

ISP BBCS Assurance
User Manual

Version	39
Issue date	21.09.2017
Replaces version	38
Valid from	10.10.2017 (WSG-17.10)
Valid until	recalled or replaced by new version
Classification	Technical Support Documentation (BBCS)
Status	released

Checklist of changes

Version	Date	Changed by	Comments / nature of the change
01	15.09.2002	Compaq	First Edition
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 XDSSLInfo Screen
30	05.06.2015	Roland Staub	Updated XDSSLInfo Screen
31	20.07.2015	Cuno Gisep	XDSSLInfo 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)
35	17.02.2017	Peter Gurtner	Revision to Swisscom Release Mar17 (WSG_9.19)
36	12.06.2017	Peter Gurtner	Revision to Swisscom Release Jun17 (WSG_17.06)
37	12.07.2017	Roland Staub	Revision to Swisscom Release Aug17 (WSG_17.08)
38	30.08.2017	Roland Staub	Revision to Swisscom Release Aug17 (WSG_17.09)
39	21.09.2017	Peter Gurtner	Revision to Swisscom Release Aug17 (WSG_17.10)

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
34	28.10.2016	H.Künzi	released for WSG-9.18/Nov2016
35	21.02.2017	H.Künzi	released for WSG-9.19/Mar2017
37	17.07.2017	H.Künzi	released for WSG-17.08 / Aug2017
38	28.08.2017	H.Künzi	released for WSG-17.09 / Sep2017
39	26.10.2017	H.Künzi	released for WSG-17.10 / Oct2017

Contents

ISP BBCS Assurance User Manual	1
Release	3
Contents	4
1 Introduction	8
2 Validation and Navigation	9
2.1 List of Values (LOV)	9
2.2 Visual support for required columns	10
2.3 Date and Date/Time Fields	10
2.4 Error handling	12
2.5 Operation succeeded	13
2.6 Service Navigation	13
2.7 Principal Service Navigation	14
2.8 Buttons	15
3 Trouble Ticket GUI Page Flow	17
4 WSG Trouble Ticket Home Page	19
5 Access Trouble Ticket Navigation and Form Input	20
5.1 Access Trouble Ticket Selection	20
5.2 Place Access Trouble Ticket (Step 1/2)	21
5.2.1 Form Fields	22
5.3 Place Access Trouble Ticket (Step 2/2)	23
5.3.1 Place Access Trouble Ticket (Step 2/2) Copper	23
5.3.2 Place Access Trouble Ticket (Step 2/2) Fiber	24
5.3.3 Place Access Trouble Ticket (Step 2/2) Preorder	25
5.3.4 Form Fields	26
5.4 Access Trouble Ticket Summary	27
5.5 Appointment Booking	28
5.6 Add Comment	29
5.7 Add a Work Log and Attachment	29
5.8 Access Trouble Ticket Detail	31
5.8.1 Tab: Main	32
5.8.2 Tab: Main Preorder	33
5.8.3 Tab: xDSL Info	34
5.8.4 Tab: Worklog	34
5.8.5 Tab: Response	34
5.8.6 Tab: CPE Info	35
5.8.7 Tab: Billing	35
5.9 Cancel Trouble Ticket	36

5.10	Cancel Appointment	37
5.11	Button "Line Analysis History"	38
5.11.1	Form Fields	38
5.12	Button "Ask Swisscom"	39
5.12.1	Add Problem Description and Notes	39
5.12.2	Preview for Submit.....	39
5.12.3	Clarification Ticket Created	40
5.12.4	Add a second problem description is not possible	41
5.13	Modify Access Trouble Ticket.....	41
5.13.1	Fields	42
5.14	Place Trouble Ticket DDI	43
5.14.1	Creating a Trouble Ticket from STNR/DDI.....	43
5.14.2	Creating a Trouble Ticket from VN.....	47
5.15	Maintain/Select Access Trouble Tickets.....	50
5.16	Access Trouble Ticket Count.....	51
6	Connectivity Trouble Ticket Navigation and Form Input	52
6.1	Connectivity Trouble Ticket Selection	52
6.2	Place Connectivity Trouble Ticket.....	53
6.2.1	Form Fields.....	54
6.3	Connectivity Trouble Ticket Detail	55
6.4	Add worklog to ConnectivityTT	55
6.5	Cancel ConnectivityTT	56
6.6	Select Connectivity Trouble Tickets	57
6.7	Connectivity Trouble Ticket Summary.....	57
7	xDSL Info Navigation and Form Input.....	58
7.1	Query xDSL Info Request	58
7.1.1	Form Fields.....	59
7.1.2	Form Validation.....	59
7.2	Query xDSL Info Result.....	60
7.2.1	Main Tab (for a copper line)	61
7.2.2	Alarms Tab.....	63
7.2.3	Measure History Tab.....	64
7.2.4	Cpe Info Tab	66
7.2.5	Inactive Endpoint Tab.....	67
7.2.6	Access Optimization Tab.....	68
7.2.7	Day Charts Tab.....	69
7.2.8	15 Minute Charts Tab	71
7.2.9	Requery xDSL Info with Refresh.....	72
7.2.10	Main Tab (for a fiber line).....	73
7.3	Start LQD 24 hours / Start LQD 2min	74
7.3.1	Form Fields	74
7.4	Start Profile CP / CPSI	74
7.5	Start Resynch Line	74
7.6	Start Reconfigure Line.....	75

7.6.1	Network ATM, EAP	75
7.6.2	Network WARP	76
7.7	Modify access profile	77
7.8	Select xDSL Info	78
7.8.1	Form Fields	78
7.9	xDSL Info Summary	79
7.10	xDSL Info Detail	79
7.11	Maintain Information Request	79
7.11.1	Information Request Reconfigure Line Detail	80
7.11.2	Information Request Reconfigure Line Detail	80
8	UMSA / Planned Work Navigation and Form Input	82
8.1	Get ISP Planned Outage	82
8.2	Get ISP Planned Outage	83
9	Transaction Overview Navigation and Form Input	84
10	Trouble Ticket Admin Tasks	86
10.1	ISP Admin Tasks	86
10.2	Trouble Ticket ISP Settings	86
10.2.1	Access TT Settings	86
10.2.2	Connectivity TT Settings	87
10.2.3	Information Request Settings	88
10.2.4	Network Customer Notification Settings	88
10.2.5	Alarm Settings	89
10.2.6	Error Category Settings	89
11	Documents	90
12	Reports	91
12.1	Overdue Tickets	92
12.2	Trouble Ticket Access	92
12.3	Existing Standard Report	92
13	Alarms	93
13.1	Select Alarm	93
13.1.1	Form Fields	94
13.2	Alarm Summary	95
13.2.1	Form Fields	95
13.3	Alarm Detail	95
14	Trouble Ticket Management, Validation and Rules	96
14.1	Overview of Processing	96
14.2	Trouble Ticket States	97
14.3	State description	99
14.4	Entering Trouble Ticket	99

14.5	Connectivity Trouble Ticket	99
14.6	Access Trouble Ticket	100
14.6.1	Relation to BBCS Order	100
14.6.2	ISP Authorisation Check	100
14.6.3	Processing of Access Trouble Tickets	100
14.6.4	Notification of Trouble Ticket State Change	100

Table of Figures

Figure 1 - Access Trouble Tickets	17
Figure 2 - Connectivity Trouble Tickets	18
Figure 3 - Systematic View of the Trouble Ticket Data Flow	96
Figure 4 - Trouble Ticket States	97

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.

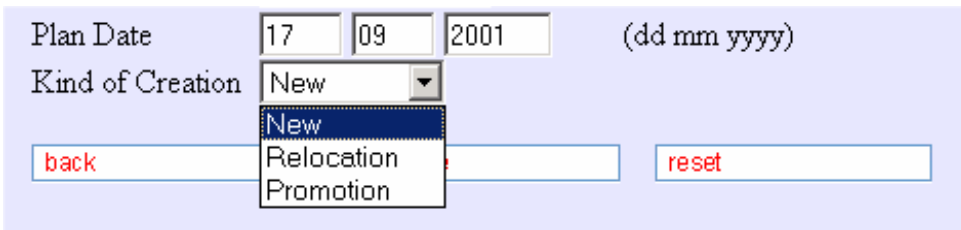
Several further functions (as “xDSL Info”, “USMA / Planned Work”, “Reports”, “Alarms”) are provided for additional data retrieval or information supporting the assurance aspects of broadband connectivity services.

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.:



The screenshot shows a form with the following elements:

- Plan Date:** Three input fields containing '17', '09', and '2001', followed by the text '(dd mm yyyy)'.
- Kind of Creation:** A dropdown menu currently showing 'New'. The dropdown is open, displaying three options: 'New' (highlighted), 'Relocation', and 'Promotion'.
- Navigation:** Two buttons labeled 'back' and 'reset' in red text.

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



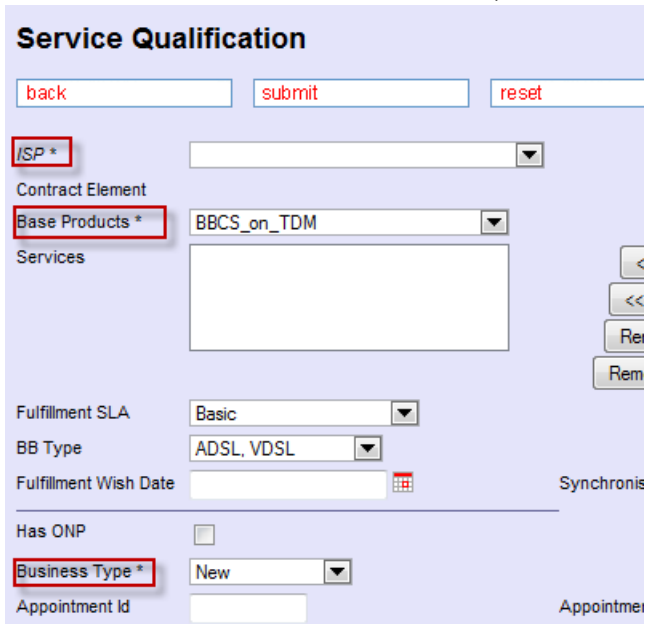
The screenshot shows a form with the following elements:

- Order Nr:** A text input field.
- Order Type:** A dropdown menu with two options: 'BBCS_MODIFY' and 'BBCS_DISCONNECT'.
- Order State:** A dropdown menu with one option: 'ENTERED'.

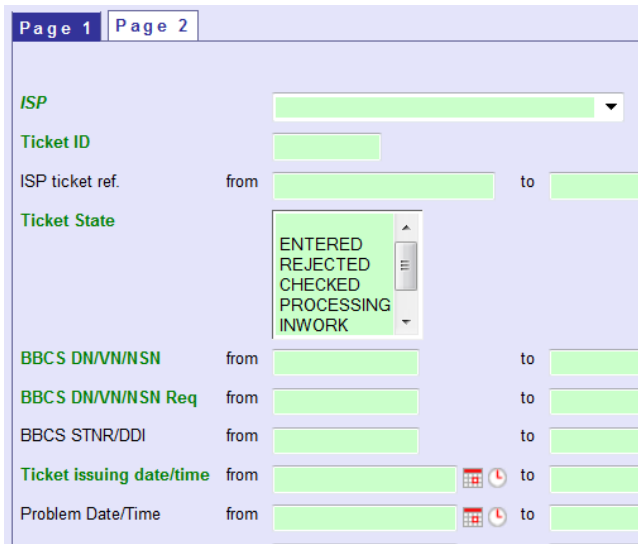
2.2 Visual support for required columns

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

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



- "green" Labels indicates indexed columns



2.3 Date and Date/Time Fields

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

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

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

Example:

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

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

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

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

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

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

Select date

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

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

Time: 09 : 30

Select date

2.4 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.

Service Creation

Invalid Input

Message

ISP_ID is missing

Field

ISP

back

Microsoft Internet Explorer

?

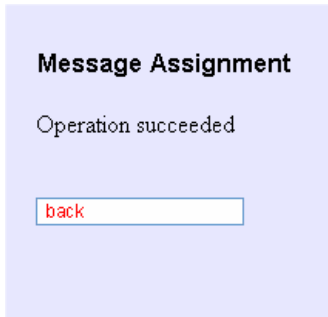
There is already at least one ticket registered with this DNI! Click <OK> to continue anyway or <Cancel> to abort.

OK

Cancel

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:

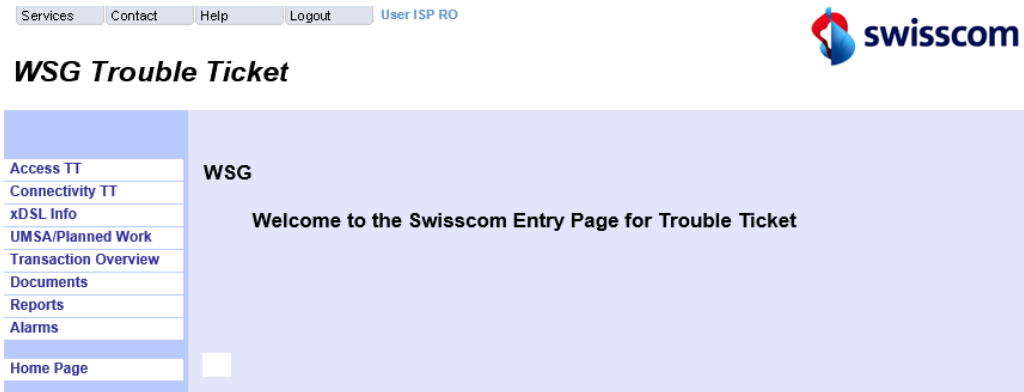
- Services Back to the selection of services in Powergate
- Contacts Contact information for questions concerning the WSG BBCS Trouble Ticket service
- Help FAQ (frequently asked question) for the WSG BBCS Trouble Ticket service
- Logout Logout from Powergate



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:

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

cancel appointment

Link to Cancel Appointment

add comment

Add a Comment to the Trouble Ticket

reset

Reset all of the fields to their original values

Correction Change Log

Link to Correction Change Log Summary

There are two different button states: active and inactive.

modification

Active

modification

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!

