

ISP BBCS Assurance
User Manual

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Release

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1 Introduction

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

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

The common rules like validation, error messages and 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
- USMA / 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. They will then respond with status messages that may cause state changes of the Trouble Ticket, e.g. INWORK, CANCELLED 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.

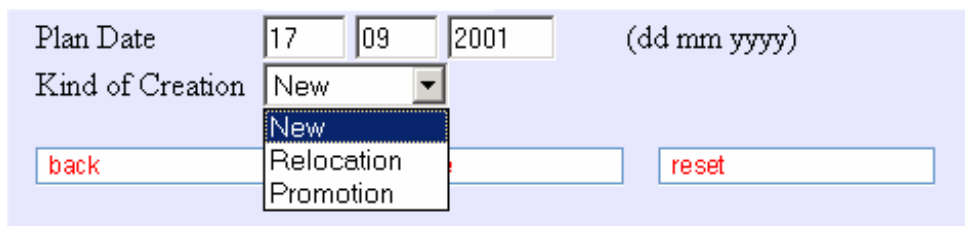
Several further functions (as “xDSL Info”, “USMA / Planned Work”, “Reports”, “Alarms”) are provided for additional data retrieval or information supporting the assurance aspects of broadband connectivity services.

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.:



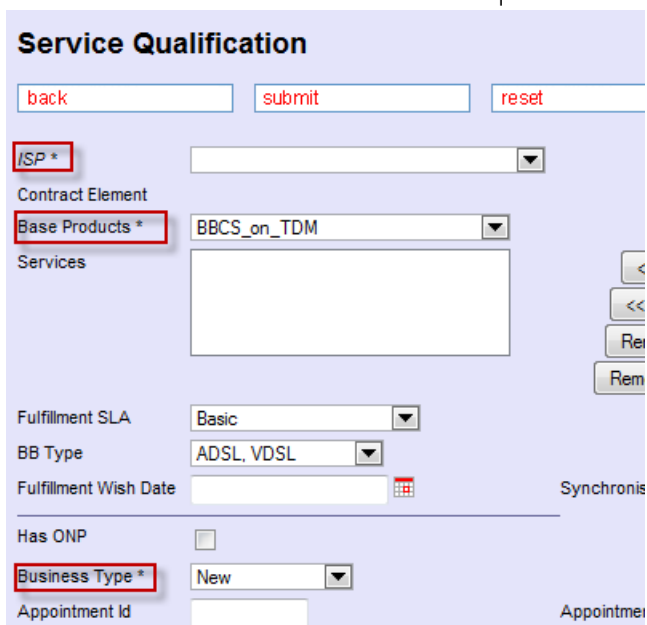
The screenshot shows a form with the following elements:

- Order Nr:** A text input field.
- from:** A text input field.
- Order Type:** A list box containing two items: 'BBCS_MODIFY' and 'BBCS_DISCONNECT'.
- Order State:** A list box containing one item: 'ENTERED'.

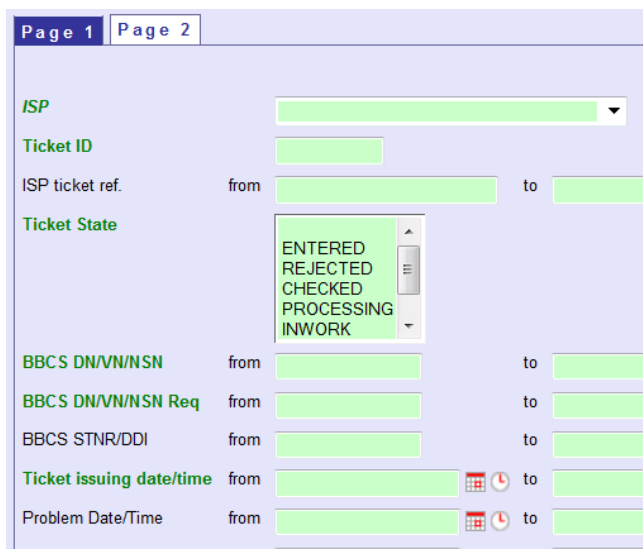
2.2 Visual support for required columns

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
Field

ISP_ID is missing
ISP

back

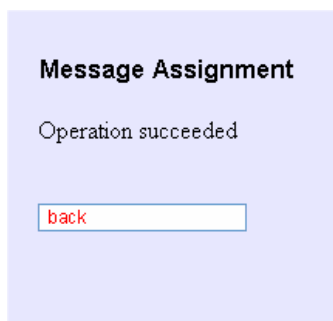
Microsoft Internet Explorer

? There is already at least one ticket registered with this DN! 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

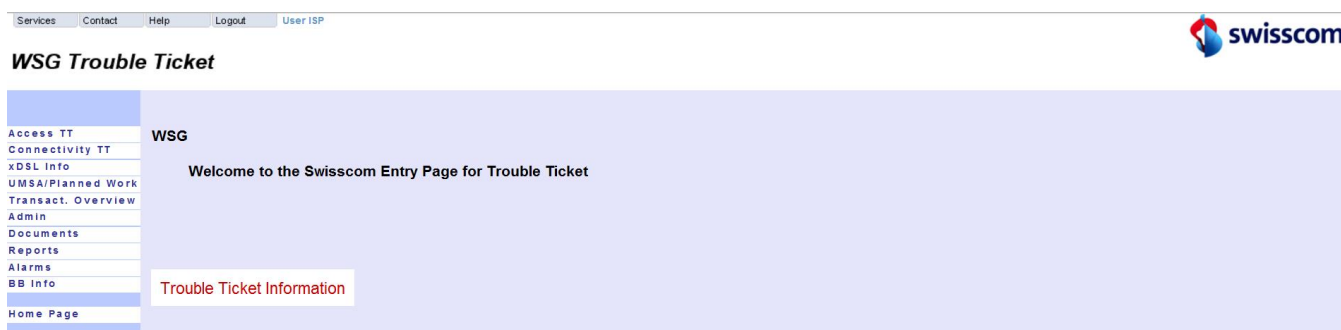
For each action, whether the user be a Superuser, readonly or CUC, the current valid services are displayed in the Service Navigation at the left site of the screen.

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



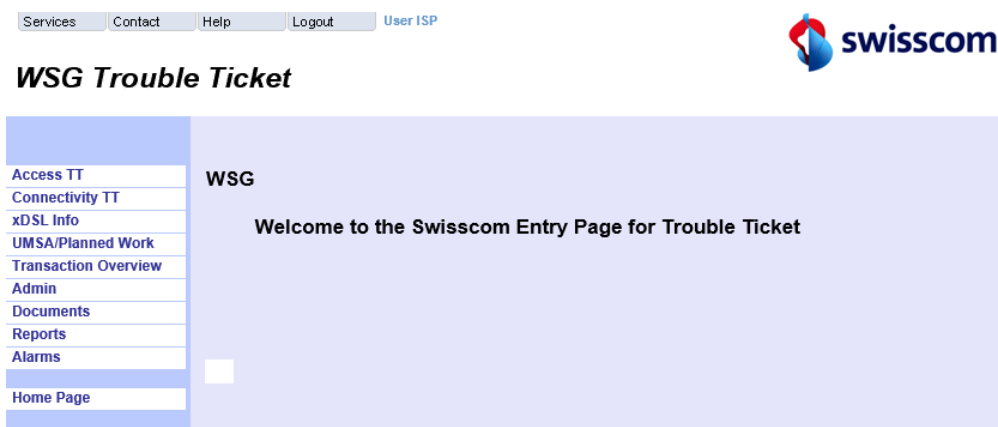
2.7 Principal Service Navigation

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
- **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!

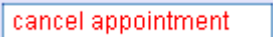
- **Documents**
Links allowing the user to download certain User Manuals and related documentation.
- **Reports**
Used to create reports about the Trouble Ticket service.
- **Alarms**
Used to search and maintain alarms or Inconsistency Announcements.
- **Home Page**
Direct access to WSG Trouble Ticket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

2.8 Buttons

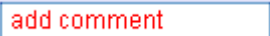
For each user screen the available action buttons are displayed at the bottom of the screen.

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 backend 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

A rectangular button with a blue border and the text "cancel appointment" in red.

Link to Cancel Appointment

A rectangular button with a blue border and the text "add comment" in red.

Add a Comment to the Trouble Ticket

A rectangular button with a blue border and the text "reset" in red.

Reset all of the fields to their original values

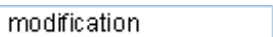
A rectangular button with a blue border and the text "Correction Change Log" in red.

Link to Correction Change Log Summary

There are two different button states: active and inactive.

A rectangular button with a blue border and the text "modification" in red.

Active

A rectangular button with a blue border and the text "modification" in black.

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!

