ISP BBCS Assurance
User Manual

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Status	released

Checklist of changes

Version	Date	Changed by	Comments / nature of the change
01	15.09.2002	Compaq	First Edition
02	26.05.2003	HP	Chapter “Reports” removed
03	14.11.2003	HP	BBCS H03 changes
04	04.05.2004	HP	WSG5.7-1 changes03
05	20.10.2004	HP	WSG5.8 changes
06	19.05.2005	HP	WSG 6.0 changes
07	29.06.2005	HP	WSG 6.0-4 changes
08	17.02.2006	HP	WSG 6.2-2 changes
09	27.06.2006	HP	WSG 6.3 changes
10	31.10.2006	HP	WSG 6.4 changes
11	31.10.2006	HP	WSG 6.6 changes
12	14.11.2007	HP	WSG 6.7-2 changes
13	26.01.2008	HP	WSG 6.8 changes
14	17.06.2008	HP	WSG 7.0 changes
15	03.11.2008	HP	WSG 7.1 changes
16	12.03.2009	HP	Updated new features of WSG 7.2
17	29.10.2009	HP	Updated WSG-7.3 / Nov09 (or later release)
18	14.05.2010	HP	Update WSG 7.5 / May10
19	03.11.2010	HP	Updated WSG-8.2 / Nov10
20	20.01.2011	HP	Updated WSG-8.3 / Mar11
21	09.05.2011	HP	Updated WSG-8.4 / Jun11
22	31.10.2011	HP	Updated WSG-8.6 / Nov11
23	12.03.2012	Hans Hartmann	Updated WSG 9.0 / May12
24	21.09.2012	Hans Hartmann	Revision to Swisscom Release Oct12 (WSG_9.2)
25	09.01.2013	Hans Hartmann	Revision to Swisscom Release Feb13 (WSG_9.3)
26	30.04.2013	Hans Hartmann	Revision to Swisscom Release Mai13 (WSG_9.4)
27	04.10.2013	Hans Hartmann	Revision to Swisscom Release Nov13 (WSG_9.6)
28	28.01.2014	Hans Hartmann	Revision to Swisscom Release Feb14 (WSG_9.7)
29	24.03.2014	Hans Hartmann	Revision to Swisscom Release Mai14 (WSG_9.8)
29	28.05.2014	Roland Staub	Updated XDSLInfo Screen
30	05.06.2015	Roland Staub	Updated XDSLInfo Screen
31	20.07.2015	Cuno Gisep	XDSLInfo enhancements
31	29.10.2015	Roland Staub	updated classification
32	28.01.2016	Peter Gurtner	Revision to Swisscom Release Feb16 (WSG_9.15)
33	06.05.2016	Cuno Gisep	Revision to Swisscom Release Mai16 (WSG_9.16)
34	26.10.2016	Peter Gurtner	Revision to Swisscom Release Nov16 (WSG_9.18)

Release

Version	Date	Released by	Comments / nature of the change
04	10.05.2004	R. Messer	Document released
05	26.10.2004	R. Seltmann	Document released
14	23.06.2008	R. Seltmann	Released for BBCS Contract Version 13.0
15	21.11.2008	R. Seltmann	released for BBCS contract version 13-2
16	01.04.2009	R. Seltmann	Document released
17	08.01.2010	R. Seltmann	released for BBCS contract version 13-3
18	21.05.2010	R. Seltmann	released for BBCS contract version 13-4
19	11.11.2010	H. Künzi	released for WSG-8.2 / Nov10
20	21.02.2011	A.Studerus (iarope1)	released for WSG-8.3 / Mar 11
21	22.05.2011	H.Künzi	released for WSG-8.4 / Jun 11
22	25.10.2011	H.Künzi	released for WSG-8.6 / Nov 11
23	28.03.2012	H.Künzi	released for WSG-9.0 / Mai 2012
24	09.10.2012	H.Künzi	released for WSG-9.2 / Oct 2012
25	21.01.2013	H.Künzi	released for WSG-9.3 / Feb 2013
26	08.05.2013	H.Künzi	released for WSG-9.4 / Mai2013
27	28.10.2013	H.Künzi	released for WSG-9.6 / Nov.2013
28	10.02.2014	H.Künzi	released for WSG-9.7 / Feb.2014
29	05.05.2014	H.Künzi	released for WSG-9.8 / Mai.2014
30	28.05.2015	H.Künzi	released for WSG-9.12/Jun.2015
31	11.08.2015	H.Künzi	released for WSG-9.13/Aug.2015
32	03.02.2016	H.Künzi	released for WSG-9.15/Feb2016
33	11.05.2016	H.Künzi	released for WSG-9.16/Mai2016

Contents

Table of Figures

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 buttons 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 build in the following main parts

- Access Trouble Tickets
- Connectivity Trouble Tickets
- xDSL Info
- UMSA / Planned Work
- Transaction Overview
- Admin Tasks
- Documents
- Reports
- Alarms

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

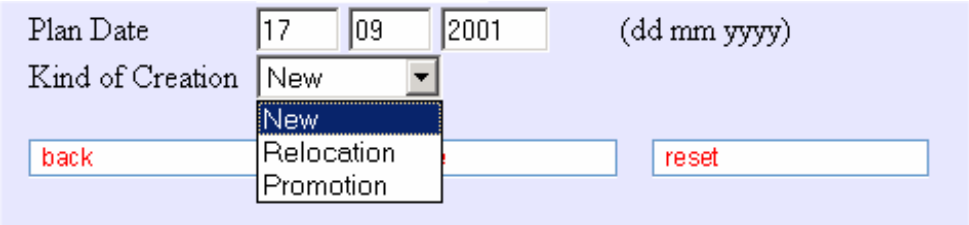
In short, Access Trouble Tickets may be entered either by the ISP “owning” the affected DN or by the Swisscom Superuser. After validation and processing by the Trouble Ticket part of the WSG application the Trouble Tickets are dispatched to Swisscom internal assurance systems (liveNet and other systems). liveNet They will then respond with status messages that may cause state changes of the Trouble Ticket, e.g. INWORK, CANCELLED (rejected by-liveNet) or CLOSED.
Connectivity Trouble Tickets are much simpler in nature. They may be entered either by the ISP or by the Swisscom Superuser. After validation and processing by the Trouble Ticket part of the WSG application the Trouble Tickets are dispatched via E-mail directly to the address defined under “TT connectivity e-mail” in the Trouble Ticket Service System Parameters page of the Admin function.
Several further functions (as “xDSL Info”, “USMA / Planned Work”, “Reports”, “Alarms”) are provided for additional data retrieval or information supporting the assurance aspects of broadband connectivity services.

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, e.g.:

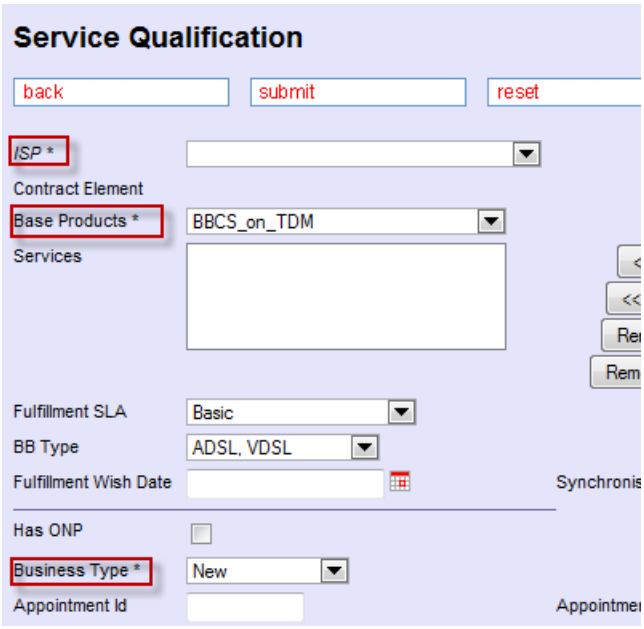


Some other fields are multiple choices and the user can select several values with the Ctrl-Button, e.g.:

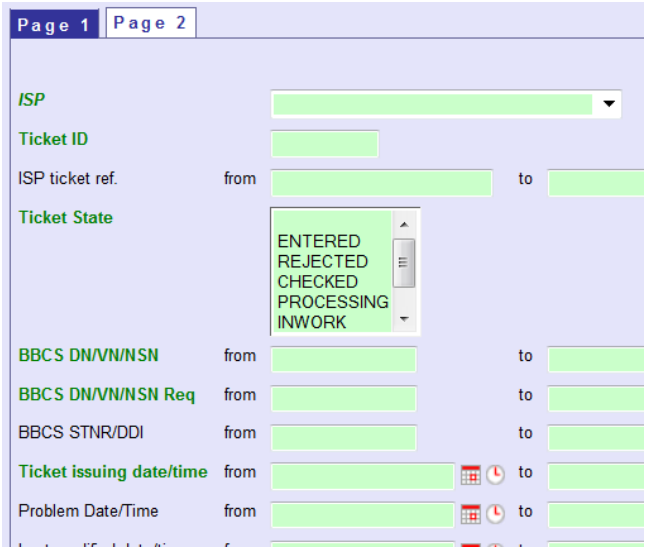
2.2 Visual support for required columns

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.

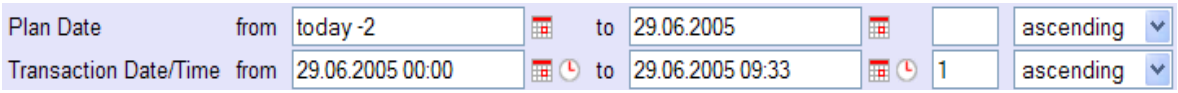
A date or date/time field recognizes any "**DD.MM.YYYY**" formatted string as an absolute date definition. Additionally the date/time field accepts any "**DD.MM.YYYY HH:MI**" formatted string as an absolute date/time definition.

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:

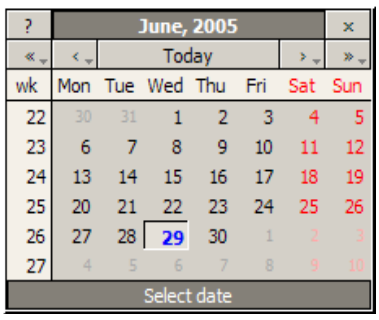
- "TODAY-1" → yesterday
- "TODAY+1" → tomorrow
- "Today -7" → a week ago

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

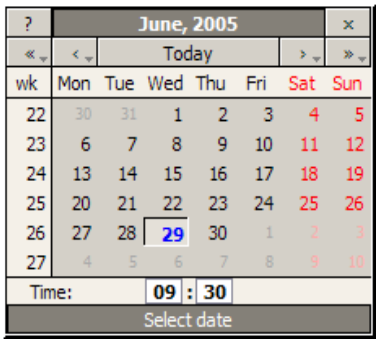


Please note that relative and absolute date or date/time definitions may be mixed.

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:

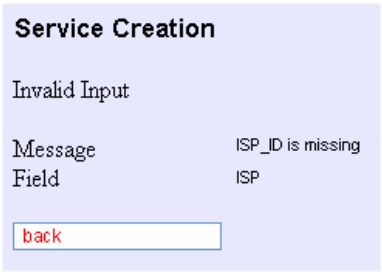


Clicking the time icon next to the filed opens the date/time picker widget:



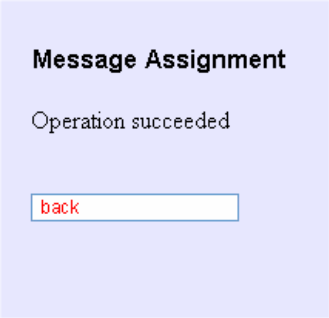
2.4 Error handling

After submitting the input screen, the application validates the user's input. If a business rule, format etc is violated then either an error message screen or a browser alert will be displayed. The error text is self-explanatory and is sufficient for the user to correct the problem.



2.5 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.



2.6 Service Navigation

For each action, whether the user be a Superuser, readonly or CUC, the current valid services are displayed in the Service Navigation at the left site of the screen.
NOTE: As of WSG 5.0 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 pseudo Powergate frame!

The Powergate header offers the following functionality:

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

2.7 Principal Service Navigation

After login via PowerGate the user will see the following menu items on the left side of the screen. Certain users will only see a subset of these links and are therefore not able to perform the associated tasks, e.g. ISP Administration.

As **Read Only User**:

As **User**:

- **Access TT**
  Used for explicit entry of new (or to modify existing) *Access Trouble Tickets* for subsequent dispatching to Swisscoms Assurance systems (liveNet and other systems)
- **Connectivity TT**
  Used for explicit entry of new (or to modify existing) *Connectivity Trouble Tickets* for subsequent immediate dispatch via Email to the Swisscom Customer Care Centre.
- **xDSL Info**
  Used for access to the XDSL-Information (XDSL-Line-status etc.).
- **UMSA / Planned Work**
  Used to inform about pending or planned “Umschaltungen” or other planned work.
- **Transact. Overview**
  Offers a service-spreading, chronologically ordered overview of WSG transactions.
- **Admin Tasks**

Used to administrate the ISP specific data. This menu item is only accessible to a restricted subset of users.
NOTE: Such administration is not part of the scope of this document!

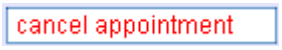
- **Documents**
  Links allowing the user to download certain User Manuals and related documentation.
- **Reports**
  Used to create reports about the Trouble Ticket service.
- **Alarms**
  Used to search and maintain alarms or Inconsistency Announcements.
- **Home Page**
  Direct access to WSG Trouble Ticket home page

2.8 Buttons

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

The following buttons are used in the application:

	Go back to the previous screen
	Reset all of the fields to their original values
	Go forward to the appropriate create Trouble Ticket screen
	Submit input data for processing
	Invoke the functionality to cancel a Trouble Ticket
	Refresh a Detail screen to display the latest status
	Go forward to the appropriate modify Trouble Ticket screen
	Go forward to the appropriate screen to change the Trouble Tickets state
	Download the selected document
	Go forward to screen displaying list of liveNet responses
	Continue to the next screen in the sequence
	Link to Modification ISP screen
	Link to Contracted Services screen
	Link to Appointment Reservation



Link to Cancel Appointment

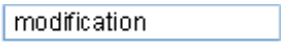
Add a Comment to the Trouble Ticket

Reset all of the fields to their original values

Link to Correction Change Log Summary

There are two different button states: active and inactive.

Active



Inactive

3 Trouble Ticket GUI Page Flow

The WEB (HTML) page flow is shown in the following two figures (Access Trouble Tickets and Connectivity Trouble Tickets.) It will always be possible to go back to the previous page using the 'Back' button on the browser. Experienced users may prefer to use the navigation buttons on the left of the screen to start from scratch!

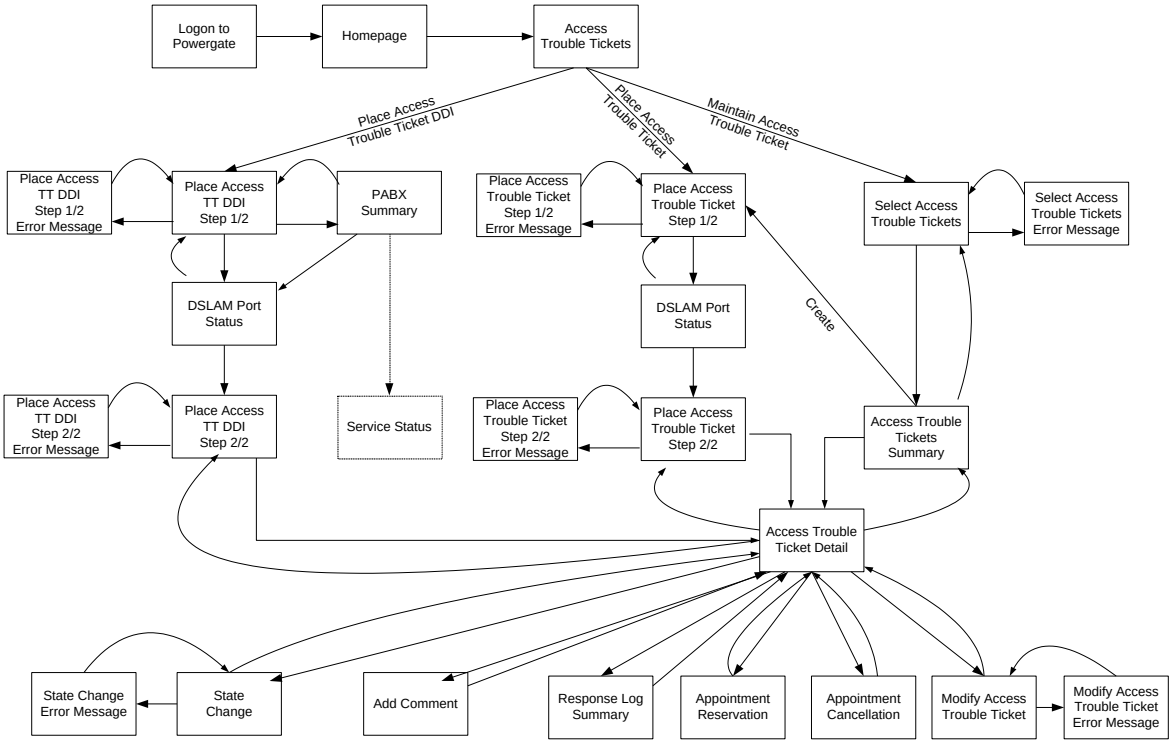


Figure 1 - Access Trouble Tickets

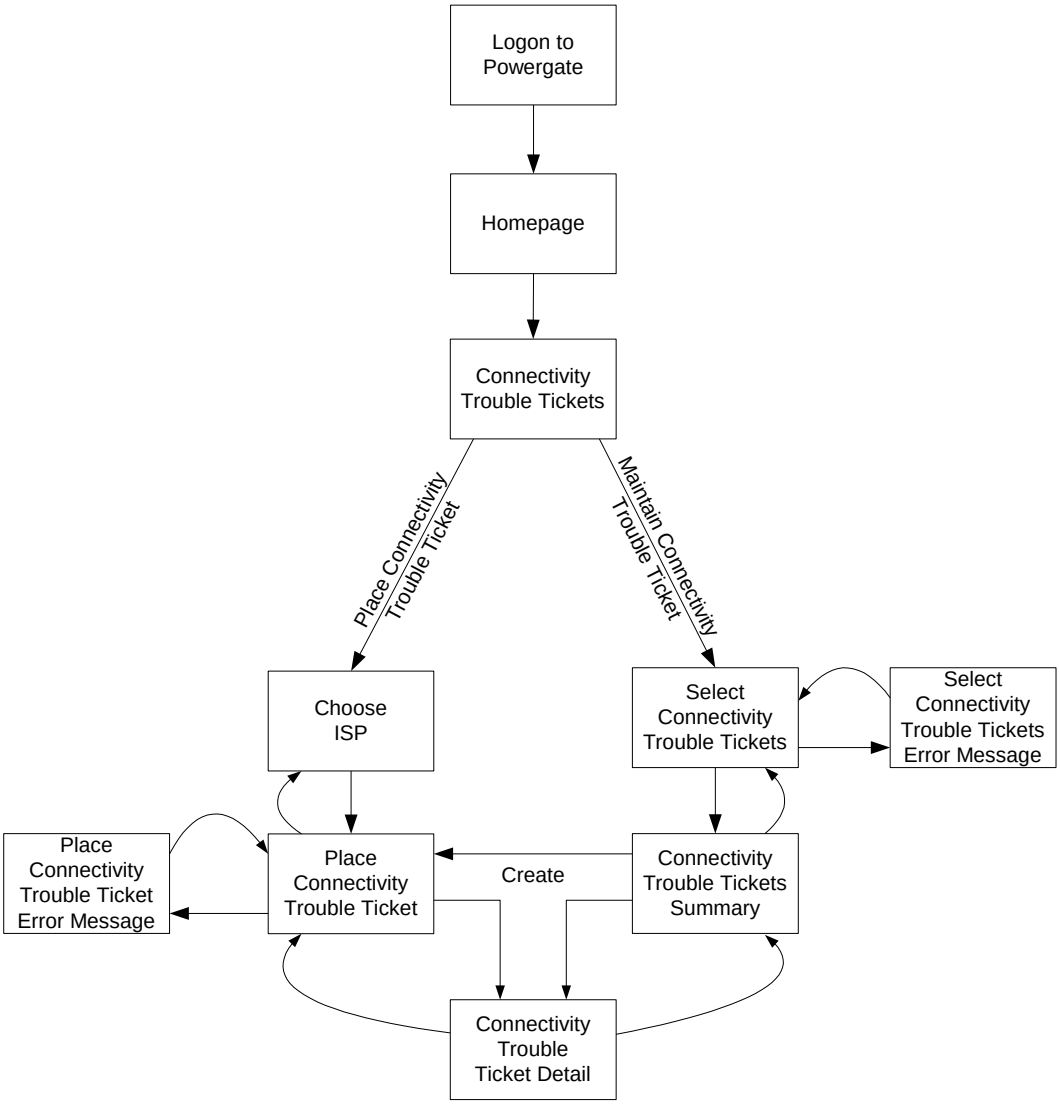
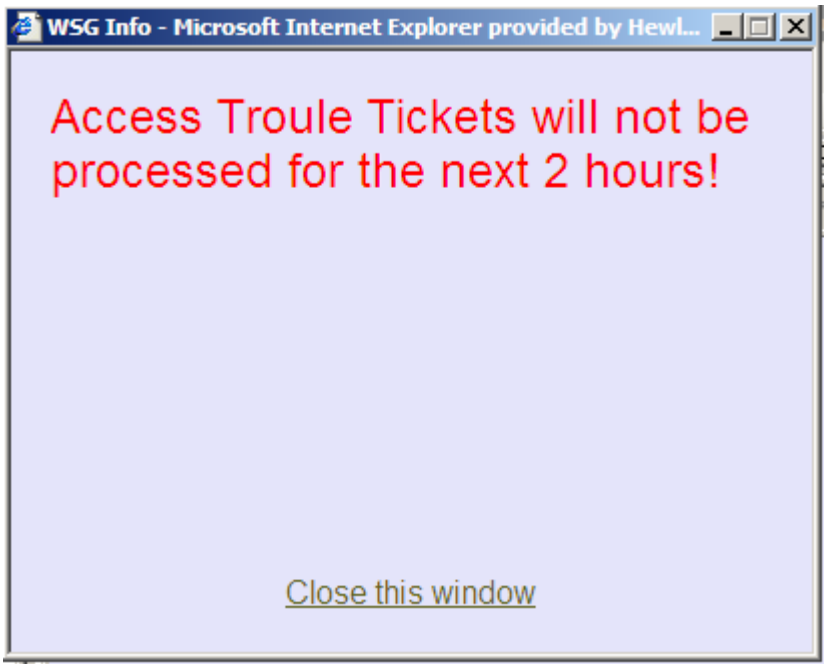


Figure 2 - Connectivity Trouble Tickets

4 WSG Trouble Ticket Home Page

After logging on via PowerGate the following screen will be displayed, the white block containing just informational text:

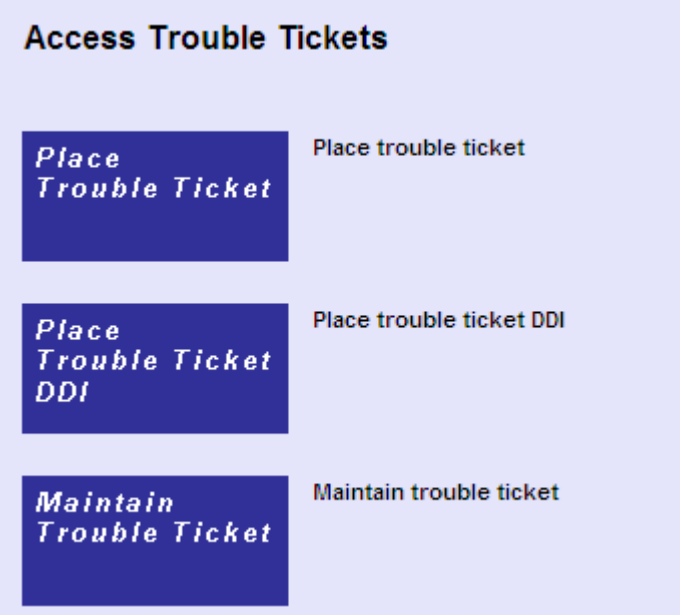
Additional important information about the system state can be displayed in a popup window:



5 Access Trouble Ticket Navigation and Form Input

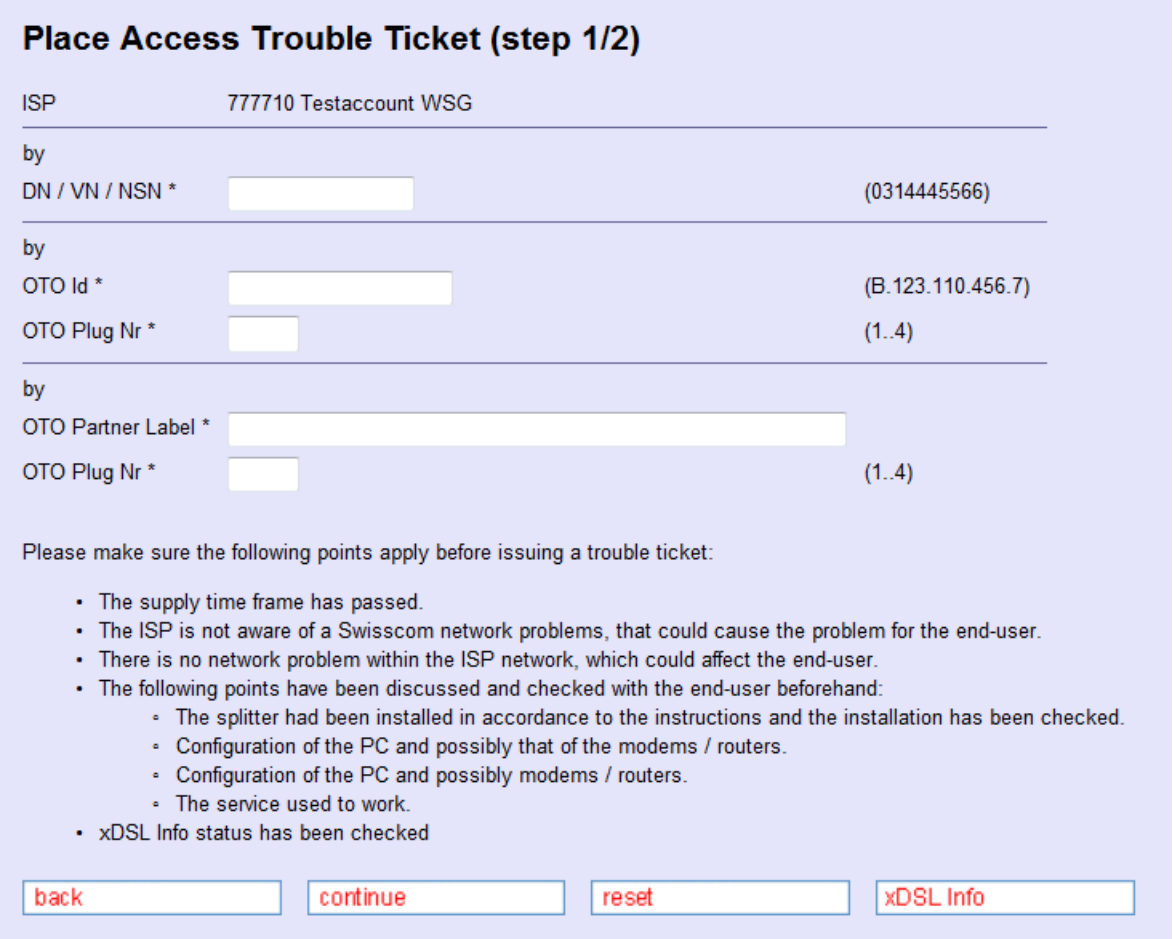
5.1 Access Trouble Ticket Selection

On clicking “Access TT” the following screen will be displayed.