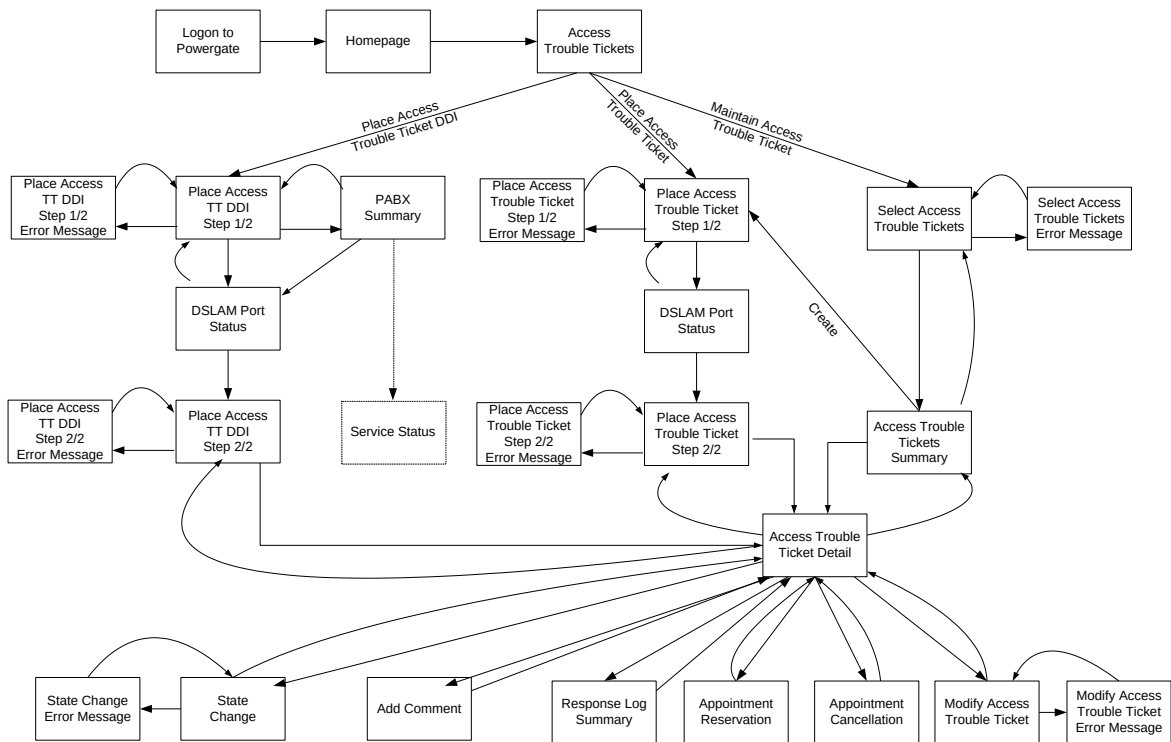


Figure 1 - Access Trouble Tickets

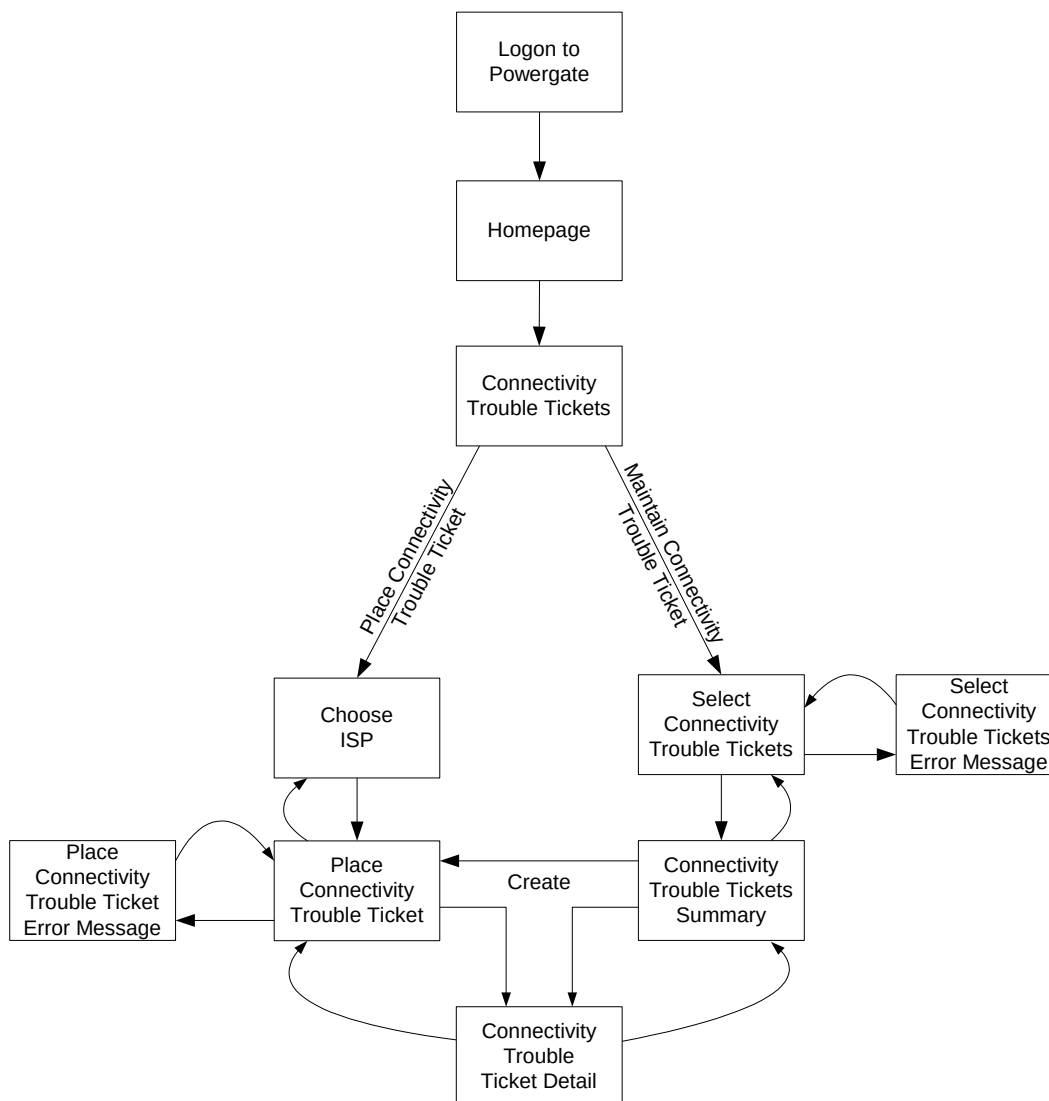


Figure 2 - Connectivity Trouble Tickets

4 WSG Trouble Ticket Home Page

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

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



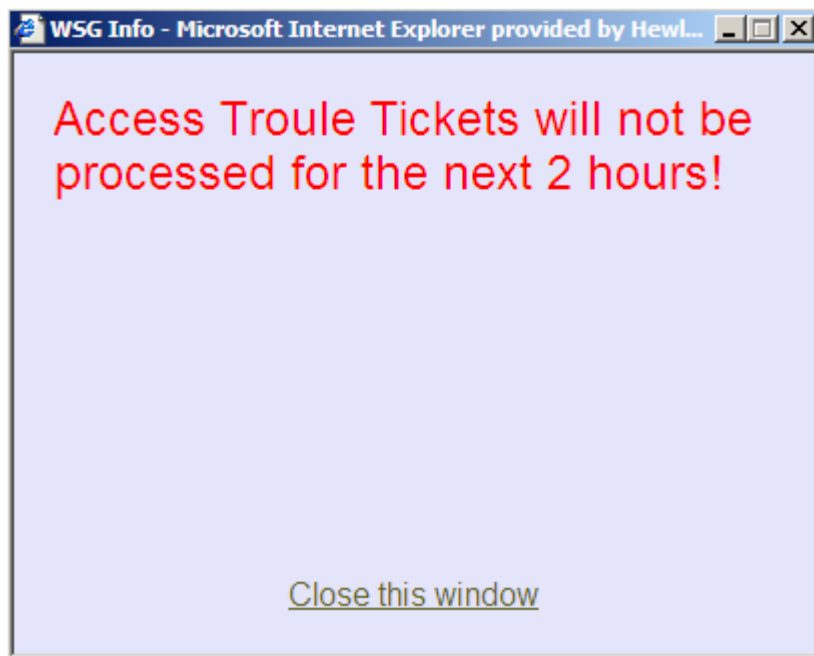
WSG Trouble Ticket

[Access TT](#)
[Connectivity TT](#)
[xDSL Info](#)
[UMSA/Planned Work](#)
[Transaction Overview](#)
[Admin](#)
[Documents](#)
[Reports](#)
[Alarms](#)
[Home Page](#)

WSG

Welcome to the Swisscom Entry Page for Trouble Ticket

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

Place Access Trouble Ticket (step 1/2)

ISP*

by

DN / VN / NSN*
(0314445566)

by

OTO Id*
(B.123.110.456.7)

OTO Plug Nr*
(1..4)

by

OTO Partner Label*

OTO Plug Nr*
(1..4)

by

Preorder Activation Code*

Suppress checks
☐

Please make sure the following points apply before issuing a trouble ticket:

- The supply time frame has passed.
- The ISP is not aware of a Swisscom network problems, that could cause the problem for the end-user.
- There is no network problem within the ISP network, which could affect the end-user.
- The following points have been discussed and checked with the end-user beforehand:
 - The splitter had been installed in accordance to the instructions and the installation has been checked.
 - Configuration of the PC and possibly that of the modems / routers.
 - Configuration of the PC and possibly modems / routers.
 - The service used to work.
- xDSL Info status has been checked

back

continue

reset

xDSL Info

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.
Preorder Activation Code	M/O	For preorders the ticket may entered with preorder activation code a DN/VN/NSN typically is not yet available. Create a pre-order ticket is also available in order detail.

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

5.3 Place Access Trouble Ticket (Step 2/2)

5.3.1 Place Access Trouble Ticket (Step 2/2) Copper

Place Access Trouble Ticket (step 2/2)

ISP*

777710 Testaccount WSG Team

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

Contact Notification EMail/SMS-Nr

BBCS DNN/VN/NSN*

Dn Type*

Netservices number

BB Type*

VDSL

SA SLA (Requested)

Problem description*

Contracted Elements

Contr Element *	Speed Profile Nr	BBCS equipment *	TT Error Category *
☒ Best Effort	max 10M down / 1M up	Modem	534 - VDSL Self Install failed

Checklist

Problem Date*

/ : (dd.mm.yyyy/hh.mi)

Last successful login

/ : (dd.mm.yyyy/hh.mi)

Never Worked

☒

Comment

Measured ISP Values

Appointment

Appointment Id

Time Slot

Out of SLA

Out Of Sa Sla Reason

Worklog

Summary

Notes

Attachment

5.3.2 Place Access Trouble Ticket (Step 2/2) Fiber

Place Access Trouble Ticket (step 2/2)

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

ISP* 777710 Testaccount WSG Team

ISP phone* 0317654321

ISP ticket ref.* 2017092902

ISP Application ID

ISP Application Entity ID

End User Login

End User Name

End User Company

End User Phone

End User Street/Nr Alpenstrasse 10

Building

End User ZIP/City 1000 Stadt

Contact Person First Name Anna

Contact Person Last Name Meier

Contact Person Phone

Contact Notification Type SMS

Contact Notification EMail/SMS-Nr +41797654321

BBCS DN/VN/NSN 0108673256

OTO Id

OTO Plug Nr

Dn Type* Netservices number

BB Type* BX

SA SLA (Requested) Standard

Problem description* No internet

Contracted Elements

Contr Element *	Speed Profile Nr	BBCS equipment	TT Error Category *
☒ Best Effort on Fiber	5M down / 5M up		900 - No Signal

Checklist

Problem Date* 10 . 09 . 2017 / : (dd.mm.yyyy/hh.mi)

Last successful login . . / : (dd.mm.yyyy/hh.mi)

Never Worked ☒

Comment

Measured ISP Values

Worklog

Summary

Notes

Attachment [Browse...](#)

[back](#)
[submit](#)
[reset](#)
[appoint. reservation](#)

5.3.3 Place Access Trouble Ticket (Step 2/2) Preorder

Place Access Trouble Ticket (step 2/2)

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

ISP* 777710 Testaccount WSG Team

ISP phone* 0317654321

ISP ticket ref.* 2017092903

ISP Application ID

ISP Application Entity ID

End User Login

End User Name

End User Company

End User Phone

End User Street/Nr Schönstrasse 1a

Building Chalet

End User ZIP/City 3063 Hinterfultigen

Contact Person First Name Hans

Contact Person Last Name Muster

Contact Person Phone 0317654323

Contact Notification Type None

Contact Notification EMail/SMS-Nr

Preorder Activation Code* 018171

Dn Type* Economy Line

BB Type* VDSL

SA SLA (Requested) Standard

Problem description* Cannot bind connection.

Contracted Elements

Contr Element *	Speed Profile Nr	BBCS equipment *	TT Error Category *
Best Effort	max 80M down / 8M up	Motorola 7347-44 POTS rel.7.9	740 - Undefined Line

Checklist

Problem Date* 20 / 09 / 2017 / : (dd.mm.yyyy/hh.mi)

Last successful login / / / : (dd.mm.yyyy/hh.mi)

Never Worked ☐

Comment

Measured ISP Values

Appointment

Appointment Id 1625597842

Time Slot 21/09/2017 22:45-22/09/2017 02:

Out of SLA No

Out Of Sa Sla Reason

Worklog

Summary

Notes

Attachment Browse...

[back](#)
[submit](#)
[reset](#)
[appoint.reservation](#)

For preorder tickets an appointment is mandatory

5.3.4 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
End-User Phone	O/M	End User's contact phone number
End User Street	O/M	End User / Installation Street an identifying installation address with street number, ZIP and city is mandatory for none TDM access
End User Nr	O	End User / Installation Number
Building	O	End User / Installation Building
End User ZIP	O/M	End User / Installation ZIP
End User City	O/M	End User / Installation City
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, Email, Mobile or Fixnet
Contact Notification Email/Nr	O	Notification email address or SMS, Mobile or Fixnet number.
End User Notification Type	M	None, SMS or Email
End User Notification	O	End User Notification Text

Name	Optional / Mandatory	Description
BBCS DN	M/O	Directory number for copper ticket
OTO Id	M/O	Optical Termination Outlet Id for a fiber ticket
Plug Nr	M/O	Plug Nr for a fiber ticket
Prerorder Activation Code	M/O	Perorder Activation Code for a preorder ticket
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)
Checklist		
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
Never worked	O	If checked Yes otherwise No.
Comment	O	Additional comment from ISP to problem description
Measured ISP Values	O	Add measured connection values here
Appointment	M/O	Reserve the appointment by selecting the button “appoint. reservation” at the bottom of the mask. Mandatory for Preorder an some Error Categories
Appointment Id	M	The identification of the appointment
Timeslot	M	Timeslot <from> - <to>
Out of SLA	M	Yes if timeslot is out of the SLA period
Out of SLA Reason	M/O	Customer or Swisscom is responsible for the timeslot out of SLA (only if is out of SLA)
Worklog	O	
Summary	M/O	Summary for the work log or attachment. The summary is mandatory if one of the work log attributes is set.
Notes	O	Work log notes.
Attachment	O	Attachment of any file type max 2MBytes.

5.4 Access Trouble Ticket Summary

Access Trouble Ticket Summary

Number of entries = 4

	Contr Element	ISP ticket ref.	BBCS DN/VN/NSN	OTO Id	Preorder Activation Code	Problem Date	Ticket issuing date	TT State	Response Comment	Billing Action
Detail	Best Effort on Fiber	2347928347293472983	0108456604	D.813.910.411		29/05/2017 00:00	29/05/2017 14:30	PROCESSING		not billed
Detail	Best Effort	2389239823749823742983	0108542656		018168	20/05/2017 00:00	29/05/2017 13:34	CLOSED	IP-Access Swisscom O.K.	Verification for Billing
Detail	Best Effort	4357031985730498753495				17/04/2017 00:00	08/05/2017 18:01	INWORK	ds	not billed
Detail	Best Effort on Fiber	123	0108379311	D.760.910.411		02/05/2017 00:00	02/05/2017 13:20	CLOSED	251 - BBCS-Access Swisscom O.K.	Verification for Billing

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.

5.5 Appointment Booking

If the ISP is allowed to book appointments and the Error-Category is defined to support appointments, the button “ap- point. reservation” is selectable.

