

ISP BBCS Access (Fulfillment)

User Manual

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35	28.08.2015	Daniel Gerber	Revision to Swisscom Release Nov15 (WSG_9.14)
35	30.10.2015	Peter Gurtner	Revision to Swisscom Release Nov15 (WSG_9.14)
36	08.02.2016	Peter Gurtner	Revision to Swisscom Release Feb16 (WSG_9.15)
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42	30.08.2017	Peter Gurtner	Revision to Swisscom Release WSG 17.08
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Release

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03	10.05.2004	R. Messer	Document released
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15	01.04.2009	R. Seltmann	released for contract version 13-3
16	08.01.2010	R. Seltmann	Released for BBCS Release Nov09
17	21.05.2010	R. Seltmann	released for BBCS contract version 13-4
18	11.11.2010	H. Künzi	released for BBCS Release Nov10
19	21.02.2011	A. Studerus (iarope)	released for BBCS Release März 11
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21	25.10.2011	H. Künzi	released for BBCS Release WSG 8.6 Nov11
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28	28.10.2013	H.Künzi	released for BBCS Release WSG_9.6 Nov13
29	10.02.2014	H.Künzi	released for BBCS Release WSG_9.7 Feb14
30	05.05.2014	H.Künzi	released for BBCS Release WSG_9.8 Mai14
31	12.08.2014	H.Künzi	released for BBCS Release WSG_9.9 Aug14
32	17.02.2015	H.Künzi	released for BBCS Release WSG_9.11 Mar15
34	13.08.2015	H.Künzi	released for BBCS Release WSG_9.13 Aug15
35	03.11.2015	H.Künzi	released for BBCS Release WSG_9.14 Nov15
36	02.02.2015	H.Künzi	released for BBCS Release WSG_9.15 Feb16
37	11.05.2016	H.Künzi	released for BBCS Release WSG_9.16 Mai16
39	01.11.2016	H.Künzi	released for BBCS Release WSG_9.18 Nov16
40	21.02.2017	H.Künzi	released for BBCS Release WSG_9.19 Mar17
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42	28.08.2017	H.Künzi	released for BBCS Release WSG1709 Sep17
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1 Introduction

This manual describes the Graphical User Interface (GUI) of the WSG Application.

For user-friendly reasons, the manual is written as short as possible. This means every function is illustrated with a screenshot example and a small text.

The common rules like validation, error messages and Button are described in Chapter 2

The Application is WEB based and for full functionality the following Web-Browsers are supported

- Microsoft Internet Explorer Version 8 and higher
- Mozilla Firefox Version 3.0 and higher

The application is built in the following main parts

- Place Order
- Maintain Order
- Voice Messages
- Installation Ticket
- Transaction Overview
- Admin Tasks
- Reports
- Documents

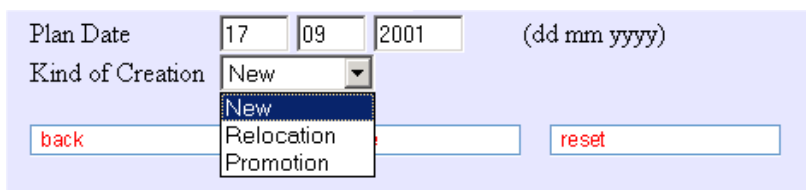
The application supports four languages (English, French, Italian, German), but is delivered in English only.

2 Validation and Navigation

The following validation rules and navigation types are implemented in the application.

2.1 List of Values (LOV)

Some fields of the input screens are validated against a list-of-values. The user can press the little arrow beside the fields and select one of the values. See example:



Plan Date: 17 09 2001 (dd mm yyyy)

Kind of Creation: New

back reset

New
Relocation
Promotion

Some other fields are multiple choices and the user can select several values with the Ctrl-Button. See example:



Order Nr from

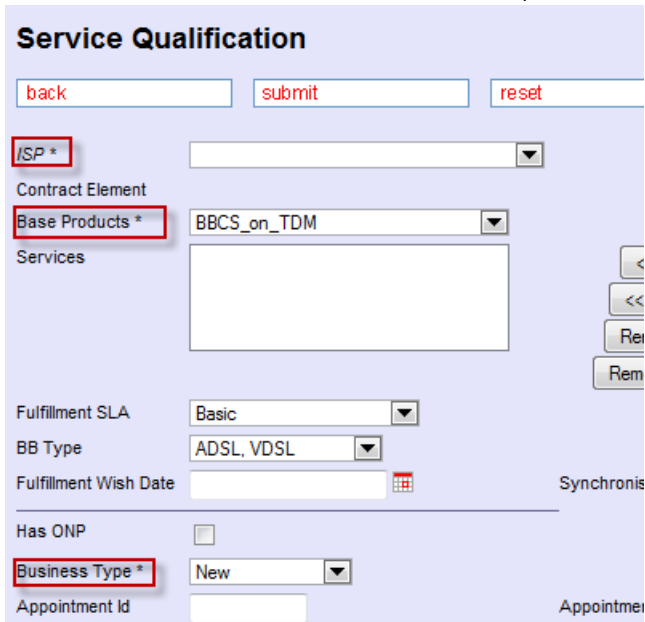
Order Type: BBCS_MODIFY, BBCS_DISCONNECT

Order State: ENTERED

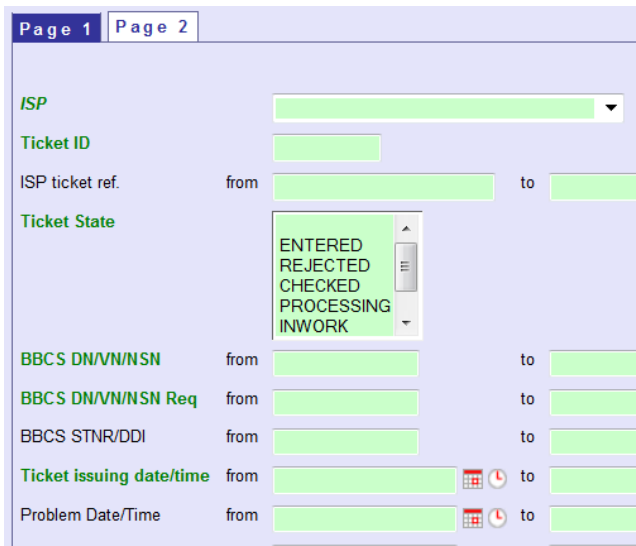
2.2 Visual support for required columns

As of WSG 8.6.0 a visual support for required columns has been introduced.
 In the context of the actual screen:

- a '*' will be added to column label for all required columns.



- "green" Labels indicates indexed columns



2.3 Date and Date/Time Fields

As of WSG6.0 a new, more flexible way of date and date/time selection has been introduced. In contrast to earlier versions of WSG the date and date/time fields have been merged to a single field accepting absolute and relative time definitions as well as null values.

A date or date/time field recognizes any “**DD.MM.YYYY**” formatted string as an absolute date definition. Additionally the date/time field accepts any “**DD.MM.YYYY HH:MI**” formatted string as an absolute date/time definition.

A date or date/time field recognizes any string containing the keyword “**TODAY**” optionally followed by a “-/+ OFFSET” as a relative date definition, where OFFSET is an integer number of days from today.

Example:

- “**TODAY-1**” → yesterday
- “**TODAY+1**” → tomorrow
- “**Today -7**” → a week ago

The following screenshot shows a sample date and date/time range definition:

Plan Date	from	today -2		to	29.06.2005			ascending	▼
Transaction Date/Time	from	29.06.2005 00:00		to	29.06.2005 09:33		1	ascending	▼

Please note that relative and absolute date or date/time definitions may be mixed.

The date and date/time fields offer a convenient way to define absolute dates or date/times: Clicking the date icon  next to the field opens the date picker widget:

?	June, 2005							×
«	<	Today					>	»
wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
22		30	31	1	2	3	4	5
23	6	7	8	9	10	11	12	
24	13	14	15	16	17	18	19	
25	20	21	22	23	24	25	26	
26	27	28	29	30	1	2	3	
27	4	5	6	7	8	9	10	
Select date								

Clicking the time icon  next to the field opens the date/time picker widget:

June, 2005							
Today							
wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun
22	30	31	1	2	3	4	5
23	6	7	8	9	10	11	12
24	13	14	15	16	17	18	19
25	20	21	22	23	24	25	26
26	27	28	29	30	1	2	3
27	4	5	6	7	8	9	10

Time: 09 : 30

Select date

2.4 Sort Order

As of WSG Version 5.0 if the sort order of any field in the 'Read Orders' or 'Read Voice Messages' screens is amended, then this change stays in force for the life of the browser session!

2	descending
	ascending

2.5 Error handling

After submitting the input screen, the application validates the users input. If a business rule, format etc. is violated error message screen will be displayed. The texts are self-explaining and the user has to correct it.

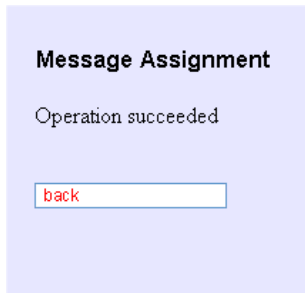
Service Creation

Invalid Input

Message	ISP_ID is missing
Field	ISP

2.6 Operation succeeded

After submitting the input screen in an admin task, the application processes the users input. If everything is correct the 'Operation succeeded' screen will be displayed.



2.7 Service Navigation

For each action, whether the user is a Super User, read-only or CUC, the currently valid services are displayed in the Service Navigation menu at the left site of the screen.

Note: the WSG interface is frames based. Above is a header frame that replaces the PowerGate header, below and to the left is the navigation frame and to its right the function frame. The frames implementation has some advantages, such as the navigation options always being available, but also has some odd side effects such as when the browsers refresh button is pressed when the user is returned to the Home Page!

In order to save space in this document all subsequent function screen shots in this document have been reproduced without the Powergate frame!

The Powergate header offers the following functionality (Top Frame):

- Services Back to the selection of services in Powergate
- Contacts Contact information for questions concerning the WSG BBCS service
- Help FAQ (frequently asked question) for the WSG BBCS service
- Logout Logout from Powergate

As Read only user:

Services Contact Help Logout RO User ISP



WSG BBCS Orders



NOTE: That the following screen shots and associated descriptions are for the Super User only! If certain functionality is not displayed then it is not available to other users.

As Superuser:

[Services](#) [Contact](#) [Help](#) [Logout](#) [SU ISP](#)

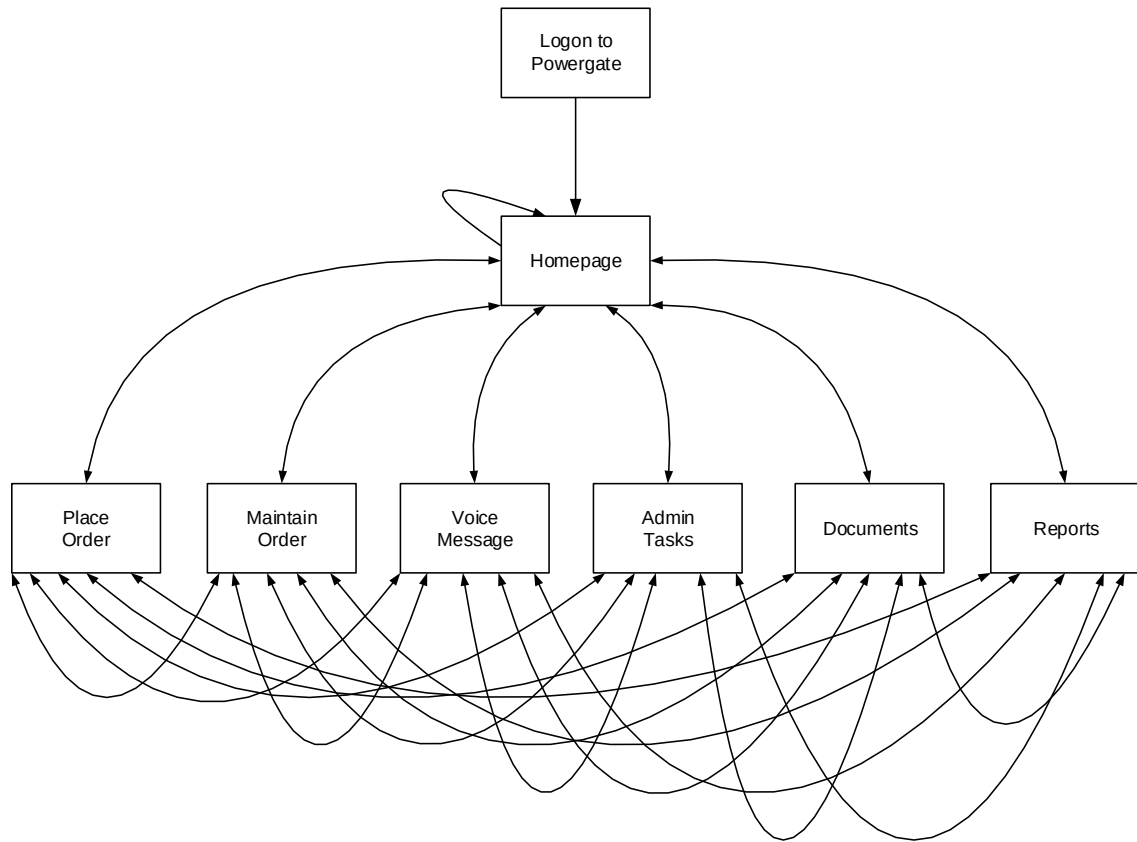


WSG BBCS Orders

Place Order	WSG Welcome to the Swisscom Entry Page for Broadband
Maintain Order	
Voice Messages	
Installation Ticket	
Change Ticket	
Transaction Overview	
Admin Tasks	
Documents	
Reports	
Home Page	

2.8 Page flow

The page flow for the main function areas is shown in the following figure. It will always be possible to navigate directly from one main function to another via the menu on the LHS of the screen. Within each function the user may go back to the previous screen using the 'Back' button.



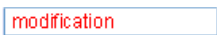
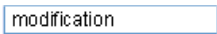
2.9 Buttons

For each user screen the available action buttons are displayed at the bottom of the screen.

The following buttons are used in the application:

	Go back to the previous screen
	Reset all of the fields to their original values
	Go forward to the appropriate create screen
	Submit input data for processing
	Invoke the functionality to cancel an order
	Refresh a Detail screen to display the latest status
	Go forward to the appropriate modify order screen
	Download the selected document
	View APV responses relating to the pending Order
	Continue to the next screen in the sequence

There are two different button states: active and inactive.

	Active
	Inactive

3 Login

The whole login part is described in the Users Manual of PowerGate.

4 Principals

After login via Powergate you can see the following menus on the left side

As a basic rule, an ISP can only have access to orders and installed services belonging to him. This restriction is automatically secured by the login procedure over Powergate (using ISP Code as key).

- **Place Orders** > Used for explicit *Service Qualification*, entry of *new orders* and *Get Service Status*
- **Maintain Order** > Used for maintaining Orders in any status (*read, list* and *cancel order*)
- **Voice Message** > Used for displaying of BBCS Service Status changes caused by Voice orders which belongs to the ISP defined by login (e.g. voice cancelling).
- **Installation Ticket** > Used to search and display installation tickets.
- **Transact. Overview** > Offers a service-spreading, chronologically ordered overview of transactions.
- **Admin Tasks** > Used to administrate the ISP specific data (for the ISP-Super-User only)
- **Reports** > Used to download several reports
- **Documents** > Includes online documents as Manuals, Powergate, File Transfer specification, etc.
- **Home Page** > Access to home page with Info News relating BBCS from Swisscom

5 WSG Home Page

After the login via PowerGate the WSG home page will be displayed.

[Services](#) [Contact](#) [Help](#) [Logout](#) [User ISP](#)



WSG BBCS Orders

Place Order	WSG Welcome to the Swisscom Entry Page for Broadband
Maintain Order	
Voice Messages	
Installation Ticket	
Change Ticket	
Transaction Overview	
Documents	
Home Page	

5.1 Info Text

Any information that Swisscom wishes to pass on to the ISP will appear in the “Info Text” box. In the example above the message just says, “Welcome to Swisscoms Web Service Gateway”.

6 Place Order

The Place Order functionality is split into the following distinct parts

- Service Qualification
- Service Availability Qualification
- Basis Creation
- Basis Modification
- Basis Disconnection
- Change ISP
- Service Status
- Handle DDI
- Add Service
- Change Service
- Reduce Service
- Look-up Predecessors

Place Order		
Service Qualification	Service Qualification Test of telephone or address location on BBCS feasibility	Service Availability Qualification Overview and service availability qualification by BB and DN type
Basis Creation	Basis Creation Order a BBCS Access	Add Service Add a service to an existing BBCS
Basis Modification	Basis Modification Change an existing BBCS Access	Change Service Change a service from a BBCS
Basis Disconnection	Basis Disconnection Disconnect a BBCS Access	Reduce Service Remove a service from a BBCS
Change ISP	Change ISP Change ISP of an existing service	Handle DDI Configure BBCS for ISDN PABX with DDI
Service Status	Service Status Test the status of a BBCS	
Look-up Predecessors	Look-up Predecessors Find predecessors by phone number or address with last name or company name	

NOTE: After successfully submitting a request on the Basis Creation, Basis Modification, Basis Disconnection, Change ISP, Add Services, Change Service, Reduce Service or Service Status the Order Detail screen is displayed.

6.1 Service Qualification

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available. A Qualification can be done by

- Number
- Address
- Starting Point
- LLID
- Socket
- Binding Id

If the ISP shares the predecessor information and the customer knows the predecessor information. The entry point may be the predecessor look-up.

6.1.1 Qualification Request

Service Qualification

ISP 777710 Testaccount WSG Team
 Contr Element
 Base Products *
 Services

Fulfillment SLA
 BB Type
 Fulfillment Wish Date
 Synchronisation with voice ☐

Has ONP ☐
 Business Type *
 Appointment Id Appointment Date/Time

Dn Type
 Line State
 New Loop ☐

Ext Ref
 Customer Location Id
 Return Speed at NOK ☐

Qualification by Number
 DN / VN / NSN*

Qualification By Address
 Last Name
 First Name
 Street
 House Nr
 Building
 ZIP ZIP or City *
 City

Qualification by Starting Point
 Tax Region *
 Access Net *
 Unit Type *
 Unit Number *
 SSE *
 Contact Type
 Contact Number

Qualification by LLID
 LLID *

Qualification by Socket
 Socket Id Socket Id or Cooperation Id *
 Cooperation Id
 Plug Nr

Qualification By Binding Id
 Binding Id *

6.1.1.1 General Input Fields

Name	Optional / Mandatory	Description
Contract Element Base Product	M	A Base Product Contract Element to qualify for
Contract Elements Services	O	Additional Service Contract Elements to qualify for
Fulfillment SLA	O	Fulfillment SLA [Basic Premium Express]; this value has a direct impact to the offered service-speeds, some of them are only offered for "basic" (deprecated Customer-Class "private") and others are only offered von "premium" (deprecated Customer-Class "business")
BB Type	O	Preferred BB Type(s) to qualify for
Fulfillment Wish Date	O	Fulfillment Wish day (the day you wish to have completed a following create order); if specified the qualification result will contain Time Slot information.
Synchronisation with voice	M	Yes (checked) or No. If checked and a pending "TDM voice order" exists, the qualification result will contain the planned completion day of this voice order as the only possible fulfillment day. Be aware that an express order always needs to check if there is a pending TDM voice order.
Has ONP	M	Yes (checked) or No. If checked indicates "Operator Number Portability" (used in conjunction with Business Type "Product Change").
Business Type	M	Business Type (New Relocation Product Change Isp Change). Choose "Product Change" only if you want to change the Base-CE. Note: At the moment only product changes from TAL to BBCS_Standalone or vice versa is supported.
Appointment Id	O	Identification of an appointment
Appointment Date/Time	O	Date/Time of an appointment
DN Type	O	DN Type to qualify for
Line State	O	State of qualified line (active, inactive, planned, all)
New Loop	O	Yes (checked) or No. If checked the qualification will be consider to use a new loop.
Ext Ref	O	External Reference
Customer Location Id	O	Customer Location Id
Return Speed at NOK	O	Yes (checked) or No. If checked the qualification show speeds even at copper or space shortage. This option is available for copper qualification by address and by starting point.

6.1.2 Service Qualification by Number

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a phone number (DN, VN, NSN).

Qualification by Number

DN / VN / NSN * (0314445566)

6.1.2.1 Specific Input Fields

Name	Optional / Mandatory	Description
DN/VN/NSN	M	Directory Number, "Verrechnungsnummer" or Netservice Number to qualify for

6.1.3 Service Qualification by Address

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain location.

Qualification By Address

Last name
 First Name
 Street
 House Nr
 Building
 ZIP ZIP or City *
 City

6.1.3.1 Specific Input Fields

Name	Optional / Mandatory	Description
Last Name	O	Last Name
First Name	O	First Name
Street	M	Street
House Nr	O	House Nr
Building	O	Building
ZIP	M	ZIP ("Postleitzahl")
City	O	City

6.1.4 Service Qualification by Starting Point

Qualification by Starting Point

Tax Region *
Access Net *
Unit Type *
Unit Number *
SSE *
Contact Type
Contact Number

6.1.4.1 Specific Input Fields

Name	Optional / Mandatory	Description
Tax Region	M	Swisscom's Tax Region (Geschäftsstelle)
Access Net	M	Swisscom's Access Net (Zentrale)
Unit Type	M	Unit Type
Unit Number	M	Unit Number
SSE	M	Schaltstellenelement
Contact Type	O	Contact Type
Contact Number	O	Contact Number

6.1.5 Service Qualification by Local Loop ID

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a local loop id (LLID).

Qualification by LLID

LLID *

6.1.5.1 Specific Input Fields

Name	Optional / Mandatory	Description
LLID	M	Identification number of the local loop

6.1.6 Service Qualification by Socket

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain fiber access (OTO = Optical Telecommunication Outlet) identified by a Socket Id or Cooperation Id.

Qualification by Socket

Socket Id Socket Id or Cooperation Id *

Cooperation Id

Plug Nr

6.1.6.1 Specific Input Fields

Name	Optional / Mandatory	Description
Socket Id or Cooperation Id	M	Either enter Socket Id or Cooperation Id Socket Id validation: Type-A: SWISSCOM identification in format A.nnn.nnn.nnn Type-B: BAKOM identification ion the format x.nnn.nnn.nnn.c (c = check digit modulo-11, "0 - 9" or "X")
Plug Nr	O	Plug Nr of the fiber socket

6.1.7 Service Qualification by Binding Id

Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a Binding Id.

Qualification By Binding Id

Binding Id *

6.1.7.1 Specific Input Fields

Name	Optional / Mandatory	Description
Binding Id	M	Binding Id to qualify for

6.1.8 Service Qualification Result for Copper

According the given input fields one or more qualification results will be displayed, showing the possibilities of broadband services for the desired line / location.

Service Qualification Result

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Request

ISP	777710 Testaccount WSG Team
Contr Element	BBCS_Standalone Best Effort
Fulfillment SLA	Basic
BB Type	VDSL
DN / VN / NSN	0314445566
Fulfillment Wish Date	30/08/2017
Line State	active

Responses

Qualification Nr	147113839
Dn Type	Netservices number
DN (STNR) / VN / NSN	0314445566
Basis Contract Element	BBCS_Standalone



BB Type	VDSL
Contr Element	BBCS_Standalone, Best Effort



Qualif Result State	ok
DN Office	64BOL
BB Device Location	DELOC
Site	BOLQ
Site Category	RUS
Available Technology Type	VDSL2, VDSL Vectoring
DSLAM Name	IPC-SUR710-S-VD-05
Dslam Type	CAN
BB Logical Port	VDSL-1-2-1-3
BB Port Line Type	ana
Vendor	Huawei
Line State	active
LLID	0030314445566
LLID Activation Date	-
LLID Disconnection Date	-
Qualif Result Detail	Q00 This telephone line is suitable for xDSL.