5.2 Place Access Trouble Ticket (Step 1/2)

On clicking “Place Trouble Ticket” the following screen will be displayed



Based on the requested parameters "DN/VN/NSN", "OTO Id/OTO Plug Nr" or "OTO Partner Label/OTO Plug Nr the following tasks will be executed:

- On clicking "xDSL Info" an xDSL Info is displayed as with "Query xDSL Info" (see **Error! Reference source not found. Error! Reference source not found.**).
- On clicking "continue" the Form "Place Access Trouble Ticket (step 2/2)" is displayed. The Form is different for LiveNet by and ITSM Tickets (see next chapters)

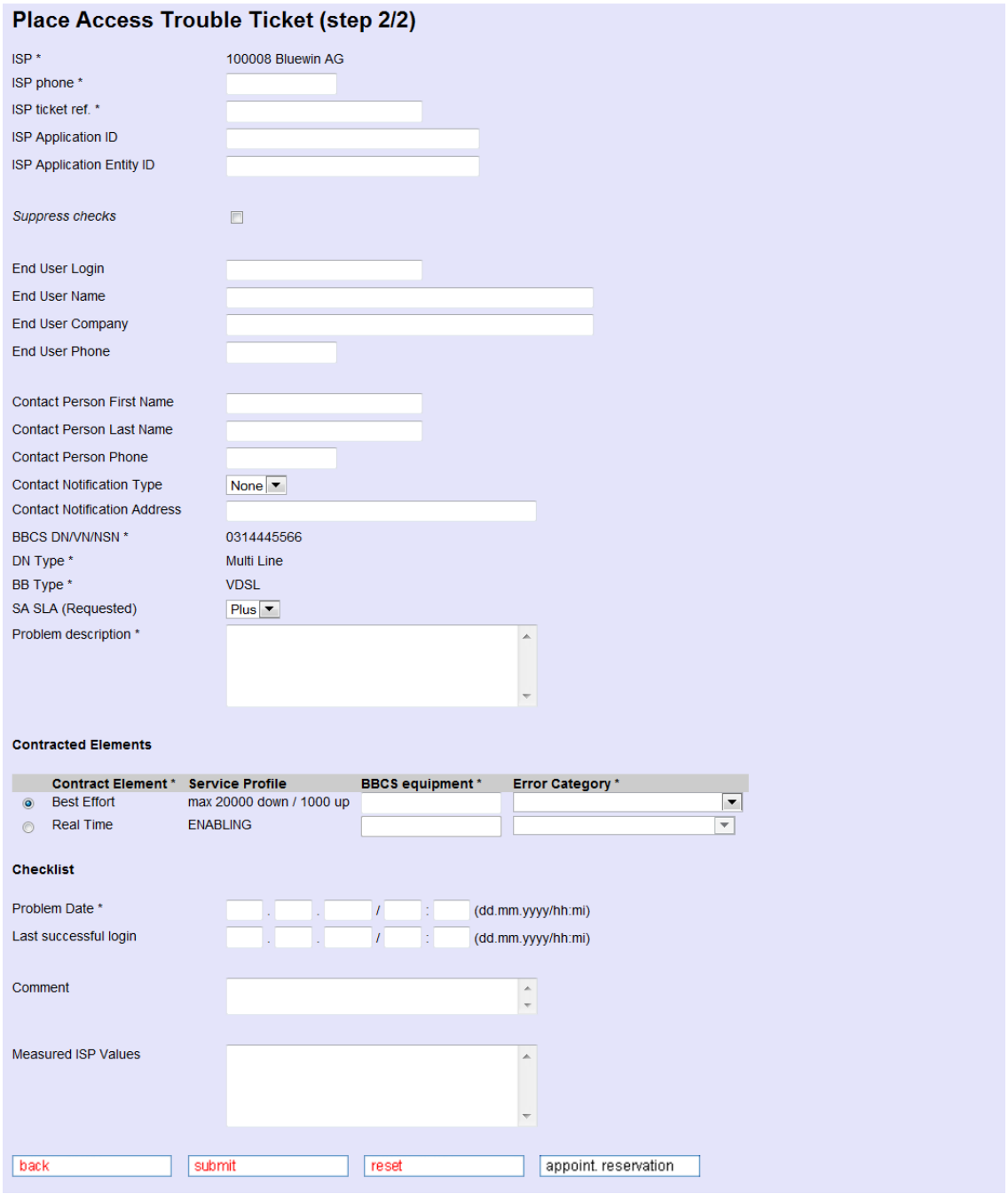
5.2.1 Form Fields

Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
DN	M/O	BBCS Directory Number associated with the new Trouble Ticket and/or xDSL Info check.
OTO_ID	M/O	OTO_ID associated with the new Trouble Ticket and/or xDSL Info check.
OTO_PARTNER_LABEL	M/O	OTO_PARTNER_LABEL associated with the new Trouble Ticket and/or xDSL Info check.
OTO_PLUG_NR	M/O	OTO_PLUG_NR associated with the new Trouble Ticket and/or xDSL Info check.

Remark : Either DN, OTO_ID/OTO_PLUG_NR or OTO_PARTNER_LABEL/OTO_PLUG_NR must be entered

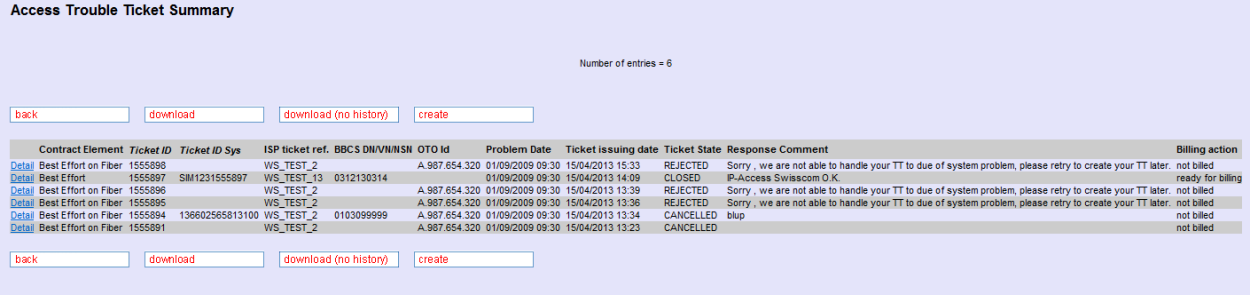
5.3 Place Access Trouble Ticket (Step 2/2)

5.3.1 Place Access Trouble Ticket (Step 2/2) to LiveNet



5.4 Access Trouble Ticket Summary

After entering some selection criteria in the Select Access Trouble Tickets screen (with the “Count Only” checkbox unchecked) and clicking submit the following screen with any matching results will be displayed:



Access Trouble Ticket Summary

Number of entries = 6

back | download | download (no history) | create

	Contract Element	*Ticket ID*	*Ticket ID Sys*	ISP ticket ref.	BBCS DN/VN/NSN	OTO Id	Problem Date	Ticket issuing date	Ticket State	Response Comment	Billing action
Detail	Best Effort on Fiber	1555898		WS_TEST_2		A.987.654.320	01/09/2009 09:30	15/04/2013 15:33	REJECTED	Sorry , we are not able to handle your TT to due of system problem, please retry to create your TT later.	not billed
Detail	Best Effort	1555897	SIM1231555897	WS_TEST_13	0312130314		01/09/2009 09:30	15/04/2013 14:09	CLOSED	IP-Access Swisscom O.K.	ready for billing
Detail	Best Effort on Fiber	1555896		WS_TEST_2		A.987.654.320	01/09/2009 09:30	15/04/2013 13:39	REJECTED	Sorry , we are not able to handle your TT to due of system problem, please retry to create your TT later.	not billed
Detail	Best Effort on Fiber	1555895		WS_TEST_2		A.987.654.320	01/09/2009 09:30	15/04/2013 13:36	REJECTED	Sorry , we are not able to handle your TT to due of system problem, please retry to create your TT later.	not billed
Detail	Best Effort on Fiber	1555894	136602565813100	WS_TEST_2	0103099999	A.987.654.320	01/09/2009 09:30	15/04/2013 13:34	CANCELLED	blup	not billed
Detail	Best Effort on Fiber	1555891		WS_TEST_2		A.987.654.320	01/09/2009 09:30	15/04/2013 13:23	CANCELLED		not billed

back | download | download (no history) | create

Here we see five navigation possibilities; the “Back” button which will allow us to change our selection criteria, the “Create” button which will take us to the Place Access Trouble Ticket (Step 1/2) screen, or one of the “Detail” links (underlined in blue) that will take us to the associated Access Trouble Ticket Detail screen.

With the “Download” or “Download (no history)”-buttons it is possible to download the detail-data in csv-format.

5.4.1 Place Access Trouble Ticket (Step 2/2) to ITSM

Place Access Trouble Ticket (step 2/2)

ISP *	777710 Testaccount WSG
ISP phone *	
ISP ticket ref. *	
ISP Application ID	
ISP Application Entity ID	
End User Login	
End User Name	
End User Company	
End User Phone	
End User Street/Nr	
Building	
End User ZIP/City	
Contact Person First Name	
Contact Person Last Name	
Contact Person Phone	
Contact Notification Type	None
Contact Notification Address	
BBCS DN/VN/NSN	0103099999
OTO Id	A.987.654.320
OTO Plug Nr	1
DN Type *	Netservices number
BB Type *	BX
SA SLA (Requested)	Standard
Problem description *	

Contracted Elements

	Contract Element *	Service Profile	BBCS equipment	Error Category *
◉	BBCS_F (Fiber)	10000 down / 1000 up		

Checklist

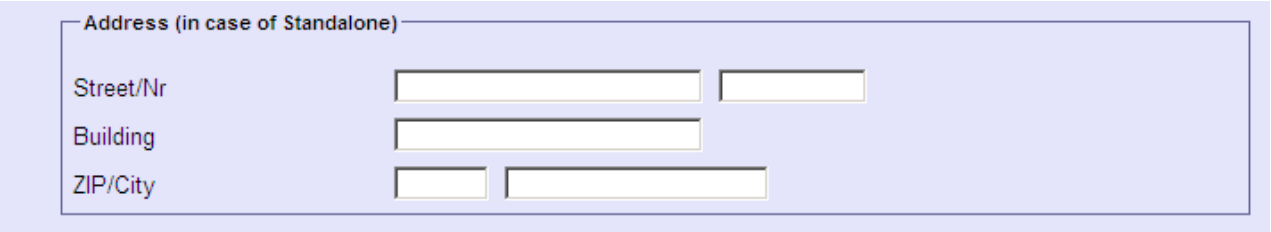
Problem Date *	. . . / : (dd.mm.yyyy/hh:mi)
Last successful login	. . . / : (dd.mm.yyyy/hh:mi)
Comment	
Measured ISP Values	

back | submit | reset | appoint. reservation

5.4.2 Form Fields

Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
ISP phone	M	Field automatically filled in but may be overwritten
ISP ticket ref.	M	A unique Trouble Ticket reference Id.
ISP Application Id	O	An ISP application name useable for internal routing / follow up
ISP Application Entity Id	O	An ISP entity identification useable for internal routing / follow up
End-user login	O	End user login
End-user name	O/M	End User's contact name
End-user phone	O/M	End User's contact phone number
Contact Person First Name	O	Contact Person First Name
Contact Person Last Name	O/M	Contact Person Last Name
Contact Person Phone	O/M	Contact Person Phone
Contact Notification Type	M	None, SMS or Email
Contact Notification Address	O	Notification address
End User Notification Type	M	None, SMS or Email
End User Notification	O	End User Notification Text
BBCS DN	M	Directory number
BBCS Connection type	M	BBCS Connection Type (LOV)
BB Type	M	BB Type (LOV)
SA SLA (Requested)	O	May be used to override the normal SLA
Problem description	M	Description of the problem
Contracted Elements	M	Select the Contract Element that is affected (select the appropriate radio button)
Contract Element	-	actual Service(s) [from Get_Service-Status or xDSLInfo]
Service Profile	-	actual Service Speed Profile
BBCS equipment	M	Modem or Router type
Error Category	M	Select Error Category (available values varies with Contract Element and BB Type)
Problem occurrence date	M	Date and time since when the problem has existed – DD-MM-YYYY-HH-MM
Last successful login	O	Date and Time when the end user last logged in with the ISP – DD-MM-YYYY-HH-MM
Comment	O	Additional comment from ISP to problem description

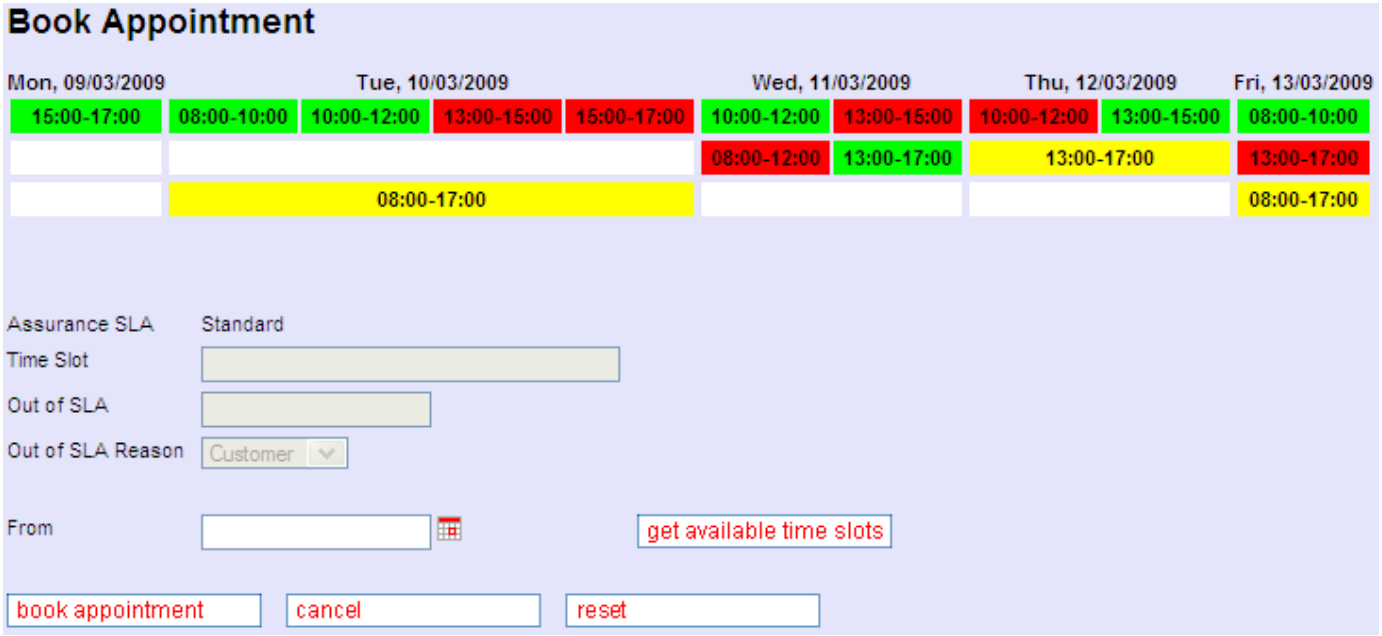
In case of a base contract element "BBCS-Standalone" an additional box appears in the above shown mask where the address of the standalone line must be specified.



Name		Optional / Mandatory	Description
Address Standalo	Street/Nr	O	Street
	Building	O	Building
	ZIP/City	O	ZIP and City

5.4.3 Appointment Booking

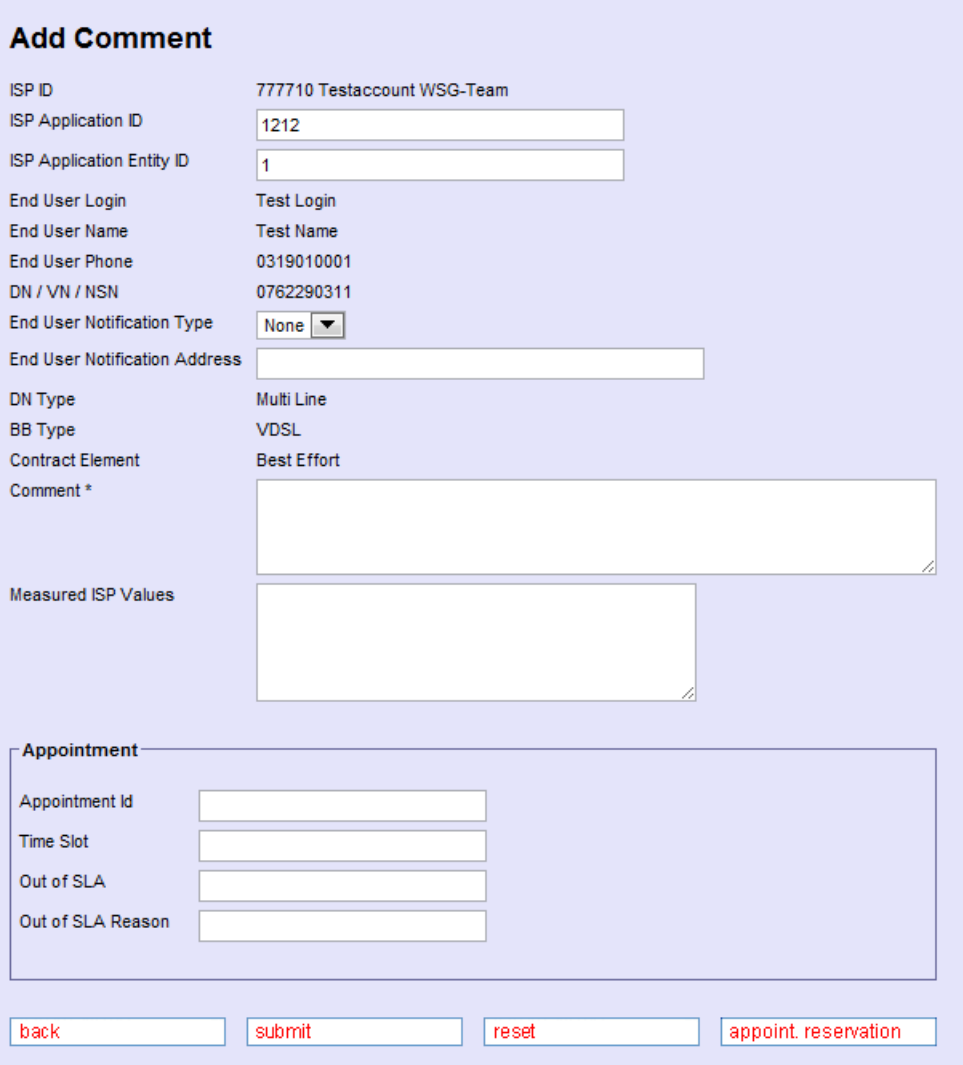
If the ISP is allowed to book appointments and the Error-Category is defined to support appointments, the button "appoint. reservation" is selectable.



The explanations for this window is in the Appointment-Booking-User-Guide.

5.5 Add Comment

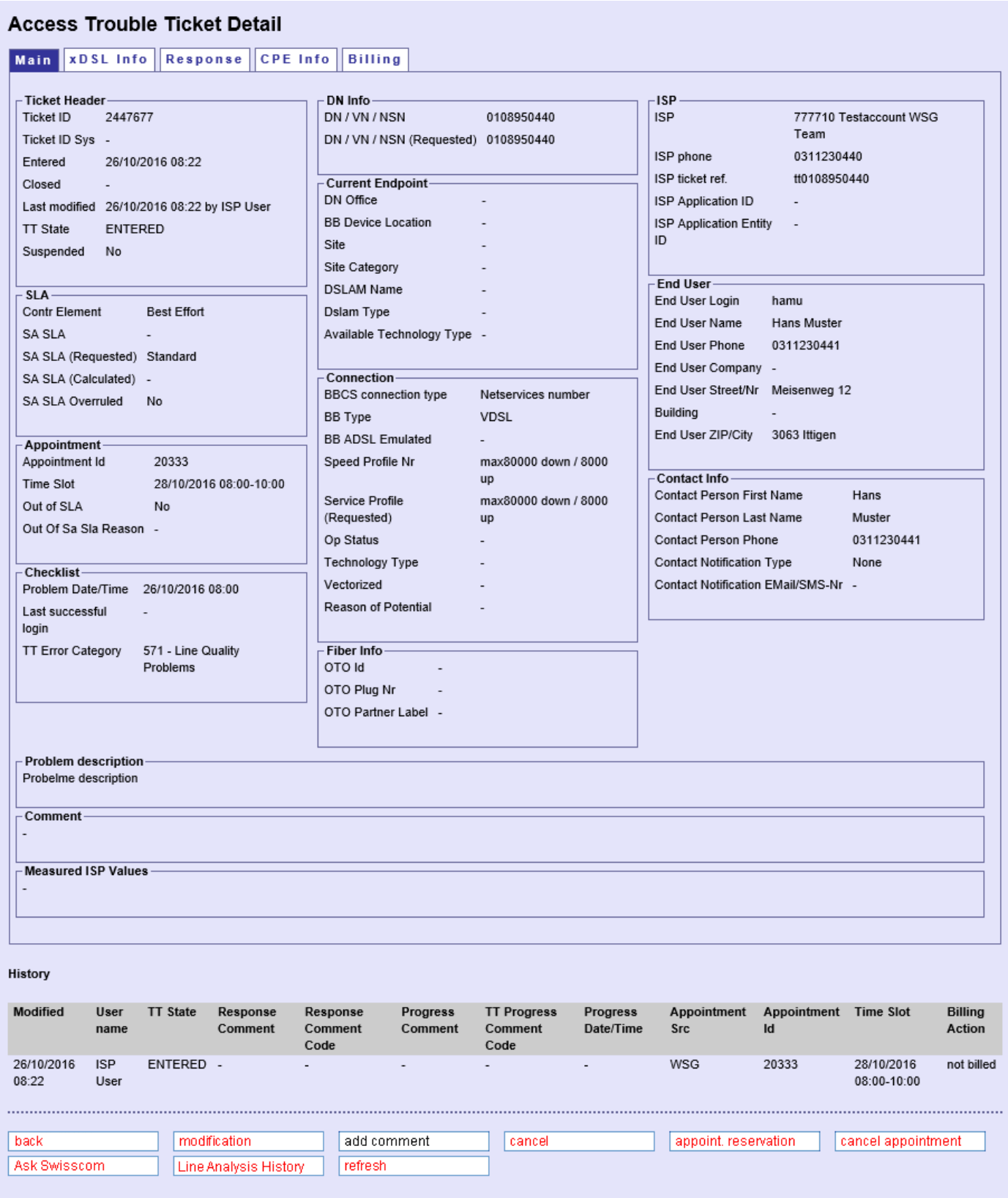
If the Trouble Ticket has passed the State PROCESSING, the Add Comment is the only allowed modification.



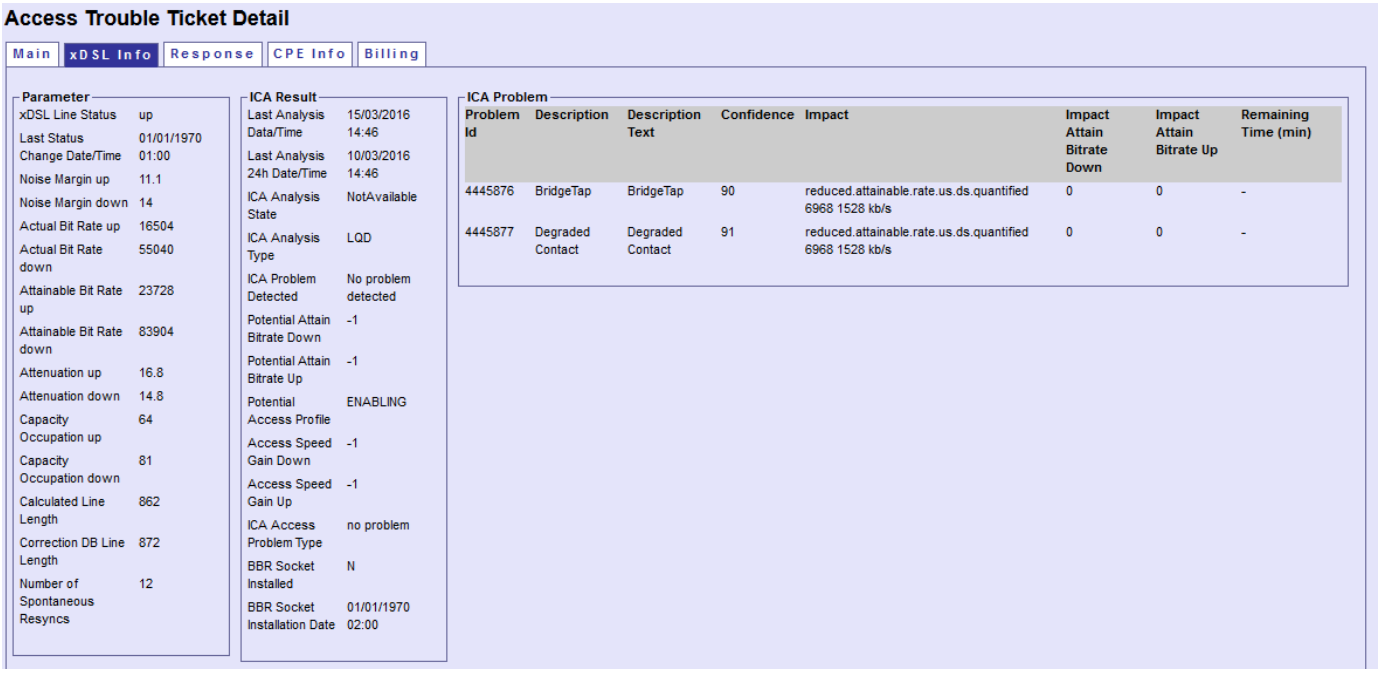
5.6 Access Trouble Ticket Detail

After entering valid data and clicking “submit” on the Place Access Trouble Ticket (Step 2/2) form the following screen will be displayed. Initially the “Modification” and “Cancel” buttons will be active (displayed as red) but upon screen refresh will eventually become inactive as the state changes to CHECKED or PROCESSING. The user may click on the “Refresh” button in order to obtain updates to the History. Under normal operation, and following successful checks, the state of the Trouble Ticket will progress from ENTERED to CHECKED and then to PROCESSING. Upon reaching the state CHECKED the Trouble Ticket will be automatically routed via the Polling Server to Swisscom subsystems liveNet. The time taken for the processing and subsequent status changes of the Trouble Ticket is dependent on internally defined intervals for the communication process between WSG and Swisscom subsystems liveNet but will typically be in the order less than 1 minute.