Book Appointment

Mon, 09/03/2009	Tue, 10/03/2009		Wed, 11/03/2009		Thu, 12/03/2009		Fri, 13/03/2009	
15:00-17:00	08:00-10:00	10:00-12:00	13:00-15:00	15:00-17:00	10:00-12:00	13:00-15:00	10:00-12:00	13:00-15:00
					08:00-12:00	13:00-17:00	13:00-17:00	13:00-17:00
	08:00-17:00							08:00-17:00

Assurance SLA:
 Time Slot:
 Out of SLA:
 Out of SLA Reason:

From:

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

5.6 Add Comment

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

Add Comment

ISP ID	777710 Testaccount WSG-Team
ISP Application ID	1212
ISP Application Entity ID	1
End User Login	Test Login
End User Name	Test Name
End User Phone	0319010001
DN / VN / NSN	0762290311
End User Notification Type	None v
End User Notification Address	
DN Type	Multi Line
BB Type	VDSL
Contract Element	Best Effort
Comment *	
Measured ISP Values	

Appointment

Appointment Id	
Time Slot	
Out of SLA	
Out of SLA Reason	

5.7 Add a Work Log and Attachment

A work log can be added. The work log may include an attachment.

Add Worklog

Summary

Notes

Attachment

5.8 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.

5.8.1 Tab: Main

Access Trouble Ticket Detail

Main
xDSL Info
Worklog
Response
CPE Info
Billing

Ticket Header
Ticket ID 2447595
Ticket ID Sys -
Entered 20/09/2017 11:13
Closed -
Last modified 20/09/2017 11:13 by Batch
TT State CHECKED
TT State Reason -
Suspended No

DN Info
DN / VN / NSN 0108203182
DN / VN / NSN (Requested) 0108203182

ISP
ISP 777710 Testaccount WSG Team
ISP phone 0317654321
ISP ticket ref. 2017092901
ISP Application ID -
ISP Application Entity ID -

SLA
Contr Element Best Effort
SA SLA Standard
SA SLA (Requested) -
SA SLA (Calculated) Standard
SA SLA Overruled No

Current Endpoint
DN Office 64BOL
BB Device Location BOL
Site BOL
Site Category RUS
DSLAM Name IPC-HIR710-S-DM-11
Dslam Type CAN
Available Technology Type VDSL Vectoring

End User
End User Login -
End User Name -
End User Phone -
End User Company -
End User Street/Nr Alpenstrasse 10
Building -
End User ZIP/City 1000 Stadt

Appointment
Appointment Id 74628
Time Slot 22/09/2017 08:00-12:00
Out of SLA No
Out Of Sa Sla Reason -

Connection
BBCS connection type Netservices number
BB Type VDSL
BB ADSL Emulated No
Speed Profile Nr max 10M down / 1M up
Service Profile (Requested) max 10M down / 1M up
Op Status Open Pipe Measure
Technology Type VDSL2
Vectorized No
Reason of Potential -

Contact Info
Contact Person First Name Anna
Contact Person Last Name Meier
Contact Person Phone 0317654322
Contact Notification Type Mobile
Contact Notification EMail/SMS-Nr +41797654321

Checklist
Problem Date/Time 20/08/2017 00:00
Last successful login -
Never Worked Yes
TT Error Category 534 - VDSL Self Install failed

Fiber Info
OTO Id -
OTO Plug Nr -
OTO Partner Label -
BEP Site Category -

Site Development
Fully Developed -
Nr of Utilisation Units -
Nr of Basic Connectivities -

Problem description
Customer could not install.

Comment
-

Measured ISP Values
-

History

Modified	User name	TT State	TT State Reason	Response Comment	Response Comment Code	Progress Comment	TT Progress Comment Code	Progress Date/Time	Appointment Src	Appointment Id	Time Slot	Billing Action
20/09/2017 11:13	Batch	CHECKED	-	-	-	-	-	-	WSG	74628	22/09/2017 08:00-12:00	not billed
20/09/2017 11:13	ISP User	ENTERED	-	-	-	-	-	-	WSG	74628	22/09/2017 08:00-12:00	not billed

back
modification
add worklog
cancel
appoint. reservation
cancel appointment

Ask Swisscom
Line Analysis History
refresh

5.8.2 Tab: Main Preorder

Access Trouble Ticket Detail

Main
Worklog
Response
CPE Info
Billing

Ticket Header
Ticket ID 2447869
Ticket ID Sys -
Entered 08/05/2017 18:01
Closed -
Last modified 19/05/2017 10:11 by SU SC-TT
TT State INWORK
TT State Reason -
Suspended No

SLA
Contr Element Best Effort
SA SLA Standard
SA SLA (Requested) -
SA SLA (Calculated) Standard
SA SLA Overruled No

Checklist
Problem Date/Time 17/04/2017 00:00
Last successful login -
TT Error Category 740 - Undefined Line

DN Info
DN / VN / NSN -
DN / VN / NSN (Requested) -
Preorder Activation Code 018168

Current Endpoint
DN Office -
BB Device Location -
Site -
Site Category -
DSLAM Name -
Dslam Type -
Available Technology Type -

Connection
BBCS connection type Economy Line
BB Type VDSL
BB ADSL Emulated -
Speed Profile Nr max 60M down / 6M up
Service Profile (Requested) max 60M down / 6M up
Op Status -
Technology Type -
Vectorized -
Reason of Potential -

Fiber Info
OTO Id -
OTO Plug Nr -
OTO Partner Label -
BEP Site Category -

ISP
ISP 777710 Testaccount WSG Team
ISP phone 0317654321
ISP ticket ref. 4357031985730498753495
ISP Application ID -
ISP Application Entity ID -

End User
End User Login -
End User Name -
End User Phone -
End User Company -
End User Street/Nr Schönstrasse 1a
Building Chalet
End User ZIP/City 3063 Hinterfulligen

Contact Info
Contact Person First Name 0317654321
Contact Person Last Name 0317654321
Contact Person Phone 0317654321
Contact Notification Type None
Contact Notification EMail/SMS-Nr -

Site Development
Fully Developed Yes
Nr of Utilisation Units 20
Nr of Basic Connectivities 11

Problem description
0317654321

Comment
blabla

Measured ISP Values
-

5.8.3 Tab: xDSL Info

Access Trouble Ticket Detail

MainxDSL InfoResponseCPE InfoBilling

Parameter

xDSL Line Statusup

Last Status01/01/1970

Change Date/Time01:00

Noise Margin up11.1

Noise Margin down14

Actual Bit Rate up16504

Actual Bit Rate down55040

Attainable Bit Rate up23728

Attainable Bit Rate down83904

Attenuation up16.8

Attenuation down14.8

Capacity64

Occupation up81

Capacity81

Occupation down862

Calculated Line Length872

Correction DB Line Length12

Number of Spontaneous Resyncs

ICA Result

Last Analysis15/03/2016 14:46

Last Analysis10/03/2016 14:46

ICA Analysis StateNotAvailable

ICA Analysis TypeLQD

ICA Problem DetectedNo problem detected

Potential Attain Bitrate Down-1

Potential Attain Bitrate Up-1

Potential ENABLING

Access Profile

Access Speed-1

Gain Down-1

Access Speed Gain Up

ICA Access no problem

Problem Type

BBR SocketN

Installed

BBR Socket01/01/1970

Installation Date02:00

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	-

5.8.4 Tab: Worklog

Access Trouble Ticket Detail						
Main		Worklog	Response	CPE Info	Billing	
Group Nr	Summary	Notes	Attachment	Sent to Backend	Created by Backend System	Creation Date/Time
1	An Attachment		attachment.txt	Yes	No	29/05/2017 14:30:47.095

Click on the attachment to open it.

5.8.5 Tab: Response

Access Trouble Ticket Detail	
Main	xDSL Info
Response	CPE Info
Billing	
Response Comment	Sent to TT system
Response Comment Code	-
Progress Comment	-
TT Progress Comment Code	-
Progress Date/Time	06/05/2016 08:12

5.8.6 Tab: CPE Info

Access Trouble Ticket Detail

Main	xDSL Info	Response	CPE Info	Billing
BBCS equipment	equipment			
CPE Name	Motorola HGW5 7347-44-20SC WIAD "CPE5 WIAD (POTS)", FW 7.8.6r5, IKNS r71			
Capability	Technology Type	Capability Overall	Capability Hardware	Capability Firmware
	VDSL2	capable	no	yes
	VDSL Vectoring	forced friendly	yes	yes, but SFP needed
	G.FAST	disturber	no	yes, but SFP needed
CPE Comment	CPE Info Comment			

5.8.7 Tab: Billing

Main	xDSL Info	Response	CPE Info	Billing
Billing Action	ready for billing			
Material costs	-			
Number of flat rates	1			
Pp Id	-			
Expense (min)	142			
Std Id	-			
Detailed Work Report	Arbeitsbeschrieb 2			

Changes

Rel.	CR	Short description
17.10	WP-1554	Worklog for Copper
17.10	SO-4127	Never Worked
17.06	WP-1323	Preorder Activation Code, Site Development
17.06	CR-Defect-1810	BEP Site Category
17.06	SO-3813	Attachment in the Work Log
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

5.9 Cancel Trouble Ticket

Cancel Pending Ticket

ISP 777710 Testaccount WSG Team

Ticket ID 2447877

Comment

If the ticket is not send to the backend then the ticket change direct to CANCELLED, but otherwise the ticket change to CANCEL_PENDING and wait that cancel ist accepted.

Modified	User name	TT State	TT State Reason	Response Comment	Response Comment Code	Progress Comment	TT Progress Comment Code	Progress Date/Time	Appointment Src	Appointment Id	Time Slot	Billing Action
20/09/2017 14:24	ISP User	CANCEL PENDING	-	-	-	Cancel Comment	70	-	WSG	1625597842	21/09/2017 22:45-22/09/2017 02:45	not billed
20/09/2017 14:23	WSG Backend	PROCESSING	-	-	-	-	-	-	WSG	1625597842	21/09/2017 22:45-22/09/2017 02:45	not billed
20/09/2017 14:23	Batch	CHECKED	-	-	-	-	-	-	WSG	1625597842	21/09/2017 22:45-22/09/2017 02:45	not billed
20/09/2017 14:23	ISP User	ENTERED	-	-	-	-	-	-	WSG	1625597842	21/09/2017 22:45-22/09/2017 02:45	not billed

5.10 Cancel Appointment

To cancel an appointment, the add comment window is showed, because no cancellation is possible without a comment. This operation is only available as long the copper provided the old way.

Add Comment

ISP ID	777710 Testaccount WSG-Team		
ISP Application ID	isp_appl_id		
ISP Application Entity ID	isp_appl_entity_id		
End-user login	hmuster		
End-user name	Hans Muster		
End-user phone	0311234567		
DN / VN / NSN	0762290307		
DN Type	Multi Line		
BB Type	VDSL		
Contract Element	Internet		
Comment	Cancel appointment 45584		

Appointment

Appointment Id	45584	45584
Time Slot	12/03/2009 08:00-12:00	
Out of SLA	No	
Out of SLA Reason		

5.11 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.

5.11.1 Form Fields

Name	Description
Line	Line Numbering
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" request
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 Id of the single "Line State Analysis" request
Comment	self explanatory
LQD state	ENTERED or PROCESSING or COMPLETED
Transaction Date/Time	self explanatory

5.12 Button “Ask Swisscom”

5.12.1 Add Problem Description and Notes

Ask Swisscom

Add Description and Notes

ISP 777710 Testaccount WSG Team

BBCS-Access Ticket TT 2447937

Problem description *

Problem Notes

5.12.1.1 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

5.12.2 Preview for Submit

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

Ask Swisscom

Preview for Submit

ISP	777710 Testaccount WSG Team
BBCS-Access Ticket TT	2447937
Contr Element	Best Effort
TT Type	ACCESS
TT State	CANCELLED
Problem description	Why this ticket got CHANCELED ?
Problem Notes	-

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

5.12.3 Clarification Ticket Created

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

Ask Swisscom

Clarificaiton Ticket Created

ISP	777710 Testaccount WSG Team
BBCS-Access Ticket TT	2447937
Ticket ID	15083

5.12.4 Add a second problem description is not possible

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

Ask Swisscom

Operation failed

Message

An inquiry or clarification ticket to Swisscom was already sent. This feature can only be used once per order/ticket etc.
Ticket Id = 15083

[back](#)

5.13 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.

Modify Access Trouble Ticket

ISP * 777710 Testaccount WSG
 ISP phone * 0312283010
 ISP ticket ref. * 031228301056546
 ISP Application ID
 ISP Application Entity ID

Suppress checks ☐

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 Hp Firstname
 Contact Person Last Name Hp Lastname
 Contact Person Phone 0319999999
 Contact Notification Type None ▼
 Contact Notification Address
 BBCS DN/VN/NSN 0103099999
 OTO Id A.987.654.320
 OTO Plug Nr 1
 Access Id AC1.987.654.231
 DN Type * Netservices number
 BB Type * BX
 SA SLA Standard
 Problem description * Problem

Contracted Elements

Contract Element *	Service Profile	BBCS equipment	Error Category *
☒ BBCS_F (Fiber)	10000 down / 1000 up		901 - No Connection ▼

Checklist

Problem Date * 12 . 09 . 2012 / 00 : 00 (dd.mm.yyyy/hh:mi)
 Last successful login . . / : (dd.mm.yyyy/hh:mi)

Comment Ticket successfully sent to ITSM (createTT):
 id=1555809 TicketIdTsm=134848985979900

Measured ISP Values Measure

5.13.1 Fields

See Chapter 5.3.4

5.14 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.

Place Business Line Trouble Ticket (step 1/2)

ISP * 777710 Testaccount WSG-Team

BBCS STNR/DDI * (0314445566) [Get Business Line Identity](#)

BBCS VN * (0311444556)

Please make sure the following points apply before issuing a trouble ticket:

- The supply time frame has passed.
- The ISP is not aware of a Swisscom network problems, that could cause the problem for the end-user.
- There is no network problem within the ISP network, which could affect the end-user.
- The following points have been discussed and checked with the end-user beforehand:
 - The splitter had been installed in accordance to the instructions and the installation has been checked.
 - Configuration of the PC and possibly that of the modems / routers.
 - Configuration of the PC and possibly modems / routers.
 - The service used to work.
- xDSL Info status has been checked

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

5.14.1 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 Business Line Identity" link the following screen shows up containing a list of all associated VNs.

PABX Summary

ISP 777710 Testaccount WSG-Team

BBCS STNR/DDI 0313902525 / 0311390250

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	

Trouble Ticket Creation
Service Status
xDSL Info

back
refresh

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)

5.14.1.1 Trouble Ticket Creation

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

Place Business Line Trouble Ticket (step 2/2)

ISP *

777710 Testaccount WSG-Team

ISP phone *

ISP ticket ref. *

ISP Application ID

ISP Application Entity ID

End User Login *

End User Name *

End User Phone *

End User Notification Type

None ▾

End User Notification Address

BBCS STNR/DDI

0762290312

BBCS VN *

0762290312

UP Board Nr

UP Switching Place Nr

UP Type of Contact

UP Contact Nr

DN Type *

Multi Line

BB Type *

VDSL

SA SLA (Requested)

Standard ▾

Problem description *

Contracted Elements

Contract Element *	Service Profile	BBCS equipment *	Error Category *
☒ Best Effort	max 5000 down / 500 up		500 - Unknown ▾

Checklist

Problem occurrence date *

.

.

/

:

(dd.mm.yyyy/hh:mi)

Last successful login

.

.

/

:

(dd.mm.yyyy/hh:mi)

Comment

Measured ISP Values

back

submit

reset

appoint. reservation

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.

