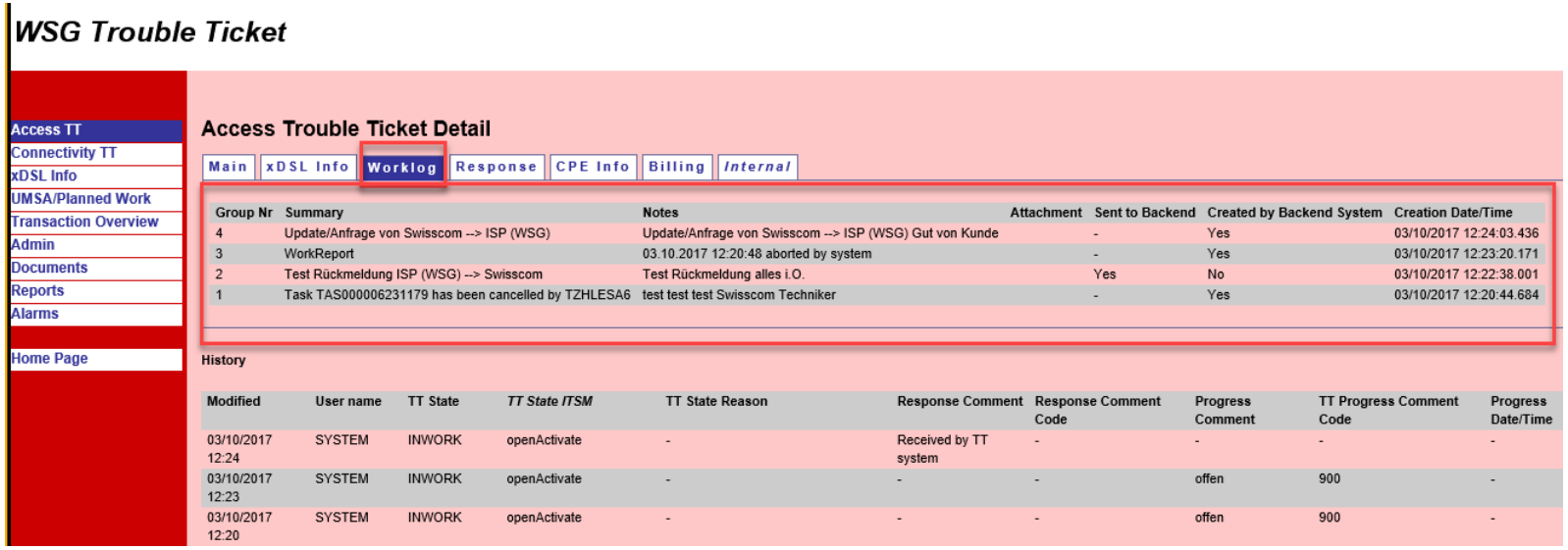


BBCS Service Assurance

Alignment Assurance Ticketsystem

New Situation

- Worklog Tab is used for the whole communication on copper based trouble tickets, as already known from BBCS-F
- This feature ensures the traceability of the communication in the trouble ticket for all involved parties



WSG Trouble Ticket

Access TT
Connectivity TT
xDSL Info
UMSA/Planned Work
Transaction Overview
Admin
Documents
Reports
Alarms
Home Page

Access Trouble Ticket Detail

Main | xDSL Info | Worklog | Response | CPE Info | Billing | *Internal*

Group Nr	Summary	Notes	Attachment	Sent to Backend	Created by Backend System	Creation Date/Time
4	Update/Anfrage von Swisscom --> ISP (WSG)	Update/Anfrage von Swisscom --> ISP (WSG) Gut von Kunde		-	Yes	03/10/2017 12:24:03.436
3	WorkReport	03.10.2017 12:20:48 aborted by system		-	Yes	03/10/2017 12:23:20.171
2	Test Rückmeldung ISP (WSG) --> Swisscom	Test Rückmeldung alles i.O.		Yes	No	03/10/2017 12:22:38.001
1	Task TAS000006231179 has been cancelled by TZHLESA6	test test test Swisscom Techniker		-	Yes	03/10/2017 12:20:44.684