5.6.1 Tab: Main


Access Trouble Ticket Detail
Main
xDSL Info
Response
CPE Info
Billing
Ticket Header
Ticket ID 2447677
Ticket ID Sys -
Entered 26/10/2016 08:22
Closed -
Last modified 26/10/2016 08:22 by ISP User
TT State ENTERED
Suspended No
SLA
Contr Element Best Effort
SA SLA -
SA SLA (Requested) Standard
SA SLA (Calculated) -
SA SLA Overruled No
Appointment
Appointment Id 20333
Time Slot 28/10/2016 08:00-10:00
Out of SLA No
Out Of Sa Sla Reason -
Checklist
Problem Date/Time 26/10/2016 08:00
Last successful login -
TT Error Category 571 - Line Quality Problems
DN Info
DN / VN / NSN 0108950440
DN / VN / NSN (Requested) 0108950440
Current Endpoint
DN Office -
BB Device Location -
Site -
Site Category -
DSLAM Name -
Dslam Type -
Available Technology Type -
Connection
BBCS connection type Netservices number
BB Type VDSL
BB ADSL Emulated -
Speed Profile Nr max80000 down / 8000 up
Service Profile (Requested) max80000 down / 8000 up
Op Status -
Technology Type -
Vectorized -
Reason of Potential -
Fiber Info
OTO Id -
OTO Plug Nr -
OTO Partner Label -
ISP
ISP 777710 Testaccount WSG Team
ISP phone 0311230440
ISP ticket ref. tt0108950440
ISP Application ID -
ISP Application Entity ID -
End User
End User Login hamu
End User Name Hans Muster
End User Phone 0311230441
End User Company -
End User Street/Nr Meisenweg 12
Building -
End User ZIP/City 3063 Ittigen
Contact Info
Contact Person First Name Hans
Contact Person Last Name Muster
Contact Person Phone 0311230441
Contact Notification Type None
Contact Notification EMail/SMS-Nr -
Problem description
Probelme description
Comment
-
Measured ISP Values
-
History
Modified | User name | TT State | Response Comment | Response Comment Code | Progress Comment | TT Progress Comment Code | Progress Date/Time | Appointment Src | Appointment Id | Time Slot | Billing Action
26/10/2016 08:22 | ISP User | ENTERED | - | - | - | - | - | WSG | 20333 | 28/10/2016 08:00-10:00 | not billed
back
modification
add comment
cancel
appoint. reservation
cancel appointment
Ask Swisscom
Line Analysis History
refresh

5.6.2 Tab: xDSL Info



Access Trouble Ticket Detail

Main | xDSL Info | Response | CPE Info | Billing

Parameter

xDSL Line Status	up
Last Status Change Date/Time	01/01/1970 01:00
Noise Margin up	11.1
Noise Margin down	14
Actual Bit Rate up	16504
Actual Bit Rate down	55040
Attainable Bit Rate up	23728
Attainable Bit Rate down	83904
Attenuation up	16.8
Attenuation down	14.8
Capacity Occupation up	64
Capacity Occupation down	81
Calculated Line Length	862
Correction DB Line Length	872
Number of Spontaneous Resyncs	12

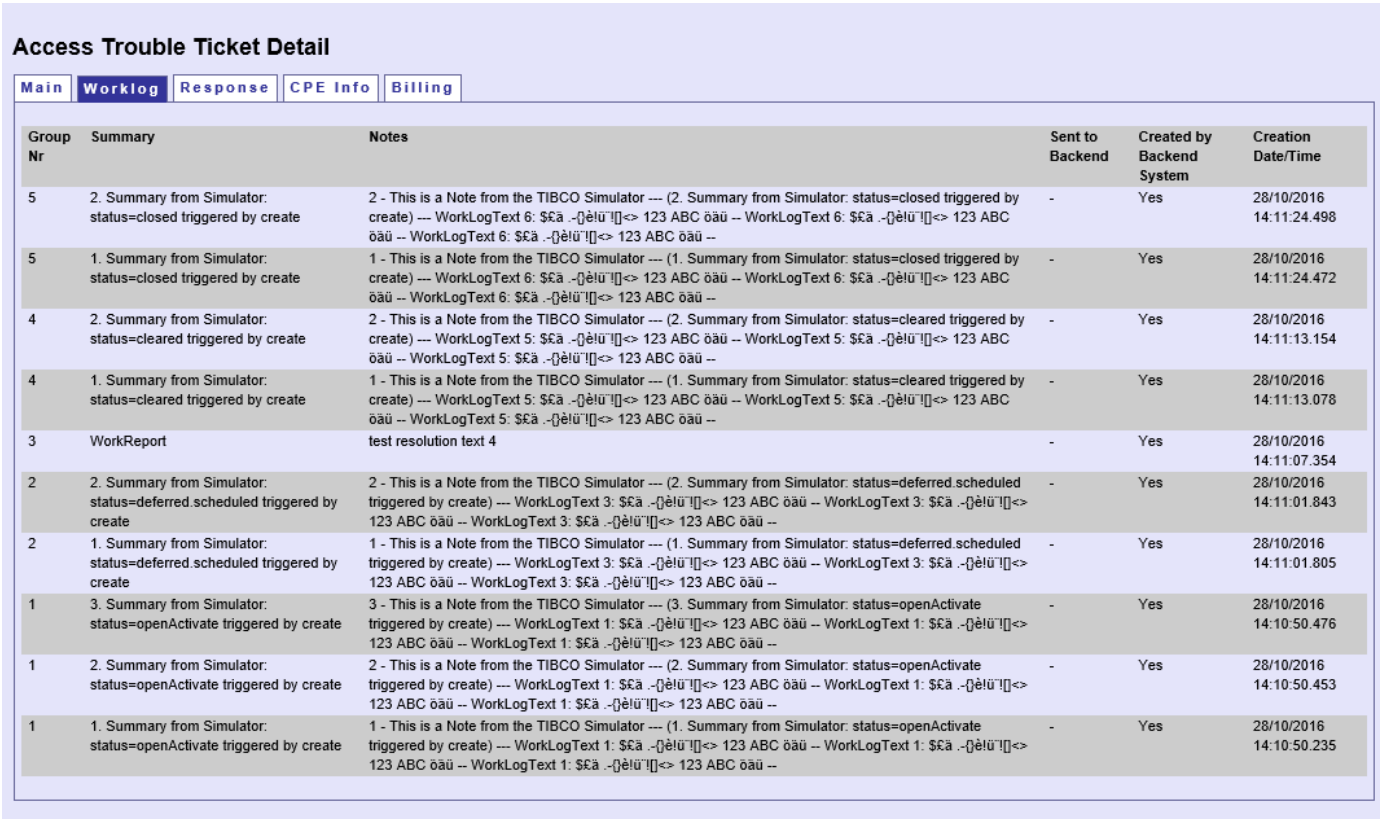
ICA Result

Last Analysis Data/Time	15/03/2016 14:46
Last Analysis 24h Date/Time	10/03/2016 14:46
ICA Analysis State	NotAvailable
ICA Analysis Type	LQD
ICA Problem Detected	No problem detected
Potential Attain Bitrate Down	-1
Potential Attain Bitrate Up	-1
Potential Access Profile	ENABLING
Access Speed Gain Down	-1
Access Speed Gain Up	-1
ICA Access Problem Type	no problem
BBR Socket Installed	N
BBR Socket Installation Date	01/01/1970 02:00

ICA Problem

Problem Id	Description	Description Text	Confidence	Impact	Impact Attain Bitrate Down	Impact Attain Bitrate Up	Remaining Time (min)
4445876	BridgeTap	BridgeTap	90	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s	0	0	-
4445877	Degraded Contact	Degraded Contact	91	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s	0	0	-

5.6.3 Tab: Worklog (available only for Fiber)



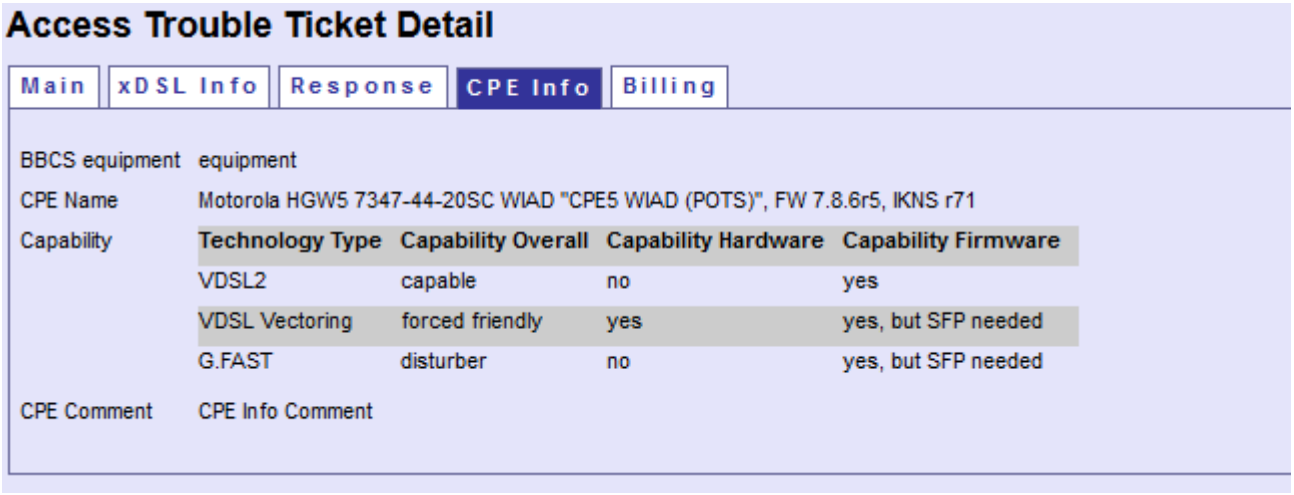
Access Trouble Ticket Detail

Main | Worklog | Response | CPE Info | Billing

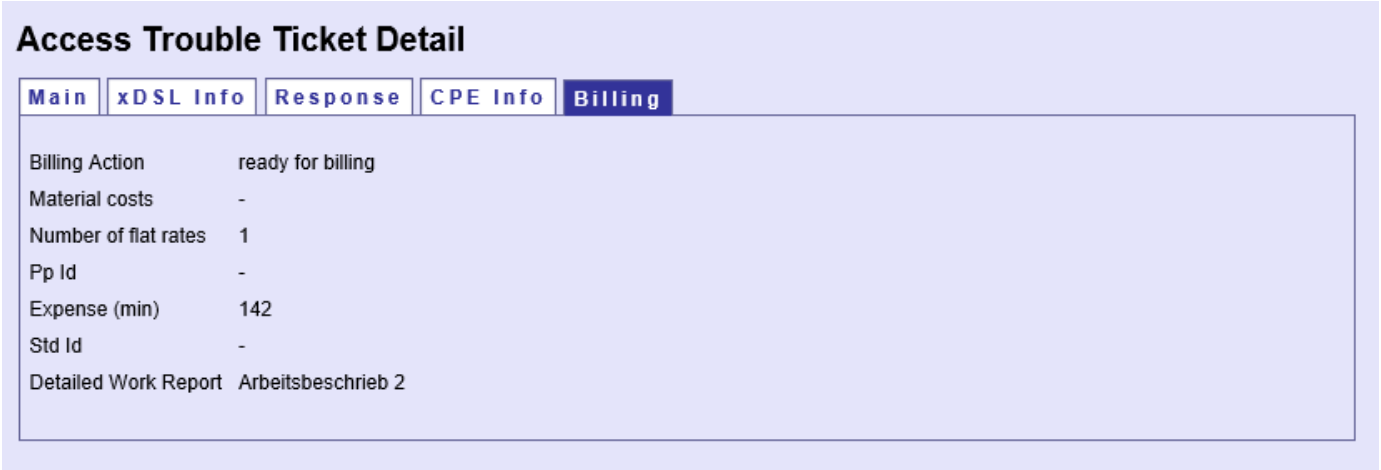
Group Nr	Summary	Notes	Sent to Backend	Created by Backend System	Creation Date/Time
5	2. Summary from Simulator: status=closed triggered by create	2 - This is a Note from the TIBCO Simulator --- (2. Summary from Simulator: status=closed triggered by create) --- WorkLogText 6: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 6: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 6: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:11:24.498
5	1. Summary from Simulator: status=closed triggered by create	1 - This is a Note from the TIBCO Simulator --- (1. Summary from Simulator: status=closed triggered by create) --- WorkLogText 6: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 6: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 6: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:11:24.472
4	2. Summary from Simulator: status=cleared triggered by create	2 - This is a Note from the TIBCO Simulator --- (2. Summary from Simulator: status=cleared triggered by create) --- WorkLogText 5: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 5: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 5: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:11:13.154
4	1. Summary from Simulator: status=cleared triggered by create	1 - This is a Note from the TIBCO Simulator --- (1. Summary from Simulator: status=cleared triggered by create) --- WorkLogText 5: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 5: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 5: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:11:13.078
3	WorkReport	test resolution text 4	-	Yes	28/10/2016 14:11:07.354
2	2. Summary from Simulator: status=deferred.scheduled triggered by create	2 - This is a Note from the TIBCO Simulator --- (2. Summary from Simulator: status=deferred.scheduled triggered by create) --- WorkLogText 3: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 3: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 3: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:11:01.843
2	1. Summary from Simulator: status=deferred.scheduled triggered by create	1 - This is a Note from the TIBCO Simulator --- (1. Summary from Simulator: status=deferred.scheduled triggered by create) --- WorkLogText 3: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 3: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 3: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:11:01.805
1	3. Summary from Simulator: status=openActivate triggered by create	3 - This is a Note from the TIBCO Simulator --- (3. Summary from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:10:50.476
1	2. Summary from Simulator: status=openActivate triggered by create	2 - This is a Note from the TIBCO Simulator --- (2. Summary from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:10:50.453
1	1. Summary from Simulator: status=openActivate triggered by create	1 - This is a Note from the TIBCO Simulator --- (1. Summary from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü -- WorkLogText 1: $€ä .-{}è!ü¨![]<> 123 ABC öäü --	-	Yes	28/10/2016 14:10:50.235

5.6.4 Tab: Response

5.6.5 Tab: CPE Info



5.6.6 Tab: Billing

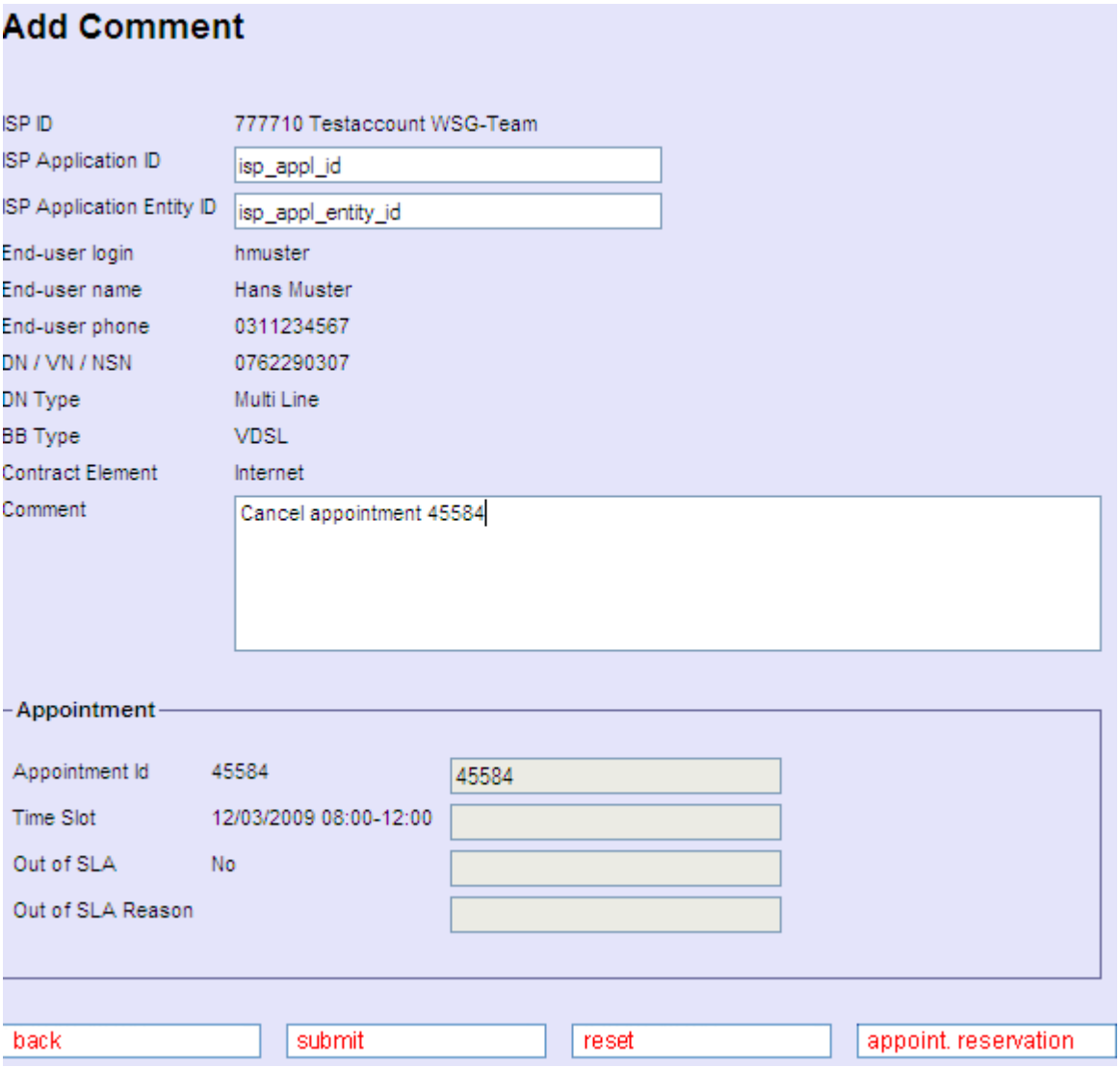


Changes

Rel.	CR	Short description
9.18	FeFoFu 114	Ask Swisscom Button
9.18	WP 1096	The Billing Tab: Billing Information may be filled for Best Effort on Fiber too.
9.16	792	Main, xDSL Info, CPE Info and Billing Tab changed

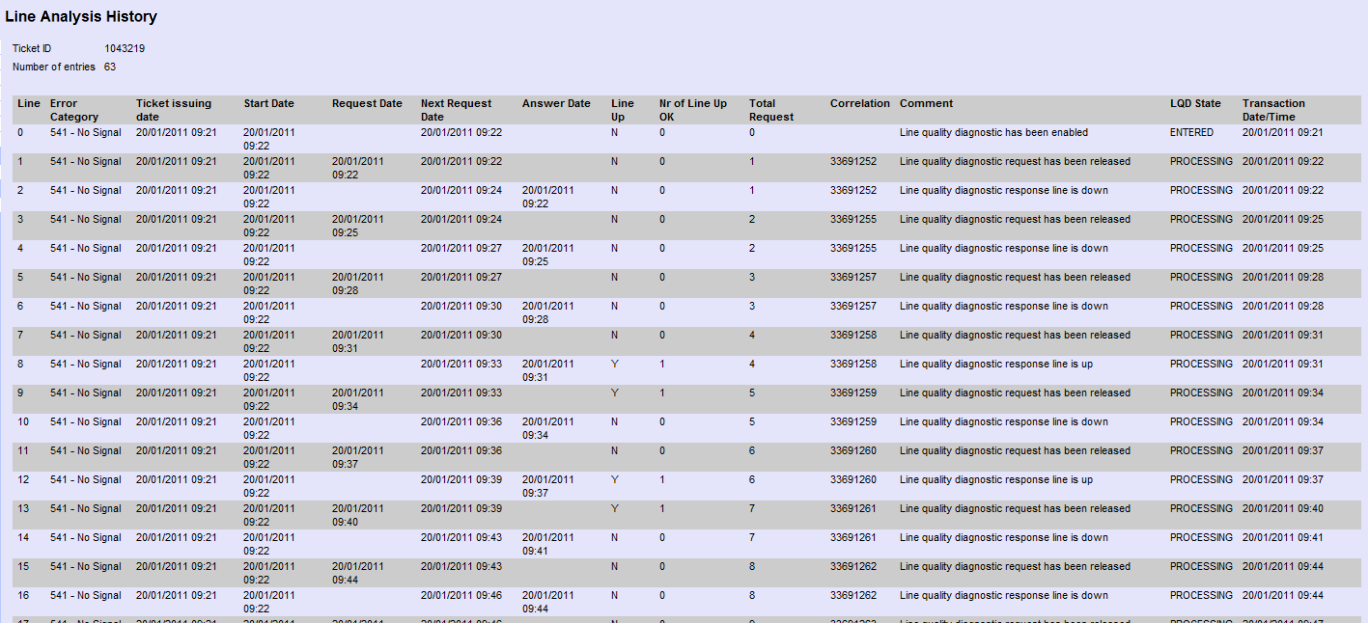
5.7 Cancel Appointment

To cancel an appointment, the add comment window is showed, because no cancellation is possible without a comment.



5.8 Button "Line Analysis History"

From the Access Trouble Ticket Detail screen the authorized user has the opportunity to display the “Line Quality Diagnostic”-History by clicking on the “Line Analysis History” button.



Line Analysis History

Ticket ID 1043219
Number of entries 63

Line	Error Category	Ticket issuing date	Start Date	Request Date	Next Request Date	Answer Date	Line Up	Nr of Line Up OK	Total Request	Correlation	Comment	LQD State	Transaction Date/Time
0	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:22		N	0	0		Line quality diagnostic has been enabled	ENTERED	20/01/2011 09:21
1	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22	20/01/2011 09:22	20/01/2011 09:22		N	0	1	33691252	Line quality diagnostic request has been released	PROCESSING	20/01/2011 09:22
2	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:24	20/01/2011 09:22	N	0	1	33691252	Line quality diagnostic response line is down	PROCESSING	20/01/2011 09:22
3	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22	20/01/2011 09:25	20/01/2011 09:24		N	0	2	33691255	Line quality diagnostic request has been released	PROCESSING	20/01/2011 09:25
4	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:27	20/01/2011 09:25	N	0	2	33691255	Line quality diagnostic response line is down	PROCESSING	20/01/2011 09:25
5	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22	20/01/2011 09:28	20/01/2011 09:27		N	0	3	33691257	Line quality diagnostic request has been released	PROCESSING	20/01/2011 09:28
6	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:30	20/01/2011 09:28	N	0	3	33691257	Line quality diagnostic response line is down	PROCESSING	20/01/2011 09:28
7	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22	20/01/2011 09:31	20/01/2011 09:30		N	0	4	33691258	Line quality diagnostic request has been released	PROCESSING	20/01/2011 09:31
8	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:33	20/01/2011 09:31	Y	1	4	33691258	Line quality diagnostic response line is up	PROCESSING	20/01/2011 09:31
9	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22	20/01/2011 09:34	20/01/2011 09:33		Y	1	5	33691259	Line quality diagnostic request has been released	PROCESSING	20/01/2011 09:34
10	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:36	20/01/2011 09:34	N	0	5	33691259	Line quality diagnostic response line is down	PROCESSING	20/01/2011 09:34
11	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22	20/01/2011 09:37	20/01/2011 09:36		N	0	6	33691260	Line quality diagnostic request has been released	PROCESSING	20/01/2011 09:37
12	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:39	20/01/2011 09:37	Y	1	6	33691260	Line quality diagnostic response line is up	PROCESSING	20/01/2011 09:37
13	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22	20/01/2011 09:40	20/01/2011 09:39		Y	1	7	33691261	Line quality diagnostic request has been released	PROCESSING	20/01/2011 09:40
14	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:43	20/01/2011 09:41	N	0	7	33691261	Line quality diagnostic response line is down	PROCESSING	20/01/2011 09:41
15	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22	20/01/2011 09:44	20/01/2011 09:43		N	0	8	33691262	Line quality diagnostic request has been released	PROCESSING	20/01/2011 09:44
16	541 - No Signal	20/01/2011 09:21	20/01/2011 09:22		20/01/2011 09:46	20/01/2011 09:44	N	0	8	33691262	Line quality diagnostic response line is down	PROCESSING	20/01/2011 09:44

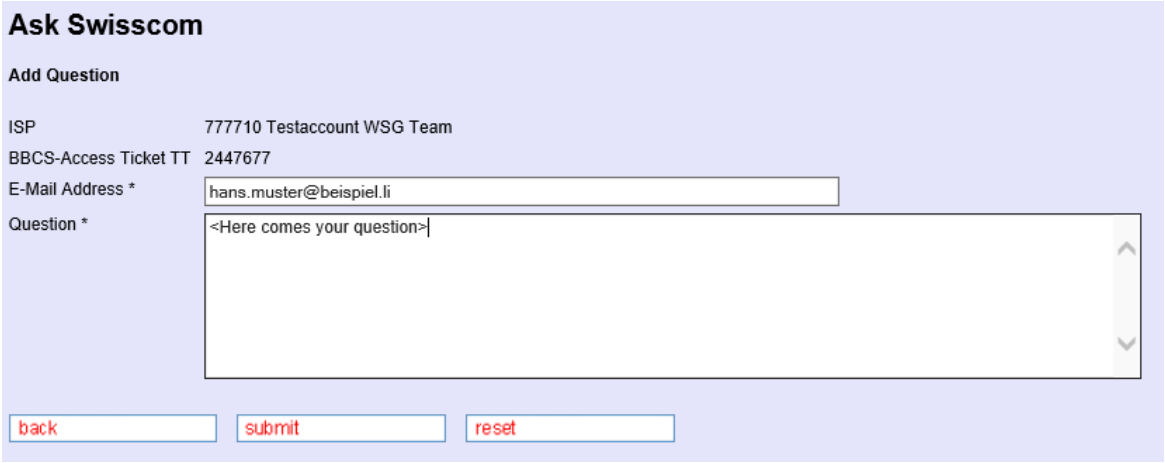
Please take note that each processed "Line State Analysis" request will be presented as two lines: the first line represents the request, the second line represents the (asynchronous) answer.

5.8.1 Form Fields

Name	Description
Line	Line Numberring
Error Category	Error category of the access trouble ticket
Ticket issuing date	Timestamp of the access trouble ticket creation
Start Date	Timestamp of the "Line State Analysis" process initiation
Request Date	Timestamp of the single "Line State Analysis" request
Next Request Date	Timestamp of the next planned single "Line State Analysis" request
Answer Date	Timestamp of the (asynchronous) answer of the single "Line State Analysis"
Line Up	Result of the single "Line State Analysis" response (Yes or No)
Nr of Line Up OK	Number of consecutive "Line State Analysis" Line-UP=Yes responses
Total Request	Number of submitted "Line State Analysis" requests
Correlation	Internal correlation I dof the single "Line State Analysis" request
Comment	self explanatory
LQD state	ENTERED or PROCESSING or COMPLETED
Transaction Date/Time	self explanatory

5.9 Button “Ask Swisscom”

5.9.1 Add Question



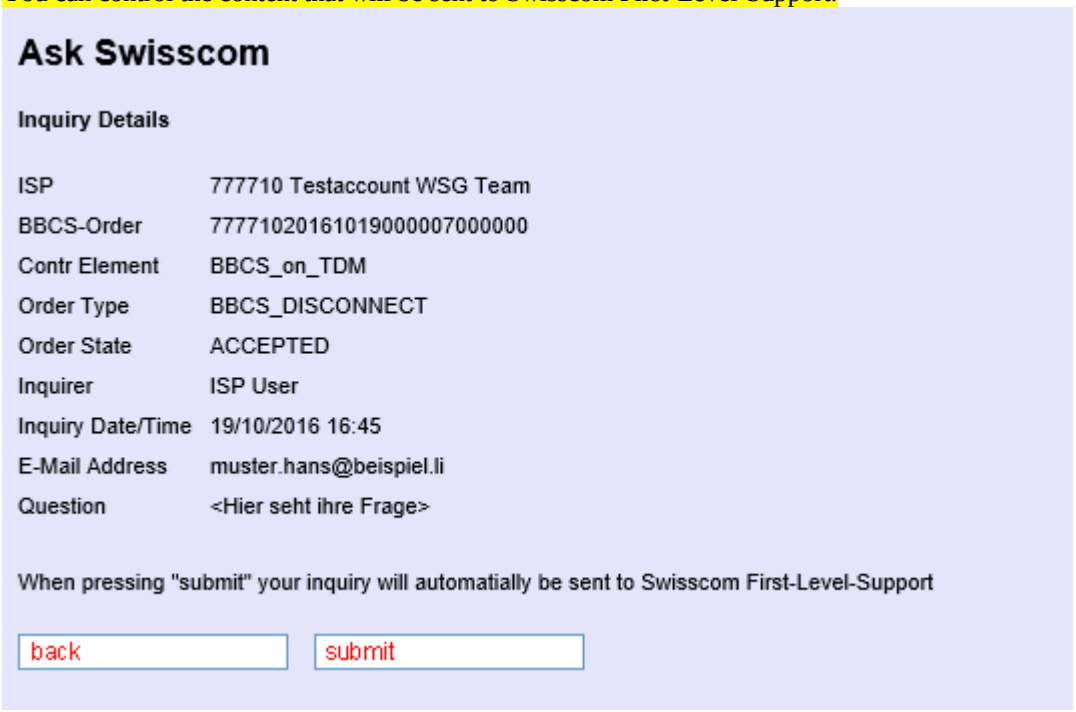
5.9.1.1 Fields

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

Name	Optional / Mandatory	Description
E-Mail Address	M	The email address of the inquirer.
Question	M	The Question

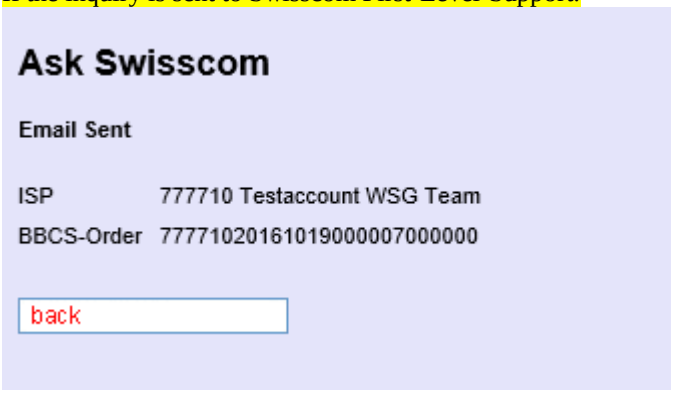
5.9.2 Inquiry Details

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



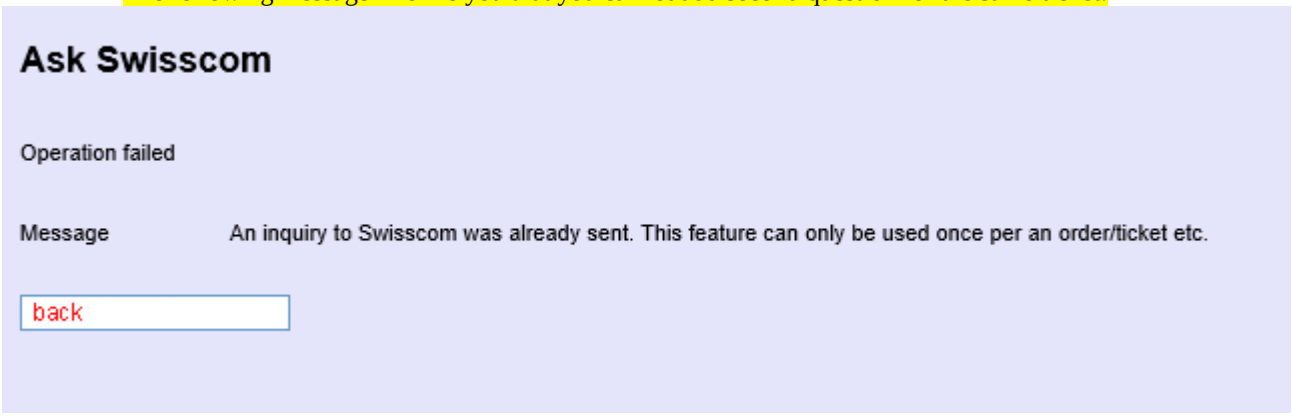
5.9.3 Email Sent Confirmation

If the inquiry is sent to Swisscom First-Level-Support.