5.14.1.1.1 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

5.14.2 Creating a Trouble Ticket from VN

This section covers the case where the VN is known. In this case the place trouble 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

5.14.2.1 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:

Place Business Line Trouble Ticket (step 2/2)

ISP *

777710 Testaccount WSG-Team

ISP phone *

ISP ticket ref. *

ISP Application ID

ISP Application Entity ID

End User Login *

End User Name *

End User Phone *

End User Notification Type

None ▾

End User Notification Address

BBCS STNR/DDI

BBCS VN *

0762290312

UP Board Nr

UP Switching Place Nr

UP Type of Contact

UP Contact Nr

DN Type *

Multi Line

BB Type *

VDSL

SA SLA (Requested)

Standard ▾

Problem description *

Contracted Elements

Contract Element *	Service Profile	BBCS equipment *	Error Category *
☒ Best Effort	max 5000 down / 500 up		500 - Unknown ▾

Checklist

Problem occurrence date *

.

.

/

:

(dd.mm.yyyy/hh:mi)

Last successful login

.

.

/

:

(dd.mm.yyyy/hh:mi)

Comment

Measured ISP Values

back

submit

reset

appoint.reservation

5.14.2.2 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

5.15 Maintain/Select Access Trouble Tickets

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

Select Access Trouble Tickets

Page 1
Page 2

ISP	777710 Testaccount WSG Team				
Ticket ID					
ISP ticket ref.	from	to		ascending	▼
TT State	ENTERED REJECTED CHECKED PROCESSING INWORK			ascending	▼
BBCS DN/VN/NSN	from	to		ascending	▼
BBCS DN/VN/NSN Req	from	to		ascending	▼
BBCS STNR/DDI	from	to		ascending	▼
Ticket issuing date/time	from	to	1	descending	▼
Problem Date/Time	from	to		ascending	▼
Last modified date/time	from	to		ascending	▼
Billing Action	not billed Verification for Billing billing cancelled			ascending	▼
TT Response Comment Code	200 - Customer-Fault-FF, Problem solved 201 - Customer-Fault-FF, CE-Problem, Problem not solved 202 - Customer-Fault-Remote, Problem solved			ascending	▼
TT Progress Comment Code	51 - 1st level 52 - 2nd level 53 - on site			ascending	▼
BB Type	ADSL VDSL			ascending	▼
Contr Element	BBCS_Standalone BBCS_on_TDM DBC - DSL_Base_Connectivity			ascending	▼
Speed Profile Nr	11k down / 11k up 300k down / 100k up 300k down / 300k up			ascending	▼
Appointment Id				ascending	▼

Count Only ☐

back
submit
reset

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

Select Access Trouble Tickets

Page 1
Page 2

SA SLA	Standard Intermediate	☐	ascending ▼
SA SLA (Requested)	Standard Intermediate	☐	ascending ▼
SA SLA Overruled	Yes No	☐	ascending ▼
BBCS equipment	(Comma sep. list)	☐	ascending ▼
ISP Application ID		☐	ascending ▼
ISP Application Entity ID		☐	ascending ▼
OTO Id		☐	ascending ▼
OTO Partner Label		☐	ascending ▼
Preorder Activation Code		☐	ascending ▼
Vectorized	Yes No	☐	ascending ▼
DSLAM Name		☐	ascending ▼

Count Only ☐

back
submit
reset

Changes

Rel.	Short description
17.06	New search attribute Preorder Activation Code on page 2.

5.16 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:

Access Trouble Ticket Count

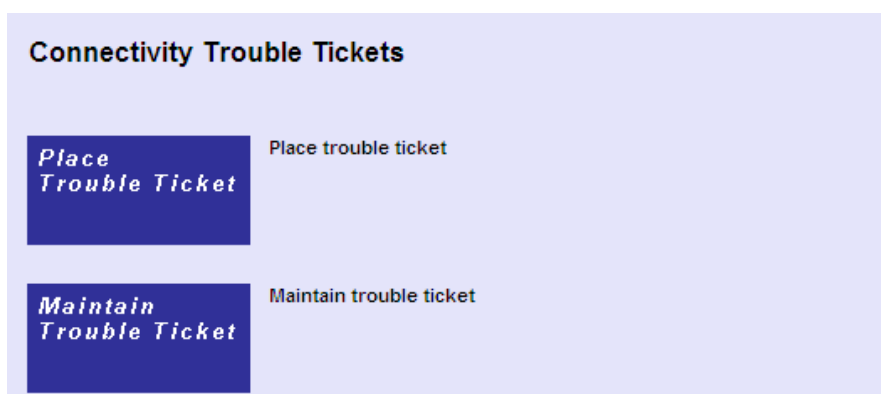
Number of entries = 454

back
summary

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:

Place Connectivity Trouble Ticket

ISP

777710 Testaccount WSG Team

ISP phone

079 343 01 30 (business hours)

079 343 01 30 (outside business hours)

E-Mail

-

ISP ticket ref.

123

Problem description

test description

Checklist

Router name *

ipc-bol640-s-vd-01

IP-address *

111.222.333.444

Problem Date

from

10

.

07

.

2017

/

12

:

14

(dd.mm.yyyy/hh:mi)

to

.

.

/

:

(dd.mm.yyyy/hh:mi)

Affected regions

Nb. of fault reports

24

Partly no service

Yes ▼

No service at all

Yes ▼

Affected DN range

Domains

swisscom1.com

Comment

any comment

Worklog

Summary

Notes

back

submit

reset

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
Worklog Summary	O	The summary for the worklog
Worklog Notes	O	The notes for the worklog

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.

Connectivity Trouble Ticket Detail

Main
Worklog
Response
Billing

Ticket Header
Ticket ID 11723
Last modified 12/07/2017 14:13 by ISP User
TT State CHECKED

ISP
ISP 777710 Testaccount WSG Team
ISP phone 079 343 01 30 (business hours)
079 343 01 30 (outside business hours)
E-Mail -
ISP ticket ref. 123

Checklist
Router name ipc-bol640-s-vd-01
IP-address 111.222.333.444
Problem Date from 10/07/2017 12:14
Problem Date to 12/07/2017 00:00
Affected regions -
Nb. of fault reports 24
Partly no service Yes
No service at all Yes
Affected DN range -
Domains swisscom1.com

Comment
any comment

Response Comment
-

Problem description
test description

History

Modified	User name	TT State	Response Comment
12/07/2017 14:13	ISP User	CHECKED	-
12/07/2017 14:13	ISP User	ENTERED	-

back
refresh
add worklog
cancel

6.4 Add worklog to ConnectivityTT

As long as the connectivity TT is not in a final State you can add a worklog which will be showed in the workLogtab afterwards and sent to the BackendSystem.

Add Worklog

Summary

Notes

Name	Optional / Mandatory	Description
Worklog Summary	O	The summary for the worklog
Worklog Notes	O	The notes for the worklog

6.5 Cancel ConnectivityTT

As long as the connectivity TT is not in a final State you can try to cancel the connectivity TT

Cancel Pending Connectivity Trouble Ticket

ISP
777710 Testaccount WSG Team

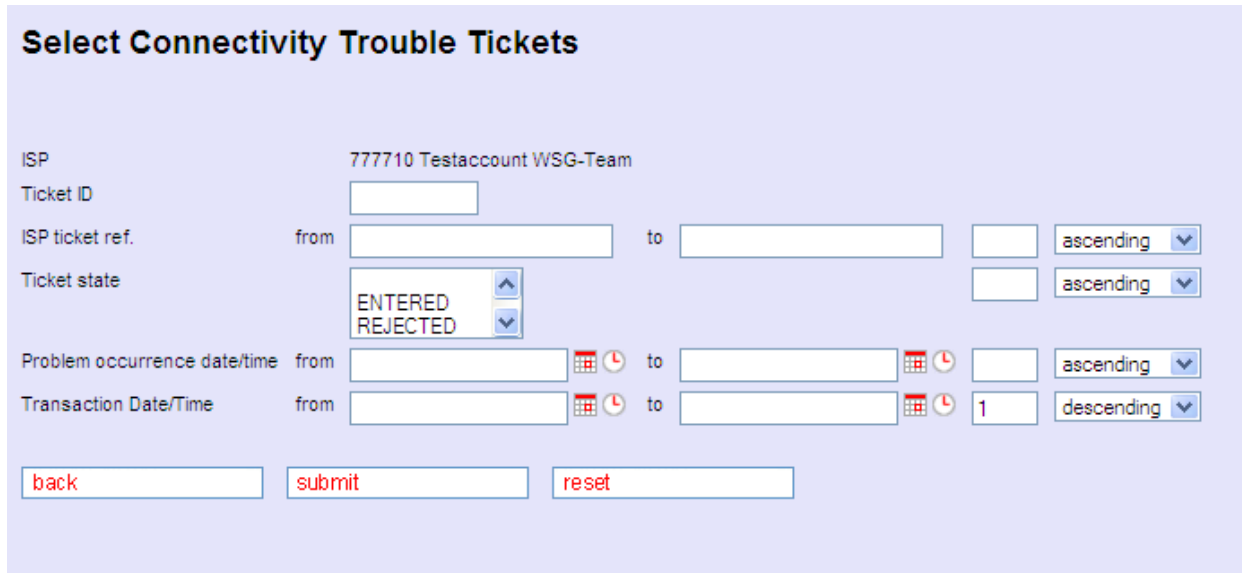
Ticket ID
11723

Comment

Name	Optional / Mandatory	Description
Comment	M	Comment for the cancel

6.6 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:



Select Connectivity Trouble Tickets

ISP: 777710 Testaccount WSG-Team

Ticket ID:

ISP ticket ref. from: to: ascending ▼

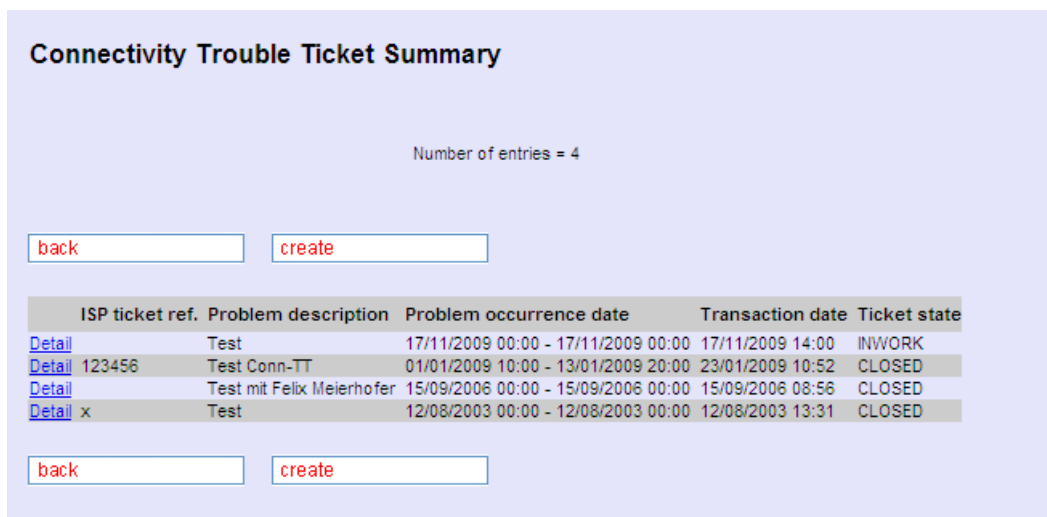
Ticket state: ascending ▼

Problem occurrence date/time from: to: ascending ▼

Transaction Date/Time from: to: 1 descending ▼

6.7 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:



Connectivity Trouble Ticket Summary

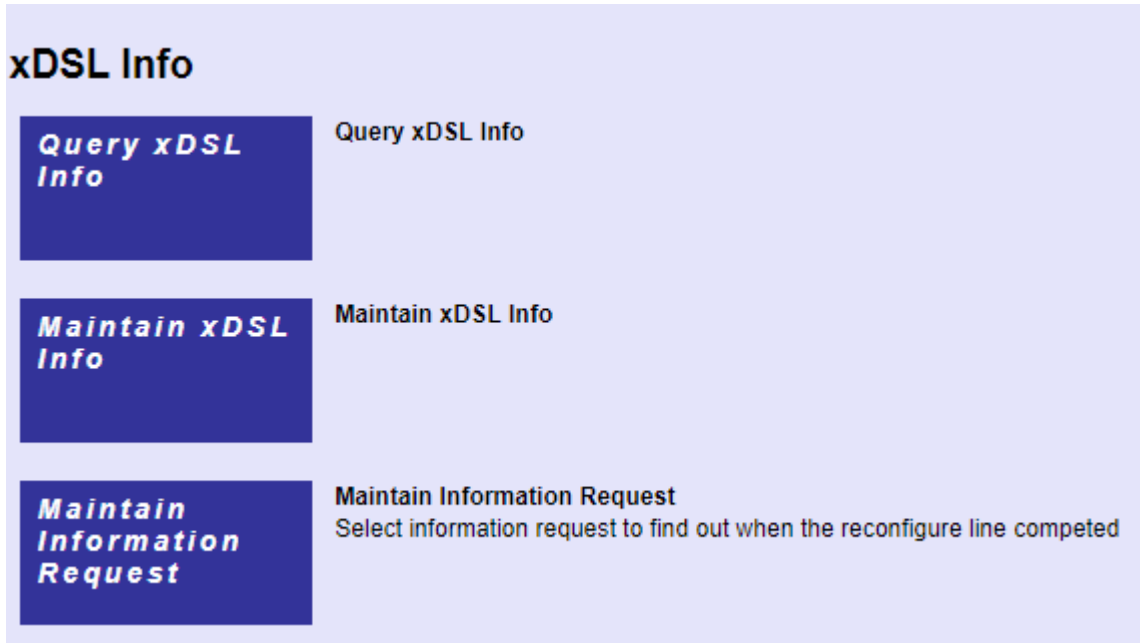
Number of entries = 4

ISP ticket ref.	Problem description	Problem occurrence date	Transaction date	Ticket state
Detail	Test	17/11/2009 00:00 - 17/11/2009 00:00	17/11/2009 14:00	INWORK
Detail 123456	Test Conn-TT	01/01/2009 10:00 - 13/01/2009 20:00	23/01/2009 10:52	CLOSED
Detail	Test mit Felix Meierhofer	15/09/2006 00:00 - 15/09/2006 00:00	15/09/2006 08:56	CLOSED
Detail x	Test	12/08/2003 00:00 - 12/08/2003 00:00	12/08/2003 13:31	CLOSED

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.



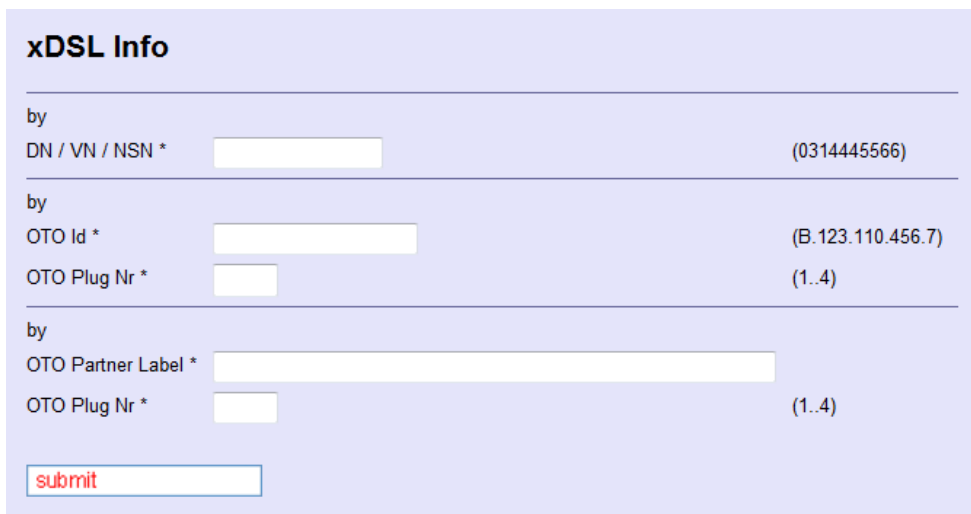
The user can choose either to perform a new xDSL Info query or to maintain results of xDSL Info queries which were performed in the past.