Planned Endpoint The new endpoint will be available on 2017-09

DN Office 64BOL
 BB Device Location BOLD
 Site BOLD
 Site Category RUS
 Equipped Date/Target Date 2017-09
 Equipped Date Quality 1
 Equipped Date Comment The new endpoint will be available on 2017-09
 Planned Bitrate 8000 down / 1000 up
 Extension Category Vectoring Ausbau/Aktivierung
 Equipped Date History

Change Date	Event Type	Change Reason Id	Change Reason Description	Event From	Event To	Sort Nr
2015-09-24	TargetDateChange	3	Missing material	2015-03-21	2015-11-21	3
2015-05-12	ValidityClassException	6	Management re-priorisation	98	3	1
2015-01-31	ValidityClassException	6	Management re-priorisation	3	98	2

Starting Point 64 BOL 3 10000 1

Tax Region 64
 Access Net BOL
 Unit Type UP
 Unit Number 10000
 SSE 1
 Contact Type UPK
 Contact Number 62
 Up Preparation normal

Site Development 50% Yes

Nr of Utilisation Units 20
 Nr of Basic Connectivities 10
 Fully Developed Yes

Address

Building Chalet
 Street Schönstrasse
 House Nr 1a
 ZIP 307400
 City Hinterfulligen

CPE Info

CPE Name Motorola 7347-44 POTS rel.7.9

DSLAM Type Allowed **Technology Dslam Type**
 ADSL ASAM
 VDSL2 CAN, ISAM

Capability **Technology Type Capability Overall Capability Hardware Capability Firmware**
 VDSL2 forced friendly no yes, but SFP needed
 VDSL Vectoring capable yes, but SFP needed yes

Comment Das ist ein Kommentar für CPE Info

Contr Element

BBCS_Standalone

	Speed	Technology Type
Current Access Speed	5M-33M down / 500k-10M up	VDSL2
Max. Access Speed	50M down / 10M up	VDSL2

Current DN Type Netservices number
 Average Flag Yes
 Billing Zone -
 Jumper Action N
 OSI Recommendation -
 Potential Available 1
 Reason of Potential 1000 - outstanding upgrooming
 1002 - old CPE Hardware

Technology Type VDSL2
 Vectorized No
 Port Available Yes
 Copper Available No
 WARP Port Available -
 Swisscom Ready Yes

Upgrade plan date 11/11/2013


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 / 2M 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 / 2M 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
☐ 22	max 25M down / 3M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 23	max 25M down / 5M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 24	max 30M down / 3M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 25	max 30M down / 6M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 26	max 40M down / 4M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 27	max 40M down / 8M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 28	max 50M down / 5M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 29	max 50M down / 10M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 30	max 60M down / 6M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 31	max 60M down / 12M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 32	max 80M down / 8M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 33	max 80M down / 16M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 34	max 100M down / 10M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 35	max 100M down / 20M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 36	max 200M down / 20M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 37	max 200M down / 40M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 38	max 250M down / 25M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 39	max 250M down / 50M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 40	max 300M down / 30M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 41	max 300M down / 60M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 42	max 500M down / 50M up	5M-18M down / 500k-2M up	18M down / 2M up	2
☐ 43	max 500M down / 100M up	5M-18M down / 500k-2M up	18M down / 2M up	2

☐ **Fulfillment Time Slot**

Fulfillment Time Slot Index	Fulfillment Time Slot Date/Time Start	Fulfillment Time Slot Date/Time End
☐ 1	30/08/2017 00:00	30/08/2017 17:00

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6.1.8.1 Fields

Name	Description
Request	Fields of the request see above
Responses	
Qualification Nr	The Qualification Number can be used to Service Creation, Service Modification or Change ISP
DN Type	DN Type of the line
DN (STNR) / VN/NSN	Directory Number of the tested line ("Stammnummer")
ADSL, VDSL, SDSL	For all supplied Technologies
BB Device Location	Supplied in BB Device Location.
Qualif Result State	ok or not ok
DN Office /Endpoint info	Supplied in DN Office.
BB Device Location	Supplied in BB Device Location.
Site	Site
Site Category	Site Category
Available Technology Type	Available Technology Types at the DSLAM out of VDSL2, VDSL Vectoring or G.FAST
DSLAM Name	
DSLAM Type	
BB Logical Port	
BB Port Line Type	Like ana = analog., dig = digital (Qualification by Address and Startpoint only)
Vendor	Like Huawei, Nokia (Qualification by Address and Startpoint only)
Line State	active or inactive or planned
LLID	Local Loop identification
LLID Activation Date	planned activation date for an line with "Line State" = planned
LLID Disconnection Date	planned disconnection date if a line will be abandoned
Qualif Result Detail	Qualification result detail code and comment
Plannend Endpoint	Is only available if a new endpoint is planned
DN Office	64BOL
BB Device Location	BOLD
Site	BOLP
Site Category	RUS
Equipped Date/Target Date	2016-02
Equipped Date Quality	
Equipped Date Comment	
Extension Category	
Equipped Date History	
Change Date	Date of the change
Change Reason Description	Description of the change
Change Reason Id	Reason Id of the change
Event From	Event From

Name	Description
Event To	Event To
Event Type	Event Type
Sort Nr	Sort Nr
Starting Point Info	
Tax Region	64
Access Net	BOL
Unit Type	UP
Unit Number	10000
SSE	0
Contact Type	UPK
Contact Number	62
UP preparation	
Site Development	50% = Ration BC/Units, Yes = Is Fully Developed
Nr of Utilisation Units	Number of units
Nr of Basic Connectivities	Number of connected units
Fully Developed	Yes in case of "DBC – Vollerschliessung" (GVE-Flag = true)
Address	Address information
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
CPE info	
CPE Name	Motorola 7347-44 POTS rel.7.9
DSLAM Type Allowed	CPE supports these combination of DSLAM type and Technology (Superset of BB Type)
Capability	
Technology Type	This line defines the capability for this technology type
Capability Overall	
Capability Hardware	
Capability Firmware	
Comment	CPE Comment
Contract Element Info	
Basis Contract Element	BBCS_Standalone
Current Access Speed	The Current Access Speed and its Technology Type
Max. Access Speed	The highest Access Speed Profile possible and its Technology Type
Current DN Type	Multi Line
Average Flag	Yes, if this is the record with the average calculation - No otherwise.
Billing Zone	Billing Zone
Jumper Action	Y or N say if to take a jumper action (Überführungsrelevant)

Name	Description
BBR Recommendation	Recommendation about broadband "self installation" at end user location
Potential Available	Y if a grooming potential (better access speed) is available
Reason of Potential	1000 - outstanding upgrooming 1002 - old CPE Hardware
Technology Type	Qualified Technology Type for a new order.
Vectorized	Y if the current access speed technology type is VDSL Vectoring
Port Available	Y port is available
Copper Available	Y if copper is available
WARP Port Available	Y if WARP port is available
Upgrade plan date	If no resource is available for the Contract Element, when an upgrade is planned and resource should be available.
Swisscom Ready	Y indicates that access currently is Basic Connectivity
Service Contract Element	Best Effort, Streaming, Real Time
Service Profile	Service Profile for a certain Technology
Qualification Index	Qualification Index (PK)
Service Profile	Supplied Service Profile
Used Access Speed	Used Access Speed
Effective Speed	Effective Speed (can be lower than the Service Speed if the Access Speed has lower bitrates for up- or download)
BB Number of Wires	Number of Wires
Fulfillment Time Slot	5 next possible Fulfillment Dates for a create order
Fulfillment Time Slot Index	Fulfillment Time Slot Index
Fulfillment Time Date Time Start	Start datetime
Fulfillment Time Date Time End	End datetime

If no services available for this number the failure code from the Swisscom internal Service Qualification will be displayed.

Service Qualification Result

Qualification by Number

Request

ISP 777710 TEST

Contract Element BBCS_Standard Private

BB Type ADSL

DN Type

DN / VN / SN 0315556644

Responses

ADSL Equipement not found

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6.1.9 Service Qualification Result for Fiber

Service Qualification Result

Request

ISP	777710 Testaccount WSG Team
Contr Element	BBCS_F (Fiber)
	Best Effort on Fiber
Fulfillment SLA	Basic
BB Type	BX
Fulfillment Wish Date	30/05/2017
Business Type	New
Socket Id	A.444.123.442
Plug Nr	2

Responses

Qualification Nr	147110006
Basis Contract Element	BBCS_F (Fiber)



Location Id	999966
Qualif Result State	ok



Qualif Result Detail

Result Code	000
Result Comment	-



Address

First Name	-
Last Name	-
Building	Lokal 999966-0
Street	TibcoSimulator-Strasse
House Nr	123d
ZIP	3000
City	Bern



DN Office	65XAF
BB Device Location	DEVLOC

List of Sockets

Flat Id -
 Flat Memo -
 Socket Id A.444.123.442
 Cooperation Id Partner_A.444.123.442

Plug Nr 2

Plug Nr 2
 Fiber Line State AVAILABLE
 OTO State NO INHOUSE INSTALLATION
 Port State Connected
 Is Active N
 Remark -
 Jumper Action Y

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
☐	10	1G down / 1G up	1G down / 1G up	8M down / 2M up	8M down / 1M up
☐	11	1G down / 1G up	1G down / 1G up	8M down / 8M up	8M down / 8M up
☐	12	1G down / 1G up	1G down / 1G up	10M down / 1M up	10M down / 1M up
☐	13	1G down / 1G up	1G down / 1G up	10M down / 2M up	10M down / 2M up
☐	14	1G down / 1G up	1G down / 1G up	10M down / 10M up	10M down / 10M up
☐	15	1G down / 1G up	1G down / 1G up	15M down / 2M up	15M down / 1M up
☐	16	1G down / 1G up	1G down / 1G up	15M down / 3M up	15M down / 3M up
☐	17	1G down / 1G up	1G down / 1G up	15M down / 15M up	15M down / 15M up
☐	18	1G down / 1G up	1G down / 1G up	20M down / 2M up	20M down / 2M up
☐	19	1G down / 1G up	1G down / 1G up	20M down / 4M up	20M down / 4M up
☐	20	1G down / 1G up	1G down / 1G up	20M down / 20M up	20M down / 20M up
☐	21	1G down / 1G up	1G down / 1G up	25M down / 3M up	25M down / 2M up
☐	22	1G down / 1G up	1G down / 1G up	25M down / 5M up	25M down / 5M up
☐	23	1G down / 1G up	1G down / 1G up	25M down / 25M up	25M down / 25M up
☐	24	1G down / 1G up	1G down / 1G up	30M down / 3M up	30M down / 3M up
☐	25	1G down / 1G up	1G down / 1G up	30M down / 6M up	30M down / 6M up
☐	26	1G down / 1G up	1G down / 1G up	30M down / 30M up	30M down / 30M up
☐	27	1G down / 1G up	1G down / 1G up	40M down / 4M up	40M down / 4M up
☐	28	1G down / 1G up	1G down / 1G up	40M down / 8M up	40M down / 8M up
☐	29	1G down / 1G up	1G down / 1G up	40M down / 40M up	40M down / 40M up
☐	30	1G down / 1G up	1G down / 1G up	50M down / 5M up	50M down / 5M up
☐	31	1G down / 1G up	1G down / 1G up	50M down / 10M up	50M down / 10M up
☐	32	1G down / 1G up	1G down / 1G up	50M down / 50M up	50M down / 50M up
☐	33	1G down / 1G up	1G down / 1G up	60M down / 6M up	60M down / 6M up

☐	34	1G down / 1G up	1G down / 1G up	60M down / 12M up	60M down / 12M up
☐	35	1G down / 1G up	1G down / 1G up	60M down / 60M up	60M down / 60M up
☐	36	1G down / 1G up	1G down / 1G up	80M down / 8M up	80M down / 8M up
☐	37	1G down / 1G up	1G down / 1G up	80M down / 16M up	80M down / 16M up
☐	38	1G down / 1G up	1G down / 1G up	80M down / 80M up	80M down / 80M up
☐	39	1G down / 1G up	1G down / 1G up	100M down / 10M up	100M down / 10M up
☐	40	1G down / 1G up	1G down / 1G up	100M down / 20M up	100M down / 20M up
☐	41	1G down / 1G up	1G down / 1G up	100M down / 100M up	100M down / 100M up
☐	42	1G down / 1G up	1G down / 1G up	200M down / 20M up	200M down / 20M up
☐	43	1G down / 1G up	1G down / 1G up	200M down / 40M up	200M down / 40M up
☐	44	1G down / 1G up	1G down / 1G up	200M down / 200M up	200M down / 200M up
☐	45	1G down / 1G up	1G down / 1G up	250M down / 25M up	250M down / 25M up
☐	46	1G down / 1G up	1G down / 1G up	250M down / 50M up	250M down / 50M up
☐	47	1G down / 1G up	1G down / 1G up	250M down / 250M up	250M down / 250M up
☐	48	1G down / 1G up	1G down / 1G up	300M down / 30M up	300M down / 30M up
☐	49	1G down / 1G up	1G down / 1G up	300M down / 60M up	300M down / 60M up
☐	50	1G down / 1G up	1G down / 1G up	300M down / 300M up	300M down / 300M up
☐	51	1G down / 1G up	1G down / 1G up	500M down / 50M up	500M down / 50M up
☐	52	1G down / 1G up	1G down / 1G up	500M down / 100M up	500M down / 100M up
☐	53	1G down / 1G up	1G down / 1G up	500M down / 500M up	500M down / 500M up
☐	54	1G down / 1G up	1G down / 1G up	1G down / 100M up	1G down / 100M up
☐	55	1G down / 1G up	1G down / 1G up	1G down / 200M up	1G down / 200M up
☐	56	1G down / 1G up	1G down / 1G up	1G down / 1G up	1G down / 1G up

☐ **Fulfillment Time Slot**

Fulfillment Time Slot Index	Fulfillment Time Slot Date/Time Start	Fulfillment Time Slot Date/Time End
☒ 1	22/05/2017 06:00	22/05/2017 17:00

☐ **List of Building Entry Points**

Location Id (BEP)	9999999	BEP State	CONNECTED		
Street	TibcoSimulator-Strasse	Availability Date/Target Date	-	Quality Class	GK3
House Nr	123d	Availability Date Reason	an availability date reason	First Inhouse Installation	No
Building	Lokal 9999999-0	In House Allowed	Yes	Initial Mounting Shaft Capacity	available
ZIP	3000	Max Access Speed Kbps	100000,1000000	BEP Builder	KOPA
City	Bern	BEP Site Category	standard		

Events	Event Type	Event Time Stamp	Event Reason	From	To	Sequence Number
	1 - TargetDateChange	17/05/2017 16:17	EventReason 1 EventReason	F 1	T 1	1
	2 - ValidityClassException	07/05/2017 16:17	EventReason 2 EventReason	F 2	T 2	2
	2 - ValidityClassException	22/04/2017 16:17	EventReason 3 EventReason	F 3	T 3	3

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[Basis Modification](#)
[Add Service](#)
[Change Service](#)
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6.1.9.1 Fields

Name	Description
Request	Parameters of the request.
Responses	
Qualification Nr	The Qualification Number can be used to Service Creation, Service Modification or Change ISP
Basis Contract Element	The Basis Contract Element
Location Id	The id of the location
Qualif Result State	State of the qualification
Address	Address of the location
First Name	First Name
Last Name	Last Name
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
DN Office	Supplied in DN Office.
BB Device Location	Supplied in BB Device Location.
List of Sockets	One or more sockets
Flat Id	Flat Identification
Socket Id	Socket Id
Cooperation Id	ISP specific socket identification
Plugs	Zero or more plugs
Plug Nr	Plug number
AccessId	AccessId
Access Protocol	Access Protocol: BX
Fiber Line State	State of fiber line state; possible values are CONNCETED or AVAILABLE or PLANNED
OTO State	State at the socket; same values as "Fiber Line State"
Is Active	Is Active
Remark	
Jumper Action	Jumper Action: Y, N or empty (Überführungsrelevanz)
Speeds	Zero ore more service speeds
Qualification Index	Qualification Index
Calculated max Access Speed	Maximum access speed
Current Access Speed	currently installed access speed Profile
Service Profile	Service Speed Profile
Effective Speed	Effective Speed (can be lower than the Service Speed if the Access Speed has lower bitrates for up- or download)

Name	Description
Fulfillment Time Slot	One or five time slots (only returned if "Fulfillment Wish Date" was given in request).
Fulfillment Time Slot Index	Index of the time slot
Fulfillment time Slot Date/Time Start	Start Date/Time of the time slot
Fulfillment time Slot Date/Time End	End Date/Time of the time slot
List of Building Entry Points	Zero or more BEP's.
Location Id	Location id of the BEP
Street	Address of the BEP
House Nr	Ditto
ZIP	Ditto
City	Ditto
BEP State	State of the BEP
Availability Date/Target Date	When the BEP is available for provisioning.
Quality Class	Quality Class of the Availability Date/Target Date
Availability Date Reason	Reason comment of the Availability Date/Target Date
In House Allowed	In-house installation allowed
First Inhouse Installation	Is it the first in-house installation
Max Access Speed Kbps	A List of Max Access Speed in kbps
Initial Mounting Shaft Capacity	possible values are: "available", "not available", "not checked"
Site Category	possible values are: "standard", "remote_fan_fibre_spot"
BEP Builder	possible values are: "SCS", "KOPA"
BEP Event	
Event Type	Type of the event with Id and Description
Event Time Stamp	Timestamp of the event
Event Reason	Reason comment of the event
From	Start of the range
To	End of the range
Sequence Number	Sequence number of the event

6.2 Service Availability Qualification

The Service Availability Qualification gives an overview of available services in a quadrant of BB type and DN type. The SAQ can either be by Qualification by Number, Address, Starting Point, LLID, Socket or Binding Id.

Service Availability Qualification

ISP* 777710 Testaccount WSG Team
 Contr Element *
 BB Type
 Dn Type Ext Ref
 Line State
 New Loop ☐ Return Speed at NOK ☐

Qualification by Number
 DN / VN / NSN*

Qualification By Address
 Last Name
 First Name
 Street
 House Nr
 ZIP ZIP or City *
 City
 Building

Qualification by Starting Point
 Tax Region *
 Access Net *
 Unit Type *
 Unit Number *
 SSE *
 Contact Type
 Contact Number

Qualification by LLID
 LLID *

Qualification by Socket
 Socket Id Socket Id or Cooperation Id *
 Cooperation Id
 Plug Nr

Qualification By Binding Id
 Binding Id *

6.2.1 Input Fields

Name	Optional / Mandatory	Description
Contract Element (Base Product)	M	A Base Product Contract Element to qualify for
BB Type	O	Preferred BB Type to qualify for
DN Type	O	DN Type to qualify for
Line State	O	
New Loop	O	
Return Speed at NOK	O	Yes (checked) or No. If checked the qualification show speeds even at copper or space shortage. This option is available for copper qualification by address and by starting point.
DN/VN/NSN	O/M	Directory Number to qualify for
Last name	O	Last name of the ancestor
First name	O	First name of the ancestor
Street	O	Street
House Nr	O	House Nr
ZIP	O/M	ZIP ("Postleitzahl")
City	O	City
Building	O	Building
Tax Region	O/M	Tax Region

Name	Optional / Mandatory	Description
Access Net	O/M	Access Net
Unit Type	O/M	Unit Type
Unit Number	O/M	Unit Number
SSE	O/M	SSE (Schaltstellenelement Nummer)
Contact Type	O	Contact Type
Contact Number	O	Contact Number
LLID	O/M	Local Loop ID
Socket Id	O/M	Socket Id Socket Id validation: Type-A: SWISSCOM identification in format A.nnn.nnn.nnn Type-B: BAKOM identification ion the format x.nnn.nnn.nnn.c (c = check digit modulo-11, "0 - 9" or "X")
Cooperation Id	O/M	Cooperation ID
Binding Id	O/M	Binding Id to qualify for
Plug Nr	O	Plug Nr on the fiber socket

O/M - Mandatory depending on Qualification by Number, Address, LLID, Socket or Binding Id.

6.2.2 Service Availability Qualification Result for Copper

Service Availability Qualification Result

[back](#)

Request

ISP 777710 Testaccount WSG Team

Contr Element BBCS_Standalone

BB Type VDSL

ZIP 3074

City Ittigen

Economy Line

Quali Result State	ok																												
DN Office	64BOL																												
BB Device Location	DELOC																												
▪ Site	BOLQ																												
▪ Site Category	RUS																												
▪ Available Technology Type	VDSL2, VDSL Vectoring																												
▪ DSLAM Name	IPC-SUR710-S-VD-05																												
▪ Dslam Type	CAN																												
▪ BB Port Nr	VDSL-1-2-1-3																												
▪ BB Port Line Type	ana																												
▪ Vendor	Huawei																												
▪ DN (STNR)	0317772255																												
▪ Line State	active																												
▪ LLID	0033074																												
▪ LLID Activation Date	-																												
▪ LLID Disconnection Date	-																												
Planned Endpoint	The new endpoint will be available on 2017-09																												
▪ DN Office	64BOL																												
▪ BB Device Location	BOLD																												
▪ Site	BOLP																												
▪ Site Category	RUS																												
▪ Equipped Date/Target Date	2017-09																												
▪ Equipped Date Quality	1																												
▪ Equipped Date Comment	The new endpoint will be available on 2017-09																												
▪ Planned Bitrate Down	8000																												
▪ Planned Bitrate Up	1000																												
▪ Extension Category	Vectoring Ausbau/Aktivierung																												
▪ Equipped Date History	<table> <thead> <tr> <th>Change Date</th> <th>Event Type</th> <th>Change Reason Id</th> <th>Change Reason Description</th> <th>Event From</th> <th>Event To</th> <th>Sort Nr</th> </tr> </thead> <tbody> <tr> <td>2015-09-24</td> <td>TargetDateChange</td> <td>3</td> <td>Missing material</td> <td>2015-03-21</td> <td>2015-11-21</td> <td>3</td> </tr> <tr> <td>2015-05-12</td> <td>ValidityClassException</td> <td>6</td> <td>Management re-priorisation</td> <td>98</td> <td>3</td> <td>1</td> </tr> <tr> <td>2015-01-31</td> <td>ValidityClassException</td> <td>6</td> <td>Management re-priorisation</td> <td>3</td> <td>98</td> <td>2</td> </tr> </tbody> </table>	Change Date	Event Type	Change Reason Id	Change Reason Description	Event From	Event To	Sort Nr	2015-09-24	TargetDateChange	3	Missing material	2015-03-21	2015-11-21	3	2015-05-12	ValidityClassException	6	Management re-priorisation	98	3	1	2015-01-31	ValidityClassException	6	Management re-priorisation	3	98	2
Change Date	Event Type	Change Reason Id	Change Reason Description	Event From	Event To	Sort Nr																							
2015-09-24	TargetDateChange	3	Missing material	2015-03-21	2015-11-21	3																							
2015-05-12	ValidityClassException	6	Management re-priorisation	98	3	1																							
2015-01-31	ValidityClassException	6	Management re-priorisation	3	98	2																							

VDSL	☐ Starting Point													
	▪ Tax Region	64												
	▪ Access Net	BOL												
	▪ Unit Type	UP												
	▪ Unit Number	10000												
	▪ SSE	1												
	▪ Contact Type	UPK												
	▪ Contact Number	62												
	▪ Up Preparation	normal												
	☐ Site Development													
	▪ Nr of Utilisation Units	20												
	▪ Nr of Basic Connectivities	10												
	▪ Fully Developed	Yes												
	☐ Address													
	▪ Street	Schönstrasse												
	▪ House Nr	1a												
	▪ Building	Chalet												
	▪ ZIP	307400												
	▪ City	Hinterfultigen												
	▪ Additional City	Züri West												
	☐ Access													
		Speed	Technology Type											
	▪ Current Access Speed	5M-33M down / 500k-10M up	VDSL2											
	▪ Max. Access Speed	50M down / 10M up	VDSL2											
	▪ BB Number Of Wires	2												
	▪ Average Flag	1												
	▪ Billing Zone	-												
	▪ Jumper Action	false												
	▪ BBR Recommendation	-												
	▪ Potential Available	1												
	▪ Reason of Potential	1000 - outstanding upgrooming 1002 - old CPE Hardware												
	▪ Technology Type	VDSL2												
	▪ Vectorized	No												
	▪ Port Available	Yes												
	▪ Copper Available	No Upgrade plan date 11/11/2013												
	▪ WARP Port Available	-												
	▪ Swisscom Ready	Yes												
	☐ CPE Info													
	▪ CPE Name	Motorola 7347-44 POTS rel.7.9												
	▪ DSLAM Type Allowed	<table border="1"> <thead> <tr> <th>Technology</th> <th>Dslam Type</th> </tr> </thead> <tbody> <tr> <td>VDSL2</td> <td>ISAM, CAN</td> </tr> <tr> <td>ADSL</td> <td>ASAM</td> </tr> </tbody> </table>		Technology	Dslam Type	VDSL2	ISAM, CAN	ADSL	ASAM					
Technology	Dslam Type													
VDSL2	ISAM, CAN													
ADSL	ASAM													
▪ Capability	<table border="1"> <thead> <tr> <th>Technology</th> <th>Capability Overall</th> <th>Capability Hardware</th> <th>Capability Firmware</th> </tr> </thead> <tbody> <tr> <td>VDSL2</td> <td>forced friendly</td> <td>no</td> <td>yes, but SFP needed</td> </tr> <tr> <td>VDSL Vectoring</td> <td>capable</td> <td>yes, but SFP needed</td> <td>yes</td> </tr> </tbody> </table>		Technology	Capability Overall	Capability Hardware	Capability Firmware	VDSL2	forced friendly	no	yes, but SFP needed	VDSL Vectoring	capable	yes, but SFP needed	yes
Technology	Capability Overall	Capability Hardware	Capability Firmware											
VDSL2	forced friendly	no	yes, but SFP needed											
VDSL Vectoring	capable	yes, but SFP needed	yes											
▪ Comment	Das ist ein Kommentar für CPE Info													
☐ Comment														
▪ Qualif Result Detail	Q00 - This telephone line is suitable for xDSL.													
▪ Reason Comment	-													

Contr Element	Speed Profile Nr
Best Effort	max 2M down / 200k up
	max 2M down / 400k up
	max 5M down / 500k up
	max 5M down / 1M up
	max 8M down / 800k up
	max 8M down / 2M up
	max 10M down / 1M up
	max 10M down / 2M up
	max 15M down / 2M up
	max 15M down / 3M up
	max 20M down / 2M up
	max 20M down / 4M up
	max 25M down / 3M up
	max 25M down / 5M up
	max 30M down / 3M up
	max 30M down / 6M up
	max 40M down / 4M up
	max 40M down / 8M up
	max 50M down / 5M up
	max 50M down / 10M up
	max 60M down / 6M up
	max 60M down / 12M up
	max 80M down / 8M up
	max 80M down / 16M up
	max 100M down / 10M up
	max 100M down / 20M up
	max 200M down / 20M up
	max 200M down / 40M up
	max 250M down / 25M up
	max 250M down / 50M up
	max 300M down / 30M up
	max 300M down / 60M up
	max 500M down / 50M up
	max 500M down / 100M up
Streaming	ENABLING
Real Time	ENABLING

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6.2.3 Output Fields

Name	Description
Request	Fields of the request see above
Responses	
Qualif Result State	State of the qualification
DN Office	Supplied in DN Office.
BB Device Location	Supplied in BB Device Location.
Site	Site
Site Category	Site Category
Available Technology Type	Available Technology Types at the DSLAM out of VDSL2, VDSL Vectoring or G.FAST
DSLAM Name	
DSLAM Type	
BB Logical Port	
BB Port Line Type	Like ana = analog., dig = digital (Qualification by Address and Startpoint only)
Vendor	Like Huawei, Nokia (Qualification by Address and Startpoint only)
DN (STNR)	Directory Number Stamm Number
Line State	State of qualified line (active, inactive, planned, all)
LLID	Local loop Id
LLID Activation Date	Local loop Id activation date
LLID Disconnection Date	Local loop Id disconnect date
Planned Endpoint	Is only available if a new endpoint is planned
DN Office	64BOL
BB Device Location	BOLD
Site	BOLP
Site Category	RUS
Equipped Date/Target Date	2016-02
Equipped Date Quality	
Equipped Date Comment	
Extension Category	
Equipped Date History	
Change Date	Date of the change
Change Reason Description	Description of the change
Change Reason Id	Reason Id of the change
Event From	Event From
Event To	Event To
Event Type	Event Type
Sort Nr	Sort Nr
Site Development	50% = Ration BC/Units, Yes = Is Fully Developed
Nr of Utilisation Units	Number of units
Nr of Basic Connectivities	Number of connected units
Fully Developed	Yes in case of "DBC – Vollerschliessung" (GVE-Flag = true)

Name	Description
Address	Address information
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
Access	
Basis Contract Element	BBCS_Standalone
Current Access Speed	The Current Access Speed and its Technology Type
Max. Access Speed	The highest Access Speed Profile possible and its Technology Type
Average Flag	Average Flag
Billing Zone	Billing Zone
Jumper Action	Jumper Action: Y, N or empty (Überführungsrelevanz)
BBR Recommendation	BBR Recommendation
Potential Available	Potential Available
Reason of Potential	1000 - outstanding upgrooming 1002 - old CPE Hardware
Technology Type	Qualified Technology Type for a new order.
Vectorized	Y if the current access speed technology type is VDSL Vectoring
Port Available	Port Available
Copper Available	Copper Available
WARP Port Available	WARP Port Available
CPE Info	
CPE Name	Name of the CPE
DSLAM Type Allowed	CPE supports these combination of DSLAM type and Technology (Superset of BB Type)
Capability	
Technology Type	This line defines the capability for this technology type
Capability Overall	
Capability Hardware	
Capability Firmware	
Comment	CPE Comment
Comment	
Qualif Result Comment	With code and comment
Reason Comment	Reason Comment
Contract Element	Service Profile
Best Effort	
Streaming	
Real Time	

6.2.4 Service Availability Qualification Result for Fiber

Qualify again with a more specific address by clicking to the address wanted.