5.9.4 Add a second question is not possible

The following message informs you that you cannot add second question for the same ticket.



5.10 Modify Access Trouble Ticket

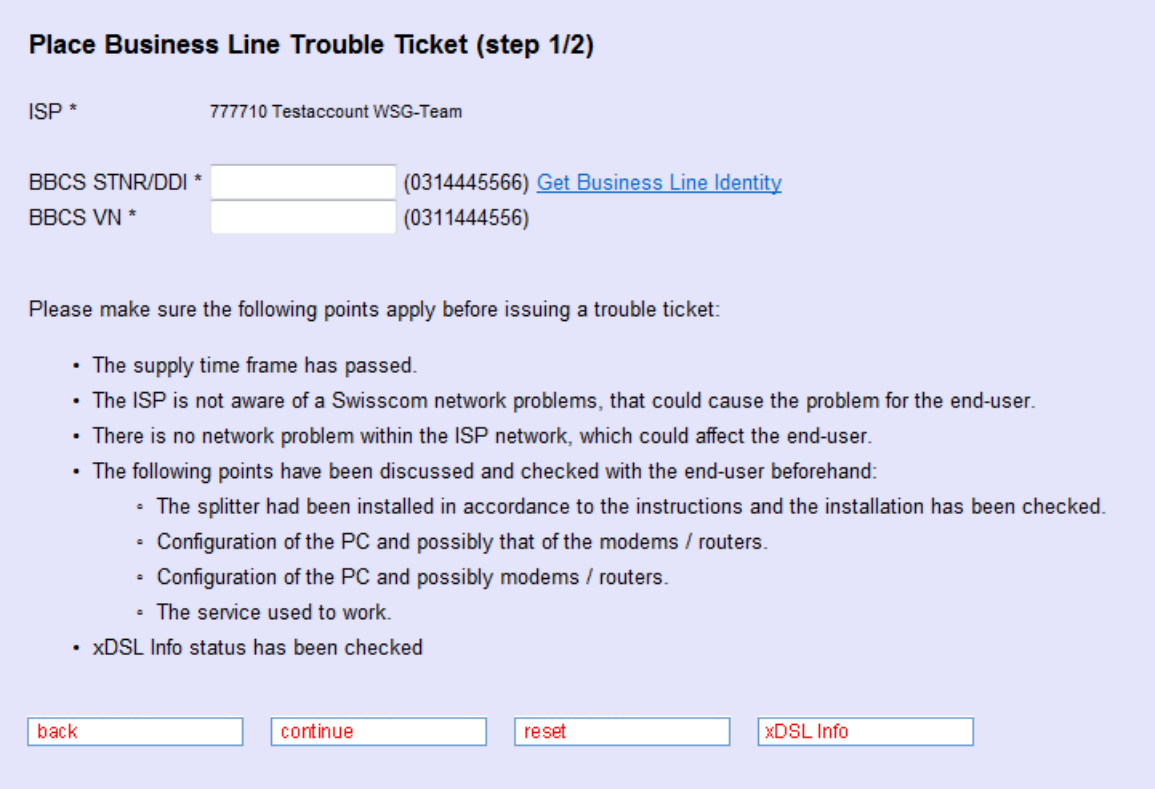
When the Trouble Ticket is in state ENTERED or REJECTED then the user may click the “modification” button on the Access Trouble Ticket Detail screen. The result is the display of the following screen where any of Trouble Ticket information that is displayed in fields, as opposed to fixed text, may be modified.

5.10.1 Fields

See Chapter 5.4.2

5.11 Place Trouble Ticket DDI

Use the dialog “Place Trouble Ticket DDI” from the “Access TT” menu. Placing trouble tickets for business lines requires the definition of a VN (“Verrechnungsnummer”). If unknown a set of VNs can be looked-up given either a STNR or a DDI number.



As you can see the screen depicted above is very similar to the “ordinary” Place Trouble Ticket screen described in chapter 5.2. This screen however provides two ways to create a business line trouble ticket:

- Creating a trouble ticket from STNR/DDI
- Creating a trouble ticket from VN

5.11.1 Creating a Trouble Ticket from STNR/DDI

This section covers the case where the VN is unknown. In this case the form depicted above has to be defined as follows:

Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
BBCS STNR/DDI	M	The STNR or DDI number for which the VNs shall be looked up
BBCS VN	n/a	Empty

n/a – not applicable

After following the "Get Busines Line Identity" link the following screen shows up containing a list of all associated VNs.

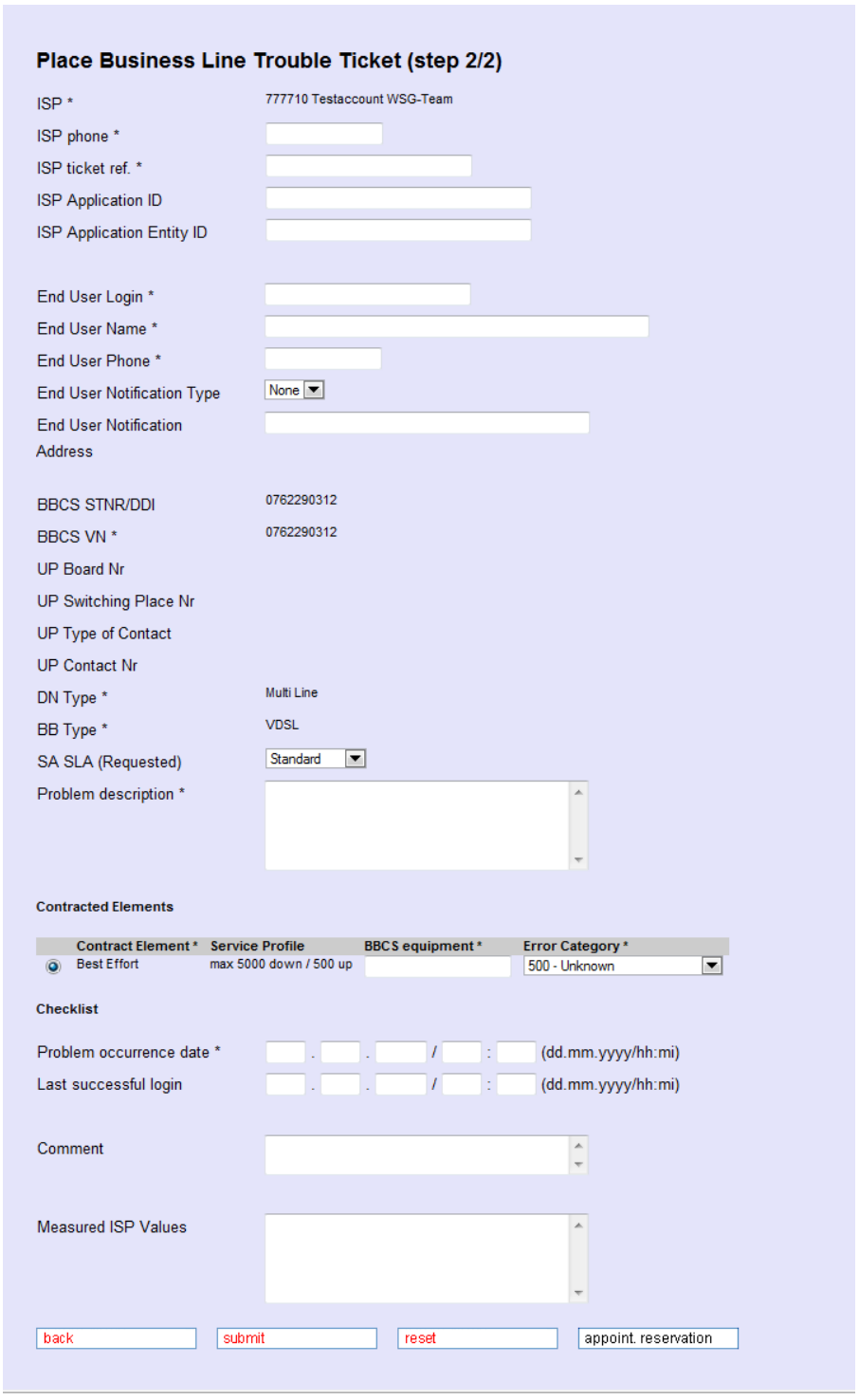
The user may now select one of the VNs by clicking a radio button on the left and proceed by clicking one of the buttons in the footer:

- Trouble Ticket Creation
- Service Status
- xDSL Info (see 7.2

Query xDSL Info Result)

5.11.1.1 Trouble Ticket Creation

On clicking the “Trouble Ticket Creation” button the following screen will be displayed:



As you can see the screen depicted above is very similar to the "ordinary" Place Trouble Ticket screen described in chapter 0 except for the additional UP fields which are read-only.

From now on the trouble ticket management works in the usual manner. Please consult sections above within chapter 5.

5.11.1.1.1 Form Fields

Name		Optional / Mandatory	Description
ISP		n/a	Fixed item – for display only
ISP phone		M	Field automatically filled in but may be overwritten
ISP ticket ref.		M	A unique Trouble Ticket reference Id.
End-user login		O	End user login
End-user name		M	End User's contact name
End-user phone		M	End User's contact phone number
End User Notification Type		M	None, SMS or Email
End User Notification		O	End User Notification Text
BBCS STNR/DDI		n/a	Fixed item – for display only
BBCS VN		n/a	Fixed item – for display only
UP Board Nr		n/a	Fixed item – for display only
UP Switching Place Nr		n/a	Fixed item – for display only
UP Type of Contact		n/a	Fixed item – for display only
UP Contact Nr		n/a	Fixed item – for display only
BBCS Connection type		n/a	Fixed item – for display only
BB Type		M	Fixed item – for display only
Problem description		M	Description of the problem
Repeating Contract Element attributes		M	Select the Contract Element that is affected
	Contract Element	-	From Get Service or DSLM Status
	Speed Profile	-	Speed Profile (LOV)
	BBCS equipment	M	Modem or router type
	Error Category	O	Select Error Category (available values varies with Contract Element and BB Type)
Problem occurrence date		M	Date and time since when the problem has existed – DD-MM-YYYY-HH-MM
Last successful login		O	Date and Time when the end user last logged in with the ISP – DD-MM-YYYY-HH-MM
Comment		O	Additional comment from ISP to problem description

n/a – not applicable

5.11.2 Creating a Trouble Ticket from VN

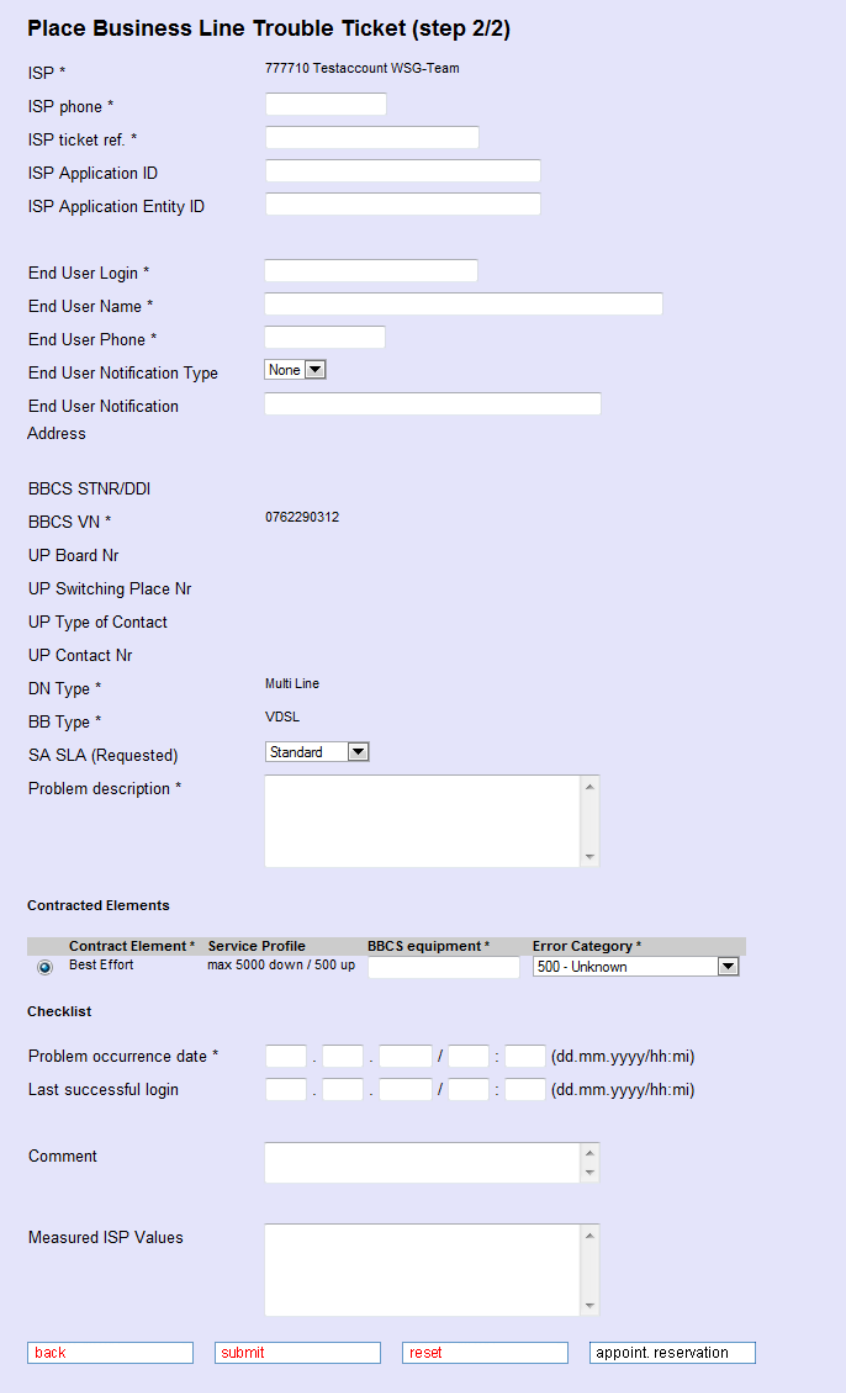
This section covers the case where the VN is known. In this case the place touble ticket step 1 form (see first section in this chapter) has to be defined as follows:

Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
BBCS STNR/DDI	n/a	Empty
BBCS VN	M	The VN associated with the new Trouble Ticket and/or xDSL Info check.

n/a – not applicable

5.11.2.1 Place Business Line Trouble Ticket (Step 2/2)

After entering a valid VN and clicking “submit” on the Place Business Line Trouble Ticket (Step 1/2) form or clicking “create ticket” on xDSL Info Result the following screen will be displayed:



5.11.2.2 Form Fields

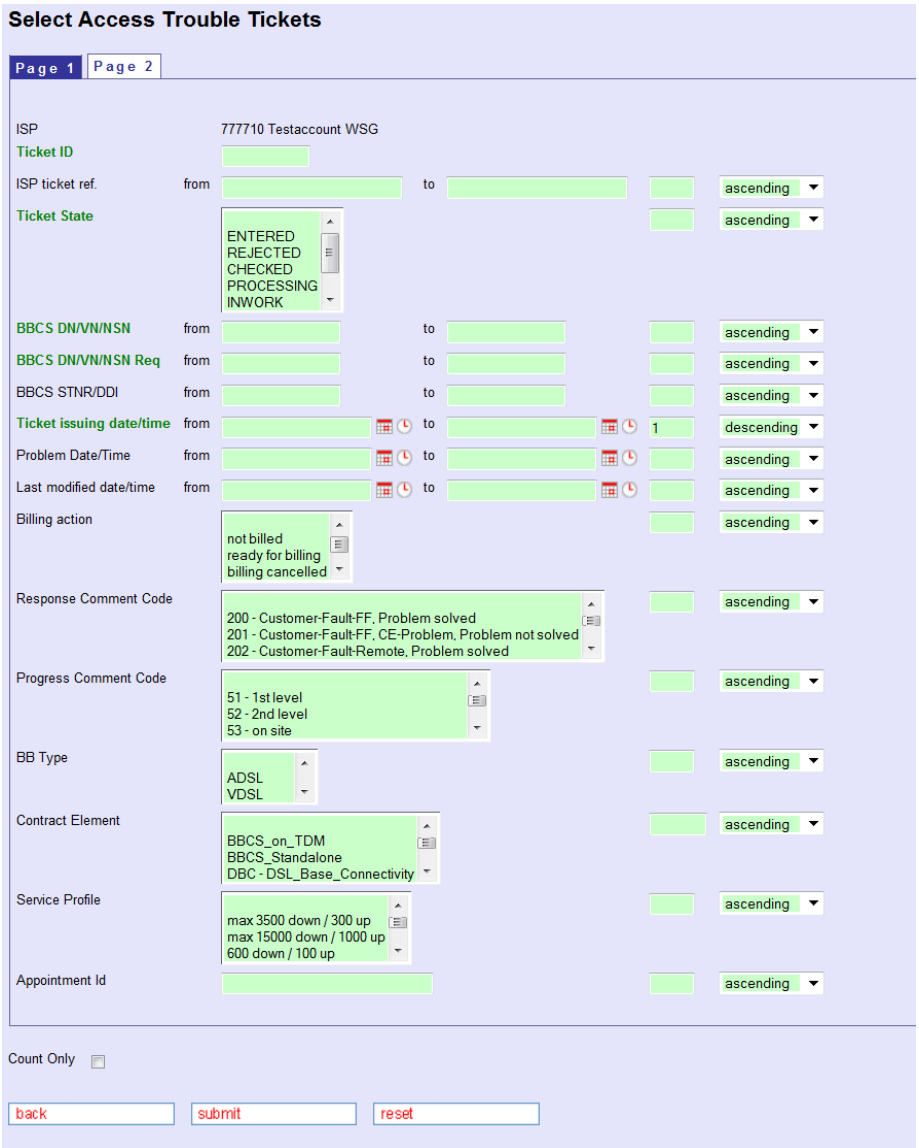
Name		Option-al / Manda-tory	Description
ISP		n/a	Fixed item – for display only
ISP phone		M	Field automatically filled in but may be overwritten
ISP ticket ref.		M	A unique Trouble Ticket reference Id.
End-user login		M	End user login
End-user name		M	End User's contact name
End-user phone		M	End User's contact phone number
End User Notification Type		M	None, SMS or Email
End User Notification		O	End User Notification Text
Customer class		n/a	Fixed item – for display only
BBCS STNR/DDI		n/a	Empty
BBCS VN		n/a	Fixed item – for display only
UP Board Nr		n/a	Empty
UP Switching Place Nr		n/a	Empty
UP Type of Contact		n/a	Empty
UP Contact Nr		n/a	Empty
BBCS Connection type		n/a	Fixed item – for display only
BB Type		M	Read only
Problem description		M	Description of the problem
Repeating Contract Element attributes		M	Select the Contract Element that is affected
	Contract Element	-	From Get Service or xDSL Info
	Speed Profile	-	Speed Profile (LOV)
	BBCS equipment	M	Modem or router type
	Error Category	O	Select Error Category (available values varies with Contract Element and BB Type)
Problem occurrence date		M	Date and time since when the problem has existed – DD-MM-YYYY-HH-MM
Last successful login		O	Date and Time when the end user last logged in with the ISP – DD-MM-YYYY-HH-MM
Comment		O	Additional comment from ISP to problem description

5.12 Select Access Trouble Tickets Summary

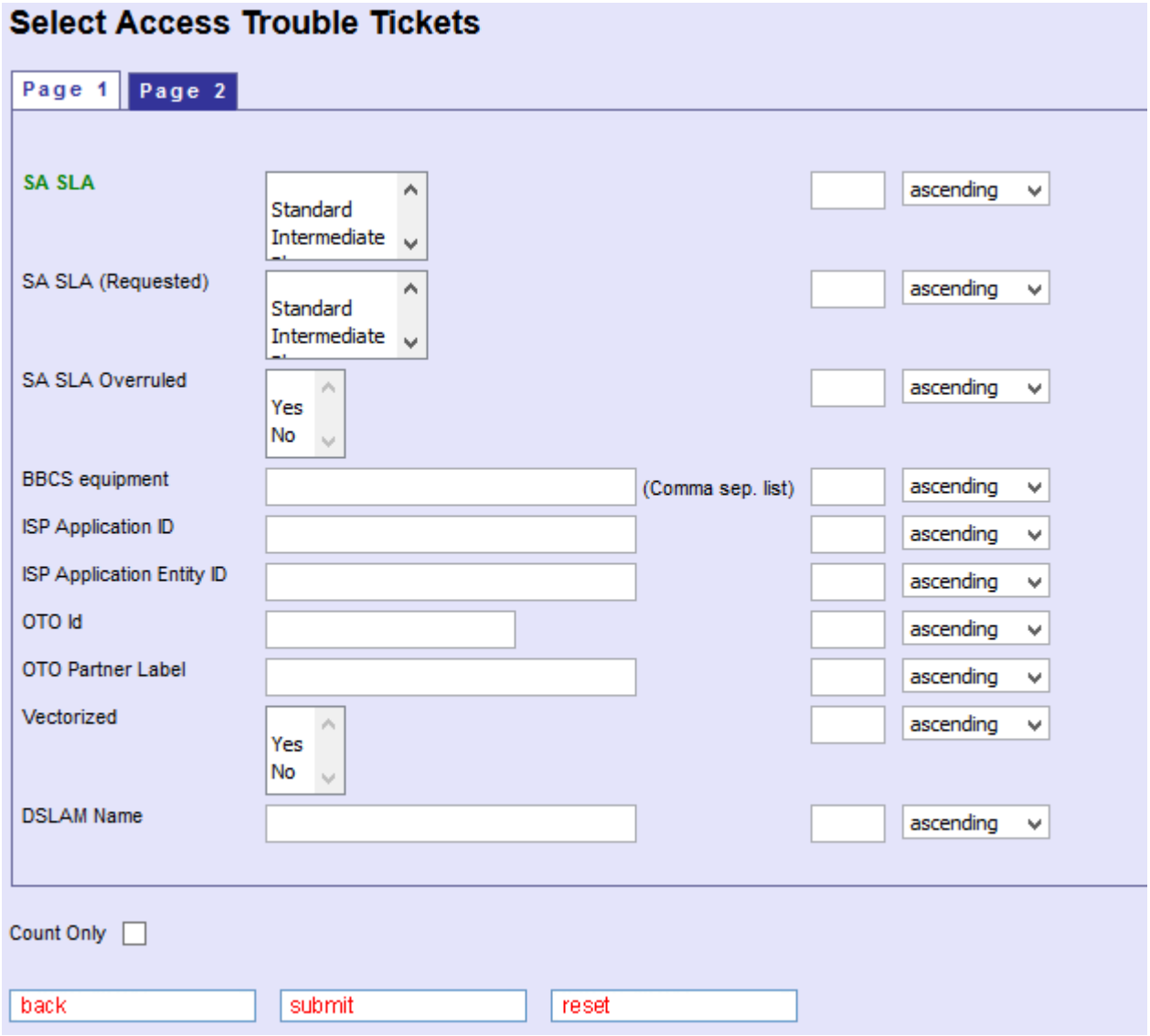
Use the dialog “Maintain Trouble Ticket” from the “Access TT” menu; this dialog starts with the “Select Access Trouble Tickets” screen that allows the user to select one or a set of Trouble Tickets according to certain criteria:

Wildcard search is supported for the following attributes

- ISP ticket ref.
- BBCS DN/VN/NSN
- BBCS STNR/DDI
- Ticket ID Sys
- BBCS

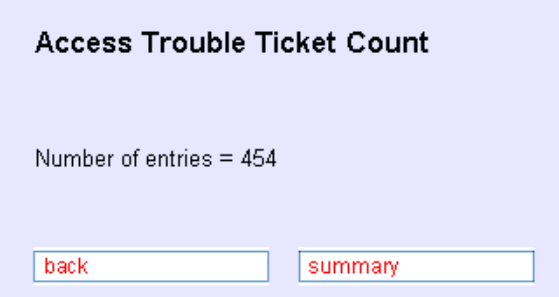


The second Tab “Page 2” offers some additional criterias:



5.13 Access Trouble Ticket Count

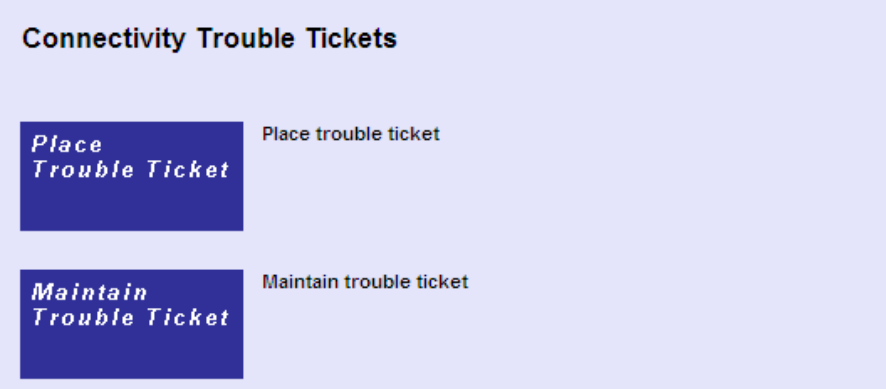
If you just want to know the count of the records matching your selection criteria’s, you may check the “Count Only” checkbox in the Select Access Trouble Tickets screen. After clicking the “submit” button the following screen will be displayed:



6 Connectivity Trouble Ticket Navigation and Form Input

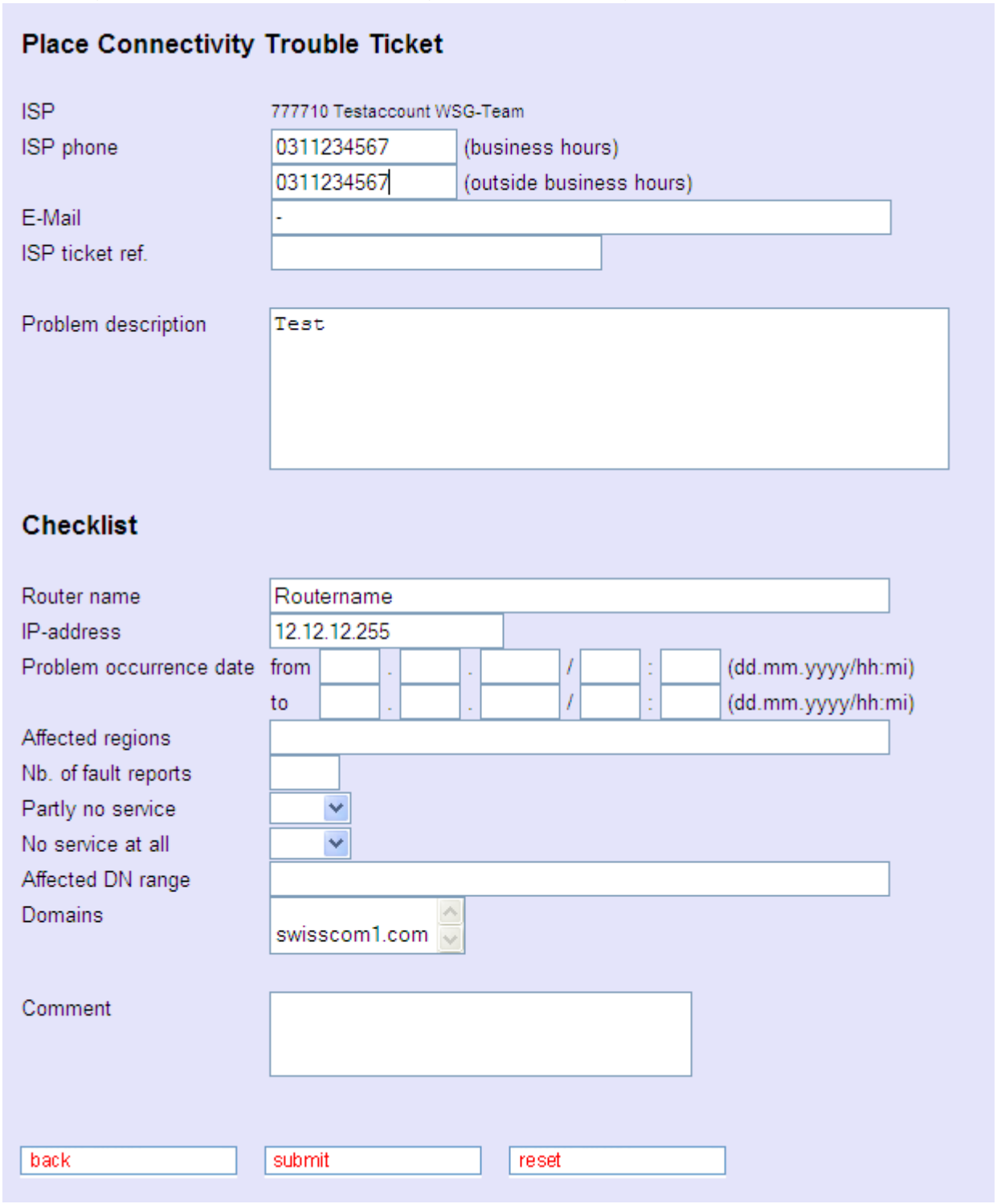
6.1 Connectivity Trouble Ticket Selection

On clicking “Connectivity TT” the following screen will be displayed.