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.

As well you can Maintain the information Requests, currently only the reconfigure Lines are covered behind this box

7.1 Query xDSL Info Request

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



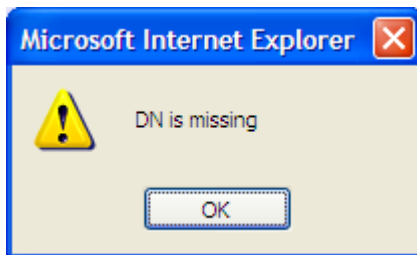
7.1.1 Form Fields

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)

xDSL Info
 ISP 777710 Testaccount WSG Team
 DN / VN / NSN 0108895320

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

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

xDSL Info | Alarms | Measure History | CPE Info | Access Optimization | Day Charts | 15 Min. Charts

Request Date/Time	29/05/2017 17:29:28	29/05/2017 17:28:10
Response Date/Time	29/05/2017 17:29:38	29/05/2017 17:28:22
User name	ISP User	ISP User
TIBCO/NC-CIA	000: OK	000: OK
NA	000: OK	000: OK
Cont Element	BBCS_Standalone	BBCS_Standalone
DN Office	64BOL	64BOL
BB Device Location	DELOC	DELOC
Site	BOL	BOL
Site Category	RUS	RUS
Available Technology Type	VDSL Vectoring	VDSL Vectoring
DSLAM Name	IPC-HIR710-S-DM-11	IPC-HIR710-S-DM-11
Network Type	WARP	WARP
Vectorized	No	No
BB Type	VDSL	VDSL
BB ADSL Emulated	-	-
Dn Type	Netservices number	Netservices number
BB Port Line Type	ana	ana
Interleave Mode	Interleave G.FAST Noise Margin 6,6	Interleave G.FAST Noise Margin 6,6
BB Pcd Class	Spec_VDSL2_FAST	Spec_VDSL2_FAST
Session Type	DWCP	DWCP
Access Speed	50M down / 10M up	50M down / 10M up
Technology Type	VDSL2	VDSL2
Op Status	Open Pipe Manual	Open Pipe Manual
Service Type	Best Effort	Best Effort
Service Profile	Flat	Flat
	max 250M down / 50M up	max 250M down / 50M up
Traffic_Light		
xDSL Line Status	up	up
Problem description	Degraded Contact	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).	If the stability and performance is ok, then do nothing. Else check and correct the inhouse cabling (install broad band ready).
Problem description	BridgeTap	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).	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	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 %	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	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	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): -	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): -
	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): -	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): -
	Calculated Line Length: 862 Correction DB Line Length: 872 Number of Spontaneous Resyncs: 1	Calculated Line Length: 862 Correction DB Line Length: 872 Number of Spontaneous Resyncs: 1

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

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

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

Changes

Rel.	Description
17.06	Grouped attributes of the location and port configuration on main tab. Reason of potential move to access optimization tab.
9.18	Copper Errors may get more detail information from the undelaying 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, and 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

xDSL Info

ISP 777710 Testaccount WSG Team
 DN / VN / NSN 0108895320

Request Date/Time	29/05/2017 17:29:28
Response Date/Time	29/05/2017 17:29:38
TIBCO/NC-CIA	000: OK
NA	000: OK

Access Network	NOK
	Begin of Fault: 29/05/2017 16:19:33
	Expected repair time: 48h

Access Network History	Begin/End of Fault: 22/05/2017 16:19:33 24/05/2017 16:19:33
	Begin/End of Fault: 26/05/2017 16:19:33 28/05/2017 16:19:33

7.2.3 Measure History Tab

xDSL Info

ISP 777710 Testaccount WSG Team
DN / VN / NSN 0108895320[back](#) [refresh](#) [Transaction Overview](#) [create ticket](#) [modify access profile](#)[start LQD 24hrs](#) [start LQD 2min](#) [start Profile CP](#) [start Profile CPSI](#) [start Resync Line](#) [start Reconfig Line](#)[xDSL Info](#) [Alarms](#) [Measure History](#) [CPE Info](#) [Access Optimization](#) [Day Charts](#) [15 Min. Charts](#)Request Date/Time 29/05/2017 17:29:28
Response Date/Time 29/05/2017 17:29:38
TIBCO/NC-CIA 000: OK
NA 000: OK

Historical Measurement Values

Measured Date	Measured Time	DSLAM Name	Logical Port	Spontaneous Resyncs	Coding Violations up/down	Noise Margin up/down dB	Actual Bit Rate up/down kb/s	Attainable Bit Rate up/down kb/s	Attenuation up/down dB	Serial Number	Access Speed	Interleave Mode	BB Psd Class
28/05/2017 18:00:00	86402	ipc-bol640-s-vd-01	1/2/3/4	1	5 / 29	18 / 11	16512 / 88064	32448 / 300012	8 / 8	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
28/05/2017 12:00:00	86401	ipc-bol640-s-vd-01	1/2/3/4	1	4 / 28	17 / 10	16512 / 88064	32438 / 300011	7 / 7	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
28/05/2017 06:00:00	86400	ipc-bol640-s-vd-01	1/2/3/4	1	3 / 27	16 / 9	16512 / 88064	32428 / 300010	6 / 6	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
27/05/2017 18:00:00	86405	ipc-bol640-s-vd-01	1/2/3/4	1	8 / 32	21 / 14	16512 / 88064	32478 / 300015	11 / 11	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
26/05/2017 06:00:00	86406	ipc-bol640-s-vd-01	1/2/3/4	1	9 / 33	22 / 15	16512 / 88064	32488 / 300016	12 / 12	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
25/05/2017 18:00:00	86411	ipc-bol640-s-vd-01	1/2/3/4	1	14 / 38	27 / 20	16512 / 88064	32538 / 300021	17 / 17	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
25/05/2017 12:00:00	86410	ipc-bol640-s-vd-01	1/2/3/4	1	13 / 37	26 / 19	16512 / 88064	32528 / 300020	16 / 16	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
25/05/2017 06:00:00	86409	ipc-bol640-s-vd-01	1/2/3/4	1	12 / 36	25 / 18	16512 / 88064	32518 / 300019	15 / 15	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
24/05/2017 18:00:00	86414	ipc-bol640-s-vd-01	1/2/3/4	1	17 / 41	30 / 23	16512 / 88064	32568 / 300024	20 / 20	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
24/05/2017 12:00:00	86413	ipc-bol640-s-vd-01	1/2/3/4	1	16 / 40	29 / 22	16512 / 88064	32558 / 300023	19 / 19	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
24/05/2017 06:00:00	86412	ipc-bol640-s-vd-01	1/2/3/4	1	15 / 39	28 / 21	16512 / 88064	32548 / 300022	18 / 18	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
23/05/2017 18:00:00	86417	ipc-bol640-s-vd-01	1/2/3/4	1	20 / 44	33 / 26	16512 / 88064	32598 / 300027	23 / 23	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
23/05/2017 12:00:00	86416	ipc-bol640-s-vd-01	1/2/3/4	1	19 / 43	32 / 25	16512 / 88064	32588 / 300026	22 / 22	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
23/05/2017 06:00:00	86415	ipc-bol640-s-vd-01	1/2/3/4	1	18 / 42	31 / 24	16512 / 88064	32578 / 300025	21 / 21	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
22/05/2017 18:00:00	86420	ipc-bol640-s-vd-01	1/2/3/4	1	23 / 47	36 / 29	16512 / 88064	32628 / 300030	26 / 26	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
22/05/2017 12:00:00	86419	ipc-bol640-s-vd-01	1/2/3/4	1	22 / 46	35 / 28	16512 / 88064	32618 / 300029	25 / 25	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
22/05/2017 06:00:00	86418	ipc-bol640-s-vd-01	1/2/3/4	1	21 / 45	34 / 27	16512 / 88064	32608 / 300028	24 / 24	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
21/05/2017 18:00:00	86423	ipc-bol640-s-vd-01	1/2/3/4	1	26 / 50	39 / 32	16512 / 88064	32658 / 300033	29 / 29	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
21/05/2017 12:00:00	86422	ipc-bol640-s-vd-01	1/2/3/4	1	25 / 49	38 / 31	16512 / 88064	32648 / 300032	28 / 28	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
21/05/2017 06:00:00	86421	ipc-bol640-s-vd-01	1/2/3/4	1	24 / 48	37 / 30	16512 / 88064	32638 / 300031	27 / 27	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
20/05/2017 18:00:00	86426	ipc-bol640-s-vd-01	1/2/3/4	1	29 / 53	42 / 35	16512 / 88064	32688 / 300036	32 / 32	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
20/05/2017 12:00:00	86425	ipc-bol640-s-vd-01	1/2/3/4	1	28 / 52	41 / 34	16512 / 88064	32678 / 300035	31 / 31	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
20/05/2017 06:00:00	86424	ipc-bol640-s-vd-01	1/2/3/4	1	27 / 51	40 / 33	16512 / 88064	32668 / 300034	30 / 30	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
19/05/2017 18:00:00	86429	ipc-bol640-s-vd-01	1/2/3/4	1	32 / 56	45 / 38	16512 / 88064	32718 / 300039	35 / 35	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
19/05/2017 12:00:00	86428	ipc-bol640-s-vd-01	1/2/3/4	1	31 / 55	44 / 37	16512 / 88064	32708 / 300038	34 / 34	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
19/05/2017 06:00:00	86427	ipc-bol640-s-vd-01	1/2/3/4	1	30 / 54	43 / 36	16512 / 88064	32698 / 300037	33 / 33	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a

[back](#) [refresh](#) [Transaction Overview](#) [create ticket](#) [modify access profile](#)[start LQD 24hrs](#) [start LQD 2min](#) [start Profile CP](#) [start Profile CPSI](#) [start Resync Line](#) [start Reconfig Line](#)

Changes

Rel.	Description
17.06	Measured Date include time. Note; in the charts only 7 first 12:00 measures are presented.
9.15	New Attributes • Access Speed, Interleave, Interleave Mode, BB Psd Class (the three last rows)

7.2.4 Cpe Info Tab

xDSL Info
 ISP 777710 Testaccount WSG Team
 DN / VN / NSN 0108895320

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

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

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

CPE Info	CPE Name	Motorola 7347-44 POTS rel.7.9				Motorola 7347-44 POTS rel.7.9			
	DSLAM Type Allowed	Technology Dslam Type				Technology Dslam Type			
		-				-			
Capability		Technology Type	Capability Overall	Capability Hardware	Capability Firmware	Technology Type	Capability Overall	Capability Hardware	Capability Firmware
		VDSL2	forced friendly	no	yes, but SFP needed	VDSL2	forced friendly	no	yes, but SFP needed
		VDSL Vectoring	capable	yes, but SFP needed	yes	VDSL Vectoring	capable	yes, but SFP needed	yes
CPE Comment		-				-			
CPE Type		ADB V226N1 Centro Grande				ADB V226N1 Centro Grande			

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

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

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.

xDSL Info

ISP 100008 Swisscom (Schweiz) AG, RES
 DN / VN / NSN 0314445566

back
refresh
Transaction Overview
create ticket
modify access profile

start LQD 24hrs
start LQD 2min
start Profile CP
start Profile CPSI
start Resync Line
start Reconfig Line

xDSL Info
Alarms
Measure History
CPE Info
Inactive Endpoint
Day Charts
15 Min. Charts

Inactive Endpoint 1	Tax Region	71	71
	BB Device Location	SRDLI	SRDLI
	Site Category	RUS	RUS
	DSLAM Name	IPC-SUR710-S-DM-05	IPC-SUR710-S-DM-05
	BB Splitter Port	04-546	04-546
	BB Logical Port	XXXX-1-3-6-18	XXXX-1-3-6-18
	BB Port Type	BBDIG	BBDIG
	BB Port Technology	adsl	adsl
	BB Port Line Type	ana	ana
	BB Port Active State	active	active
	BB Port Block State	free	free
	Dslam Type	ASAM	ASAM
	Network Type	EAP	EAP
Inactive Endpoint 2	Tax Region	71	71
	BB Device Location	SRDLW	SRDLW
	Site Category	AVE	AVE
	DSLAM Name	IPC-SUR710-S-DM-08	IPC-SUR710-S-DM-08
	BB Splitter Port	04-548	04-548
	BB Logical Port	XXXX-1-3-6-28	XXXX-1-3-6-28
	BB Port Type	BBDIG	BBDIG
	BB Port Technology	adsl	adsl
	BB Port Line Type	ana	ana
	BB Port Active State	active	active
	BB Port Block State	free	free
	Dslam Type	ASAM	ASAM
	Network Type	EAP	EAP

back
refresh
Transaction Overview
create ticket
modify access profile

start LQD 24hrs
start LQD 2min
start Profile CP
start Profile CPSI
start Resync Line
start Reconfig Line

7.2.6 Access Optimization Tab

The new tab access optimization gives information on the access optimization process. On top the main actual parameters technology, access profile and interleave mode. From the access optimization process (“Stabilisierungsprozess”) the running/ongoing and last action. From the last action there are the relevant access parameters before and after the last action.

xDSL Info
 ISP 777710 Testaccount WSG Team
 DN / VN / NSN 0108895320

back refresh Transaction Overview create ticket modify access profile

start LQD 24hrs start LQD 2min start Profile CP start Profile CPSI start Resync Line start Reconfig Line

xDSL Info Alarms Measure History CPE Info **Access Optimization** Day Charts 15 Min. Charts

Qualification Info	LQS Max Technology Type	VDSL2	
	LQS Max Access Profile	50M down / 10M up	
	Interleave Mode	Interleave G.FAST Noise Margin 6_6	
	NA Failure Type	OK	
	NA Max Technology Type	VDSL2	
	NA Max Access Profile	44M down / 10M up	
	Reason of Potential	-	

Running Netdriven Action	Netdriven Process	aNetdrivenProcess	
	Start Date/Time	17/02/2017 10:30:47	
	Input Reason	aInputReason2	
	Current Step	aCurrentStep	
	Initiator	aInitiator2	

Last Netdriven Action	Netdriven Process	LastProcess	
	Run Date/Time	17/01/2017 10:30:47	
	Input Reason	aInputReason1	
	Action	aAction	
	Initiator	aInitiator1	

Port Config		After Last Action	Before Last Action
	BB Psd Class	VDSL_CAB11_1	VDSL_CAB04_1
	Technology	ADSL	VDSL2
	Technology Type	VDSL Vectoring	VDSL2
	Access Speed	25M down / 10M up	20M down / 6M up
	Interleave Mode	Interleave Medium	Interleave Low
	Effective Speed	500M down / 400M up	300M down / 200M up

back refresh Transaction Overview create ticket modify access profile

start LQD 24hrs start LQD 2min start Profile CP start Profile CPSI start Resync Line start Reconfig Line

Changes

Rel.	Description
17.06	New Tab, Reason of Potential moved to this tab.

