ISP BBCS Access (Fulfillment)
User Manual

Version	46
Issue date	26.01.2018
Replaces version	45
Valid from	13.02.2018 (WSG-18.02)
Valid until	recalled or replaced by new version
Classification	Technical Support Documentation (BBCS)
Status	in work

Checklist of changes

Version	Date	Changed by	Comments / nature of the change
01	15.09.2002	Compaq	First edition
30	25.03.2014	Hans Hartmann	Revision to Swisscom Release Mai14 (WSG_9.8)
31	14.07.2014	Hans Hartmann	Revision to Swisscom Release Aug14 (WSG_9.9)
32	13.02.2015	Daniel Gerber	Revision to Swisscom Release Mar15 (WSG_9.11)
33	27.05.2015	Peter Gurtner	Revision to Swisscom Release Jun15 (WSG_9.12)
34	22.07.2015	Cuno Gisep	Revision to Swisscom Release Aug15 (WSG_9.13)
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)
37	04.05.2016	Cuno Gisep	Revision to Swisscom Release Mai16 (WSG_9.16)
38	11.07.2016	Bettina Rupp	Revision to Swisscom Release Jul16 (WSG_9.17)
39	24.10.2016	Peter Gurtner	Revision to Swisscom Release Nov16 (WSG_9.18)
40	17.02.2017	Peter Gurtner	Revision to Swisscom Release Mar17 (WSG_9.19)
41	29.05.2017	Cuno Gisep	Revision to Swisscom Release Jun17 (WSG_17.06)
42	30.08.2017	Peter Gurtner	Revision to Swisscom Release WSG 17.08
43	21.09.2017	Peter Gurtner	Revision to Swisscom Release WSG 17.10
44	25.10.2017	Peter Gurtner	Revision to Swisscom Release WSG 17.11
45	20.12.2017	Peter Gurtner	Revision to Swisscom Release WSG 18.01
46	26.01.2018	Peter Gurtner	Revision to Swisscom Release WSG 18.02

Release

Version	Date	Released by	Comments / nature of the change
03	10.05.2004	R. Messer	Document released
04	26.10.2004	R. Seltmann	Document released
14	21.11.2008	R. Seltmann	released for contract version 13-2
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
20	26.05.2011	H. Künzi	released for BBCS Release Jun 11
21	25.10.2011	H. Künzi	released for BBCS Release WSG 8.6 Nov11
22	31.10.2011	H. Künzi	released for BBCS Release WSG 8.6 Nov11
23	02.04.2012	H.Künzi	released for BBCS Release WSG _9.0 May 12
24	27.09.2012	H.Künzi	released for BBCS Release WSG _9.2 Okt12
25	04.02.2013	H.Künzi	released for BBCS Release WSG_9.3 Feb13
26	12.05.2013	H.Künzi	released for BBCS Release WSG_9.4 May13
27	16.07.2013	H.Künzi	released for BBCS Release WSG_9.5 Aug13
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
41	30.05.2017	H.Künzi	released for BBCS Release WSG1706 Jun17
42	28.08.2017	H.Künzi	released for BBCS Release WSG1709 Sep17
44	26.10.2017	H.Künzi	released for BBCS Release WSG-17.11
45	14.12.2017	H.Künzi	released for BBCS Release WSG18.01 (Jan18)
46	30.01.2018	H.Künzi	released for BBCS Release WSG18.02 (Feb18)

Table of content

ISP BBCS Access (Fulfillment) User Manual 1

Checklist of changes 2

Release 3

Table of content 4

1 Introduction 9

2 Validation and Navigation 10
2.1 List of Values (LOV) 10
2.2 Visual support for required columns 11
2.3 Date and Date/Time Fields 12
2.4 Sort Order 13
2.5 Error handling 13
2.6 Operation succeeded 14
2.7 Service Navigation 14
2.8 Page flow 15
2.9 Buttons 17

3 Login 18

4 Principals 19

5 WSG Home Page 20
5.1 Info Text 20

6 Place Order 21
6.1 Service Qualification 22
6.1.1 Qualification Request 22
6.1.1.1 General Input Fields 23
6.1.2 Service Qualification by Number 23
6.1.2.1 Specific Input Fields 24
6.1.3 Service Qualification by Address 24
6.1.3.1 Specific Input Fields 24
6.1.3.2 Address Autofill 25
6.1.4 Service Qualification by Starting Point 26
6.1.4.1 Specific Input Fields 26
6.1.5 Service Qualification by Local Loop ID 26
6.1.5.1 Specific Input Fields 26
6.1.6 Service Qualification by Socket 26
6.1.6.1 Specific Input Fields 27
6.1.7 Service Qualification by Binding Id 27

6.1.7.1 Specific Input Fields 27
6.1.8 Service Qualification by Location Id 27
6.1.8.1 Specific Input Fields 28
6.1.9 Service Qualification Result for Copper 28
6.1.9.1 Fields 32
6.1.10 Service Qualification Result for Fiber 36
6.1.10.1 Fields 40
6.2 Service Availability Qualification 43
6.2.1 Input Fields 43
6.2.2 Service Availability Qualification Result for Copper 45
6.2.3 Output Fields 47
6.2.4 Service Availability Qualification Result for Fiber 50
6.2.4.1 Address List 50
6.2.4.1.1 Output Fields 50
6.2.4.2 Socket List 51
6.2.4.2.1 Output Fields 52
6.3 Look-up Predecessors 54
6.3.1 Look-up by Phone Number 54
6.3.1.1 Specific Input Fields 54
6.3.2 Look-up by Address 55
6.3.2.1 Specific Input Fields 55
6.3.3 Look-up Predecessor Summary- one Location or by Phone 55
6.3.4 Look-up Predecessor Summary- multilpe Locations 56
6.4 Basis Creation 57
6.4.1 First screen 57
6.4.1.1 Fields 58
6.4.2 Second screen 59
6.4.2.1 Second Fiber Screen 60
6.4.2.2 Second Copper Screen 60
6.4.2.3 Fiber Inhouse Screen 62
6.4.2.4 Fields 62
6.5 Create Preorder 63
6.5.1 First screen 64
6.6 Basis Modification 65
6.6.1 First screen 65
6.6.1.1 Fields 66
6.6.2 Second screen 68
6.6.2.1 Fields 69
6.7 Basis Disconnection 71
6.7.1.1 Fields 71
6.8 Service Status 73
6.8.1.1 Input Fields 73
6.8.2 Handle DDI – Get Business Line Identity 73
6.8.3 Handle DDI 73
6.8.3.1 Fields 74
6.8.3.2 Form Validation 74
6.8.4 PABX Summary 75

6.8.4.1 PABX Summary – with no "recent" results ... 75
6.8.4.2 PABX Summary – with results ... 76
6.9 Change ISP ... 77
6.9.1 First screen ... 77
6.9.1.1 Fields ... 80
6.9.2 Second screen ... 80
6.9.2.1 Fields ... 81
6.10 Add Service ... 83
6.10.1 Enter common data ... 83
6.10.1.1 Fields ... 83
6.10.2 Select Services ... 84
6.10.3 Add Service specific data ... 84
6.10.3.1 Fields ... 86
6.11 Change Service ... 88
6.11.1 Change Service first screen ... 88
6.11.1.1 Fields ... 88
6.11.2 Select Services ... 89
6.11.3 Service specific data ... 89
6.11.3.1 Fields ... 92
6.12 Reduce Service ... 93
6.13 Compound ... 94
6.13.1 Select services ... 94
6.13.2 Add service specific data ... 95
6.13.3 Fields ... 95

7 Maintain Order ... 96
7.1 Read Orders ... 97
7.1.1 Tab Page 1 ... 97
7.1.2 Tab Page 2 ... 98
7.1.3 Tab Page 3 ... 99
7.1.3.1 Fields ... 100
7.2 Advanced Read Order / Advanced History Read Order ... 102
7.3 Orders summary ... 104
7.3.1 Download and Download (no history) ... 104
7.4 Detail Order ... 104
7.4.1 Main Tab ... 104
7.4.1.1 Example of an Copper Access Order: ... 105
7.4.1.2 Example of an Service Order ... 106
7.4.1.3 Example of an Fiber Access Order ... 106
7.4.1.4 Example of a Preorder ... 108
7.4.1.5 Example of ISP Change Donor Order ... 109
7.4.2 CPE Info Tab ... 109
7.4.3 Predecessor Info Tab ... 109
7.4.4 Missing Disconnect Info Tab ... 110
7.4.5 Inhouse Tab ... 110
7.4.6 History ... 111
7.4.7 Buttons ... 112

7.4.7.1 Button "Voice Messages" ... 113
7.4.7.2 Button "Transaction Overview" ... 113
7.4.7.3 Button "Installation Ticket" ... 113
7.4.7.4 Button "modification" ... 113
7.4.7.5 Button "cancel" ... 113
7.4.7.6 Button "Qualification History" ... 113
7.4.7.7 Button "Ask Swisscom" ... 116
7.4.7.7.1 Add Problem Description and Notes ... 116
7.4.7.7.1.1 Fields ... 116
7.4.7.7.2 Preview for Submit ... 117
7.4.7.7.3 Clarification Ticket Created ... 117
7.4.7.7.4 Add a second problem description is not possible ... 118
7.4.7.8 Button "Ask Address" ... 118
7.5 Modification Pending Order ... 119
7.5.1 Modification Pending Order screen 1 ... 119
7.5.1.1 Allowed states ... 119
7.5.1.2 Fields ... 119
7.5.2 Modification Pending Order screen 2 ... 120
7.5.2.1 Fields ... 122
7.6 Cancel Pending Order ... 124
7.6.1.1 Allowed states ... 124
7.6.1.2 Fields ... 124

8 Voice Messages ... 125
8.1 Read Voice Messages ... 126
8.1.1 Form Explanations ... 126
8.1.1.1 "show moving" ... 126
8.1.1.2 "grouped" ... 127
8.1.1.3 "Count Only" ... 127
8.2 Voice Message Group Summary ... 127
8.2.1 Download ... 127
8.3 Detail Voice Messages Group ... 128
8.3.1 Main tab ... 128
8.3.2 Detail Tab ... 128
8.4 Voice Messages summary ... 129
8.4.1 Download ... 129
8.5 Detail Voice Message ... 130
8.5.1 Main tab ... 130
8.5.2 Detail tab ... 131

9 Installation Ticket ... 132
9.1 Place Installation Ticket ... 133
9.2 Maintain Installation Ticket ... 135
9.3 Installation Ticket Detail ... 137
9.3.1 Main Tab ... 137
9.3.2 Response Tab ... 137
9.3.3 Billing Tab ... 138

10 Change Ticket ... 139
10.1 Create Change Ticket ... 139
10.2 Maintain Change Ticket ... 141
10.3 Change Ticket Detail ... 142
10.4 Change Ticket buttons ... 143
10.4.1 Button "modification" ... 143
10.4.2 Button "cancel" ... 143

11 Transaction Overview ... 144

12 Admin Tasks ... 145
12.1 Admin Tasks for ISP Superuser ... 145
12.1.1 ISP Service Settings ... 145
12.1.1.1 ISP Order Service Settings ... 145
12.1.1.1.1 Fields ... 146
12.1.1.2 ISP Installation Ticket Service Settings ... 147
12.1.1.3 ISP Voice Message Settings ... 147
12.1.1.4 ISP Change Ticket Service Settings ... 148
12.1.1.5 ISP Pool Service Settings ... 148
12.1.1.6 All Pool Service Settings ... 149

13 Reports ... 150

14 Documents ... 151

15 Appendix ... 152
15.1 Order State Diagram ... 152
15.2 Examples E-Mail Notification ... 152
15.2.1 Order State change to: Pre-Rejected ... 153
15.2.2 Order State change to: Rejected ... 153

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

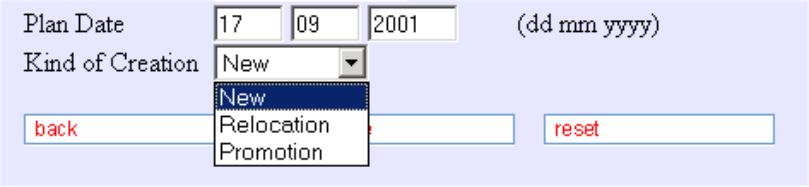
The application supports four languages (English, French, Italian, German), but is delivered in English only.

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:

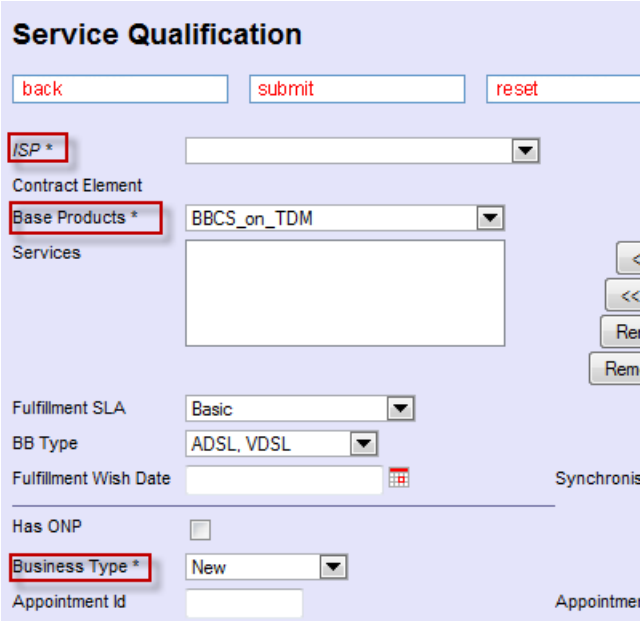


Some other fields are multiple choices and the user can select several values with the Ctrl-Button.
See example:

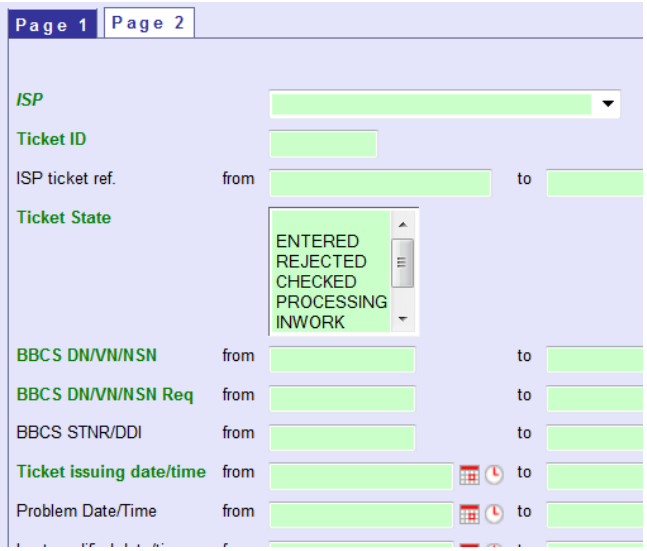
2.2 Visual support for required columns

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.

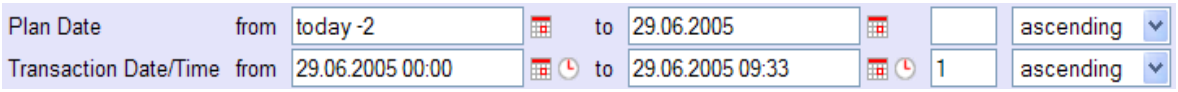
A date or date/time field recognizes any "**DD.MM.YYYY**" formatted string as an absolute date definition. Additionally the date/time field accepts any "**DD.MM.YYYY HH:MI**" formatted string as an absolute date/time definition.

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:

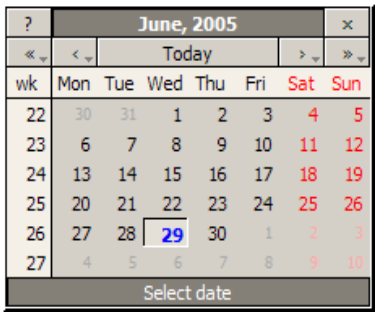
- "TODAY-1" → yesterday
- "TODAY+1" → tomorrow
- "Today -7" → a week ago

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

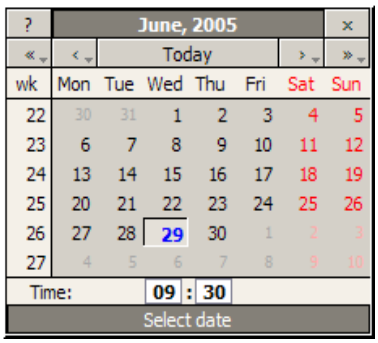


Please note that relative and absolute date or date/time definitions may be mixed.

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

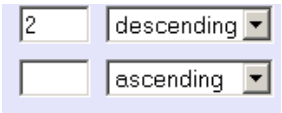


Clicking the time icon next to the filed opens the date/time picker widget:



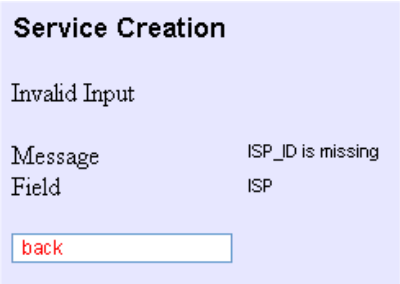
2.4 Sort Order

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!



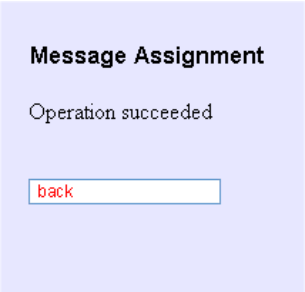
2.5 Error handling

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.



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.

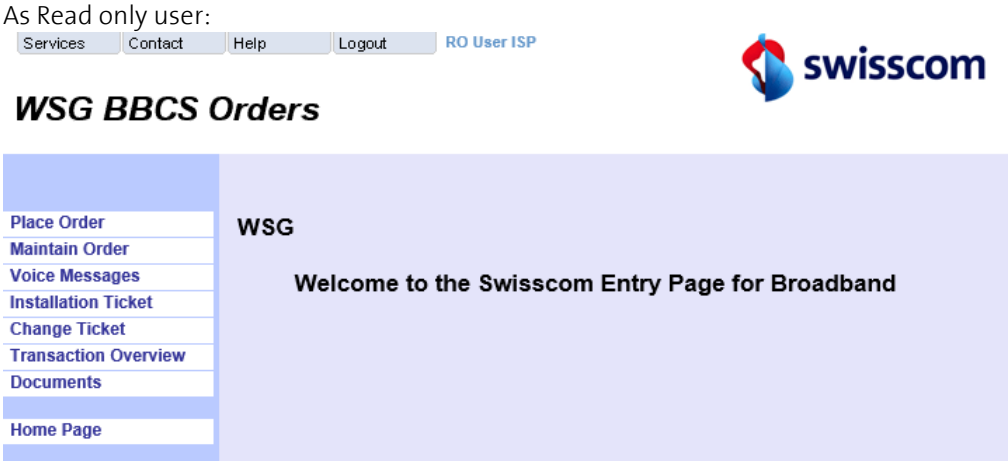
Note: the WSG interface is frames based. Above is a header frame that replaces the PowerGate header, below and to the left is the navigation frame and to its right the function frame. The frames implementation has some advantages, such as the navigation options always being available, but also has some 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):

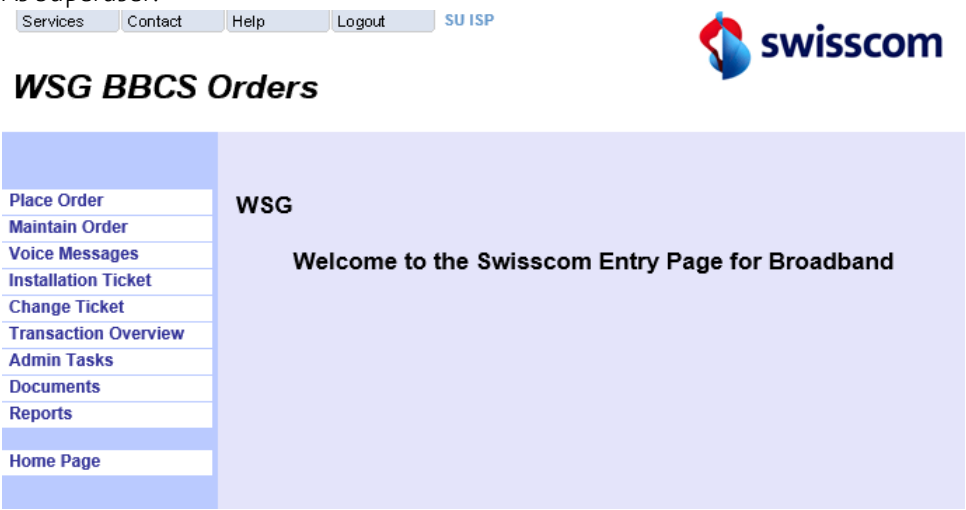
- Services Back to the selection of services in Powergate
- Contacts Contact information for questions concerning the WSG BBCS service
- Help FAQ (frequently asked question) for the WSG BBCS service
- Logout Logout from Powergate

As Read only user:



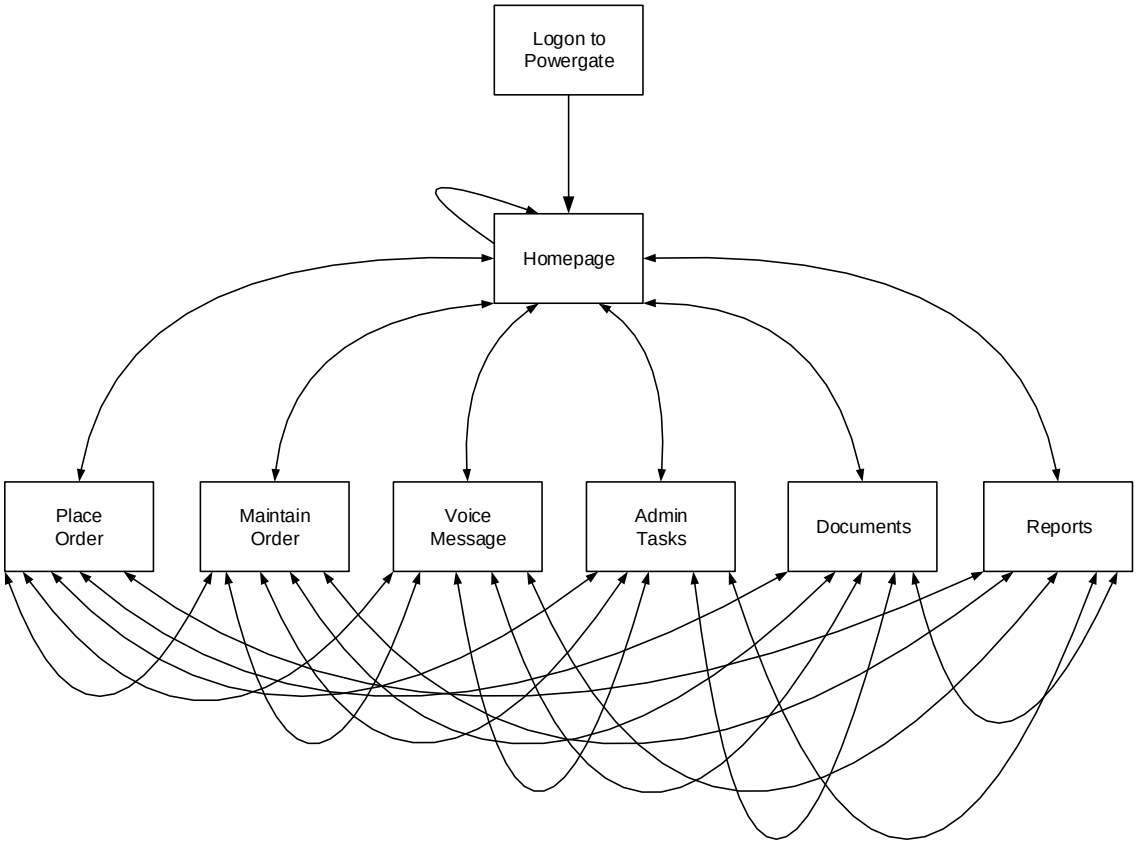
NOTE: That the following screen shots and associated descriptions are for the Super User only! If certain functionality is not displayed then it is not available to other users.

As Superuser:



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.


Logon to Powergate
Homepage
Place Order
Maintain Order
Voice Message
Admin Tasks
Documents
Reports

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:

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

There are two different button states: active and inactive.

modification	Active
modification	Inactive

3 Login

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

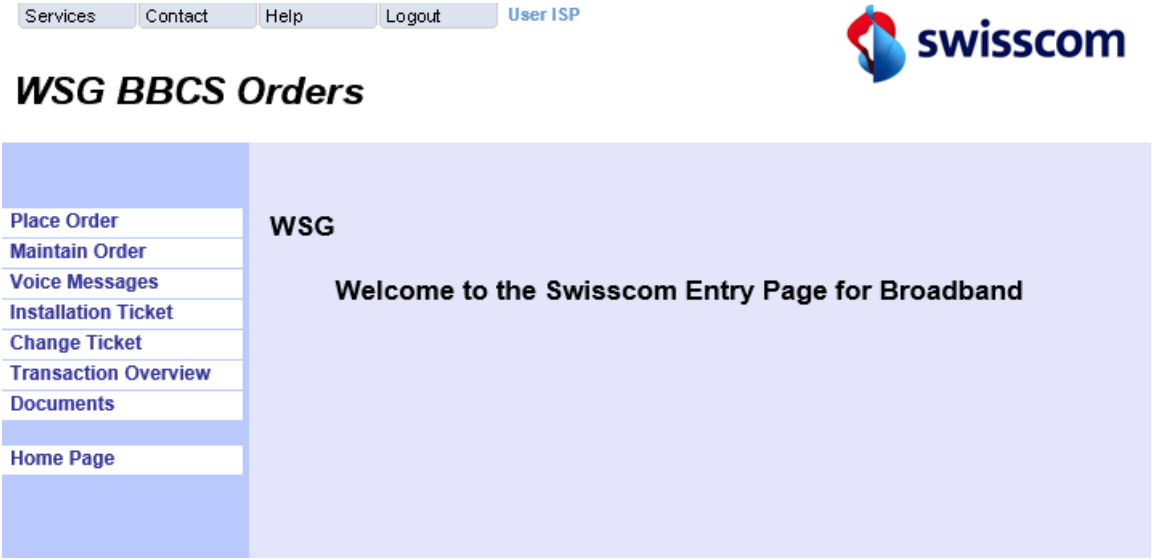
4 Principals

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.