6.2 Place Connectivity Trouble Ticket

On clicking “Place Trouble Ticket” the following screen will be displayed:



6.2.1 Form Fields

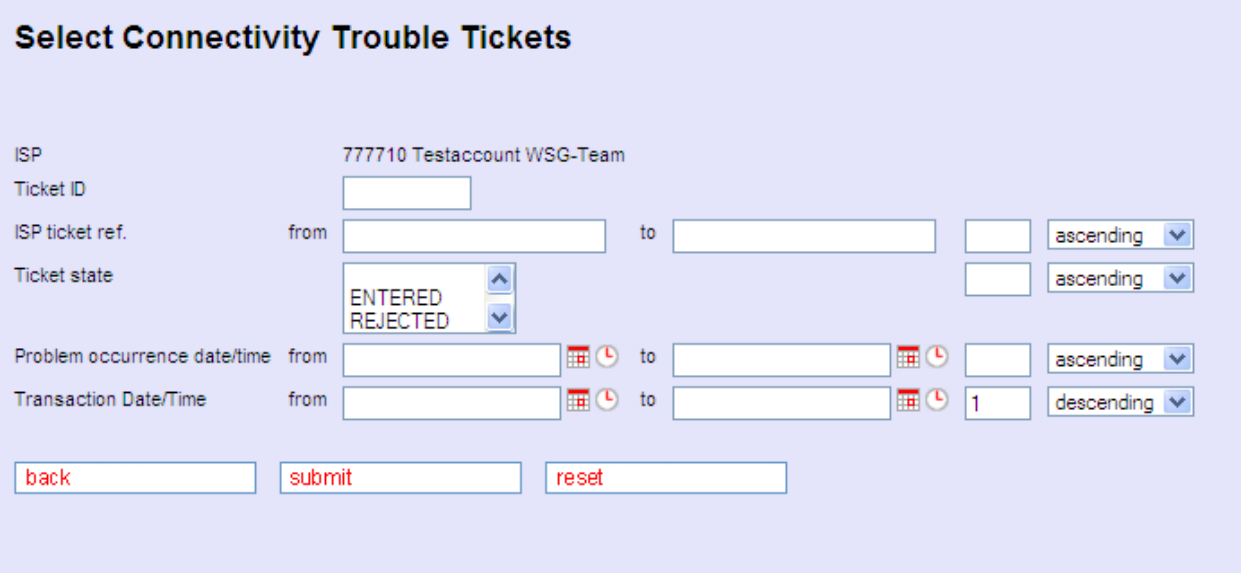
Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
ISP phone (business hours)	M	Field automatically filled in but may be overwritten
ISP phone (outside business hours)	M	Field automatically filled in but may be overwritten
E-mail (of ISP)	M	Field automatically filled in but may be overwritten
ISP Ticket Reference	M	A unique ISP Trouble Ticket Reference
Problem description	M	Description of the problem
Router name	O	The name of the affected router
IP-Address	O	The IP-Address of the affected router
Problem occurrence date - from	O	Date and time since when the problem has existed – DD_MM-YYYY / MM-HH
Problem occurrence date - to	O	Date and time when the problem lifted (leave blank if still current)– DD_MM-YYYY / MM-HH
Affected regions	O	Regions affected by the problem
Number of fault reports	O	Number of fault reports relating to this Trouble Ticket
Partly no service	O	From pull-down menu: Yes or No
No service at all	O	From pull-down menu: Yes or No
Affected DN range	O	Range of affected DNs
Domains	O	Multiple select: Affected domains
Comment	O	Additional comment from ISP for the problem description

6.3 Connectivity Trouble Ticket Detail

After entering valid data and clicking “submit” on the Place Connectivity Trouble Ticket form the following screen will be displayed. No further processing of the Trouble Tickets is possible! Upon successful validation the state of the Trouble Ticket goes straight from ENTERED to CLOSED and an E-mail to the Swisscom Customer Care Centre will be dispatched. See section Trouble Ticket States below.

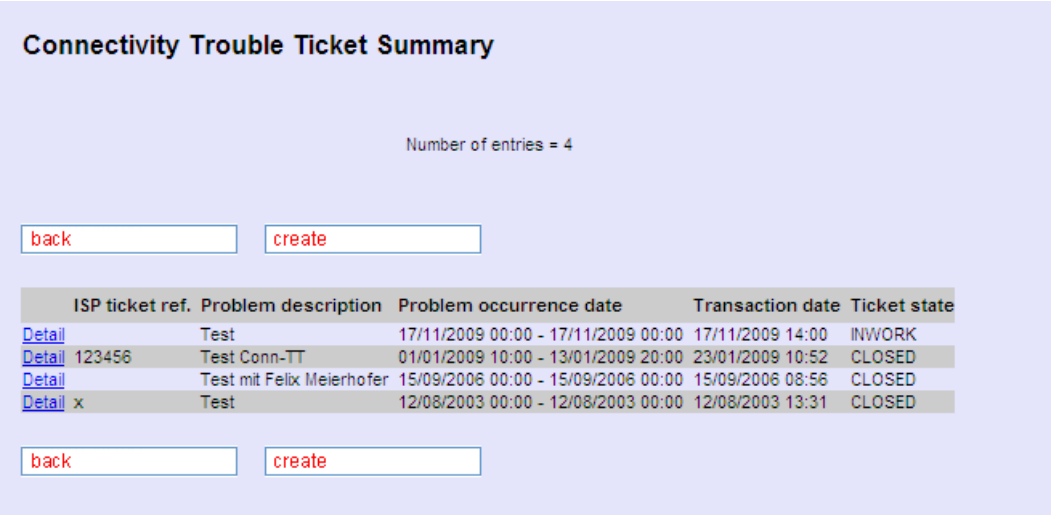
6.4 Select Connectivity Trouble Tickets

Use the dialog “Maintain Trouble Ticket” from the “Connectivity TT” menu to start with the Select Connectivity Trouble Tickets screen that allows the user to select one or a set of Trouble Tickets according to certain criteria:



6.5 Connectivity Trouble Ticket Summary

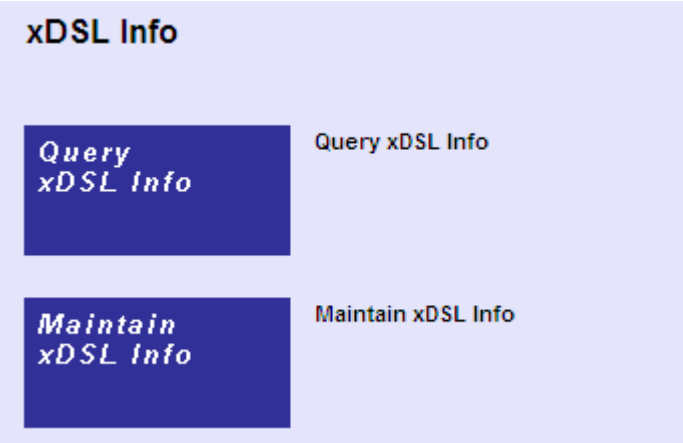
After entering some selection criteria in the Select Connectivity Trouble Tickets screen and clicking submit the following screen with any matching result(s) will be displayed:



Here we see three navigation possibilities; the “Back” button which will allow us to change our selection criteria, the “Create” button which will take us to the Place Connectivity Trouble Ticket screen, or one of the “Detail” links (underlined in blue) that will take us to the associated Connectivity Trouble Ticket Detail screen. This concludes our tour of the Trouble Ticket GUI.

7 xDSL Info Navigation and Form Input

On clicking “xDSL Info” in the menu the following screen will be displayed.

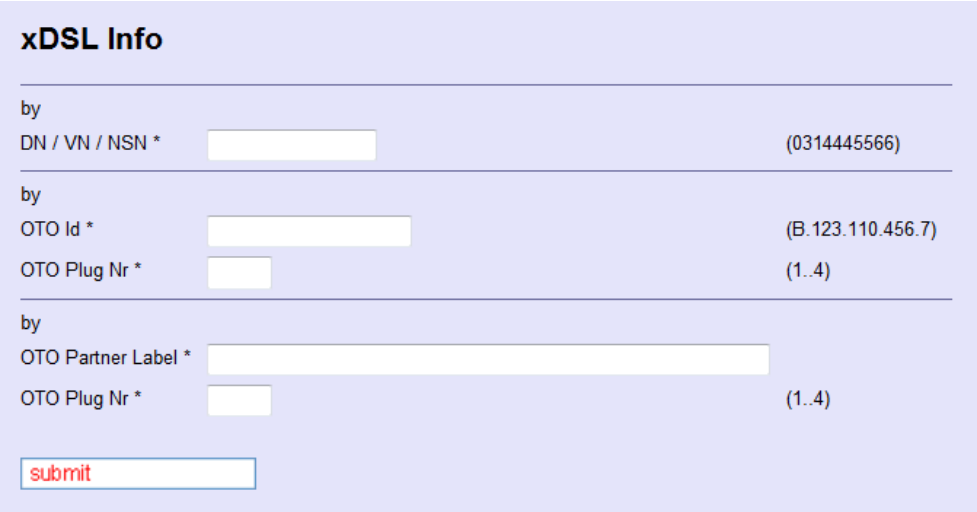


The user can choose either to perform a new xDSL Info query or to maintain results of xDSL Info queries which were performed in the past.

The field “Query xDSL Info” is a link to the Query xDSL Info form used to start xDSL Info queries. The field “Maintain xDSL Info” is a link to the Select xDSL Info form used to select and display queries performed in the past.

7.1 Query xDSL Info Request

On clicking “Query xDSL Info” field in the form the following screen will be displayed:



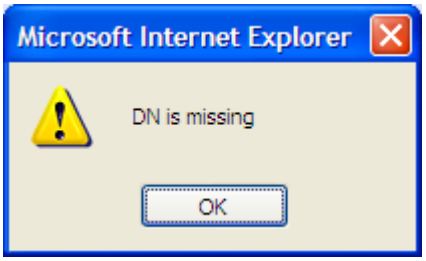
7.1.1 Form Fields

Name	Optional / Mandatory	Description
DN/VN/NSN	O	BBCS Directory Number for which a query should be performed.
OTO_ID	O	OTO_ID associated with the new Trouble Ticket and/or xDSL Info check.
OTO_PARTNER_LABEL	O	OTO_PARTNER_LABEL associated with the new Trouble Ticket and/or xDSL Info check.
OTO_PLUG_NR	O	OTO_PLUG_NR associated with the new Trouble Ticket and/or xDSL Info check.

Remark : Either DN, OTO_ID/OTO_PLUG_NR or OTO_PARTNER_LABEL/OTO_PLUG_NR must be entered

7.1.2 Form Validation

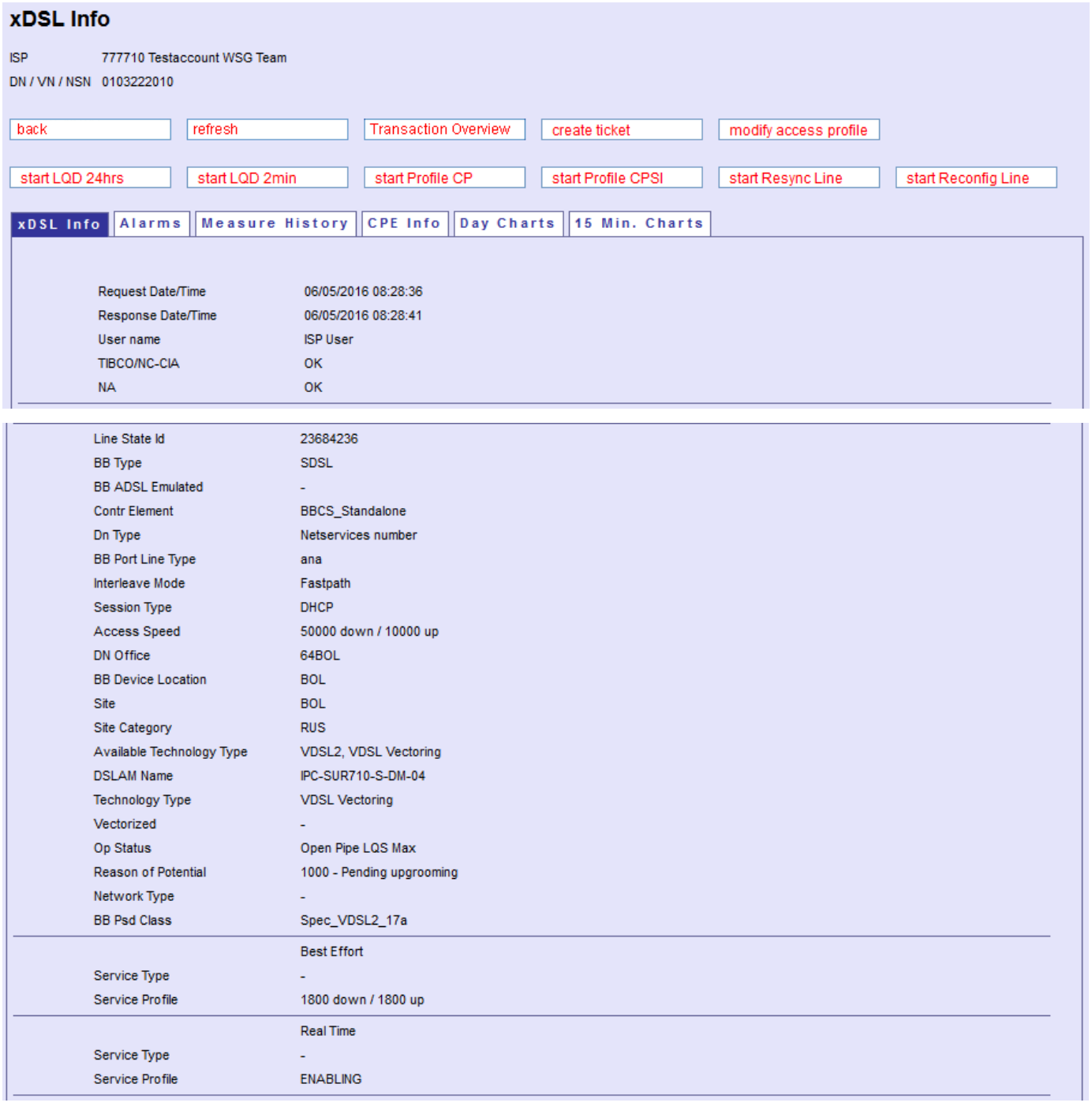
Form validation failures may occur for numerous reasons. If this happens a browser alert pops up warning the user. Here are two examples of the browser alerts that pop up if validation fails:



7.2 Query xDSL Info Result

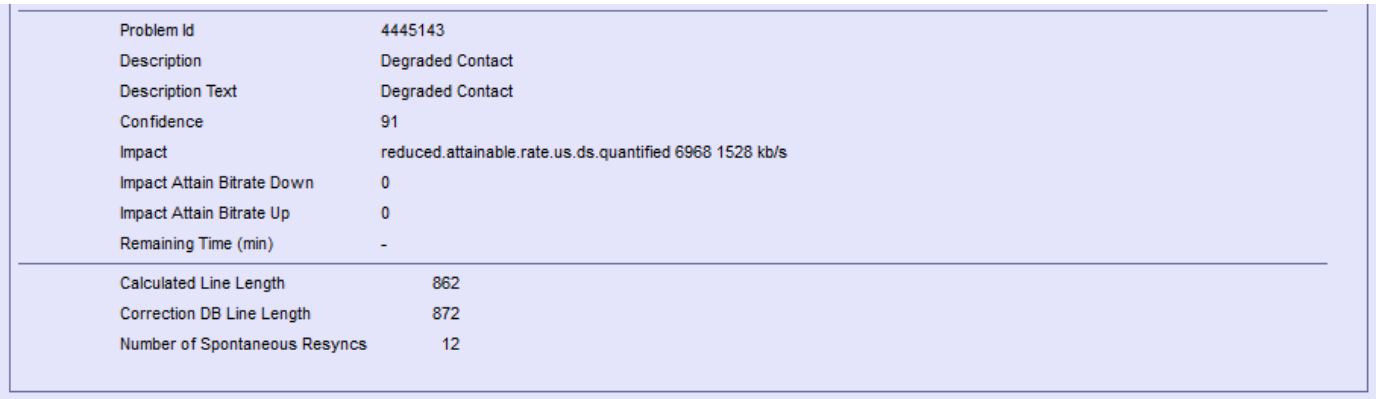
After entering a valid DN and clicking “submit” on the Query xDSL Info – Number Selection form the following screen should be displayed:

7.2.1 Main Tab (for a copper line)



	Traffic_Light	
	xDSL Line Status	up
	Problem description	BridgeTap
	Proposed Repair Action	If the stability and performance is ok, then do nothing. Else check and correct the inhouse cabling (install broad band ready).
	Problem description	Degraded Contact
	Proposed Repair Action	If the stability and performance is ok, then do nothing. Else check and correct the inhouse cabling (install broad band ready).
Stability Info	Overall Stability	good stability/quality
	Coding Violation Down	good stability/quality
	Coding Violation Up	good stability/quality
	Severely Error Seconds Down	good stability/quality
	Severely Error Seconds Up	good stability/quality
	Spontaneous Resyncs	bad stability/quality
	Attainable Actual Bitrate Ratio	High Margin
	Last Status Change Date/Time	01/01/1970 01:00:00
Parameter	Noise Margin up	11.1 db
	Noise Margin down	14 db
	Actual Bit Rate up	16504 kb/s
	Actual Bit Rate down	55040 kb/s
	Attainable Bit Rate up	23728 kb/s
	Attainable Bit Rate down	83904 kb/s
	Attenuation up	16.8 db
	Attenuation down	14.8 db
	Capacity Occupation up	64 %
	Capacity Occupation down	81 %

ICA Result	Last Analysis Data/Time	15/03/2016 14:46:15
	Last Analysis 24h Date/Time	10/03/2016 14:46:15
	ICA Analysis State	NotAvailable
	ICA Analysis Type	LQD
	ICA Problem Detected	No problem detected
	Potential Attain Bitrate Down	-1
	Potential Attain Bitrate Up	-1
	Potential Access Profile	ENABLING
	Access Speed Gain Down	-1
	Access Speed Gain Up	-1
	ICA Access Problem Type	no problem
	BBR Socket Installed	N
	BBR Socket Installation Date	01/01/1970 02:00:00
ICA Problem	Problem Id	4445142
	Description	BridgeTap
	Description Text	BridgeTap
	Confidence	90
	Impact	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s
	Impact Attain Bitrate Down	0
	Impact Attain Bitrate Up	0
	Remaining Time (min)	-



Problem Id	4445143
Description	Degraded Contact
Description Text	Degraded Contact
Confidence	91
Impact	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s
Impact Attain Bitrate Down	0
Impact Attain Bitrate Up	0
Remaining Time (min)	-
Calculated Line Length	862
Correction DB Line Length	872
Number of Spontaneous Resyncs	12

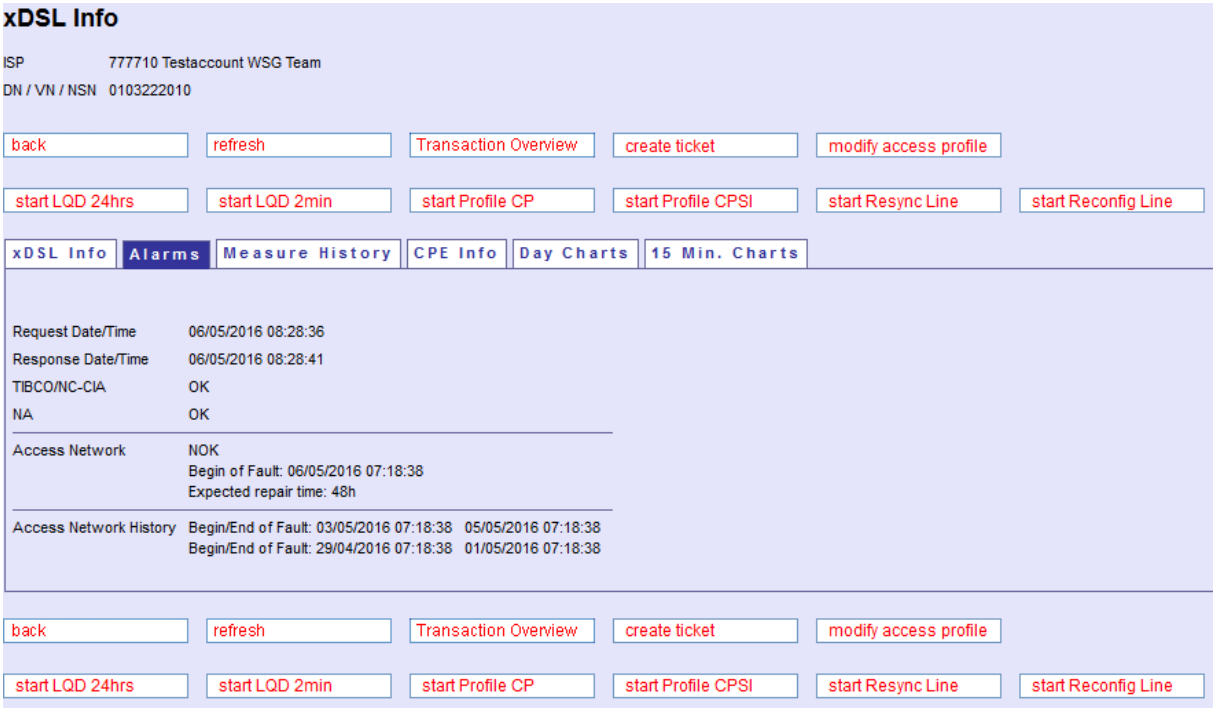
BE0: Backend Resource Reports Error: -1020 - Error occurs in backend system during measurement

Changes

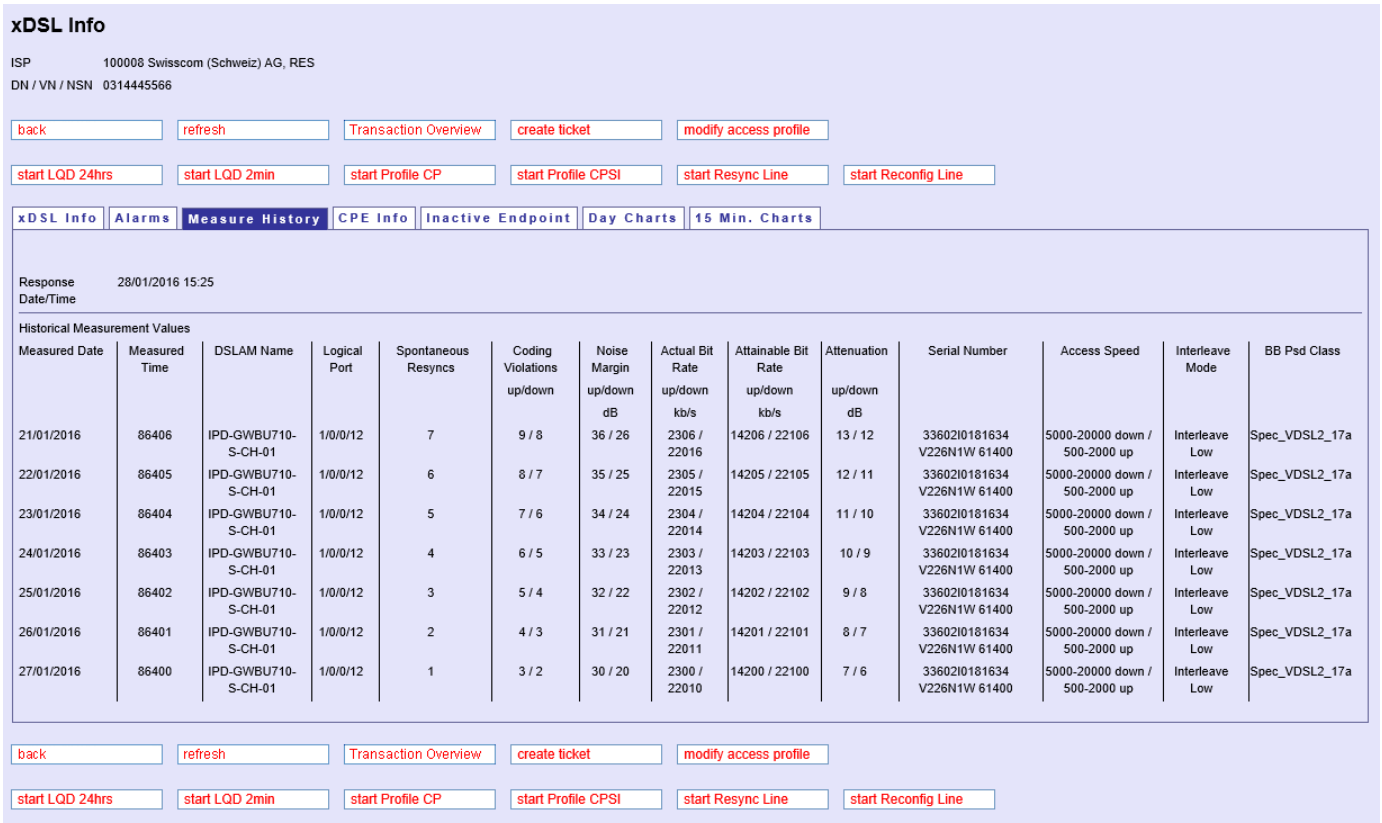
Rel.	Description
9.18	Copper Errors may get more detail information from the underlaying system: NA BE0: Backend Resource Reports Error: -1020 - Error occurs in backend system during measurement
9.16	new layout
9.15	New Group Stability Info • Coding Violation Up/Down, Severely Errors Up/Down, Spontaneous Resyncs Stability Info with available values good, medium or bad stability/quality. • Attainable Actual Bitrate Ratio with values Low or High Margin At the Endpoint Site • Available Technology Type replaces DSLAM Vectoring Capability by extend the availability of technology VDSL Vectoring at the DSLAM with G.FAST.
9.13	New button Modify access profile

It presents a successful result of the new xDSL Info query for the given Directory Number (DN). Just the single result of the recent query is displayed, unless there is a result of the previous query for the same DN in the database. Otherwise two results are displayed: the recent one and the previous one.