7.2.7 Day Charts Tab

Here are seven quality/stability figures a day of the 7 days past in four charts. Only the measures of 12:00 are presented.

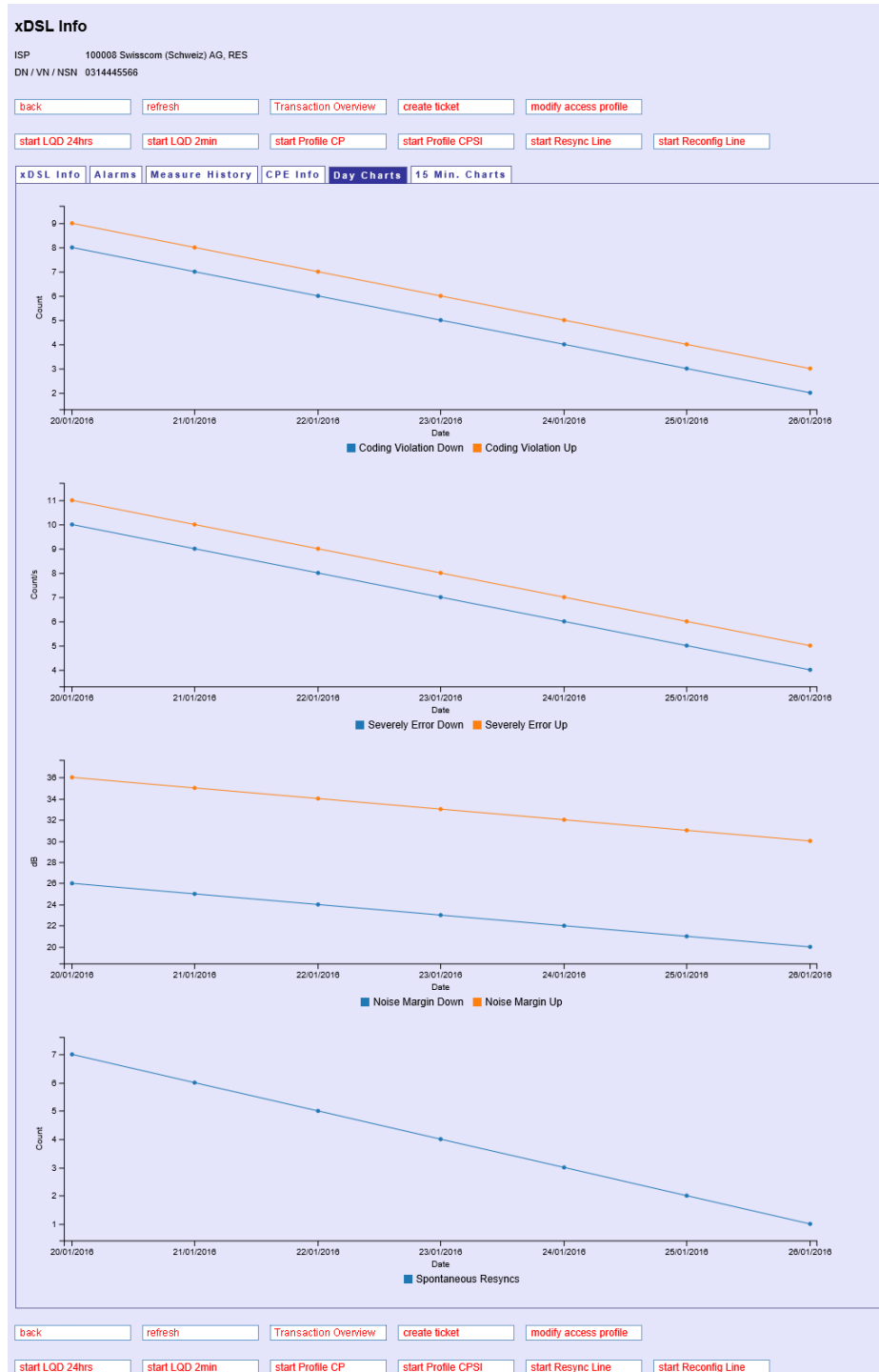


Chart Name	Graphs	Abscissa (x)	Ordinate (y)	Description
Coding Violation	Up (blue), Down (orange)	Counts a day	Date	Number of CRC errors.
Severely Error Seconds	Up (blue), Down (orange)	Counts a day	Date	Number of seconds with excessive errors.
Noise Margin	Up (blue), Down (orange)	dB	Date	Signal/noise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

7.2.8 15 Minute Charts Tab

Here are four quality/stability figures at intervals of 15 minutes of the 7 days past in four charts. Only the measures of 12:00 are presented.

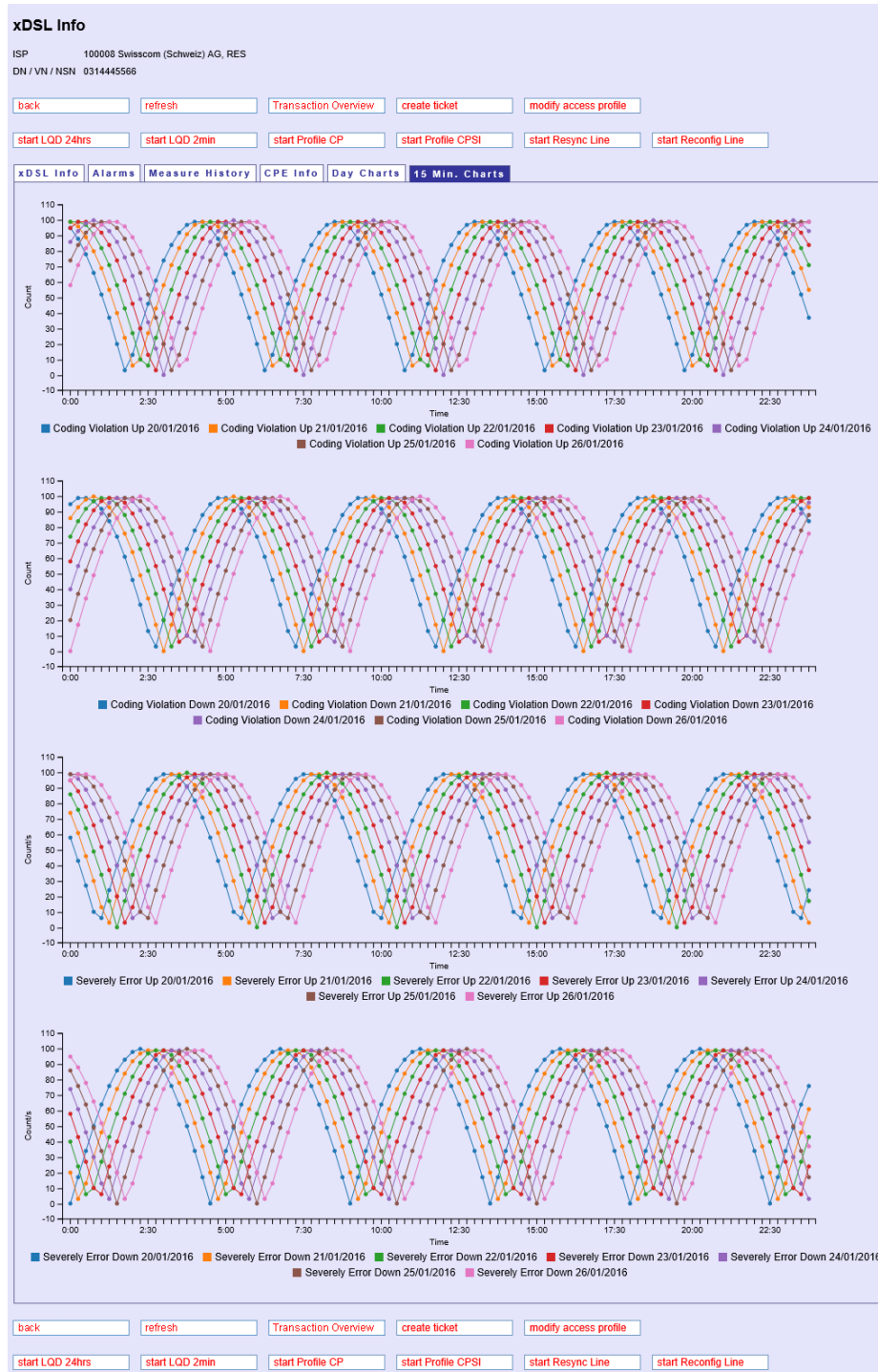


Chart Name	Graphs	Abscissa (x)	Ordinate (y)	Description
Coding Violation Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30 in 15 minute intervals	Number of CRC errors in the upstream.
Coding Violation Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30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

7.2.9 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).

7.2.10 Main Tab (for a fiber line)

[start Reconfig Line](#)

xDSL Info

Request Date/Time	09/05/2016 14:42:06	09/05/2016 14:41:52
Response Date/Time	09/05/2016 14:42:12	09/05/2016 14:41:56
User name	ISP User	ISP User
Line State Id	23684712	23684711
BB Type	BX	BX
Contr Element	BBCS_F (Fiber)	BBCS_F (Fiber)
Dn Type	Netservices number	Netservices number
Session Type	DHCP	DHCP
Access Speed	100000 down / 100000 up	100000 down / 100000 up
DN Office	64BOL	64BOL
BB Device Location	BOL	BOL
DSLAM Name	ipd-wip780-s-fa-14	ipd-wip780-s-fa-14
Service Type	Best Effort on Fiber	Best Effort on Fiber
Service Profile	Flat	Flat
Service Profile	10000 down / 1000 up	10000 down / 1000 up
Fan Port Light		
xDSL Line Status	up	up

[back](#)
[refresh](#)
[Transaction Overview](#)
[create ticket](#)

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:

Prepare Start Command

ISP 100008 Swisscom (Schweiz) AG, RES
DN / VN / NSN 0314445566
Lov Start start Line Quality Diagnosis 24hrs
Command

Mobile Number The mobile number to get a notification when the profile change or line quality diagnosis has terminated. Example +41791234567

E-Mail Address

Picture Required ☐ Return a picture of the xDSL info result.

7.3.1 Form Fields

Name	Optional / Mandatory	Description
Mobile Number	0	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:

Prepare Start Command

ISP 100008 Bluewin AG
DN / VN / NSN 0314445566
Start Command start Profile Change Standard

Mobile Number The mobile number to get a notification when the profile change or line quality diagnosis has terminated. Example +41791234567

7.5 Start Resynch Line

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

Confirm Resynchronize Line Command

ISP 777710 Testaccount WSG Team
DN / VN / NSN 0712220345

Do you really want to resynchronize the line?

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

Resynchronize Line Command Submitted

ISP 777710 Testaccount WSG Team
DN / VN / NSN 0712220345

Resynchronize Line Command was successfully started!

7.6 Start Reconfigure Line

7.6.1 Network ATM, EAP

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

Confirm Reconfig Line Command

ISP 777710 Testaccount WSG Team
DN / VN / NSN 0712220345

Do you really want to reconfigure the line (Disconnect/Create 2nd Way)?

If you confirm using submit:

Reconfig Line Command Submitted

ISP 777710 Testaccount WSG Team
DN / VN / NSN 0712220345

Reconfig Line Command was successfully started!

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

7.6.2 Network WARP

Lines on WARP network is not reconfigures by disconnect/create 2nd way in WSG but with call to a backend service and no order will be visible in WSG.

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

Confirm Reconfig Line Command

ISP	777710 Testaccount WSG Team
DN / VN / NSN	0108929687

Do you really want to reconfigure the line (Will take about 2 minutes)

If you confirm using submit:

Reconfig Line Command Submitted

ISP	777710 Testaccount WSG Team
DN / VN / NSN	0108891951

Reconfig Line Command was successfully started!

Information Request ID [88635](#)

After this the Port will be reconfigured and reregistered in the inventory again. Note: the informationRequestId shown can me verified in the maintain Menu (see 7.11) or by clicking directly the link displayed.

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.

Modify Access Profile

Select Access Profile

ISP * 777710 Testaccount WSG Team

DN / VN / NSN * 0108267585

BB Type VDSL

Dslam Type CAN

Network Type WARP

Current Technology Type VDSL2

Current Access Speed 59 - 50M down / 10M up

Current Interleave Mode Interleave Low

Current BB Psd Class Spec_VDSL2_17a

New

☐	174 - 5M-50M down / 500k-10M up	VDSL2	Interleave Low	Spec_VDSL2_8b
☐	174 - 5M-50M down / 500k-10M up	VDSL2	Interleave Medium	Spec_VDSL2_12a
☐	174 - 5M-50M down / 500k-10M up	VDSL2	Interleave Medium	Spec_VDSL2_17a
☐	174 - 5M-50M down / 500k-10M up	VDSL2	Interleave Medium	Spec_VDSL2_8b
☐	59 - 50M down / 10M up	VDSL2	Interleave Low	Spec_VDSL2_12a
☐	59 - 50M down / 10M up	VDSL2	Interleave Low	Spec_VDSL2_17a
☐	59 - 50M down / 10M up	VDSL2	Interleave Low	Spec_VDSL2_8b
☐	59 - 50M down / 10M up	VDSL2	Interleave Medium	Spec_VDSL2_12a
☒	59 - 50M down / 10M up	VDSL2	Interleave Medium	Spec_VDSL2_17a
☐	59 - 50M down / 10M up	VDSL2	Interleave Medium	Spec_VDSL2_8b
☐	59 - 50M down / 10M up	VDSL2	Interleave High-1	Spec_VDSL2_12a
☐	59 - 50M down / 10M up	VDSL2	Interleave High-1	Spec_VDSL2_17a
☐	59 - 50M down / 10M up	VDSL2	Interleave High-1	Spec_VDSL2_8b
☐	59 - 50M down / 10M up	VDSL2	Interleave High-1	Spec_VDSL2_12a

Comment

Interleave mode ändern

Modify Access Profile

Create Order

Operation succeeded

Order Nr 10000820150722000014000000 [Detail](#)

[back](#)

7.8 Select xDSL Info

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

Maintain xDSL Info

ISP Requester 777710 Testaccount WSG Team

DN / VN / NSN

OTO Id

Request Date/Time from   to  

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

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

7.8.1 Form Fields

Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only.

Name	Optional / Mandatory	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:

xDSL Info Summary									
back									
	Request Date/Time	User name	ISP	DN / VN / NSN	OTO Id	BB Type	xDSL Line Status	Last Status Change	Date/Time
Detail	09/05/2016 14:42	ISP User	777710 Testaccount WSG Team	0103099999		BX	green up		
Detail	09/05/2016 14:41	ISP User	777710 Testaccount WSG Team	0103099999		BX	green up		
Detail	09/05/2016 13:06	ISP User	777710 Testaccount WSG Team	0103099999		BX	green up		
Detail	09/05/2016 10:01	ISP User	777710 Testaccount WSG Team	0103099999		BX	green up		
back									

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.

7.11 Maintain Information Request

The Reconfigure Line(s) on the WAPR Network can be verified if they are completed using this menu.

Maintain Information Request Reconfigure Line

ISP ID 777710 Testaccount WSG Team

Information Request ID from to

Object Type

Transaction Date/Time from to

Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only.
Information Request ID from	O	The InformationRequest from
Information Request ID to	O	The InformationRequest to.
ObjectType	O	Currently only ReconfigLine are available
Transaction date/time from	O	The beginning day/time.
Transaction date/time to	O	The ending day/time

7.11.1 Information Request Reconfigure Line Detail

The Information Requests are listed based on the filled up request attributes above.