6.2.4.1 Address List

Qualify again with a more specific address by clicking to the address wanted.

Service Availability Qualification Result

Request

ISP 777710 Testaccount WSG-Team

Contract Element BBCS_F (Fiber)
BB Type BX
City Test1

Netservices number

Comment List of addresses are not complete, please reuse a more specific address.

	Location Id	Street	House Nr	Building	ZIP	City	Additional City
BX	Qualify	9999990					Addr with empty Strings
	Qualify	9999991	Grünstrasse	11	3001	Bern	
	Qualify	9999992	Grünstrasse	12	Fabrik	3002	Bern
	Qualify	9999993	Grünstrasse	13	3003	Bern	

6.2.4.1.1 Output Fields

Name	Description
Request	Parameters of the request.
Address	Address of the location
Qualify	Requalify for the address of this line by location Id
Location Id	The Id of the location
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City

6.2.4.2 Socket List

Service Availability Qualification Result

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Request

ISP 777710 Testaccount WSG Team

Contr Element BBCS_F (Fiber)
Socket Id A.104.123.356

Netservices number

Quali Result State	ok
--------------------	----

Location Id (OTO, Customer) 999966

Street TibcoLisSimulator-Strasse
House Nr 123d
Building Lokal 999966
ZIP 3000
City Bern

List of Sockets

Socket Id Partner_A.104.123.356
Cooperation Id A.104.123.356
First Inhouse Installation -
Flat Id -
Flat Memo -

BX Plug Nr 2

Fiber Line State PLANNED

OTO State

NO INHOUSE INSTALLATION

Comment -

List of Building Entry Points

Location Id (BEP) 9999999

Street TibcoLisSimulator-Strasse
House Nr 123d
Building Lokal 9999999
ZIP 3000
City Bern

BEP State CONNECTED
Availability Date/Target Date 26/06/2015
Availability Date Reason an availability date reason
In House Allowed Yes
Max Access Speed Kbps 100000,1000000
Site Category standard

Quality Class GK3
First Inhouse Installation No
Initial Mounting Shaft Capacity available
BEP Builder KOPA

Events

Event Type	Event Time Stamp	Event Reason	From	To	Sequence Number
1 - TargetDateChange	22/05/2015 14:48	EventReason 1 EventReason	F 1	T 1	1
2 - ValidityClassException	12/05/2015 14:48	EventReason 2 EventReason	F 2	T 2	2
2 - ValidityClassException	27/04/2015 14:48	EventReason 3 EventReason	F 3	T 3	3

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6.2.4.2.1 Output Fields

Name	Description
Request	Parameters of the request.

Name	Description
Responses	BB Type x DN Type
Location Id	The id of the location
Qualif Result State	State of the qualification
Address	Address of the location
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
List of Sockets	One or more sockets
Flat Id	Flat Identification
Socket Id	Socket Id
Cooperation Id	ISP specific socket identification
Fiber Line State	State of fiber line (this and below attributes are present but on sockets without plugs)
OTO State	State at the socket
Availability Date	When the socket is available for provisioning.
Plugs	Zero or more plugs
Plug Nr	Plug number
Fiber Line State	State of fiber line state (this and below attributes are present but on sockets without plugs)
OTO State	State at the plug
Speeds	Zero ore more service speeds
Calculated max Access Speed	Maximum access speed
Current Access Speed	currently installed access speed Profile
Service Profile	Service Speed Profile
Effective Speed	Effective Speed (can be lower than the Service Speed if the Access Speed has lower bitrates for up- or download)
List of Building Entry Points	Zero or more BEP's.
Capacity Availability on BEP	Yes -> one of the BEP's has free capacity
Location Id	Location id of the BEP
Street	Address of the BEP
House Nr	Ditto
ZIP	Ditto
City	Ditto
BEP State	State of the BEP

Name	Description
Availability Date	When the BEP is available for provisioning.
Availability Date Reason	Reason comment of the Availability Date/Target Date
In House Allowed	In-house installation allowed
First Inhouse Installation	Is it the first in-house installation
Max Access Speed Kbps	A List of Max Access Speed in kbps
Initial Mounting Shaft Capacity	possible values are: "available", "not available", "not checked"
Site Category	possible values are: "standard", "remote_fan_fibre_spot"
BEP Builder	possible values are: "SCS", "KOPA"
BEP Event	
Event Type	Type of the event with Id and Description
Event Time Stamp	Timestamp of the event
Event Reason	Reason comment of the event
From	Start of the range
To	End of the range
Sequence Number	Sequence number of the event

6.3 Look-up Predecessors

Find a formerly used line at the same location that can be reused. The request is only fulfilled if the ISP is allowed to access this operation, participate on collect, and share current customer information for predecessor information as part of the order process (see f. e. operation as create, modify and ISP change).

6.3.1 Look-up by Phone Number

Find predecessor entries with DN/VN/NSN of the broadband connection or phone number (voice over broadband number) from the predecessor data.

Look-up Predecessor

by ☒ Phone Nr ☐ Address

Phone x

Last Name

First Name

Company Name

Street

House Nr

Building

ZIP

City

Additional City

Location Id

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submit
reset

6.3.1.1 Specific Input Fields

Name	Optional / Mandatory	Description
Phone	M	The phone number (DN/VN/NSN of the broadband connection or the voice over broadband phone number)

6.3.2 Look-up by Address

Find predecessor entries at a given location

Look-up Predecessor

by ☐ Phone Nr ☒ Address

Phone

Last Name

First Name

Company Name

Street

House Nr

Building

ZIP

City x

Additional City

Location Id

6.3.2.1 Specific Input Fields

Name	Optional / Mandatory	Description
Last Name	O	Last Name
First Name	O	First Name
Company Name	O	
Street	M	Street
House Nr	O	House Nr
Building	O	Building
ZIP	M	ZIP ("Postleitzahl")
City	O	City

6.3.3 Look-up Predecessor Summary- one Location or by Phone

The known predecessor entries are summarized here. With customer help (name, phone number and or address) the ISP may select the correct predecessor. Continue the order process by qualifying with DN/VN/NSN of the wanted predecessor entry 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	Last Modified Date
Qualify	-	-	-	Murthy Mc Donalds	-	-	-	46	-	-	-	-	99995887856	11/05/2017
Qualify	0107000945	-	-	-	-	-	-	46	-	-	-	-	99995997856	11/05/2017
Qualify	0107000945	-	222222222	XXXXXX	-	-	-	46	-	-	-	-	99995997856	11/05/2017
Qualify	0107000707	-	66283608	LastName 0C2PH	FirstName 0C2PH	-	Thunstrasse	662	Garage	3000	Bern	-	333002	10/05/2017
Qualify	0107000707	-	66283608	LastName	FirstName	-	Thunstrasse	662	Garage	3000	Bern	-	333002	10/05/2017
Qualify	0107000707	-	66283608	-	-	André Musterli & Lüönd GmbH 2C2PH	Thunstrasse	662	Garage	3000	Bern	-	333002	10/05/2017
Qualify	0107000707	-	66283608	LastName 3C2PH	FirstName 3C2PH	-	Thunstrasse	662	Garage	3000	Bern	-	333002	10/05/2017
Qualify	0107000707	-	66283608	LastName 4C2PH	FirstName 4C2PH	-	Thunstrasse	662	Garage	3000	Bern	-	333002	10/05/2017
Qualify	0107000707	-	66283608	LastName 0C0PH	FirstName 0C0PH	-	Thunstrasse	662	Garage	3000	Bern	-	333000	08/05/2017
Qualify	0107000707	-	66283608	LastName 1C0PH	FirstName 1C0PH	-	Thunstrasse	662	Garage	3000	Bern	-	333000	08/05/2017
Qualify	0107000707	-	66283608	-	-	André Musterli & Lüönd GmbH 2C0PH	Thunstrasse	662	Garage	3000	Bern	-	333000	08/05/2017
Qualify	0107000707	-	66283608	LastName 3C0PH	FirstName 3C0PH	-	Thunstrasse	662	Garage	3000	Bern	-	333000	08/05/2017
Qualify	0107000707	-	66283608	LastName 4C0PH	FirstName 4C0PH	-	Thunstrasse	662	Garage	3000	Bern	-	333000	08/05/2017
Qualify	0107000707	-	66283608	LastName 0C1PH	FirstName 0C1PH	-	Thunstrasse	662	Garage	3000	Bern	-	333001	n.a.
Qualify	0107000707	-	66283608	LastName	FirstName	-	Thunstrasse	662	Garage	3000	Bern	-	333001	n.a.
Qualify	0107000707	-	66283608	-	-	André Musterli & Lüönd GmbH 2C1PH	Thunstrasse	662	Garage	3000	Bern	-	333001	n.a.
Qualify	0107000707	-	66283608	LastName 3C1PH	FirstName 3C1PH	-	Thunstrasse	662	Garage	3000	Bern	-	333001	n.a.
Qualify	0107000707	-	66283608	LastName 4C1PH	FirstName 4C1PH	-	Thunstrasse	662	Garage	3000	Bern	-	333001	n.a.

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6.3.4 Look-up Predecessor Summary- multiple Locations

If a look-up predecessor by address return multiple locations the resulting addresses are displayed and a link at each entry allow to look-up with the wanted predecessor entry address.

Look-up Predecessor Summary

	Location Id	Street	House Nr	Building	ZIP	City	Additional City
Look-up Predecessor	40029291	Meisenweg	12	-	3063	Ittigen	-
Look-up Predecessor	40029292	Meisenweg	14	Alpenblick	3063	Ittigen	-
Look-up Predecessor	40029293	Meisenweg	16	-	3063	Ittigen	-

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6.4 Basis Creation

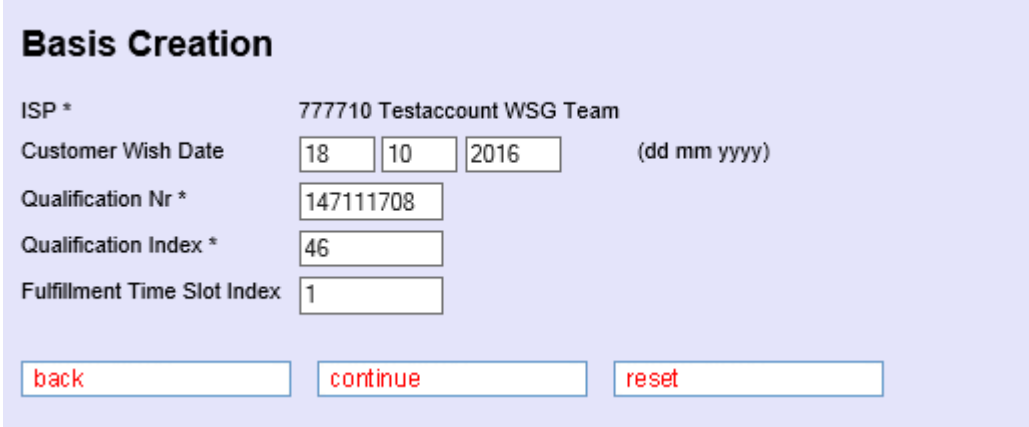
This function is used to create new BBCS Services on existing active voice lines identified by a directory number (DN) or Verrechnungsnummer (VN) in the case of a business line. Hereafter we will just use the term “directory number”.

In case of SDSL the service is not created on active voice line but a Starting Point and Speed Profile. To find the Starting Point and a Speed Profile a qualification by an address location has to be done. For Service Creation a Qualification Number and Index reference the selected pair of Starting Point and Speed Profile. Later in the order process when the line is activated a Net Service Number (NSN) will be assigned.

6.4.1 First screen

Drill down the first screen of Service Creation (in 3 Steps).

Select Customer Wish Date (here with the select Service Profile and Timeslot):



Basis Creation

ISP * 777710 Testaccount WSG Team

Customer Wish Date 18 10 2016 (dd mm yyyy)

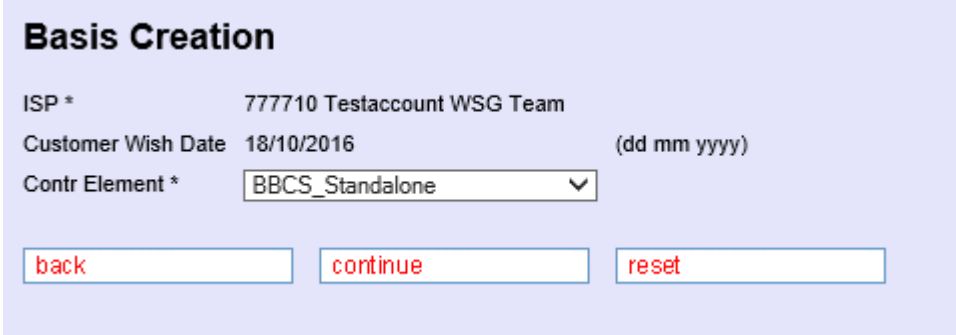
Qualification Nr * 147111708

Qualification Index * 46

Fulfillment Time Slot Index 1

back continue reset

Select Contract Element (coming from the qualification this step is skipped):



Basis Creation

ISP * 777710 Testaccount WSG Team

Customer Wish Date 18/10/2016 (dd mm yyyy)

Contr Element * BBCS_Standalone ▼

back continue reset

Select BB Type, Session Type, Kind of Creation:

Basis Creation

ISP *	777710 Testaccount WSG Team	
Customer Wish Date	18/10/2016	(dd mm yyyy)
Contr Element *	BBCS_Standalone	
BB Type*	VDSL	
Session Type*	PPP	
DN / VN / NSN		(0314445566)
Fulfillment SLA	Basic	
Assurance SLA	Standard	
Creation Type*	New	
Customer Order Nr		
Order Group Nr		
WOS ID		
Qualification Nr *	147111708	
Qualification Index *	46	
Fulfillment Time Slot Index	1	
BB Device Location	BRE	
Starting Point	64;BRE;3;10000;1	

6.4.1.1 Fields

The user has to fill out following attributes to create a new BBCS Service:

Name	Optional / Mandatory	Description
Customer Wish Date	M	Date on which the order will be entered. Default is current date. Form the qualification this is the Date of Fulfillment Timeslot (Schaltzeitfenster)
Contract Element	M	The Contract Element (LOV) If Suppress SLA Check is unchecked only the contracted Elements are shown.
BB Type	O	BB service type (LOV).
Session Type	M	Session Type (LOV)
DN / VN / NSN	M	Directory number to create the new service N.B. If the BB Type is SDSL mustn't given but a Qualification has to be done in advance or is initiated before the second Service Creation screen.
Fulfillment SLA	M	Fulfillment SLA (LOV)

Assurance SLA	M	Assurance SLA (LOV)
Kind of Creation (LOV)	M	“New”: new BBCS Service Creations. “Promotion”: the creation will be done manually “Synchronisation with voice”: to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart. “Preorder”: identifies a Basis Create and a Add Services as a preorder “ISP Change”: if qualification is done with ISP Change, then use this creation type
Qualification Nr	O	Optionally Number of Qualification by Number
Customer Order Nr.	O	Number of Customer
Order Group Nr	O	Number of Order Group
WOS ID	O	Work Order Synchronisation Identification: used to synchronize voice (TDM) order with broadband orders

6.4.2 Second screen

6.4.2.1 Second Fiber Screen

Service Creation second screen for BB Type is VDSL.

Basis Creation

[back](#)
[add service](#)
[reset](#)

ISP	777710 Testaccount WSG Team
Contr Element	BBCS_Standalone
BB Type	VDSL
Dn Type	Economy Line
Session Type	PPP
Self Install	Y
Sf Exept Prio	Basic
Level Of Supp	Standard
DN / VN / NSN (Requested)	
Creation Type	New
Qualification Nr	147111708
Qualification Index	46
BB Device Location	BRE
Starting Point	64,BRE;3;10000;1
Fulfillment Time Slot Index	1
Customer Wish Date	18/10/2016
Process With Low Priority	☐
External Reference	
Comment	
Appointment Id	
Pool Type	v
Modem Owner	Unknown

Current Customer (for predecessor info)

Last Name	
First Name	
Company Name	
Phone	

Onsite Support

Onsite Support	None
End User Name	
End User Phone	
End User Comment	
HW Delivery State	unknown
Hardware Delivery Date	
Hold	☐
Appointment Id	
Installation Time Slot from	to
Hardware Delivery Location	
Hardware Type	
Hardware External Reference	
Installation Type	
Additional Installation	

[back](#)
[add service](#)
[reset](#)

6.4.2.2 Second Copper Screen

Here a Basis Creation second screen for the Contract Element BBCS_F:

Basis Creation

ISP	777710 Testaccount WSG Team
Contr Element	BBCS_F (Fiber)
BB Type	BX
Dn Type	
Session Type	PPP
Sf Exept Prio	Basic
Level Of Supp	Standard
DN / VN / NSN (Requested)	
Creation Type	New
Qualification Nr	147111713
Qualification Index	44
BB Device Location	DEVLOC
Fulfillment Time Slot Index	1
Customer Wish Date	18/10/2016
Process With Low Priority	☐
External Reference	
Comment	
Appointment Id	
Pool Type	v
Modem Owner	Unknown

6.4.2.3 Fiber Inhouse Screen

If a BBCS_F needs a First Inhouse Installation, a new screen will appear "Inhouse Installation Request"

Inhouse Installation Request

Order Type	Contr Element	BB Type	Speed Profile
BBCS_CREATE	BBCS_F (Fiber)	BX	

Contact Address

Last Name *	Hans
First Name	Muster
Street	
House Nr	
Building	
ZIP	
City	
Additional City	
E-Mail	
Phone *	0317654321
Phone 2	
Language	
Address Comment	

Earliest Start Date	23.10.2017	
---------------------	---	---

Installation Notes	
--------------------	----------------------

Mandatory fields are Last Name and Phone.

Changes

Rel.	CR	Description
17.10	SO 4128	Earliest Start Date

6.4.2.4 Fields

The user has to fill out following attributes to create a new BBCS Service:

Name	Optional / Mandatory	Description
External Reference	O	Free text comment for extra ISP reference information
Process With Low Priority	O	Check to reduce the speed of the order processing
Comment	O	Free comment or can be used for DSLAM Type Restriction +R_ADSL++ means that a ASAM Port should be reserved +R_VDSL++ means that a ISAM Port should be reserved +M_EMU++ means that an emulated (ADSL) Port should be reserved
Pool Type	O	Pool Type applicable only for session type DHCP
CPE Owner	M	Who owns the equipment (LOV).
Delivery Notification	O	If checked a Delivery Notification is sent to the Special order notification e-mail (See:12.1.1.1 ISP Order Service Settings). N.B. The field is invisible if the calculation of the notification returns a date in the past.
Current Customer (for predecessor		May be configured to be mandatory (last name or company name are

Name	Optional / Mandatory	Description
info)		mandatory). Is only available for copper.
Last Name	O/M	Identify private person the last name and first name
First Name	O	
Company Name	O/M	Identify private companies with the company name
Phone		The VOB phone number
Phone2	O	The second Number
Onsite Support		
Onsite Support (only if SLA allows Onsite Support)	M	Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order.
End-user name (only if SLA allows Onsite Support)	O	Name of the end user.
End-user phone (only if SLA allows Onsite Support)	M	Phone to call back the end user.
End-user comment (only if SLA allows Onsite Support)	O	Comment concerning the end user and Onsite Support
Hardware Delivery State (only if SLA allows Onsite Support)	M	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date (only if SLA allows Onsite Support)	O	The date when the ISP delivers the hardware.
Hold (only if SLA allows Onsite Support)	M	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	O	Identification of a previously booked appointment
Installation from (only if SLA allows Onsite Support)	O	Installation from - to define an Installation time frame.
Installation to (only if SLA allows Onsite Support)	O	Location of Hardware delivery
Hardware Delivery Location to (only if SLA allows Onsite Support)	O	
Hardware Type (only if SLA allows Onsite Support)	O	Type of Hardware
Hardware External Reference (only if SLA allows Onsite Support)	O	Reference (SAP Order number)
Installation Type (only if SLA allows Onsite Support)	O	Installation type
Additional Installation (only if SLA allows Onsite Support)	O	Additional Installation

6.5 Create Preorder

On a location with basic connection always on, typically a fully developed site, you can create a preorder to get the Preorder Activation id. After entering the order, it gets on hold and waits on its activation. When the end user plugs in his CPE and enters Preorder Activation id the order completes and the connection is established.

6.5.1 First screen

Create preorder does a Basis Create with Creation Type "Preorder".

Basis Creation

ISP *	777710 Testaccount WSG Team	
Customer Wish Date	16/02/2017	(dd mm yyyy)
Contr Element *	BBCS_Standalone	
BB Type*	VDSL	
Session Type*	DHCP ▾	
DN / VN / NSN		(0314445566)
Fulfillment SLA	Basic ▾	
Assurance SLA	Standard ▾	
Creation Type*	Preorder ▾	
Customer Order Nr		
Order Group Nr		
WOS ID		
Qualification Nr *	147109992	
Qualification Index *	35	
Fulfillment Time Slot Index	1	
BB Device Location	DELOC	
Starting Point	64;BOL;3;10000;1	

Continue with second from Basis Creation and add the service „Best Effort“ to add the service profile.

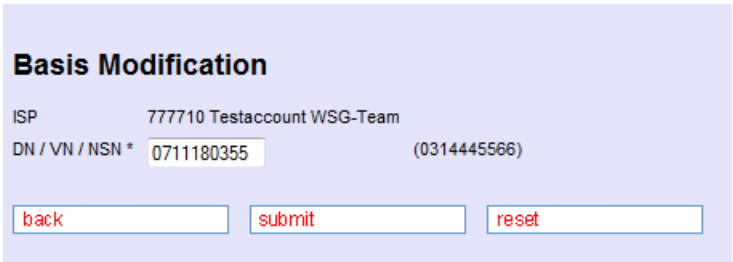
6.6 Basis Modification

Used to modify an active BBCS service of a customer belonging to certain ISP and identified by a directory number.

6.6.1 First screen

Drill down the first screen of Service Modification (in 3 Steps).

Select a DN



Basis Modification

ISP 777710 Testaccount WSG-Team

DN / VN / NSN * (0314445566)

Select Customer Wish Date



Basis Modification

ISP * 777710 Testaccount WSG-Team

Customer Wish Date (dd mm yyyy)

Select BB Type and other data

Basis Modification

ISP *	777710 Testaccount Peter Rosenberger		
Customer Wish Date	26/09/2012	(dd mm yyyy)	
Contract Element	BBCS_on_TDM		
BB Type	VDSL		
Session Type	DHCP		
DN / VN / NSN	0711180355	(0314445566)	
Fulfillment SLA	Basic		
Assurance SLA	Standard		
Kind of Creation *	New		
Customer Order Nr			
Order Group Nr			
WOS ID			
Qualification Nr *	86666410		
Qualification Index *	92		
Fulfillment Time Slot Index	5		
BB Device Location	BRE		
Starting Point	64;BRE;3;10000;0		

6.6.1.1 Fields

The user has to fill out following attributes to modify an active BBCS service:

Name	Optional / Mandatory	Description
BB Type	O	BB service type (LOV).
Session Type	M	Session Type (LOV)
Termination	O	Termination (LOV). This feature is available to the Swisscom super-user only.
DN / VN / NSN	M	Directory number to create the new service N.B. If the BB Type is SDSL mustn't given but a Qualification by an Address Location has to be done in advance or is initiated before the second Service Creation screen.
Fulfillment SLA	M	Fulfillment SLA (LOV)
Assurance SLA	M	Assurance SLA (LOV)
Kind of Creation (LOV)	M	"New": new BBCS Service Creations.