History

Modified	User name	TT State	*TT State ITSM*	TT State Reason	Response Comment	Response Comment Code	Progress Comment	TT Progress Comment Code	Progress Date/Time
03/10/2017 12:24	SYSTEM	INWORK	openActivate	-	Received by TT system	-	-	-	-
03/10/2017 12:23	SYSTEM	INWORK	openActivate	-	-	-	offen	900	-
03/10/2017 12:20	SYSTEM	INWORK	openActivate	-	-	-	offen	900	-

swisscom

Information Wholesale Portal
November 2017

Swisscom (Schweiz) AG
Wholesale

Information Wholesale Portal

Feature Overview

Slide	Description
3	Portal Redesign

swisscom

Portal Redesign

New View on Powergate

Description

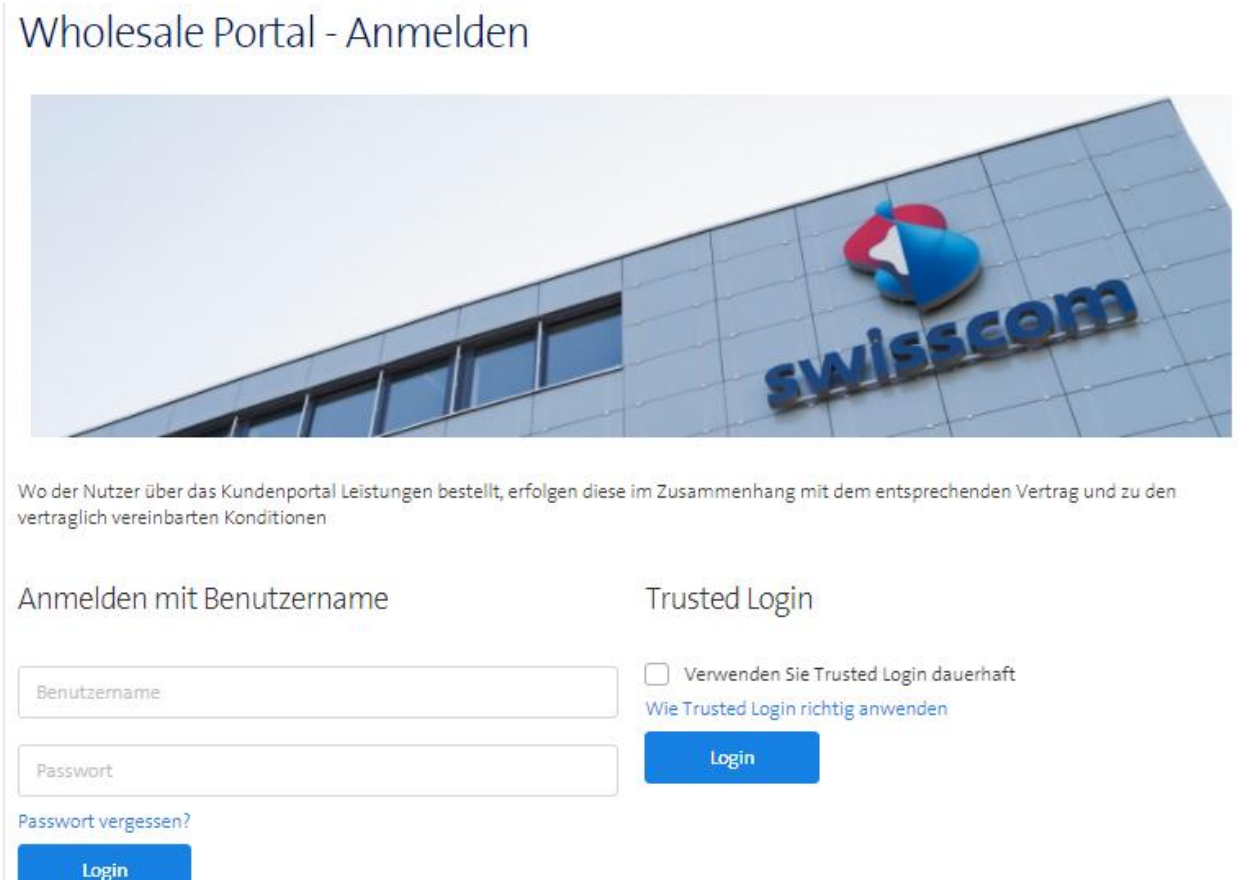
- Due to a redesign project, the login and start page (landing page) are receiving a completely new look and feel – the functions will remain the same.
- On the landing page, all product-specific services will be shown on the left, everything else will be displayed horizontally.
- The account management (username and password change as well as logout and trusted login) will be displayed in the upper right corner.
- The multi ISP function is also improved by allowing the user to change the ISP at any time in the top left corner.
- The different test environments are listed separately - so that the user first selects the environment and then every available service will be listed on the left as usual.