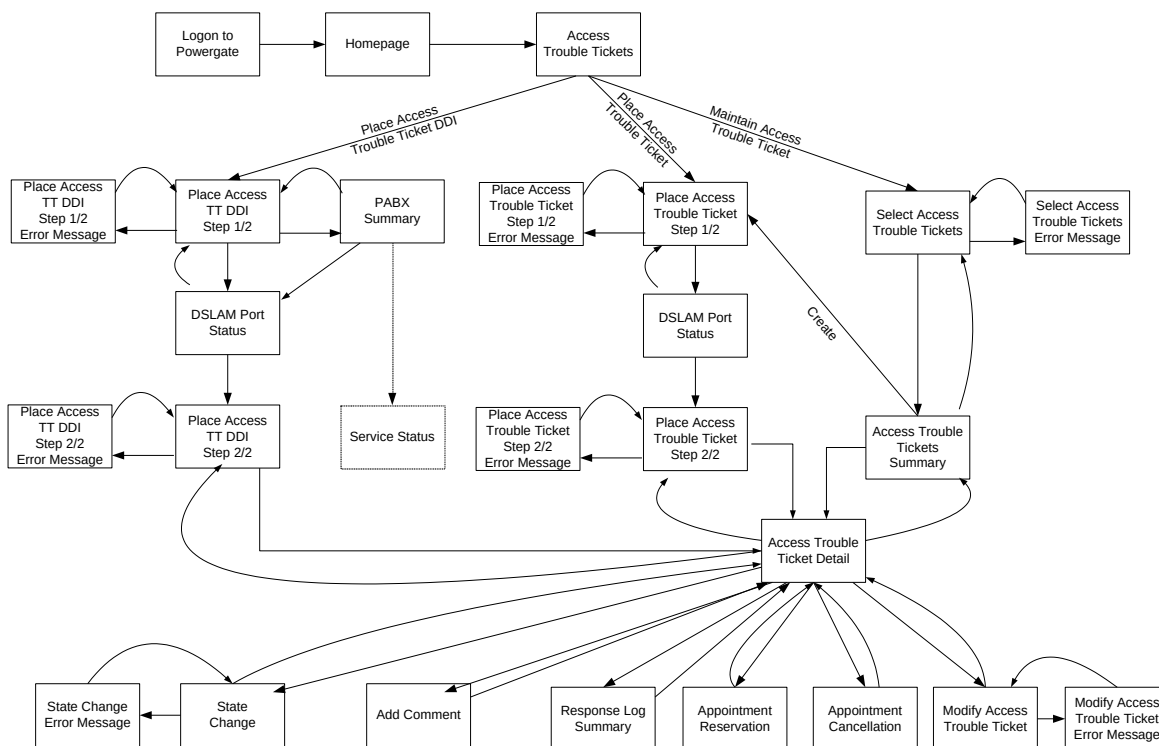


Figure 1 - Access Trouble Tickets

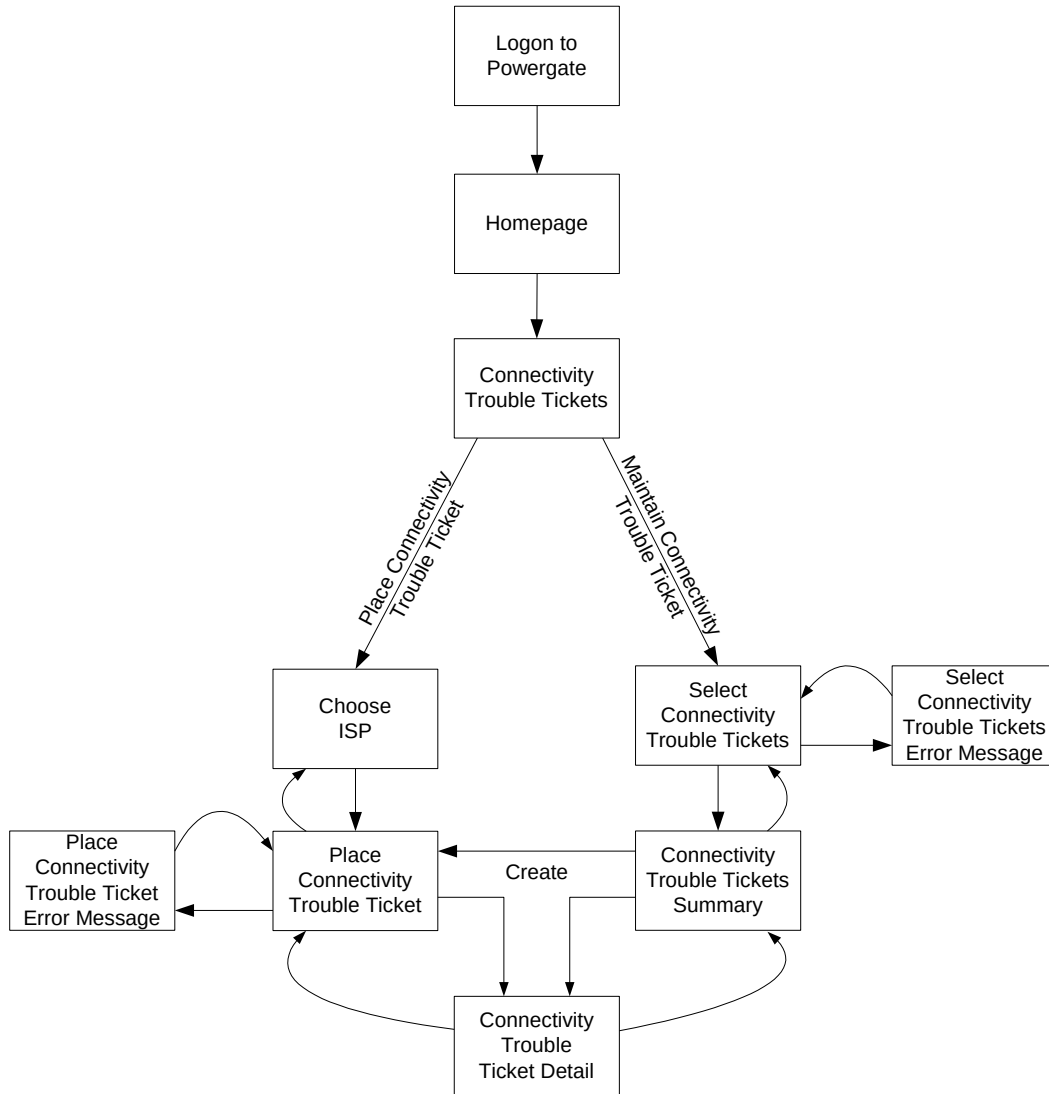


Figure 2 - Connectivity Trouble Tickets

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](#)



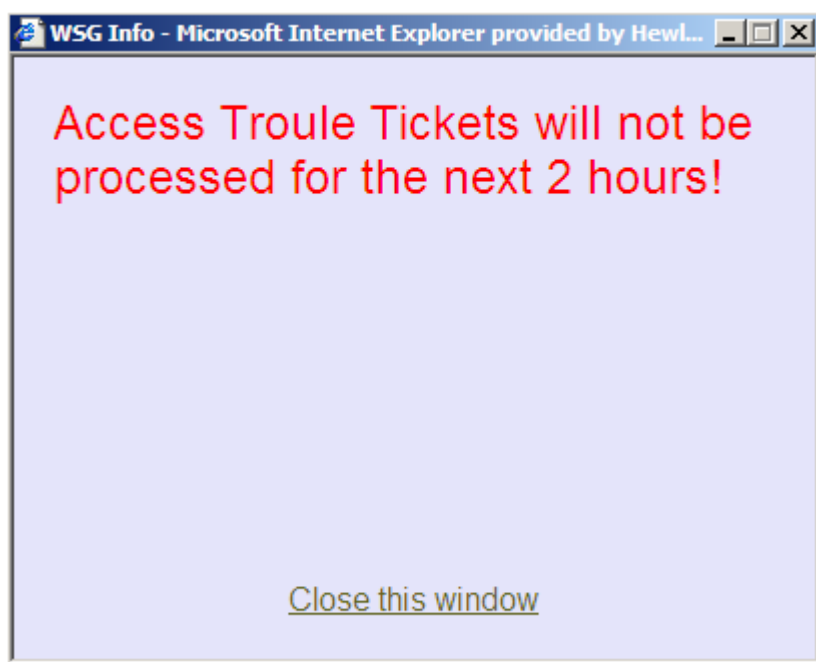
WSG Trouble Ticket

[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 7.1).
- On clicking "continue" the Form "Place Access Trouble Ticket (step 2/2)" is displayed. The Form is different for LiveNet 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 preorder 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 ZIP/City

End User Street/Nr

Building

Contact Person First Name

Contact Person Last Name

Contact Person Phone

Contact Person Language

Contact Notification Type

Contact Notification Email/Nr

Preferred Contact Type

Preferred Contact Email/Nr

BBCS DN/VN/NSN*

Dn Type*

BB Type*

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	571 - Line Quality Problems

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)

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 ZIP/City

End User Street/Nr

Building

Contact Person First Name

Contact Person Last Name

Contact Person Phone

Contact Person Language

Contact Notification Type

Contact Notification Email/Nr

Preferred Contact Type

Preferred Contact Email/Nr

BBCS DN/VN/NSN

OTO Id

OTO Plug Nr

Dn Type*

BB Type*

SA SLA (Requested)

Problem description*

Contracted Elements

Contr Element *	Speed Profile Nr	BBCS equipment	TT Error Category *
☒ Best Effort on Fiber	SM down / SM up	Mode,	901 - No Connections

Checklist

Problem Date*

(dd.mm.yyyy/hh.mi)

Last successful login

(dd.mm.yyyy/hh.mi)

Never Worked

☐

Comment

Measured ISP Values

Worklog

Summary

Notes

Attachment

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.*

Isp Ticket Ref 20180124-103

ISP Application ID

ISP Application Entity ID

End User Login

End User Name

End User Company

End User Phone

End User ZIP/City

307400 Hinterfultigen

End User Street/Nr

Schönstrasse 1a

Building

Chalet

Contact Person First Name

Anna

Contact Person Last Name

Meier

Contact Person Phone

0417654323

Contact Person Language

de

Contact Notification Type

eMail

Contact Notification Email/Nr

anna.meier@test.com

Preferred Contact Type

Mobile

Preferred Contact Email/Nr

+41797654322

Preorder Activation Code*

018171

Dn Type*

Economy Line

BB Type*

VDSL

SA SLA (Requested)

Standard

Binding Id

AC1.987.765.123

Problem description*

Customer could not connect automatically

Contracted Elements

Contr Element *	Speed Profile Nr	BBCS equipment *	TT Error Category *
☒ Best Effort	max 300M down / 30M up	Motorola 7347-44 POTS rel.7.9	740 - Undefined Line

Checklist

Problem Date*

25 / 01 / 2018 / 10 : 00 (dd.mm.yyyy/hh.mi)

Last successful login

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

Never Worked

☐

Comment

Measured ISP Values

Appointment

Appointment Id

750452205

Time Slot

27/01/2018 15:51-23:51

Out of SLA

No

Out Of Sa Sla Reason

Worklog

Summary

Notes

Attachment

Browse...

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

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 ZIP/City	M	End User / Installation ZIP, ZIP or city is mandatory see autofill address 5.3.5
End User Street	M	End User / Installation Street see autofill address 5.3.5
End User Nr	O	End User / Installation Number see autofill address 5.3.5
Building	O	End User / Installation Building see autofill address 5.3.5
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 Type	M	None, SMS, eMail
Contact Notification Email/Nr	O	Notification email address or SMS number.
Preferred Contact Type	M	None, SMS, eMail, Mobile or Fixnet
Preferred Contact Type Email/Nr	O	Notification email address or SMS, Mobile or Fixnet number.

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
Binding Id	O	Binding Id (only for PreOrder available)
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.