		“Promotion”: the creation will be done manually “Synchronisation with voice”: to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart.
Qualification Nr	O	Optionally Number of Qualification by Number
Customer Order Nr.	O	Number of Customer
Order Group Nr	O	Number of Order Group
WOS ID	O	Work Order Synchronisation Identification: used to synchronize voice (TDM) order with broadband orders

6.6.2 Second screen

Service Modification second screen for BB Type VDSL (contract element Standalone)

Basis Creation

ISP	777710 Testaccount WSG Team
Contr Element	BBCS_Standalone
BB Type	VDSL
Dn Type	Economy Line
Session Type	PPP
Self Install	☐ Y ☐
Sf Exept Prio	Basic
Level Of Supp	Standard
DN / VN / NSN (Requested)	
Creation Type	New
Qualification Nr	147111718
Qualification Index	48
BB Device Location	BRE
Starting Point	64;BRE;3;10000;1
Fulfillment Time Slot Index	1
Customer Wish Date	18/10/2016
Process With Low Priority	☐
External Reference	
Comment	
Appointment Id	
Pool Type	
Modem Owner	Unknown

Current Customer (for predecessor info)

Last Name	
First Name	
Company Name	
Phone	

Onsite Support

Onsite Support	None
End User Name	
End User Phone	
End User Comment	
HW Delivery State	unknown
Hardware Delivery Date	
Hold	☐
Appointment Id	
Installation Time Slot from	  to  
Hardware Delivery Location	
Hardware Type	
Hardware External Reference	
Installation Type	
Additional Installation	

6.6.2.1 Fields

The user has to fill out one or many following attributes to modify an active BACS service:

Name	Optional / Mandatory	Description
External Reference	O	Free text comment for extra ISP reference information
Process With Low Priority	O	Check to reduce the speed of the order processing
Comment	O	Free comment or can be used for DSLAM Type Restriction +R_ADSL++ means that a ASAM Port should be reserved +R_VDSL++ means that a ISAM Port should be reserved +M_EMU++ means that an emulated (ADSL) Port should be reserved
Pool Type	O	Pool Type applicable only for session type DHCP
Delivery Notification	O	If checked a Delivery Notification is sent to the Special order notification e-mail (See:12.1.1.1 ISP Order Service Settings). N.B. The field is invisible if the calculation of the notification returns a date in the past.
CPE Owner	M	Who owns the equipment (LOV).
Current Customer (for predecessor info)		May be configured to be mandatory (last name or company name are mandatory). Is only available for copper.
Last Name	O/M	Identify private person the last name and first name
First Name	O	
Company Name	O/M	Identify private companies with the company name
Phone		The VOBB phone number
Onsite Support		
Onsite Support (only if SLA allows Onsite Support)	M	Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order.
End-user name (only if SLA allows Onsite Support)	O	Name of the end user.
End-user phone (only if SLA allows Onsite Support)	M	Phone to call back the end user.
End-user comment (only if SLA allows Onsite Support)	O	Comment concerning the end user and Onsite Support
Hardware Delivery State (only if SLA allows Onsite Support)	M	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date (only if SLA allows	O	The date when the ISP delivers the hardware.

Onsite Support)		
Hold (only if SLA allows Onsite Support)	M	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	O	Identification of a previously booked appointment
Installation from (only if SLA allows Onsite Support)	O	Installation from - to define a Installation time frame.
Installation to (only if SLA allows Onsite Support)	O	
Hardware Delivery Location to (only if SLA allows Onsite Support)	O	Location of Hardware Delivery
Hardware Type (only if SLA allows Onsite Support)	O	Type of Hardware
Hardware External Reference (only if SLA allows Onsite Support)	O	Reference (SAP order number)
Installation Type (only if SLA allows Onsite Support)	O	Installation type
Additional Installation (only if SLA allows Onsite Support)	O	Additional Installation

6.7 Basis Disconnection

Used to disconnect (Cancel) an active BBCS service of a customer belonging to a certain ISP and identified by a directory number.

Basis Disconnection

DN / VN / NSN * (0314445566)

Basis Disconnection

ISP *

Basis Contract Element

DN / VN / NSN * (0314445566)

Customer Wish Date (dd mm yyyy)

Kind of Creation *

MUT Code

External Reference

Internal Reference

Comment

Delivery Notification ☐

Customer Order Nr

Order Group Nr

WOS ID

6.7.1.1 Fields

The user has to fill out following attributes to disconnect an active BBCS service:

Name	Optional / Mandatory	Description
DN / VN / NSN	M	Active directory number (root number).
Customer Wish Date	M	Date on which the order will be entered. Default is current date.
Kind of Creation (LOV)	M	“New”: new BBCS Service Creations. “Synchronisation with voice”: to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart.
External Reference	O	Free text comment for extra ISP reference information
Comment	O	Free comment.
Delivery Notification	O	If checked a Delivery Notification is sent to the Special order notification e-mail. (See:12.1.1.1 ISP Order Service

		Settings). N.B. The field is invisible if the calculation of the notification returns a date in the past.
Customer Order Nr.	O	Number of Customer
Order Group Nr	O	Number of Order Group
WOS Id	O	Identification of the Work Order Synchronisation Id (to synchronize a TDM-Voice order and a BBCS order)

6.8 Service Status

Used to show the status of an active BBCS service of a customer belonging to a certain ISP and identified by a directory number.

Service Status

ISP 777710 Testaccount WSG Team

by DN / VN / NSN

DN / VN / NSN* (0314445566)

by Socket

Socket Id

Cooperation Id

Plug Nr

Socket Id or Cooperation Id *

6.8.1.1 Input Fields

The user has to fill out following attributes to show BBCS service status:

Name	Optional / Mandatory	Description
By DN/NV/NSN		
DN / VN / NSN	M	Active directory number (root number)
By Socket		
Socket Id	O/M	Socket Id is also known as OTO Id. Socket Id or Cooperation

		Id is mandatory by Socket
Cooperation Id	O/M	Cooperation Id is also known as Partner Label.
Plug Nr	M	1..4

6.8.2 Handle DDI – Get Business Line Identity

6.8.3 Handle DDI

This form is used to invoke a “Get Business Line Identity” message for a given Stammnummer belonging to an ISDN PABX with DDI. The results are displayed in the subsequent PABX Summary screen. This process is started by clicking on the “Get Business Line Identity” link. Alternatively the user may invoke the Service Qualification function by filling in the Verrechnungsnummer (VN) field and clicking the submit button.

Handle DDI Service Qualification

ISP 777710 Testaccount Peter Rosenberger

BBCS STNR/DDI [Get Business Line Identity](#)

BBCS VN

6.8.3.1 Fields

The user has to select and fill out one of the following fields:

Name	Optional / Mandatory	Description
BBCS STNR/DDI	O	The ISDN PABX (with DDI) Stammnummer or DDI number
BBCS VN	O	The Verrechnungsnummer associated with the ISDN PABX

6.8.3.2 Form Validation

If the “Get Business Line Identity” link is clicked without or with an invalid Stammnummer being defined then an error will be displayed:

Get Business Line Identity

Invalid Input

Message STNR_DDI is missing

Field BBCS STNR/DDI

6.8.4 PABX Summary

Immediately after clicking the “Get Business Line Identity” link the PABX summary form will be displayed. If there are “recent” results in the database for the requested Stammnummer or DDI then these results will be displayed immediately. If no such results exist then a “Get Business Line Identity” message will be dispatched to the Swisscom back-end system, no results will be displayed on the form and the function buttons will also be disabled. The screen refreshes itself approximately every minute but the user may also use the refresh button. It may take several minutes before “fresh” results are available:

6.8.4.1 PABX Summary – with no “recent” results

A screen similar to the following will be displayed:

PABX Summary

ISP

100100 Documentation

BBCS STNR/DDI

0314445566

Number of entries = 0

VN	UP Board Nr	UP Switching Place Nr	UP Type of Contact	UP Contact Nr	BB Info
Waiting for results (this may take a few minutes) - please be patient . . . this screen will refresh automatically					

Service Creation

Service Modification

Service Disconnection

Service Qualification

Service Status

Change ISP

back

refresh

6.8.4.2 PABX Summary – with results

Here either “recent” results are available in the WSG database or “fresh” results have been returned from the Swisscom back-end system and the screen has been refreshed either automatically or manually. Once results have been returned the screen will no longer refresh automatically. A screen similar to the following will be displayed:

PABX Summary

ISP 777710 Testaccount Peter Rosenberger

BBCS STNR/DDI 0313902525 / 0711180355

Number of entries = 5

VN	UP Board Nr	UP Switching Place Nr	UP Type of Contact	UP Contact Nr	BB Info
☒ 0311390251	4	17	UPK	1	
☐ 0311390252	4	17	UPK	2	BBCS Service already exists!
☐ 0311390253	4	17	UPK	3	BBCS Service already exists!
☐ 0311390254	4	17	UPK	3	
☐ 0311390255	5	17	UPK	3	

Basis Creation

Basis Modification

Basis Disconnection

Service Qualification

Service Status

Change ISP

back

refresh

6.9 Change ISP

Used to change an existing broadband access from one ISP to another.

6.9.1 First screen

Drill down the first screen of Change ISP (in 3 Steps).

Select Customer Wish Date:



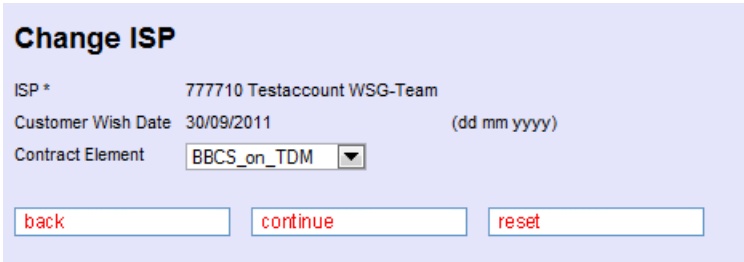
Change ISP

ISP * 777710 Testaccount WSG-Team

Customer Wish Date 30 09 2011 (dd mm yyyy)

back continue reset

Select Contract Element



Change ISP

ISP * 777710 Testaccount WSG-Team

Customer Wish Date 30/09/2011 (dd mm yyyy)

Contract Element BBCS_on_TDM ▼

back continue reset

Select other parameters (Copper):

Change ISP

ISP *	777710 Testaccount Peter Rosenberger	
Customer Wish Date	27/09/2012	(dd mm yyyy)
Contract Element	BBCS_on_TDM	
BB Type	ADSL	
Session Type	PPP	
DN / VN / NSN	0711180355	(0314445566)
Fulfillment SLA	Basic	
Assurance SLA	Standard	
Kind of Creation *	New	
Customer Order Nr		
Order Group Nr		
WOS ID		
Qualification Nr *	86666411	
Qualification Index *	34	
Fulfillment Time Slot Index	1	
BB Device Location	BRE	
Starting Point	64;BRE;3;10000;0	

back
continue
reset

Select other parameters (Fiber):

Change ISP

ISP*	777710 Testaccount WSG Team	
Customer Wish Date	20/10/2016	(dd mm yyyy)
Contr Element	BBCS_F (Fiber)	
BB Type	BX	
Session Type	PPP ▾	
Socket Id		Socket Id or Cooperation Id or DN / VN / NSN *
Cooperation Id		
Plug Nr		
DN / VN / NSN		(0314445566)
Fulfillment SLA	Basic ▾	
Assurance SLA	Standard ▾	
Creation Type*	New ▾	
Customer Order Nr		
Order Group Nr		
WOS ID		
Qualification Nr *		
Qualification Index *		
Fulfillment Time Slot Index		

6.9.1.1 Fields

The user has to fill out following attributes to change the ISP for the BBCS Service:

Name	Optional / Mandatory	Description
Customer Wish Date	M	Date on which the order will be entered. Default is current date.
Contract Element	M	The Contract Element (LOV)
BB Type	M	the BB Type (LOV)
Session Type	M	PPP (for Internet only) or DHCP (for additional services)
Socket Id	O/M ¹⁾	Socket Id aka OTO Id (Fiber Only)
Cooperation Id	O/M ¹⁾	Cooperation Id (Fiber Only)
Plug Nr	O/M ¹⁾	Plug Nr (Fiber only) Mandatory with Socket Id or Cooperation Id
DN / VN / NSN	M	Directory number of the existing service
Fulfillment SLA	M	Fulfillment SLA (LOV)
Assurance SLA	M	Assurance SLA (LOV)
Kind of Creation	M	New (normal order) or "Synchronisation with voice" (to synchronize the BB order with a pending or future TDM voice order) or ISP Change if qualified with ISP Change
Qualification Nr	O	Number of a previously performed qualification
Customer Order Nr	O	Customer order number
Order Group Nr	O	Order group number
WOS ID	O	Identification of the Work Order Synchronisation Id (to synchronize a TDM-Voice order and a BBCS order)

¹⁾ For Fiber add an NSN, Socket Id or Cooperation Id with Plug Nr after the qualification must have an NSN.

6.9.2 Second screen

Change ISP (2)

ISP	777710 Testaccount WSG Team
Contr Element	BBCS_Standalone
BB Type	VDSL
Session Type	PPP
Self Install	Y
Sf Exept Prio	Basic
Level Of Supp	Standard
DN / VN / NSN (Requested)	0314445566
Creation Type	New
Qualification Nr	147111718
Qualification Index	48
BB Device Location	BRE
Starting Point	64;BRE;3;10000;1
Customer Wish Date	18/10/2016
Process With Low Priority	☐
External Reference	
Comment	
Appointment Id	
Pool Type	v
Modem Owner	Unknown

Current Customer (for predecessor info)

Last Name	
First Name	
Company Name	
Phone	

Onsite Support

Onsite Support	None
End User Name	
End User Phone	
End User Comment	
HW Delivery State	unknown
Hardware Delivery Date	
Hold	☐
Appointment Id	
Installation Time Slot from	to
Hardware Delivery Location	
Hardware Type	
Hardware External Reference	
Installation Type	
Additional Installation	

6.9.2.1 Fields

The user has to fill out following attributes to change the ISP for the BBCS Service:

Name	Optional / Mandatory	Description
Speed Profile (Requested), BB Type	M	Supplied BB service speeds and Technologies
CPU Owner	M	Who owns the equipment (LOV).
Promotion	M	Promotion including "1 – No Promotion" (LOV)
Process With Low Priority	O	Check to reduce the speed of the order processing
External Reference	O	Free text comment for extra ISP reference information
Comment	O	Free comment or can be used for DSLAM Type Restriction +R_ADSL++ means that a ASAM Port should be reserved +R_VDSL++ means that a ISAM Port should be reserved +M_EMU++ means that an emulated (ADSL) Port should be reserved
Delivery Notification	O	If checked a Delivery Notification is sent to the Special order notification e-mail (see:12.1.1.1 ISP Order Service Settings). N.B. The field is invisible if the calculation of the notification returns a date in the past.
Current Customer (for predecessor info)		May be configured to be mandatory (last name or company name are mandatory). Is only available for copper.
Last Name	O/M	Identify private person the last name and first name
First Name	O	
Company Name	O/M	Identify private companies with the company name
Phone		The VOBB phone number
Onsite Support		
Onsite Support (only if SLA allows Onsite Support)	M	Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order.
End-user name (only if SLA allows Onsite Support)	O	Name of the end user.
End-user phone (only if SLA allows Onsite Support)	M	Phone to call back the end user.
End-user comment (only if SLA allows Onsite Support)	O	Comment concerning the end user and Onsite Support
Hardware Delivery State (only if SLA allows Onsite Support)	M	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date (only if SLA allows Onsite Support)	O	The date when the ISP delivers the hardware.
Hold (only if SLA allows Onsite Support)	M	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	O	Identification of a previously booked appointment
Installation from /to (only if SLA allows Onsite Support)	O	Installation from - to define an Installation time frame.
Hardware Delivery Location		Location of Hardware Delivery
Hardware Type	O	Type of Hardware
Hardware External Reference	O	Reference (SAP order number)

Name	Optional / Mandatory	Description
Installation Type	O	Installation type
Additional Installation	O	Addition Installation

6.10 Add Service

This function is used to add a new BBCS Services (such as BBCS Streaming (TV)) on an existing active BBCS Access Service.

6.10.1 Enter common data

Add common data for one or multiple BBCS Service

Add Service

ISP * 777710 Testaccount WSG-Team

Basis Contract Element BBCS_on_TDM

BB Type ADSL

Customer Wish Date 30 09 2011 (dd mm yyyy)

Fulfillment SLA Basic ▼

Assurance SLA Standard ▼

DN / VN / NSN * 0711180355 (0314445566)

Qualification Nr

Kind of Creation * New ▼

Customer Order Nr

Order Group Nr

WOS ID

6.10.1.1 Fields

Name	Optional / Mandatory	Description
ISP	M	An ISP for whom the order was acquires.
Customer Wish Date	M	Date on which the order will be entered. Default is current date.
Fulfillment SLA	M	Fulfillment SLA (LOV).
Assurance SLA	M	Assurance SLA (LOV).
DN / VN / NSN	M	Active directory number (root number).

Name	Optional / Mandatory	Description
Qualification Nr	O	Optionally Number of Qualification by Number
Qualification Nr	O	Number of a previously performed qualification
Kind of Creation	M	New (normal order) or "Synchronisation with voice" (to synchronize the BB order with a pending or future TDM voice order)
Customer Order Nr	O	Customer order number
Order Group Nr	O	Order group number
WOS ID	O	Identification of the Work Order Synchronisation Id (to synchronize a TDM-Voice order and a BBCS order)

6.10.2 Select Services

Select one or more services to add.

Select Services (SRV_ADD)

Order Type	Contract Element	BB Type	Speed Profile
ISP_CHANGE	BBCS_on_TDM	ADSL	

Best Effort
Streaming
Real Time

6.10.3 Add Service specific data

Insert the service specific data for each added service.
 First service:

Add Service

Order Type	Contr Element	BB Type	Speed Profile
ISP_CHANGE	BBCS_Standalone	VDSL	
Best Effort			

ISP	777710 Testaccount WSG Team
Contr Element	Best Effort
Sf Exept Prio	Basic
Level Of Supp	Standard ▾
DN / VN / NSN (Requested)	0314445577
Creation Type	New
Customer Wish Date	23/05/2017
Process With Low Priority	☐
Speed Profile Nr	max 15M down / 3M up
External Reference	
Comment	
Appointment Id	

Onsite Support

Onsite Support	None ▾
End User Name	
End User Phone	
End User Comment	
HW Delivery State	unknown ▾
Hardware Delivery Date	
Hold	☐
Appointment Id	

Installation Time Slot from		 	to		 
Hardware Delivery Location					
Hardware Type					
Hardware External Reference					
Installation Type					
Additional Installation	↑ ↓				

back	submit	cancel	reset
-------------------------------------	---------------------------------------	---------------------------------------	--------------------------------------

6.10.3.1 Fields

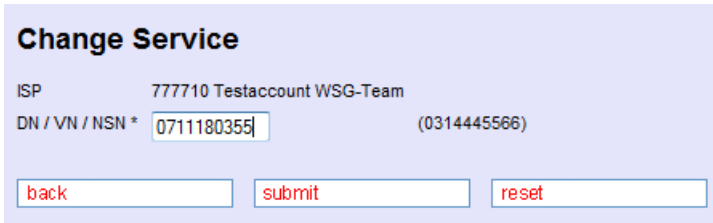
Name	Optional / Mandatory	Description
Kind of Creation	M	
Exception Priority	M	SF Exception Priority (LOV).
Speed Profile (Requested), BB Type	M	Supplied BB service speeds and Technologies
CPE Owner	M	Who owns the equipment?
Promotion	M	Promotion including "1 – No Promotion" (LOV)
Process With Low Priority	O	Check to reduce the speed of the order processing
External Reference	O	Free text comment for extra ISP reference information
Comment	M	Free comment.
Delivery Notification	O	If checked a Delivery Notification is sent to the Special order notification e-mail. N.B. The field is invisible if the calculation of the notification returns a date in the past.
Onsite Support (only if SLA allows Onsite Support)	M	Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order.
End-user name (only if SLA allows Onsite Support)	O	Name of the end user.
End-user phone (only if SLA allows Onsite Support)	M	Phone to call back the end user.
End-user comment (only if SLA allows Onsite Support)	O	Comment concerning the end user and Onsite Support
Hardware Delivery State (only if SLA allows Onsite Support)	M	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date (only if SLA allows Onsite Support)	O	The date when the ISP delivers the hardware.
Hold (only if SLA allows)	M	If checked the Installation Ticket is kept in Entered-

Onsite Support)		State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	O	Identification of a previously booked appointment
Installation from /to (only if SLA allows Onsite Support)	O	Installation from - to define an Installation time frame.
Hardware Delivery Location		Location of Hardware Delivery
Hardware Type	O	Type of Hardware
Hardware External Reference	O	Reference (SAP order number)
Installation Type	O	Installation type
Additional Installation	O	Additional Installation

6.11 Change Service

6.11.1 Change Service first screen

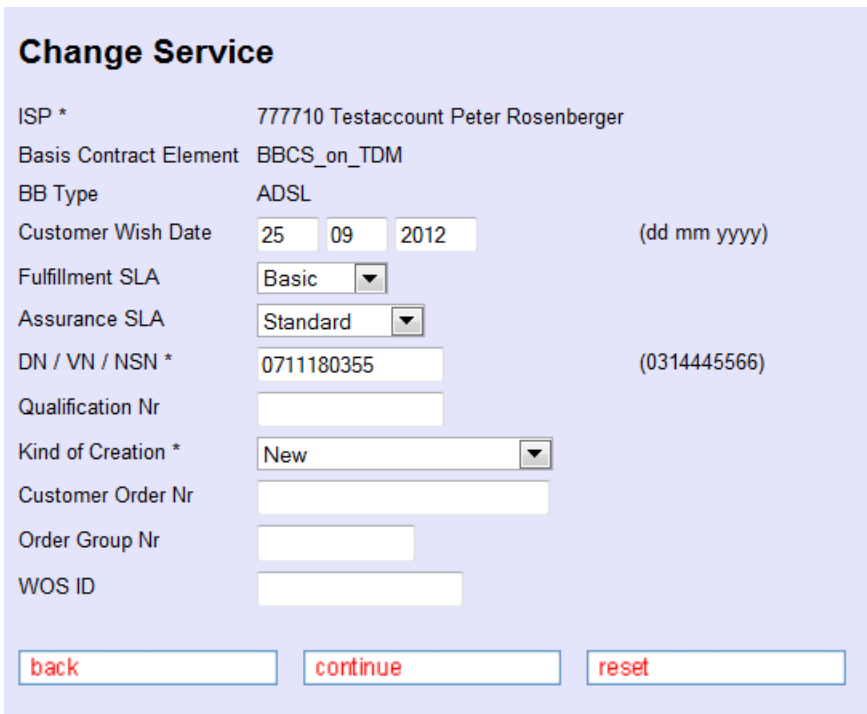
Select Customer Wish date and the rest



Change Service

ISP 777710 Testaccount WSG-Team

DN / VN / NSN * (0314445566)



Change Service

ISP * 777710 Testaccount Peter Rosenberger

Basis Contract Element BBBS_on_TDM

BB Type ADSL

Customer Wish Date (dd mm yyyy)

Fulfillment SLA

Assurance SLA

DN / VN / NSN * (0314445566)

Qualification Nr

Kind of Creation *

Customer Order Nr

Order Group Nr

WOS ID

6.11.1.1 Fields

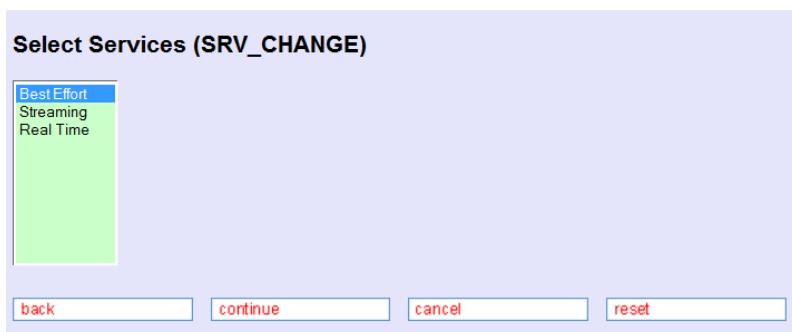
The user has to fill out following attributes to change an active BBCS service:

Name	Optional / Mandatory	Description
ISP	M	An ISP for whom the order was acquires (field not available for ISP users).
Customer Wish Date	M	Date on which the order will be entered. Default is current date.
Fulfillment SLA	M	Fulfillment SLA (LOV)
Assurance SLA	M	Assurance SLA (LOV)

Name	Optional / Mandatory	Description
DN / VN / SN	M	Directory number to create the new service N.B. If the BB Type is SDSL mustn't given but a Qualification by an Address Location has to be done in advance or is initiated before the second Service Creation screen.
Qualification Nr	O	Optionally Number of Qualification by Number
Kind of Creation (LOV)	M	"New": new BBCS Service Creations. "Synchronisation with voice": to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart.
Customer Order Nr.	O	Number of Customer
Order Group Nr	O	Number of Order Group
WOS ID	O	Identification of the Work Order Synchronisation Id (to synchronize a TDM-Voice order and a BBCS order)

6.11.2 Select Services

Select one or more services to change.