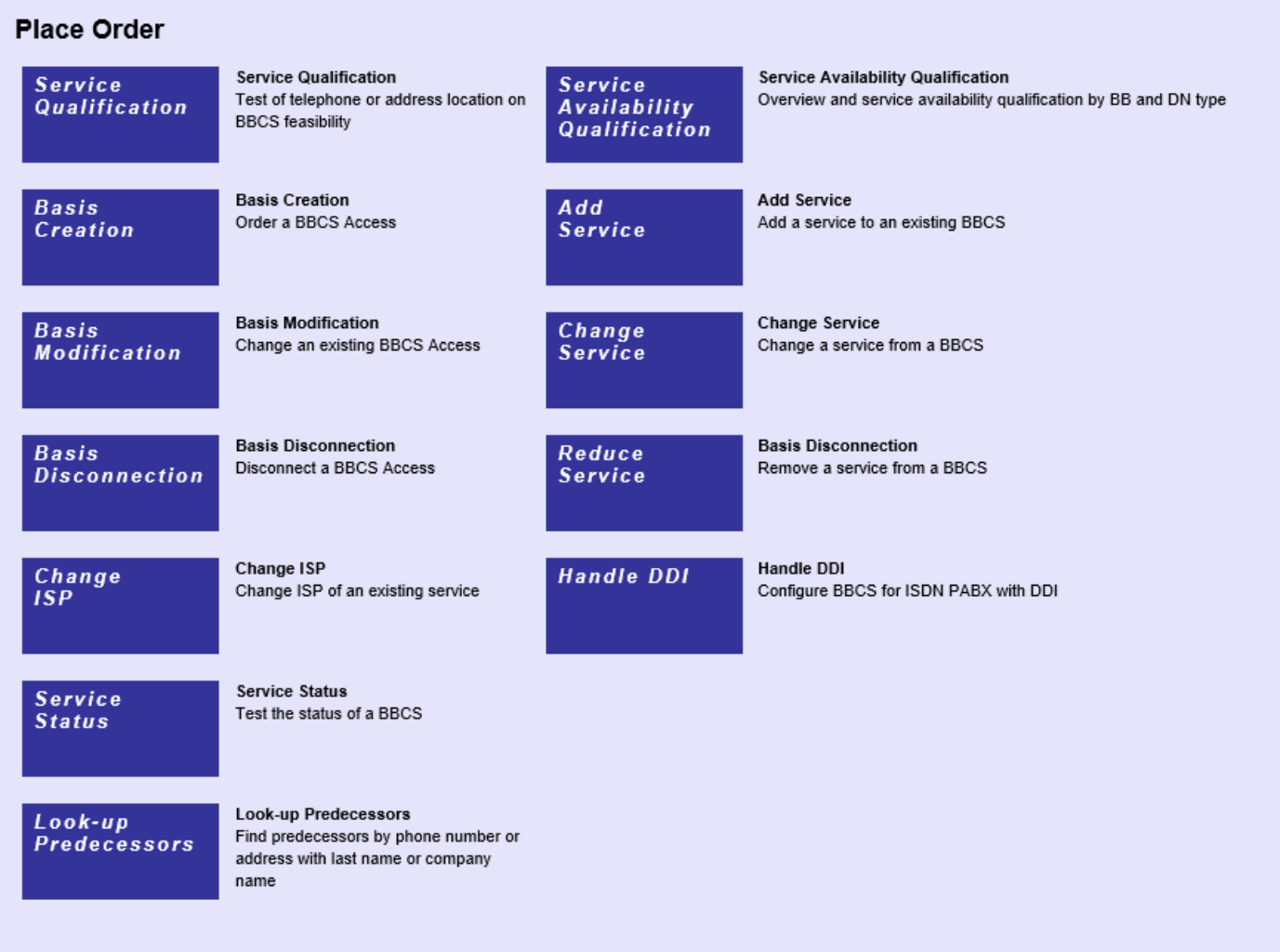
5.1 Info Text

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



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.

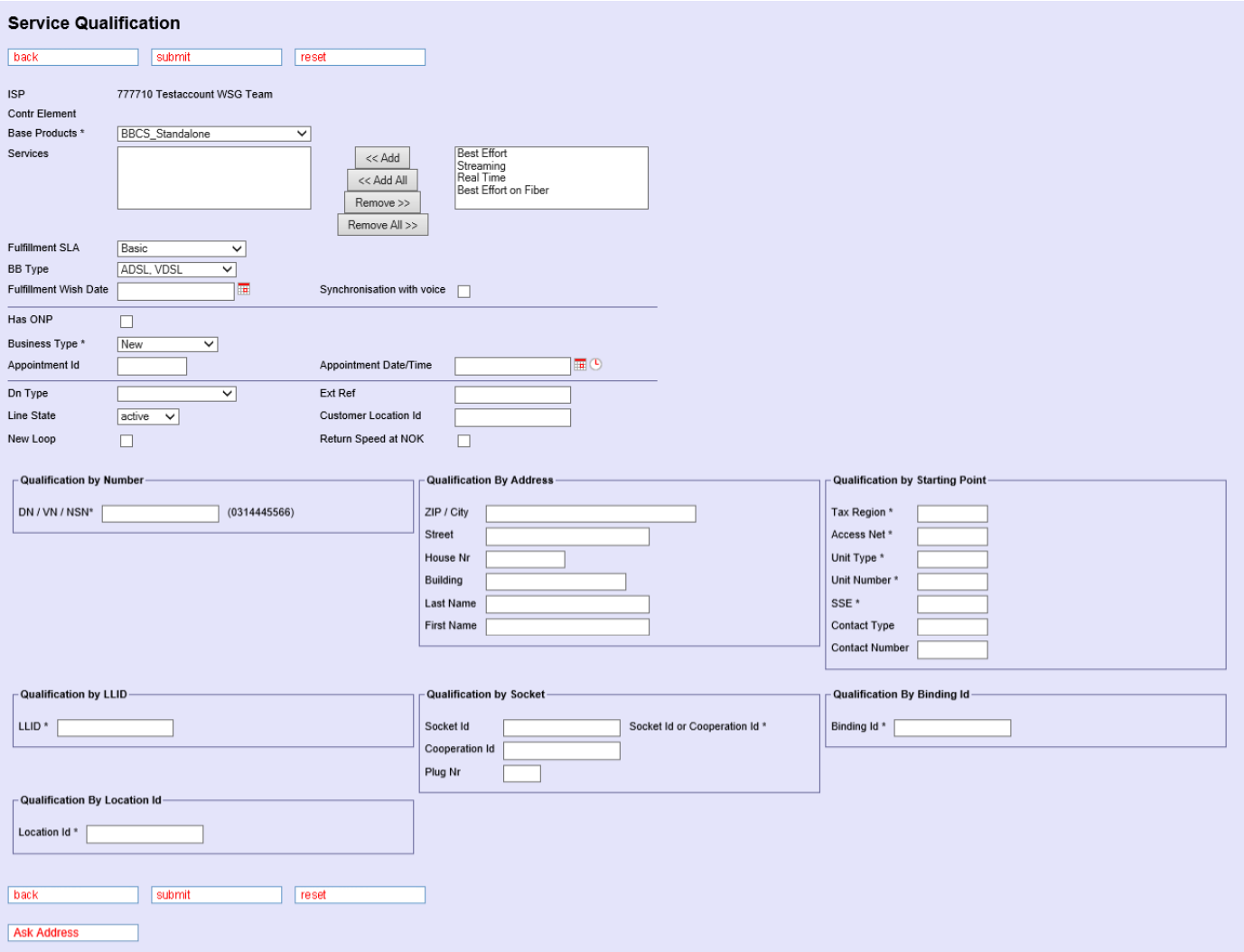
6.1 Service Qualification

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

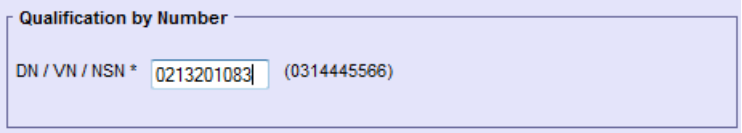


6.1.1.1 General Input Fields

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	Fulfilment 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).

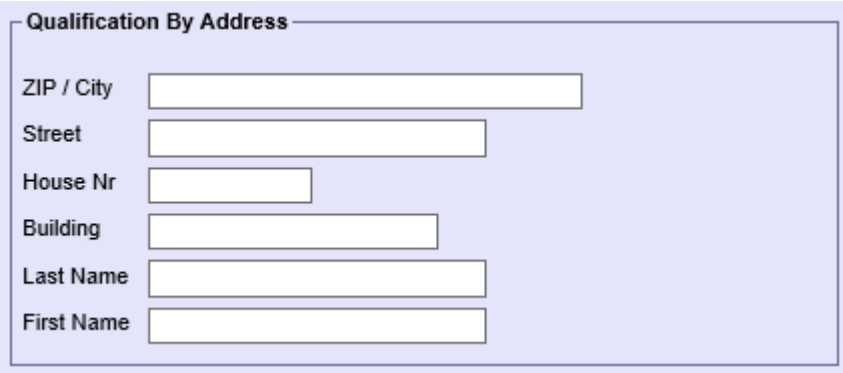


6.1.2.1 Specific Input Fields

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

6.1.3 Service Qualification by Address

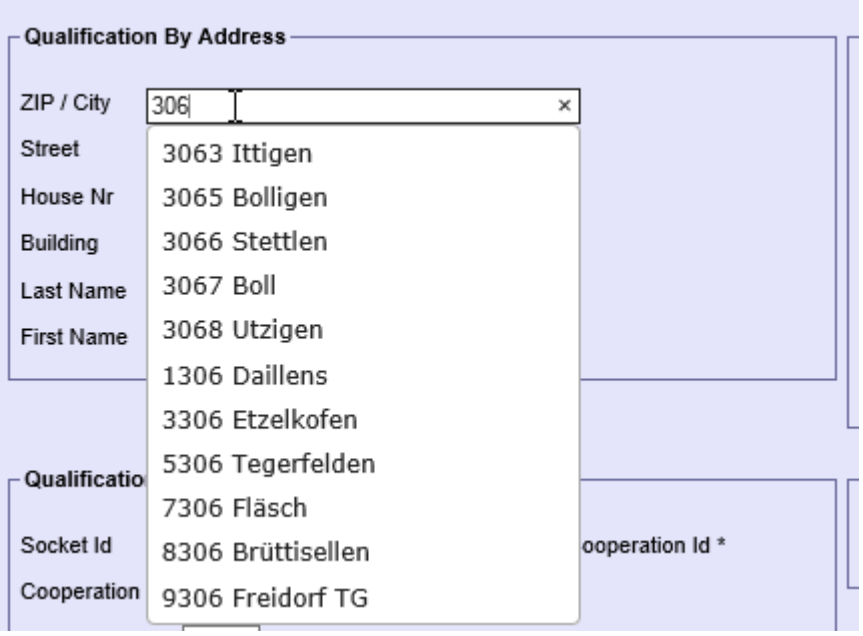
Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain location.

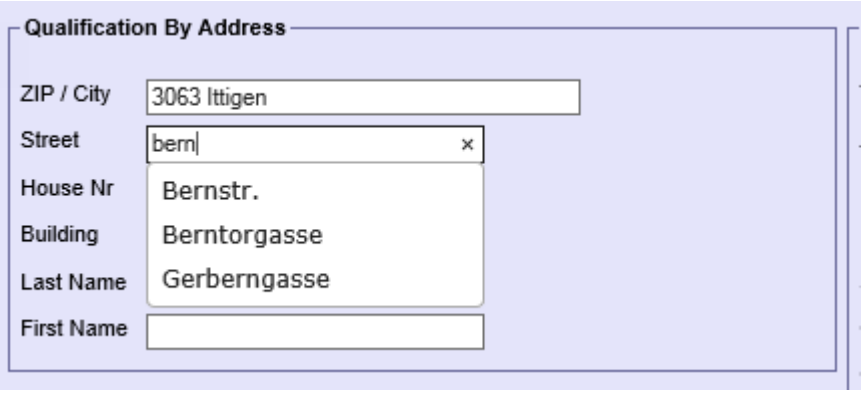


6.1.3.1 Specific Input Fields

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

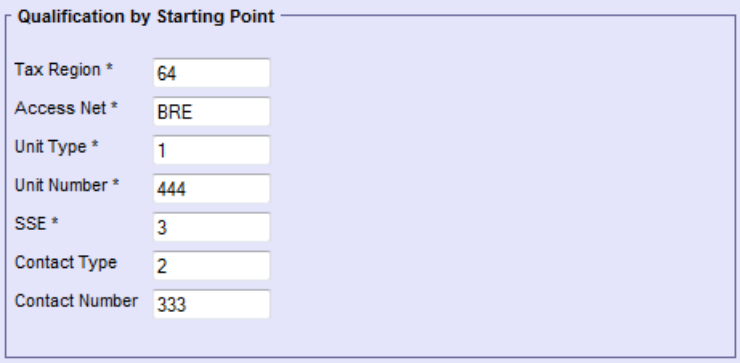
6.1.3.2 Address Autofill





To add a valid address fill in the fields in the order ZIP/City, Street, House Nr or ZIP/City, Street, Building then only known values are presented. The values may be overruled. If the address is missing that should be entered open a clarification ticket by “Ask Address”, an “Ask Swisscom” request for “Address Input (Autofill)”.

6.1.4 Service Qualification by Starting Point



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

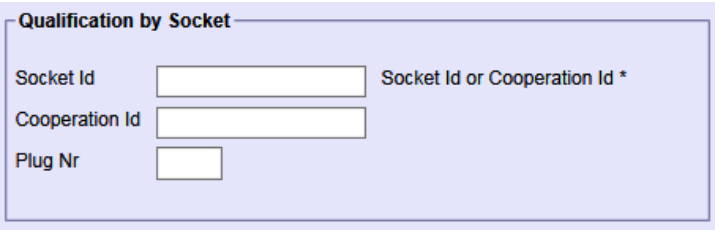
Used for explicit 'Service Qualification', shall be used before Order entry, to see, which services are available for a certain access defined by a local loop id (LLID).

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.

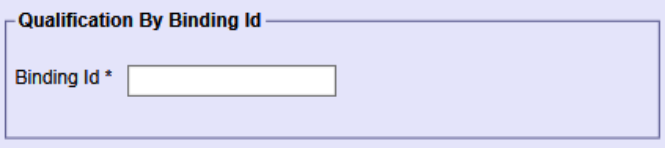


6.1.6.1 Specific Input Fields

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.

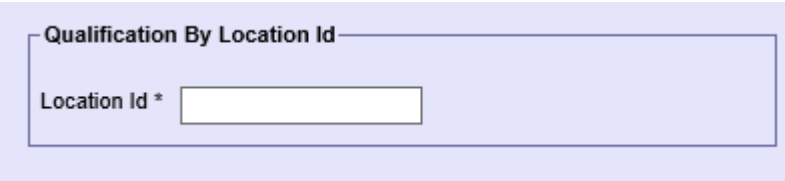


6.1.7.1 Specific Input Fields

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

6.1.8 Service Qualification by Location Id

Used for explicit 'Service Qualification' by Location Id shall be used before order entry. For PreOrder BBCS-F you generally do not known the location Id and you have to start with Service Availability Qualification By Address for BBCS-F and do the Service Qualification by "Qualify PreOrder" from the SAQ Response page.



6.1.8.1 Specific Input Fields

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

6.1.9 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

back

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	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	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	Hinterfultigen

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

back | Basis Creation | Create Preorder | Basis Modification | Change ISP
Add Service | Change Service | reset

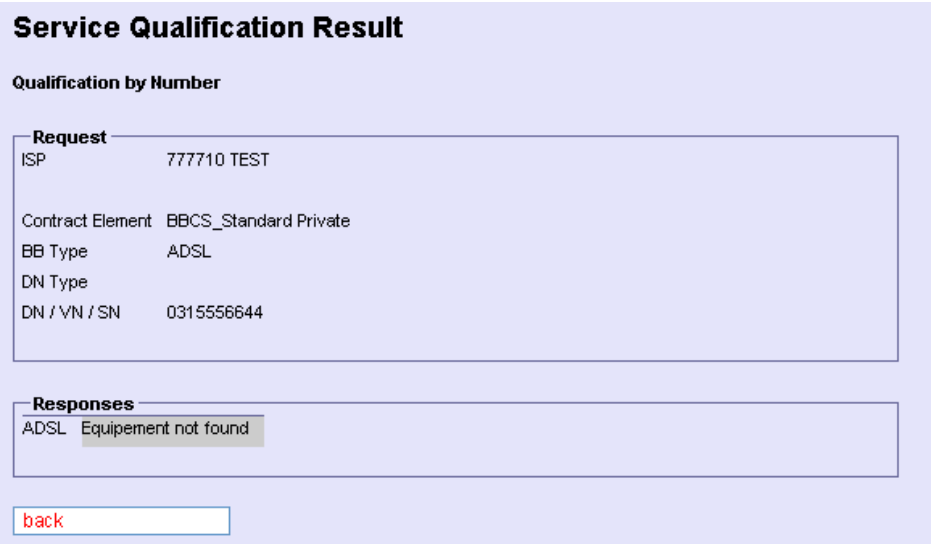
6.1.9.1 Fields

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
Event To	Event To

Name	Description
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 Devloped
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.



6.1.10 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	Availabilty 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

back | Basis Creation | Basis Modification | Add Service | Change Service
reset

6.1.10.1 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 by Qualification by Number, Address, Starting Point, LLID, Socket or 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") for Autofill see 6.1.3.2
City	O	City
Building	O	Building
Tax Region	O/M	Tax Region
Access Net	O/M	Access Net

Name	Optional / Mandatory	Description
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
Plug Nr	O	Plug Nr on the fiber socket
Binding Id	O/M	Binding Id to qualify for
Location Id	O/M	Location Id to qualify for

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

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: 50% Yes
  - 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

Technology	Dslam Type
VDSL2	ISAM, CAN
ADSL	ASAM

  - Capability

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

back

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
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
Event To	Event To
Event Type	Event Type
Sort Nr	Sort Nr
Site Development	50% = Ration BC/Units, Yes = Is Fully Devloped
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)

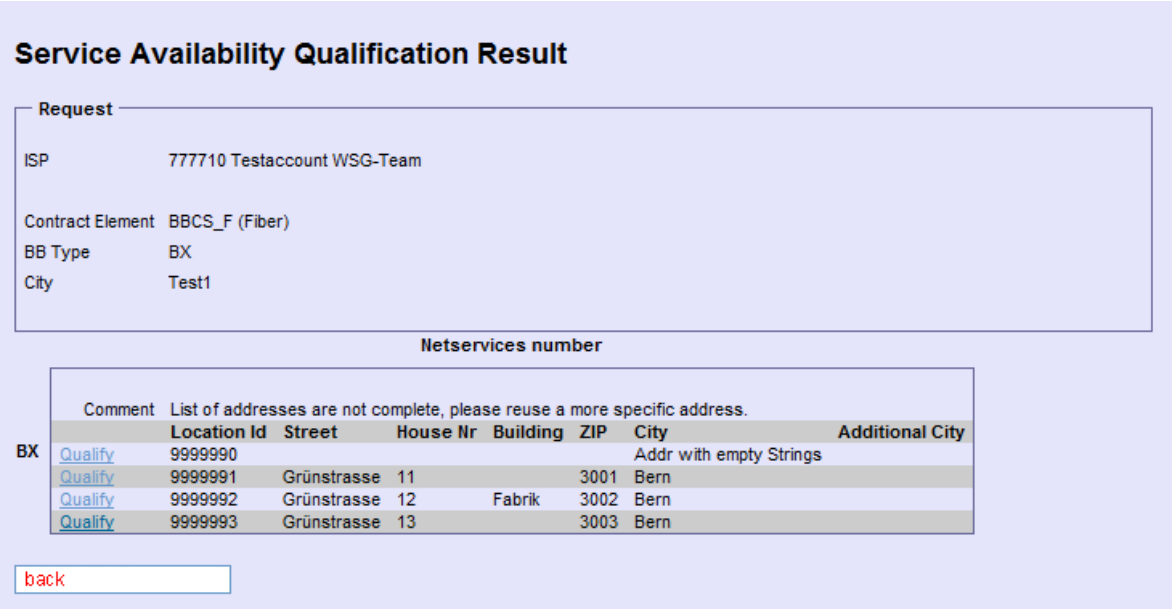
Name	Description
Address	Address information
Building	Name of building
Street	Name of street
House Nr	Number of House
ZIP	ZIP Code
City	Name of City
Access	
Basis Contract Element	BBCS_Standalone
Current Access Speed	The Current Access Speed and its Technology Type
Max. Access Speed	The highest Access 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.

BX	Location Id	Street	House Nr	Building	ZIP	City	Additional City
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	

back

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

back

Request

ISP	777710 Testaccount WSG Team
Contr Element	BBCS_F (Fiber)
Street	Hausweg
House Nr	10
ZIP	3063
City	Ittigen

Netservices number

BX

Quali Result State	ok				
Location Id (OTO, Customer)	8001719				
Street	Hausweg				
House Nr	10				
Building	Fabrik 0				
ZIP	3063				
City	Ittigen				
List of Sockets					
Socket Id	Partner_A.230.946.479				
Cooperation Id	A.230.946.479				
First Inhouse Installation	-				
Flat Id	8.08 = 8th Floor / 8th Flat				
Flat Memo	-				
Plug Nr	1	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	2	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	3	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	4	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Socket Id	Partner_A.231.946.479				
Cooperation Id	A.231.946.479				
First Inhouse Installation	-				
Flat Id	8.08 = 8th Floor / 8th Flat				
Flat Memo	-				
Plug Nr	1	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	2	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	3	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	4	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Socket Id	Partner_A.232.946.479				
Cooperation Id	A.232.946.479				
First Inhouse Installation	-				
Flat Id	8.08 = 8th Floor / 8th Flat				
Flat Memo	-				
Plug Nr	1	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	2	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	3	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Plug Nr	4	Fiber Line State	AVAILABLE	OTO State	CONNECTED
Comment	-				
List of Building Entry Points					
Location Id (BEP)	9999999	BEP State	CONNECTED		
Street	TibcoSimulator-Strasse	Availabilty Date/Target Date	-	Quality Class	GK3
House Nr	123d	Availability Date Reason	an availability date reason		
Building	Lokal 9999999-0	In House Allowed	Yes	First Inhouse Installation	No
ZIP	3000	Max Access Speed Kbps	100000,1000000	Initial Mounting Shaft Capacity	available
City	Bern	BEP Site Category	standard	BEP Builder	KOPA

Events	Event Type	Event Time Stamp	Event Reason	From	To	Sequence Number
	1 - TargetDateChange	29/11/2017 17:20	EventReason 1 EventReason	F 1	T 1	1
	2 - ValidityClassException	19/11/2017 17:20	EventReason 2 EventReason	F 2	T 2	2
	2 - ValidityClassException	04/11/2017 17:20	EventReason 3 EventReason	F 3	T 3	3

back Qualify PreOrder

Options:
Do a Service Qualification for Socket and Plug Nr by clicking the preferred Plug Nr under the preferred Socked Id or Service Qualificaiton for PreOrder by selecting "Qualify PreOrder"

6.2.4.2.1 Output Fields

Name	Description
Request	Parameters of the request.
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)

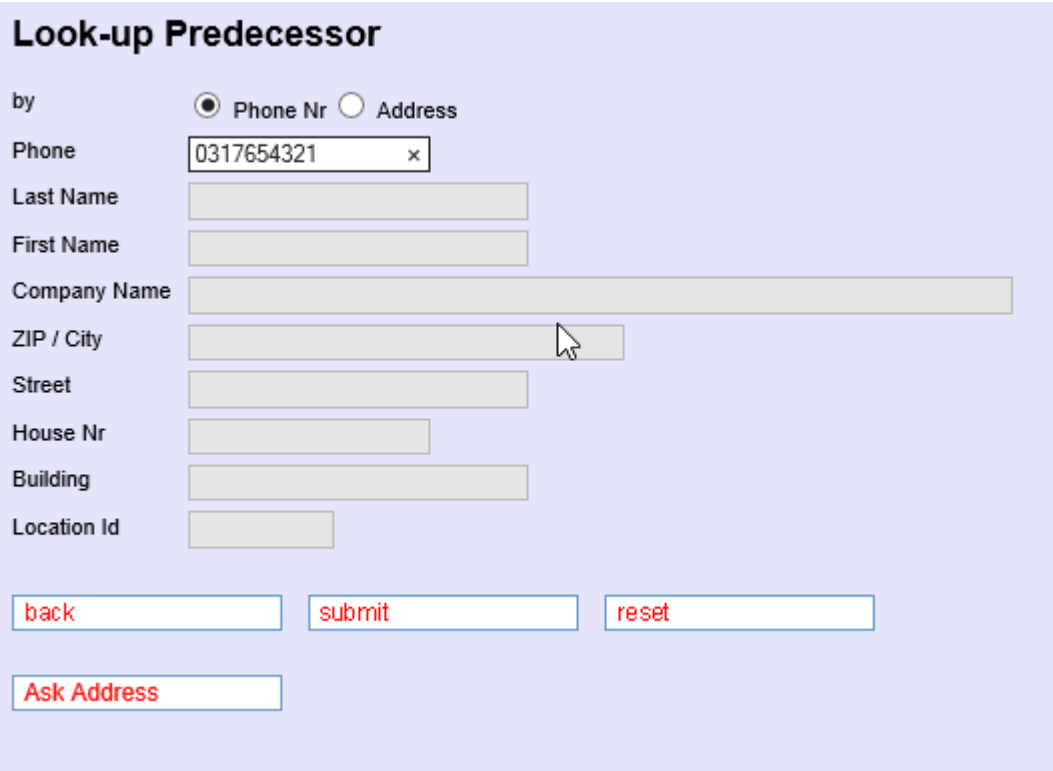
Name	Description
List of Building Entry Points	Zero or more BEP's.
Capacity Availability on BEP	Yes -> one of the BEP's has free capacity
Location Id	Location id of the BEP
Street	Address of the BEP
House Nr	Ditto
ZIP	Ditto
City	Ditto
BEP State	State of the BEP
Availability Date	When the BEP is available 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.

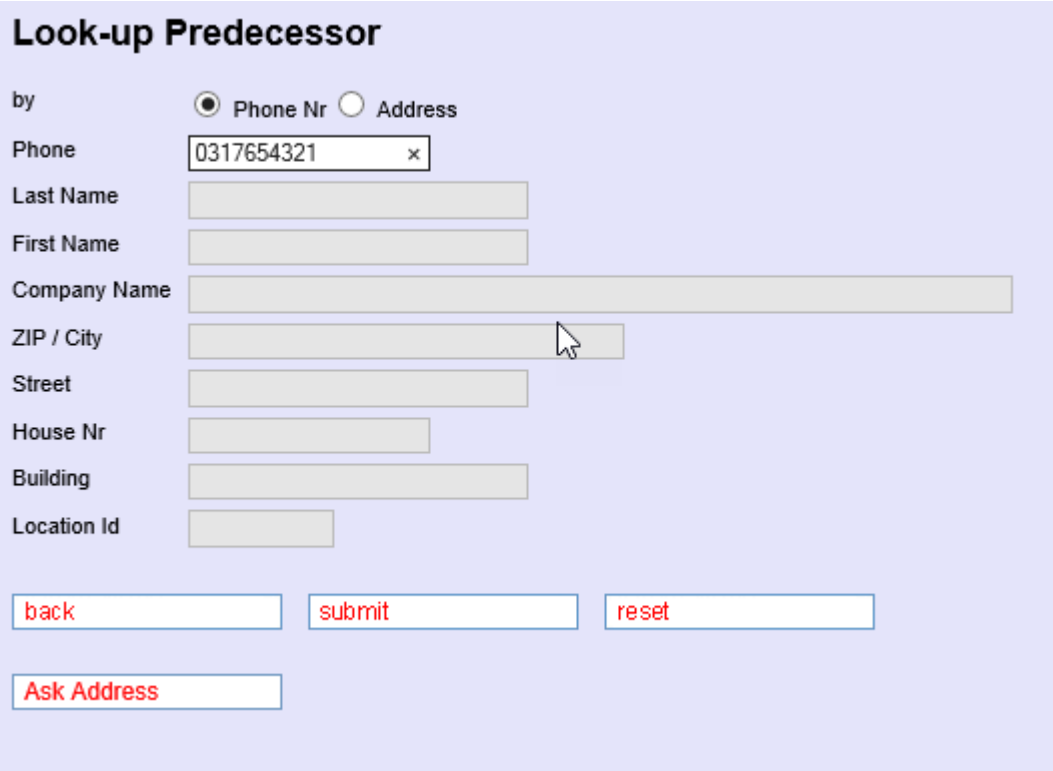


6.3.1.1 Specific Input Fields

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



6.3.2.1 Specific Input Fields

Name	Optional / Mandatory	Description
Last Name	O	Last Name
First Name	O	First Name
Company Name	O	
ZIP	M	ZIP ("Postleitzahl") for Autofill see 6.1.3.2
City	O	City
Street	M	Street
House Nr	O	House Nr
Building	O	Building

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	XXXXX	-	-	-	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 Müsterli & 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 Müsterli & 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 Müsterli & 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.

back

6.3.4 Look-up Predecessor Summary- multilpe 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	-

back

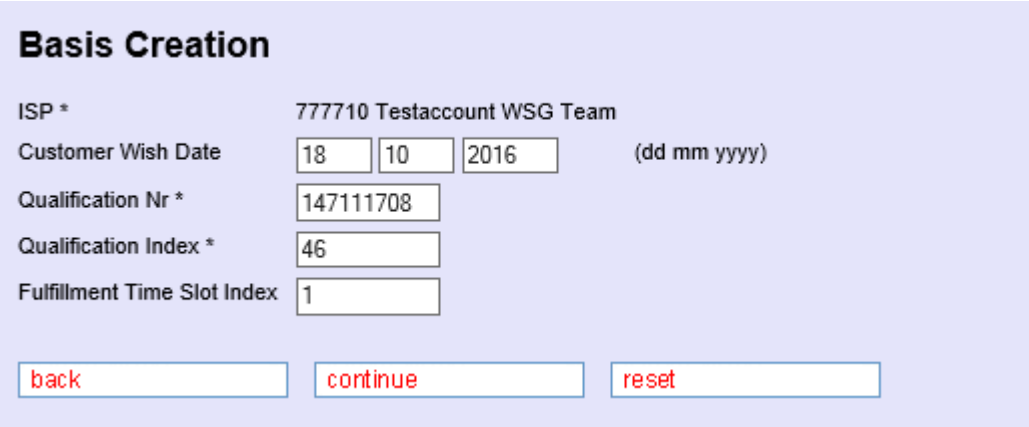
6.4 Basis Creation

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.