5.3.5 Autofill Address

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

End User Login	
End User Name	
End User Company	
End User Phone	
End User ZIP/City	Itt ×
End User Street/Nr	Ittigen
Building	3063 Ittigen 4243 Dittigen 4443 Wittinsburg
Contact Person First Name	
Contact Person Last Name	Dittigen
Contact Person Phone	Wittinsburg

End User Login	
End User Name	
End User Company	
End User Phone	
End User ZIP/City	3063 Ittigen
End User Street/Nr	bern ×
Building	Bernstr. Berntorgasse Gerberngasse
Contact Person First Name	
Contact Person Last Name	
Contact Person Phone	

End User Login	
End User Name	
End User Company	
End User Phone	
End User ZIP/City	3063 Ittigen
End User Street/Nr	Bernstr. 3 ×
Building	3
Contact Person First Name	
Contact Person Last Name	
Contact Person Phone	

End User Login	
End User Name	
End User Company	
End User Phone	
End User ZIP/City	3600 Thun
End User Street/Nr	
Building	Schloss x Schloss
Contact Person First Name	

5.4 Access Trouble Ticket Summary

Access Trouble Ticket Summary

Number of entries = 2

	Contr Element	Ticket ID	ISP ticket ref.	BBCS DN/VN/NSN	OTO Id	Preorder Activation Code	Problem Date	Ticket issuing date	Last modified	TT State	TT Error Category	Response Comment	Billing Action
Detail	Best Effort	2447837	WS_TEST_1	0108542092			01/09/2009 09:30	19/02/2018 12:55	19/02/2018 12:57	CLOSED	541 - No Signal		not billed
Detail	Best Effort	2447797	Isp Ticket Ref 20180112-103	0108542092			10/01/2018 00:00	28/01/2018 18:15	28/01/2018 18:17	CLOSED	703 - BBS Special SA		not billed

Rel.	Short description
18.03	New attributes on Summary Ticket ID, TT Error Category

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 “appoint. 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	08:00-10:00
			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: Standard
Time Slot:
Out of SLA:
Out of SLA Reason: Customer ▼
From:  get available time slots

book appointment
cancel
reset

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 re-fresh will eventually become inactive as the state changes to CHECKED or PROCESSING. The user may click on the “Re-fresh” 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 to the Swisscom subsystem. 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 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 2447597
Ticket ID Sys -
Entered 24/01/2018 16:08
Closed -
Last modified 24/01/2018 16:08 by Batch
TT State CHECKED
TT State Reason -
Suspended No

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

Appointment
Appointment Id 42579
Time Slot 26/01/2018 10:00-12:00
Out of SLA No
Out Of Sa Sla Reason -

Checklist
Problem Date/Time 24/01/2018 10:00
Last successful login -
Never Worked No
TT Error Category 571 - Line Quality Problems

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

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

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 -

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. Isp Ticket Ref 20180124-101
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 Bernstr. 20
Building -
End User ZIP/City 3063 Ittigen

Contact Info
Contact Person First Name Anna
Contact Person Last Name Meier
Contact Person Phone 0417654323
Contact Person Language de
Contact Notification Type eMail
Contact Notification Email/Nr anna.meier@test.com
Preferred Contact Type Mobile
Preferred Contact Email/Nr +41797654322

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
24/01/2018 16:08	Batch	CHECKED	-	-	-	-	-	-	WSG	42579	26/01/2018 10:00-12:00	not billed
24/01/2018 16:08	Swisscom USER	ENTERED	-	-	-	-	-	-	WSG	42579	26/01/2018 10:00-12:00	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 2447618 Ticket ID Sys - Entered 25/01/2018 14:16 Closed - Last modified 25/01/2018 14:16 by Batch TT State CHECKED TT State Reason - Suspended No				
SLA Contr Element Best Effort SA SLA Standard SA SLA (Requested) - SA SLA (Calculated) Standard SA SLA Overruled No				
Appointment Appointment Id 750452205 Time Slot 27/01/2018 15:51-23:51 Out of SLA No Out Of Sa Sla Reason -				
Checklist Problem Date/Time 25/01/2018 10:00 Last successful login - Never Worked No TT Error Category 740 - Undefined Line				
DN Info DN / VN / NSN - DN / VN / NSN (Requested) - Preorder Activation Code 018171 Binding Id AC1.987.765.123				
Current Endpoint DN Office 64BOL BB Device Location DELOC Site - Site Category RUS DSLAM Name - Dslam Type - Available Technology Type -				
Connection BBCS connection type Economy Line BB Type VDSL BB ADSL Emulated No Speed Profile Nr max 300M down / 30M up Service Profile (Requested) max 300M down / 30M up Op Status Open Pipe Manual Technology Type - Vectorized No 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. Isp Ticket Ref 20180124-103 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 307400 Hinterfultigen				
Contact Info Contact Person First Name Anna Contact Person Last Name Meier Contact Person Phone 0417654323 Contact Person Language de Contact Notification Type eMail Contact Notification Email/Nr anna.meier@test.com Preferred Contact Type Mobile Preferred Contact Email/Nr +41797654322				
Site Development Fully Developed Yes Nr of Utilisation Units 20 Nr of Basic Connectivities 10				
Problem description Customer could not connect automatically				
Comment -				
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

Capacity Occupation up64

Capacity Occupation down81

Calculated Line Length862

Correction DB Line Length872

Number of Spontaneous Resyncs12

ICA Result

Last Analysis Data/Time15/03/2016 14:46

Last Analysis 24h Date/Time10/03/2016 14:46

ICA Analysis StateNotAvailable

ICA Analysis TypeLQD

ICA Problem DetectedNo problem detected

Potential Attain Bitrate Down-1

Potential Attain Bitrate Up-1

Potential Access ProfileENABLING

Access Speed Gain Down-1

Access Speed Gain Up-1

ICA Access Problem Typeno problem

BBR Socket InstalledN

BBR Socket Installation Date01/01/1970 02:00

ICA Problem

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

5.8.4 Tab: Worklog

Access Trouble Ticket Detail						
Main		Worklog		Response		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
18.2	SO-4592	Preferred Contact Type and Email/Nr
18.01	SO-4197	Binding Id for PreOrder
17.11	SO-4218	Main-> SLA -> TT Net Duration Timespan in State CLOSED.
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 09:28		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

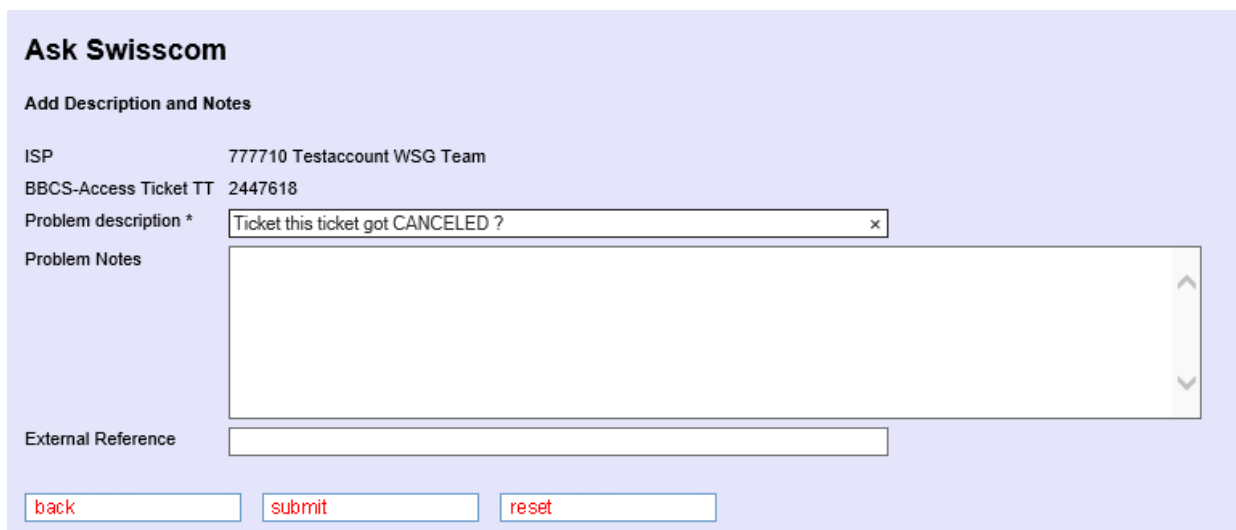
Please take note that each processed "Line State Analysis" request will be presented as two lines: the first line represents the request, the second line represents the (asynchronous) answer.

5.11.1 Form Fields

Name	Description
Line	Line Nummerring
Error Category	Error category of the access trouble ticket
Ticket issuing date	Timestamp of the access trouble ticket creation
Start Date	Timestamp of the "Line State Analysis" process initiation
Request Date	Timestamp of the single "Line State Analysis" request
Next Request Date	Timestamp of the next planned single "Line State Analysis" request
Answer Date	Timestamp of the (asynchronous) answer of the single "Line State Analysis"
Line Up	Result of the single "Line State Analysis" response (Yes or No)
Nr of Line Up OK	Number of consecutive "Line State Analysis" Line-UP=Yes responses
Total Request	Number of submitted "Line State Analysis" requests
Correlation	Internal correlation 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 2447618

Problem description * Ticket this ticket got CANCELED ?

Problem Notes

External Reference

back submit reset

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
External Reference	O	Give your reference here

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	2447618
Contr Element	Best Effort
TT Type	ACCESS
TT State	CANCELED
Problem description	Ticket this ticket got CANCELED ?
Problem Notes	-
External Reference	

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	2447618
Ticket ID	14601

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 Button “Ask Address”

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

Ask Swisscom

Add Description and Notes

ISP 777710 Testaccount WSG Team

Address Input (Autofill)

Problem description * Address Input (Autofill)

Problem Notes Why house number 104 b ist not in the GAIA valid addresses ?

External Reference

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

5.14 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 TicketIdItsm=134848985979900

Measured ISP Values Measure

back submit reset appoint.reservation

5.14.1 Fields

See Chapter 5.3.4

5.15 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

5.15.1 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)

5.15.1.1 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.

5.15.1.1.1 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

Name		Optional / Mandatory	Description
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

5.15.2 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

5.15.2.1 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

5.15.2.2 Form Fields

Name		Op- tional / 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

5.16 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.
- BCS DN/VN/NSN
- BCS STNR/DDI
- Ticket ID Sys
- BCS

Select Access Trouble Tickets

Page 1
Page 2

ISP	777710 Testaccount WSG Team				
Ticket ID					ascending
ISP ticket ref.	from		to		ascending
TT State					ascending
		ENTERED REJECTED CHECKED PROCESSING INWORK			
BCS DN/VN/NSN	from		to		ascending
BCS DN/VN/NSN Req	from		to		ascending
BCS STNR/DDI	from		to		ascending
Ticket issuing date/time	from		to	1	descending
Problem Date/Time	from		to		ascending
Last modified date/time	from	today-30	to	today	ascending
TT Error Category		500 - Unknown 501 - xDSL Installation Ticket 502 - SF-VIP			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

Binding Id

☐
ascending

Vectorized

Yes
No

☐
ascending

DSLAM Name

☐
ascending

Count Only ☐

back

submit

reset

Changes

Rel.	Short description
18.03	New search attribute TT Error Category New Index on Last modified date/time
18.01	New search attribute Binding Id on page 2
17.06	New search attribute Preorder Activation Code on page 2.