Select Services (SRV_CHANGE)

Best Effort
Streaming
Real Time

back continue cancel reset

6.11.3 Service specific data

Change Service

Order Type	Contr Element	BB Type	Speed Profile
	Best Effort		

back	submit	cancel	reset
----------------------	------------------------	------------------------	-----------------------

ISP: 100008 Swisscom (Schweiz) AG, RES
 Contr Element: Best Effort
 Sf Exept Prio: Basic
 Level Of Supp: 
 DN / VN / NSN (Requested): 0108810171
 Creation Type: New
 Customer Wish Date: 23/05/2017
 Process With Low Priority: ☐

Service Profile (Requested), BB Type

Speed Profile Nr	Service Speed Range	VDSL
☒ Active Service Profile (no change)		
☐ max 2M down / 200k up	max2000_200	Y
☐ max 2M down / 400k up	max2000_400	Y
☐ max 5M down / 500k up	max5000_500	Y
☐ max 5M down / 1M up	max5000_1000	Y
☐ max 8M down / 800k up	max8000_800	Y
☐ max 8M down / 2M up	max8000_1600	Y
☐ max 10M down / 1M up	max10000_1000	Y
☐ max 10M down / 2M up	max10000_2000	Y
☐ max 15M down / 2M up	max15000_1500	Y
☐ max 15M down / 3M up	max15000_3000	Y
☐ max 20M down / 2M up	max20000_2000	Y
☐ max 20M down / 4M up	max20000_4000	Y
☐ max 25M down / 3M up	max25000_2500	Y
☐ max 25M down / 5M up	max25000_5000	Y
☐ max 30M down / 3M up	max30000_3000	Y
☐ max 30M down / 6M up	max30000_6000	Y
☐ max 40M down / 4M up	max40000_4000	Y
☐ max 40M down / 8M up	max40000_8000	Y
☐ max 50M down / 5M up	max50000_5000	Y
☐ max 50M down / 10M up	max50000_10000	Y
☐ max 60M down / 6M up	max60000_6000	Y
☐ max 60M down / 12M up	max60000_12000	Y
☐ max 80M down / 8M up	max80000_8000	Y
☐ max 80M down / 16M up	max80000_16000	Y

☐	max 100M down / 10M up	max100000_10000	Y
☐	max 100M down / 20M up	max100000_20000	Y
☐	max 200M down / 20M up	max200000_20000	Y
☐	max 200M down / 40M up	max200000_40000	Y
☐	max 250M down / 25M up	max250000_25000	Y
☐	max 250M down / 50M up	max250000_50000	Y
☐	max 300M down / 30M up	max300000_30000	Y
☐	max 300M down / 60M up	max300000_60000	Y
☐	max 500M down / 50M up	max500000_50000	Y
☐	max 500M down / 100M up	max500000_100000	Y

External Reference

Comment

Appointment Id

Onsite Support

Onsite Support

End User Name

End User Phone

End User Comment

HW Delivery State

Hardware Delivery Date 

Hold ☐

Appointment Id

Installation Time Slot from   to  

Hardware Delivery Location

Hardware Type

Hardware External Reference

Installation Type

Additional Installation

6.11.3.1 Fields

Name	Optional / Mandatory	Description
Assurance SLA	M	LOV
Process With Low Priority	O	Check to reduce the speed of the order processing
Service Profile (Requested), BB Type	M	Requested Service Speed (available for a BB Type if marked with Y). "Active Service Profile (no change)" means that the service profile of the installed base is applied.
External Reference	O	Free text comment for extra ISP reference information
Comment	O	Free comment.
Delivery Notification	O	If checked a Delivery Notification is sent to the Special order notification e-mail. N.B. The field is invisible if the calculation of the notification returns a date in the past.
Onsite Support (only if SLA allows Onsite Support)	M	Type of Onsite Support (LOV). If not "None" an Installation Ticket is open at the same time with Order.
End-user name (only if SLA allows Onsite Support)	O	Name of the end user.
End-user phone (only if SLA allows Onsite Support)	M	Phone to call back the end user.
End-user comment (only if SLA allows Onsite Support)	O	Comment concerning the end user and Onsite Support
Hardware Delivery State (only if SLA allows Onsite Support)	M	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date (only if SLA allows Onsite Support)	O	The date when the ISP delivers the hardware.
Hold (only if SLA allows Onsite Support)	M	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	O	Identification of a previously booked appointment
Installation from (only if SLA allows Onsite Support)	O	
Installation to (only if SLA allows Onsite Support)	O	
Hardware Delivery Location to (only if SLA allows Onsite Support)	O	Location of Hardware delivery

Name	Optional / Mandatory	Description
Hardware Type (only if SLA allows Onsite Support)	O	Type of Hardware
Hardware External Reference (only if SLA allows Onsite Support)	O	Reference (SAP Order number)
Installation Type (only if SLA allows Onsite Support)	O	Installation type
Additional Installation (only if SLA allows Onsite Support)	O	Additional Installation

6.12 Reduce Service

Drill down the first screen of Reduce Service (in 3 Steps).

Reduce Service

ISP 777710 Testaccount WSG-Team

DN / VN / NSN * (0314445566)

Select Customer Wish Date:

Reduce Service

ISP * 777710 Testaccount WSG-Team

Basis Contract Element BBCS_on_TDM

Customer Wish Date (dd mm yyyy)

Select Contract Element

Reduce Service

ISP * 777710 Testaccount Peter Rosenberger

Basis Contract Element BBCS_on_TDM

Customer Wish Date 25/09/2012 (dd mm yyyy)

Contract Element *

Select the number:

Reduce Service

ISP * 777710 Testaccount WSG-Team

Basis Contract Element BBCS_on_TDM

Customer Wish Date 08/05/2013 (dd mm yyyy)

Contract Element * Best Effort

DN / VN / NSN * 0711180355 (0314445566)

External Reference

Comment

Kind of Creation * New

Process With Low Priority ☐

Name	Optional / Mandatory	Description
DN / VN / NSN	M	Directory number to create the new service
External Reference	O	Free text comment for extra ISP reference information
Comment	O	Free comment.
Kind of Creation (LOV)	M	"New": new BBCS Service Creations. "Promotion": the creation will be done manually "Synchronisation with voice": to start a chain of events and checks to synchronise the ADSL connection with its voice counterpart.
Process With Low Priority	O	Check to reduce the speed of the order processing

6.13 Compound

Service Creation, Service Modification or Change ISP can be ordered with services like Streaming or Real Time together in a so called compound. To do this on the second screen enter "add service" instead of submit. A "Select Service" screen allows selecting the wanted services.

Example compound for "Service Creation":

6.13.1 Select services

Select one or more services to add.

Select Services (SRV_ADD)

Order Type	Contract Element	BB Type	Speed Profile
BBCS_CREATE	BBCS_on_TDM	VDSL	

Best Effort
Streaming
Real Time

back

continue

cancel

reset

6.13.2 Add service specific data

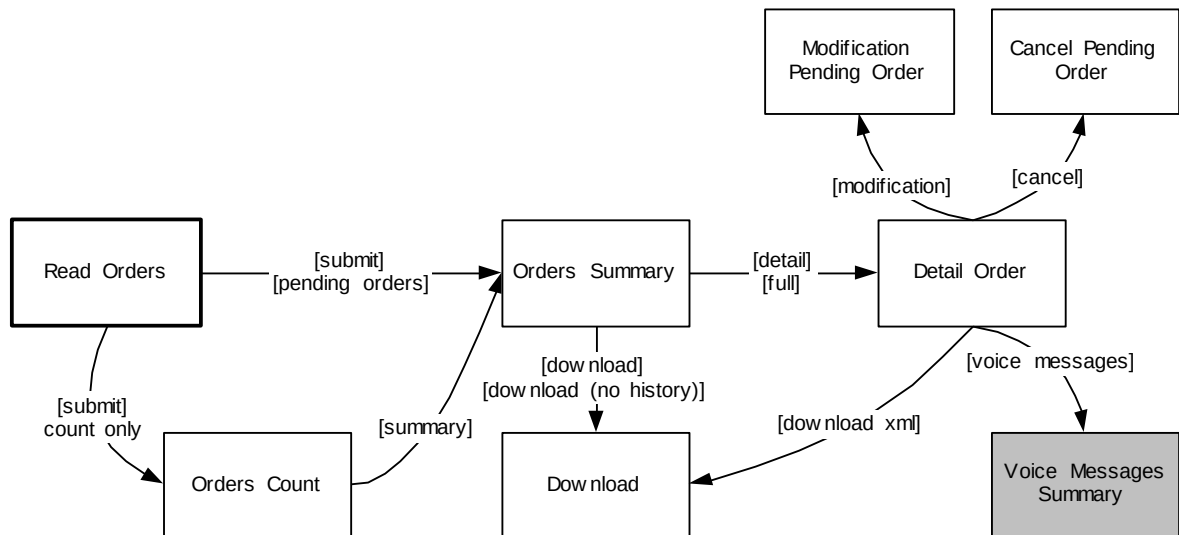
See screen of Add Service (chapter 6.10.3)

6.13.3 Fields

See fields of Add Service (chapter 6.10.1.1)

7 Maintain Order

This section addresses the order management. The flow chart depicted below illustrates the various navigation possibilities between the screens associated with the order management.



7.1 Read Orders

The 'Read Orders' screen will be used to handle the WSG work orders. You can select the orders with any combination of the input fields. To get a good performance the user should type in all information that he knows, so it will get a good overview of the orders summary screen.

NOTE: If the sort orders on the right are changed then these changes will stay in force for the session life of the browser!

- Advanced: Search orders with more and user selectable attributes for the search criteria (see 7.2).
- Advanced History: Search history orders with more and user selectable attributes for the search criteria (see 7.2).
- Wildcard search is supported for the following attributes
 - Customer Order Nr
 - Order Group Nr
 - WOS ID
 - Order Nr
 - DN / VN / NSN
 - DN / VN / NSN (Requested)
 - DN Office
 - BB Device Location
 - External Reference

7.1.1 Tab Page 1

Read Orders

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[submit](#)
[reset](#)
[advanced](#)
[advanced history](#)

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Page 2
Page 3

ISP

777710 Testaccount WSG Team

Customer Order Nr	from		to			ascending
Order Group Nr	from		to			ascending
WOS ID						ascending
Order Nr	from		to			ascending
Order Type		BBCS_CREATE BBCS_MODIFY				ascending
Order State		ENTERED HOLDING				ascending
DN / VN / NSN	from		to		2	ascending
DN / VN / NSN (Requested)	from		to			ascending
Socket Id						ascending
Customer Wish Date	from		to			ascending
Estimated Due Date/Time Start	from		to			ascending
Transaction Timestamp	from		to		1	descending
Search Category						
Contr Element		BBCS_Standalone BBCS_on_TDM				ascending
BB Type		ADSL VDSL				ascending
Service Profile (Requested)		11 down / 11 up 2400 down / 500 up				ascending

History ☐
Count Only ☐
Tree View ☒

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[reset](#)
[advanced](#)
[advanced history](#)

7.1.2 Tab Page 2

Read Orders

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[advanced](#)
[advanced history](#)

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New ISP (Receiver)		☐ ascending ▼
CPE Owner	Unknown Swisscom	☐ ascending ▼
Creation Type	New Promotion	☐ ascending ▼
Dn Type	Economy Line Multi Line	☐ ascending ▼
DN Office		☐ ascending ▼
BB Device Location		☐ ascending ▼
Region	West Central	☐ ascending ▼
Op Status	Open Pipe NA Max Open Pipe Manual	☐ ascending ▼
External Reference		☐ ascending ▼
Internal Reference	ISP-driven ORDER VOICE-driven ORDER	☐ ascending ▼
Assurance SLA	Standard Intermediate	☐ ascending ▼
Fulfillment SLA	Basic Premium	☐ ascending ▼
Onsite Support	None xDSL Installation	☐ ascending ▼

History ☐
Count Only ☐
Tree View ☒

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[reset](#)
[advanced](#)
[advanced history](#)

7.1.3 Tab Page 3

Page 1 Page 2 **Page 3**

Self Install	Y N	ascending ▼
Delivery Notification	Yes No	ascending ▼
Message Type	(Comma sep. list)	ascending ▼
Appointment Id		ascending ▼
Appointment Date/Time	from to	ascending ▼
Vectorized	Yes No	ascending ▼
DSLAM Name		ascending ▼
Preorder Activation Code		ascending ▼

7.1.3.1 Fields

The user can fill out following attributes on page 1 to select the orders:

Name	Description
Customer Order Nr	one "Customer Order Nr" or a range "from – to"
Order Group Nr	one "Order Group Nr" or a range "from – to"
WOS ID	Identification of a "Work Order Synchronisation Id"
Order Nr	one "Order Nr" or a range "from – to"
Order Type	one or more "Order Types"
Order State	one or more "Order States"
DN / VN / NSN	one "telephone number" or a range "from – to"
DN / VN / NSN (requested)	one requested "telephone number" or a range "from – to" (the requested number is the number used when the order was initiated, the attribute "DN/VN/NSN" is usually the same but can be another number if the requested number was MSN and not the base number)
Customer Wish Date	one "CWD" or a range "from – to"
Due Date	one "Due Date" (completion date) or a range "from – to"
Estimated Due Date	one "Estimated Due Date" or a range "from – to"
Transaction Date/Time	one "Transaction Date/Time" or a range "from – to"
Search Category	Preselect Active, Archived or Get Service Status Group to achieve a better performance. Has to be used with other search criteria's.
Contract Element	one or more "Contract Element" (BBCS product)
BB Type	one or more BBCS "BB Type" (technology)
Service Profile	one or more "Service Profile" (usually Best Effort Speed)
Service Speed (Requested)	one or more "Service Profile (requested)"; (since about 2007 there is no difference anymore between the "requested" and the "actual" Best Effort service speed)

The user can fill out following attributes on page 2 to select the orders:

Name	Description
New ISP (Receiver)	new ISP in case of "CHANGE _ISP" orders
CPE Owner	one or more "CPE Owner" (Customer Premises Equipment)
Kind of Creation	one or more "Kind of Creation"
DN Type	one or more "DN Types"
DN Office	specific "Central Office" (Zentrale des TDM-Anschlusses)
BB Device Location	specific "BB Device Location" (DSLAM / ISAM Standort)
Region	one or more "Regions"
OP Status	one or more "Open-Pipe Stati"
External Reference	specific ISP entered reference text of the order
Internal Reference	one or more "Internal Reference"
Assurance SLA	one or more "Assurance SLA"
Fulfillment SLA	one or more "Fulfillment SLA"
Onsite Support	one or more "Onsite Installation" products

The user can fill out following attributes on page 3 to select the orders:

Name	Description
Self Install	specific "Self Install" information
Delivery Notification	specific "Delivery Notification"
Message Type	a comma separated list of associated TDM messages
Appointment Id	a specific "Appointment Identification"
Appointment Date/Time	one "Appointment Date/Time" or a range "from – to"
Vectorized	Y, N or both
DSLAM Name	Name of the connected DSLAM
Preorder Activation Code	A 6-digit code used to activate or release a preorder

At the end of the screen the following attributes are controlling the kind of the search and the presentation of the search result.

Name	Description
History	Show the full history of the order numbers
Count Only	If checked, the query will be redirected to a search result count screen rather than to a summary screen directly. This feature enables the user to check the number of potential result records matching the selection criteria prior to view the summary, which can be very time consuming or even impossible (due to restrictions defined with system parameters) in case of vast amounts of resulting records.

The user can use following to sort criterion:

Name	Description
Sort Number	The Order, according to which the attributes are sorted.
Sort Order (LOV)	"Ascending" "Descending"

7.2 Advanced Read Order / Advanced History Read Order

Select the fields from the available ones that should be part of the search criteria. Add an available field to selected fields by selecting the fields in the available fields and pull the Add button. Remove a selected field by selecting it in the selected and pull Remove button. The set of selected fields is stored in the session, so if you do multiple searches, the preselected fields are these of your last advanced search.

Read Orders - Advanced Search 1/2

Available Fields		Selected Fields	Priority
1st Way APV Office Code APV Release ASAM Name Access Id Access Speed Access Speed Requested Access Type Activate Date/Time Voice Activator	Add >> << Remove Select All >>	Access Speed Subtype Appointment Id Assurance SLA BB ADSL Emulated BB Device Location BB Type CPE Owner Contract Element Customer Class Customer Order Nr	Up Down << Select All
back continue			

Define the search criteria by filling in values for the selected fields.

Read Orders - Advanced Search 2/2

Access Speed Subtype	F = Fulfillment normaler Access-Speed + = ADSL2+ Access-Speed			ascending	
Appointment Id				ascending	
Assurance SLA	Standard			ascending	
BB ADSL Emulated	No Yes			ascending	
BB Device Location	from		to		ascending
BB Type	ADSL			ascending	
CPE Owner	Unknown			ascending	
Contract Element	BBCS_on_TDM			ascending	
Customer Class	Private			ascending	
Customer Order Nr				ascending	
Customer Wish Date	from		to		ascending
DN (Requested)	from		to		ascending
DN / VN / NSN	from		to		1 ascending
DN Office				ascending	
DN Type	Economy Line			ascending	
DSLAM Type	ASAM			ascending	
Delivery Notification				ascending	
Due Date	from		to		ascending
Estimated Due Date/Time Start	from		to		ascending
External Reference				ascending	
Fulfillment SLA	Basic			ascending	
ISP				ascending	
ISP ID new				ascending	
Internal Reference	ISP-driven ORDER VOICE-driven ORDER			ascending	
Kind of Creation	New			ascending	
Message Type	from		to		ascending
OP Status	Open Pipe Security Open Pipe Manual			ascending	
Onsite Support	None			ascending	
Order Group Nr				ascending	
Order State	ENTERED			ascending	
Order Type	BBCS_CREATE			ascending	
Order Nr	from		to		ascending
Region	West Central			ascending	
Self Install	Y N			ascending	
Service Profile	600Kbps / 100Kbps			ascending	
Service Profile (Requested)	600Kbps / 100Kbps			ascending	
Session Type	PPP			ascending	
Transaction Date/Time	from		to		2 ascending
WOS ID	from		to		ascending

☐ Count Only
☒ Tree View

The result is an order summary.

7.3 Orders summary

After selecting the work orders the user gets the 'Orders summary' screen, on which he has to select the details for the work order handling.

Orders summary																						
Number of entries = 10 / 10																						
back download download (no history)																						
++	Order Nr	Order Type	Order State	DN / VN / NSN	Customer Wish Date	Estimated Due Date/Time	Estimated Due Start Date/Time	Estimated Due End Date/Time	Transaction Timestamp	Contr Element	BB Type	On Type	Session Type	Termination	Service Type	Speed Profile Nr	Creation Type	DN Office	BB Device Location	SF Exempt	Level Of Supp	External Reference Class
Detail	77771020150629000017000000	BBCS_DISCONNECT	CANCELLED	0108351617	08/07/2015	08/07/2015 00:00	08/07/2015 17:00	19/07/2015 04:00	17.721	BBCS_F (Fiber)	BX						New			Basic	Standard	
Detail	77771020150629000012000000	BBCS_DISCONNECT	CANCELLED	0108999287	08/07/2015	08/07/2015 00:00	08/07/2015 17:00	19/07/2015 04:00	17.721	BBCS_F (Fiber)	BX						New			Basic	Standard	
Detail	77771020150714000009000000	BBCS_DISCONNECT	HOLDING	0103099999	26/07/2015	26/07/2015 00:00	26/07/2015 17:00	14/07/2015 15:16	15.234	BBCS_F (Fiber)	BX						New			Basic	Standard	
Detail	77771020150714000003000000	BBCS_DISCONNECT	COMPLETED	0103099999	08/08/2015	08/08/2015 00:00	08/08/2015 17:00	14/07/2015 15:14	12.972	BBCS_F (Fiber)	BX						New			Basic	Standard	
Detail	77771020150629000042000000	BBCS_DISCONNECT	COMPLETED	0103099999	08/07/2015	08/07/2015 00:00	08/07/2015 17:00	08/07/2015 00:03	13.248	BBCS_F (Fiber)	BX	Netservices number	DHCP	@FWS			New	64BOL BOL		Basic	Standard	Private
Detail	77771020150629000033000000	BBCS_DISCONNECT	COMPLETED	0103099999	08/07/2015	08/07/2015 00:00	08/07/2015 17:00	29/06/2015 15:23	09.063	BBCS_F (Fiber)	BX						New			Basic	Standard	
Detail	77771020150615000008000000	BBCS_CREATE	ENTERED	0108471817	29/06/2015	29/06/2015 06:00	29/06/2015 17:00	17/06/2015 12:57	40.520	BBCS_F (Fiber)	BX	Netservices number	ppp	@ISP			New	65XAF DEVLOC		Basic	Standard	Private
Detail	77771020150615000010000000	SRV_ADD	HOLDING	0108471817	29/06/2015	29/06/2015 00:00	29/06/2015 17:00	15/06/2015 14:45	17.228	Best Effort on Fiber					Flat	15000 down / 3000 up	New	65XAF DEVLOC		Basic	Standard	
Detail	77771020150605000005000000	SRV_ADD	COMPLETED	0108558629	05/06/2015	05/06/2015 12:00	05/06/2015 14:00	05/06/2015 11:05	44.320	Best Effort on Fiber	BX	Netservices number	ppp	@ISP	Flat	30000 down / 30000 up	New	65XAF DEVLOC		Basic	Standard	Private
Detail	77771020150605000003000000	BBCS_CREATE	COMPLETED	0108558629	05/06/2015	05/06/2015 11:00	05/06/2015 13:00	05/06/2015 11:02	44.370	BBCS_F (Fiber)	BX	Netservices number	ppp	@ISP			New	65XAF DEVLOC		Basic	Standard	Private
back download download (no history)																						

7.3.1 Download and Download (no history)

The order summary can be downloaded by pressing either the 'download' or the 'download (no history)' button. The fields displayed in the downloaded report appear in the same order as the 'Detail Order' screen (see below.) The 'download (no history)' shows only the raw information without the transaction history. It is normally therefore, much shorter and much more readable!

7.4 Detail Order

After selecting a work order with the "[Detail](#)" field, the 'Detail Order' will be displayed. Only valid buttons for the next possible steps are active.

7.4.1 Main Tab

This tab contains the main order attributes. There is a small difference between the "access orders" (CREATE, MODIFY, ISP_CHANGE, DISCONNECT) containing a block "Layer 1 / Basis" and "service orders" (SRV_ADD, SRV_CHANGE, SRV_REDUCE) containing a block "Layer 3 (SPT) / Service".