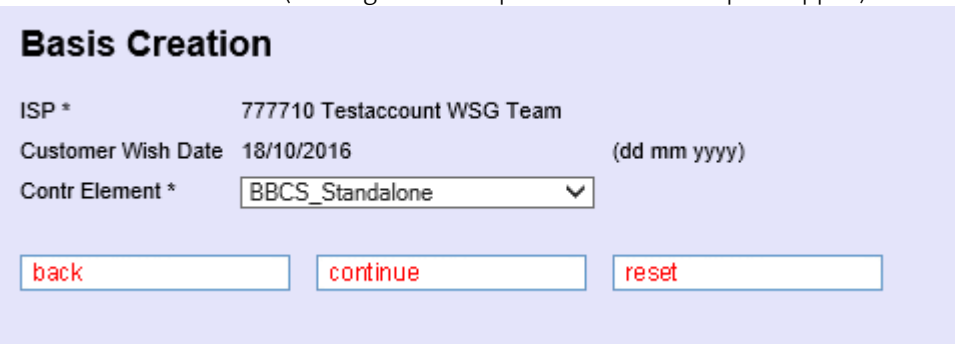
6.4.1 First screen

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

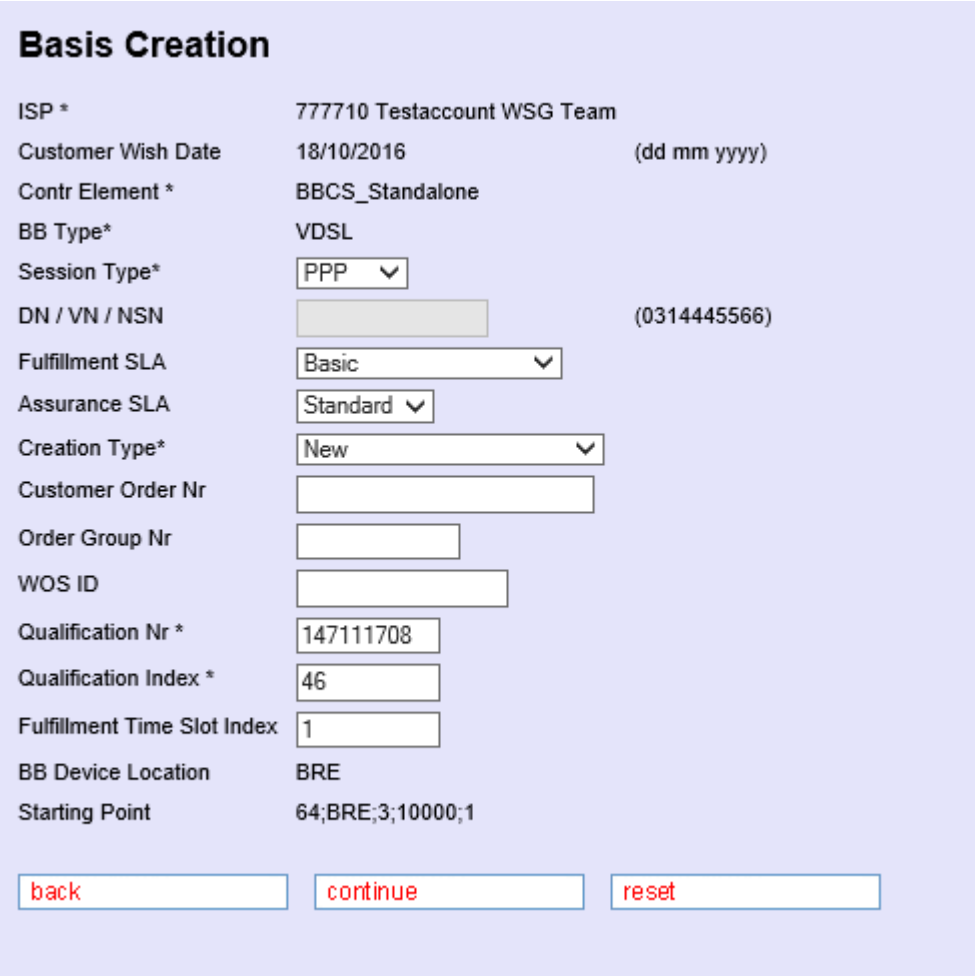
Select Customer Wish Date (here with the select Service Profile and Timeslot):



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



Select BB Type, Session Type, Kind of Creation:



6.4.1.1 Fields

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

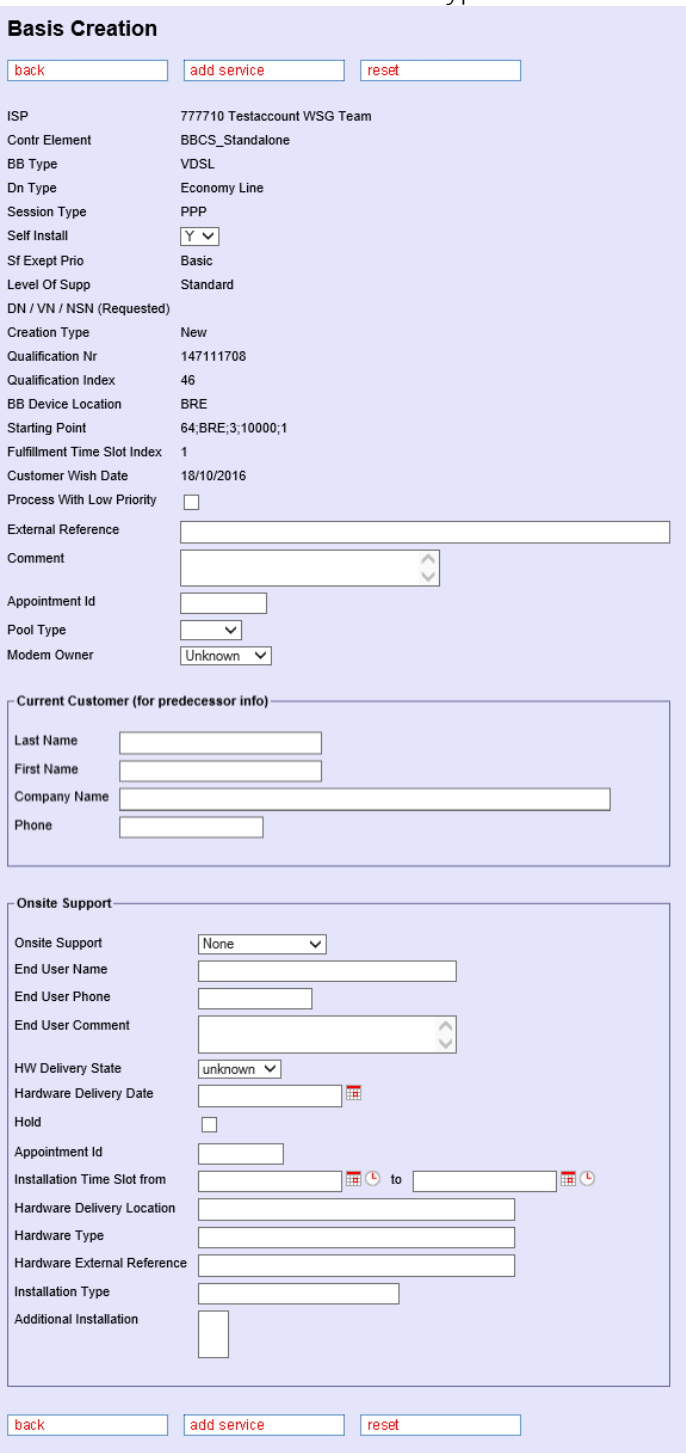
Name	Optional / Mandatory	Description
Customer Wish Date	M	Date on which the order will be entered. Default is current date. Form the qualification this is the Date of Fulfillment Timeslot (Schaltzeitfenster)
Contract Element	M	The Contract Element (LOV) If Suppress SLA Check is unchecked only the contracted 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.



6.4.2.2 Second Copper Screen

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

Basis Creation

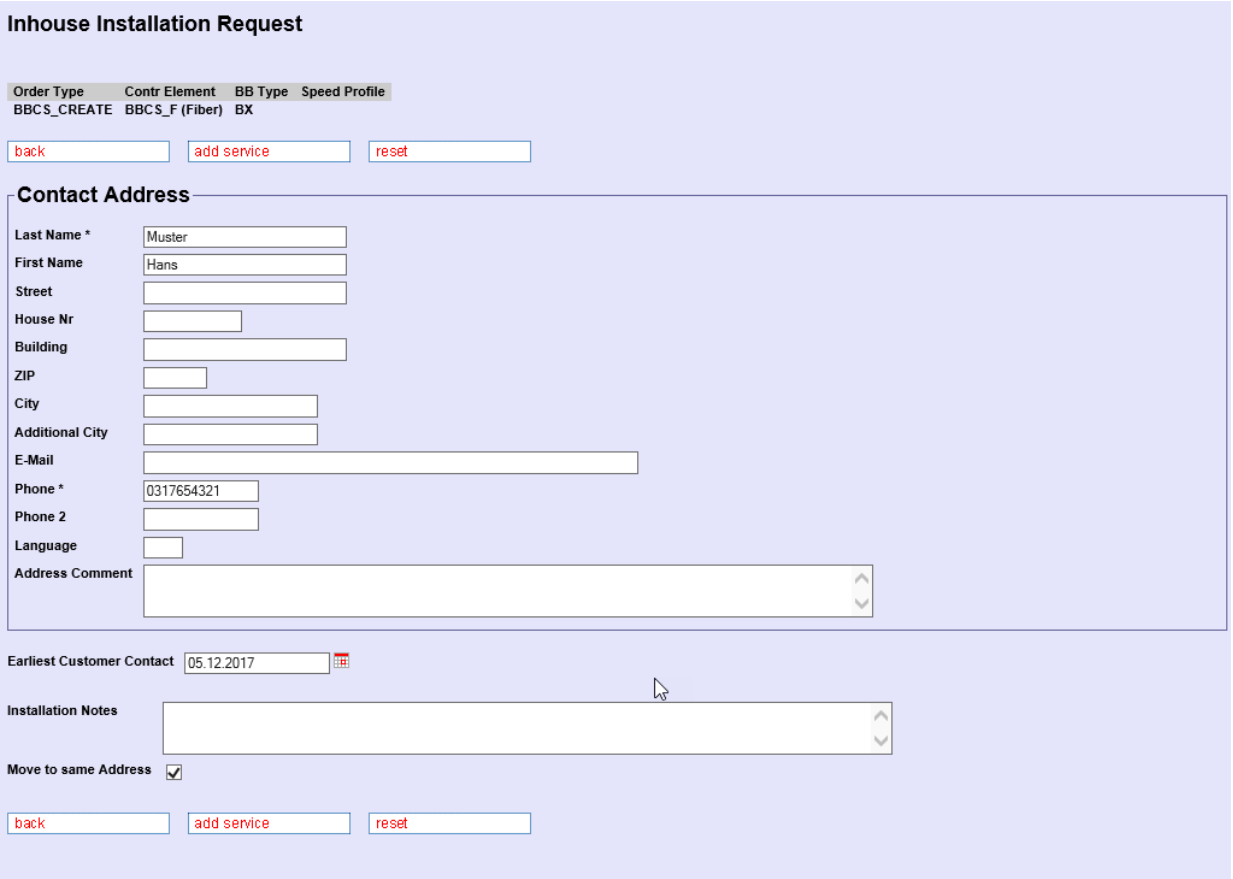
back | continue | reset

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	
Modem Owner	Unknown

back | continue | reset

6.4.2.3 Fiber Inhouse Screen

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



Mandatory fields are Last Name and Phone.

Changes

Rel.	CR	Description
18.01	SO-4421	New attribute Move To Save Address
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:

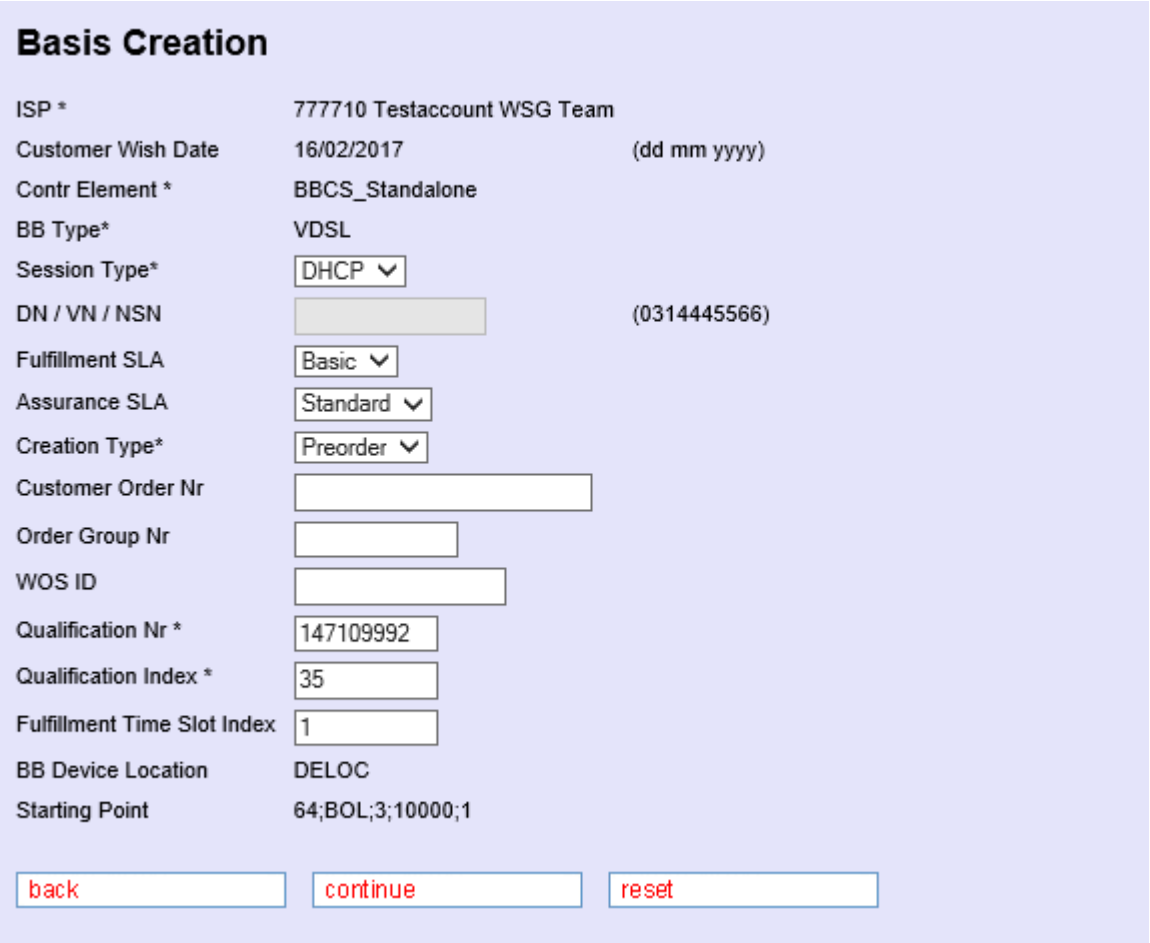
Name	Optional / Mandatory	Description
External Reference	O	Free text comment for extra ISP reference information
Process With Low Priority	O	Check to reduce the speed of the order processing
Comment	O	Free comment or can be used for DSLAM Type Restriction +R_ADSL++ means that a ASAM Port should be reserved +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 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
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	

back continue reset

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

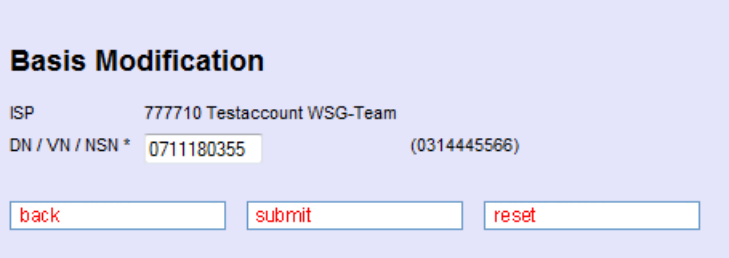
6.6 Basis Modification

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

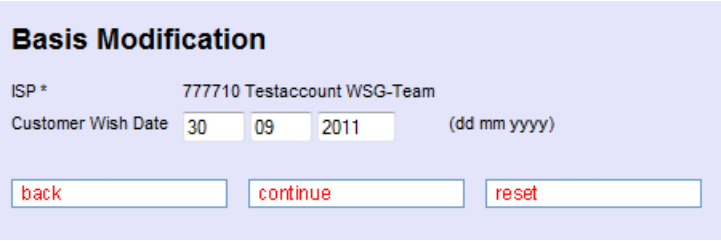
6.6.1 First screen

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

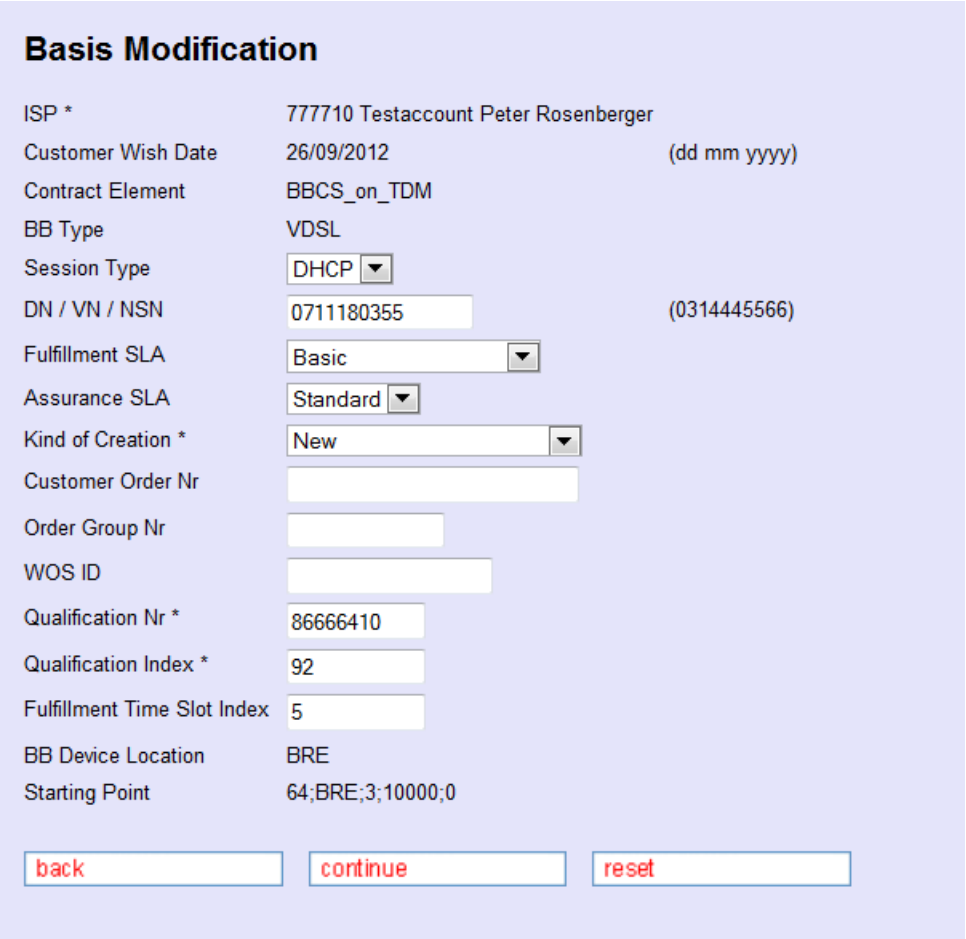
Select a DN



Select Customer Wish Date



Select BB Type and other data



6.6.1.1 Fields

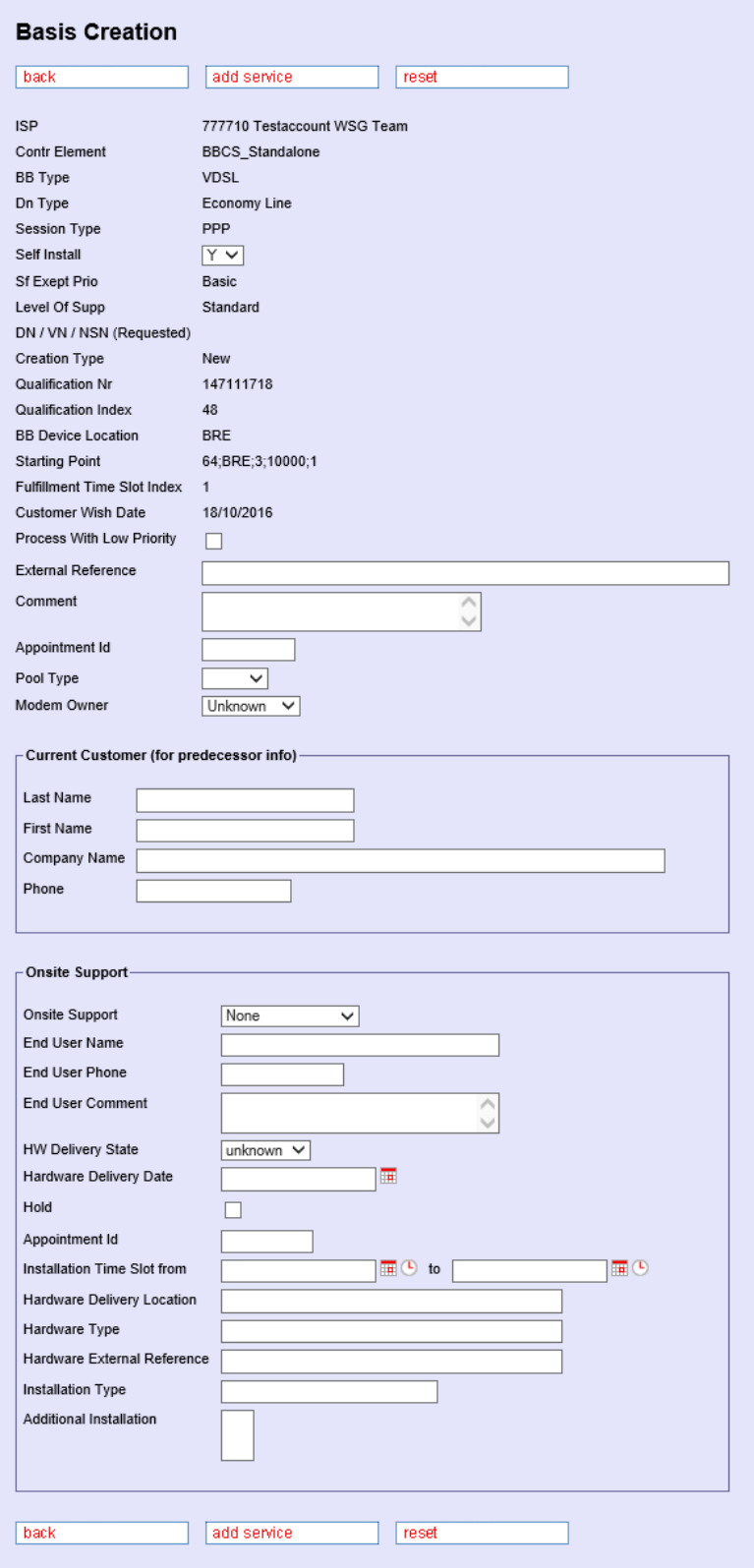
The user has to fill out following attributes to modify an active BBCS service:

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)



6.6.2.1 Fields

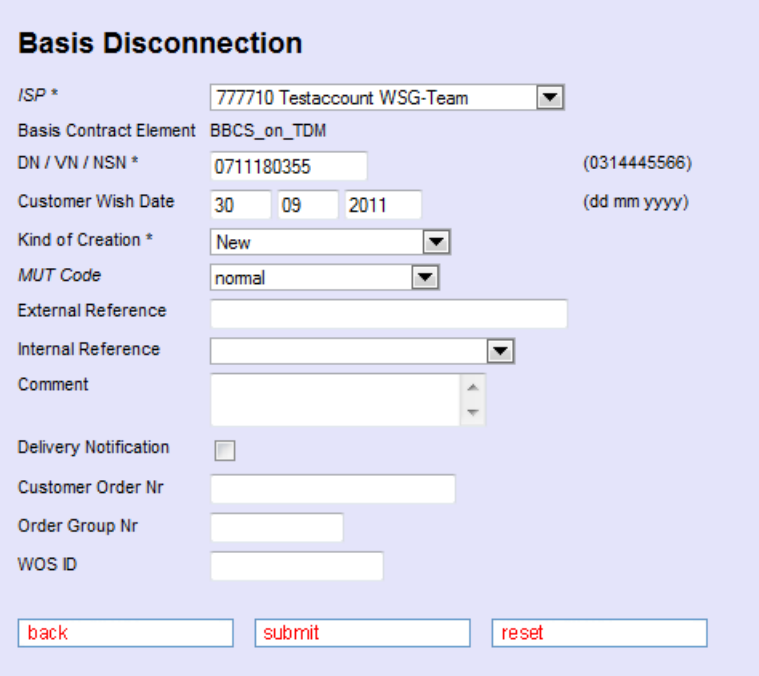
The user has to fill out one or many following attributes to modify an active BBCS service:

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
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 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 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.