5.17 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

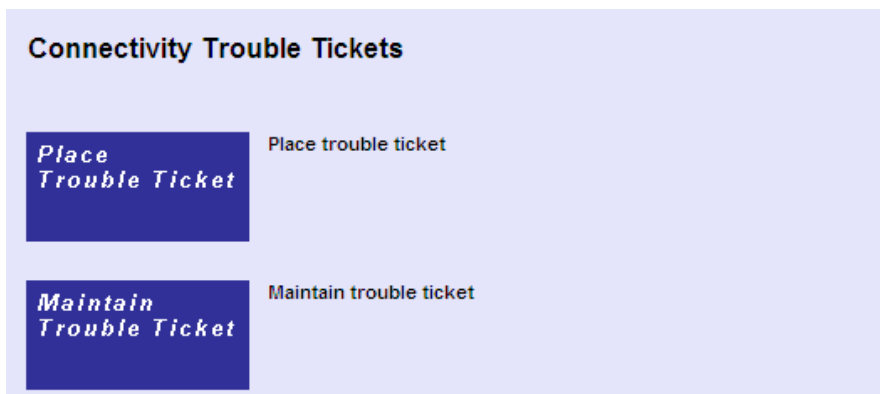
back

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

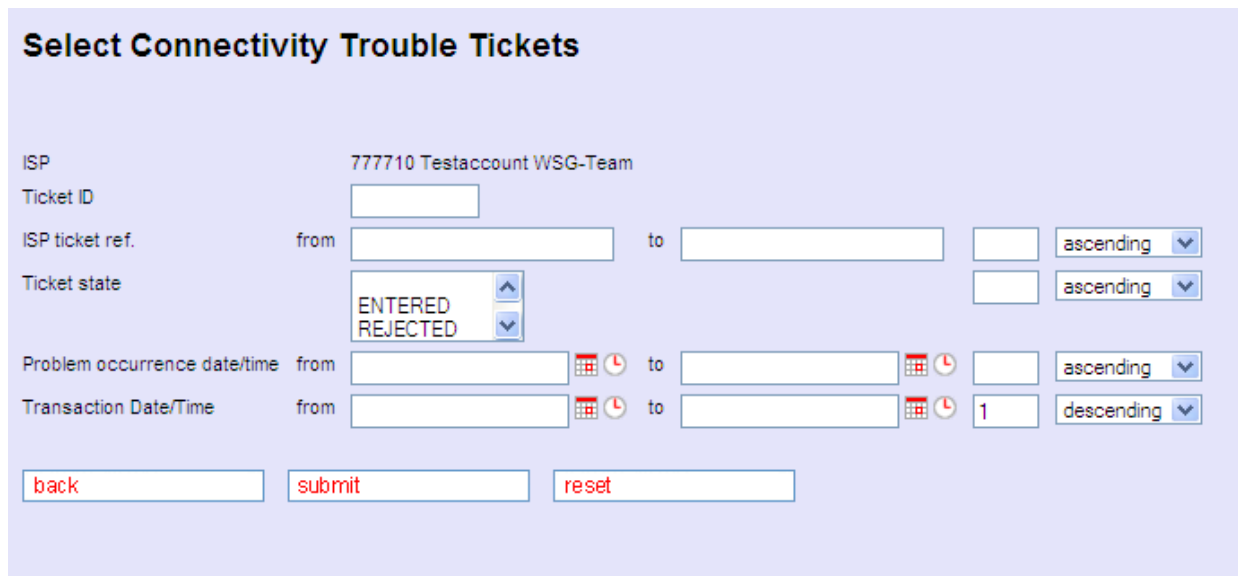
Ticket ID 11723

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 ▼

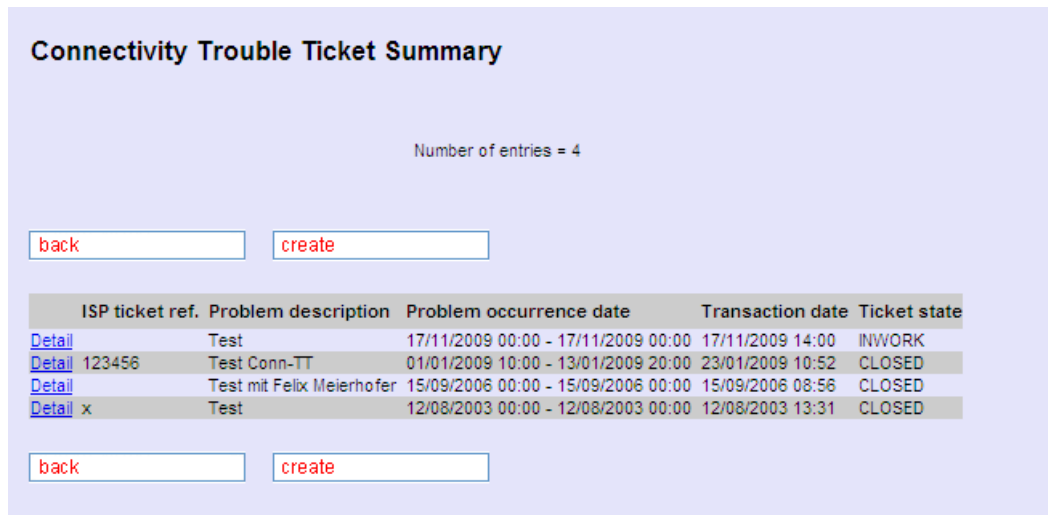
Ticket state: ascending ▼

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

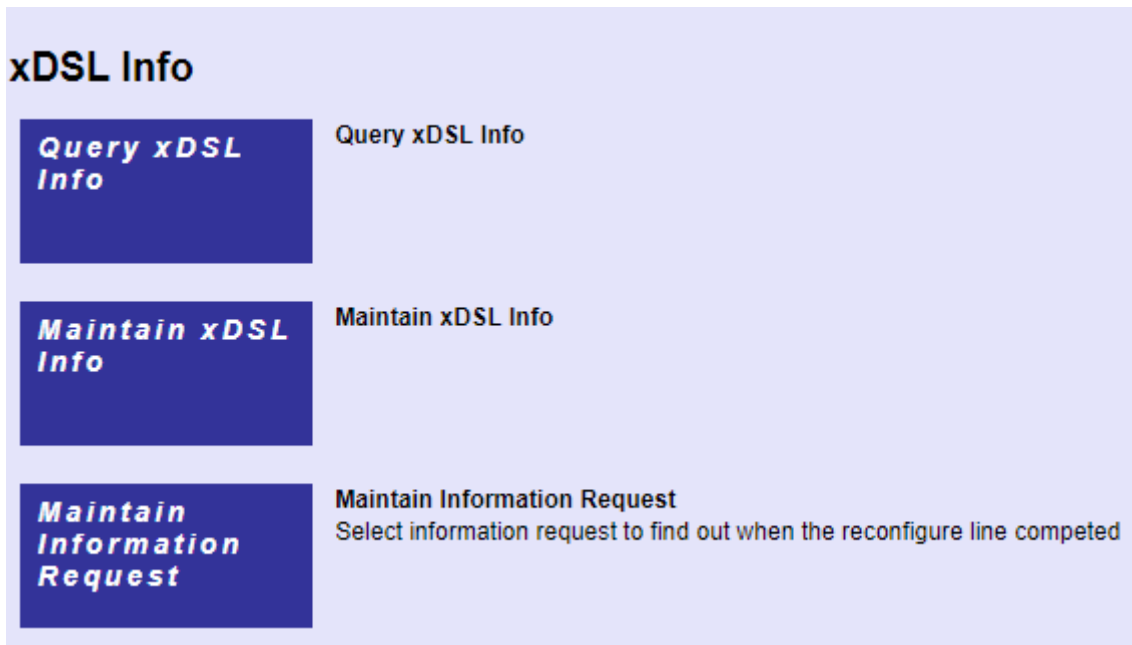
Number of entries = 4

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.



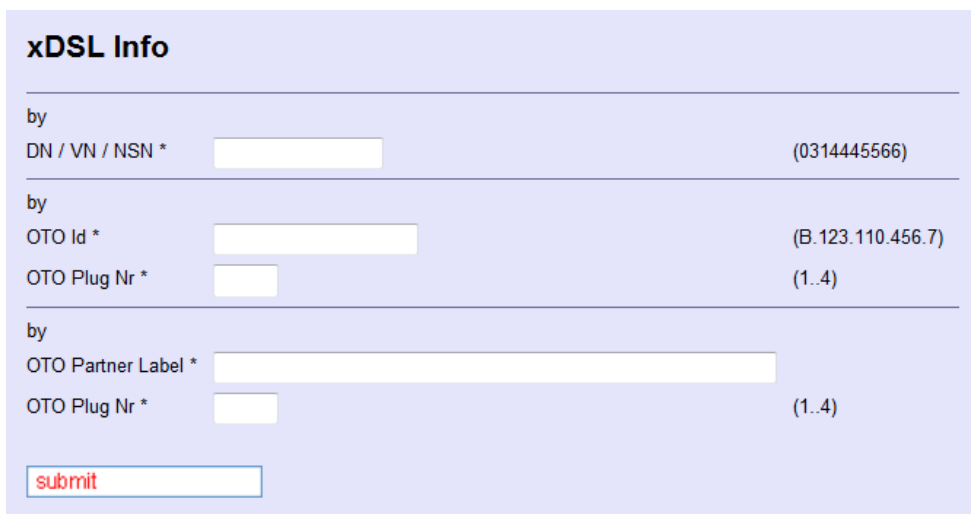
The user can choose either to perform a new xDSL Info query or to maintain results of xDSL Info queries which were performed in the past.