Information Request Reconfigure Line Detail

Information Request ID	Object Type	Object State	Object Step	Transaction Date/Time
Detail 777710 - Testaccount WSG Team	88635	ReconfigLine	COMPLETED	processingSuccess 12/07/2017 14:42

You can click on Detail for having further informations

7.11.2 Information Request Reconfigure Line Detail

This display's the state of the Reconfigureline. In case of the Reconfigure ist COMPLETED, as in this example, it is show an COMPLETED. Aslong as the information Request is not COMPLETED the Reconfigure Line is ongoing.

Information Request Reconfigure Line Detail

[back](#)
[refresh](#)

Overview

Information Request ID 88635
 Transaction Date/Time 12/07/2017 14:42
 ISP ID 777710 - Testaccount WSG Team
 Object Type ReconfigLine
 Object State COMPLETED
 Object Step processingSuccess

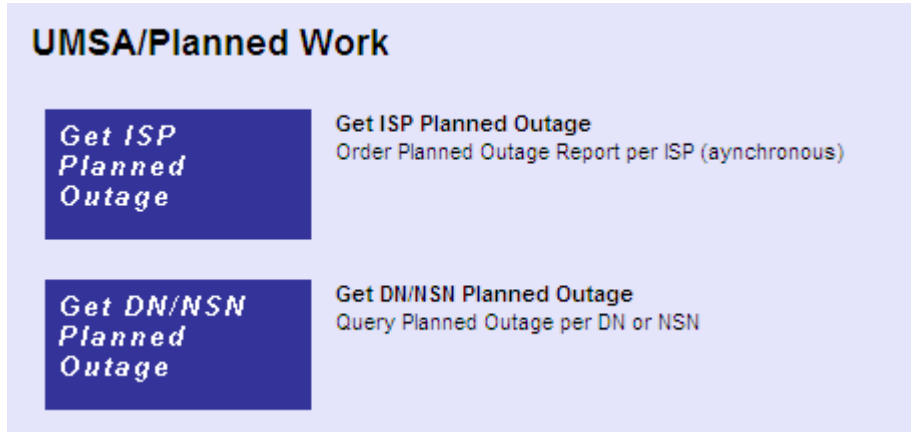
History

Object State	Object Step	Transaction Date/Time	User name	Comment
COMPLETED	processingSuccess	12/07/2017 14:42	WSG Inbound	Received state-text 'Sample state text'
PROCESSING	processingStart	12/07/2017 14:41	ISP User	

[back](#)
[refresh](#)

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).

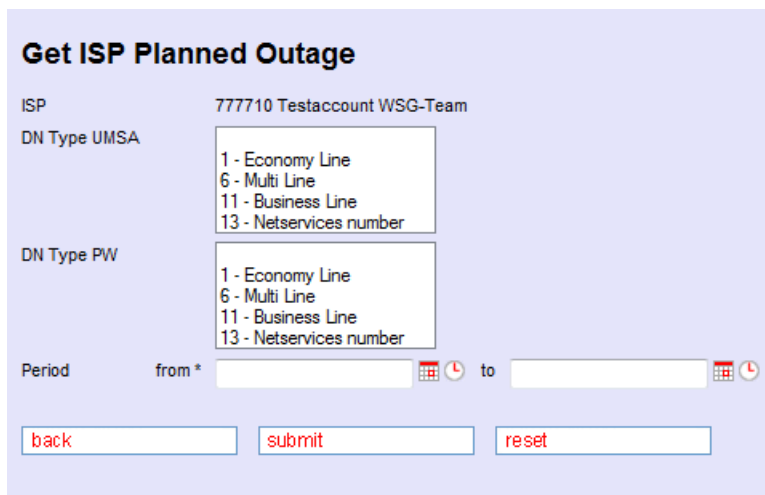


UMSA/Planned Work

Get ISP Planned Outage	Get ISP Planned Outage Order Planned Outage Report per ISP (asynchronous)
Get DN/NSN Planned Outage	Get DN/NSN Planned Outage Query Planned Outage per DN or 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.



Get ISP Planned Outage

ISP: 777710 Testaccount WSG-Team

DN Type UMSA:

- 1 - Economy Line
- 6 - Multi Line
- 11 - Business Line
- 13 - Netservices number

DN Type PW:

- 1 - Economy Line
- 6 - Multi Line
- 11 - Business Line
- 13 - Netservices number

Period from * to

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

ISP Planned Outage

Operation succeeded

Info Request Id 12

Response File Name 100008_007_20081103_12.xml

[back](#)

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.

Get DN/NSN Planned Outage

ISP 777710 Testaccount WSG-Team

DN / VN / NSN *

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

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

DN Planned Outage Summary

Number of entries = 2

DN / NSN 0123456700

UMSA/PW Id	Interruption Start Date/Time	Interruption End Date/Time	Duration (min)	Interruption Reason	Source	Services
126	21/10/2008 00:00	30/10/2008 00:00	15	Kabelnetz-Erweiterung	PW	internet, streaming
125	21/10/2008 00:00	31/10/2008 00:00	10	Ausbau der techn. Anlagen	PW	internet, streaming

[back](#)

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

DN Planned Outage Summary

Number of entries = 0

DN / NSN 0123456701

UMSA/PW Id	Interruption Start Date/Time	Interruption End Date/Time	Duration (min)	Interruption Reason	Source	Services
------------	------------------------------	----------------------------	----------------	---------------------	--------	----------

[back](#)

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.

Transaction Overview

Search Form

DN / VN / NSN *

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

Transaction Overview

Search Form

DN / VN / NSN *

Search Result

Number of entries: 2

Last modified	Transaction Type	State	ISP (Donor)	DN/VN (Req/Old)	External Reference	Response
Detail 13/10/2011 09:13:39.000 by Pol	ACCESS_TICKET	INWORK	777710 Testaccount WSG-Team	0762290310	TestHP_HHA	Processing by TT system
Detail 13/10/2011 08:14:18.678 by Pol	WORK_ORDER (BBCS_GETSTATUS)	COMPLETED	777710 Testaccount WSG-Team	0762290310		-

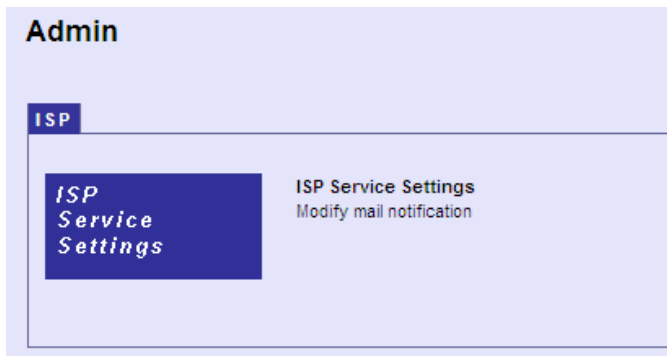
Field	Description
Last Modified	The timestamp of the last modification followed by the name of the author.
Transaction Type	The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible: - WORK_ORDER - BBCS_CREATE - BBCS_MODIFY - BBCS_DISCONNECT - BBCS_GETSTATUS - VOICE_GETSTATUS - ISP_CHANGE - GET_BUSINESS_LINES

Field	Description
	○ ISP_CHANGE DONOR ○ GET_DSLAM_PORT_STATUS • WORK_TICKET ○ INSTALLATION • VOICE_MESSAGE ○ <i>Some numeric value</i> • 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.

Trouble Ticket ISP Settings

Last modified: 05/09/2017 09:35 by SystemSuperUser Swisscom

Access TT settings | Connectivity settings | Information Request Settings | Network Customer Notification Settings | Alarm settings | TT Error Category

ISP: 777710 Testaccount WSG Team

State change e-mail:

Notify on entering state:

Object Type	Initiator	Activator	Object State	Step	Nf Event	Comment	By Email	By Notification
-	-	-	-	notification Appointment State	Classical Notification	Access Ticket Appointment Changed	☐	☐
-	-	-	-	work Log Added	Classical Notification	Worklog Added	☐	☐
-	-	-	ENTERED	-	Classical Notification	Entered	☐	☐
-	-	-	REJECTED	-	Classical Notification	Rejected	☐	☐
-	-	-	CHECKED	-	Classical Notification	Checked	☐	☐
-	-	-	PROCESSING	-	Classical Notification	Processing	☐	☐
-	-	-	INWORK	-	Classical Notification	Inwork	☐	☐
-	-	-	CLOSED	-	Classical Notification	Closed	☐	☐
-	-	-	CANCELLED	-	Classical Notification	Canceled	☐	☐
-	-	-	CANCEL PENDING	-	Classical Notification	Cancel Pending	☐	☐

10.2.1.1 Form Fields

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

Field	Optional / Mandatory	Description
		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.

Trouble Ticket ISP Settings

Access TT settings
Connectivity settings
Information Request Settings
Network Customer Notification Settings
Alarm settings
Error Category

ISP 777710 Testaccount Peter Rosenberger

State change e-mail

Notify on entering state

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

back
submit
reset

10.2.3 Information Request Settings

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

Trouble Ticket ISP Settings

Access TT settings | Connectivity settings | **Information Request Settings** | Network Customer Notification Settings | Alarm settings | Error Category

ISP: 777710 Testaccount Peter Rosenberger

Information Request notification email:

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
ISPPlannedOutage	-	-	ENTERED	-	Order Notification	getISPPlannedOutage Status ENTERED	☐	☒
ISPPlannedOutage	-	-	COMPLETED	-	Order Notification	getISPPlannedOutage Status COMPLETED	☐	☒
ISPPlannedOutage	-	-	ABORTED	-	Order Notification	getISPPlannedOutage Status ABORTED	☐	☒
ProKu	-	-	COMPLETED	-	Order Notification	getProkuInfo Status COMPLETED	☐	☐
Deximport	-	-	PROCESSING	exported	Order Notification	Deximport exported, STATE PROCESSING	☐	☐
Deximport	-	-	EXCEPTION	rejected	Order Notification	Deximport rejected, STATE EXCEPTION	☐	☐
Deximport	-	-	PROCESSING	transferred	Order Notification	Deximport transferred, STATE PROCESSING	☐	☐
Deximport	-	-	COMPLETED	-	Order Notification	Deximport, STATE COMPLETED	☐	☐

back submit reset

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.

Trouble Ticket ISP Settings

Access TT settings | Connectivity settings | Information Request Settings | **Network Customer Notification Settings** | Alarm settings | Error Category

ISP: 777710 Testaccount Peter Rosenberger

Network Customer Notification ISP E-Mail:

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
Network Customer Notification Alarm	-	-	COMPLETED	-	Classical Notification		☐	☐

back submit reset

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).

Trouble Ticket ISP Settings

Access TT settings | Connectivity settings | Information Request Settings | Network Customer Notification Settings | **Alarm settings** | Error Category

ISP 777710 Testaccount Peter Rosenberger

Alarm notification e-mail - DSLAM Alarm

Alarm notification e-mail - 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.

Trouble Ticket ISP Settings

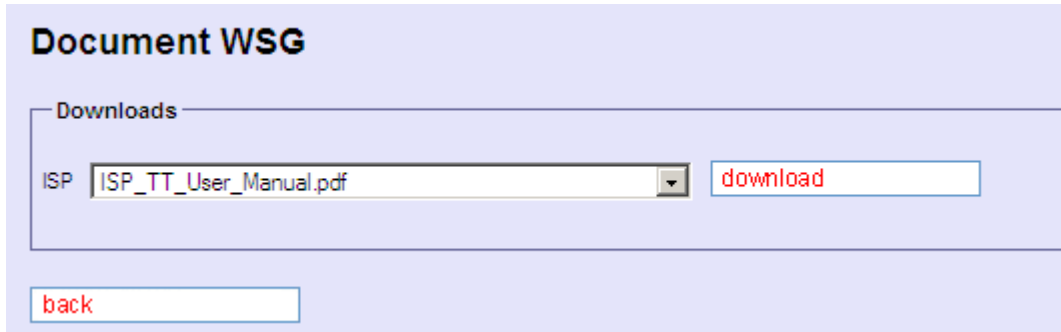
Access TT settings | Connectivity settings | Information Request Settings | Network Customer Notification Settings | Alarm settings | **Error Category**

ISP 777710 Testaccount Peter Rosenberger

Error Category	TT Kind Allowed	Appointment Booking First Contact	Appointment Booking Follow-Up
500 - Unknown	☒	☐	☒
502 - Real Time Private SA	☒	☐	☐
504 - Unknown Error	☒	☐	☐
508 - Set-Top-Box affected	☒	☒	☒
510 - Tmas 510 BBS-Express	☐	☐	☐
525 - Proactive Troubleshooting	☐	☐	☐
534 - VDSL Self Install failed	☒	☒	☒
535 - Router-Change	☐	☐	☐
539 - Unknown Error	☒	☐	☐
540 - 2nd Level Analysis	☒	☐	☐
541 - No Signal	☒	☐	☐
542 - No Connection	☒	☐	☐
543 - Interruptions	☒	☐	☐
544 - Performance Problems	☒	☐	☐
545 - Unknown	☒	☐	☐
546 - No Signal	☒	☐	☐
547 - No Connection	☒	☐	☐
548 - Interruptions	☒	☐	☐
549 - Performance Problems	☒	☐	☐
550 - Home Installation Quality	☒	☐	☐
551 - No Signal	☒	☐	☐
552 - No Connection	☒	☐	☐
553 - Interruptions	☒	☐	☐
554 - Performance Problems	☒	☐	☐
555 - Freeze 1a/3 Streaming down	☒	☐	☐
557 - Freeze 2 Streaminglimited	☒	☐	☐
559 - No Set-Top-Box connectivity	☒	☐	☐