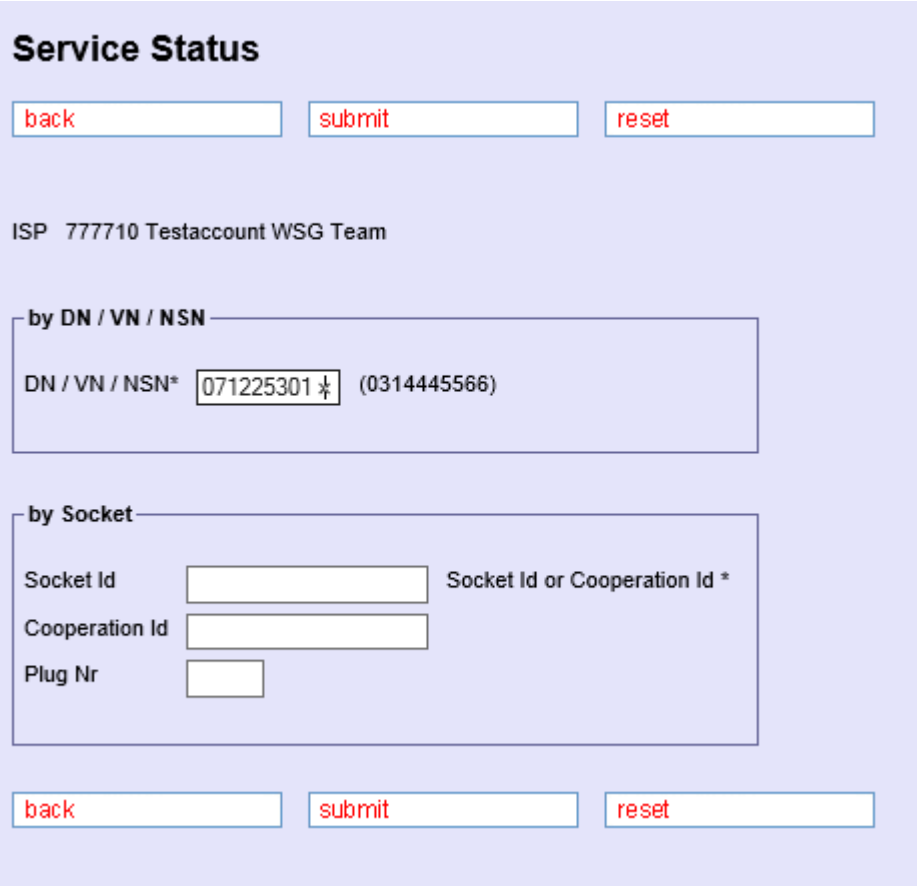
6.7.1.1 Fields

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.



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.

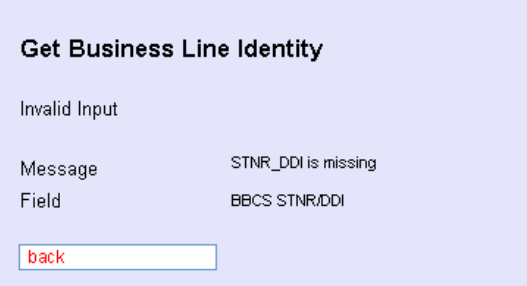
6.8.3.1 Fields

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:

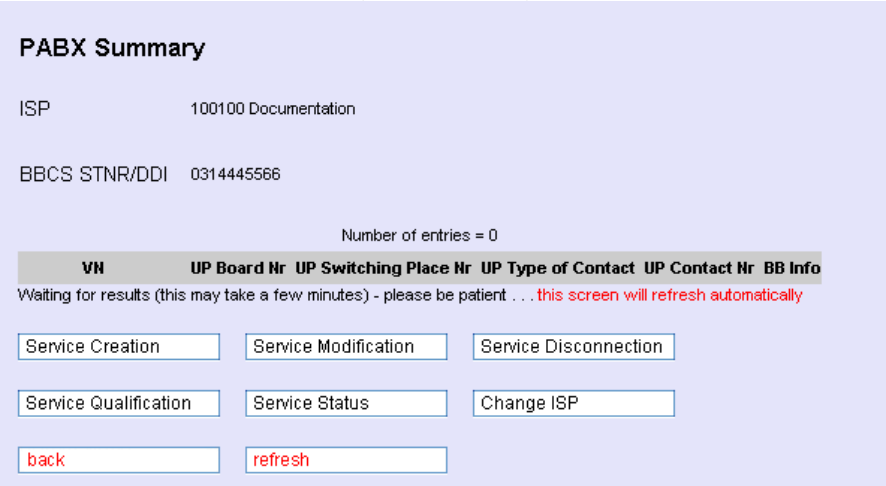


6.8.4 PABX Summary

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:



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

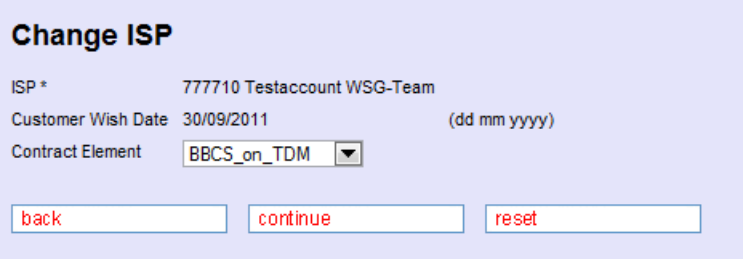
Used to change an existing broadband access from one ISP to another.

6.9.1 First screen

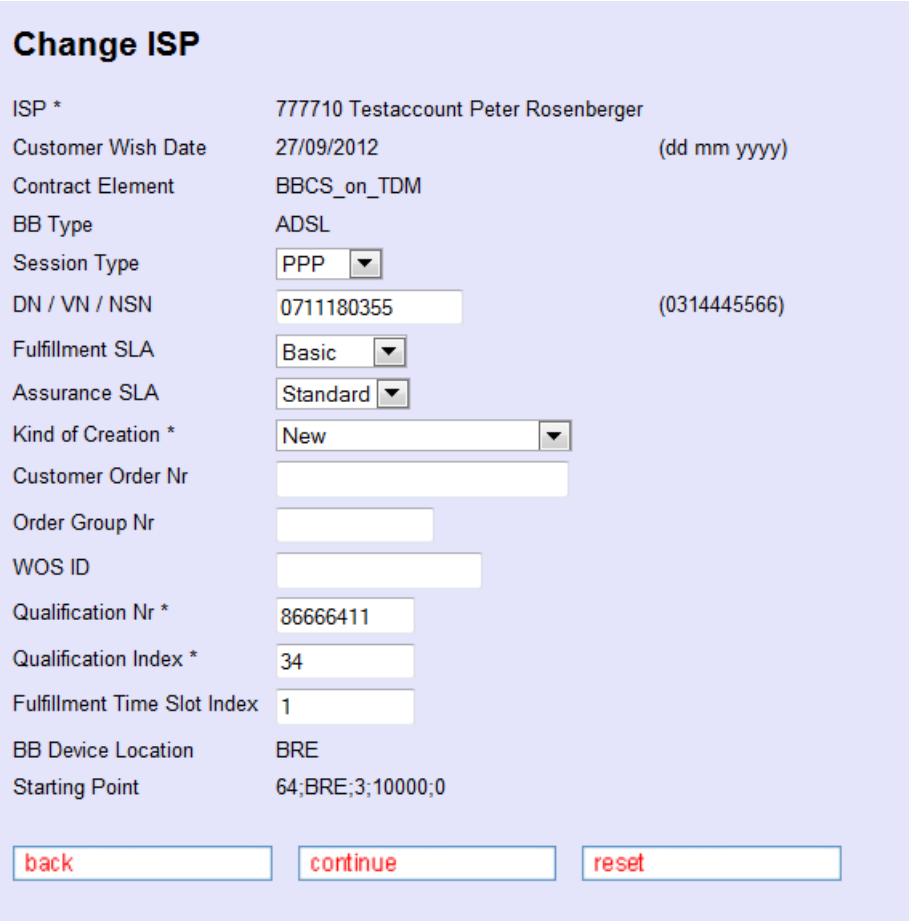
Drill down the first screen of Change ISP (in 3 Steps).

Select Customer Wish Date:

Select Contract Element



Select other parameters (Copper):



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		

back | continue | reset

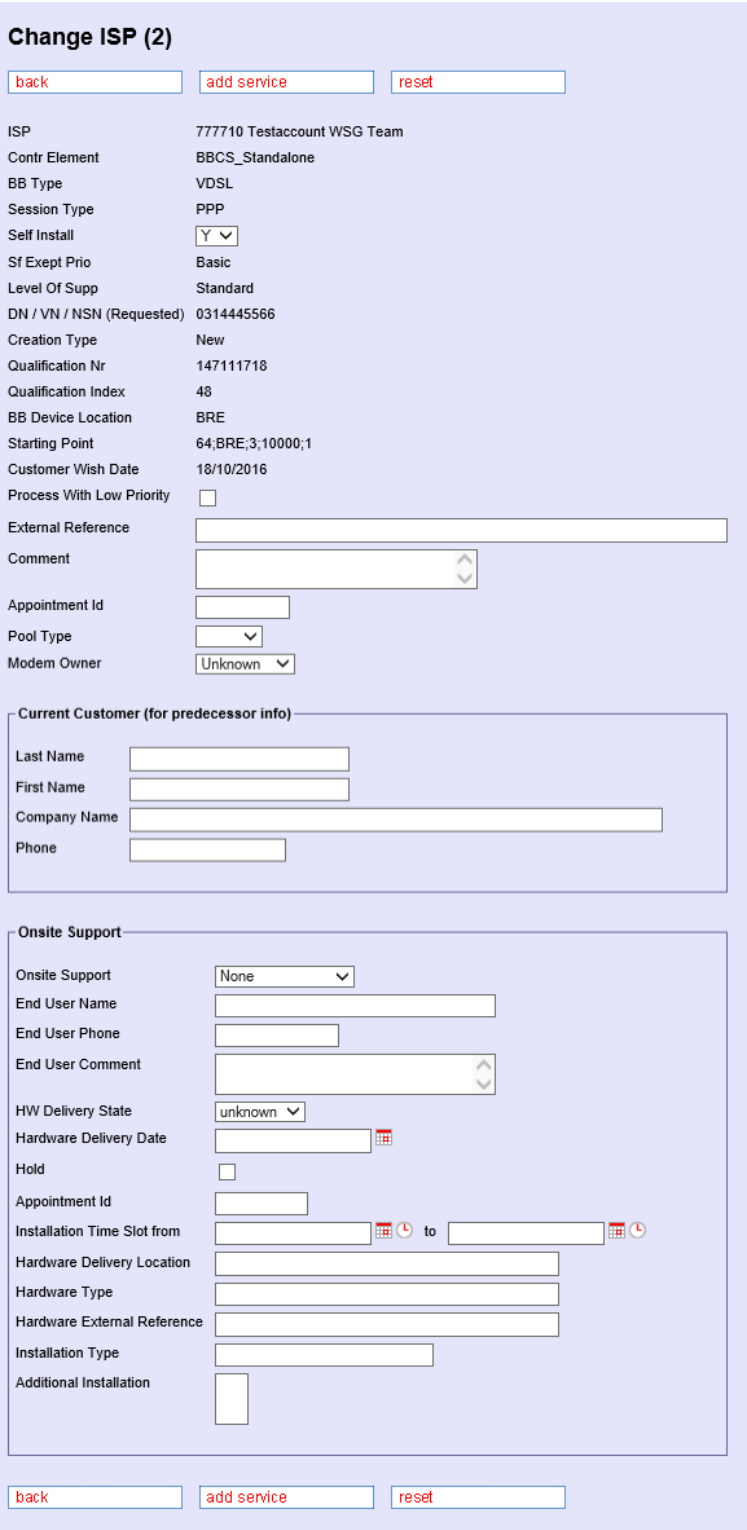
6.9.1.1 Fields

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



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.

Name	Optional / Mandatory	Description
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	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

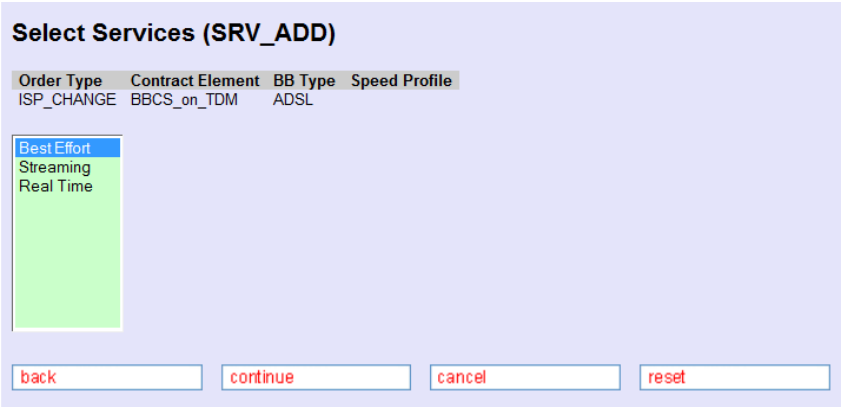
6.10.1.1 Fields

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.



6.10.3 Add Service specific data

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

Add Service

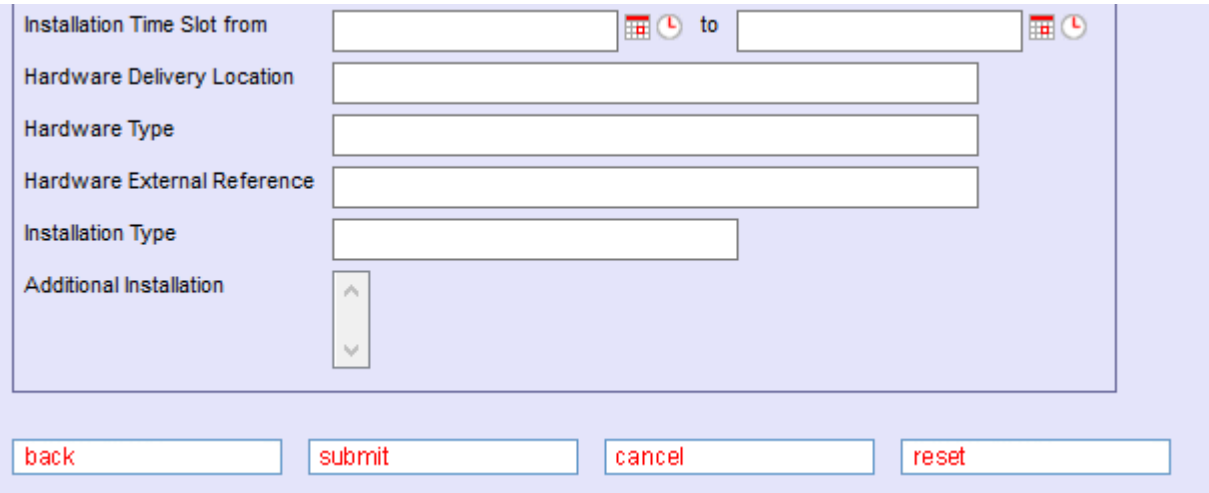
Order Type	Contr Element	BB Type	Speed Profile
ISP_CHANGE	BBCS_Standalone	VDSL	
	Best Effort		

back | submit | cancel | reset

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	



6.10.3.1 Fields

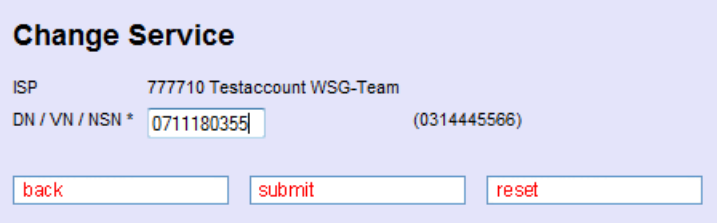
Name	Optional / Mandatory	Description
Kind of Creation	M	
Exception Priority	M	SF Exception Priority (LOV).
Speed Profile (Requested), BB Type	M	Supplied BB service speeds and Technologies
CPE Owner	M	Who owns the equipment?
Promotion	M	Promotion including "1 – No Promotion" (LOV)
Process With Low Priority	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.

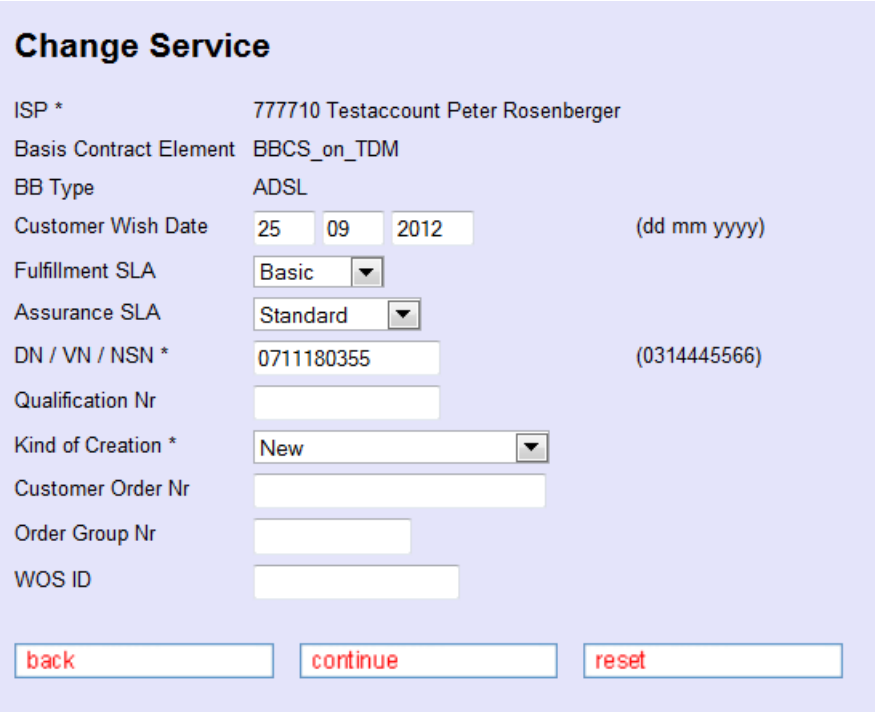
Hold (only if SLA allows Onsite Support)	M	If checked the Installation Ticket is kept in Entered-State until the Hardware Delivery Date is reached.
Appointment Id (only if SLA allows Onsite Support)	O	Identification of a previously booked appointment
Installation from /to (only if SLA allows Onsite Support)	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)
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





6.11.1.1 Fields

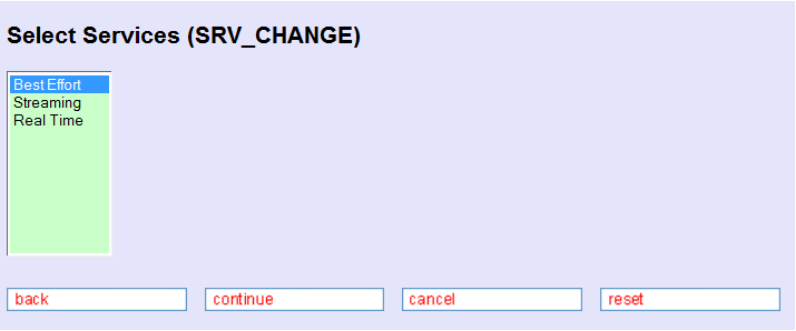
The user has to fill out following attributes to change an active BBCS service:

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.



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	Standard
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: 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

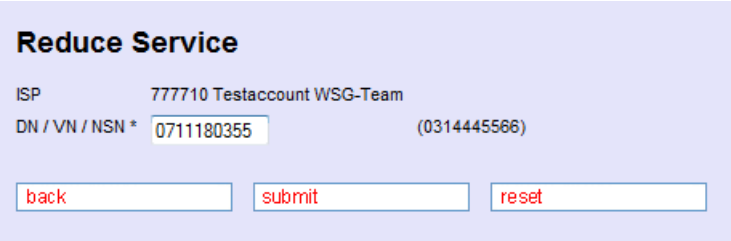
6.11.3.1 Fields

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

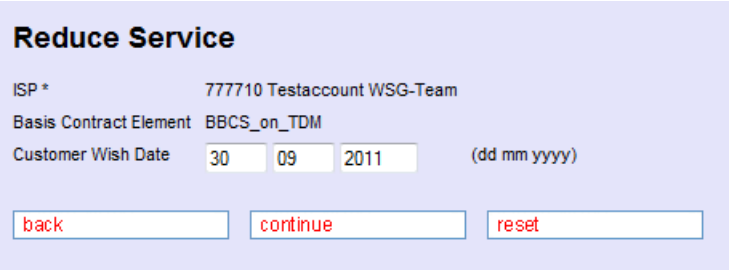
Name	Optional / Mandatory	Description
Hardware Type (only if SLA allows Onsite Support)	O	Type of Hardware
Hardware External Reference (only if SLA allows Onsite Support)	O	Reference (SAP Order number)
Installation Type (only if SLA allows Onsite Support)	O	Installation type
Additional Installation (only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

6.12 Reduce Service

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

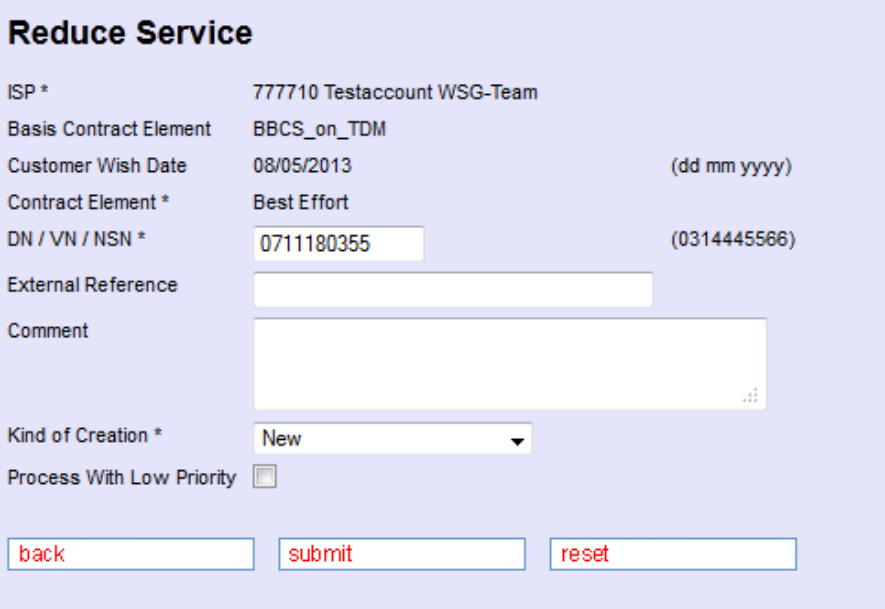


Select Customer Wish Date:



Select Contract Element

Select the number:



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

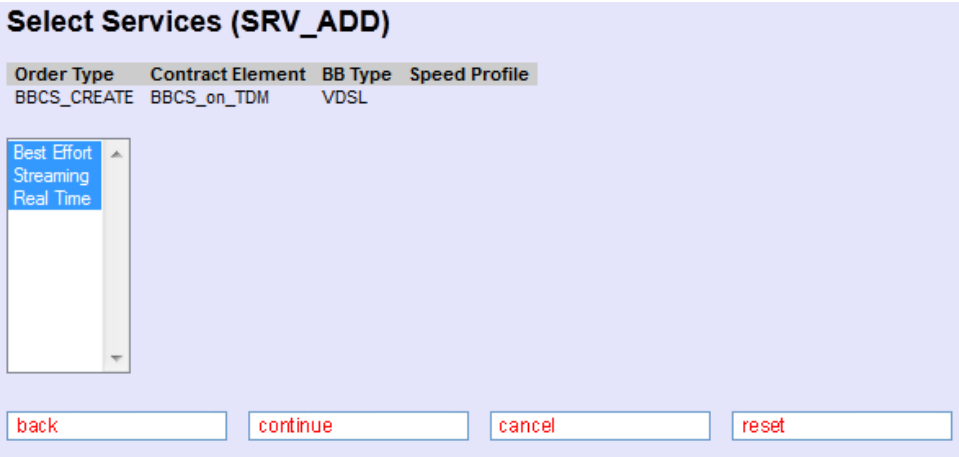
6.13 Compound

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.



6.13.2 Add service specific data

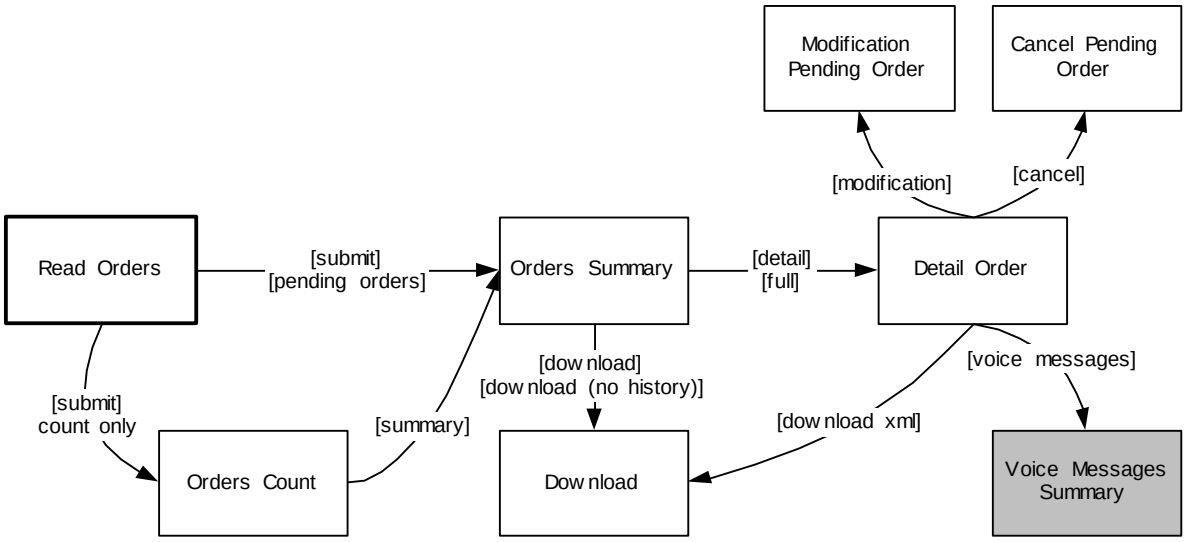
See screen of Add Service (chapter 6.10.3)

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.