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:



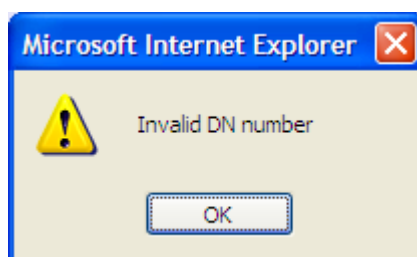
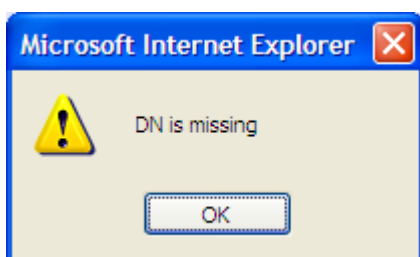
7.1.1 Form Fields

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 0106283182

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xDSL Info | [Alarms](#) | [NA Measure History](#) | [MELT Measure History](#) | [CPE Info](#) | [Access Optimization](#) | [Access Optimization History](#) | [Day Charts](#) | [15 Min. Charts](#) | [Reconfigure Line](#)

Request Date/Time	29/05/2018 13:15:58	29/05/2018 13:14:04
Response Date/Time	29/05/2018 13:16:06	29/05/2018 13:14:12
User name	ISP USER	ISP USER
TBCCOINC-GIA	000 OK	000 OK
NA	000 OK	000 OK
Contr Element	BBCS_Standalone	BBCS_Standalone
DN Office	6480L	6480L
BB Device Location	BOL	BOL
Site	BOL	BOL
Site Category	PUS-S	PUS-S
Available Technology Type	VDLS2, VDLS Vectoring	VDLS2, VDLS Vectoring
DSLAM Name	IPC-SUR710-S-DM-04	IPC-SUR710-S-DM-04
Network Type	WARP	WARP
Vectored	Yes	Yes
BB Type	VDLS	VDLS
BB ADSL Emulated	-	-
Dn Type	Netservices number	Netservices number
BB Port Line Type	ana	ana
Interleave Mode	Interleave Low	Interleave Low
BB Ped Class	Spec_VDLS2_17a	Spec_VDLS2_17a
Session Type	DHCP	DHCP
Access Profile	SIM down / 10M up	SIM down / 10M up
Access Profile Type	Full-Flux	Full-Flux
Technology Type	VDLS Vectoring	VDLS Vectoring
Op Status	Open Pipe Measure	Open Pipe Measure
Service Type	Best Effort	Best Effort
Service Profile	Flat	Flat
	max 10M down / 10M up	max 10M down / 10M 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 Coding Violation Down Coding Violation Up Severely Error Seconds Down Severely Error Seconds Up Spontaneous Resyncs Attainable Actual BitRate Ratio Last Status Change Date/Time	good stability/quality good stability/quality good stability/quality good stability/quality good stability/quality bad stability/quality High Margin 01/01/1970 01:00:00
Parameter	Noise Margin up Noise Margin down Actual Bit Rate up Actual Bit Rate down Attainable Bit Rate up Attainable Bit Rate down Attenuation up Attenuation down Capacity Occupation up Capacity Occupation down	11.1 db 14 db 16504 kbit/s 55040 kbit/s 23728 kbit/s 83904 kbit/s 16.8 db 14.8 db 64 % 81 %
ICA Result	Last Analysis Date/Time Last Analysis 24h Date/Time ICA Analysis State ICA Analysis Type ICA Problem Detected Potential Attain BitRate Down Potential Attain BitRate Up Potential Access Profile Access Speed Gain Down Access Speed Gain Up ICA Access Problem Type BDR Socket Installed BDR Socket Installation Date	15/03/2016 14:46:15 10/03/2016 14:46:15 NotAvailable LOG No problem detected -1 -1 ENABLING -1 -1 no problem N 01/01/1970 02:00:00
ICA Problem	Description Description Text Confidence Impact Impact Attain BitRate Down Impact Attain BitRate Up Remaining Time (min)	Degraded Contact Degraded Contact 91 reduced attainable rate us ds quantified 6968 1520 kbit/s 0 0 -
	Description Description Text Confidence Impact Impact Attain BitRate Down Impact Attain BitRate Up Remaining Time (min)	BridgeTap BridgeTap 96 reduced attainable rate us ds quantified 6968 1520 kbit/s 0 0 -
MELT Result	Analysis Date MELT State Line Length A Line Length B Calculated Line Length Correction DB Line Length Number of Spontaneous Resyncs	29/05/2018 13:14:09 - 31 m 2 m 862 m 872 m 1

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

Changes

Rel.	Description
18.06	New Tab Access Optimization History, New Attribute Speed Profile Type in main tab
18.04	Main Tab: MELT Group, New MELT History Tab, New Prefix NA for existing Measure History Tab

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	Alarms	NA Measure History	MELT Measure History	CPE Info	Access Optimization	Access Optimization History	Day Charts	15 Min. Charts	Reconfigure Line
Request Date/Time: 29/05/2018 13:15:56 Response Date/Time: 29/05/2018 13:16:06 TIBCO/NC-CIA: 000: OK NA: 000: OK Access Network: NOK Begin of Fault: 29/05/2018 12:06:01 Expected repair time: 48h Access Network History: Begin/End of Fault: 22/05/2018 12:06:01 24/05/2018 12:06:01 Begin/End of Fault: 26/05/2018 12:06:01 28/05/2018 12:06:01									

7.2.3 NA Measure History Tab

xDSL Info	Alarms	NA Measure History	MELT Measure History	CPE Info	Access Optimization	Access Optimization History	Day Charts	15 Min. Charts	Reconfigure Line				
Request Date/Time29/05/2018 13:15:56 Response Date/Time29/05/2018 13:16:06 TIBCO/NC-CIA000: OK NA000: 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 Profile	Interleave Mode	BB Psd Class
28/05/2018 12:00:00	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
27/05/2018 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
26/05/2018 12:00:00	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
25/05/2018 12:00:00	86403	ipc-bol640-s-vd-01	1/2/3/4	1	6 / 30	19 / 12	16512 / 88064	32458 / 300013	9 / 9	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
24/05/2018 12:00:00	86404	ipc-bol640-s-vd-01	1/2/3/4	1	7 / 31	20 / 13	16512 / 88064	32468 / 300014	10 / 10	24c9ccc4e0 7647-47 9010226	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
23/05/2018 12:00:00	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
22/05/2018 12:00:00	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

Changes

Rel.	Description
18.04	Label Access Profile (former Access Speed)
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 MELT Measure History Tab

xDSL Info	Alarms	NA Measure History	MELT Measure History	CPE Info	Access Optimization	Access Optimization History	Day Charts	15 Min. Charts	Reconfigure Line
-----------	--------	--------------------	-----------------------------	----------	---------------------	-----------------------------	------------	----------------	------------------

Request Date/Time	29/05/2018 13:15:56
Response Date/Time	29/05/2018 13:16:06
TIBCO/NC-CIA	000: OK
NA	000: OK

MELT		
Analysis Date	MELT State	Line Length A Line Length B
22/05/2018 13:16:04	8 - Fault found: Unknown fault. A faulty device or a short circuit to an unknown source is likely the cause.	50 m 86 m
15/05/2018 13:16:04	15 - Fault found: No customer device detected. One wire in a grounded shielded cable is likely the cause.	13 m 57 m
08/05/2018 13:16:04	8 - Fault found: Unknown fault. A faulty device or a short circuit to an unknown source is likely the cause.	17 m 49 m
01/05/2018 13:16:04	25 - No Swisscom infrastructure fault found	16 m 51 m
24/04/2018 13:16:04	26 - No Swisscom infrastructure fault found	45 m 94 m
17/04/2018 13:16:04	24 - No Swisscom infrastructure fault found	73 m 24 m

For DBC, BBCS Standalone and LCS-LEC to PUS-S or PUS-B and vectorised technology a MELT measurement is initiated. If the measurement has not yet returned, the message "No MELT data available. After a delay of at least 30 seconds you may press the 'refresh' button to display the MELT data." Is displayed in the "xDSL Info" Tab and the MELT Measure History may be empty or show the historical values returned from the former xDSL Info response. The 'refresh' button will show the MELT values the current and the history ones. MELT Measure History shows the analysis date, the MELT state in short form and on mouse over as long text, the A and B wire length from CAN/ μ CAN toward customer premise in km. The current values are on the first line.

Changes

Rel.	Description
18.04	New Tab MELT History

7.2.5 CPE Info Tab

xDSL Info Alarms NA Measure History MELT Measure History CPE Info Access Optimization Access Optimization History Day Charts 15 Min. Charts Reconfigure Line																																									
CPE Info	CPE Name	Motorola HGWS 7347-44-20SC WIAD "CPE5 WIAD (POTS)", FW 7.8.6r5, IKNS r71				Motorola HGWS 7347-44-20SC WIAD "CPE5 WIAD (POTS)", FW 7.8.6r5, IKNS r71																																			
	DSLAM Type Allowed	<table><tr><th>Technology</th><th>DSLAM Type</th></tr><tr><td>VDSL2</td><td>ISAM, CAN</td></tr></table>				Technology	DSLAM Type	VDSL2	ISAM, CAN	<table><tr><th>Technology</th><th>DSLAM Type</th></tr><tr><td>VDSL2</td><td>ISAM, CAN</td></tr></table>				Technology	DSLAM Type	VDSL2	ISAM, CAN																								
Technology	DSLAM Type																																								
VDSL2	ISAM, CAN																																								
Technology	DSLAM Type																																								
VDSL2	ISAM, CAN																																								
	Capability	<table><tr><th>Technology Type</th><th>Capability Overall</th><th>Capability Hardware</th><th>Capability Firmware</th></tr><tr><td>VDSL2</td><td>Not capable</td><td>yes</td><td>yes, but SFP needed</td></tr><tr><td>VDSL Vectoring</td><td>capable</td><td>yes, but SFP needed</td><td>no</td></tr><tr><td>G.FAST</td><td>friendly</td><td>no</td><td>yes</td></tr></table>				Technology Type	Capability Overall	Capability Hardware	Capability Firmware	VDSL2	Not capable	yes	yes, but SFP needed	VDSL Vectoring	capable	yes, but SFP needed	no	G.FAST	friendly	no	yes	<table><tr><th>Technology Type</th><th>Capability Overall</th><th>Capability Hardware</th><th>Capability Firmware</th></tr><tr><td>VDSL2</td><td>Not capable</td><td>yes</td><td>yes, but SFP needed</td></tr><tr><td>VDSL Vectoring</td><td>capable</td><td>yes, but SFP needed</td><td>no</td></tr><tr><td>G.FAST</td><td>friendly</td><td>no</td><td>yes</td></tr></table>				Technology Type	Capability Overall	Capability Hardware	Capability Firmware	VDSL2	Not capable	yes	yes, but SFP needed	VDSL Vectoring	capable	yes, but SFP needed	no	G.FAST	friendly	no	yes
Technology Type	Capability Overall	Capability Hardware	Capability Firmware																																						
VDSL2	Not capable	yes	yes, but SFP needed																																						
VDSL Vectoring	capable	yes, but SFP needed	no																																						
G.FAST	friendly	no	yes																																						
Technology Type	Capability Overall	Capability Hardware	Capability Firmware																																						
VDSL2	Not capable	yes	yes, but SFP needed																																						
VDSL Vectoring	capable	yes, but SFP needed	no																																						
G.FAST	friendly	no	yes																																						
	CPE Comment	CPE Info Comment				CPE Info Comment																																			
	CPE Type	ADB V226N1 Centro Grande				ADB V226N1 Centro Grande																																			

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.