7.2.2 Alarms Tab



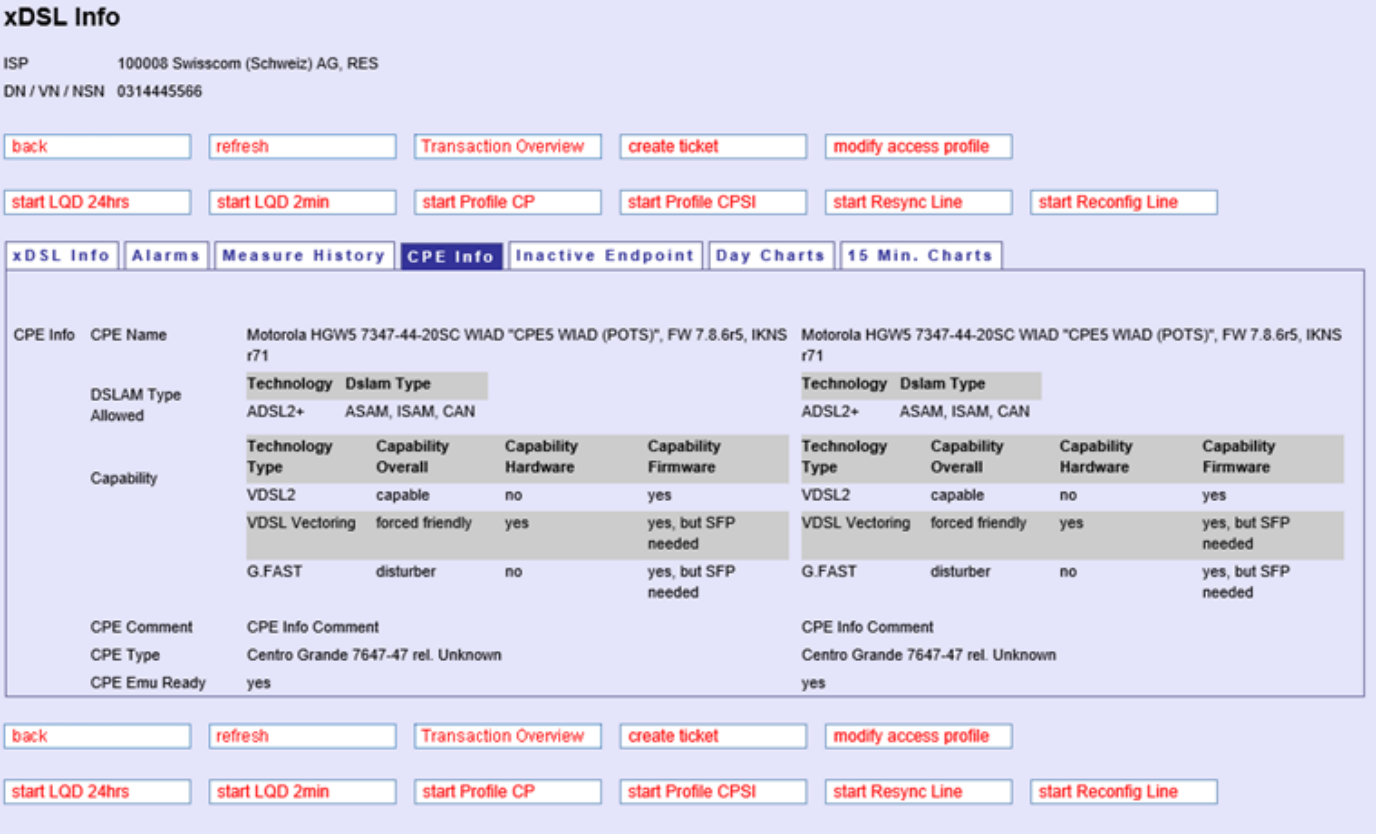
7.2.3 Measure History Tab



Changes

Rel.	Description
9.15	New Attributes • Access Speed, Interleave, Interleave Mode, BB Psd Class (the three last rows)

7.2.4 Cpe Info Tab

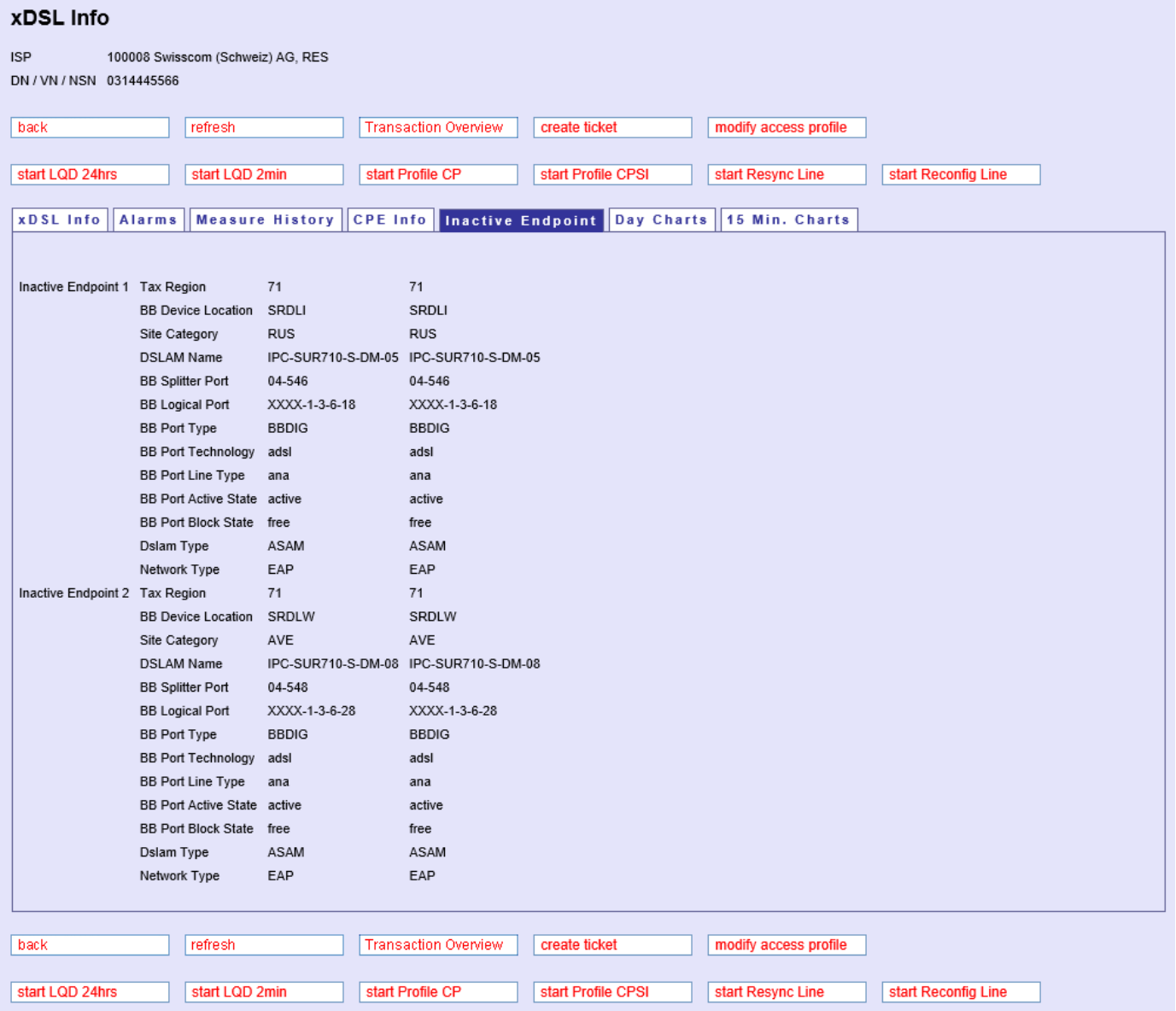


Changes

Rel.	Description
9.15.0	At the CPE Info • Separate Capability structures for VDSL Vectoring and G.FAST extend the vectoring only Vectoring Capability, Vectoring Capable Hardware, Vectoring Capable Firmware attributes.

7.2.5 Inactive Endpoint Tab

This tab is only available if inactive endpoint exists.



7.2.6 Day Charts Tab

Here are seven quality/stability figures a day of the 7 days past in four charts.

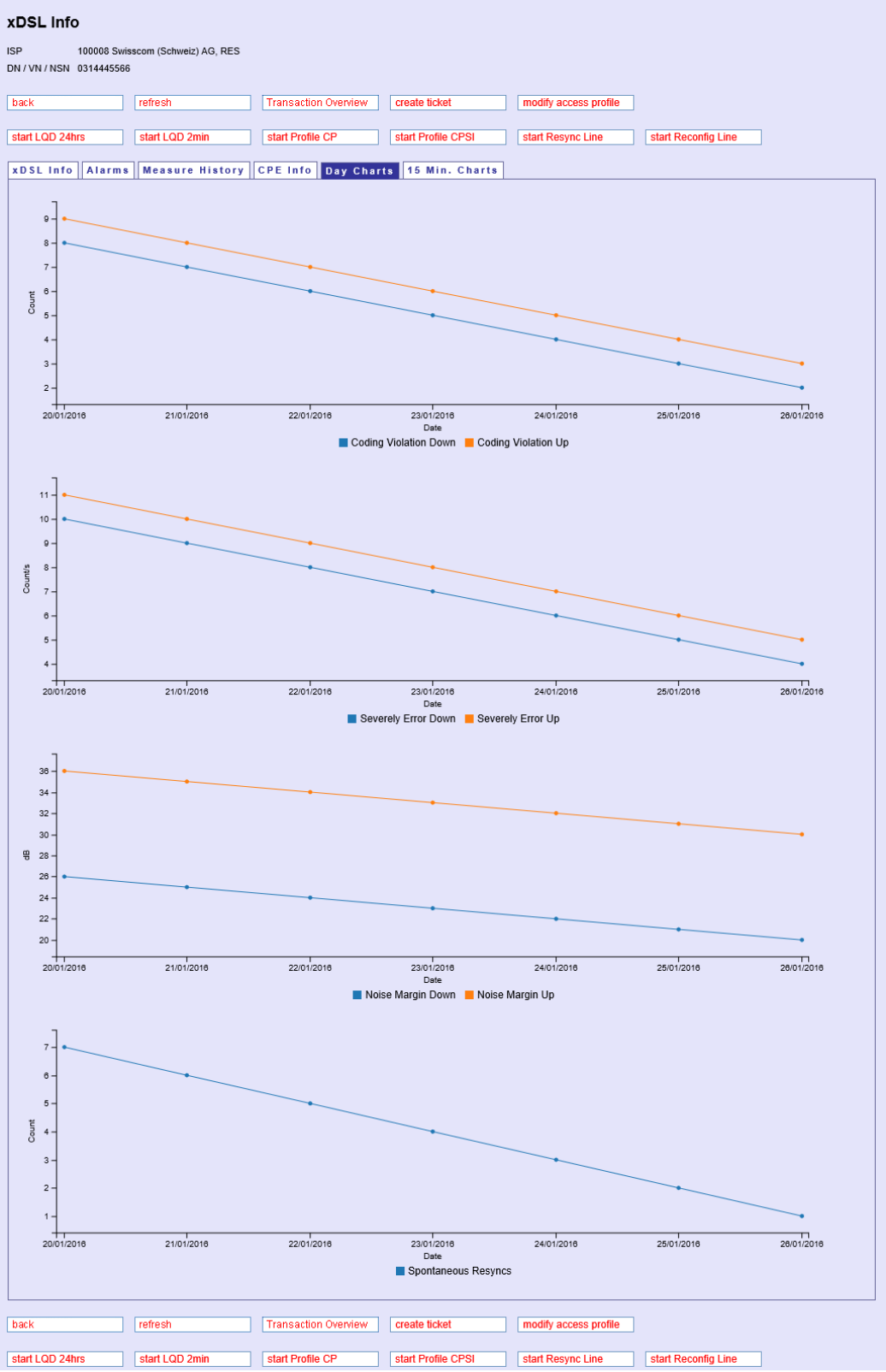


Chart Name	Graphs	Abscissa (x)	Ordinate (y)	Description
Coding Violation	Up (blue), Down (orange)	Counts a day	Date	Number of CRC errors.
Severely Error Seconds	Up (blue), Down (orange)	Counts a day	Date	Number of seconds with excessive errors.
Noise Margin	Up (blue), Down (orange)	dB	Date	Signal/noise ratio, between transmitting signal and disturbing signal in the upstream or downstream.
Spontaneous Re-syncs		Counts a day	Date	Spontaneous resyncs (Connection interruptions)

7.2.7 15 Minute Charts Tab

Here are four quality/stability figures at intervals of 15 minutes of the 7 days past in four charts.

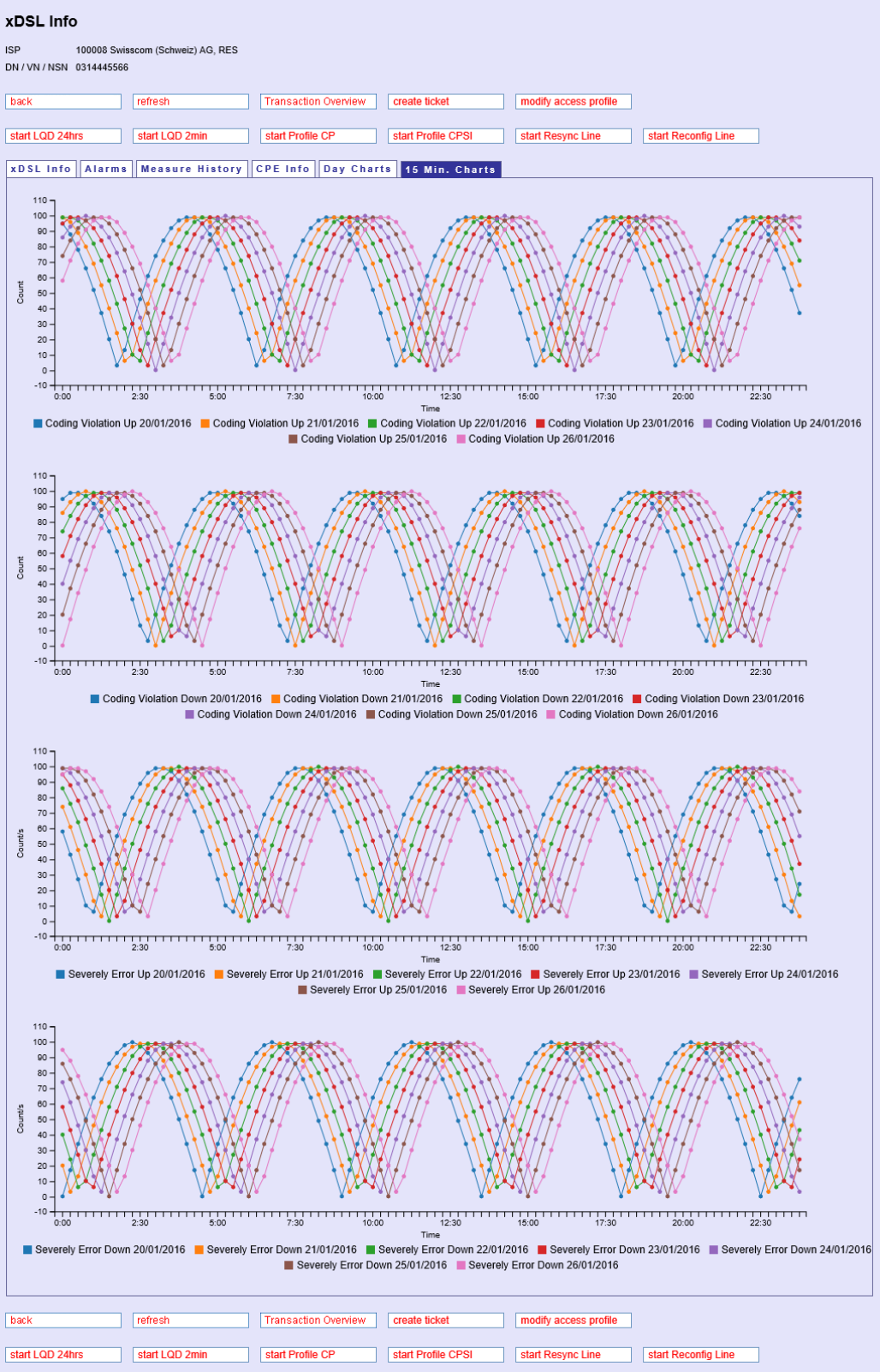


Chart Name	Graphs	Abscissa (x)	Ordinate (y)	Description
Coding Violation Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30 in 15 minute intervals	Number of CRC errors in the upstream.
Coding Violation Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30 in 15 minute intervals	Number of CRC errors in the upstream.
Severely Error Seconds Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30 in 15 minute intervals	Number of seconds with excessive errors in the upstream.
Severely Error Seconds Down	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30 in 15 minute intervals	Number of seconds with excessive errors in the downstream.

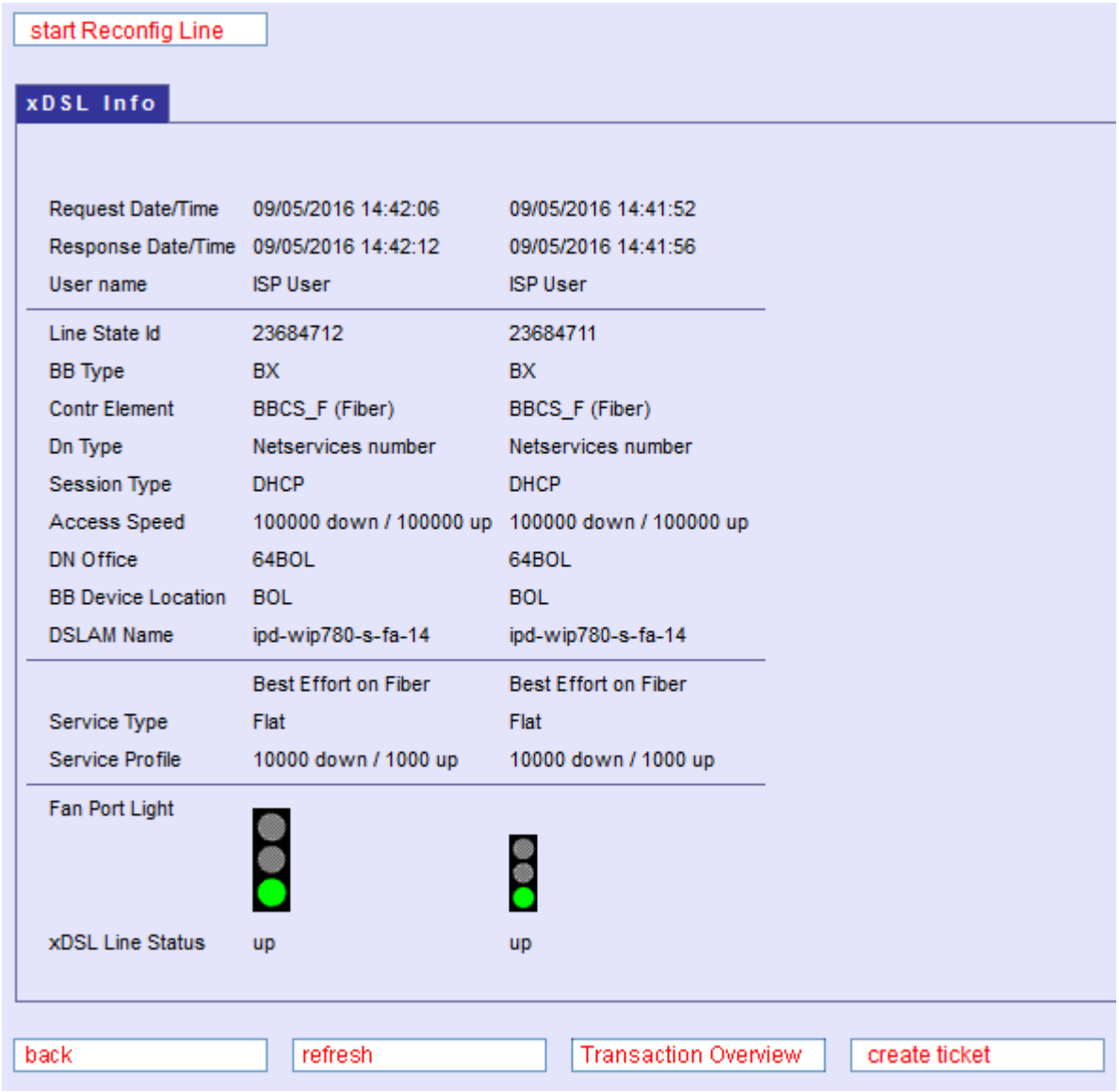
7.2.8 Requery xDSL Info with Refresh

A new query for the same DN can be performed by clicking the “refresh” button. A result of the new query will be displayed together with the previous result (see Main Tab).

A list of open Access Trouble Tickets for the selected DN can be easily opened by clicking the “Transaction Overview” button. The button redirects the user to the Transaction-Overview screen.

A new Access Trouble Ticket can be easily created if necessary. A user should click the “create ticket” button to proceed to the Place Access Trouble Ticket (Step 2/2) form. The form will be partially filled (with data available in the result of the xDSL Info query).

7.2.9 Main Tab (for a fiber line)

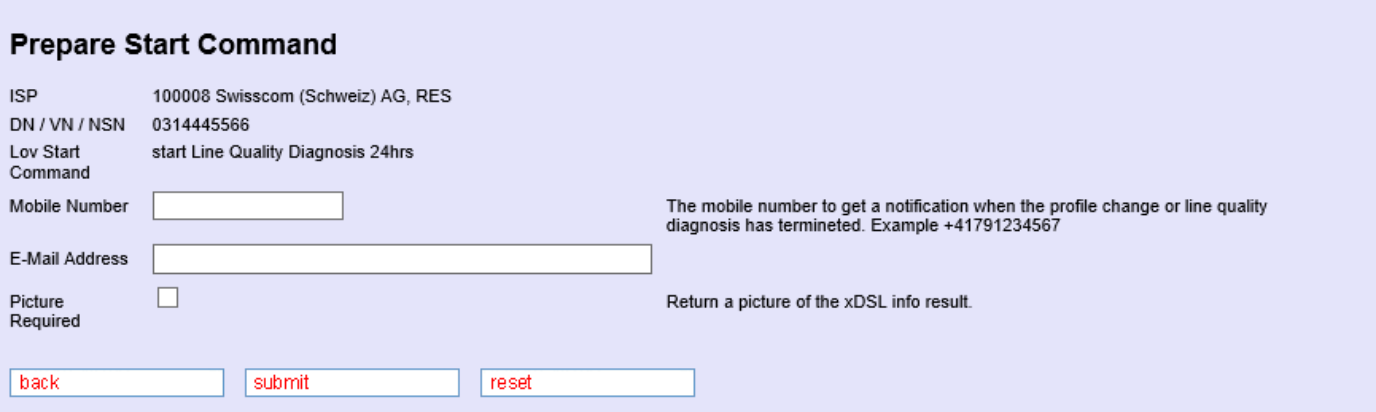


Changes

Rel.	Description
9.15	Added attributes • Fan Port Light, xDSL Line State, optional Problem Description and Repair Action. Undisplayed attributes for fiber. • BB ADLS Emulated, DSLAM Vectoring Capable, Vectorized, DSLAM Vectoring Planned Date, Reason of Potential, Site, Site Category, Technology Type, Op Status, NetworkType, Bb Psd Class, Interleave Mode Alarms are removed

7.3 Start LQD 24 hours / Start LQD 2min

With the “start LQD 24 hours” (or “start LQD 2min”) -button the following screen is produced:

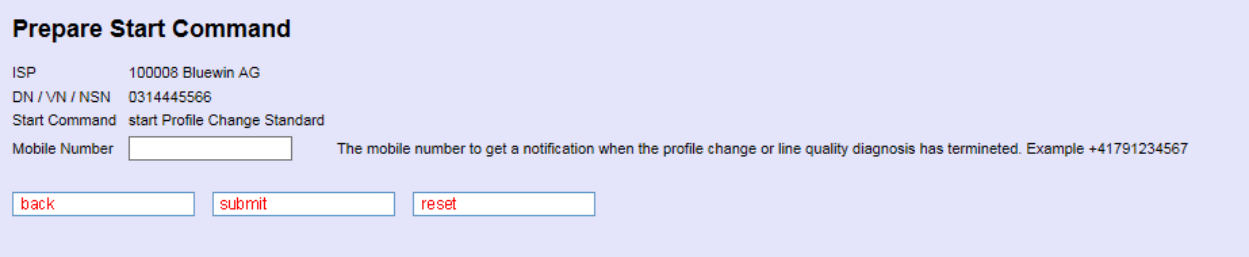


7.3.1 Form Fields

Name	Optional / Mandatory	Description
Mobile Number	O	The mobile number notified to, when the diagnosis has terminated.
E-Mail Address	O	Add the email address to get the xDSL info result. This option is available for LQD 2min/and LQD 24hrs.
Picture Required	O	Check to receive the xDSL Info result including a picture of the charts (similar to the day and 15 minute charts). This option is available for LQD 2min/and LQD 24hrs.

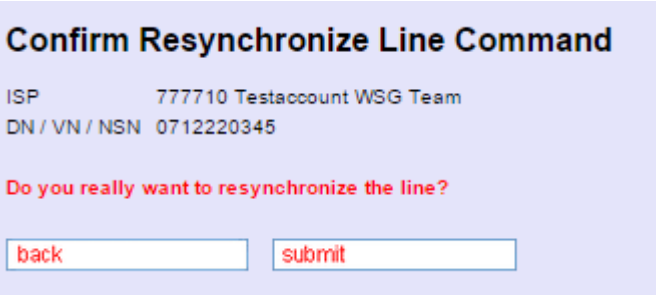
7.4 Start Profile CP / CPSI

With the “start Profile CP” (or “start Profile CPSI”) -button the following screen is produced:

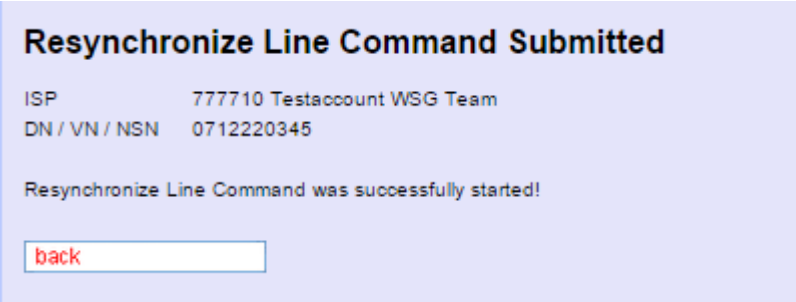


7.5 Start Resynch Line

With the “start Resynch line” -button the following screen is produced:

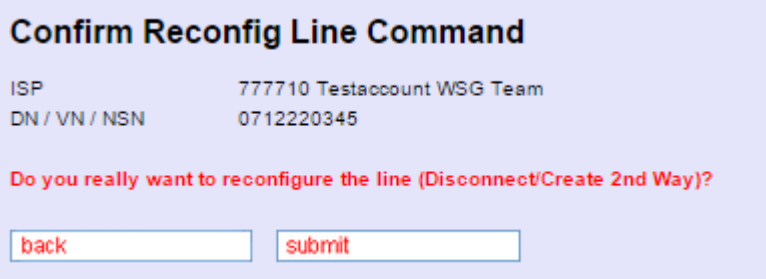


If you confirm using the button submit, the resynchronisation of the customer port is started.