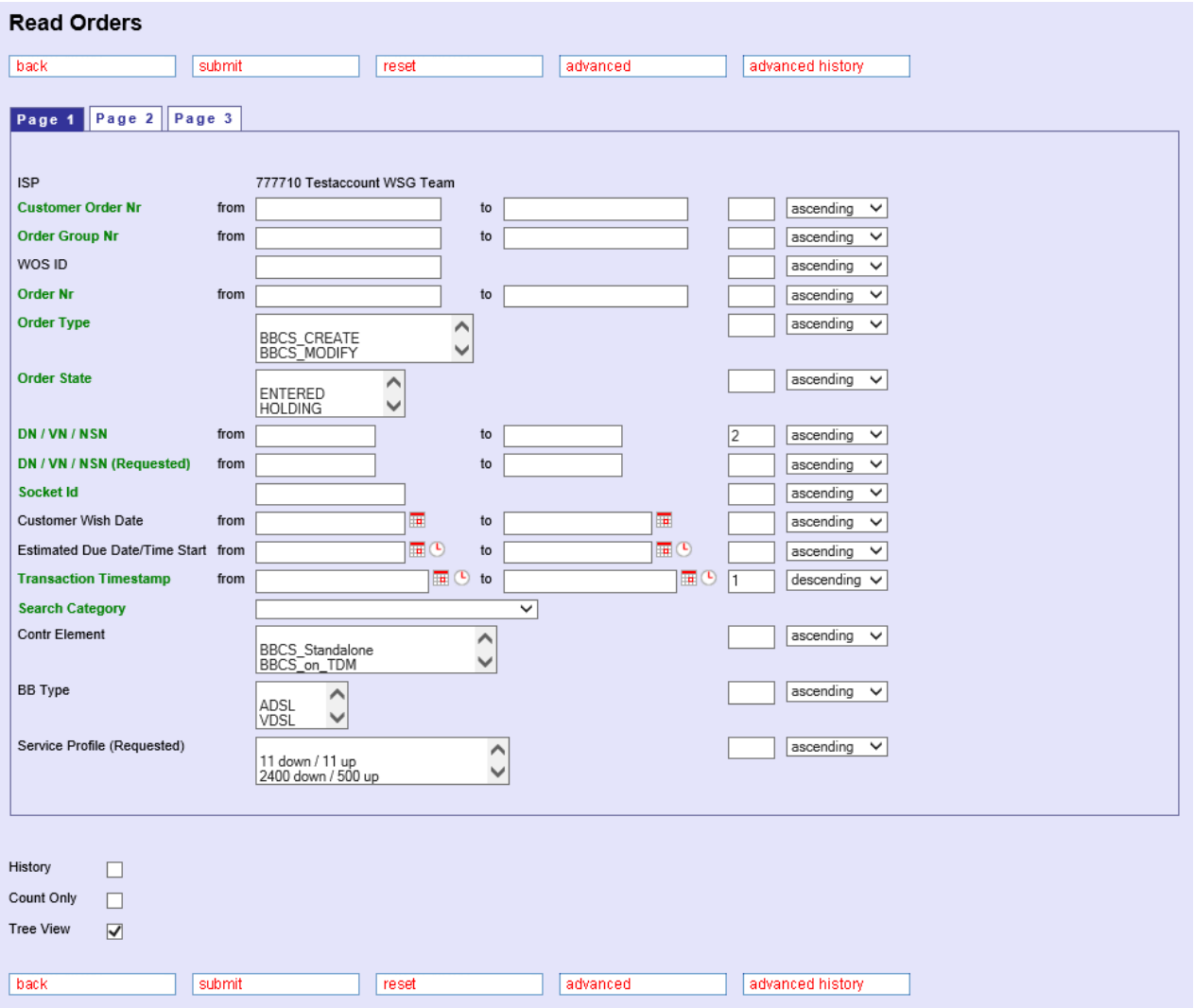


7.1 Read Orders

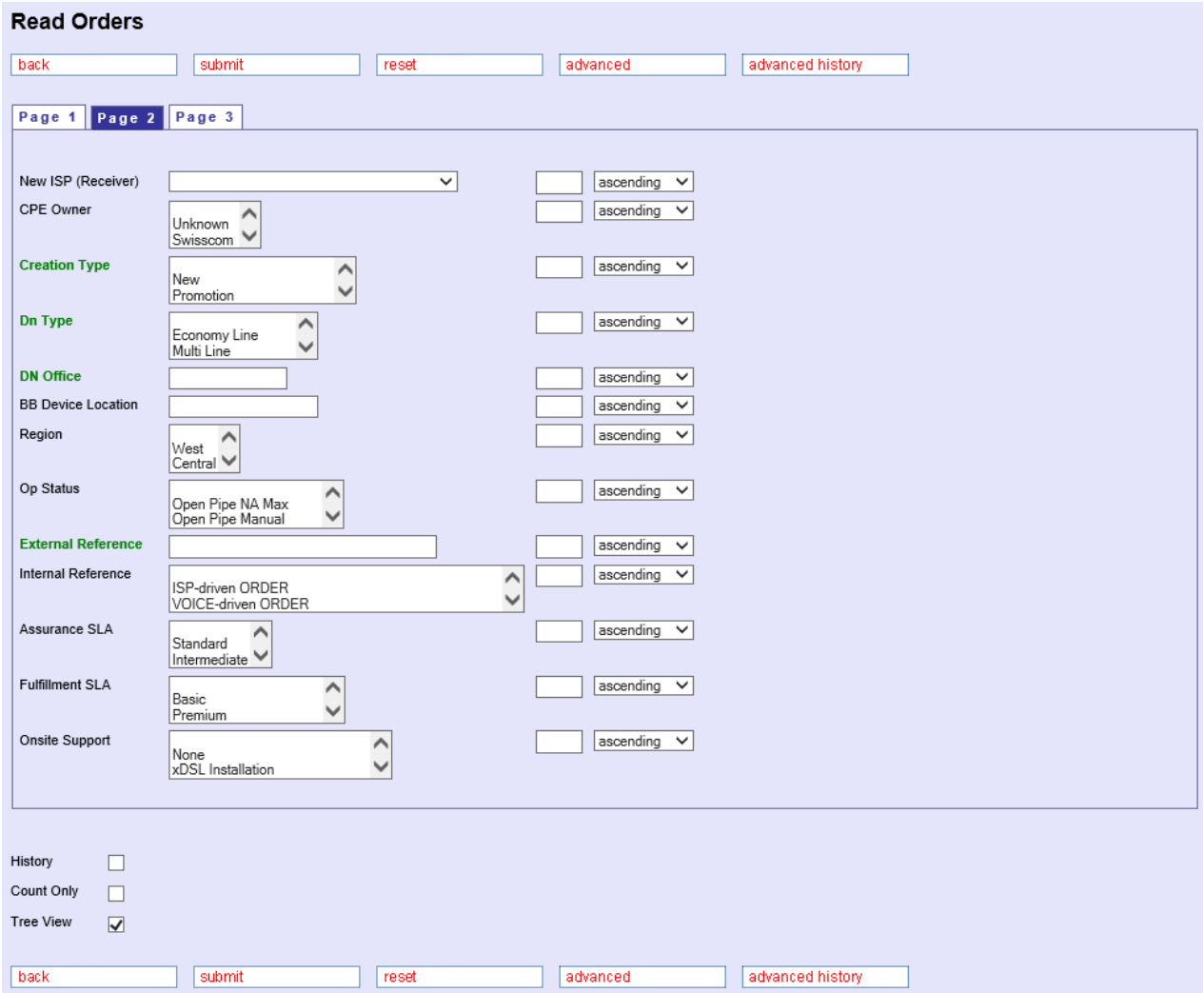
The 'Read Orders' screen will be used to handle the WSG work orders. You can select the orders with any combination of the input fields. To get a good performance the user should type in all information that he knows, so it will get a good overview of the orders summary screen.
NOTE: If the sort orders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

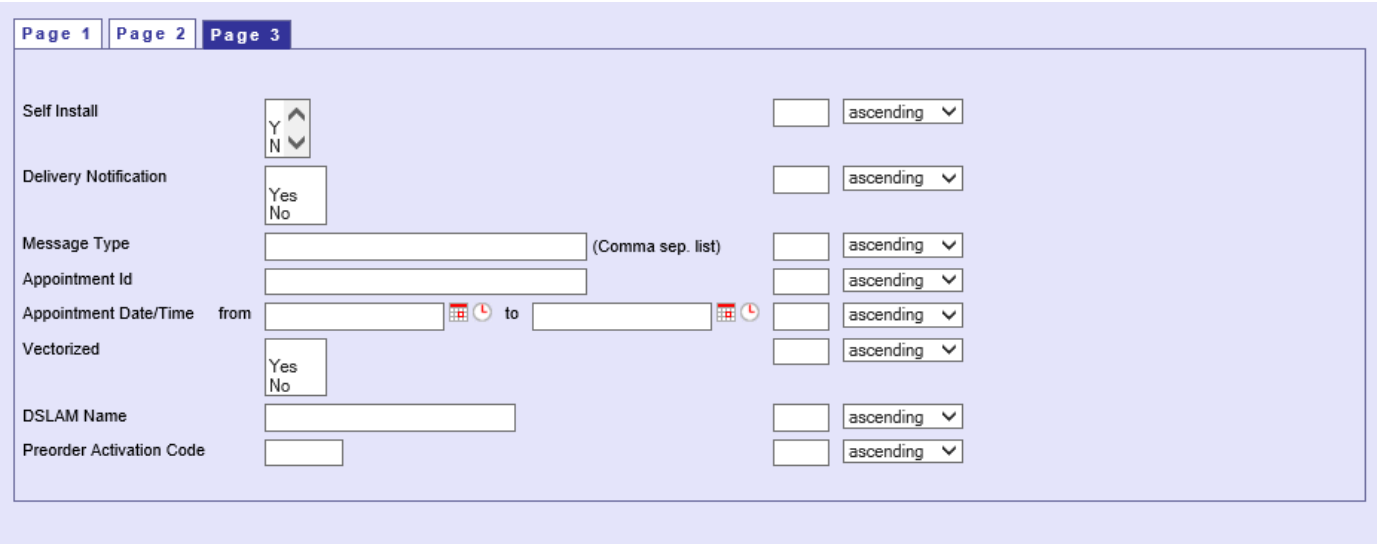
7.1.1 Tab Page 1



7.1.2 Tab Page 2



7.1.3 Tab Page 3



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.

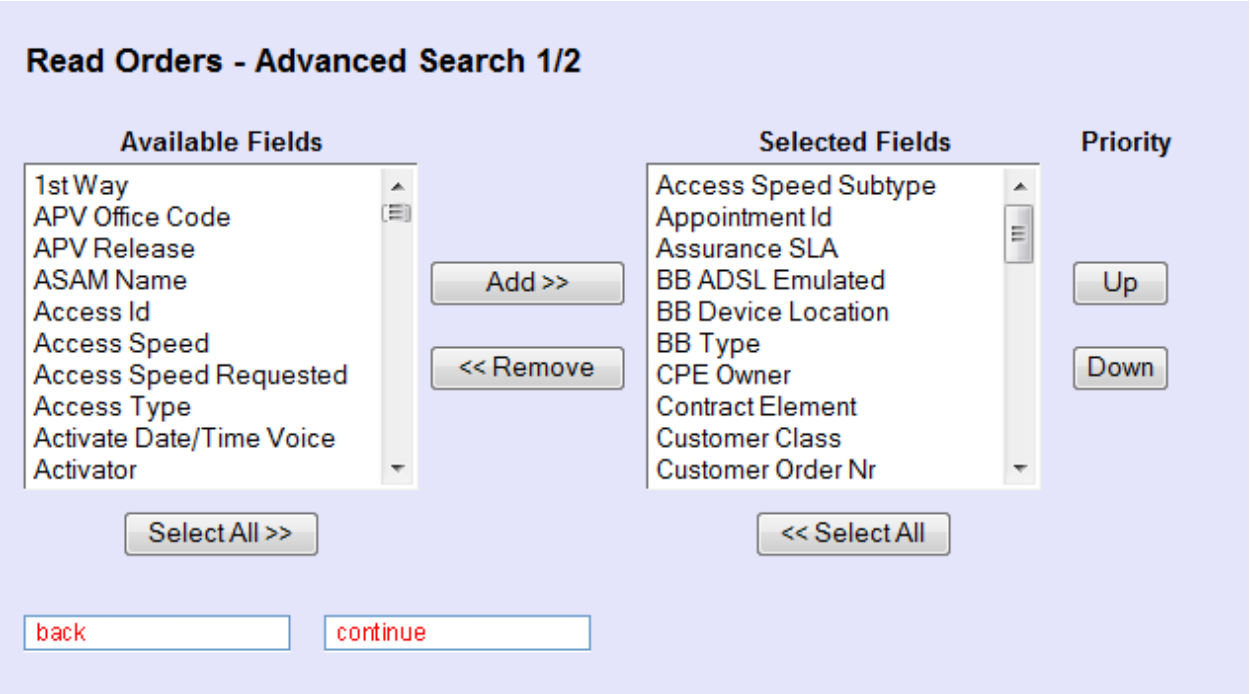
Name	Description
History	Show the full history of the order numbers
Count Only	If checked, the query will be redirected to a search result count screen rather than to a summary screen directly. This feature enables the user to check the number of potential result records matching the selection criteria 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 Sort Order (LOV)	The Order, according to which the attributes are sorted. “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 selected the fields in the available fields and pull the Add button. Remove a selected field by selected 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.



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 ☑

back | submit | reset

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 Start	Estimated Due Date/Time End	Transaction Timestamp	Contr Element	BB Type	Dn Type	Session Type	Termination	Service Type	Speed Profile Nr	Creation Type	DN Office	BB Device Location	Sf Exept Prio	Level Of Supp	External Reference	Customer 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

ISP / Order Nr Info

ISP	777710 Testaccount WSG Team
Customer Order Nr	777710201610190000003000000
Order Nr	777710201610190000002000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

DN Info

DN / VN / NSN (Requested)	0108296728
DN (STNR) / VN / NSN	0108296728
STNR DDI	-
Dn Type	-

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	-

Qualification Info

Qualification Nr	147111745
Qualification Index	48
Fulfillment Time Slot Index	1

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	-

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	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

Order Type	SRV_ADD
Order State	ENTERED
Creation Type	New
Response	-
Sf Exept Prio	Basic
Delivery Notification	No

ISP / Order Nr Info

ISP	777710 Testaccount WSG Team
Customer Order Nr	777710201610200000011000000
Order Nr	777710201610200000012000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

DN Info

DN / VN / NSN (Requested)	0108352294
DN (STNR) / VN / NSN	0108352294
STNR DDI	-
Dn Type	-

Date Info

Customer Wish Date	20/10/2016
Estimated Due Date/Time Start	20/10/2016 14:00
Estimated Due Date/Time End	20/10/2016 16:00
Termination Date	-

Qualification Info

Qualification Nr	147111768
Qualification Index	44
Fulfillment Time Slot Index	-

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	-

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

BB Type	-
Session Type	-
Termination	-
Interleave Mode	-
Pool Type	-
Access Speed	-
Access Speed Changed	-
Op Status	-
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

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

ISP / Order Nr Info

ISP	777710 Testaccount WSG Team
Customer Order Nr	777710201709210000014000000
Order Nr	777710201709210000013000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

DN Info

DN / VN / NSN (Requested)	0108715996
DN (STNR) / VN / NSN	0108715996
STNR DDI	-
Dn Type	-

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	-

Qualification Info

Qualification Nr	147110049
Qualification Index	52
Fulfillment Time Slot Index	1

Qualified Endpoint

DN Office	65XAF
BB Device Location	DEVLOC
Site	-
Site Category	-
Available Technology Type	-
DSLAM Name	-
Dslam Type	-
Technology Type	-
Vectorized	-

References

External Reference	-	ONP Number	-
Internal Reference	ISP-driven ORDER		

Layer 1 / Basis

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 Nr	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

Voice Messages | Transaction Overview | Installation Ticket | Qualification History | Ask Swisscom

back | 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

ISP / Order Nr Info

ISP	777710 Testaccount WSG Team
Customer Order Nr	777710201702160000020000000
Order Nr	777710201702160000010000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

DN Info

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

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

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

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

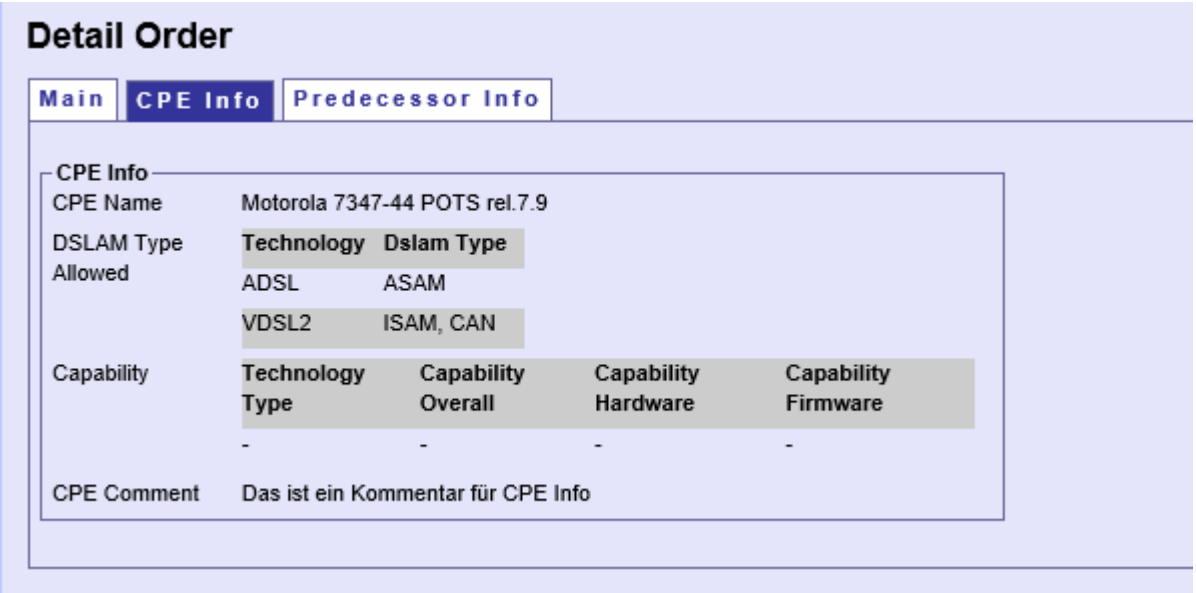
Voice Messages | Transaction Overview | Installation Ticket | Qualification History | Ask Swisscom

back | modification | cancel | refresh

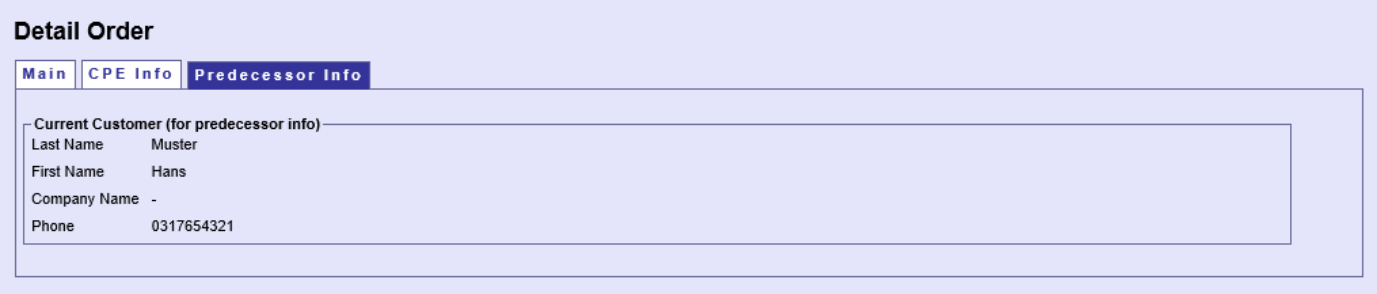
This an preorder wait in state HOLDING on an activation. The Preorder Action Code needed for actiivation is shown in the group Order Info.

7.4.1.5 Example of ISP Change Donor Order

7.4.2 CPE Info Tab



7.4.3 Predecessor Info Tab

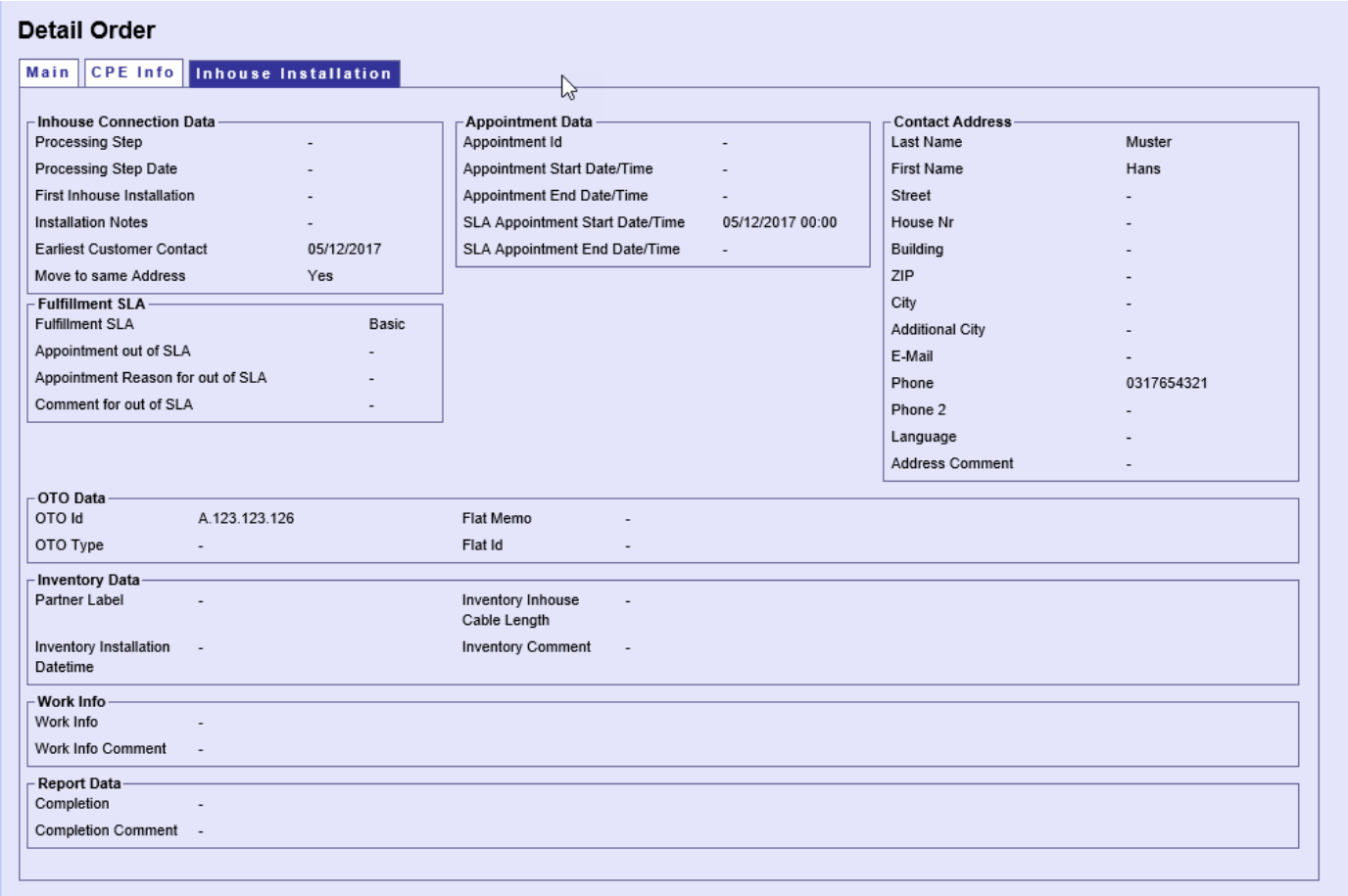


7.4.4 Missing Disconnect Info Tab

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”



Changes

Rel.	CR	Description
18.01	SO-4421	New attribute Move To Save Address
17.11	SO-4217	Processing Step, Report Data, Work Info FIC/FCC Steps in der History
17.10	SO 4128	Earliest Start Date

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 Exept Prio	Basic
Delivery Notification	No

ISP / Order Nr Info

ISP	777710 Testaccount WSG Team
Customer Order Nr	77771020161019000003000000
Order Nr	77771020161019000004000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

DN Info

DN / VN / NSN (Requested)	0108296728
DN (STNR) / VN / NSN	0108296728
STNR DDI	-
Dn Type	Netservices number

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	-

Qualification Info

Qualification Nr	147111747
Qualification Index	-
Fulfillment Time Slot Index	-

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

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

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

Comment

Last Comment

back

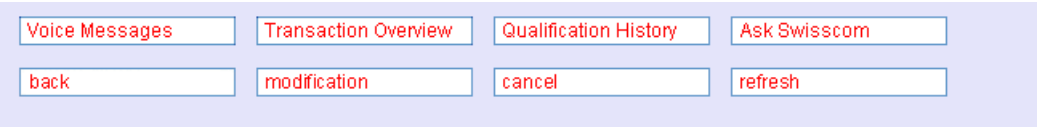
7.4.7 Buttons

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.

After clicking on the Detail link you get the screen with the qualification details.

Qualification History Detail

Detail

Qualification Log Id	67898655
Order Nr	777710201605040000005000000
Virtual Order Id	777710201605040000005000000
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
Customer Class	-
Contr Element	BBCS_Standalone
Speed Profile Nr	-
Voice Speed Downgrade	-
Get NA Result	-
Line State	active
Ext Ref	-
Socket Id	-
Cooperation Id	-
Socket Label	-
Plug Nr	-
Has ONP	N
Business Type	New
Appointment Id	-
Appointment Date/Time	-
POA FA Id	-
Return Speed at NOK	No
Customer Location Id	-

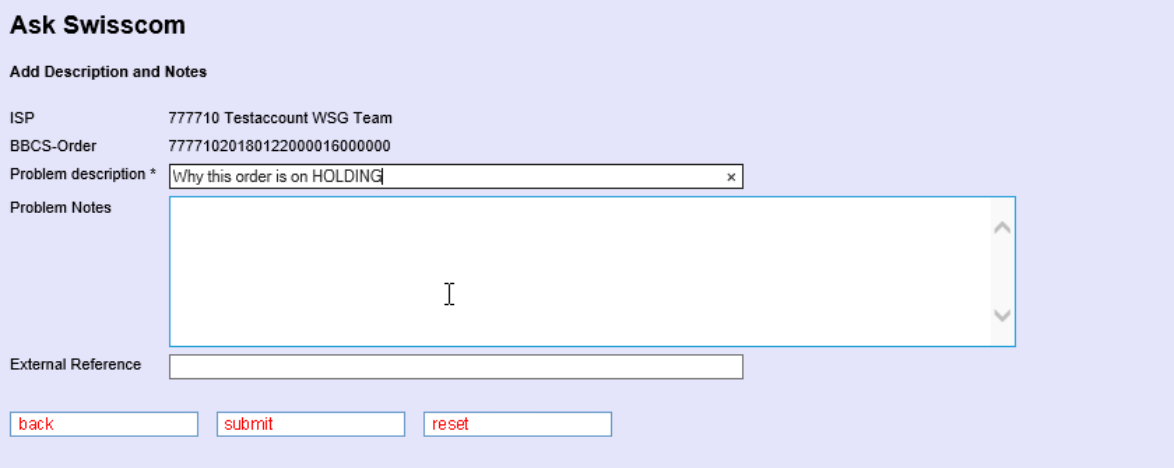
	max80000 down / 16000 up max100000 down / 10000 up max100000 down / 20000 up max200000 down / 20000 up max200000 down / 40000 up max250000 down / 25000 up max250000 down / 50000 up max300000 down / 30000 up max300000 down / 60000 up max500000 down / 50000 up max500000 down / 100000 up ENABLING
Technology Type	VDSL Vectoring
DN Office	64BOL
BB Device Location	BEMN
Site	BOLS
Site Category	RUS
Available Technology Type	VDSL2, VDSL Vectoring
Vectorized	-
Jumper Action	Yes
LQS Result	-
Message LQS	-
Message Qualification	000
Reason Comment	-
Socket Id	-
Plug Nr	-
CPE Name	Motorola 7347-44 POTS rel.7.9
Capability	-

back

7.4.7.7 Button "Ask Swisscom"

"Ask Swisscom" allows the ISP to add a clarification ticket. "Ask Address"

