ISP BBCS Assurance
User Manual

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Classification	Technical Support Documentation (BBCS)
Status	released

Checklist of changes

Version	Date	Changed by	Comments / nature of the change
01	15.09.2002	Compaq	First Edition
23	12.03.2012	Hans Hartmann	Updated WSG 9.0 / May12
24	21.09.2012	Hans Hartmann	Revision to Swisscom Release Oct12 (WSG_9.2)
25	09.01.2013	Hans Hartmann	Revision to Swisscom Release Feb13 (WSG_9.3)
26	30.04.2013	Hans Hartmann	Revision to Swisscom Release Mai13 (WSG_9.4)
27	04.10.2013	Hans Hartmann	Revision to Swisscom Release Nov13 (WSG_9.6)
28	28.01.2014	Hans Hartmann	Revision to Swisscom Release Feb14 (WSG_9.7)
29	24.03.2014	Hans Hartmann	Revision to Swisscom Release Mai14 (WSG_9.8)
29	28.05.2014	Roland Staub	Updated XDSLInfo Screen
30	05.06.2015	Roland Staub	Updated XDSLInfo Screen
31	20.07.2015	Cuno Gisep	XDSLInfo enhancements
31	29.10.2015	Roland Staub	updated classification
32	28.01.2016	Peter Gurtner	Revision to Swisscom Release Feb16 (WSG_9.15)
33	06.05.2016	Cuno Gisep	Revision to Swisscom Release Mai16 (WSG_9.16)
34	26.10.2016	Peter Gurtner	Revision to Swisscom Release Nov16 (WSG_9.18)
35	17.02.2017	Peter Gurtner	Revision to Swisscom Release Mar17 (WSG_9.19)
36	12.06.2017	Peter Gurtner	Revision to Swisscom Release Jun17 (WSG_17.06)
37	12.07.2017	Roland Staub	Revision to Swisscom Release Aug17 (WSG_17.08)
38	30.08.2017	Roland Staub	Revision to Swisscom Release Aug17 (WSG_17.09)
39	21.09.2017	Peter Gurtner	Revision to Swisscom Release Aug17 (WSG_17.10)
40	21.10.2017	Peter Gurtner	Revision to Swisscom Release Nov17 (WSG_17.11)
41	20.12.2017	Peter Gurtner	Revision to Swisscom Release WSG_18.01
42	26.01.2017	Peter Gurtner	Revision to Swisscom Release WSG_18.02
43	27.02.2017	Peter Gurtner	Revision to Swisscom Release WSG_18.03
44	29.03.2017	Peter Gurtner	Revision to Swisscom Release WSG_18.04
45	04.06.2017	Peter Gurtner	Revision to Swisscom Release WSG_18.06

