

BBCS Release Information

November 2017

Swisscom (Schweiz) AG
Wholesale



BBCS November Release 2017

Feature Overview

2

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

WSG Improvements

Clarification Ticket

3

New State

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

Maintain Clarification Ticket

Main

Incident Originator	<input type="text"/>	
Incident Id from	<input type="text"/>	to <input type="text"/>
Incident State	<div>ENTERED REJECTED CHECKED PROCESSING</div>	
Creation Date/Time Form	<input type="text"/>	to <input type="text"/>
Transaction Date/Time from	<input type="text"/>	to <input type="text"/>
WSG Type Id	<div>BBCS-Order BBCS-Installation Ticket BBCS-Access Ticket TT BBCS-Connectivity TT</div>	
WSG Id from	<input type="text"/>	to <input type="text"/>
DN/VN/NSN	<input type="text"/>	
OTO Id	<input type="text"/>	

Back

Show

Reset

BBCS Service Fulfillment

Improve in case of Missing Disconnect

4

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

5

New Situation

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

xDSL Info

ISP 777710 Testaccount WSG Team
DN / VN / NSN 0108542092

[back](#) [refresh](#) [Transaction Overview](#) [create ticket](#) [modify access profile](#) [Operation Log](#)

[start LQD 24hrs](#) [start LQD 2min](#) [start Profile CP](#) [start Profile CPSI](#) [start Resync Line](#) [start Reconfig Line](#)

[xDSL Info](#) [Alarms](#) [Measure History](#) [CPE Info](#) [Inactive Endpoint](#) [Access Optimization](#) [Day Charts](#) [15 Min. Charts](#) [Reconfigure Line](#)

[Show Reconfigure](#)

[back](#) [refresh](#) [Transaction Overview](#) [create ticket](#) [modify access profile](#) [Operation Log](#)

[start LQD 24hrs](#) [start LQD 2min](#) [start Profile CP](#) [start Profile CPSI](#) [start Resync Line](#) [start Reconfig Line](#)

Information Request Reconfigure Line Detail

[back](#)

	ISP ID	Information Request ID	DN/VN/NSN	Object Type	Object State	Object Step	Transaction Date/Time
Detail	999999 - OM	86636	0108542092	ReconfigLine	COMPLETED	processingSuccess	25/10/2017 09:31
Detail	999999 - OM	86635	0108542092	ReconfigLine	COMPLETED	processingSuccess	25/10/2017 09:30

[back](#)

BBCS Service Assurance

TT Suspend Info & TT Net Duration

6

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

BBCS Service Assurance

Appointment Booking

7

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.

Contracted Elements

Contr Element *	Speed Profile Nr	BBCS equipment *	TT Error Category *
<input checked="" type="radio"/> Best Effort	max 500M down / 100M up	Test CPE	541 - No Signal

Checklist
Problem Date*

01	11	2017	/	08	:	00	(dd.mm.yyyy/hh:mi)
----	----	------	---	----	---	----	--------------------

Last successful login

01	11	2017	/	09	:	00	(dd.mm.yyyy/hh:mi)
----	----	------	---	----	---	----	--------------------

Never Worked
☐

Comment

Measured ISP Values

Book Appointment

Mon, 15/05/2017	Tue, 16/05/2017	Wed, 17/05/2017	Thu, 18/05/2017	Fri, 19/05/2017
13:00-15:00 15:30-17:30 08:00-12:00	08:00-10:00 10:00-12:00 13:00-15:00 15:30-17:30 08:00-17:00	08:00-10:00 10:00-12:00 13:00-15:00 15:30-17:30 08:00-17:00	10:00-12:00 13:30-15:30 15:30-17:30 08:00-17:00	10:00-12:00 13:30-15:30 15:30-17:30 08:00-17:00

Level Of Supp
Standard
Time Slot
15/05/2017 08:00-12:00
Out of SLA
No
Out Of Sla Reason
Customer
From

BBCS Service Assurance

Alignment Assurance Ticketsystem

8

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	-	-	-	open	900	-
03/10/2017 12:20	SYSTEM	INWORK	openActivate	-	-	-	open	900	-

Contact information

9

Swisscom AG (Schweiz)
Wholesale
Alte Tiefenastrasse 6
CH-3050 Bern

bbcs.service@swisscom.com
www.swisscom.ch