7.4.7.7.1 Add Problem Description and Notes



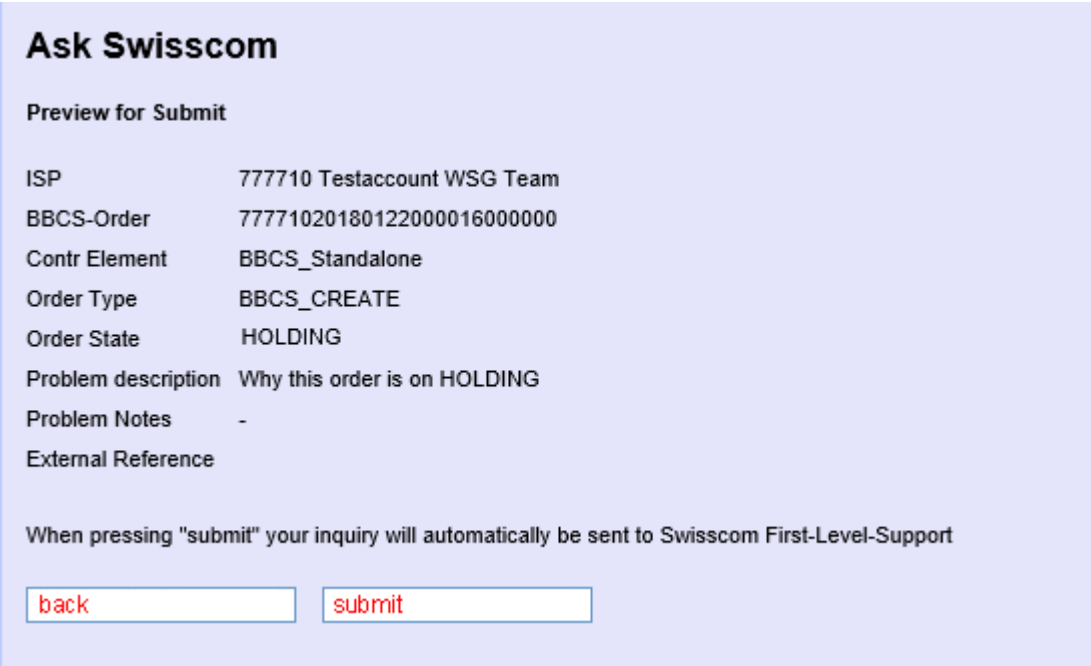
7.4.7.7.1.1 Fields

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
External Reference	O	Give your reference here

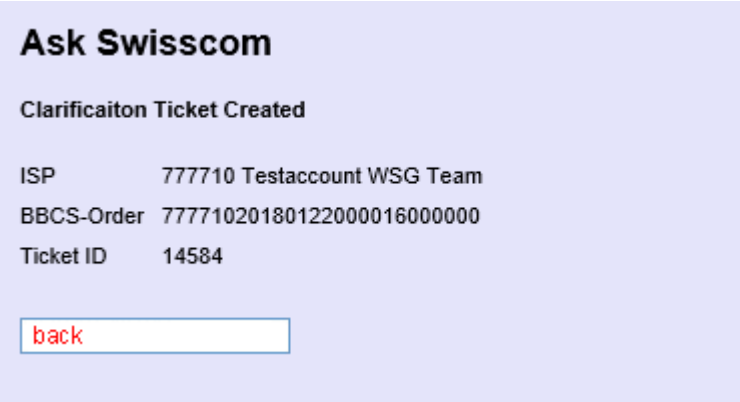
7.4.7.7.2 Preview for Submit

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



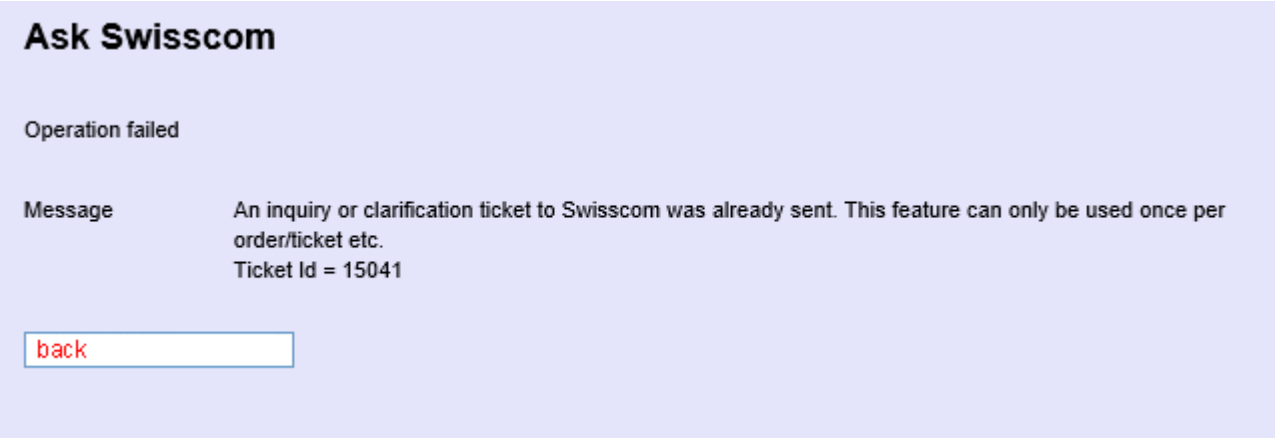
7.4.7.7.3 Clarification Ticket Created

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.



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.



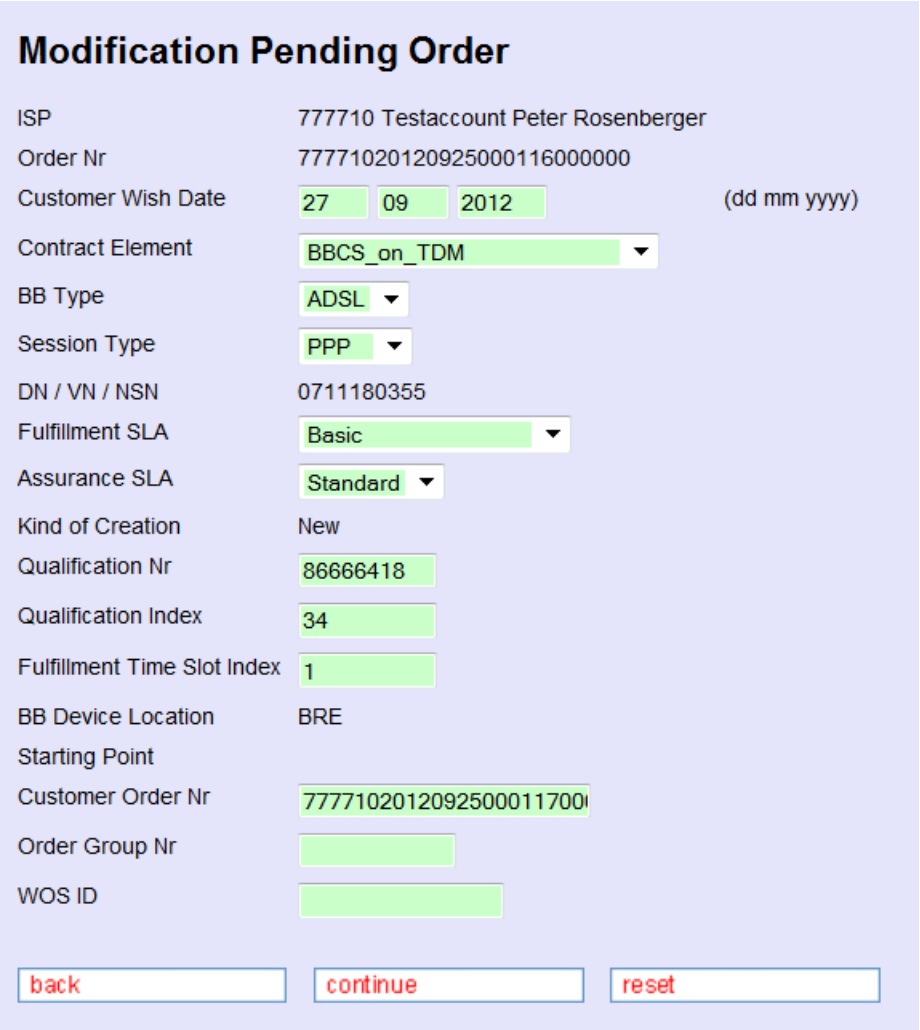
7.4.7.8 Button "Ask Address"

"Ask Address" is "Ask Swisscom"/clarification ticket of the type "Address Input (Autofill)". If you cannot find the address in the drop-downs of ZIP/CITY, Street, House Nr and Building.

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.



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

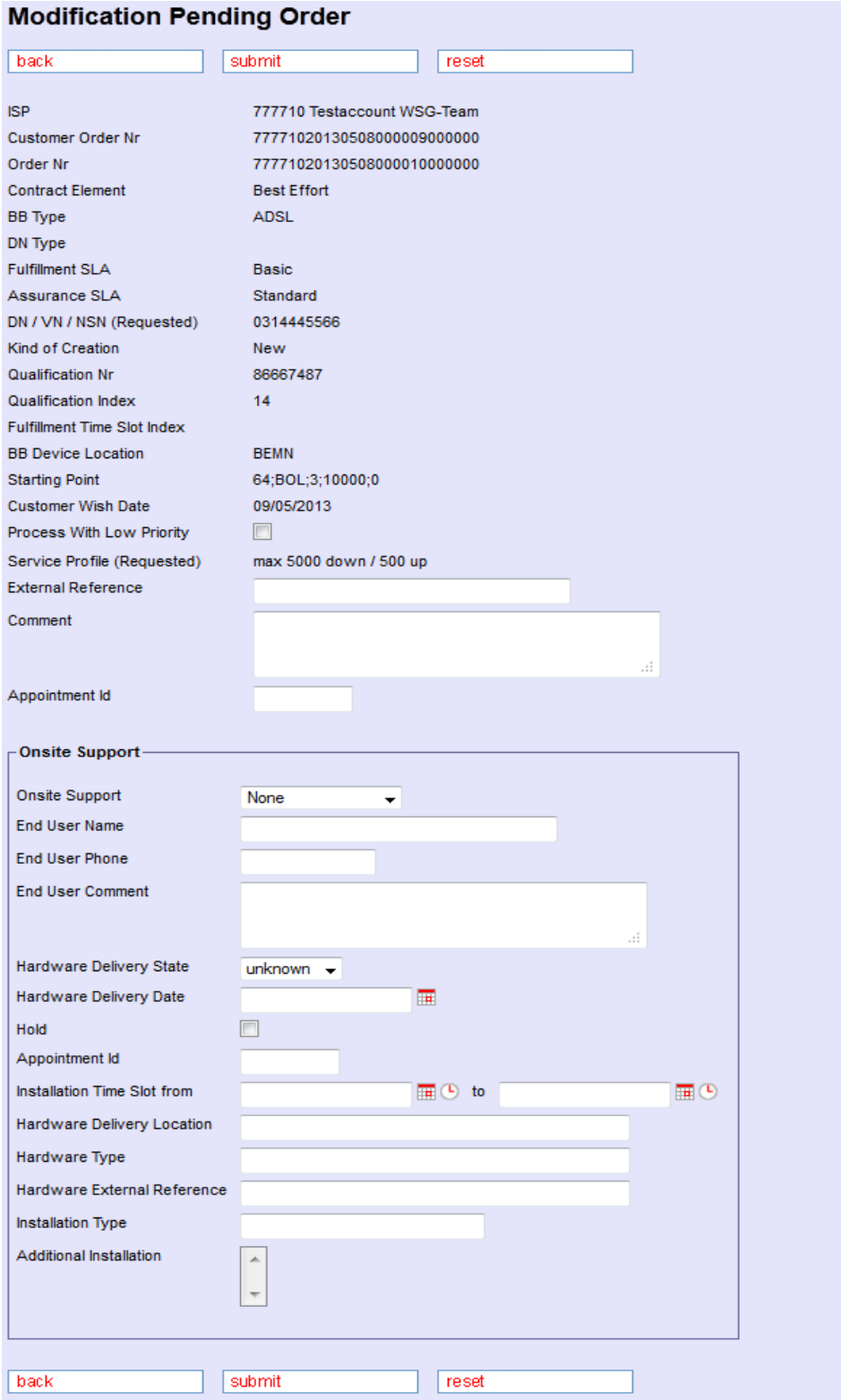
7.5.1.2 Fields

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:



7.5.2.1 Fields

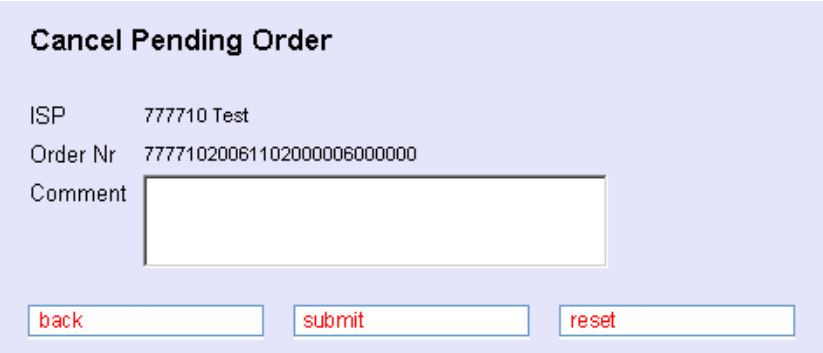
The user has to fill out following attributes to modify a pending BBCS order:

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

Name	Optional / Mandatory	Description
Hardware External Reference	O	Reference (SAP order number)
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.



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 is will no longer be possible to cancel the order!

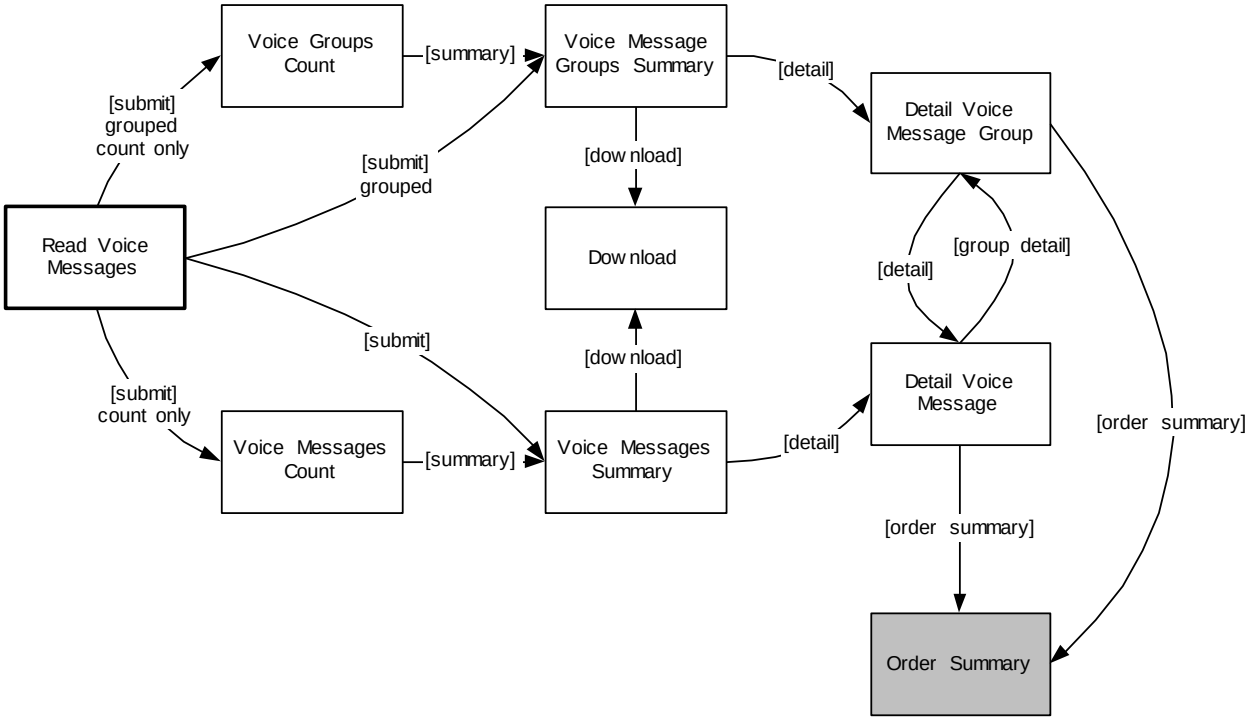
7.6.1.2 Fields

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

Name	Optional / Mandatory	Description
Comment	O	Free comment.

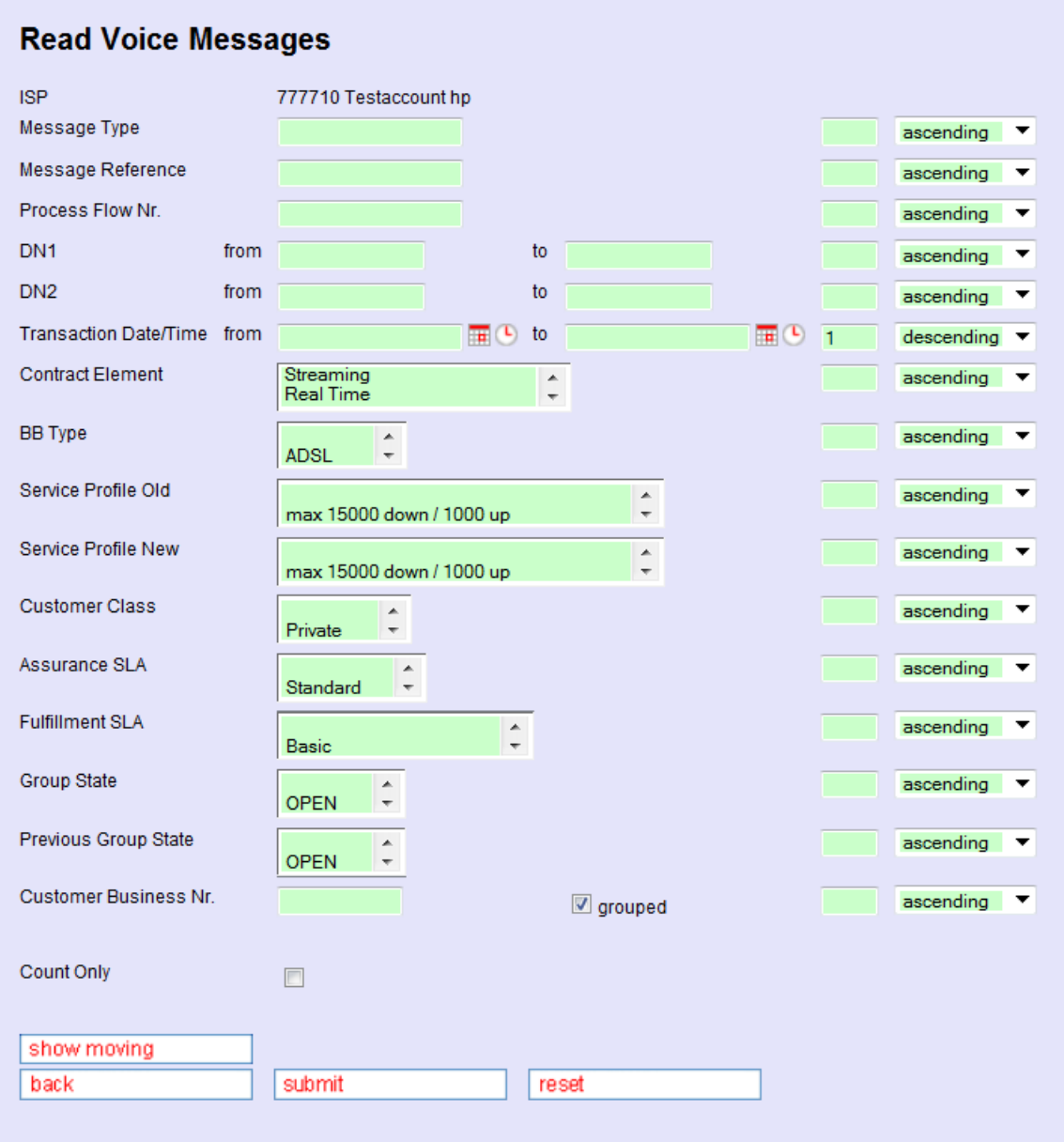
8 Voice Messages

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!



8.1.1 Form Explanations

8.1.1.1 "show moving"

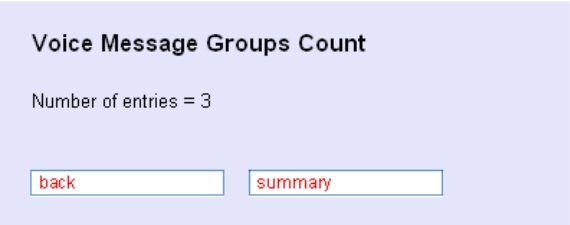
If clicked then voice messages of type 03, 04 and 15, i.e. all messages pertaining to a move will be grouped by “Customer Business Nr.”

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.

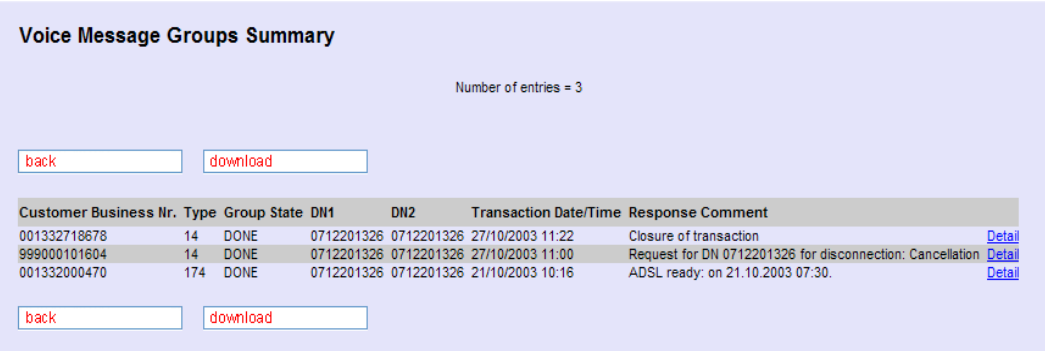
8.1.1.3 “Count Only”

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:



8.2 Voice Message Group Summary

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



8.2.1 Download

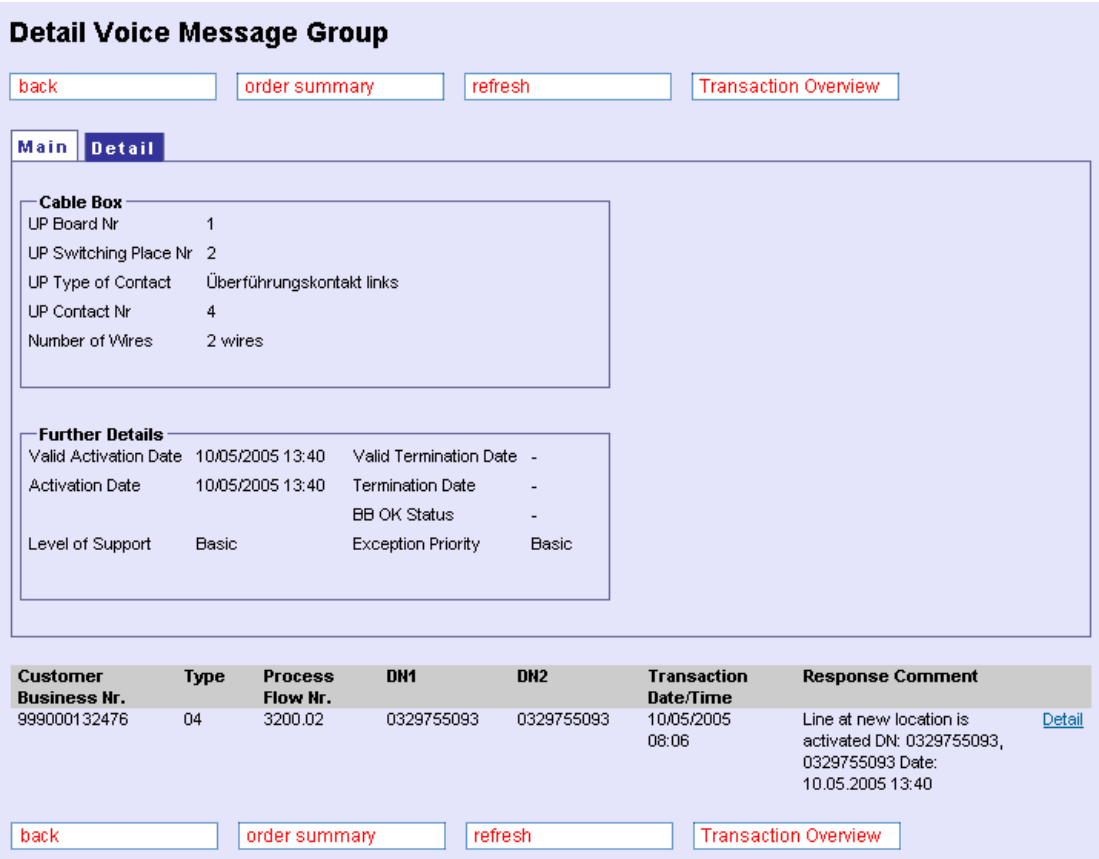
The voice message groups summary can be downloaded by clicking the [download] button. The fields displayed in the downloaded report appear in the same order as the ‘Detail Voice Message’ screen (see below.)

8.3 Detail Voice Messages Group

After selecting a voice message group with the "Detail" link, the voice message group detail will be displayed.

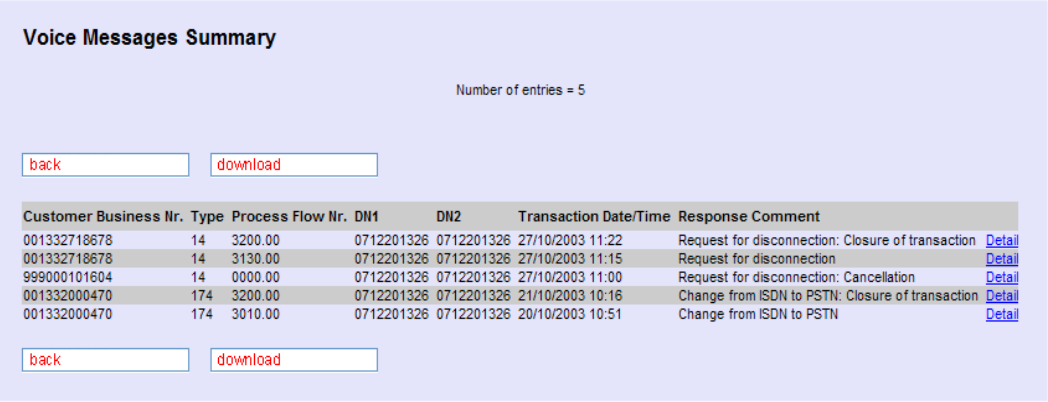
8.3.1 Main tab

8.3.2 Detail Tab



8.4 Voice Messages summary

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



8.4.1 Download

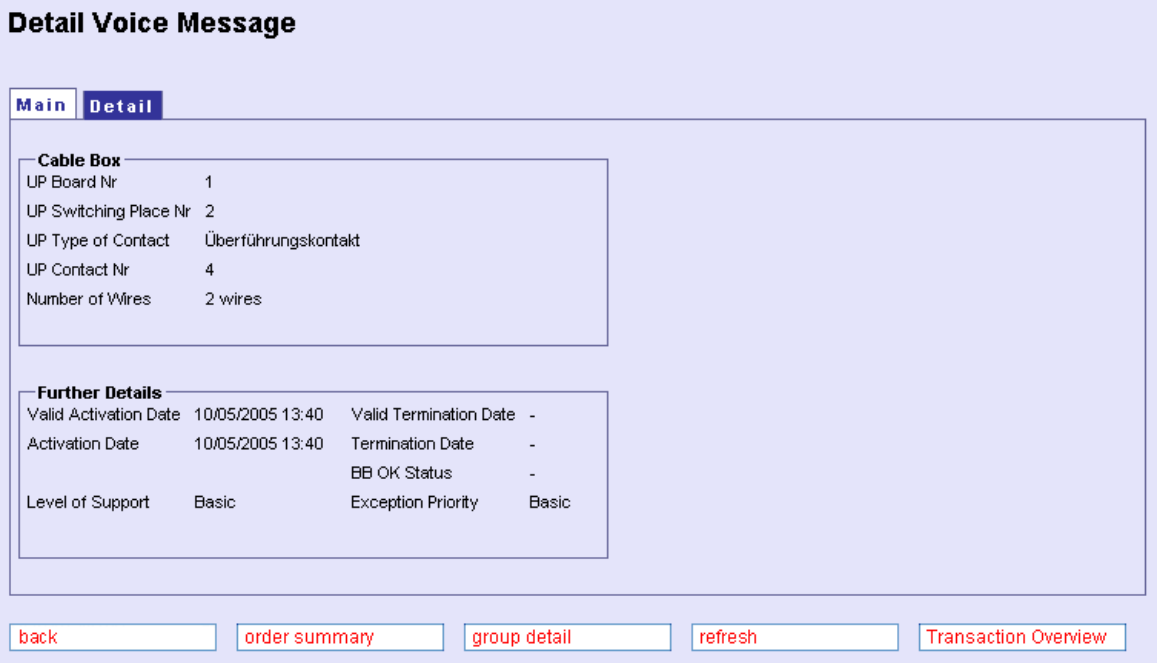
The Voice Message summary can be downloaded by pressing either the 'download' button. The fields displayed in the downloaded report appear in the same order as the 'Detail Voice Message' screen (see below.)