7.4.1.1 Example of an Copper Access Order:

Detail Order

Main
CPE Info
Predecessor Info

Order Info Order Type BBCS_CREATE Order State ENTERED Creation Type New Response - Sf Exept Prio Basic Delivery Notification No	DN Info DN / VN / NSN (Requested) 0108296728 DN (STNR) / VN / NSN 0108296728 STNR DDI - Dn Type -	Qualified Endpoint DN Office 64BRE BB Device Location BRE Site BRES Site Category RUS Available Technology Type VDSL2, VDSL Vectoring DSLAM Name - Dslam Type - Technology Type VDSL Vectoring Vectorized -
ISP / Order Nr Info ISP 777710 Testaccount WSG Team Customer Order Nr 77771020161019000003000000 Order Nr 77771020161019000002000000 Order Group Nr -	Date Info Customer Wish Date 17/10/2016 Estimated Due Date/Time Start 17/10/2016 06:00 Estimated Due Date/Time End 17/10/2016 17:00 Termination Date -	
WOS ID WOS ID (Requested) - WOS ID -	Qualification Info Qualification Nr 147111745 Qualification Index 48 Fulfillment Time Slot Index 1	

References
External Reference -
Internal Reference ISP-driven ORDER

Layer 1 / Basis	BBCS_Standalone	Level Of Supp	Standard
------------------------	-----------------	---------------	----------

Layer 2 BB Type VDSL Session Type PPP Termination @ISP Interleave Mode - Pool Type - Access Speed - Access Speed Changed - Op Status Open Pipe Manual DSLAM Type Restriction - Mandatory Emu No	Layer 2 / Cable Box UP Board Nr - UP Switching Place Nr - UP Type of Contact - UP Contact Nr - UP Coordinate X - UP Coordinate Y - BB Port -	Layer 2 / Address / Starting Point Region Central Billing Zone - Street, Nr, Building Schönstrasse, 1a, Chalet ZIP, City 307400, Kemmeribodenbad Starting Point 64;BRE;3;10000;1 Contact Type - Contact Number - BB Number Of Wires 2 Reason of Potential 1002 - old CPE Hardware 1000 - outstanding upgrooming
--	--	--

Further Details
Appointment Id - Appointment Date/Time - Modem Owner Unknown
Calculated max. Bitrate - Onsite Support None BB Access -
Measured max. Bitrate - Self Install Y

Comment
Last Comment

History

User name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date/Time	BB Type	Speed Profile Nr	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Detail ISP User	ENTERED	0108296728		19/10/2016 15:57:21.927	VDSL			17/10/2016	17/10/2016 06:00	17/10/2016 17:00

Voice Messages

Transaction Overview

Installation Ticket

Qualification History

Ask Swisscom

back

modification

cancel

refresh

7.4.1.2 Example of an Service Order

Detail Order

Main CPE Info

Order Info		DN Info		Qualified Endpoint	
Order Type	SRV_ADD	DN / VN / NSN (Requested)	0108352294	DN Office	64BRE
Order State	ENTERED	DN (STNR) / VN / NSN	0108352294	BB Device Location	BRE
Creation Type	New	STNR DDI	-	Site	BRES
Response	-	Dn Type	-	Site Category	RUS
Sf Exept Prio	Basic	Date Info		Available Technology Type	VDSL2, VDSL Vectoring
Delivery Notification	No	Customer Wish Date	20/10/2016	DSLAM Name	-
ISP / Order Nr Info		Estimated Due Date/Time Start	20/10/2016 14:00	Dslam Type	-
ISP	777710 Testaccount WSG Team	Estimated Due Date/Time End	20/10/2016 16:00	Technology Type	VDSL Vectoring
Customer Order Nr	77771020161020000011000000	Termination Date	-	Vectorized	-
Order Nr	77771020161020000012000000	Qualification Info			
Order Group Nr	-	Qualification Nr	147111768		
WOS ID		Qualification Index	44		
WOS ID (Requested)	-	Fulfillment Time Slot Index	-		
WOS ID	-				
References					
External Reference -					
Internal Reference ISP-driven ORDER					
Layer 3 (SPT) / Service					
Contr Element	Best Effort	Level Of Supp	Standard		
Speed Profile Nr	max80000 down / 16000 up	Effective Speed	-		
Layer 2		Layer 2 / Cable Box		Layer 2 / Address / Starting Point	
BB Type	-	UP Board Nr	-	Region	Central
Session Type	-	UP Switching Place Nr	-	Billing Zone	-
Termination	-	UP Type of Contact	-	Street, Nr, Building	-
Interleave Mode	-	UP Contact Nr	-	ZIP, City	-
Pool Type	-	UP Coordinate X	-	Starting Point	-
Access Speed	-	UP Coordinate Y	-	Contact Type	-
Access Speed Changed	-	BB Port	-	Contact Number	-
Op Status	-			BB Number Of Wires	2
DSLAM Type Restriction	-			Reason of Potential	1002 - old CPE Hardware 1000 - outstanding upgrooming
Mandatory Emu	-				
Further Details					
Appointment Id	-	Appointment Date/Time	-	Modem Owner	-
Calculated max. Bitrate	-	Onsite Support	None	BB Access	-
Measured max. Bitrate	-	Self Install	-		
Comment					
Last Comment					

History

User name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date/Time	BB Type	Speed Profile Nr	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Detail Swisscom SU	ENTERED	0108352294		20/10/2016 13:33:48.316		max80000 down / 16000 up		20/10/2016	20/10/2016 14:00	20/10/2016 16:00

Voice Messages

Transaction Overview

Installation Ticket

Qualification History

Ask Swisscom

back

modification

cancel

refresh

7.4.1.3 Example of an Fiber Access Order

Detail Order

Main CPE Info Inhouse Installation						
Order Info Order Type: BBCS_CREATE Order State: HOLDING Business Type: New Creation Type: New Response: - Sf Exept Prio: Basic	DN Info DN / VN / NSN (Requested): 0108715996 DN (STNR) / VN / NSN: 0108715996 STNR DDI: - Dn Type: -	Qualified Endpoint DN Office: 65XAF BB Device Location: DEVLOC Site: - Site Category: - Available Technology Type: - DSLAM Name: - Dslam Type: - Technology Type: - Vectorized: -				
ISP / Order Nr Info ISP: 777710 Testaccount WSG Team Customer Order Nr: 77771020170921000014000000 Order Nr: 77771020170921000013000000 Order Group Nr: -	Date Info Customer Wish Date: 30/10/2017 Estimated Due Date/Time Start: 23/10/2017 08:01 Estimated Due Date/Time End: 23/10/2017 10:01 Earliest Start Date: 23/10/2017 Termination Date: -					
WOS ID WOS ID (Requested): - WOS ID: -	Qualification Info Qualification Nr: 147110049 Qualification Index: 52 Fulfillment Time Slot Index: 1					
References External Reference: - ONP Number: - Internal Reference: ISP-driven ORDER						
Layer 1 / Basis <table border="1"> <tr> <td>Contr Element</td> <td>BBCS_F (Fiber)</td> <td>Level Of Supp</td> <td>Standard</td> </tr> </table>			Contr Element	BBCS_F (Fiber)	Level Of Supp	Standard
Contr Element	BBCS_F (Fiber)	Level Of Supp	Standard			
Fiber Info Socket Id: B.345.678.124.5 Cooperation Id: Partner_B.345.678.124.5 Plug Nr: 1						
Layer 2 BB Type: BX Session Type: DHCP Termination: @FWS Interleave Mode: - Pool Type: pool1 Access Speed: - Access Speed Changed: - Op Status: - DSLAM Type Restriction: - Mandatory Emu: No	Layer 2 / Cable Box UP Board Nr: - UP Switching Place Nr: - UP Type of Contact: - UP Contact Nr: - UP Coordinate X: - UP Coordinate Y: - Jumper Action: Y BB Port: -	Layer 2 / Address / Starting Point Region: - Billing Zone: FIBER_Default_Billing_Zone Street, Nr, Building: TibcoSimulator-Strasse, 123d, Lokal 999966-0 ZIP, City: 3000, Bern Starting Point: - Contact Type: - Contact Number: - BB Number Of Wires: - Reason of Potential: -				
Further Details Appointment Id: - Appointment Date/Time: - Modem Owner: Unknown Calculated max. Bitrate: - Onsite Support: None BB Access: - Measured max. Bitrate: - Self Install: - Delivery Notification: No						
Comment Last Comment:						

History

	User name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date/Time	BB Type	Speed Profile	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Detail	Batch	HOLDING	0108715996		21/09/2017 16:44:15.457	BX			30/10/2017	23/10/2017 08:01	23/10/2017 10:01
Detail	Swisscom SU	ENTERED	0108715996		21/09/2017 16:43:21.185	BX			30/10/2017	23/10/2017 08:01	23/10/2017 10:01

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[Installation Ticket](#)
[Qualification History](#)
[Ask Swisscom](#)

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[modification](#)
[cancel](#)
[refresh](#)

Changes

Rel.	CR	Description
17.10	SO 4128	Earliest Start Date

7.4.1.4 Example of a Preorder

Detail Order

Main CPE Info Predecessor Info

Order Info
Order Type BBCS_CREATE
Order State HOLDING
Creation Type Preorder
Response -
Sf Exept Prio Basic
Preorder Activation Code 018171
Delivery Notification No

DN Info
DN / VN / NSN (Requested) -
DN (STNR) / VN / NSN -
STNR DDI -
Dn Type -

Qualified Endpoint
DN Office 64BOL
BB Device Location DELOC
Site BOLQ
Site Category RUS
Available Technology Type VDSL2, VDSL Vectoring
DSLAM Name -
Dslam Type -
Technology Type VDSL2
Vectorized No

ISP / Order Nr Info
ISP 777710 Testaccount WSG Team
Customer Order Nr [77771020170216000002000000](#)
Order Nr 77771020170216000001000000
Order Group Nr -

Date Info
Customer Wish Date 16/02/2017
Estimated Due Date/Time Start 16/02/2017 10:00
Estimated Due Date/Time End 16/02/2017 12:00
Termination Date -

Qualification Info
Qualification Nr [147109992](#)
Qualification Index 35
Fulfillment Time Slot Index 1

WOS ID
WOS ID (Requested) -
WOS ID -

References
External Reference -
Internal Reference ISP-driven ORDER

Layer 1 / Basis

Contr Element	BBCS_Standalone	Level Of Supp	Standard
---------------	-----------------	---------------	----------

Layer 2
BB Type VDSL
Session Type DHCP
Termination @FWS
Interleave Mode -
Pool Type pool1
Access Speed -
Access Speed Changed -
Op Status Open Pipe Manual
DSLAM Type Restriction -
Mandatory Emu No

Layer 2 / Cable Box
UP Board Nr -
UP Switching Place Nr -
UP Type of Contact -
UP Contact Nr -
UP Coordinate X -
UP Coordinate Y -
Jumper Action N
BB Port -

Layer 2 / Address / Starting Point
Region -
Billing Zone -
Street, Nr, Building Meisenweg, 12, -
ZIP, City 3063, Ittigen
Starting Point 64;BOL;3;10000;1
Contact Type -
Contact Number -
BB Number Of Wires 2
Reason of Potential 1002 - old CPE Hardware
1000 - outstanding upgrooming

Further Details

Appointment Id	-	Appointment Date/Time	-	Modem Owner	Unknown
Calculated max. Bitrate	-	Onsite Support	None	BB Access	-
Measured max. Bitrate	-	Self Install	Y		

Comment
Last Comment

History

User name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date/Time	BB Type	Speed Profile Nr	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Detail Batch	HOLDING			16/02/2017 09:03:31.188	VDSL			16/02/2017	16/02/2017 10:00	16/02/2017 12:00
Detail ISP User	ENTERED			16/02/2017 09:02:34.947	VDSL			16/02/2017	16/02/2017 10:00	16/02/2017 12:00

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Ask Swisscom

back
modification
cancel
refresh

This an preorder wait in state HOLDING on an activation. The Preorder Action Code needed for activation is shown in the group Order Info.

7.4.1.5 Example of ISP Change Donor Order

Detail Order

Main

Order Info Order Type: ISP_CHANGE DONOR Order State: COMPLETED Kind of Creation: - Response: - Fulfillment SLA: - Delivery Notification: -		DN Info DN / VN / NSN (Requested): 0311180311 DN (STNR) / VN / NSN: 0311180311 STNR DDI: - DN Type: - DN Office: - BB Device Location: -
ISP / Order Nr Info ISP: 100008 Bluewin AG New ISP (Receiver): 777710 Testaccount WSG-Team Customer Order Nr: 1000082011012400000000000000 Order Nr: 1000082011012400000000000000		Date Info Customer Wish Date: 24/01/2011 Estimated Due Date: - Termination Date: -

Last Comment

7.4.2 CPE Info Tab

Detail Order

Main **CPE Info** **Predecessor Info**

CPE Info

CPE Name	Motorola 7347-44 POTS rel.7.9			
DSLAM Type	Technology	Dslam Type		
Allowed	ADSL	ASAM		
	VDSL2	ISAM, CAN		
Capability	Technology Type	Capability Overall	Capability Hardware	Capability Firmware
	-	-	-	-
CPE Comment	Das ist ein Kommentar für CPE Info			

7.4.3 Predecessor Info Tab

Detail Order

Main **CPE Info** **Predecessor Info**

Current Customer (for predecessor info)

Last Name	Muster
First Name	Hans
Company Name	-
Phone	0317654321

7.4.4 Missing Disconnect Info Tab

Detail Order

Main CPE Info Predecessor Info **Missing Disconnect Info**

Missing Disconnect Info

Disconnect Needed Yes
Disconnect Missing Yes
DN/VN/NSN 0108431427
ISP 777720 - Testaccount WSG-Team
Disconnect Date -

Rel.	CR	Description
17.11	FeFoFu-121	New Tab

7.4.5 Inhouse Tab

If a BBCS_F needs a First Inhouse Installation, a screen will appear “Inhouse Installation Request”

Detail Order

Main | CPE Info | **Inhouse Installation**

Inhouse Connection Data
Processing Step Completed
Processing Step Date 23/10/2017 21:51
First Inhouse Installation -
Installation Notes -
Earliest Start Date 24/10/2017

Appointment Data
Appointment Id 1326708765
Appointment Start Date/Time 03/11/2017 17:51
Appointment End Date/Time 03/11/2017 21:51
SLA Appointment Start Date/Time 25/10/2017 00:00
SLA Appointment End Date/Time 08/11/2017 23:00

Contact Address
Last Name Meier
First Name Anna
Street -
House Nr -
Building -
ZIP -
City -
Additional City -
E-Mail -
Phone 0317654321
Phone 2 -
Language -
Address Comment -

Fulfillment SLA
Fulfillment SLA Basic
Appointment out of SLA -
Appointment Reason for out of SLA -
Comment for out of SLA -

OTO Data
OTO Id B.345.678.130.X
OTO Type 4/2
Flat Memo Das ist das Flat Memo vom TIBCO Simulator (SubmitOrderResponseTi
Flat Id F01.02

Inventory Data
Partner Label Partnerlabel_XYZ
Inventory Installation Datetime 24/10/2017 17:51
Inventory Inhouse Cable Length 142
Inventory Comment Das ist ein Installationskommentar (SubmitOrderResponseTimerTask.sendNotifyOrderStatusWithInventory())

Work Info
Work Info Customer not reached
Work Info Comment Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold

Report Data
Completion -
Completion Comment Fibre Ready / Installation completed - optical signal available

History

User name	Order State	DN (STNR) / VN / NSN	Response	FIC Processing Step	FIC Work Info	FIC Work Info Comment	FIC Appointment Start	Transaction Date/Time	BB Type	Speed Profile Nr	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Detail Batch	COMPLETED	0108747384		Completed	Customer not reached	Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold	03/11/2017 17:51	24/10/2017 17:52:23.422	BX			27/10/2017	03/11/2017 21:51	03/11/2017 23:51
Detail Pol	EXECUTED	0108747384		Completed	Customer not reached	Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold	03/11/2017 17:51	24/10/2017 17:52:07.562	BX			27/10/2017	03/11/2017 21:51	03/11/2017 23:51
Detail cope	EXECUTED	0108747384	OrderComplete. OrderStatus: succeeded	Completed	Customer not reached	Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold	03/11/2017 17:51	24/10/2017 17:52:03.472	BX			27/10/2017	03/11/2017 21:51	03/11/2017 23:51
Detail Pol	ACCEPTED	0108747384	OLI BbcsSubscription: OLIUpdate. OrderStatus: inProcess	Completed	Customer not reached	Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold	03/11/2017 17:51	24/10/2017 17:52:02.210	BX			27/10/2017	03/11/2017 21:51	03/11/2017 23:51
Detail wfm	ACCEPTED	0108747384	FIO State = 180 - Completed	Completed	Customer not reached	Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold	03/11/2017 17:51	24/10/2017 17:51:51.214	BX			27/10/2017	03/11/2017 21:51	03/11/2017 23:51
Detail wfm	ACCEPTED	0108747384	FIO State = 180 - Completed; CompletionCode = 0 - Fibre Ready / Installation completed - optical signal available	OnHold	Customer not reached	Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold	03/11/2017 17:51	24/10/2017 17:51:45.606	BX			27/10/2017	03/11/2017 21:51	03/11/2017 23:51
Detail wfm	ACCEPTED	0108747384		OnHold	Customer not reached	Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold		24/10/2017 17:51:29.842	BX			27/10/2017	03/11/2017 21:51	03/11/2017 23:51
Detail cope	ACCEPTED	0108747384	OLI Access: OLIUpdate. OrderStatus: inProcess	OnHold	Customer not reached	Das ist ein WorkInfo-Kommentar: StatusUpdate=onHold		24/10/2017 17:51:19.824	BX			27/10/2017	24/10/2017 17:50	24/10/2017 19:50
Detail wfm	ACCEPTED	0108747384	FIO State = 160 - OnHold	Acknowledged				24/10/2017 17:51:09.327	BX			27/10/2017	24/10/2017 17:50	24/10/2017 19:50
Detail wfm	ACCEPTED	0108747384	FIO State = 110 - Acknowledged					24/10/2017 17:50:58.766	BX			27/10/2017	24/10/2017 17:50	24/10/2017 19:50
Detail cope	ACCEPTED	0108747384	Sent to Backend					24/10/2017 17:50:31.102	BX			27/10/2017	24/10/2017 17:50	24/10/2017 19:50
Detail Pol	PROCESSING	0108747384						24/10/2017 17:50:30.573	BX			27/10/2017	24/10/2017 17:50	24/10/2017 19:50
Detail Pol	PROCESSING	0108747384						24/10/2017 17:50:26.991	BX			27/10/2017	27/10/2017 08:01	27/10/2017 10:01
Detail Batch	CHECKED	0108747384						24/10/2017 17:50:26.507	BX			27/10/2017	27/10/2017 08:01	27/10/2017 10:01
Detail Swisscom SU	ENTERED	0108747384						24/10/2017 17:47:44.229	BX			27/10/2017	27/10/2017 08:01	27/10/2017 10:01

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modification
cancel
refresh

Changes

Rel.	CR	Description
17.11	SO-4217	Processing Step, Report Data, Work Info FIC/FCC Steps in der History

17.10	SO 4128	Earliest Start Date
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7.4.6 History

The history tab is only available on all Order type

History											
	User name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date/Time	BB Type	Speed Profile Nr	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Detail	Batch	COMPLETED	0108296728		19/10/2016 16:30:22.083	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 17:00	19/10/2016 19:00
Detail	Pol	EXECUTED	0108296728	Point of no return; PONR Point of no return	19/10/2016 16:29:42.903	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 17:00	19/10/2016 19:00
Detail	Pol	ACCEPTED	0108296728	Point of no return; PONR Point of no return	19/10/2016 16:29:38.119	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 17:00	19/10/2016 19:00
Detail	Pol	ACCEPTED	0108296728	Point of no return; PONR Point of no return	19/10/2016 16:24:38.743	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00
Detail	Pol	ACCEPTED	0108296728	Point of no return; PONR Point of no return	19/10/2016 16:24:33.210	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00
Detail	Pol	ACCEPTED	0108296728	Point of no return; PONR Point of no return	19/10/2016 16:22:18.182	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00
Detail	Pol	ACCEPTED	0108296728	Point of no return; PONR Point of no return	19/10/2016 16:21:19.466	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00
Detail	Pol	ACCEPTED	0108296728	Point of no return; PONR Point of no return	19/10/2016 16:20:40.679	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00
Detail	Pol	ACCEPTED	0108296728	Order confirmed, UP Information now available	19/10/2016 16:19:26.758	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00
Detail	Pol	PROCESSING	0108296728		19/10/2016 16:16:26.248	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00
Detail	Batch	CHECKED	0108296728		19/10/2016 16:16:26.061	VDSL	max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00
Detail	ISP User	ENTERED	0108296728		19/10/2016 15:57:35.854		max200000 down / 40000 up		17/10/2016	19/10/2016 16:00	19/10/2016 18:00

Follow the Detail link the history details.

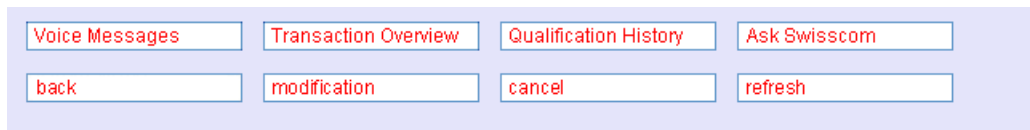
Detail Order History																					
Main																					
Order Info Order Type: SRV_ADD Order State: ACCEPTED Creation Type: New Response: Point of no return; PONR Point of no return Sf Except Prio: Basic Delivery Notification: No		DN Info DN / VN / NSN (Requested): 0108296728 DN (STNR) / VN / NSN: 0108296728 STNR DDI: - Dn Type: Netservices number																			
ISP / Order Nr Info ISP: 777710 Testaccount WSG Team Customer Order Nr: 77771020161019000003000000 Order Nr: 77771020161019000004000000 Order Group Nr: -		Date Info Customer Wish Date: 17/10/2016 Estimated Due Date/Time Start: 19/10/2016 16:00 Estimated Due Date/Time End: 19/10/2016 18:00 Termination Date: -																			
WOS ID WOS ID (Requested): - WOS ID: -		Qualified Endpoint DN Office: 64BOL BB Device Location: DELOC Site: BOLQ Site Category: RUS Available Technology Type: - DSLAM Name: IPC-HIR710-S-DM-13 Dslam Type: CAN Technology Type: VDSL Vectoring Vectorized: No																			
References External Reference: - Internal Reference: ISP-driven ORDER																					
Layer 3 (SPT) / Service <table border="1"> <tr> <td>Contr Element</td> <td>Best Effort</td> <td>Level Of Supp</td> <td>Standard</td> </tr> <tr> <td>Speed Profile Nr</td> <td>max200000 down / 40000 up</td> <td>Effective Speed</td> <td>-</td> </tr> </table>				Contr Element	Best Effort	Level Of Supp	Standard	Speed Profile Nr	max200000 down / 40000 up	Effective Speed	-										
Contr Element	Best Effort	Level Of Supp	Standard																		
Speed Profile Nr	max200000 down / 40000 up	Effective Speed	-																		
Layer 2 BB Type: VDSL Session Type: PPP Termination: @ISP Interleave Mode: Fastpath Pool Type: - Access Speed: 50000 down / 10000 up Access Speed Changed: - Op Status: Open Pipe Manual DSLAM Type Restriction: - Mandatory Emu: -		Layer 2 / Cable Box UP Board Nr: - UP Switching Place Nr: - UP Type of Contact: - UP Contact Nr: - UP Coordinate X: - UP Coordinate Y: - BB Port: -																			
Layer 2 / Address / Starting Point Region: Central Billing Zone: - Street, Nr, Building: - ZIP, City: - Starting Point: - Contact Type: - Contact Number: - BB Number Of Wires: 2 Reason of Potential: 1002 - old CPE Hardware 1000 - outstanding upgrooming																					
Further Details <table border="1"> <tr> <td>Appointment Id</td> <td>-</td> <td>Appointment Date/Time</td> <td>-</td> <td>Modem Owner</td> <td>-</td> </tr> <tr> <td>Calculated max. Bitrate</td> <td>-</td> <td>Onsite Support</td> <td>None</td> <td>BB Access</td> <td>-</td> </tr> <tr> <td>Measured max. Bitrate</td> <td>-</td> <td>Self Install</td> <td>-</td> <td></td> <td></td> </tr> </table>				Appointment Id	-	Appointment Date/Time	-	Modem Owner	-	Calculated max. Bitrate	-	Onsite Support	None	BB Access	-	Measured max. Bitrate	-	Self Install	-		
Appointment Id	-	Appointment Date/Time	-	Modem Owner	-																
Calculated max. Bitrate	-	Onsite Support	None	BB Access	-																
Measured max. Bitrate	-	Self Install	-																		
Comment Last Comment																					
back																					

7.4.7 Buttons

The following buttons are shown at the end of each "Detail Order" screen. Exception is the "Detail Order" screen from a Disconnect Order. (see page 91)

Voice Messages	Transaction Overview	Installation Ticket	Qualification History	Ask Swisscom
back	modification	cancel	refresh	

Buttons only Disconnect Order:



7.4.7.1 Button “Voice Messages”

This buttons leads you to the “Voice Message Summary” dialog and shows you all voice messages affecting the DN/VN/NSN of the actual order; see chapter 8 Voice Messages for more details.

7.4.7.2 Button “Transaction Overview”

This buttons leads you to the “Transaction Overview” dialog and shows you all transactions (work order, voice messages, installation and trouble tickets) affecting the DN/VN/NSN of the actual order; see chapter 11 Transaction Overview for more details.

7.4.7.3 Button “Installation Ticket”

This buttons leads you to the “Installation Ticket Summary” dialog and shows you all installation tickets for the DN/VN/NSN of the actual order; see chapter 9 Installation Ticket for more details.

7.4.7.4 Button “modification”

This buttons leads you to the “Modification Pending Order” dialog; see chapter 7.4.7.6

7.4.7.5 Button “cancel”

This buttons leads you to the “Cancel Pending Order” dialog; see chapter 7.6 Cancel Pending Order for more details.

7.4.7.6 Button “Qualification History”

The "Qualification History Summary" shows all qualifications executed explicitly by the user or implicitly by WSG itself.

Qualification History Summary

Number of entries = 1

Qualification Nr	Req.	DN (STNR)	LLID	DN Type	Fulfillment SLA	DN Office	BB Device Location	Jumper Action	LQS Result	Transaction Date/Time
Detail 86666416	Yes	0711180355	0030711180355	Economy Line	Basic	64BRE	BRE	Yes		25/09/2012 13:09
back										

After clicking on the [Detail](#) link you get the screen with the qualification details.

Qualification History Detail

Detail

Qualification Log Id	67898655
Order Nr	77771020160504000005000000
Virtual Order Id	77771020160504000005000000
Group Id	-
Qualif By	Qualification by Number
Transaction Date/Time	04/05/2016 15:15

Request

Qualification Nr	147109901
Qualification Index	22
ISP ID	777710
DN / VN / NSN	0314445566
LLID	-
Last Name	-
First Name	-
Street	-
House Nr	-
Building	-
ZIP	-
City	-
Tax Region	-
Access Net	-
Unit Number	-
Unit Type	-
SSE	-
Contact Number	-
Contact Type	-
Binding Id	-
M1400	M1400 Test
Dn Type	-
BB Type	VDSL
Sf Exept Prio	Basic

Response

Qualification Nr	147109901
Req.	Yes
DN (STNR)	0314445566
LLID	0030314445566
Dn Type	Netservices number
BB Number Of Wires	2
Speed Profile Nr	max5000 down / 1000 up
Available Speeds	max2000 down / 200 up max2000 down / 400 up max5000 down / 500 up max5000 down / 1000 up max8000 down / 800 up max8000 down / 1600 up max10000 down / 1000 up max10000 down / 2000 up max15000 down / 1500 up max15000 down / 3000 up max20000 down / 2000 up max20000 down / 4000 up max25000 down / 2500 up max25000 down / 5000 up max30000 down / 3000 up max30000 down / 6000 up max40000 down / 4000 up max40000 down / 8000 up max50000 down / 5000 up max50000 down / 10000 up max60000 down / 6000 up max60000 down / 12000 up max80000 down / 8000 up

Fulfillment Wish Date	05/05/2016		max80000 down / 16000 up
Customer Class	-		max100000 down / 10000 up
Contr Element	BBCS_Standalone		max100000 down / 20000 up
Speed Profile Nr	-		max200000 down / 20000 up
Voice Speed Downgrade	-		max200000 down / 40000 up
Get NA Result	-		max250000 down / 25000 up
Line State	active		max250000 down / 50000 up
Ext Ref	-		max300000 down / 30000 up
Socket Id	-		max300000 down / 60000 up
Cooperation Id	-		max500000 down / 50000 up
Socket Label	-		max500000 down / 100000 up
Plug Nr	-	Technology Type	ENABLING
Has ONP	N	DN Office	VDSL Vectoring
Business Type	New	BB Device Location	64BOL
Appointment Id	-	Site	BEMN
Appointment Date/Time	-	Site Category	BOLS
POA FA Id	-	Available Technology Type	RUS
Return Speed at NOK	No	Vectorized	VDSL2, VDSL Vectoring
Customer Location Id	-	Jumper Action	-
		LQS Result	Yes
		Message LQS	-
		Message Qualification	-
		Reason Comment	000
		Socket Id	-
		Plug Nr	-
		CPE Name	Motorola 7347-44 POTS rel.7.9
		Capability	-

[back](#)

7.4.7.7 Button “Ask Swisscom”

7.4.7.7.1 Add Problem Description and Notes

Ask Swisscom

Add Description and Notes

ISP 777710 Testaccount WSG Team

BBCS-Order 77771020170606000020000000

Problem description *

Problem Notes

Qualification was fine.