7.2.6 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	Alarms	NA Measure History	MELT Measure History	CPE Info	Access Optimization	Access Optimization History	Day Charts	15 Min. Charts	Reconfigure Line
Qualification Info	LQS Max Technology Type	VDSL2							
	LQS Max Access Profile	50M down / 10M up							
	Interleave Mode	Interleave Low							
	NA Failure Type	OK							
	NA Max Technology Type	VDSL2							
	NA Max Access Profile	44M down / 10M up							
	Reason of Potential	-1000 - stability issue - outstanding downgrooming (ServiceImpact) 1000 - Pending upgrooming 1001 - old CPE Firmware							
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 4							
	Run Date/Time	30/05/2018 02:45:59							
	Input Reason	aInputReason 4							
	Action	aAction 4							
	Initiator	aInitiator 4							
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 Profile	25M down / 10M up				20M down / 6M up			
	Interleave Mode	Interleave Medium				Interleave Low			
	Effective Speed/Virtual Profile	500M down / 400M up				300M down / 200M up			

Changes

Rel.	Description
18.04	Label Access Profile (former Access Speed), Virtual Access after Effective Speed
17.06	New Tab, Reason of Potential moved to this tab.

7.2.7 Access Optimization History Tab

For each entry the last action there are the relevant access parameters before and after the last action. The most recent descending Run Date/Time.

xDSL Info	Alarms	NA Measure History	MELT Measure History	CPE Info	Access Optimization	Access Optimization History	Day Charts	15 Min. Charts	Reconfigure Line
Last Netdriven Action	Netdriven Process	LastProcess 4							
	Run Date/Time	30/05/2018 02:45:59							
	Input Reason	aInputReason 4							
	Action	aAction 4							
	Initiator	aInitiator 4							
Port Config	BB Psd Class	After Last Action	Before Last Action						
	Technology	VDSL_CAB11_1	VDSL_CAB04_1						
	Technology Type	ADSL	VDSL2						
	Technology Type	VDSL Vectoring	VDSL2						
	Access Profile	25M down / 10M up	20M down / 6M up						
	Interleave Mode	Interleave Medium	Interleave Low						
	Effective Speed/Virtual Profile	500M down / 400M up	300M down / 200M up						
Last Netdriven Action	Netdriven Process	LastProcess 3							
	Run Date/Time	29/05/2018 14:45:59							
	Input Reason	aInputReason 3							
	Action	aAction 3							
	Initiator	aInitiator 3							
Port Config	BB Psd Class	After Last Action	Before Last Action						
	Technology	VDSL_CAB11_1	VDSL_CAB04_1						
	Technology Type	ADSL	VDSL2						
	Technology Type	VDSL Vectoring	VDSL2						
	Access Profile	25M down / 10M up	20M down / 6M up						
	Interleave Mode	Interleave Medium	Interleave Low						
	Effective Speed/Virtual Profile	500M down / 400M up	300M down / 200M up						
Last Netdriven Action	Netdriven Process	LastProcess 2							
	Run Date/Time	29/05/2018 02:45:59							
	Input Reason	aInputReason 2							
	Action	aAction 2							
	Initiator	aInitiator 2							
Port Config	BB Psd Class	After Last Action	Before Last Action						
	Technology	VDSL_CAB11_1	VDSL_CAB04_1						
	Technology Type	ADSL	VDSL2						
	Technology Type	VDSL Vectoring	VDSL2						
	Access Profile	25M down / 10M up	20M down / 6M up						
	Interleave Mode	Interleave Medium	Interleave Low						
	Effective Speed/Virtual Profile	500M down / 400M up	300M down / 200M up						
Last Netdriven Action	Netdriven Process	LastProcess 1							
	Run Date/Time	28/05/2018 14:45:59							
	Input Reason	aInputReason 1							
	Action	aAction 1							
	Initiator	aInitiator 1							
Port Config	BB Psd Class	After Last Action	Before Last Action						
	Technology	VDSL_CAB11_1	VDSL_CAB04_1						
	Technology Type	ADSL	VDSL2						
	Technology Type	VDSL Vectoring	VDSL2						
	Access Profile	25M down / 10M up	20M down / 6M up						
	Interleave Mode	Interleave Medium	Interleave Low						
	Effective Speed/Virtual Profile	500M down / 400M up	300M down / 200M up						
Last Netdriven Action	Netdriven Process	LastProcess 0							
	Run Date/Time	28/05/2018 02:45:59							
	Input Reason	aInputReason 0							
	Action	aAction 0							
	Initiator	aInitiator 0							
Port Config	BB Psd Class	After Last Action	Before Last Action						
	Technology	VDSL_CAB11_1	VDSL_CAB04_1						
	Technology Type	ADSL	VDSL2						
	Technology Type	VDSL Vectoring	VDSL2						
	Access Profile	25M down / 10M up	20M down / 6M up						
	Interleave Mode	Interleave Medium	Interleave Low						
	Effective Speed/Virtual Profile	500M down / 400M up	300M down / 200M up						

Changes

Rel.	Description
------	-------------

18.06 New Access Optimization History Tab

7.2.8 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.

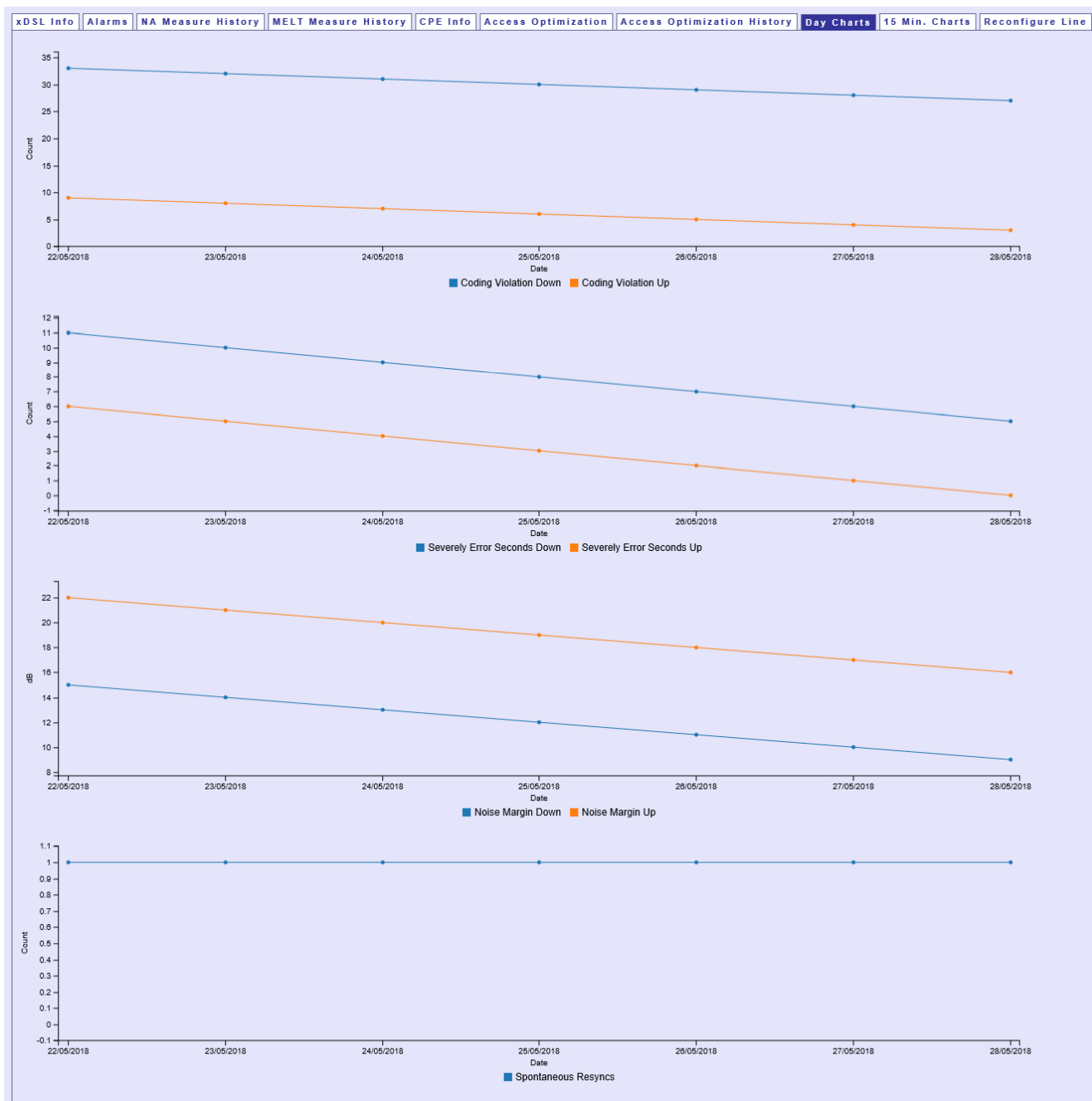


Chart Name	Graphs	Abscissa (x)	Ordinate (y)	Description
Coding Violation	Up (blue), Down (orange)	Counts a day	Date	Number of CRC errors.
Severely Error Seconds	Up (blue), Down (orange)	Counts a day	Date	Number of seconds with excessive errors.
Noise Margin	Up (blue), Down (orange)	dB	Date	Signal/noise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

7.2.9 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.

