# BBCS Release Information *November 2017*

Swisscom (Schweiz) AG Wholesale



### BBCS November Release 2017

#### Feature Overview

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4	<b>BBCS Service Fulfillment</b>	
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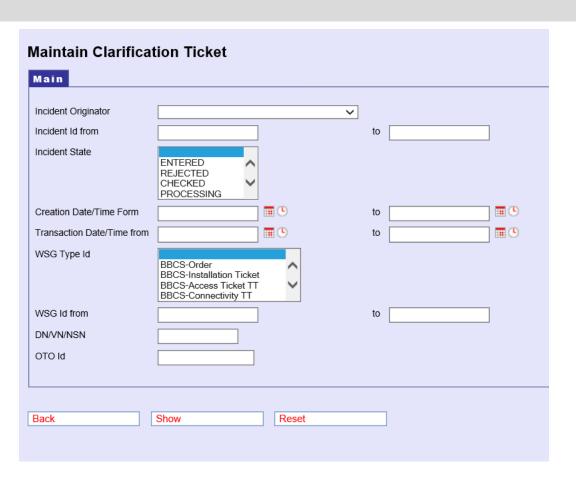




# WSG Improvements Clarification Ticket

#### **New State**

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



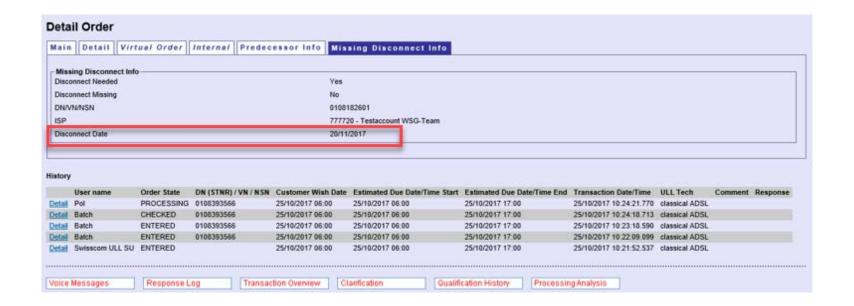


#### **BBCS** Service Fulfillment

## 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





## Tab Reconfigure Line

#### **New Situation**

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



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# 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	2	Suspended TT	702	
26/10/2017 13:09	WSG Inbound	INWORK	openActivate.onsite	-	appointment arranged	20	message 2	9	¥
26/10/2017 13:09	SYSTEM	INWORK	openActivate.onsite		Received by TT system	-	message 2	3	-
26/10/2017	SYSTEM	INWORK	openActivate			- 8	message 1	9	

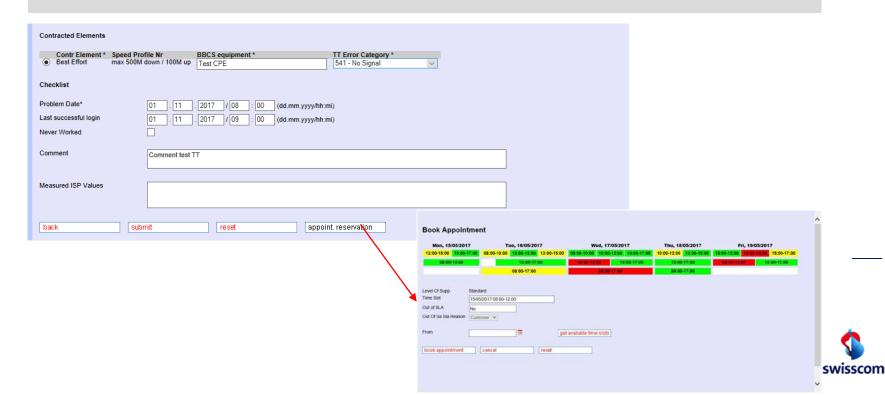
_ SLA	
Contr Element	Best Effort on Fiber
SA SLA	Standard
SA SLA (Requested)	-
SA SLA (Calculated)	Standard
SA SLA Overruled	No
TT Net Duration Timespan	0h09m



# 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.



## Alignment Assurance Ticketsystem

#### **New Situation**

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





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# Contact information

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