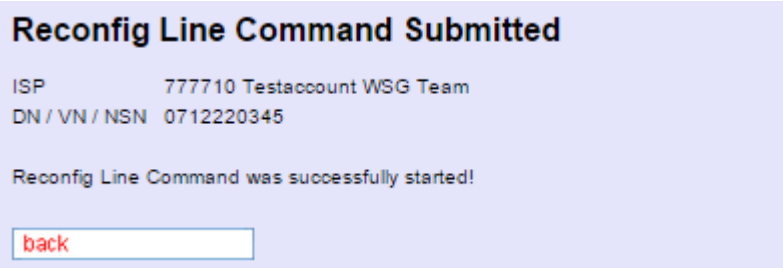


7.6 Start Reconfigure Line

With the “start Reconfigure line” -button the following screen is produced:



If you confirm using submit:

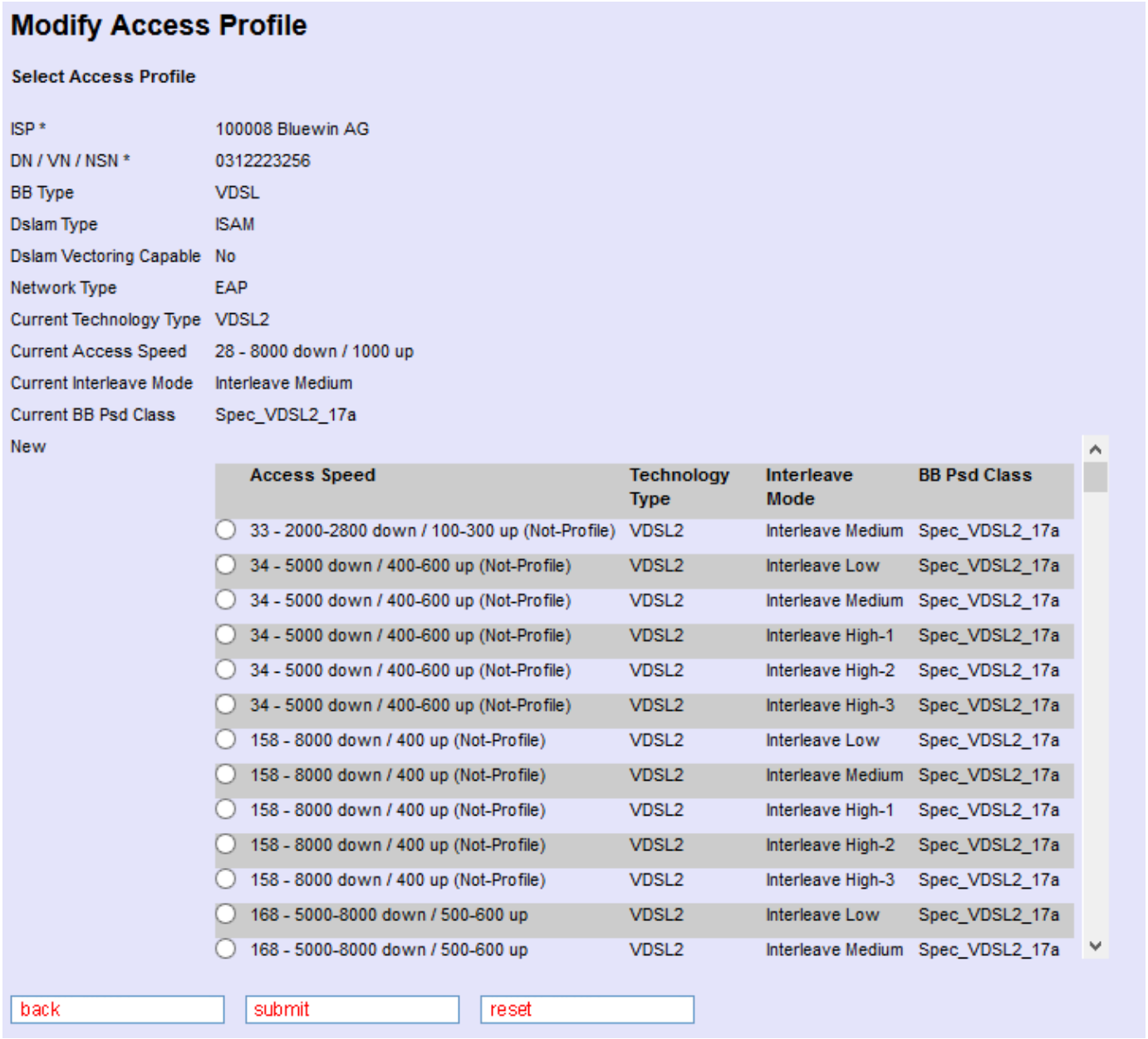


After this the Port will be reconfigured and reregistered in the inventory again.

7.7 Modify access profile

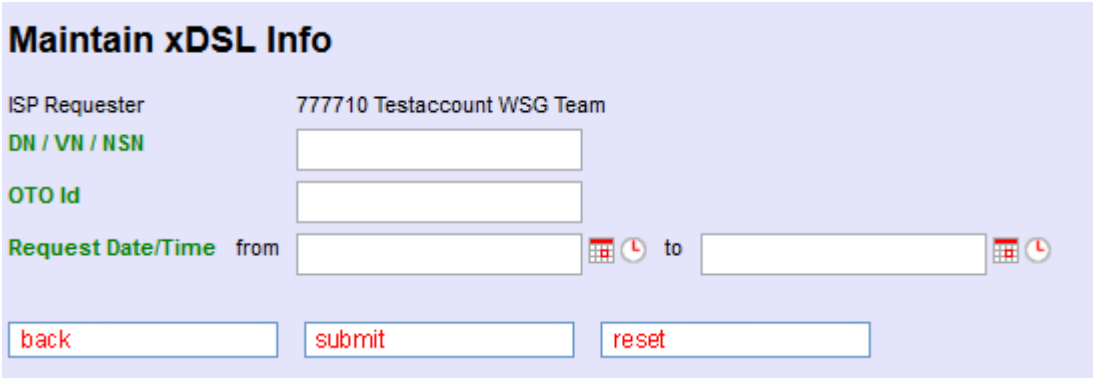
With this button, it is possible to modify the access profile. In case of VDSL the technology type is selectable. The data is taken from an actual GetSrvStatus and the provided access profiles have passed the clean order check.

The OrderID provided in the last step is the created Modify-Order that can be seen by pressing the Detail button.



7.8 Select xDSL Info

On clicking "Maintain xDSL Info" field in the form the following screen will be displayed:



In this form the user can constrain parameters of xDSL Info queries whose results should be displayed.

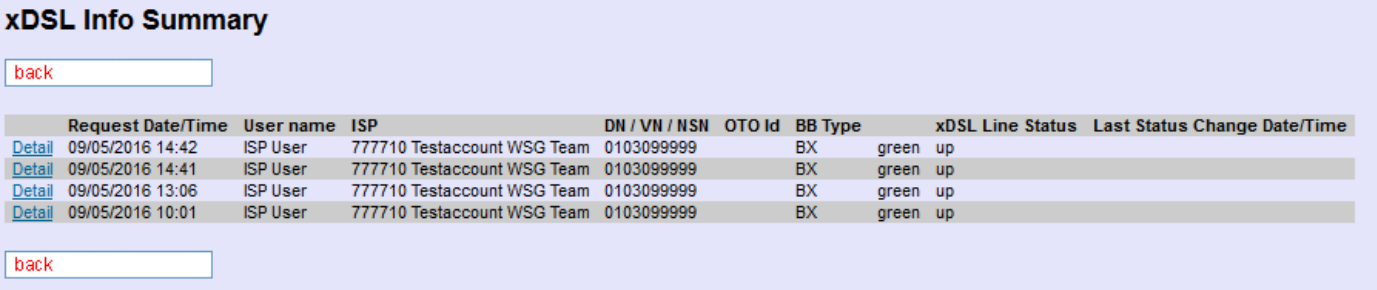
7.8.1 Form Fields

Name	Optional / Mandato-ry	Description
ISP	n/a	Fixed item – for display only.

Name	Optional / Mandato-ry	Description
DN/VN/NSN	O	BBCS Directory Number which has been queried.
Oto ID	O	OTO Id which has been queried.
Request date/time from	O	The beginning day/time.
Request date/time to	O	The ending day/time

7.9 xDSL Info Summary

After submitting the Select xDSL Info form the following screen will be displayed:



It presents a list of xDSL Info query results which satisfy the conditions specified by the user. Each result is presented in a single row of the table. The list is sorted descending by the request date/time. Results of the most recent queries are displayed at the top and results of the least recent queries are displayed at the bottom.

A detailed view of each result can be displayed by clicking the “detail” link in the result row.

7.10 xDSL Info Detail

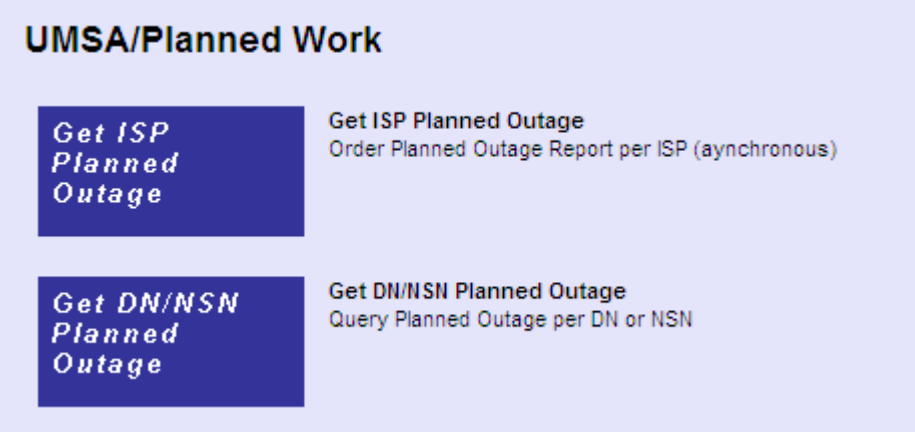
A detailed view of each result can be displayed by clicking the “detail” link in the result row. The link redirects to screen xDSL-Info-Detail (see chapter 7.2).

The view is similar to the view. It is possible to request a list of Transaction Overview and to create a new ticket (by clicking “Transaction Overview” and “create ticket” buttons respectively), but it is not possible to perform a new query.

A single query result is always displayed in this view.

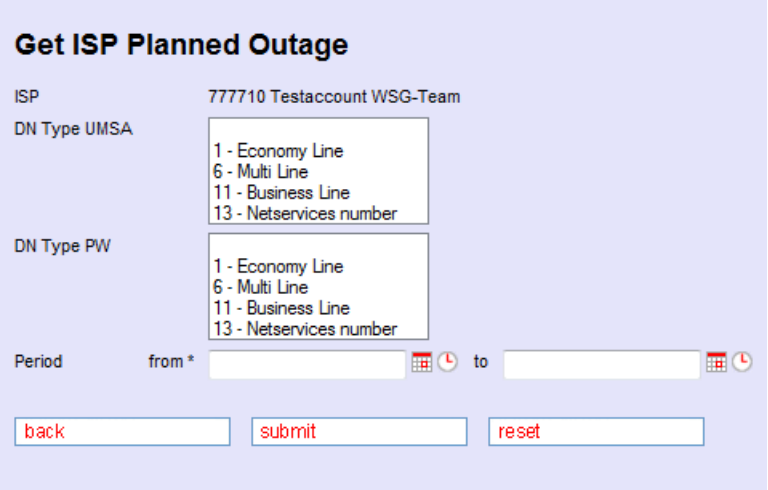
8 UMSA / Planned Work Navigation and Form Input

The following screen offers two dialogs to request the “Planned Outage Report” for all lines provisioned with broadband services of the ISP or to get the “planned Outages” for a specific line (DN/NSN).

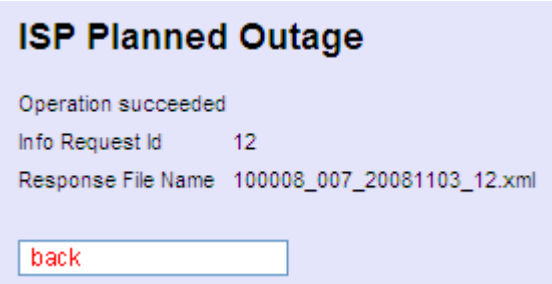


8.1 Get ISP Planned Outage

Using the following form the ISP can request an asynchronously created report about “UMSAs” (Umschaltungen) and “PW” (other Planned Work). At least one DN Type must be select (per kind of “UMSA” or “PW” report”) and also the “from” field for the requested Period must be given.



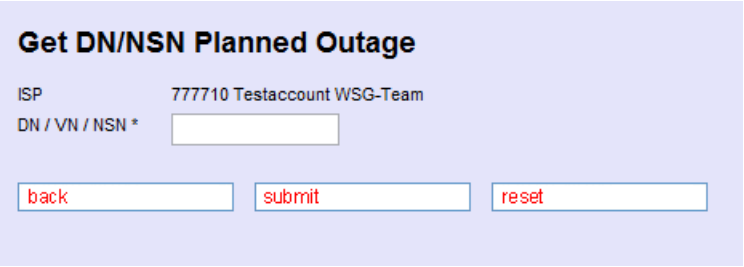
After clicking the “submit” button you get an answer in the following form:



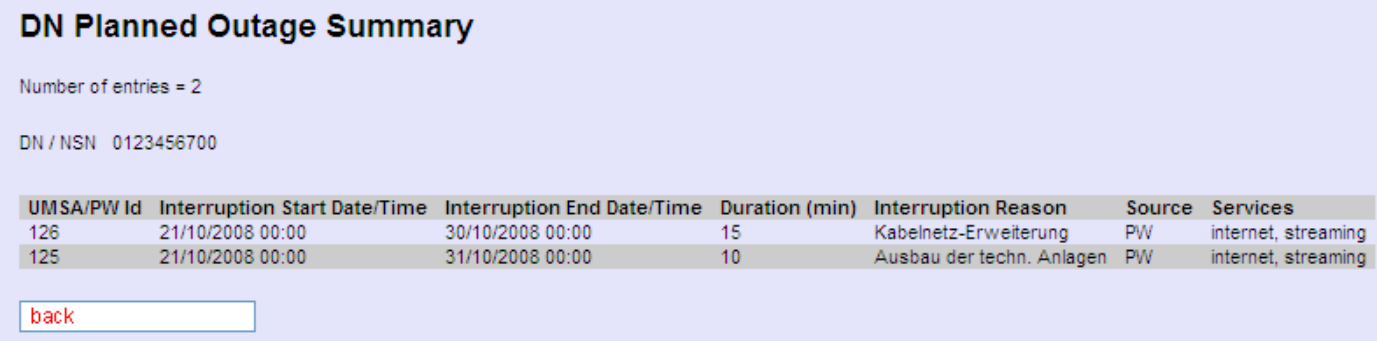
You have to use later the option “Existing Standard Report” in the “Reports” dialog to download the file mentioned in this message.

8.2 Get ISP Planned Outage

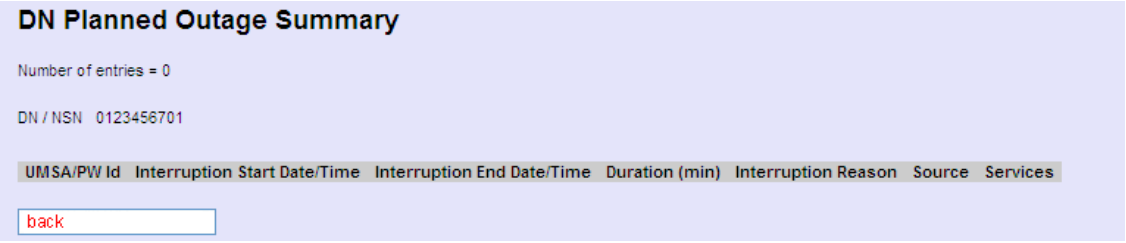
Using the following form the ISP can request synchronously eventually pending / planned “UMSAs” (Umschaltungen) or other planned work for a given line, you have just to enter the DN/VN/NSN and click the “submit” button.



In case of pending planned work you get an answer like this:

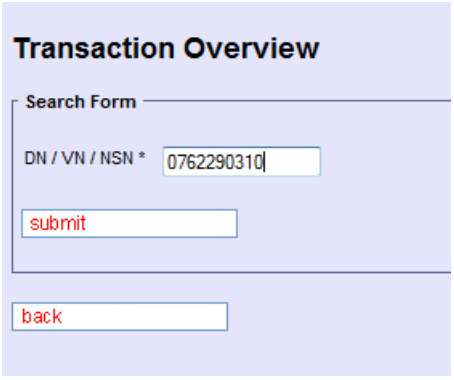


In case of no planned work you get the following screen:

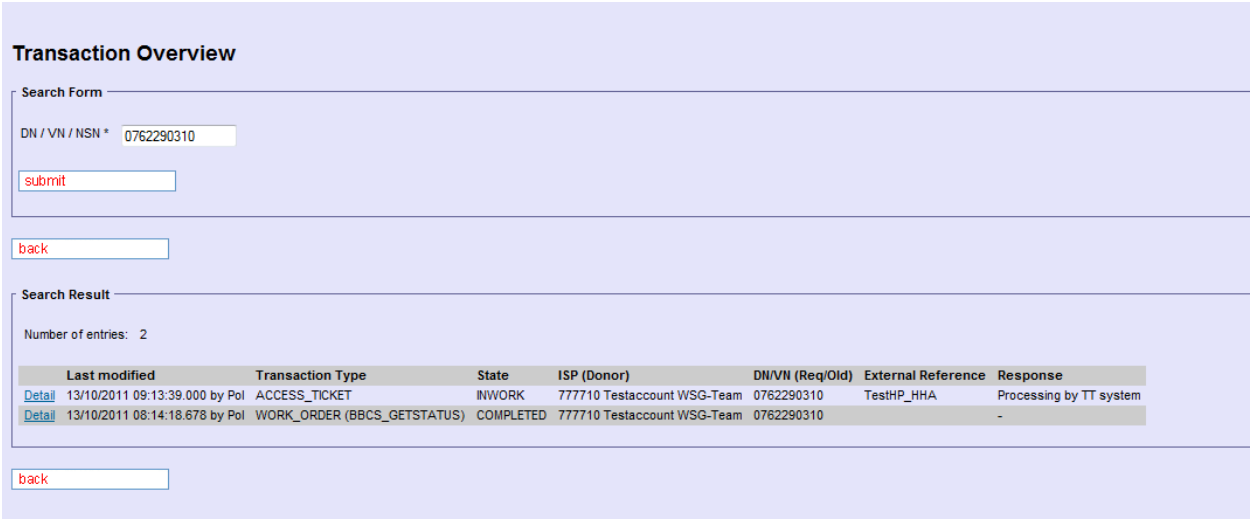


9 Transaction Overview Navigation and Form Input

The transaction overview lists all transactions related to a given DN/VN in chronologically ordered form. It can be accessed by clicking to 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.

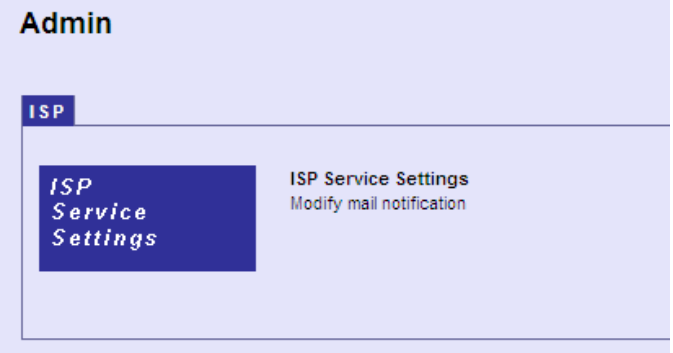
Transaction Type	The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible:
	• WORK_ORDER
	  ○ BBCS_CREATE
	  ○ BBCS_MODIFY
	  ○ BBCS_DISCONNECT
	  ○ BBCS_GETSTATUS
	  ○ VOICE_GETSTATUS
	  ○ ISP_CHANGE
	  ○ GET_BUSINESS_LINES

Field	Description
	○ 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.
Response	The current transaction response.

10 Trouble Ticket Admin Tasks

10.1 ISP Admin Tasks

On clicking “Admin Tasks” on the navigation bar the following screen will be displayed

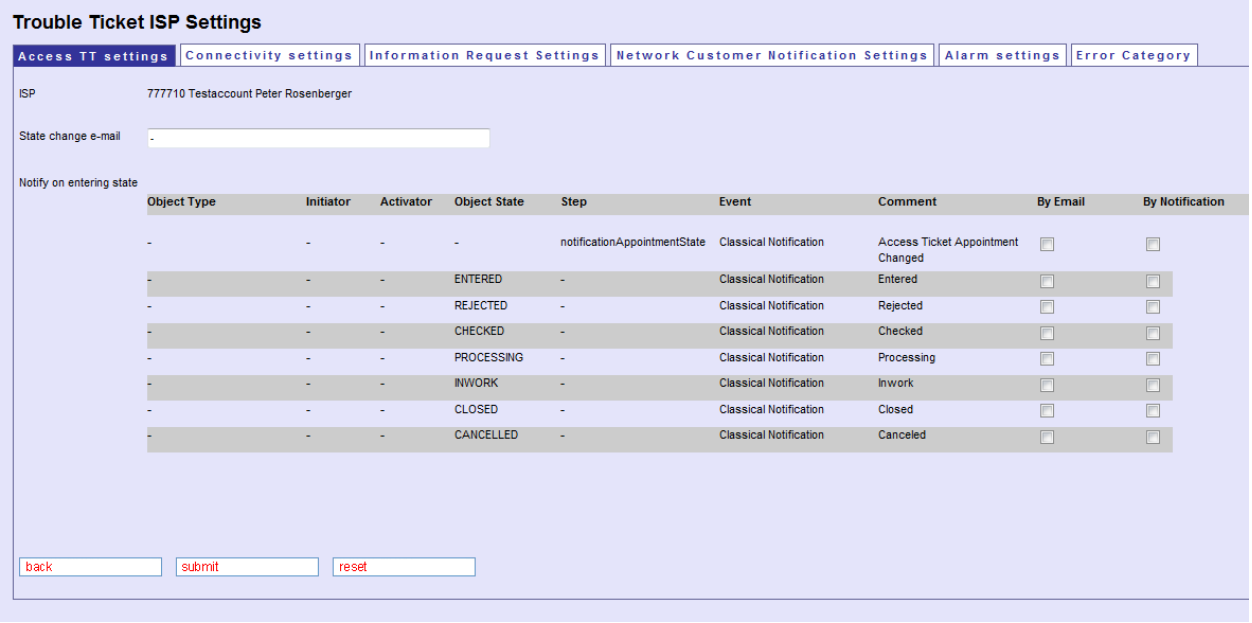


10.2 Trouble Ticket ISP Settings

On clicking “ISP Service Settings” the following screen will be displayed:

10.2.1 Access TT Settings

In the “Access TT settings” tab the email address and the states are configured to notify an access trouble tickets.



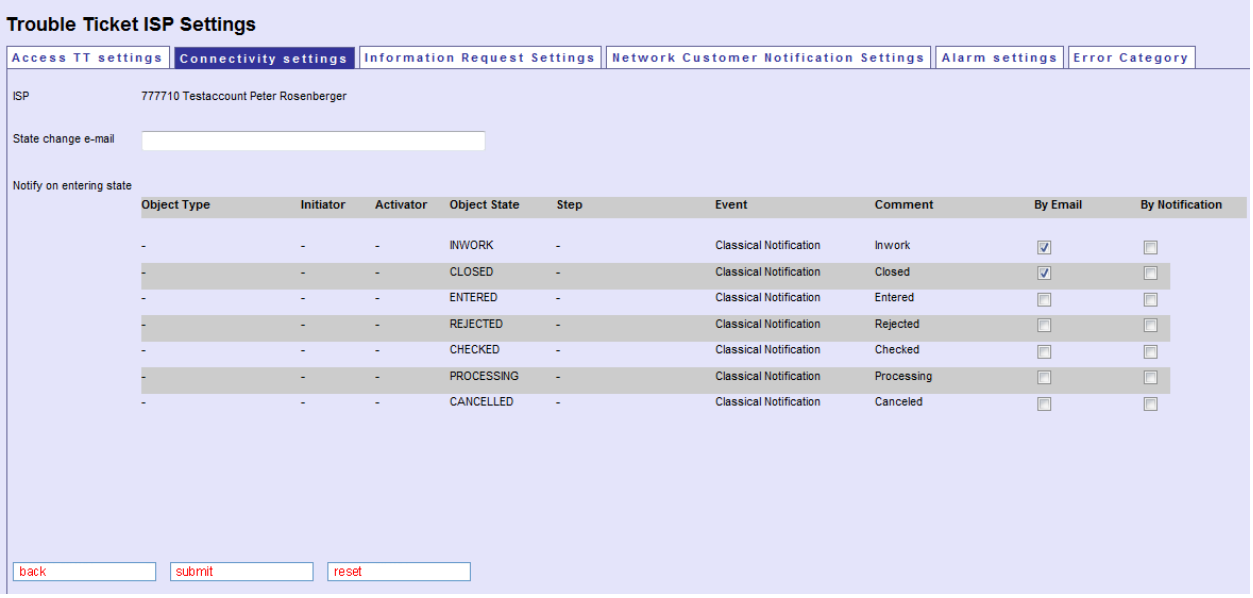
10.2.1.1 Form Fields

Field	Optional / Mandatory	Description

Field	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
State Change E-mail	M	E-mail address of person designated to receive state change notification Emails
Notify On Entering State	M	Two sets (columns) of checkboxes, the first column is used for notifications by Email, the second column is used for notifications by a webservice-call. In the two columns for each possible ticket state there is a checkbox to select the notification.

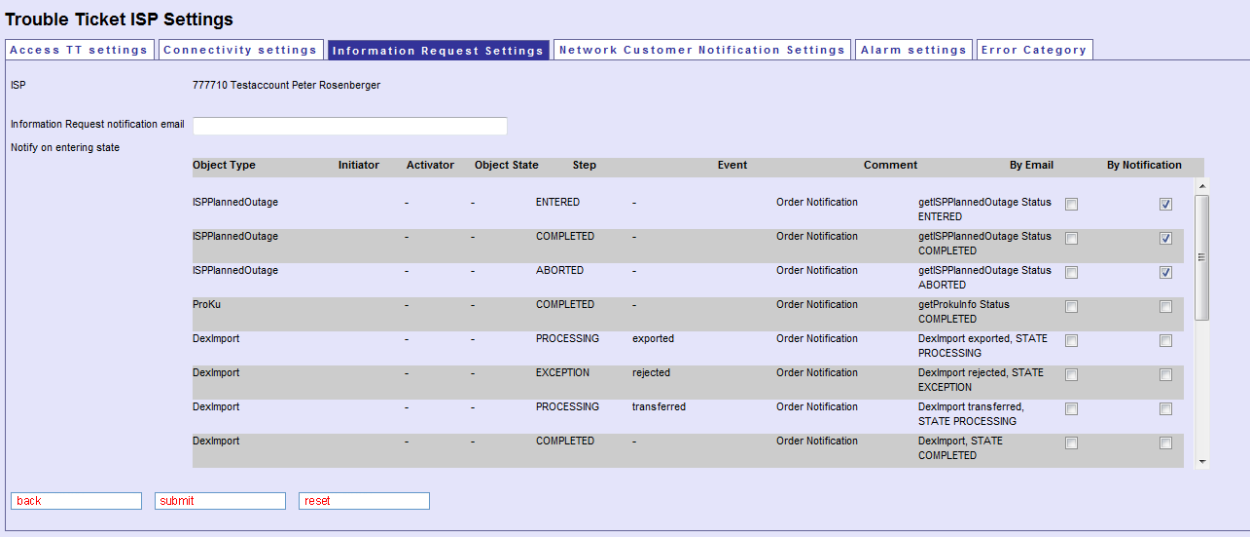
10.2.2 Connectivity TT Settings

In the “Connectivity settings” tab the email address and the states are configured to notify an connectivity trouble tickets.



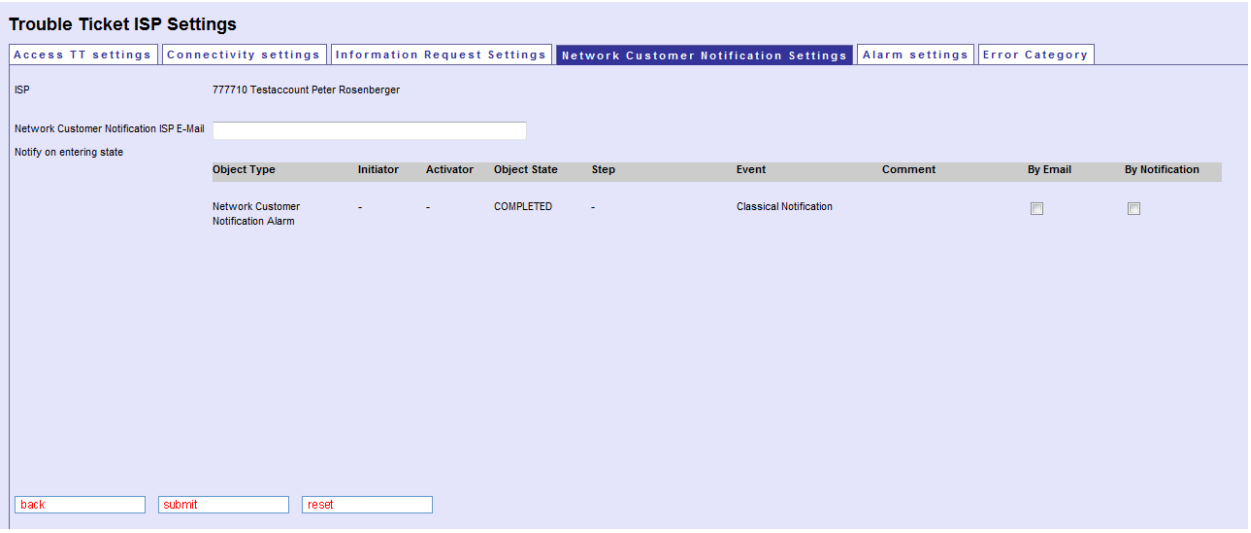
10.2.3 Information Request Settings

In the “Information Request Settings” tab the email address and the states are configured to notify clarification tickets.



10.2.4 Network Customer Notification Settings

In the “Network Customer Notification Settings” tab the email address and the states are configured to notify Network tickets.