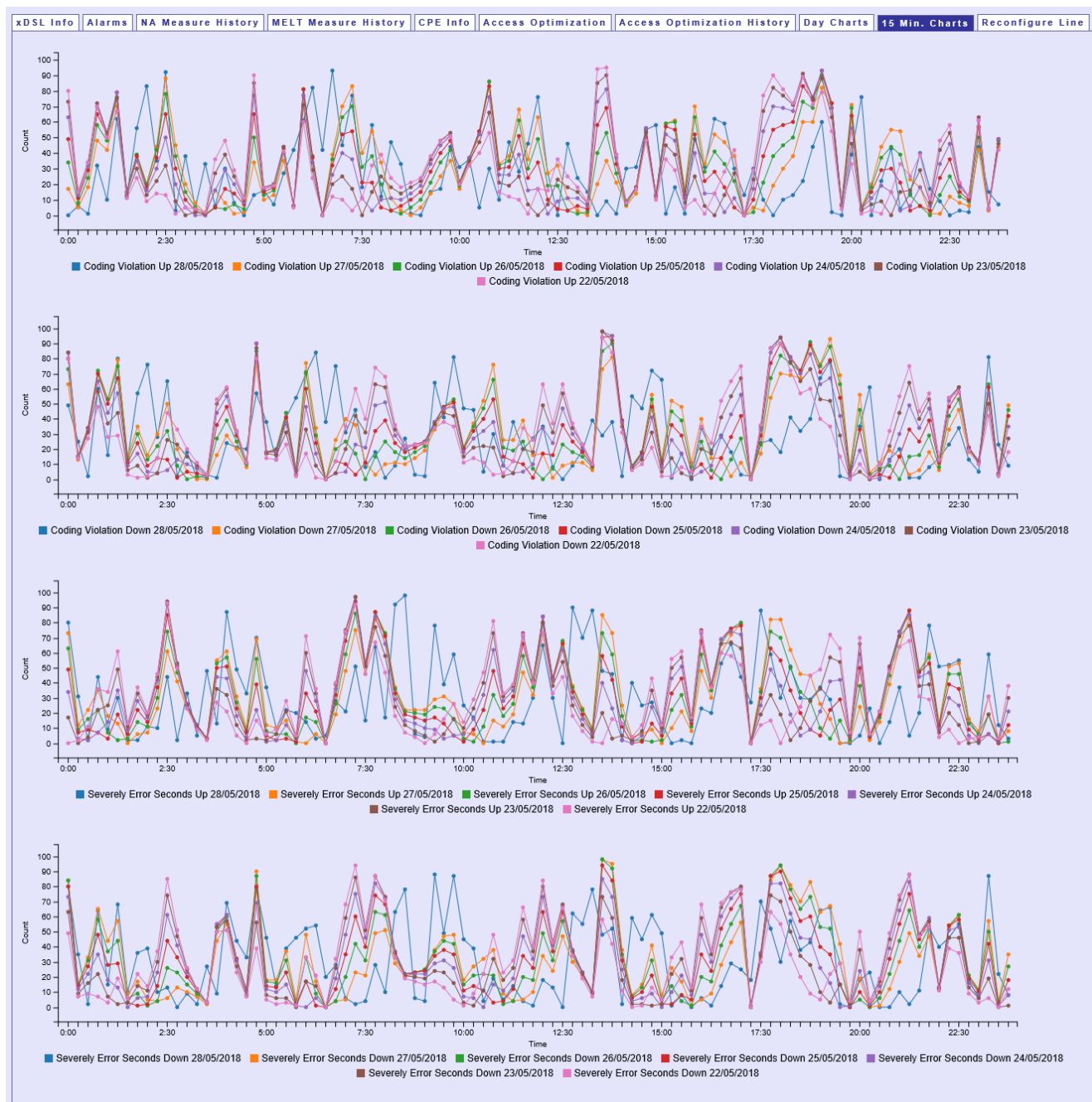


Chart Name	Graphs	Abscissa (x)	Ordinate (y)	Description
Coding Violation Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30 in 15 minute intervals	Number of CRC errors in the upstream.
Coding Violation Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30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

7.2.10 Reconfigure Info Tab

Reconfigure Line State of copper VDSL lines on WARP do not create orders but information request. To find such ReconfigLine information requests of this NSN in the last week push on “Show Reconfigure”. To search with more options use Maintain Information Request.

xDSL Info | Alarms | NA Measure History | MELT Measure History | CPE Info | Access Optimization | Access Optimization History | Day Charts | 15 Min. Charts | **Reconfigure Line**

Show Reconfigure

Information Request Reconfigure Line Detail

back

Information Request ID	DN/VN/NSN	Object Type	Object State	Object Step	Transaction Date/Time
Detail 86635	0108542092	ReconfigLine	PROCESSING	processingStart	24/10/2017 15:56

back

Information Request Reconfigure Line Detail

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Overview

Information Request ID 86635
 DN/VN/NSN 0108542092
 Transaction Date/Time 24/10/2017 15:56
 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	24/10/2017 15:56	WSG Inbound	Received state-text 'Sample state text'
PROCESSING	processingStart	24/10/2017 15:56	ISP User	

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7.2.11 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).

7.2.12 Main Tab (for a fiber line)

xDSL Info

ISP 777710 Testaccount WSG Team
 DN / VN / NSN 0108389312

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xDSL Info

Request Date/Time	15/02/2018 15:20:06	15/02/2018 15:19:53
Response Date/Time	15/02/2018 15:20:17	15/02/2018 15:19:59
User name	Swisscom USER	Swisscom USER

Contr Element	BBCS_F (Fiber)	BBCS_F (Fiber)
DN Office	64BOL	64BOL
BB Device Location	BOL	BOL
DSLAM Name	ipd-wip780-s-fa-14	ipd-wip780-s-fa-14
BB Type	BX	BX
Dn Type	Netservices number	Netservices number
Session Type	DHCP	DHCP
Access Speed	50M down / 10M up	50M down / 10M up
BEP Site Category	-	-

	Best Effort on Fiber	Best Effort on Fiber
Service Type	Flat	Flat
Service Profile	2M down / 2M up	2M down / 2M up

Fan Port Light




xDSL Line Status	up	up
TX-Power	-5.36 dBm	-5.36 dBm
RX-Power	-14.02 dBm	-14.02 dBm

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Changes

Rel.	Description
18.03	TX- and RX Power added
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 Command start Line Quality Diagnosis 24hrs

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

7.4 Start Fast Profile Change (FPC)

Start a fast profile change:

Prepare Start Command

ISP 777710 Testaccount WSG Team

DN / VN / NSN 0108203182

Lov Start Command start Fast Profile Change

Mobile Number

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

[back](#)

[submit](#)

[reset](#)

Wait for Start Command Receipt

ISP 777710 Testaccount WSG Team

DN / VN / NSN 0108203182

Lov Start Command start Fast Profile Change

Please wait ...

[back](#)

Start Command Submitted

ISP 777710 Testaccount WSG Team

DN / VN / NSN 0108203182

Lov Start Command start Fast Profile Change

Profile change was successfully started!

[back](#)

7.5 Start Virtual Fast Profile Change (VFPC)

Start a virtual fast profile change. VFPC does not allow an answer on the mobile phone. VFPC is only available for speed profile type full flex.

Prepare Start Command

ISP 777710 Testaccount WSG Team

DN / VN / NSN 0108203182

Lov Start Command start Fast Virtual Profile Change

[back](#)

[submit](#)

[reset](#)

Start Command Submitted

ISP 777710 Testaccount WSG Team
DN / VN / NSN 0108203182
Lov Start Command start Fast Virtual Profile Change

Profile change was successfully started!

[back](#)**Wait for Start Command Receipt**

ISP 777710 Testaccount WSG Team
DN / VN / NSN 0108203182
Lov Start Command start Fast Virtual Profile Change

Please wait ...

[back](#)

7.6 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?

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

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!

[back](#)

7.7 Start Reconfigure Line

7.7.1 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.

7.7.2 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 be verified in the maintain Menu (see 7.12) or by clicking directly the link displayed.

7.8 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](#)

7.9 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.

7.9.1 Form Fields

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

Name	Optional / Manda- tory	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

7.10 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.

7.11 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.

7.12 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

7.12.1 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

7.12.2 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

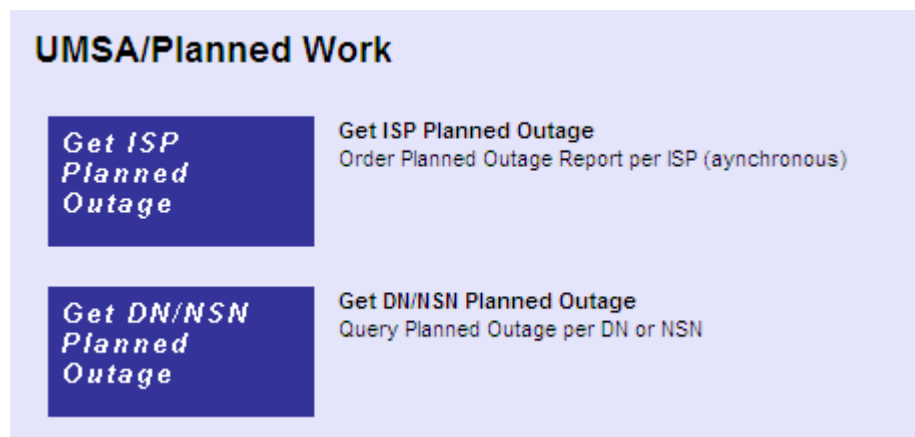
History

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).

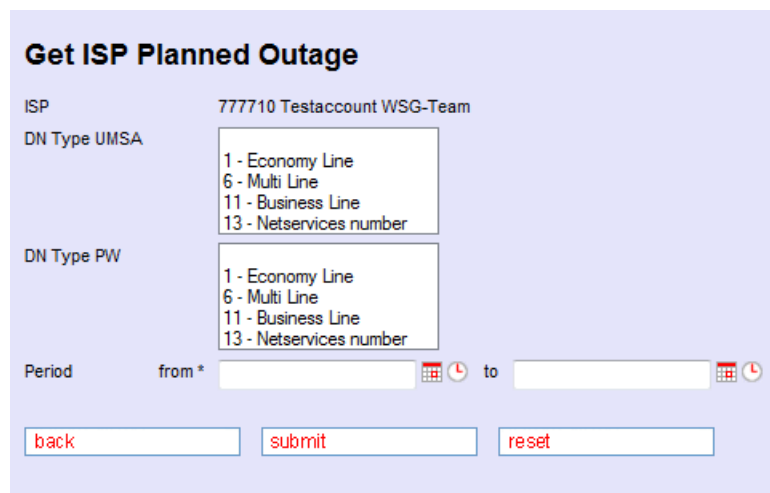


UMSA/Planned Work

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		-

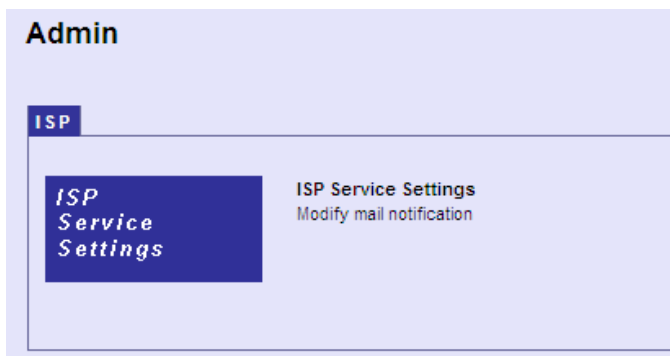
Field	Description
Last Modified	The timestamp of the last modification followed by the name of the author.
Transaction Type	The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible: - WORK_ORDER - BBCS_CREATE - BBCS_MODIFY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