7.4.7.7.1.1 Fields

The user has to fill out following attributes to add a problem description and notes:

Name	Optional / Mandatory	Description
Problem Description	M	The Problem Description
Problem Notes	O	Notes up to 32 Kbytes

7.4.7.7.2 Preview for Submit

You can control the content that will be sent to Swisscom First-Level-Support.

Ask Swisscom

Preview for Submit

ISP	777710 Testaccount WSG Team
BBCS-Order	77771020170606000020000000
Contr Element	BBCS_F (Fiber)
Order Type	BBCS_CREATE
Order State	ENTERED
Problem description	Why this order does not get CHECKED ?
Problem Notes	Qualification was fine.

When pressing "submit" your inquiry will automatically be sent to Swisscom First-Level-Support

7.4.7.7.3 Clarification Ticket Created

Ask Swisscom creates a Clarification Ticket with the Ticket Id below. Clarification Tickets can be maintained in WSG Information Service by B2B and GUI. Mail and Web-Service Notification are configurable there too.

Ask Swisscom

Clarificaiton Ticket Created

ISP	777710 Testaccount WSG Team
BBCS-Order	77771020170606000020000000
Ticket ID	15040

7.4.7.7.4 Add a second problem description is not possible

The following message informs you that you cannot add second problem description for the same order.

Ask Swisscom

Operation failed

Message	An inquiry or clarification ticket to Swisscom was already sent. This feature can only be used once per order/ticket etc. Ticket Id = 15041
---------	--

[back](#)

7.5 Modification Pending Order

7.5.1 Modification Pending Order screen 1

Used to modify a pending BBCS order of a customer belonging to the ISP and identified by a directory number.

Modification Pending Order

ISP	777710 Testaccount Peter Rosenberger		
Order Nr	77771020120925000116000000		
Customer Wish Date	27	09	2012 (dd mm yyyy)
Contract Element	BBCS_on_TDM		
BB Type	ADSL		
Session Type	PPP		
DN / VN / NSN	0711180355		
Fulfillment SLA	Basic		
Assurance SLA	Standard		
Kind of Creation	New		
Qualification Nr	86666418		
Qualification Index	34		
Fulfillment Time Slot Index	1		
BB Device Location	BRE		
Starting Point			
Customer Order Nr	7777102012092500011700		
Order Group Nr			
WOS ID			

For BB Type SDSL a new qualification is possible to change the Starting Point of the line.

7.5.1.1 Allowed states

To modify a pending order it must be in one of the following states:

States
ENTERED
HOLDING
PRE_REJECTED

7.5.1.2 Fields

The user has to fill out following attributes to modify a pending BBCS order:

Name	Optional / Mandatory	Description
Customer Wish Date	M	Date on which the order will be entered. Default is current date.
Contract Element	M	The Contract Element (LOV).
BB Type	M	BB type (LOV)
Session Type	M	The Session Type (PPP or DHCP).
DN / VN / NSN	M	Active directory number (root number).
Fulfillment SLA	M	Fulfillment SLA (LOV)
Assurance SLA	M	Assurance SLA (LOV)

7.5.2 Modification Pending Order screen 2

After submitting valid data on the “Modification Pending Order (part 1)” screen the following screen will be displayed:

Modification Pending Order

ISP	777710 Testaccount WSG-Team
Customer Order Nr	77771020130508000009000000
Order Nr	77771020130508000010000000
Contract Element	Best Effort
BB Type	ADSL
DN Type	
Fulfillment SLA	Basic
Assurance SLA	Standard
DN / VN / NSN (Requested)	0314445566
Kind of Creation	New
Qualification Nr	86667487
Qualification Index	14
Fulfillment Time Slot Index	
BB Device Location	BEMN
Starting Point	64;BOL;3;10000;0
Customer Wish Date	09/05/2013
Process With Low Priority	☐
Service Profile (Requested)	max 5000 down / 500 up
External Reference	
Comment	
Appointment Id	

Onsite Support

Onsite Support	None
End User Name	
End User Phone	
End User Comment	
Hardware Delivery State	unknown
Hardware Delivery Date	
Hold	☐
Appointment Id	
Installation Time Slot from	to
Hardware Delivery Location	
Hardware Type	
Hardware External Reference	
Installation Type	
Additional Installation	

7.5.2.1 Fields

The user has to fill out following attributes to modify a pending BBCS order:

Name	Optional / Mandatory	Description
Speed Profile (Requested), BB Type	M	Supplied BB service speeds and BB-Type
CPE Owner	M	Who owns the equipment (LOV).
Process With Low Priority	O	Check to reduce the speed of the order processing
External Reference	O	Free text comment for extra ISP reference information
Comment	O	Free comment.
Appointment Id	O	Identification of an appointment
Delivery Notification	O	If checked a Delivery Notification is sent to the Special order notification e-mail (See:12.1.1.1 ISP Order Service Settings). N.B. The field is invisible if the calculation of the notification returns a date in the past.
Onsite Support (only if SLA allows Onsite Support)	M	Type of Onsite Support (LOV).
End-user name (only if SLA allows Onsite Support)	O	Name of the end user.
End-user phone (only if SLA allows Onsite Support)	M	Phone to call back the end user.
End-user comment (only if SLA allows Onsite Support)	O	Comment concerning the end user and Onsite Support
Hardware Delivery State (only if SLA allows Onsite Support)	M	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date (only if SLA allows Onsite Support)	O	The date when the ISP delivers the hardware.
Hold (only if SLA allows Onsite Support)	M	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	O	Identification of a previously booked appointment
Installation from / to (only if SLA allows Onsite Support)	O	Installation from - to define an Installation time frame.
Hardware Delivery Location		Location of Hardware Delivery
Hardware Type	O	Type of Hardware
Hardware External	O	Reference (SAP order number)

Name	Optional / Mandatory	Description
Reference		
Installation Type	O	Installation type
Additional Installation	O	Addition Installation

7.6 Cancel Pending Order

Used to cancel a pending BBCS order of a customer belonging to a certain ISP and identified by a directory number.

Cancel Pending Order

ISP 777710 Test

Order Nr 77771020061102000006000000

Comment

7.6.1.1 Allowed states

To cancel a pending order it must be in one of the following states:

States
ENTERED
HOLDING
PRE_REJECTED
CHECKED
ACCEPTED
REJECTED
DELAYED
PLANNED

After every forward step in the Swisscom back-end system it will no longer be possible to cancel the order!

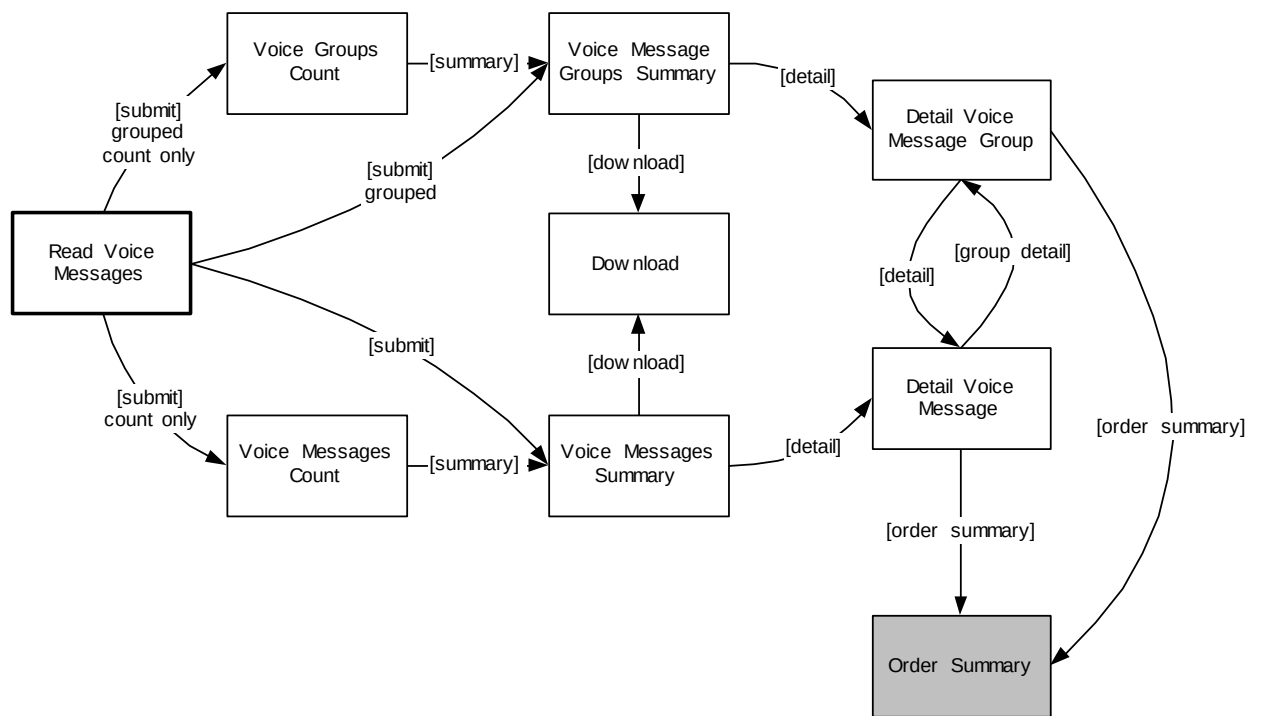
7.6.1.2 Fields

The user has to fill out following attributes to cancel a pending BBCS order:

Name	Optional / Mandatory	Description
Comment	O	Free comment.

8 Voice Messages

This section addresses the voice message management. The flow chart depicted below illustrates the various navigation possibilities between the screens associated with the voice message management.



8.1 Read Voice Messages

The 'Read Voice Messages' screen will be used to handle the Voice Message. You can select the messages with any combination of the input fields. To get a good performance the user should type in all information that he knows, so it will get a good overview of the Voice Message summary screen.

NOTE: If the sort orders on the right are changed then these changes will stay in force for the session life of the browser!

Read Voice Messages

ISP

777710 Testaccount hp

Message Type

ascending ▼

Message Reference

ascending ▼

Process Flow Nr.

ascending ▼

DN1

from

to

ascending ▼

DN2

from

to

ascending ▼

Transaction Date/Time

from

to

1

descending ▼

Contract Element

Streaming
Real Time

ascending ▼

BB Type

ADSL

ascending ▼

Service Profile Old

max 15000 down / 1000 up

ascending ▼

Service Profile New

max 15000 down / 1000 up

ascending ▼

Customer Class

Private

ascending ▼

Assurance SLA

Standard

ascending ▼

Fulfillment SLA

Basic

ascending ▼

Group State

OPEN

ascending ▼

Previous Group State

OPEN

ascending ▼

Customer Business Nr.

☒ grouped

ascending ▼

Count Only

☐

show moving

back

submit

reset

8.1.1 Form Explanations

8.1.1.1 "show moving"

If clicked then voice messages of type 03, 04 and 15, i.e. all messages pertaining to a move will be grouped by “Customer Business Nr.”

8.1.1.2 “grouped”

If clicked then the voice messages will be grouped by “Customer Business Nr.”, i.e. all messages that belong to one “business” will be grouped together.

8.1.1.3 “Count Only”

If checked, the query will be redirected to a search result count screen rather than to a summary screen directly. This feature enables the user to check the number of potential result records matching the selection criteria prior to view the summary, which can be very time consuming or even impossible (due to restrictions defined with system parameters) in case of vast amounts of resulting records. See a sample search result count screen below:

Voice Message Groups Count

Number of entries = 3

back
summary

8.2 Voice Message Group Summary

After submitting the selection criteria (“grouped” flag checked) the user gets the “Voice Message Groups Summary” screen.

Voice Message Groups Summary

Number of entries = 3

back
download

Customer Business Nr.	Type	Group State	DN1	DN2	Transaction Date/Time	Response Comment	
001332718678	14	DONE	0712201326	0712201326	27/10/2003 11:22	Closure of transaction	Detail
999000101604	14	DONE	0712201326	0712201326	27/10/2003 11:00	Request for DN 0712201326 for disconnection: Cancellation	Detail
001332000470	174	DONE	0712201326	0712201326	21/10/2003 10:16	ADSL ready: on 21.10.2003 07:30.	Detail

back
download

8.2.1 Download

The voice message groups summary can be downloaded by clicking the [download] button. The fields displayed in the downloaded report appear in the same order as the ‘Detail Voice Message’ screen (see below.)

8.3 Detail Voice Messages Group

After selecting a voice message group with the “[Detail](#)” link, the voice message group detail will be displayed.

8.3.1 Main tab

Detail Voice Message Group

[back](#)
[order summary](#)
[refresh](#)
[Transaction Overview](#)

Main
Detail

Customer Business number 999000132476

Message Type 04

Process Flow Nr. 3200.02

Response Comment Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40

Transaction Date/Time 10/05/2005 08:06

Contract Element BBCS_FWS Private

BB Type ADSL

BB Access zugeteilt / ja / aktiv

Customer Class Private

New

DN2 0329755093

DN Type New Economy Line

BB Quality New fix

Speed Profile New 600 down / 100 up

Previous Group State -

Group Type vWith BB

Old

DN1 0329755093

DN Type Old Economy Line

BB Quality Old fix

Speed Profile Old 600 down / 100 up

Group State OPEN

Customer Business Nr.	Type	Process Flow Nr.	DN1	DN2	Transaction Date/Time	Response Comment
999000132476	04	3200.02	0329755093	0329755093	10/05/2005 08:06	Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40 Detail

[back](#)
[order summary](#)
[refresh](#)
[Transaction Overview](#)

8.3.2 Detail Tab

Detail Voice Message Group

[back](#)
[order summary](#)
[refresh](#)
[Transaction Overview](#)

[Main](#)
[Detail](#)

Cable Box

UP Board Nr 1
UP Switching Place Nr 2
UP Type of Contact Überführungskontakt links
UP Contact Nr 4
Number of Wires 2 wires

Further Details

Valid Activation Date 10/05/2005 13:40 Valid Termination Date -
Activation Date 10/05/2005 13:40 Termination Date -
BB OK Status -
Level of Support Basic Exception Priority Basic

Customer Business Nr.	Type	Process Flow Nr.	DN1	DN2	Transaction Date/Time	Response Comment	
999000132476	04	3200.02	0329755093	0329755093	10/05/2005 08:06	Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40	Detail

[back](#)
[order summary](#)
[refresh](#)
[Transaction Overview](#)

8.4 Voice Messages summary

After selecting the Voice Messages the user gets the 'Voice Messages summary' screen.

Voice Messages Summary

Number of entries = 5

[back](#)
[download](#)

Customer Business Nr.	Type	Process Flow Nr.	DN1	DN2	Transaction Date/Time	Response Comment	
001332718678	14	3200.00	0712201326	0712201326	27/10/2003 11:22	Request for disconnection: Closure of transaction	Detail
001332718678	14	3130.00	0712201326	0712201326	27/10/2003 11:15	Request for disconnection	Detail
999000101604	14	0000.00	0712201326	0712201326	27/10/2003 11:00	Request for disconnection: Cancellation	Detail
001332000470	174	3200.00	0712201326	0712201326	21/10/2003 10:16	Change from ISDN to PSTN: Closure of transaction	Detail
001332000470	174	3010.00	0712201326	0712201326	20/10/2003 10:51	Change from ISDN to PSTN	Detail

[back](#)
[download](#)

8.4.1 Download

The Voice Message summary can be downloaded by pressing either the 'download' button. The fields displayed in the downloaded report appear in the same order as the 'Detail Voice Message' screen (see below.)

8.5 Detail Voice Message

After selecting a voice message with the “[Detail](#)” field, the ‘Detail Voice Message will be displayed. Only valid buttons for the next possible steps are active.

8.5.1 Main tab

Detail Voice Message

Main

Detail

Customer Business number

999000132476

Message Type

04

Process Flow Nr.

3200.02

Response Comment

Line at new location is activated DN: 0329755093, 0329755093 Date: 10.05.2005 13:40

Transaction Date/Time

10/05/2005 08:06

Contract Element

BBCS_FWS Private

BB Type

ADSL

BB Access

zugeteilt / ja / aktiv

Customer Class

Private

New

DN2

0329755093

DN Type New

Economy Line

BB Quality New

fix

Speed Profile New

600 down / 100 up

Previous Group State

-

Group Type

With BB

Old

DN1

0329755093

DN Type Old

Economy Line

BB Quality Old

fix

Speed Profile Old

600 down / 100 up

Group State

OPEN

back

order summary

group detail

refresh

Transaction Overview

8.5.2 Detail tab

Detail Voice Message

Main
Detail

Cable Box

UP Board Nr	1
UP Switching Place Nr	2
UP Type of Contact	Überführungskontakt
UP Contact Nr	4
Number of Wires	2 wires

Further Details

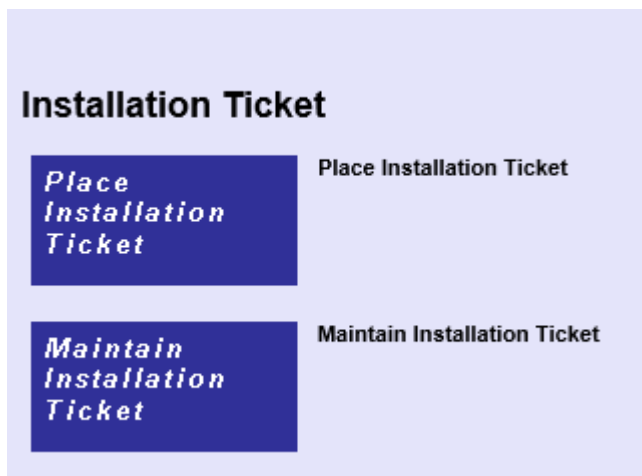
Valid Activation Date	10/05/2005 13:40	Valid Termination Date	-
Activation Date	10/05/2005 13:40	Termination Date	-
		BB OK Status	-
Level of Support	Basic	Exception Priority	Basic

back
order summary
group detail
refresh
Transaction Overview

Clicking on the 'order summary' displays orders pertaining to the given voice message, see 7.3 Orders Summary

9 Installation Ticket

The Installation Ticket management area can be reached by clicking the [Installation Ticket] menu item in the navigation bar.



9.1 Place Installation Ticket

Clicking the [Place Installation Ticket] button in the Installation Ticket management area opens the entry screen.

Place Installation Ticket

ISP	777710 Testaccount WSG-Team
Ref Order Nr	
WOS ID	
Ref Ticket ID	
ISP ticket ref.	
Contract Element	BBCS_Standalone
BB Type	ADSL
BBCS DN/VN/NSN Req	
Onsite Support	None
End User Name	
End User Phone	
End User Comment	
Hardware Delivery State	unknown
Hardware Delivery Date	
Hold	☐
Appointment Id	
Installation Time Slot from	to
Hardware Delivery Location	
Hardware Type	
Hardware External Ref requested	
Installation Type	
Additional Installation	none TV Installation
Customer Business Nr.	

Record a Standalone Installation Ticket (without a reference to order or another Installation Ticket) direct from the menu,

Record an Installation Ticket in relation to an Order by entering this form from the Order Detail View with the Button Installation Ticket.

Record an Installation Ticket in relation to another Installation Ticket by entering this form from an Installation Ticket Detail View with the Button Installation Ticket.

Field Name	Optional / Mandatory	Description
ISP	M	Read only
Ref Order Nr	O	Reference to an Order. Do not fill in by hand but initiate this form from the order context and get the id filled from the context.
ISP ticket ref.	O	Reference to another Installation Ticket Do not fill in by hand but initiate this form from the Installation Ticket context and get the id filled from the context.
ISP ticket ref.	M	A unique Trouble Ticket reference chosen by the ISP
Contract Element	M	Contract Element to be installed
Customer Class	O	Customer Class
BBCS DN / VN / SN Req	M	Directory Number
End-user name	M	End user's contact name
End-user phone	M	End user's contact phone number
End-user comment	O	
Hardware Delivery State	M	The Hardware Delivery State (LOV): unknown, pending, delivered.
Hardware Delivery Date	O	The date when the ISP delivers the hardware.
Hold	M	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Installation from / to	O	Installation from - to define an Installation time frame.
Hardware Delivery Location		Location of Hardware Delivery
Hardware Type	O	Type of Hardware
Hardware External Reference	O	Reference (SAP order number)
Installation Type	O	Installation type
Additional Installation	O	Additional Installation
Customer Business Nr.	O	
Promotion Code	O	

After providing the installation ticket entry form with valid data and clicking the [submit] button the Installation Ticket Detail screen will be displayed. Please consult chapter 9.3 for more information about the Installation Ticket Detail screen.

9.2 Maintain Installation Ticket

The installation tickets may be looked up in the WSG database through the Select Installation Ticket screen, which is accessible by clicking the [Maintain Installation Ticket] button in the Installation Ticket management area.

Select Installation Ticket

Page 1
Page 2

ISP	777710 Testaccount WSG-Team				
Ticket ID					ascending
Ticket ID Sys					ascending
Ref Order Nr		(Comma sep. list)			ascending
ISP ticket ref.	from	to			ascending
Ticket state	ENTERED REJECTED				ascending
BBCS DN/VN/NSN	from	to			ascending
BBCS DN/VN/NSN Req	from	to			ascending
Ticket issuing date/time	from	to			ascending
Last modified date/time	from	to	1		descending
Response Comment Code	250 - Onsite installation successful, ISP will be billed 255 - Onsite Inst. not succ. Cust-fault, billed				ascending
Progress Comment Code	701 - overdue 51 - 1st level				ascending
IT Ticket Order Type	Implicitly created Explicitly created				ascending
Order Type	BBCS_CREATE SRV_ADD				ascending
Onsite Support	None xDSL Installation				ascending

History ☐
Count Only ☐

Select Installation Ticket

Page 1 Page 2

Hardware Delivery State	unknown pending	ascending
Hardware Delivery Date	from to	descending
Hold	Yes No	ascending
Hardware Delivery Location		ascending
Hardware Type		ascending
Hardware External Ref requested		ascending
Installation Type		ascending
Additional Installation	none TV Installation TV + 2 Hours	ascending
Appointment Id		ascending
WOS ID		ascending

History ☐

Count Only ☐

The Installation Ticket Summary screen lists all installation tickets matching the provided selection criteria and will be displayed after clicking the [submit] button.

Installation Ticket Summary

Number of entries = 2

Ticket ID	Ref Ticket ID	ISP ticket ref.	Onsite Support	DN / VH / WSN	Ticket state	Last modified date	User name	Response Comment Code	Response Comment
Detail 142460	-	-	xDSL Installation	0314445566	CHECKED	02/11/2006 16:14	Batch	-	-
Detail 142459	-	-	xDSL Installation	0313334455	PROCESSING	02/11/2006 16:14	Pol	-	-

Clicking the [Detail](#) link on the left of the summary (= search result) entries leads the user to the Installation Ticket Detail screen. (See chapter 9.3)

9.3 Installation Ticket Detail

The Installation Ticket Detail screen consists of two main parts: The upper part shows the current state of the record and the lower part shows the record history in a tabular form.