Portal Redesign

New View on Powergate

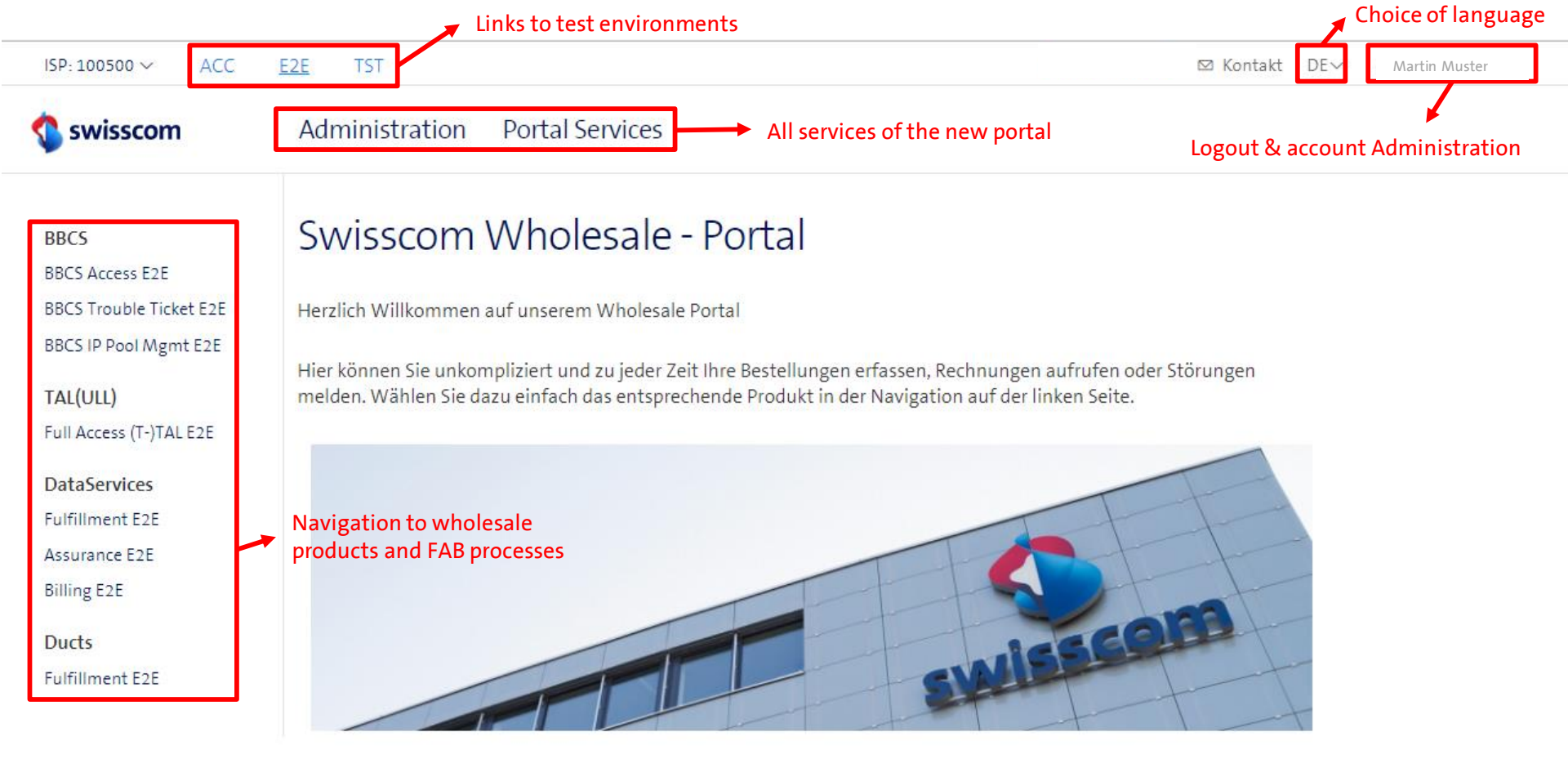
New GUI

- Redesigned login page for WSG



Portal Redesign

View on Powergate

New GUI

- Contemporary adaption of the look and feel