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

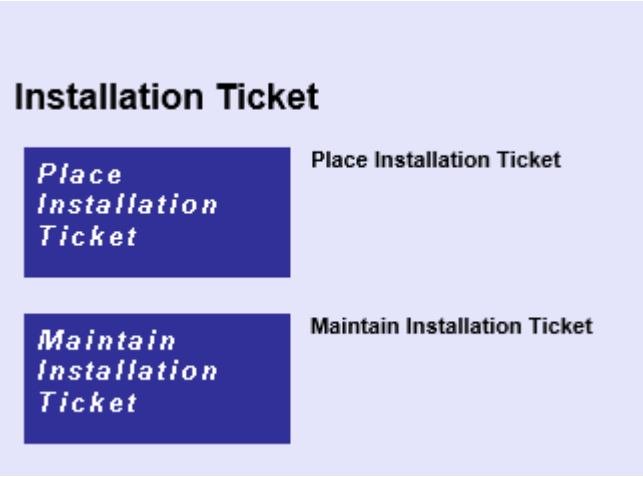
8.5.2 Detail tab



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

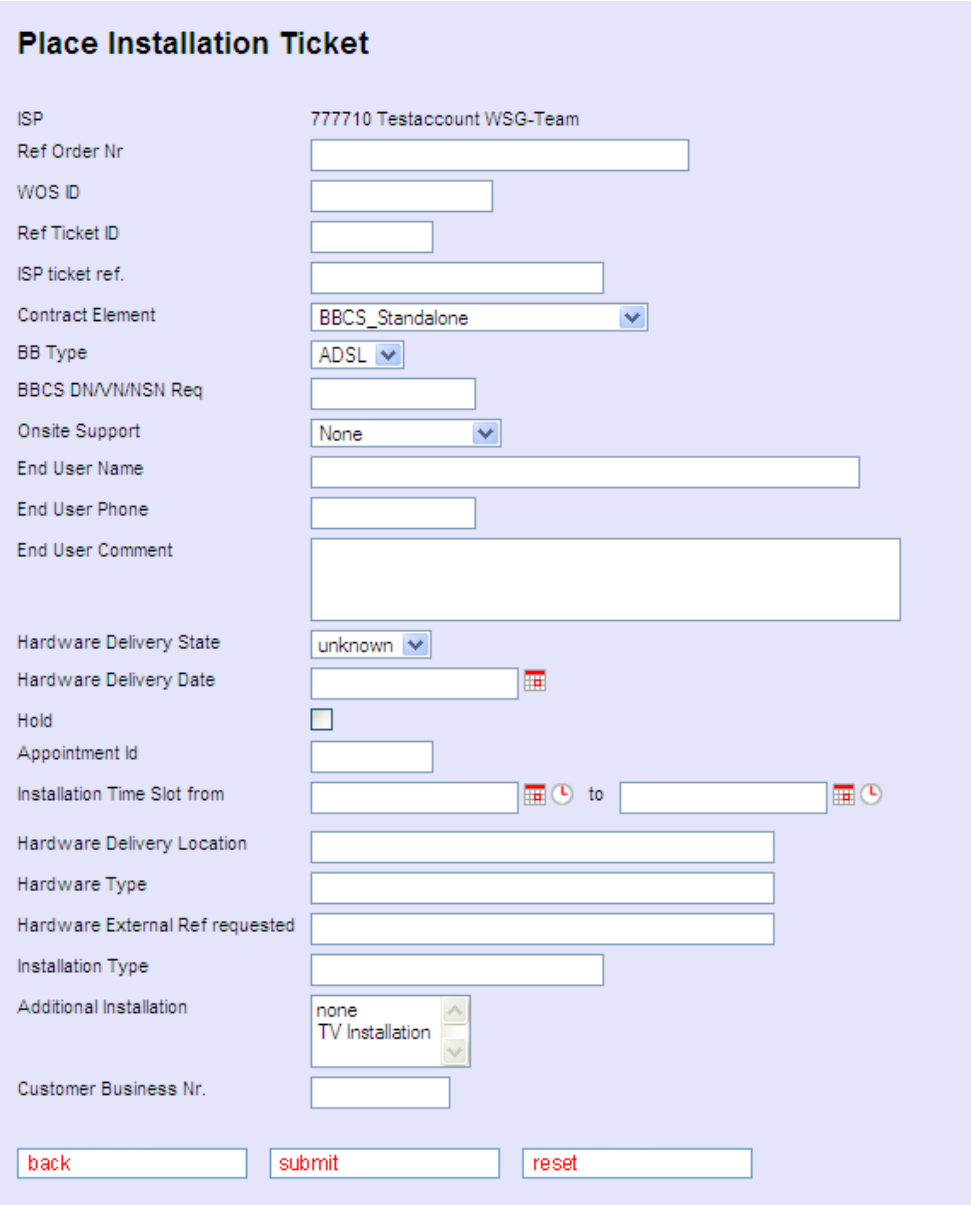
9 Installation Ticket

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.



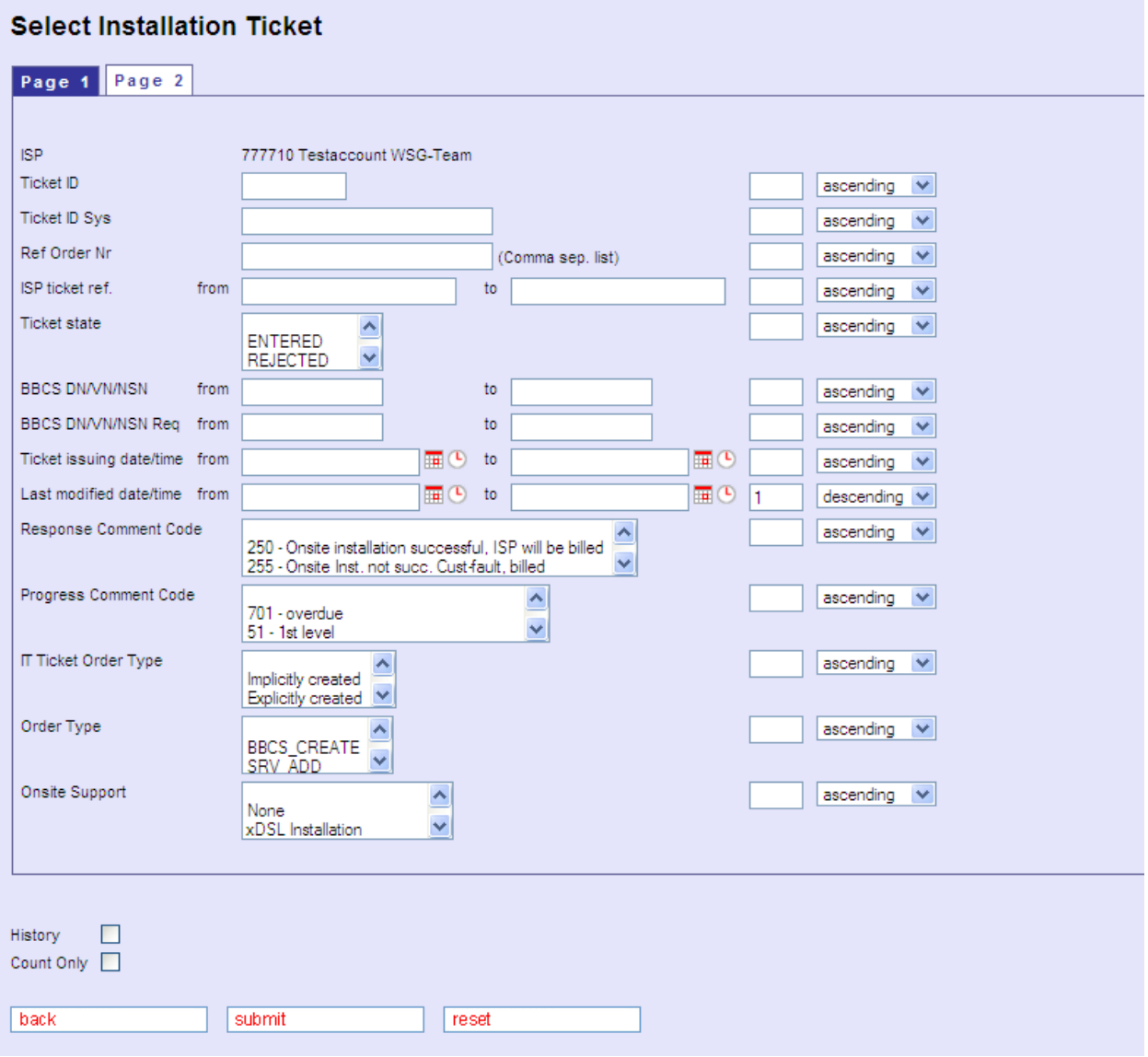
Record a Standalone Installation Ticket (without a reference to order or another Installation Ticket) direct from the menu,
Record an Installation Ticket in relation to an Order by entering this form from the Order Detail View with the Button Installation Ticket.
Record an Installation Ticket in relation to another Installation Ticket by entering this form from an Installation Ticket Detail View with the Button Installation Ticket.

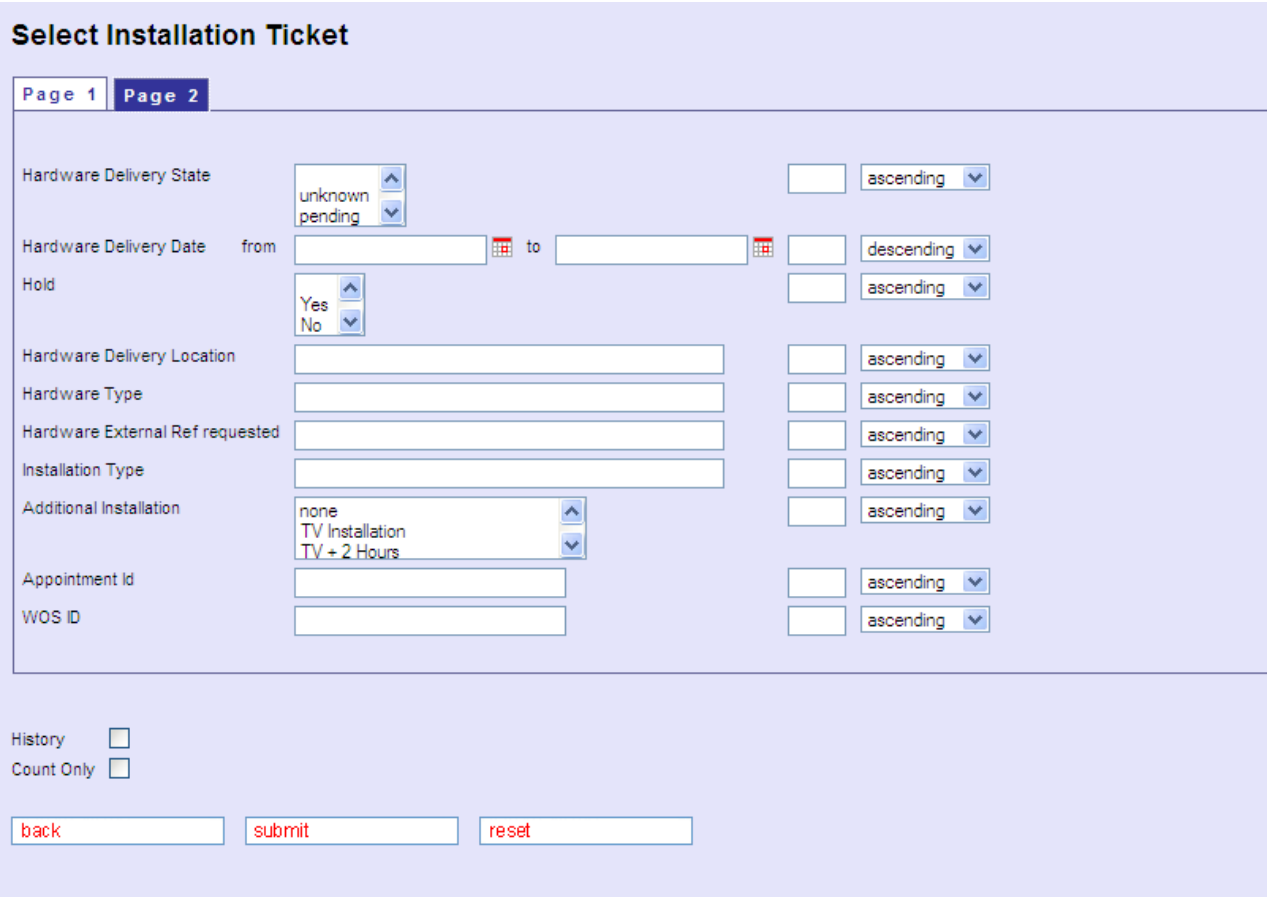
Field Name	Optional / Mandatory	Description
ISP	M	Read only
Ref Order Nr	O	Reference to an Order. Do not fill in by hand but initiate this form from the order context and get the id filled from the context.
ISP ticket ref.	O	Reference to another Installation Ticket Do not fill in by hand but initiate 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.

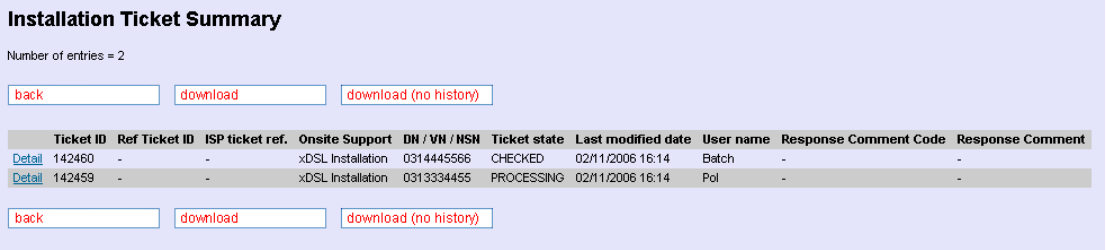
9.2 Maintain Installation Ticket

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.





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



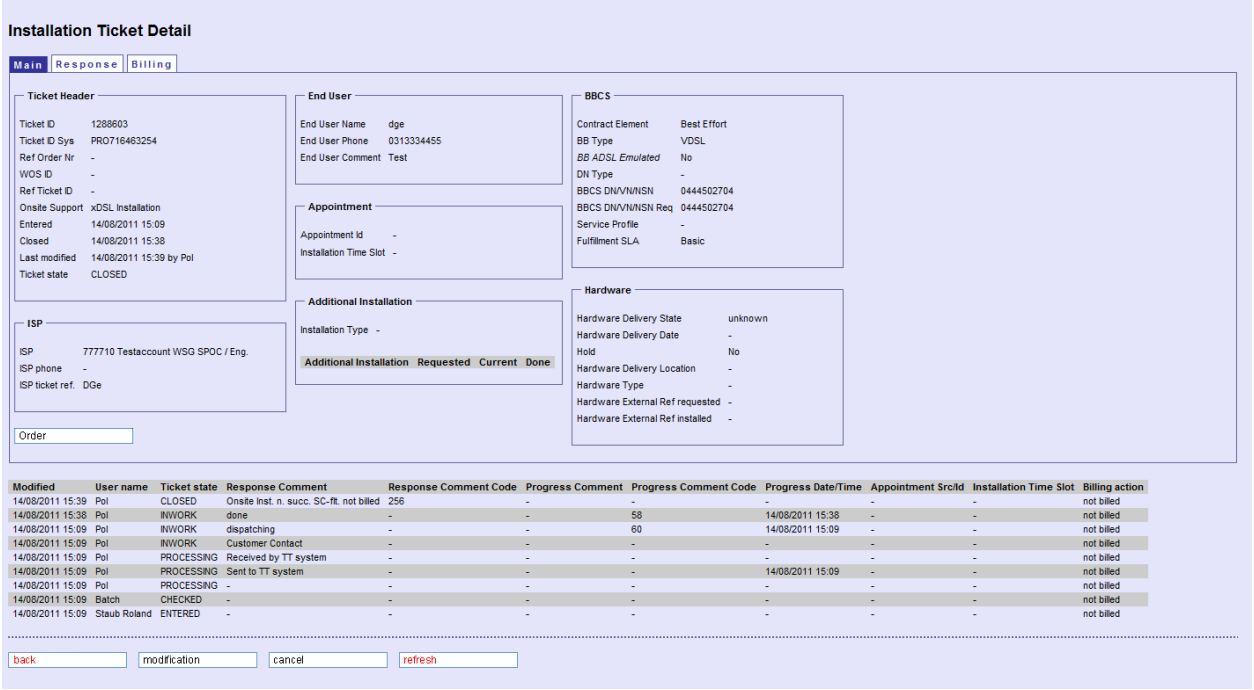
Clicking the Detail link on the left of the summary (= search result) entries leads the user to the Installation Ticket Detail screen. (See chapter 9.3)

9.3 Installation Ticket Detail

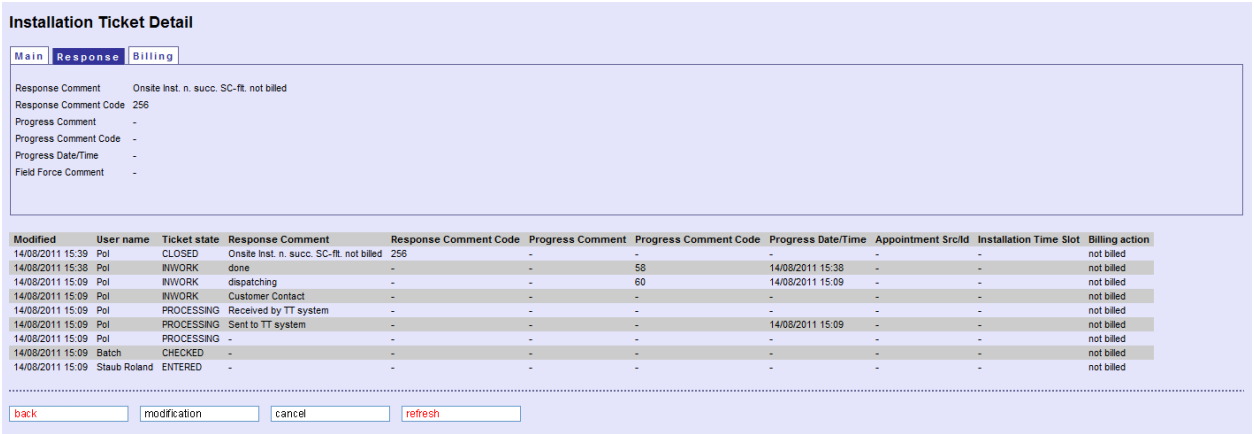
The Installation Ticket Detail screen consists of two main parts: The upper part shows the current state of the record and the lower part shows the record history in a tabular form.
The numerous fields making up the current installation ticket record are categorized and displayed as tabbed panes for readability reasons. There are four categories

- Main
- Response
- Billing

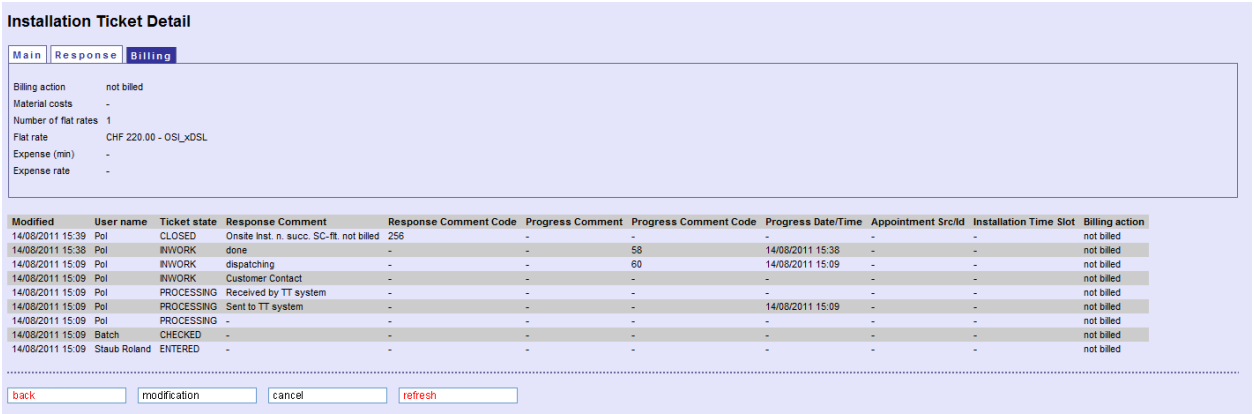
9.3.1 Main Tab



9.3.2 Response Tab



9.3.3 Billing Tab



Installation Ticket Detail

Main | Response | Billing

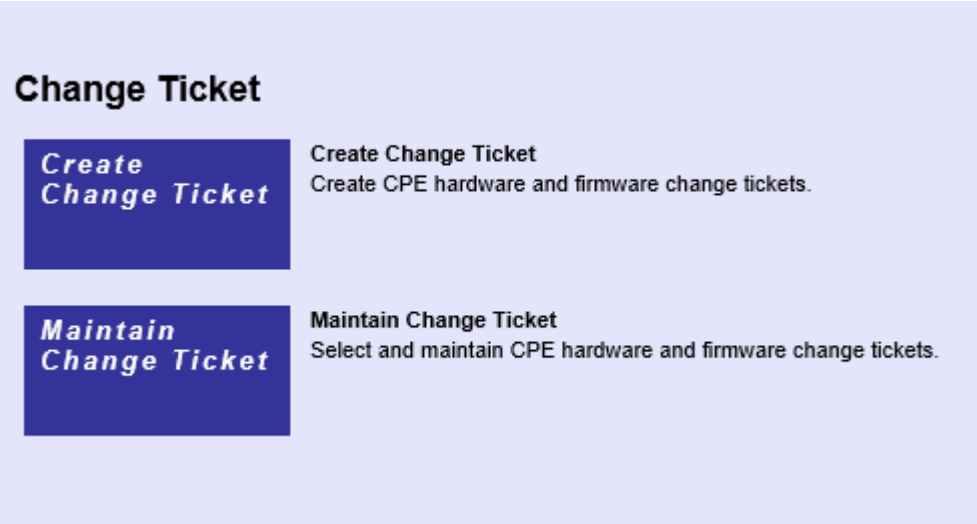
Billing action	not billed
Material costs	-
Number of flat rates	1
Flat rate	CHF 220.00 - OSI_xDSL
Expense (min)	-
Expense rate	-

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-fit. 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

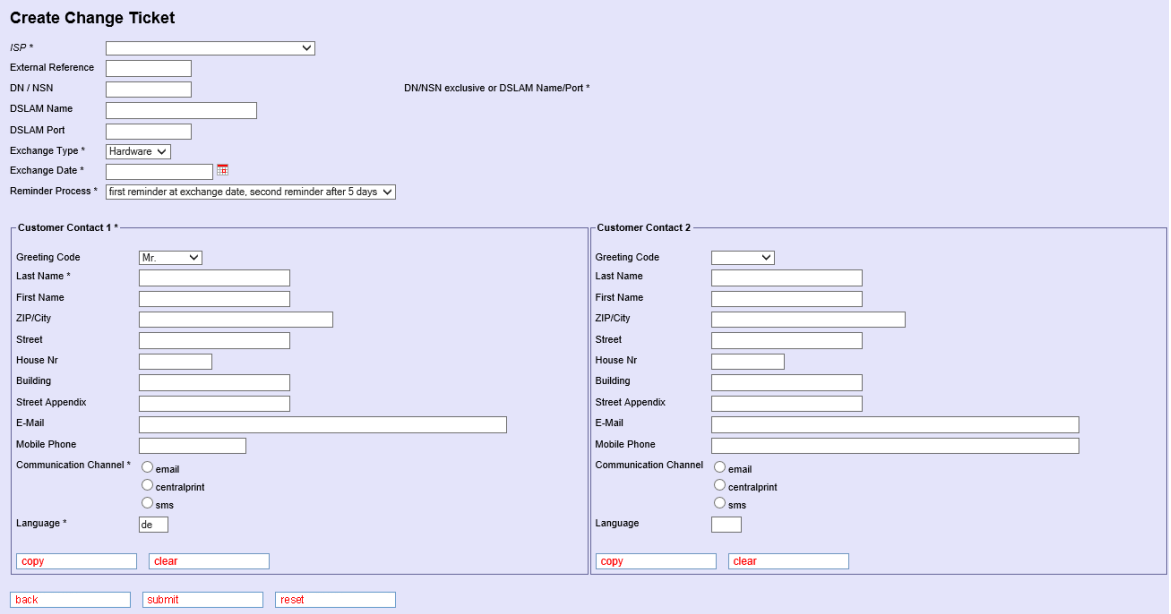
10 Change Ticket

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



10.1 Create Change Ticket

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



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 for Autofill see 6.1.3.2
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.)