The numerous fields making up the current installation ticket record are categorized and displayed as tabbed panes for readability reasons. There are four categories

- Main
- Response
- Billing

9.3.1 Main Tab

Installation Ticket Detail

Main
Response
Billing

Ticket Header
Ticket ID 1288603
Ticket ID Sys PRO716463254
Ref Order Nr -
WOS ID -
Ref Ticket ID -
Onsite Support xDSL Installation
Entered 14/08/2011 15:09
Closed 14/08/2011 15:38
Last modified 14/08/2011 15:39 by Pol
Ticket state CLOSED

End User
End User Name dge
End User Phone 0313334455
End User Comment Test

BBCS
Contract Element Best Effort
BB Type VDSL
BB ADSL Emulated No
DN Type -
BBCS DN/VN/NSN 0444502704
BBCS DN/VN/NSN Req 0444502704
Service Profile -
Fulfillment SLA Basic

Appointment
Appointment id -
Installation Time Slot -

Additional Installation
Installation Type -
Additional Installation Requested Current Done

Hardware
Hardware Delivery State unknown
Hardware Delivery Date -
Hold No
Hardware Delivery Location -
Hardware Type -
Hardware External Ref requested -
Hardware External Ref installed -

ISP
ISP 777710 Testaccount WSG SPOC / Eng.
ISP phone -
ISP ticket ref. DGe

Order

Modified	User name	Ticket state	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment SrcId	Installation Time Slot	Billing action
14/08/2011 15:39	Pol	CLOSED	Onsite Inst. n. succ. SC-flt. not billed	256	-	-	-	-	-	not billed
14/08/2011 15:38	Pol	INWORK	done	-	-	58	14/08/2011 15:38	-	-	not billed
14/08/2011 15:09	Pol	INWORK	dispatching	-	-	60	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	INWORK	Customer Contact	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Received by TT system	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Sent to TT system	-	-	-	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Batch	CHECKED	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Staub Roland	ENTERED	-	-	-	-	-	-	-	not billed

back
modification
cancel
refresh

9.3.2 Response Tab

Installation Ticket Detail

Main
Response
Billing

Response Comment Onsite Inst. n. succ. SC-flt. not billed
Response Comment Code 256
Progress Comment -
Progress Comment Code -
Progress Date/Time -
Field Force Comment -

Modified	User name	Ticket state	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment SrcId	Installation Time Slot	Billing action
14/08/2011 15:39	Pol	CLOSED	Onsite Inst. n. succ. SC-flt. not billed	256	-	-	-	-	-	not billed
14/08/2011 15:38	Pol	INWORK	done	-	-	58	14/08/2011 15:38	-	-	not billed
14/08/2011 15:09	Pol	INWORK	dispatching	-	-	60	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	INWORK	Customer Contact	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Received by TT system	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Sent to TT system	-	-	-	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Batch	CHECKED	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Staub Roland	ENTERED	-	-	-	-	-	-	-	not billed

back
modification
cancel
refresh

9.3.3 Billing Tab

Installation Ticket Detail

Main Response **Billing**

Billing action not billed
Material costs -
Number of flat rates 1
Flat rate CHF 220.00 - OSLxDSL
Expense (min) -
Expense rate -

Modified	User name	Ticket state	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment Src/Id	Installation Time Slot	Billing action
14/08/2011 15:39	Pol	CLOSED	Onsite inst. n. succ. SC-ft. not billed	256	-	-	-	-	-	not billed
14/08/2011 15:38	Pol	INWORK	done	-	58	-	14/08/2011 15:38	-	-	not billed
14/08/2011 15:09	Pol	INWORK	dispatching	-	60	-	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	INWORK	Customer Contact	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Received by TT system	-	-	-	-	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	Sent to TT system	-	-	-	14/08/2011 15:09	-	-	not billed
14/08/2011 15:09	Pol	PROCESSING	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Batch	CHECKED	-	-	-	-	-	-	-	not billed
14/08/2011 15:09	Staub Roland	ENTERED	-	-	-	-	-	-	-	not billed

back
modification
cancel
refresh

10 Change Ticket

The Change Ticket management area can be reached by clicking the [Change Ticket] menu item in the navigation bar.

Change Ticket

*Create
Change Ticket*

Create Change Ticket
Create CPE hardware and firmware change tickets.

*Maintain
Change Ticket*

Maintain Change Ticket
Select and maintain CPE hardware and firmware change tickets.

10.1 Create Change Ticket

Clicking the [Create Change Ticket] button in the Change Ticket management area opens the entry screen.

Create Change Ticket

ISP * 777710 Testaccount WSG-Team

External Reference

DN / NSN DN/NSN exclusive or DSLAM Name/Port *

DSLAM Name

DSLAM Port

Exchange Type *

Exchange Date * 

Reminder Process *

Customer Contact 1 *

Greeting Code

Last Name *

First Name

Street

House Nr

Building

Street Appendix

ZIP

City

E-Mail

Mobile Phone

Communication Channel * ☐ email ☐ centralprint ☐ sms

Language *

Customer Contact 2

Greeting Code

Last Name

First Name

Street

House Nr

Building

Street Appendix

ZIP

City

E-Mail

Mobile Phone

Communication Channel ☐ email ☐ centralprint ☐ sms

Language

Record a Change Ticket either with a DN / NSN or DSLAM Name and DSLAM Port.

Field Name	Optional / Mandatory	Description
ISP	M	An ISP for whom the change ticket was entered (field not available for ISP users).
External Reference	O	Free text comment for extra ISP reference information
DN / NSN	M / O	Active directory number (root number). Mandatory if no DSLAM Name and Port is given
DSLAM Name	M / O	DSLAM Name. Mandatory if no DN is given. If a DSLAM Name is entered DSLAM Port is mandatory too.
DSLAM Port	M / O	DSLAM Port. Mandatory if no DN is given. If a DSLAM Port is entered DSLAM Name is mandatory too.
Exchange Type	M	Kind of what has to be replaced

Exchange Date	M	
Reminder Process	M	
Greeting Code	M	Greeting Code
Last Name	M	
First Name	O	First Name
Street	O	Street
House Nr	O	House Nr
Building	O	Building
Street Appendix	O	Street Appendix
ZIP	O	ZIP
City	O	City
E-Mail	O	Email
Mobile Phone	O	Mobile Phone Number
Communication Channel	M	How to communicate with the customer
Language	M	Language (de, en, fr etc.)

Reminder Process indicates if only Customer Contact 1 or also Customer Contact 2 must be entered. Each Customer Contact has mandatory fields. Greeting Code, Last Name, Communication Channel and language are mandatory. There are two new buttons in each contact part. Copy copies the values from one part to the other and Clear removes all values from its part.

After providing the change ticket entry form with valid data and clicking the [submit] button the Change Ticket Detail screen will be displayed. Please consult chapter 10.3 for more information about the Change Ticket Detail screen.

10.2 Maintain Change Ticket

The change tickets may be looked up in the WSG database through the Select Change Ticket screen, which is accessible by clicking the [Maintain Change Ticket] button in the Change Ticket management area.

Select Change Ticket

ISP

Change Ticket Id from to

External Reference

Change Ticket State

- ENTERED
- CANCEL PENDING
- PROCESSING
- MODIFY PENDING
- CLOSED
- CANCELLED

DN / NSN from to

Creation Date/Time from

Transaction Date/Time from to

Count Only ☐

The Change Ticket Summary screen lists all change tickets matching the provided selection criteria and will be displayed after clicking the [submit] button.

Change Ticket Summary

Number of entries = 3

Change Ticket Id	Change Ticket State	State Reason	External Reference	DN / NSN	DSLAM Name	DSLAM Port	Exchange Type	Exchange Date	Creation Date/Time	Transaction Date/Time	ISP ID
Detail 1	PROCESSING	Unsuccessful	ext Ref for ISP	0712220322			Hardware	20/09/2012 00:00	19/09/2012 11:04	19/09/2012 11:11:28.029	777710
Detail 3	PROCESSING		Thönis Test	0313334455			Hardware	22/11/2012 23:00	19/09/2012 11:11	19/09/2012 11:11:17.948	100008
Detail 2	PROCESSING	No Longer Required		0312220322			Hardware	19/09/2012 00:00	19/09/2012 11:06	19/09/2012 11:07:29.990	100008

Clicking the [Detail](#) link on the left of the summary (= search result) entries leads the user to the Change Ticket Detail screen. (See chapter 10.3)

10.3 Change Ticket Detail

The Change Ticket Detail screen consists of two main parts: The upper part shows the current state of the record and the lower part shows the record history in a tabular form.
The numerous fields making up the current change ticket record are displayed.

Change Ticket Detail

Main

General

ISP100008 Bluewin AG

Exchange Date22/11/2012

Change Ticket Id10

Creation Date/Time15/01/2014 08:07

Change Ticket StatePROCESSING

Transaction Date/Time29/01/2014 10:11:16.648

State ReasonNo Longer Required

External ReferenceThöni's Test

DN / NSN0312220387

DSLAM Name-

DSLAM Port-

Exchange TypeHardware

Reminder Processfirst reminder at exchange date, second reminder after 5 days

Customer Contact 1

Greeting Code-

Last NameThöni

First NameStefan

StreetHofstettenstrasse

House Nr73

Street Appendix-

Building-

ZIP3600

CityThun

E-Mailstefan.thoeni@hp.com

Mobile Phone0793143367

Communication Channelcentralprint

Languagede

Customer Contact 2

Greeting Code-

Last NameGruber

First NameHans

Street-

House Nr-

Street Appendix-

Building-

ZIP3000

CityBern

E-Mailtest.test@mail.com

Mobile Phone-

Communication Channelcentralprint

Languagede

History / Worklog

User name	Change Ticket State	State Reason	Transaction Date/Time	Summary	Notes	Transaction Date/Time
WsgTibcoChangeTicketServiceSkeleton	PROCESSING	No Longer Required	29/01/2014 10:11:16.648	the Summary 2 of 1000	Dummy notes 21000	29/01/2014 10:11:16.756
				the Summary of 1000	Dummy notes 1000	29/01/2014 10:11:16.695
BackendDelegate	PROCESSING	-	29/01/2014 10:10:56.903	-	-	-
BackendDelegate	PROCESSING	-	29/01/2014 10:10:26.407	Test Hans	-	29/01/2014 10:10:26.466
Swisscom SU	ENTERED	-	29/01/2014 10:10:21.884	Test Hans	-	29/01/2014 10:10:21.736
Swisscom SU	ENTERED	-	29/01/2014 10:10:04.212	Test Hans	-	29/01/2014 10:10:04.228
Swisscom SU	PROCESSING	-	29/01/2014 10:08:33.163	Test hp	-	29/01/2014 10:08:33.227
HP Tester	ENTERED	-	15/01/2014 08:07:56.074	-	-	-

back

modification

cancel

refresh

10.4 Change Ticket buttons

10.4.1 Button “modification”

This buttons allows modification to the change ticket.

Modify Change Ticket

ISP * 100008 Bluewin AG

Change Ticket Id * 10

External Reference Thöni Test

DN / NSN 0312220367

DSLAM Name -

DSLAM Port -

Exchange Type * Hardware

Exchange Date * 22.11.2012 23:00

Reminder Process * first reminder at exchange date, second reminder after 5 days

Reason Comment Test hp

Customer Contact 1 *

Greeting Code Mr.

Last Name * Thöni

First Name Stefan

Street Hofstettenstrasse

House Nr 73

Building

Street Appendix

ZIP 3600

City Thun

E-Mail stefan.thoeni@hp.com

Mobile Phone 0793143367

Communication Channel * ☐email ☒centralprint ☐sms

Language * de

copy clear

Customer Contact 2

Greeting Code

Last Name Gruber

First Name Hans

Street

House Nr

Building

Street Appendix

ZIP 3000

City Bern

E-Mail test.test@mail.com

Mobile Phone

Communication Channel ☐email ☒centralprint ☐sms

Language de

copy clear

back submit reset

10.4.2 Button “cancel”

This buttons allows a cancel to the change ticket.

Cancel Change Ticket

Change Ticket Id 10

Reason Comment * Test hp

back submit reset

11 Transaction Overview

The transaction overview lists all transactions related to a given DN/VN in chronologically ordered form. It can be accessed by clicking the [Transact. Overview] menu item in the navigation bar.

Transaction Overview

Search Form

DN/VN

The search result will be rendered upon providing a DN/VN and clicking the submit button.

Transaction Overview

Search Form

DN / VN / NSN *

Search Result

Number of entries: 3

Last modified	Transaction Type	State	ISP (Donor)	DN/VN (Req/Old)	External Reference	Response
Detail 14/03/2012 11:20:31.120 by Batch	WORK_ORDER (SRV_ADD)	PRE_REJECTED	777710 Testaccount hp	0319010436		Add Real Time only possible on session type DHCP, first modify to Session_Type DHCP
Detail 14/03/2012 11:15:23.498 by Swisscom SU	WORK_ORDER (SRV_ADD)	CANCELLED	777710 Testaccount hp	0319010436		-
Detail 14/03/2012 07:00:29.206 by Batch	WORK_ORDER (BBCS_CREATE)	COMPLETED	777710 Testaccount hp	0319010436		-

Field	Description
Last Modified	The timestamp of the last modification followed by the name of the author.
Transaction Type	The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible: - WORK_ORDER - BBCS_CREATE - BBCS_MODIFY - BBCS_DISCONNECT - BBCS_GETSTATUS - VOICE_GETSTATUS - ISP_CHANGE - GET_BUSINESS_LINES - ISP_CHANGE DONOR - GET_DSLAM_PORT_STATUS - WORK_TICKET - INSTALLATION - VOICE_MESSAGE - Some numeric value - ACCESS_TICKET
State	The current transaction state (value range depends on transaction type).
ISP (Donor)	The ISP involved with the transaction.

	Special case: In case of an ISP_CHANGE transaction the donor ISP will appear in parenthesis.
DN/VN (Req/Old)	The DN/VN involved with the transaction. Special case 1: If the requested DN/VN differs from the actual DN/VN it will be displayed in parenthesis. Special case 2: The old DN/VN appears in parenthesis in case of a VOICE_MESSAGE transaction if the old DN/VN differs from the new DN/VN.
External Reference	Free text comment for extra ISP reference information
Response	The current transaction response.

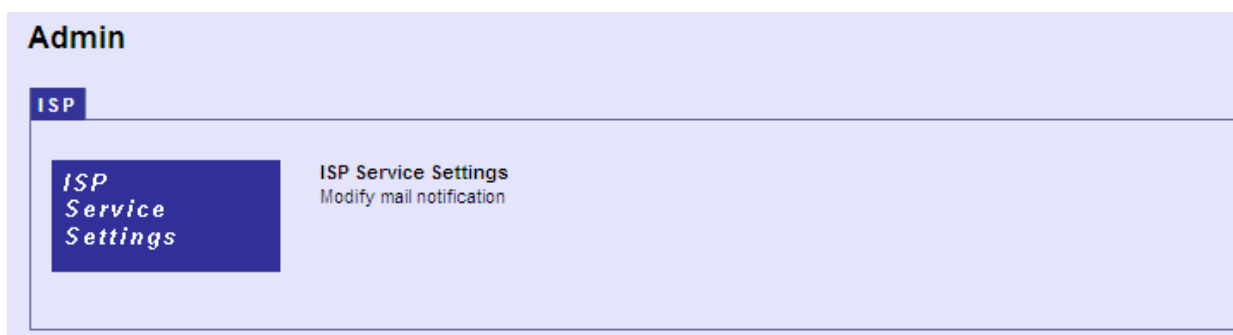
NOTE: The transaction overview can be accessed directly by clicking the [Transaction Overview] buttons in the “Order Detail” and the “Voice Message (Group) Detail” screens.

12 Admin Tasks

12.1 Admin Tasks for ISP Superuser

The Admin Tasks consists of just one function

- ISP Service Settings



12.1.1 ISP Service Settings

The ISP Superuser has a very limited ability. The sole functionality under this topic is to define two Email addresses for notifications of state changes and the arrival of voice responses. After selecting the ‘ISP Settings’ on the admin screen the ‘ISP Order Service Settings’ screen will be displayed, on which the Superuser can modify his data.

12.1.1.1 ISP Order Service Settings

The Super User can enable/disable various notifications for the ISP which will be sent by Email or can be retrieved by a Webservice interface. Each time a status change occurs and the box is selected for the

new state, a mail will be sent to the ISP's "State Change Mail" address or a notification message will be generated in a message queue. For voice messages will be the "Voice Message Mail" address used.

Attention: be carefully in using this mail notification functionality. It can be, that a lot of mails will be created, and the E-Mail server of Swisscom or of the ISP could become overloaded!

ISP Order Service Settings
 ISP: 777710 Testaccount Peter Rosenberger

Order settings | Installation Ticket Settings | Voice Message Settings | Change Ticket Settings | ISP Pool Settings | All ISP Pool Settings

BB Order Settings

Voice message e-mail:

☐ Notify voice message

State change e-mail:

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
-	-	-	-	PONR	Order Notification	PONR (Point of no Return)	☐	☒
-	-	-	-	Portshortage	Order Notification	BBCS Portshortage	☐	☒
-	-	-	-	Rescheduling	Order Notification	BBCS Order Rescheduling	☐	☒
-	-	-	-	Order Confirmation	Order Notification	BBCS Order confirmed	☐	☒
-	-	-	-	No Copper available	Order Notification	BBCS Order No Copper available	☐	☒
-	-	-	-	Spectrumviolation	Order Notification	BBCS Order Spectrum Violation	☐	☒
-	-	-	-	Missing Voice-Disconnect	Order Notification	BBCS Order blocked by Missing Voice-Disconnect	☐	☒
-	ISP	Order	ENTERED	-	Order Notification	BBCS Order by ISP Status ENTERED	☐	☒
-	ISP	Order	HOLDING	-	Order Notification	BBCS Order by ISP Status HOLDING	☐	☒

Special informations e-mail:

☐ Notify special informations

Special order notification e-mail:

12.1.1.1.1 Fields

The Superuser can modify following attributes for BB Order settings:

Name	Optional / Mandatory	Description
Voice Message Mail	M	Mail Address for the Voice Message Mails of the application
Notify Voice Message	O	If checked Voice Message notification Emails will be sent
State Change Mail	M	Mail Address for the State Change Mails of the application.
Notify On Entering State	O	Set of checkboxes indicating which state changes should trigger off an e-mail notification.
Special order notification e-mail	O	E-mail address for person designated to receive an order with Delivery Notification that is not reached an end state Preparation Days before planed date.

		This E-mail address is also used to contact the old ISP when a disconnect order blocks a new create order of another ISP.
--	--	---

12.1.1.2 ISP Installation Ticket Service Settings

ISP Order Service Settings
ISP: 777710 Testaccount Peter Rosenberger

Order settings | **Installation Ticket Settings** | Voice Message Settings | Change Ticket Settings | ISP Pool Settings | All ISP Pool Settings

State change e-mail:

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
-	ISP	-	-	-	Order Notification	Initiator	☐	☐
-	-	-	ENTERED	-	Classical Notification	Entered	☐	☐
-	-	-	REJECTED	-	Classical Notification	Rejected	☐	☐
-	-	-	CHECKED	-	Classical Notification	Checked	☐	☐
-	-	-	PROCESSING	-	Classical Notification	Processing	☐	☐
-	-	-	INWORK	-	Classical Notification	Inwork	☐	☐
-	-	-	CLOSED	-	Classical Notification	Closed	☐	☐
-	-	-	CANCELLED	-	Classical Notification	Canceled	☐	☐

Here the ISP can request the notifications and emails on state change of Installation Tickets.

12.1.1.3 ISP Voice Message Settings

ISP Order Service Settings
ISP: 777710 Testaccount Peter Rosenberger

Order settings | Installation Ticket Settings | **Voice Message Settings** | Change Ticket Settings | ISP Pool Settings | All ISP Pool Settings

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Notification
GV01	-	-	-	-	Classical Notification	New Subscriber	☐
GV02	-	-	-	-	Classical Notification	New Subscriber	☐
GV03	-	-	-	-	Classical Notification	Relocation	☐
GV04	-	-	-	-	Classical Notification	Relocation	☐
GV05	-	-	-	-	Classical Notification	Temporary Lines	☐
GV06	-	-	-	-	Classical Notification	Temporary Lines	☐
GV11	-	-	-	-	Classical Notification	Correction	☐
GV12	-	-	-	-	Classical Notification	Transfer	☐
GV14	-	-	-	-	Classical Notification	Cancellation	☐
GV15	-	-	-	-	Classical Notification	Relocation	☐
GV16	-	-	-	-	Classical Notification	Number Change	☐

Here the ISP can request notification and emails on state change of Voice Messages.

12.1.1.4 ISP Change Ticket Service Settings

ISP Order Service Settings
 ISP 777710 Testaccount Peter Rosenberger

Order settings | Installation Ticket Settings | Voice Message Settings | **Change Ticket Settings** | ISP Pool Settings | All ISP Pool Settings

State change e-mail

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
-	-	-	ENTERED	-	Classical Notification	Entered	☐	☒
-	-	-	CANCEL PENDING	-	Classical Notification	Cancel Pending	☐	☒
-	-	-	PROCESSING	-	Classical Notification	Processing	☐	☒
-	-	-	MODIFY PENDING	-	Classical Notification	Modify Pending	☐	☒
-	-	-	CLOSED	-	Classical Notification	Closed	☐	☒
-	-	-	CANCELLED	-	Classical Notification	Canceled	☐	☒
-	-	-	REJECTED	-	Classical Notification	Rejected	☐	☒
-	-	-	COMPLETED	-	Classical Notification	Completed	☐	☒
-	-	-	EXCEPTION	-	Classical Notification	Exception	☐	☒

Here the ISP can request the notifications and emails on state change of Change Tickets.

12.1.1.5 ISP Pool Service Settings

ISP Order Service Settings
 ISP 777710 Testaccount WSG Team
 Last modified -

Order settings | Installation Ticket Settings | Voice Message Settings | Change Ticket Settings | **ISP Pool Settings** | All ISP Pool Settings

Copper

ISP ID	Service Type	Default Pool Type	Reapply Default On Modify
777710	Flat	pool2	No
777710	Light	pool2	Yes

Fiber

Pool2 fiber enabled ☒

Copper-Box:

Here the ISP can set the “Default Pool Type” and if “on Modify” a request should reapply the default pool definitions. These definitions can be done separately for the two “Service Type” flat and light.

Fiber-Box:

Here the ISP can define if "pool2" is available for use in BBS-F orders.

12.1.1.6 All Pool Service Settings

ISP Order Service Settings

ISP 777710 Testaccount WSG Team
Last modified -

[Order settings](#) [Installation Ticket Settings](#) [Voice Message Settings](#) [Change Ticket Settings](#) [ISP Pool Settings](#) [All ISP Pool Settings](#)

Copper

ISP ID	Service Type	Default Pool Type	Reapply Default On Modify
All	Flat		
All	Light		

[back](#) [submit](#) [reset](#)

In this screen the ISP can just view the Copper default “Pool” values valid for all ISPs.

13 Reports

Reports

Standard Rep

6 - UMSA (Standalone), 7 - UMSA/Planned Work, 8 - Grooming ISP,
23 - TV Tracking Data

☐ Existing Standard Reports
No Standard Reports available

back

download

reset

File Type Id	Description
6	UMSA (Standalone)
7	UMSA/Planned Work
8	Grooming ISP
23	TV Tracking

14 Documents

All public project documentation files are stored in a central place and can be downloaded by pressing the Documents button in the Service Navigation.

Page to choose the document:

Document WSG

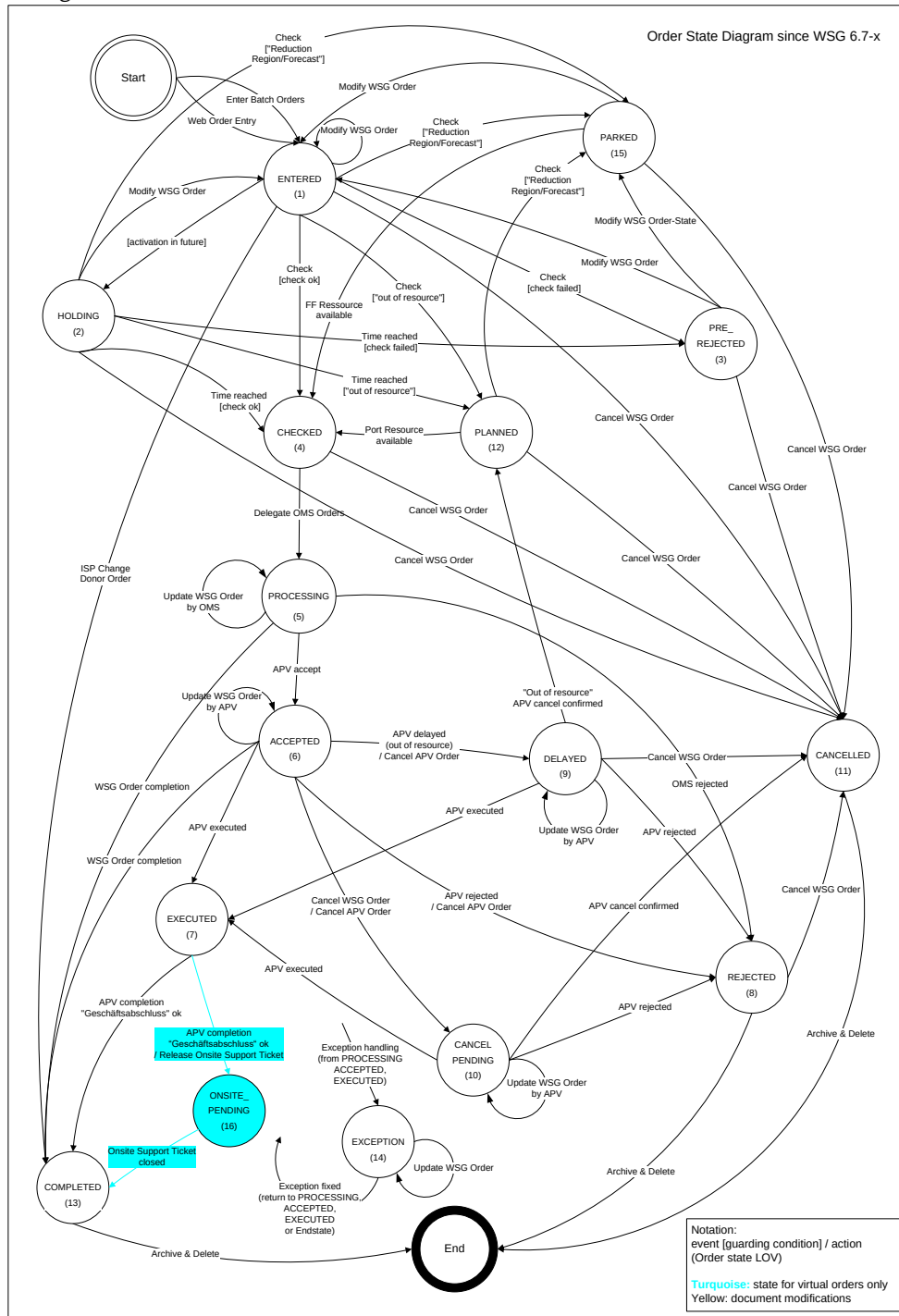
Downloads

ISP

15 Appendix

15.1 Order State Diagram

The following picture shows the states an order can pass through and the processes that cause the state changes.



15.2 Examples E-Mail Notification

15.2.1 Order State change to: Pre-Rejected

Reason: Service qualification was not successful

15.2.2 Order State change to: Rejected

Reason: BB-Service impossible