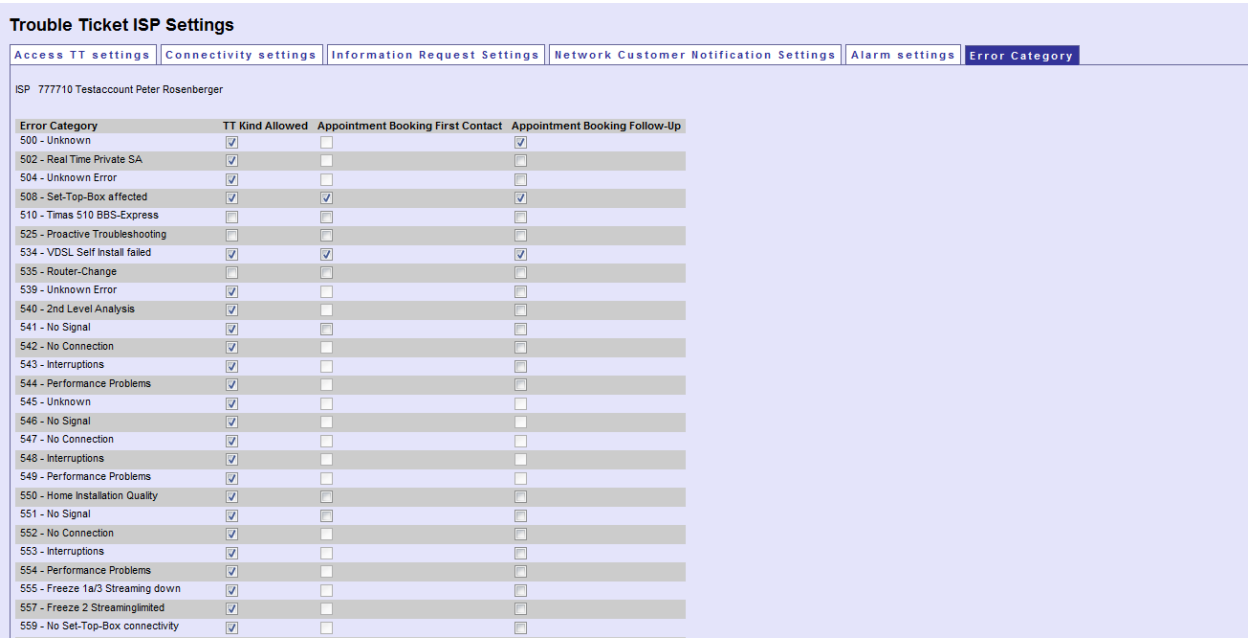
10.2.5 Alarm Settings

In the “Alarm settings” tab the email addresses are configured to notify in case of DSLAM Alarm or in case of Inconsistency Announcement (IA).

Field	Optional / Mandatory	Description
Alarm notification email – DSLAM Alarm	O	Alarm notification email in case that a DSLAM Alarm occurred
Alarm notification email – IA	O	Alarm notification email in case that a Inconsistency Announcement (IA).

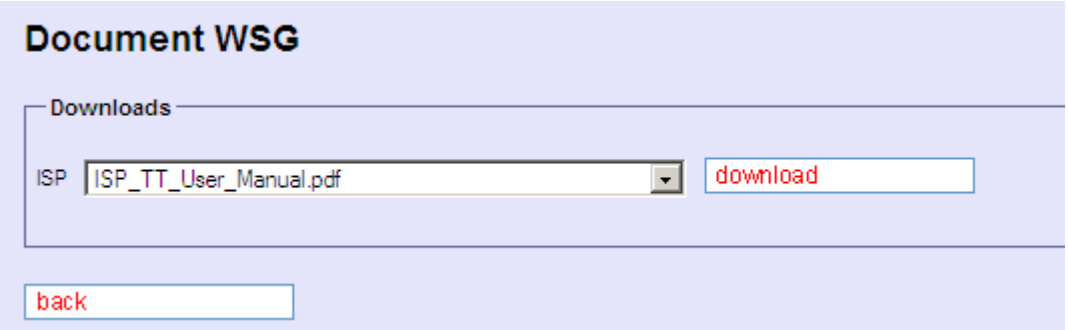
10.2.6 Error Category Settings

In the “Error Category” tab the usable error categories can be selected.

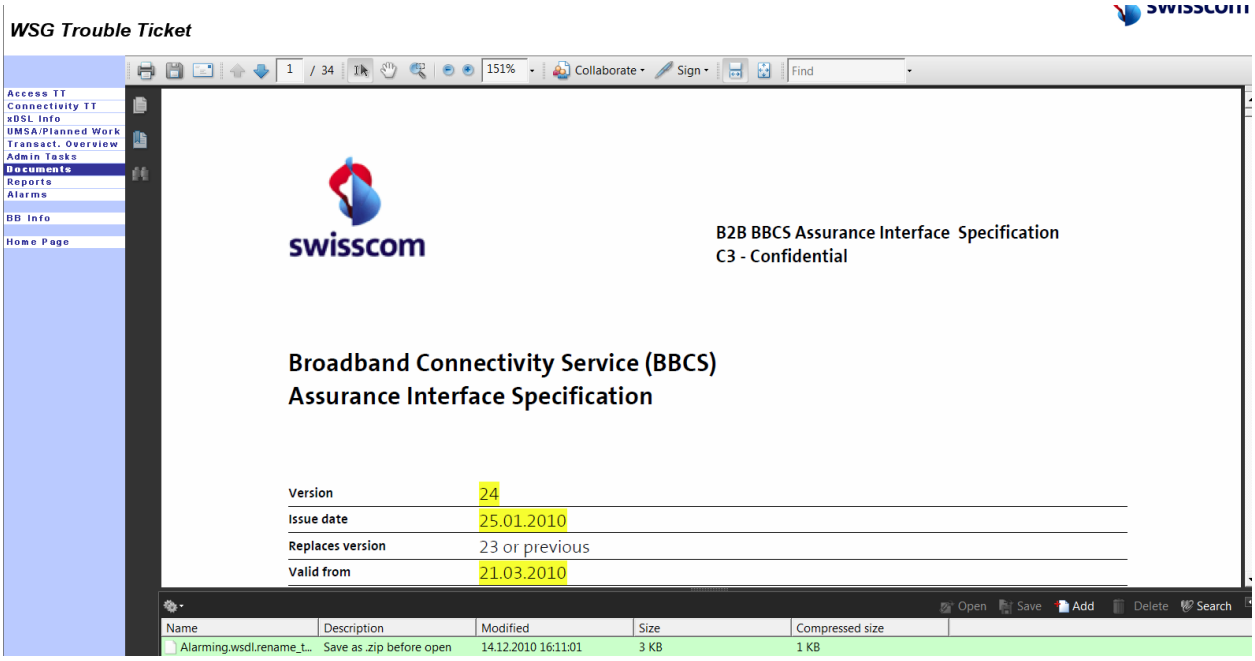


11 Documents

On clicking the “Documents” button in the navigation bar the following screen will be displayed:

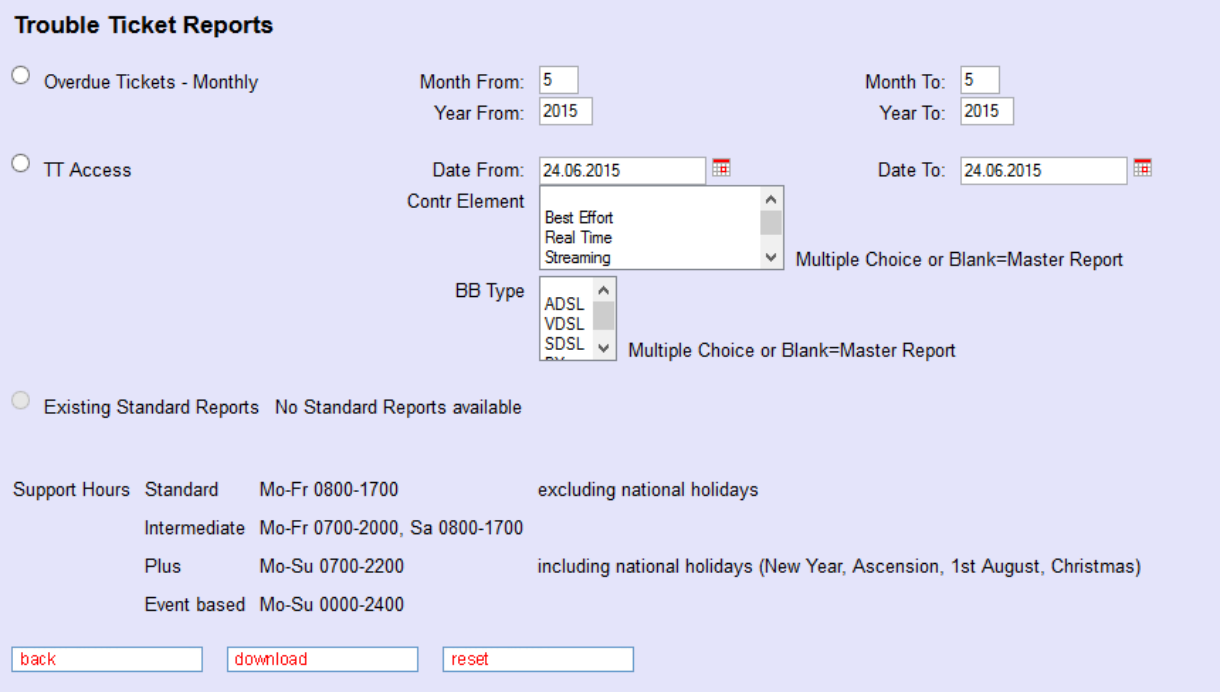


After selecting a document and clicking on “download” it will be downloaded/displayed:



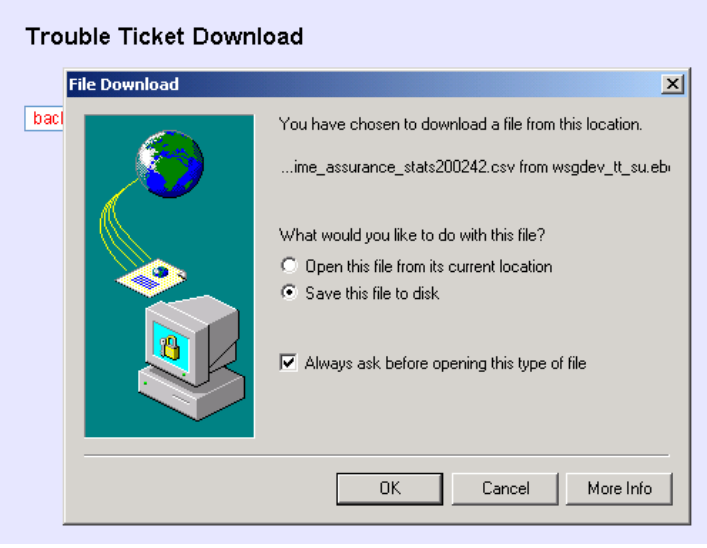
12 Reports

On clicking the “Reports” button in the navigation bar the following screen will be displayed:



It provides selection options of two different reports, which can be selected by clicking the radio-buttons to the left. Each of the reports requires the definition of a valid period.

On clicking the “download” button a spreadsheet application readable report file is generated and the following page and download pop-up window will be displayed prompting the user to receive the report.



12.1 Overdue Tickets

This monthly report lists all the tickets with an overdue repair time (all tickets which were not closed in the defined processing/repair time limit).

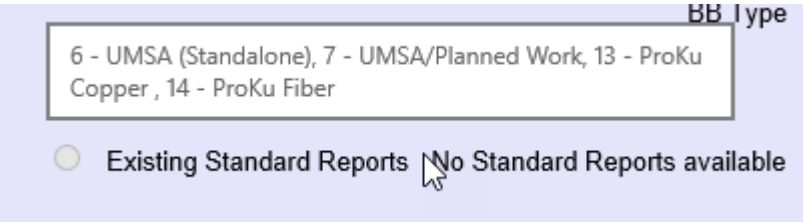
12.2 Trouble Ticket Access

This report lists each trouble ticket with several detail information.

12.3 Existing Standard Report

With this option the ISP can download those ready reports which were requested specifically by a former request in the dialog “UMSA / Planned Work” (see chapter 8 “UMSA / Planned Work Navigation and Form Input”); all reports ready to download are represented as a selectable entry in the “File Name “-field.

With WSG 9.18 Nov/2016 the available Standard Reports

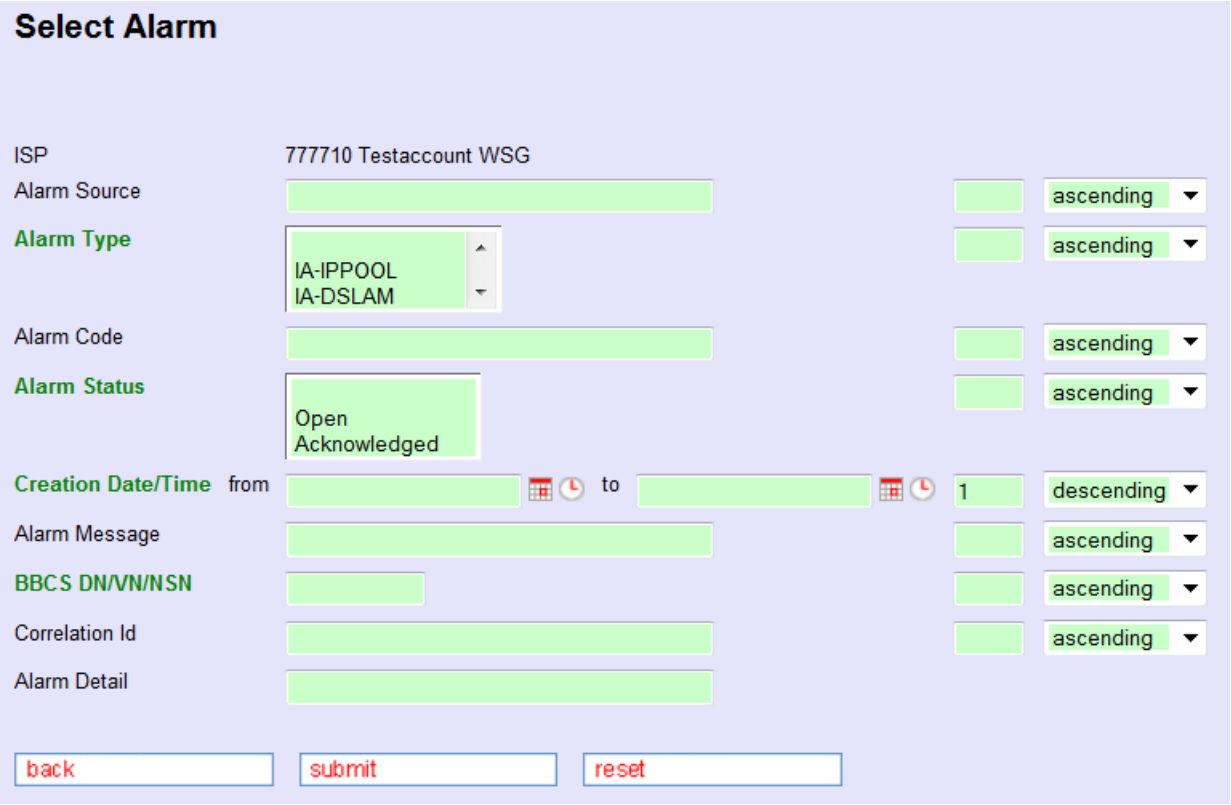


13 Alarms

Here the alarms of the kind “Inconsistency Announcement (IA)” can be maintained: find open alarms and acknowledge it.

13.1 Select Alarm

Find a certain alarm by directory number, by period, etc. can be selected.

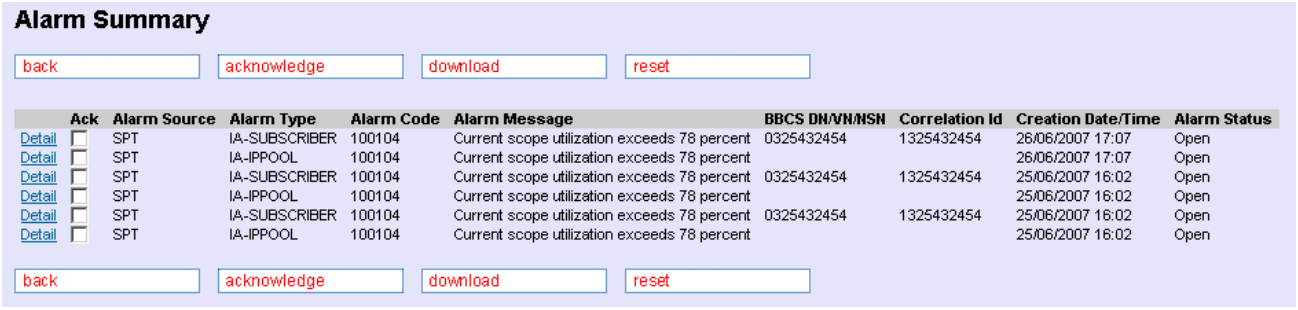


13.1.1 Form Fields

Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
Alarm Source	O	Where does Alarm come from
Alarm Type	O	Categorise the alarm by type
Alarm Code	O	Code of the alarm message
Alarm Status	O	Alarm Status (Open, Acknowledged)
Creation Date/Time	O	Creation date of the alarm
BBCS DN/VN/NSN	O	Directory Number in relation with the alarm
Correlation Id	O	An id to identify an certain message
Alarm Detail	O	Other information in full text from

13.2 Alarm Summary

The selection is presented in a summary. The summary can be downloaded to file. A subset can be acknowledged by checking the "Ack" checkbox and issuing acknowledge. Following the link "Detail" will show up further information.



13.2.1 Form Fields

Name	Optional / Mandatory	Description
Ack	M	if checked do include in the set of alarms to acknowledge

13.3 Alarm Detail

In the detail form the free text alarm detail is shown to. If the alarm is still open, the alarm can be acknowledge from here.

14 Trouble Ticket Management, Validation and Rules

14.1 Overview of Processing

The following figure shows the main processes used in asynchronous processing of the Trouble Ticket.

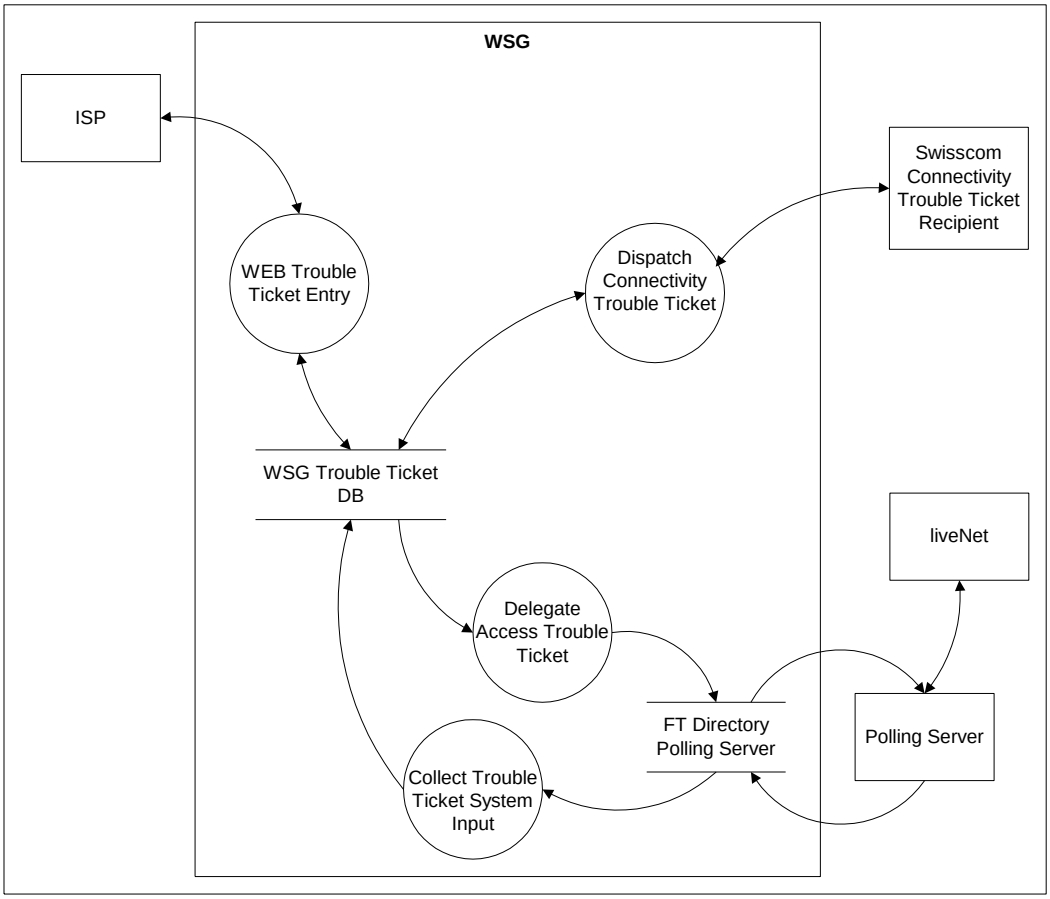


Figure 3 - Systematic View of the Trouble Ticket Data Flow

14.2 Trouble Ticket States

The following figure shows the states a Trouble Ticket can pass through and the processes that cause the state changes.

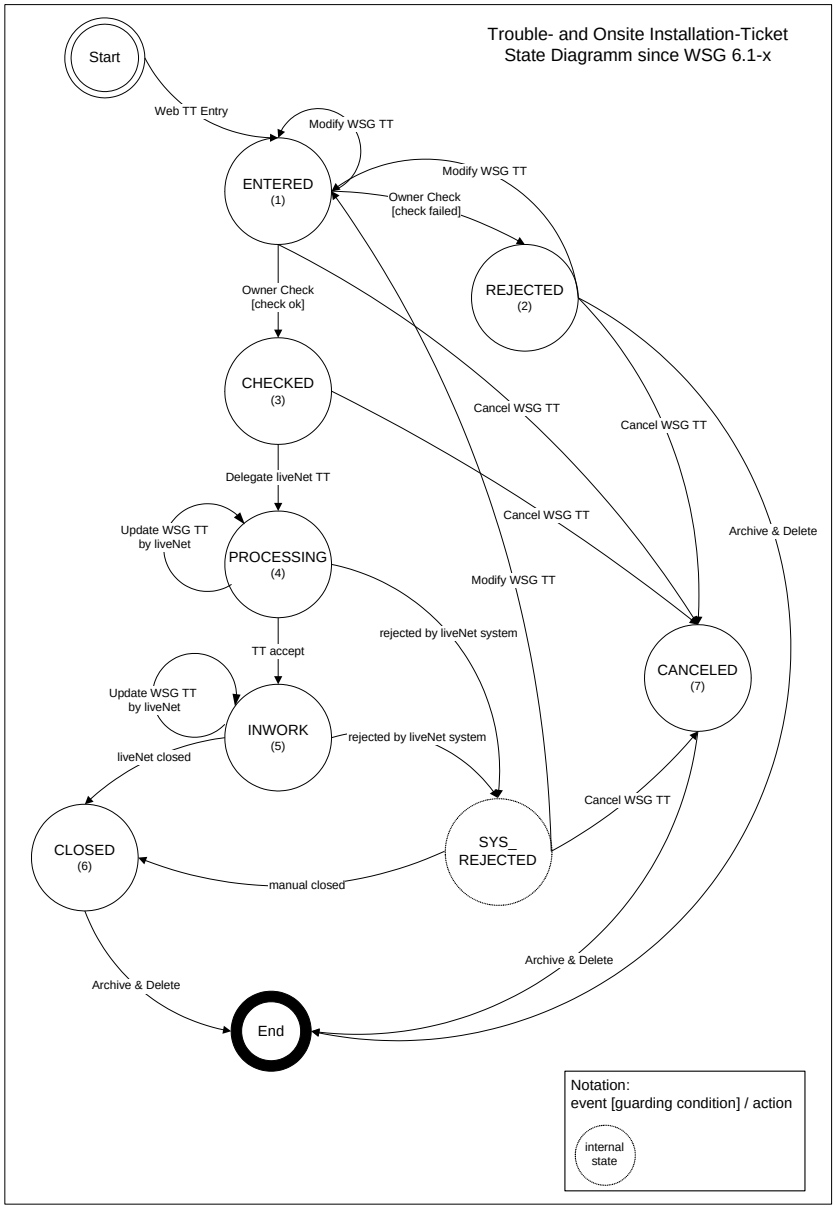


Figure 4 - Trouble Ticket States

14.3 State description

Nr.	State	Description
1	ENTERED	ISP has entered or modified a Trouble Ticket. All mandatory attributes are entered. The ticket is ready for ISP authorisation check (if required).
2	REJECTED	The Trouble Ticket rejected because: – ISP is not owner of DN – Attributes are invalid It's in the responsibility of the ISP to correct the Trouble Ticket. This state is in the scope of the Trouble Ticket archive functionality. This means that the ticket will be archived and deleted from the system.
3	CHECKED	The Trouble Ticket has passed the ISP authorisation check and is now ready to be transferred to Swisscom subsystems liveNet.
4	PROCESSING	The Trouble Ticket data has been transferred to Swisscom subsystems liveNet..
5	INWORK	Swisscom subsystems liveNet has reported that the Trouble Ticket is being worked upon or additional information from one of Swisscoms assurance systems has given a relevant answer / information.
6	CLOSED	The Trouble Ticket is closed. This is an end state.
7	CANCELLED	The Trouble Ticket was cancelled. This is an end state.
8	SYS_REJECTED	This is a hidden state. The Trouble Ticket was rejected by Swisscom subsystems liveNet because of a technical error, e.g. the DN is unknown in Swisscom subsystems liveNet/TEDIS. This state requires a manual intervention by Swisscom operating. From view of the ISP the Trouble Ticket is still in work.

14.4 Entering Trouble Ticket

Two types of Trouble Tickets can be entered: Access and Connectivity. The attributes and processing rules between these two types differs. A unique WSG Trouble Ticket ID identifies each Trouble Ticket. Additionally the ISP can enter his own identification number. The ISP can use this number for selection purpose but WSG does not use this number for its processing. WSG guarantees that all required attributes exist before the Trouble Ticket is stored in the database.

14.5 Connectivity Trouble Ticket

A Connectivity Trouble Ticket is stored in the WSG DB and immediately a state change from ENTERED to CLOSED is performed. An email to the Swisscom Customer Care Centre will be sent (mail address configurable by system parameter).

14.6 Access Trouble Ticket

Once an access Trouble Ticket is stored in the WSG DB the ISP authorisation check is started.

14.6.1 Relation to BBCS Order

WSG checks that the ISP does not have an order open with the DN to which the Trouble Ticket belongs. If this happens, the status and some other helpful information are displayed to the user via a browser alert. The user is informed that it makes no sense to enter a Trouble Ticket until the order is activated. The User may be asked to continue or not. This behaviour, i.e. whether continuing is allowed or not (Trouble Ticket accepted or not, default: not accepted), is be configurable by system parameter. Upon request the BBCS order management service will return the last order information for a specific DN. The following BBCS order state decision rules for accepting a Trouble Ticket are valid:

- BB service creation order must be in state ACTIVATED.
- BB service modification order must be in state EXECUTED.
- If no order exist, or orders of other type than creation or modification.

Remark: the ISP has only access to information about his orders (ISP-ID must be checked).

14.6.2 ISP Authorisation Check

This check is only relevant for trouble tickets of type access and is performed synchronously when the trouble ticket is entered using the GUI and is performed asynchronously when the trouble ticket has been entered via the B2B interface (file transfer or web service) and the trouble ticket data is stored in the WSG DB.

14.6.3 Processing of Access Trouble Tickets

As soon as a trouble ticket has passed the WSG internal validation (which means the trouble ticked has reached the state “CHECKED”), the trouble ticket will be forwarded to Swisscom‘s Assurance systems (liveNet and other applications).
Relevant answers or information to a trouble ticket are given to WSG and will presented by a further (state change) entry in the history of the trouble ticket.

14.6.4 Notification of Trouble Ticket State Change

If configured to do so, every time a Trouble Ticket state changes the WSG system will send an e-mail notification to a designated recipient.

ISP users can configure which Trouble Ticket state changes will trigger an e-mail or web-service notification. The e-mail address that receives all these notifications is maintained at the same level.

Data contained in a Trouble Ticket state change notification, e.g.:

- ISP
- WSG Trouble Ticket number
- ISP Trouble Ticket number
- DN
- Ticket creation date/time

- New (current) order state
- Transition date/time
- Reason (e.g. when the Trouble Ticket was rejected)
- Trouble Ticket Comment