11 Documents

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

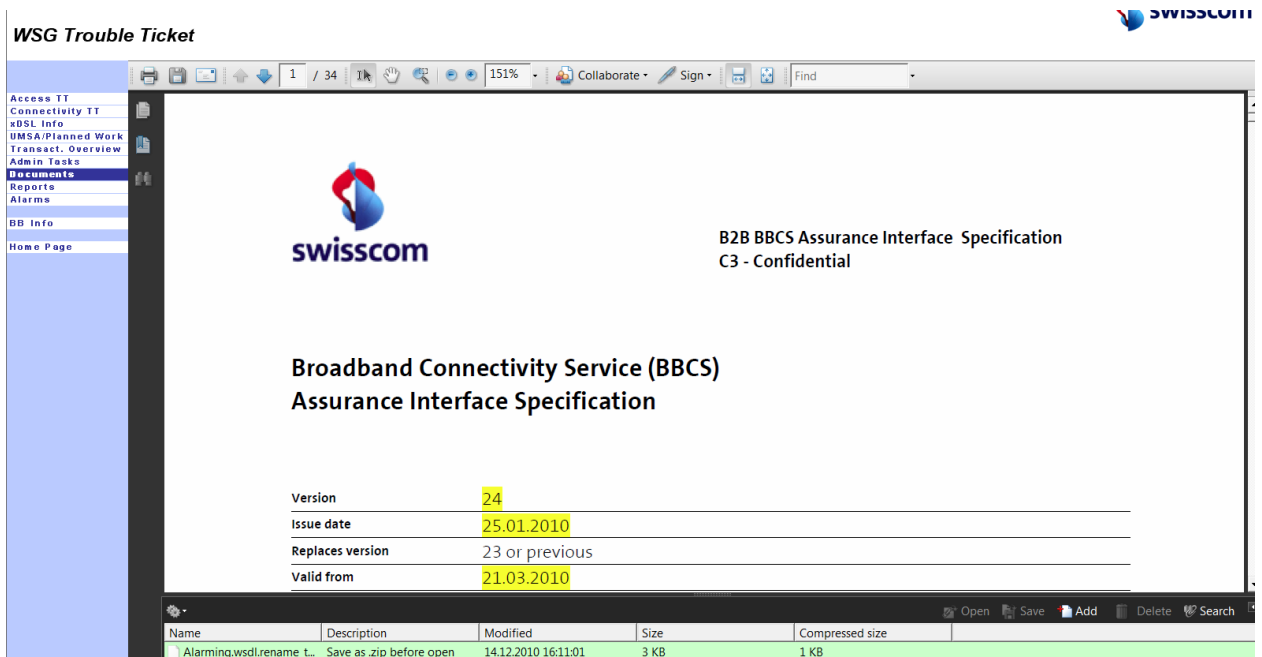


Document WSG

Downloads

ISP

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



WSG Trouble Ticket

swisscom

B2B BBCS Assurance Interface Specification
C3 - Confidential

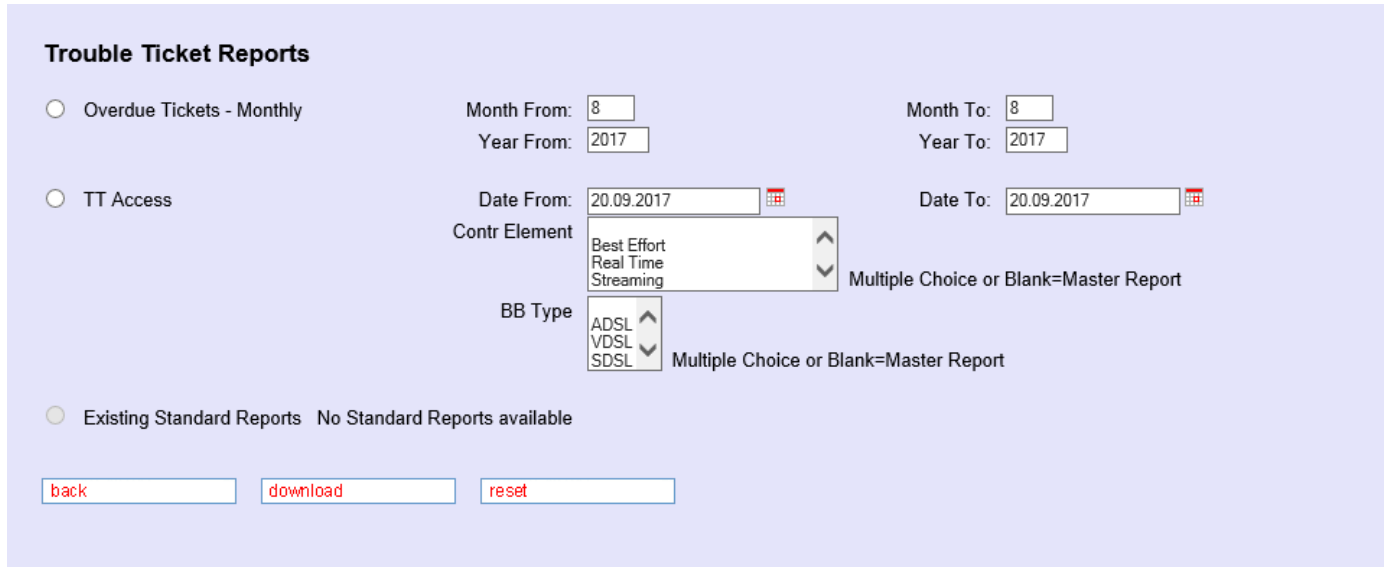
**Broadband Connectivity Service (BBCS)
Assurance Interface Specification**

Version	24
Issue date	25.01.2010
Replaces version	23 or previous
Valid from	21.03.2010

Name	Description	Modified	Size	Compressed size
Alarming.wsd.rename_t...	Save as .zip before open	14.12.2010 16:11:01	3 KB	1 KB

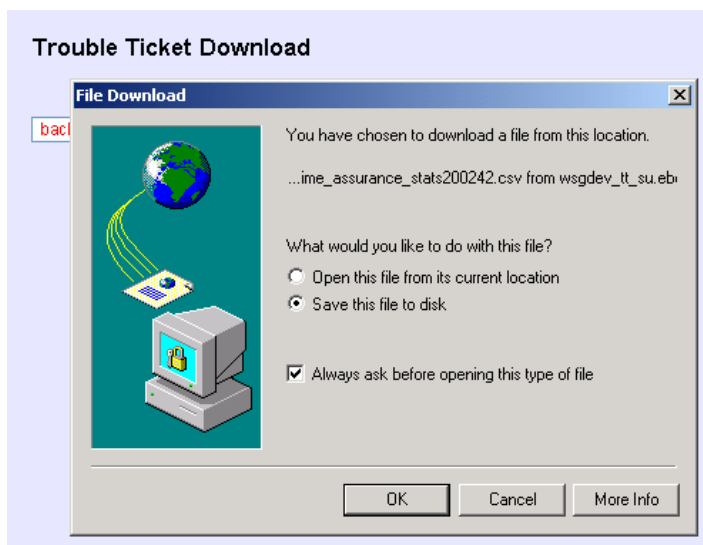
12 Reports

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).

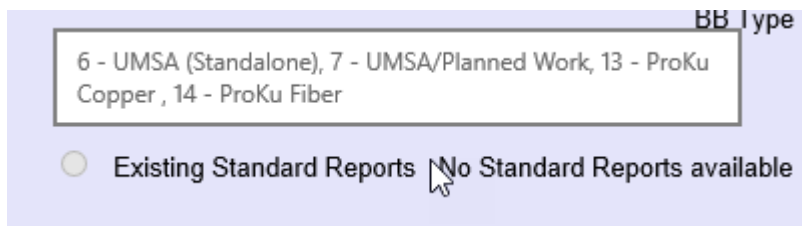
12.2 Trouble Ticket Access

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.

Select Alarm

ISP	777710 Testaccount WSG		
Alarm Source			ascending ▼
Alarm Type	IA-IPPOOL IA-DSLAM		ascending ▼
Alarm Code			ascending ▼
Alarm Status	Open Acknowledged		ascending ▼
Creation Date/Time	from	to	1 descending ▼
Alarm Message			ascending ▼
BBCS DN/VN/NSN			ascending ▼
Correlation Id			ascending ▼
Alarm Detail			

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.

Alarm Summary

back

acknowledge

download

reset

	Ack	Alarm Source	Alarm Type	Alarm Code	Alarm Message	BBCS DN/VN/NSN	Correlation Id	Creation Date/Time	Alarm Status
Detail	☐	SPT	IA-SUBSCRIBER	100104	Current scope utilization exceeds 78 percent	0325432454	1325432454	26/06/2007 17:07	Open
Detail	☐	SPT	IA-IPPOOL	100104	Current scope utilization exceeds 78 percent			26/06/2007 17:07	Open
Detail	☐	SPT	IA-SUBSCRIBER	100104	Current scope utilization exceeds 78 percent	0325432454	1325432454	25/06/2007 16:02	Open
Detail	☐	SPT	IA-IPPOOL	100104	Current scope utilization exceeds 78 percent			25/06/2007 16:02	Open
Detail	☐	SPT	IA-SUBSCRIBER	100104	Current scope utilization exceeds 78 percent	0325432454	1325432454	25/06/2007 16:02	Open
Detail	☐	SPT	IA-IPPOOL	100104	Current scope utilization exceeds 78 percent			25/06/2007 16:02	Open

back

acknowledge

download

reset

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.

Alarm Detail	
ISP	100008 Bluewin
Alarm Source	SPT
Alarm Type	IA-SUBSCRIBER
Alarm Code	100104
Alarm Status	Open
Creation Date/Time	26/06/2007 17:07
Transaction Date/Time	26/06/2007 17:12
BBCS DN/VN/NSN	0325432454
Correlation Id	1325432454
Alarm Message	Current scope utilization exceeds 78 percent
Alarm Detail	Subscriber=[ip-address=123.23.129.23,isp-name=TEST,isp-code=777710,vline-id=1325432454];Technology={access-protocol=ADSL,dslam=null,session-type=PPP,termination-type=ISP,scope-type=null}
back acknowledge	

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.

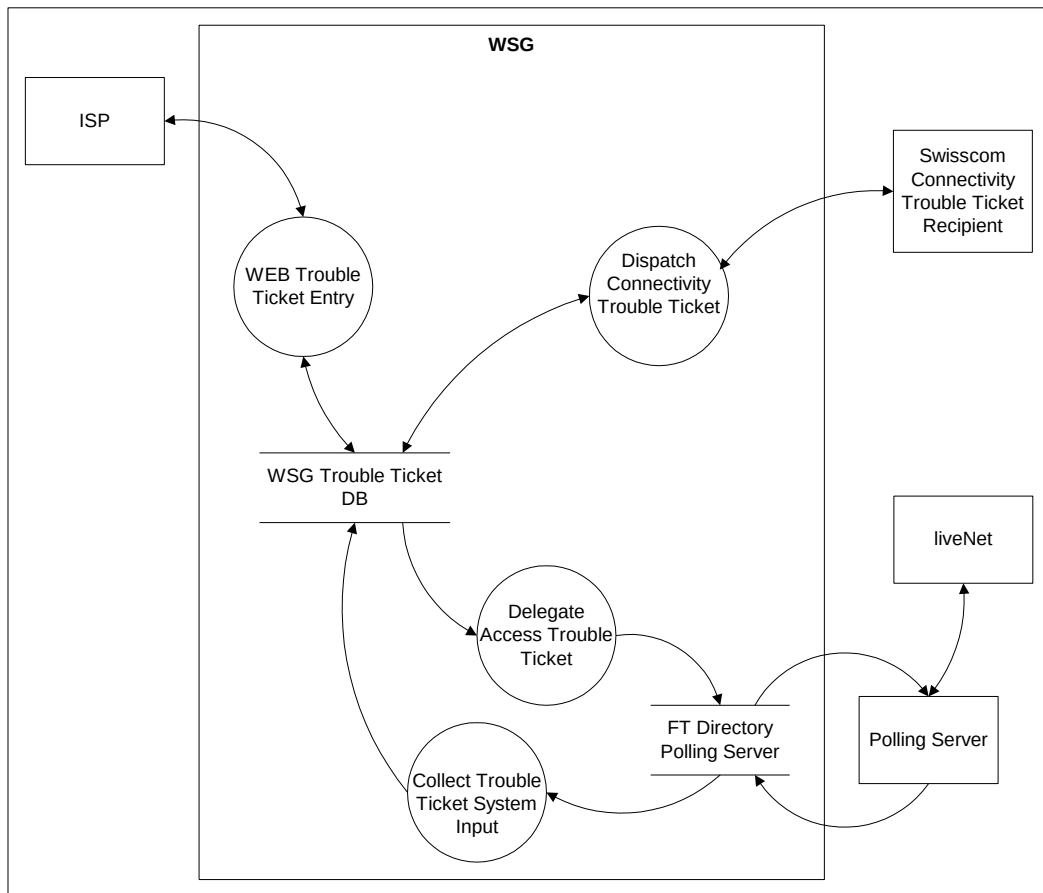


Figure 3 - Systematic View of the Trouble Ticket Data Flow

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.

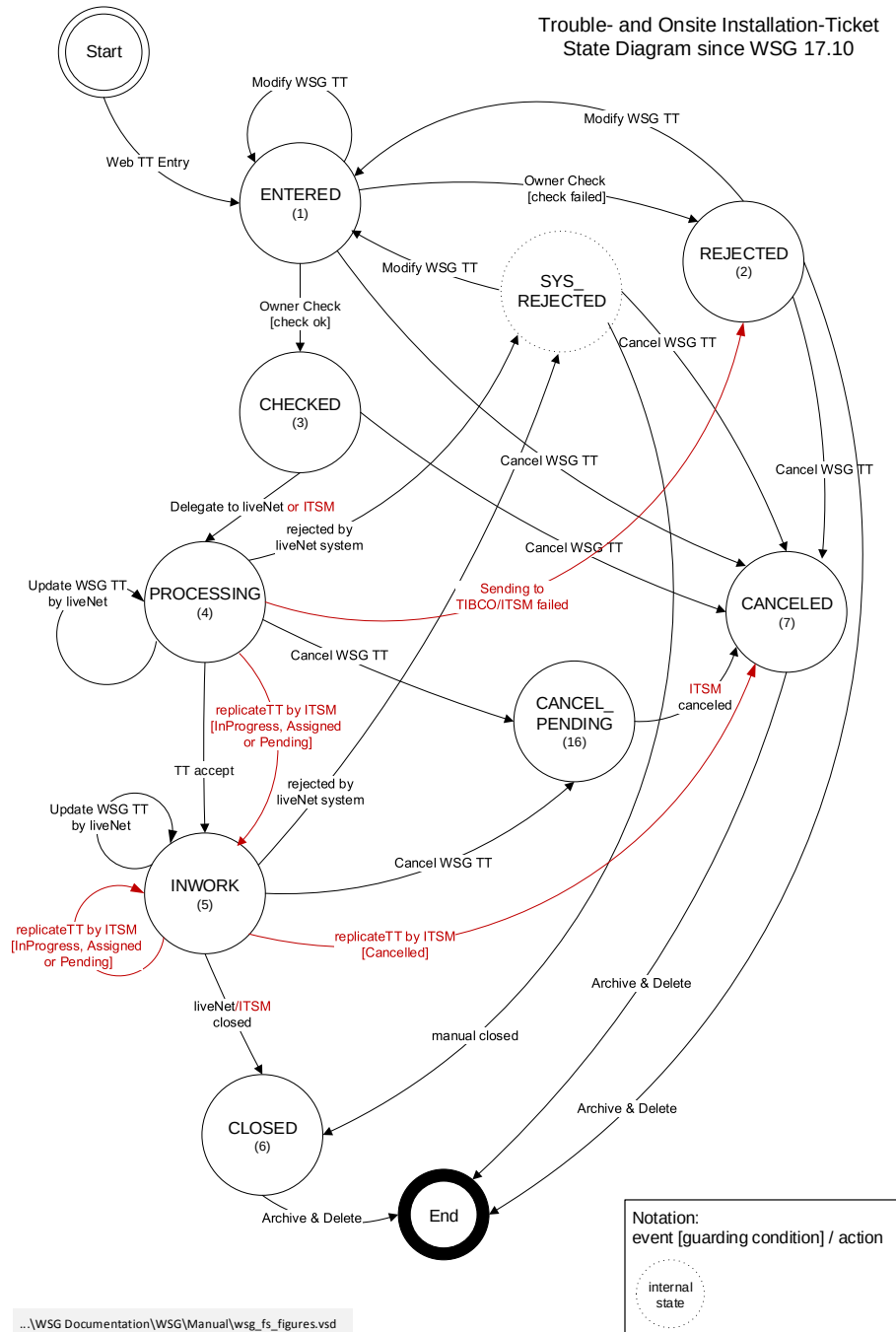


Figure 4 - Trouble Ticket States

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.
16	CANCEL_PENDING	If cancelled in the state PROCESSING and INWORK and wait state CANCELLED to be acknowledge by the backend.

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 ticket 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 be 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