Field	Optional / Mandatory	Description
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
ISP_TT_User_Manual.pdf
▼
download

back

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

WSG Trouble Ticket

- Access TT
- Connectivity TT
- xBSL Info
- UMSA/Planned Work
- Transact. Overview
- Admin Tasks
- Documents**
- Reports
- Alarms
- BB Info
- Home Page





B2B BBCS Assurance Interface Specification
C3 - Confidential

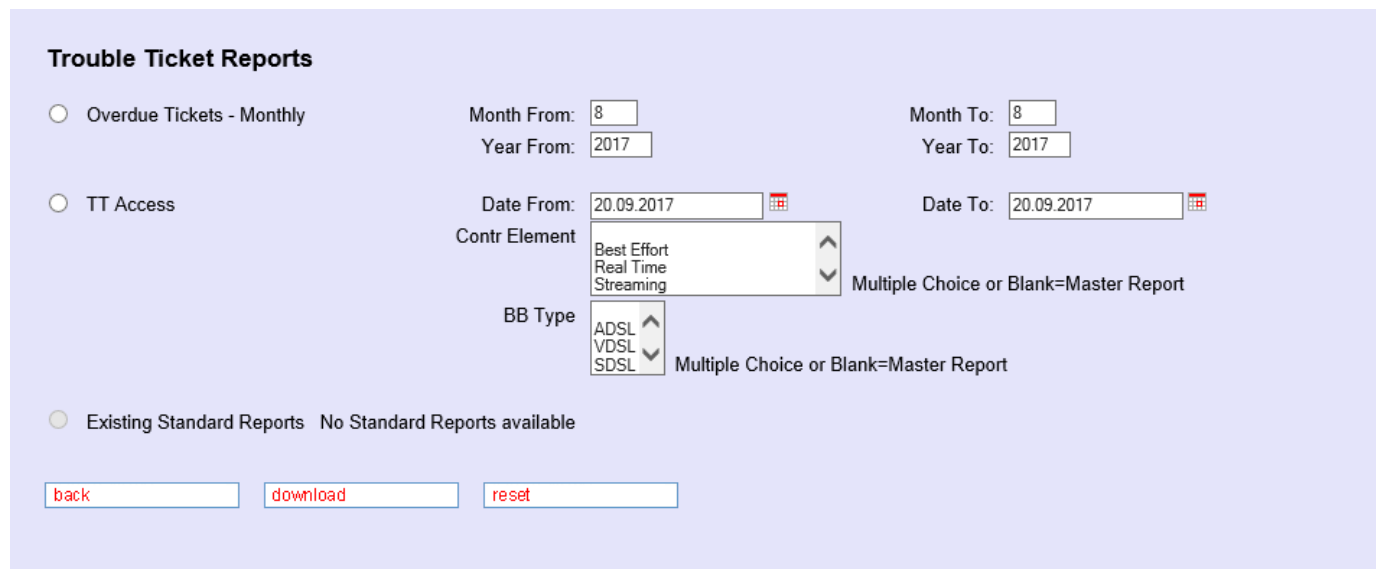
Broadband Connectivity Service (BBCS)
Assurance Interface Specification

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

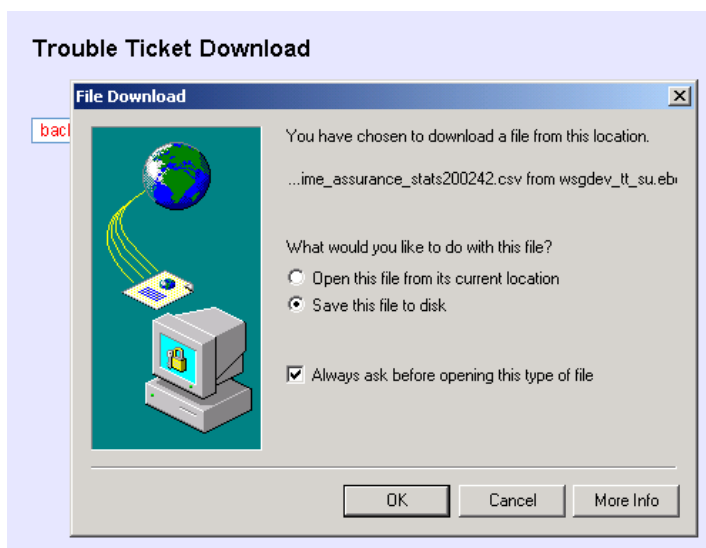
12 Reports

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).

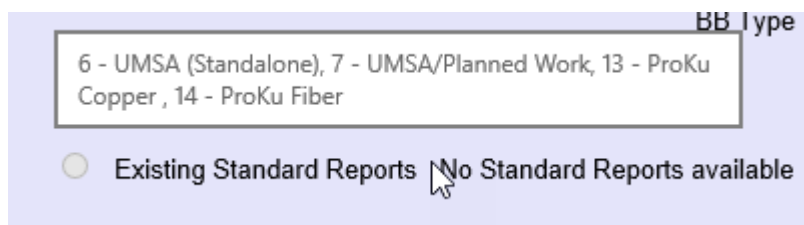
12.2 Trouble Ticket Access

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

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submit

reset

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	0325432454	1325432454	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	0325432454	1325432454	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	0325432454	1325432454	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,jsp-name=TEST,jsp-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.

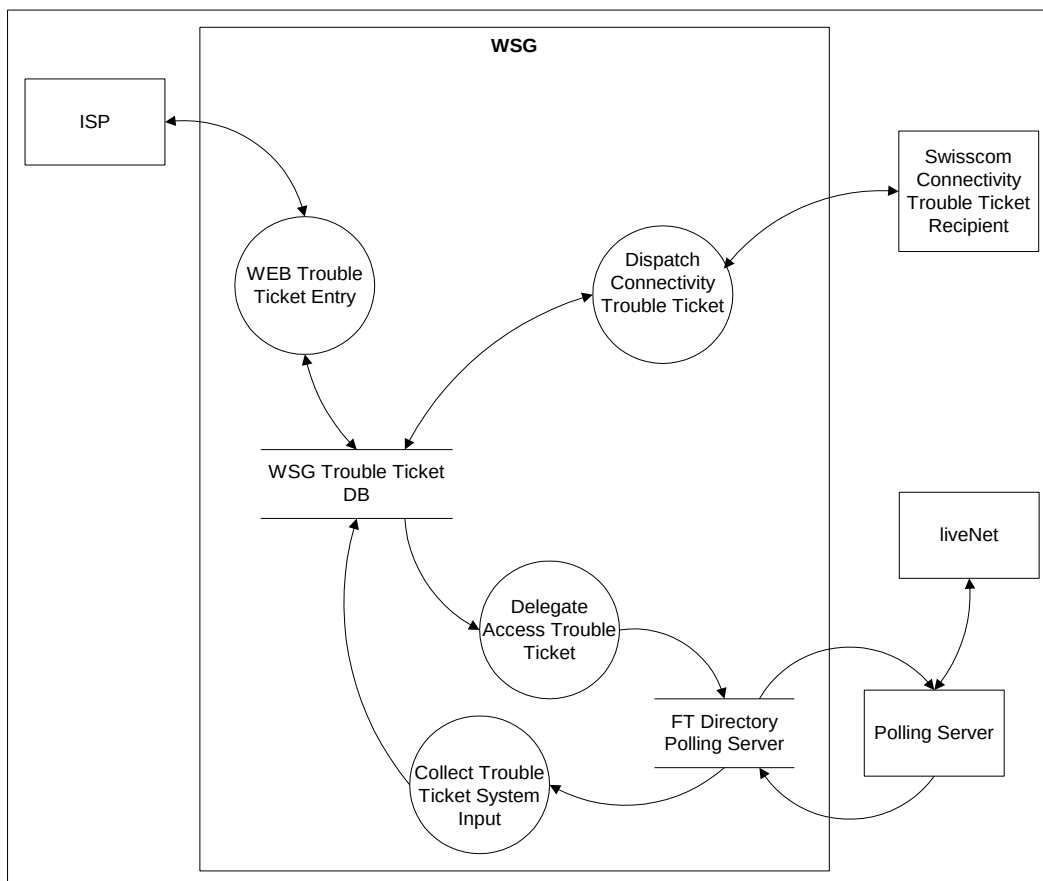


Figure 3 - Systematic View of the Trouble Ticket Data Flow

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



Broadband Connectivity Service (BBCS)
Version 45
Valid from 23.06.2018 (WSG-18.06)

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 subsystem.
4	PROCESSING	The Trouble Ticket data has been transferred to Swisscom subsystem.
5	INWORK	Swisscom subsystem has reported that the Trouble Ticket is being worked upon or additional information from one of Swisscom's 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

14.6.5 Network Customer Notifications

Ticket Type = customerNotificationRequestContent/ticket/type

Copper Info = customerNotificationRequestContent/customerReference/identification/copperInfo

Template Id auch "Customer Notification Type"

Template Id = customerNotificationRequestContent/notificationList/channel/templateId

Ticket Type	Template Id or Customer Notification Type	Copper Info	NF Object	NF Object Type	Template Id or Customer Notification Type	save to Migration Project (in WSG Information Service)
Alarm			13 - Network Customer Notification	1 - Network Customer Notification Alarm		never
Change	contains "RESCHEDULED"	TRUE	8 - Information Request	10 - Network Customer Notification Re-scheduling Report		for all network elements if Reason ID is in project
Change	contains "ABORTED"	TRUE	8 - Information Request	11 - Network Customer Notification Abort Report		for all network elements if Reason ID is in project
Change	contains "DELAYED"	TRUE	8 - Information Request	12 - Network Customer Notification Delay Report		for all network elements if Reason ID is in project
Change	else	TRUE	8 - Information Request	6 - Network Customer Notification Change Report		for all network elements if Reason ID is in project
Change		FALSE	8 - Information Request	7 - Customer Report		for all network elements if Reason ID is in project