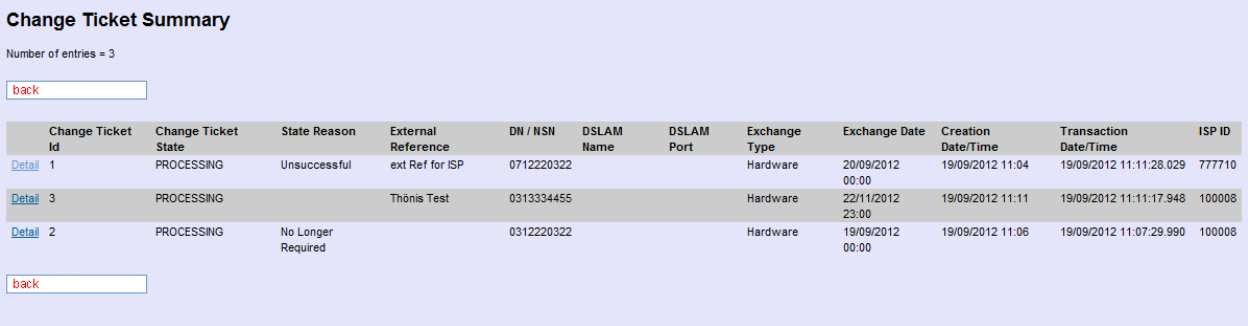
Reminder Process indicates if only Customer Contact 1 or also Customer Contact 2 must be entered.
Each Customer Contact has mandatory fields. Greeting Code, Last Name, Communication Channel and language are mandatory.
There are two new buttons in each contact part. Copy copies the values from one part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

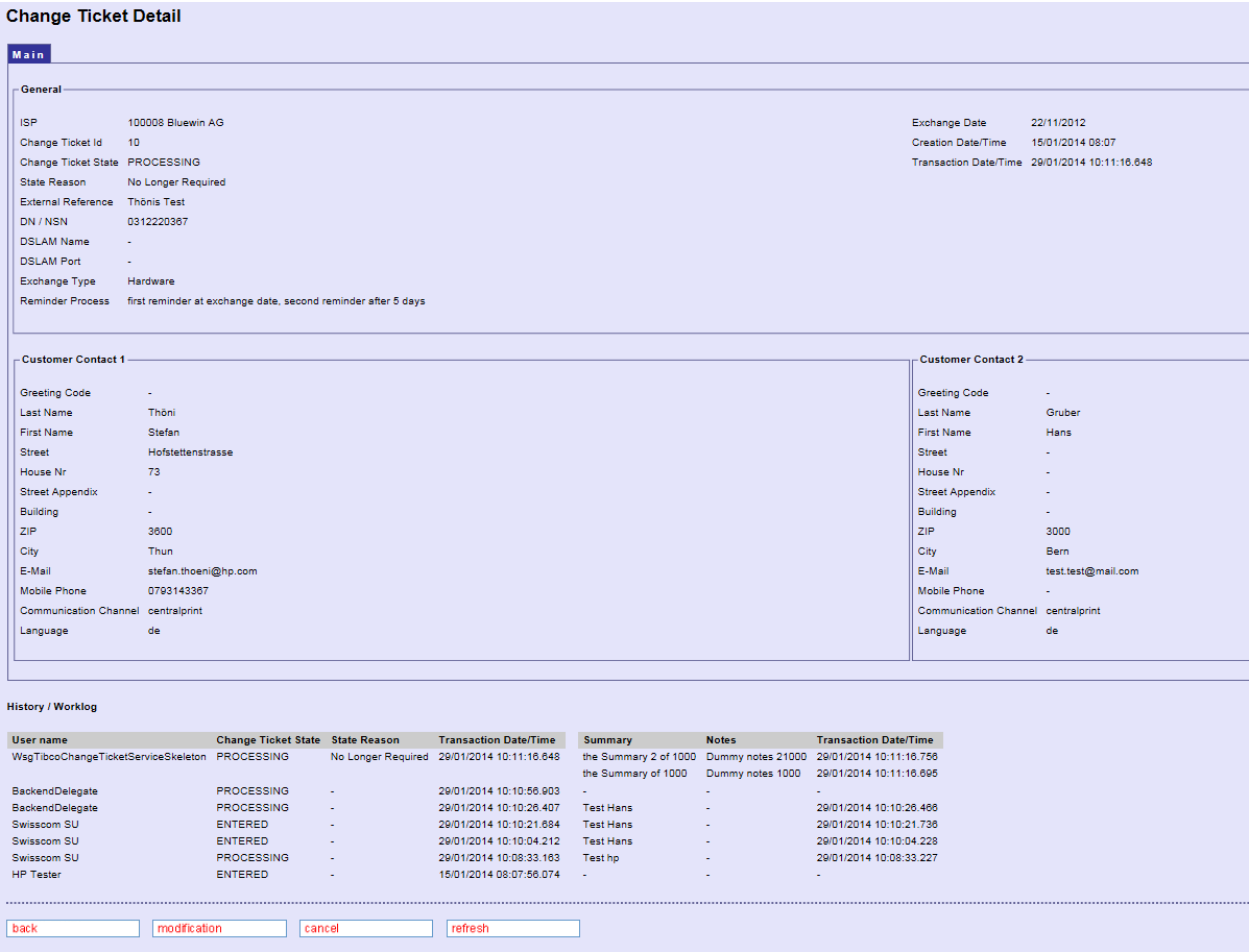
The Change Ticket Summary screen lists all change tickets matching the provided selection criteria and will be displayed after clicking the [submit] button.



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

ISP	100008 Bluewin AG	Exchange Date	22/11/2012
Change Ticket Id	10	Creation Date/Time	15/01/2014 08:07
Change Ticket State	PROCESSING	Transaction Date/Time	29/01/2014 10:11:16.648
State Reason	No Longer Required		
External Reference	Thönis Test		
DN / NSN	0312220367		
DSLAM Name	-		
DSLAM Port	-		
Exchange Type	Hardware		
Reminder Process	first reminder at exchange date, second reminder after 5 days		

Customer Contact 1

Greeting Code	-
Last Name	Thöni
First Name	Stefan
Street	Hofstettenstrasse
House Nr	73
Street Appendix	-
Building	-
ZIP	3600
City	Thun
E-Mail	stefan.thoeni@hp.com
Mobile Phone	0793143367
Communication Channel	centralprint
Language	de

Customer Contact 2

Greeting Code	-
Last Name	Gruber
First Name	Hans
Street	-
House Nr	-
Street Appendix	-
Building	-
ZIP	3000
City	Bern
E-Mail	test.test@mail.com
Mobile Phone	-
Communication Channel	centralprint
Language	de

History / Worklog

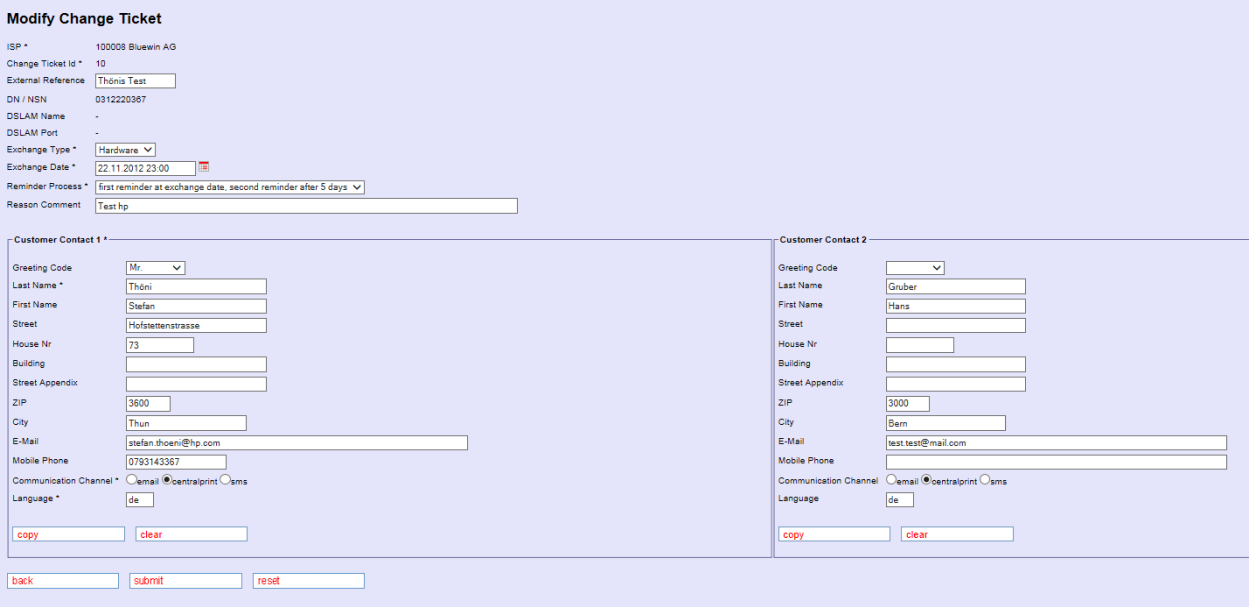
User name	Change Ticket State	State Reason	Transaction Date/Time	Summary	Notes	Transaction Date/Time
WsgTibcoChangeTicketServiceSkeleton	PROCESSING	No Longer Required	29/01/2014 10:11:16.648	the Summary 2 of 1000	Dummy notes 21000	29/01/2014 10:11:16.756
				the Summary of 1000	Dummy notes 1000	29/01/2014 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 10:10:21.684	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

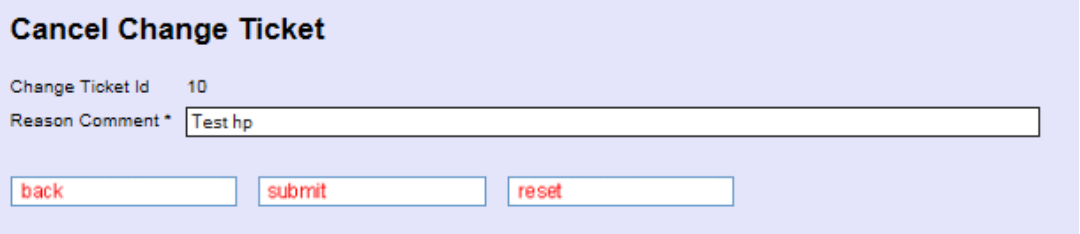
10.4.1 Button “modification”

This buttons allows modification to the change ticket.



10.4.2 Button “cancel”

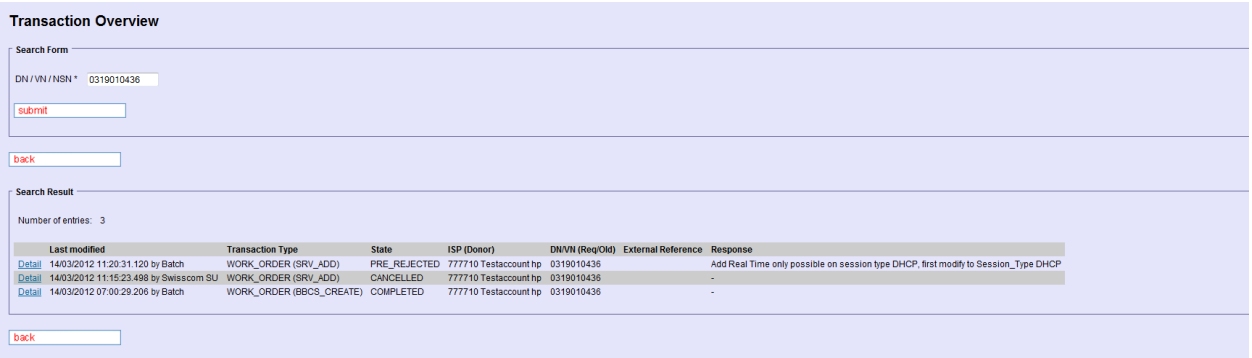
This buttons allows a cancel to the change ticket.



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.

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



Field	Description
Last Modified	The timestamp of the last modification followed be 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.

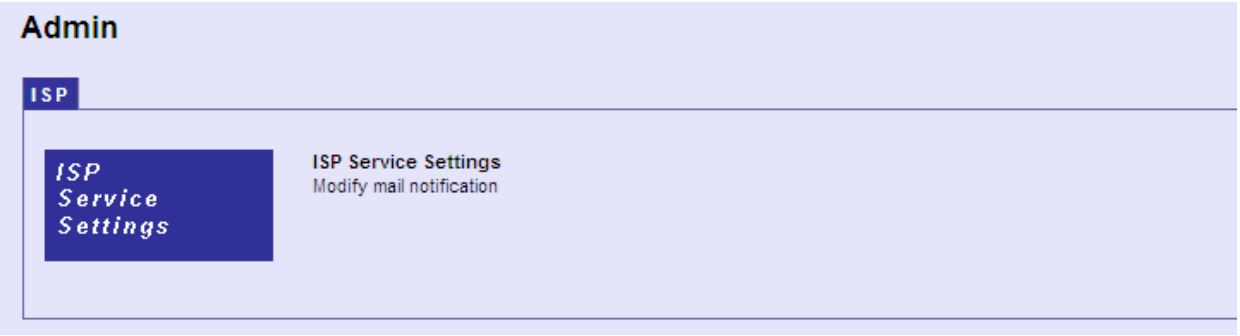
NOTE: The transaction overview can be accessed directly by clicking the [Transaction Overview] buttons in the "Order Detail" and the "Voice Message (Group) Detail" screens.

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 cans 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!

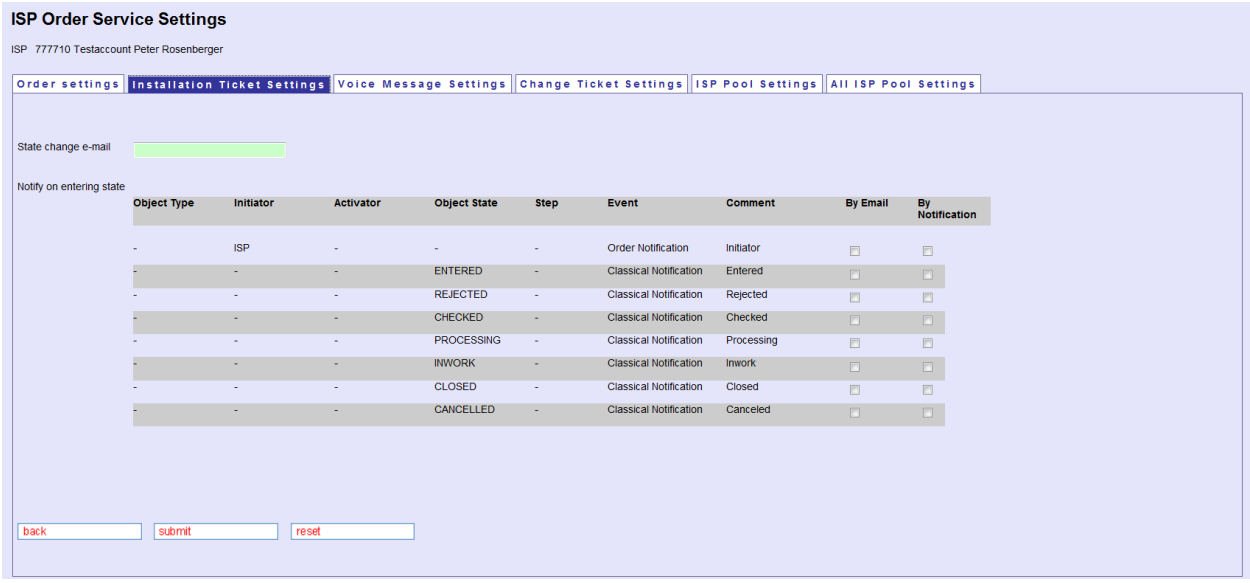
12.1.1.1.1 Fields

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.

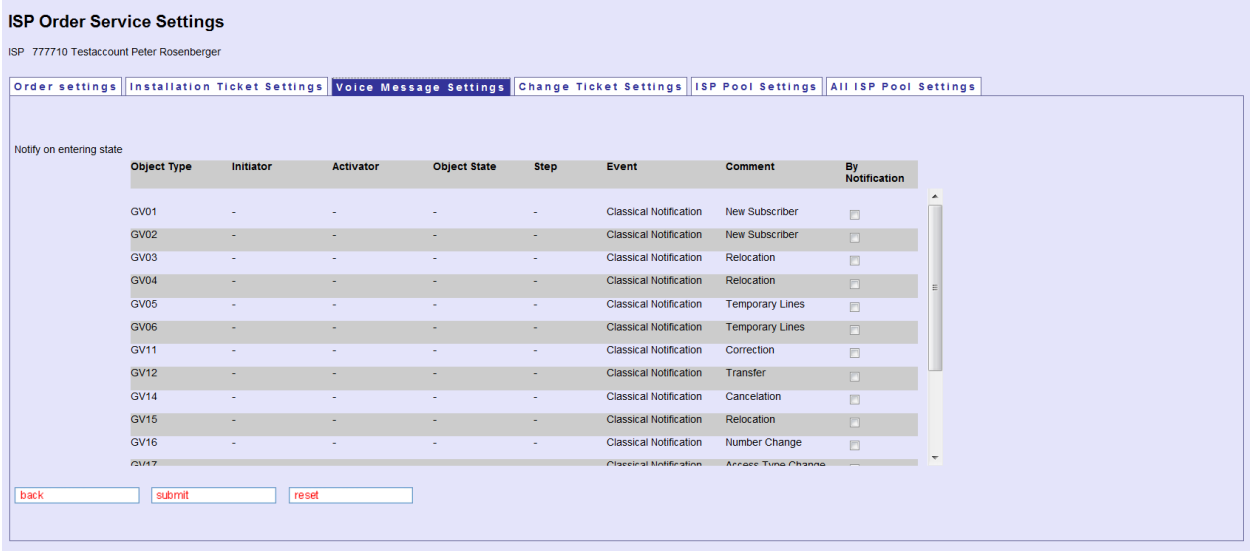
Notify On Entering State	O	Set of checkboxes indicating which state changes should trigger off an e-mail notification.
Special order notification e-mail	O	E-mail address for person designated to receive an order with Delivery Notification that is not reached an end state Preparation Days before planed 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



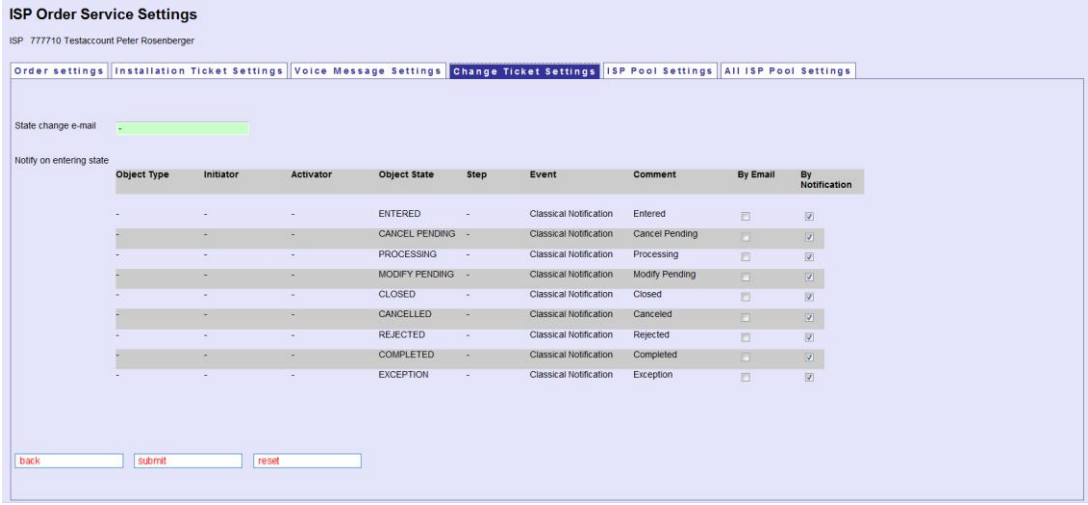
Here the ISP can request the notifications and emails on state change of Installation Tickets.

12.1.1.3 ISP Voice Message Settings



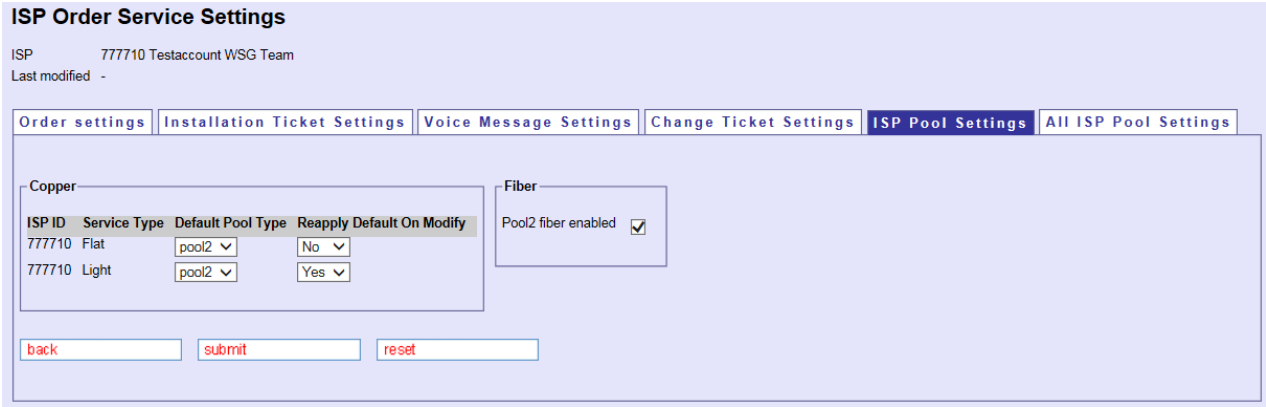
Here the ISP can request notification and emails on state change of Voice Messages.

12.1.1.4 ISP Change Ticket Service Settings



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

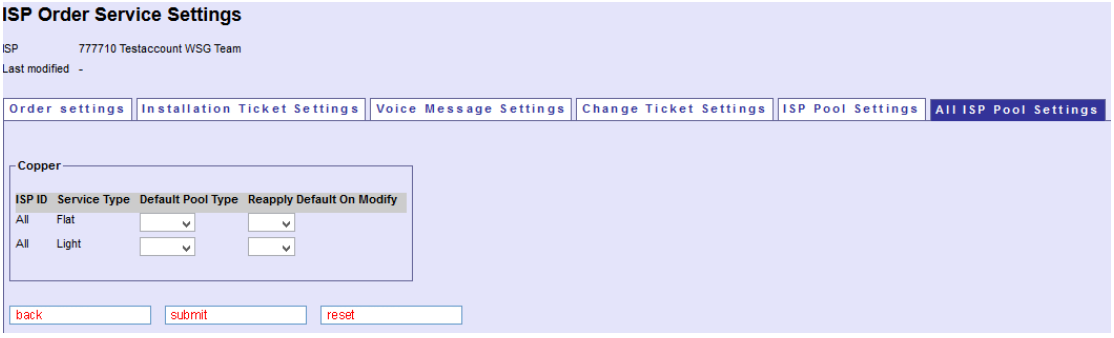
12.1.1.5 ISP Pool Service Settings



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.

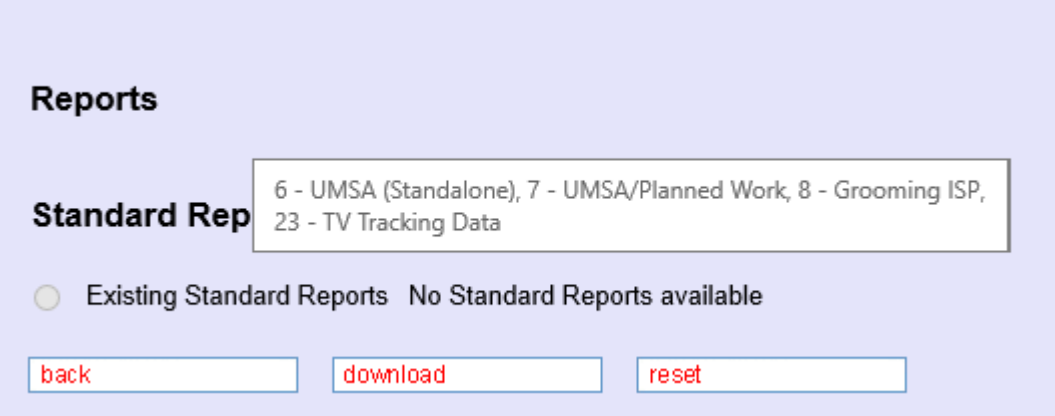
Fiber-Box:
Here the ISP can define if "pool2" is available for use in BBCS-F orders.

12.1.1.6 All Pool Service Settings



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

13 Reports

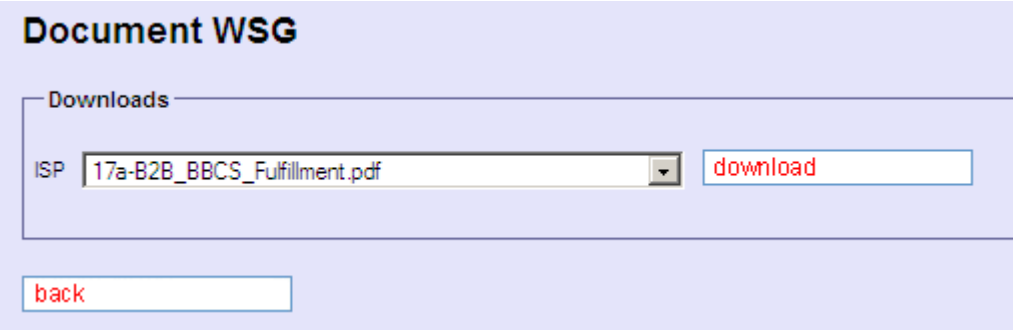


File Type Id	Description
6	UMSA (Standalone)
7	UMSA/Planned Work
8	Grooming ISP
23	TV Tracking

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.

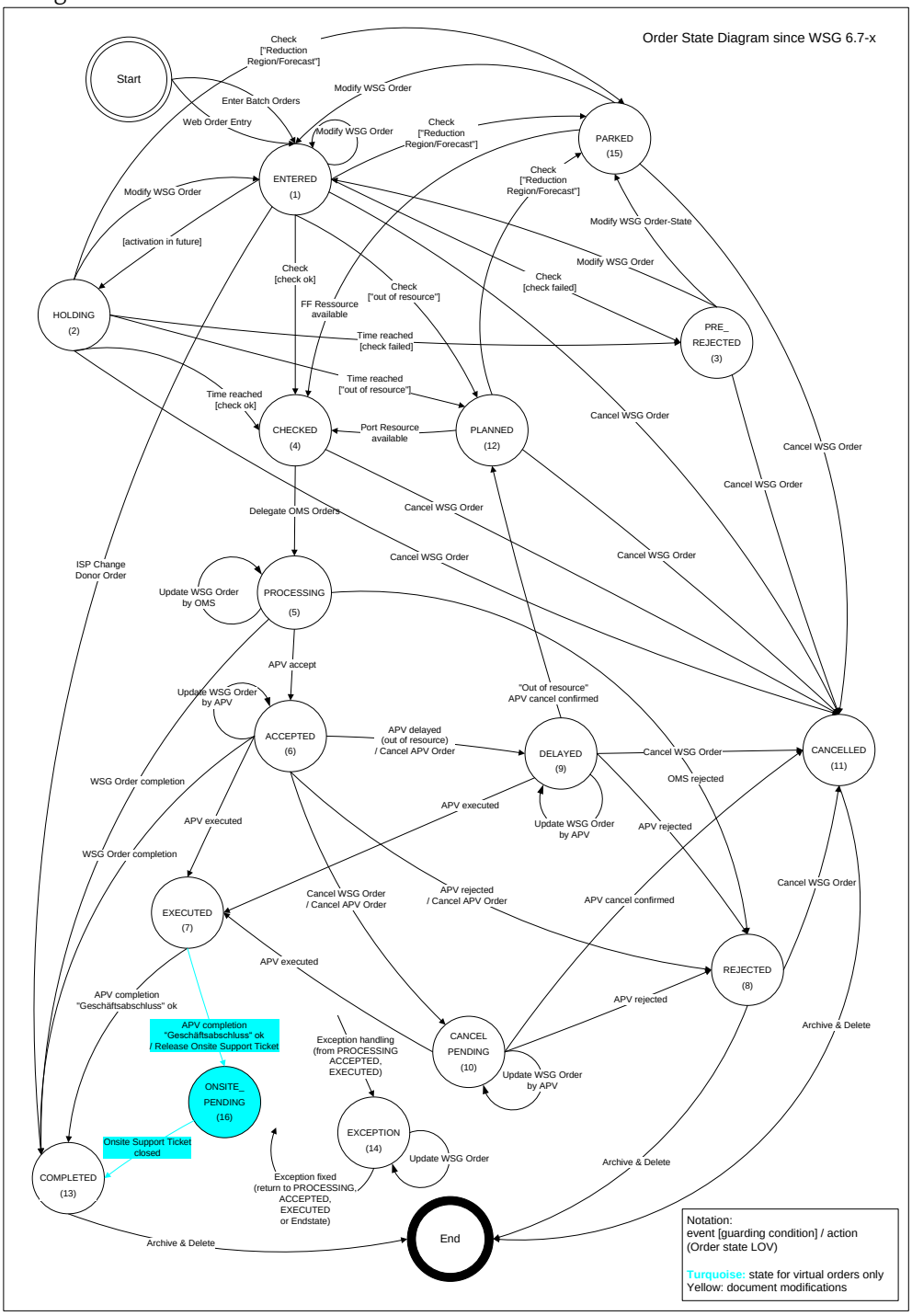
Page to choose the document:



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