Release

Version	Date	Released by	Comments / nature of the change
04	10.05.2004	R. Messer	Document released
05	26.10.2004	R. Seltmann	Document released
14	23.06.2008	R. Seltmann	Released for BBCS Contract Version 13.0
15	21.11.2008	R. Seltmann	released for BBCS contract version 13-2
16	01.04.2009	R. Seltmann	Document released
17	08.01.2010	R. Seltmann	released for BBCS contract version 13-3
18	21.05.2010	R. Seltmann	released for BBCS contract version 13-4
19	11.11.2010	H. Künzi	released for WSG-8.2 / Nov10
20	21.02.2011	A.Studerus (iarope1)	released for WSG-8.3 / Mar 11
21	22.05.2011	H.Künzi	released for WSG-8.4 / Jun 11
22	25.10.2011	H.Künzi	released for WSG-8.6 / Nov 11
23	28.03.2012	H.Künzi	released for WSG-9.0 / Mai 2012
24	09.10.2012	H.Künzi	released for WSG-9.2 / Oct 2012
25	21.01.2013	H.Künzi	released for WSG-9.3 / Feb 2013
26	08.05.2013	H.Künzi	released for WSG-9.4 / Mai2013
27	28.10.2013	H.Künzi	released for WSG-9.6 / Nov.2013
28	10.02.2014	H.Künzi	released for WSG-9.7 / Feb.2014
29	05.05.2014	H.Künzi	released for WSG-9.8 / Mai.2014
30	28.05.2015	H.Künzi	released for WSG-9.12/Jun.2015
31	11.08.2015	H.Künzi	released for WSG-9.13/Aug.2015
32	03.02.2016	H.Künzi	released for WSG-9.15/Feb2016
33	11.05.2016	H.Künzi	released for WSG-9.16/Mai2016
34	28.10.2016	H.Künzi	released for WSG-9.18/Nov2016
35	21.02.2017	H.Künzi	released for WSG-9.19/Mar2017
37	17.07.2017	H.Künzi	released for WSG-17.08 / Aug2017
38	28.08.2017	H.Künzi	released for WSG-17.09 / Sep2017
40	26.10.2017	H.Künzi	released for WSG-17.011/ Nov2017
41	14.12.2017	H.Künzi	released for WSG18.01/ Jan18)
42	30.01.2018	H.Künzi	released for WSG18.02/ Feb18
43	20.02.2018	H.Künzi	released for WSG18.03/ Mar18
44	27.03.2018	H.Künzi	released for WSG18.04/ Apr18
45	05.06.2018	H.Künzi	released for WSG18.06/ Jun18

Contents

Table of Figures

1 Introduction

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

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

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

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

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

The application is build in the following main parts

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

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

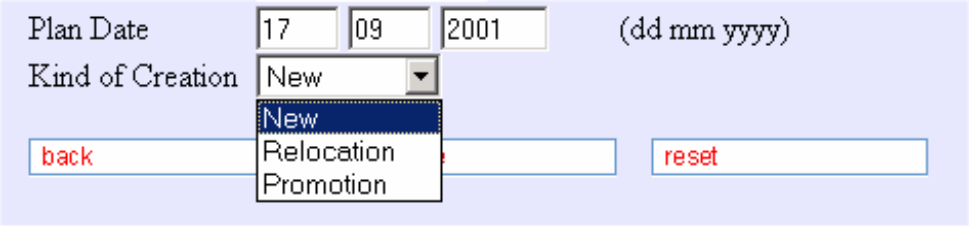
In short, Access Trouble Tickets may be entered either by the ISP "owning" the affected DN or by the Swisscom Superuser. After validation and processing by the Trouble Ticket part of the WSG application the Trouble Tickets are dispatched to Swisscom internal assurance systems. They will then respond 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.:

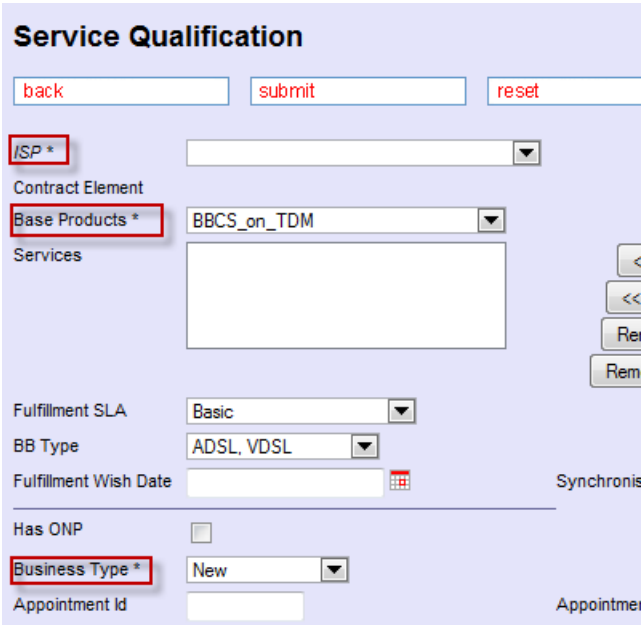


Some other fields are multiple choices and the user can select several values with the Ctrl-Button, e.g.:

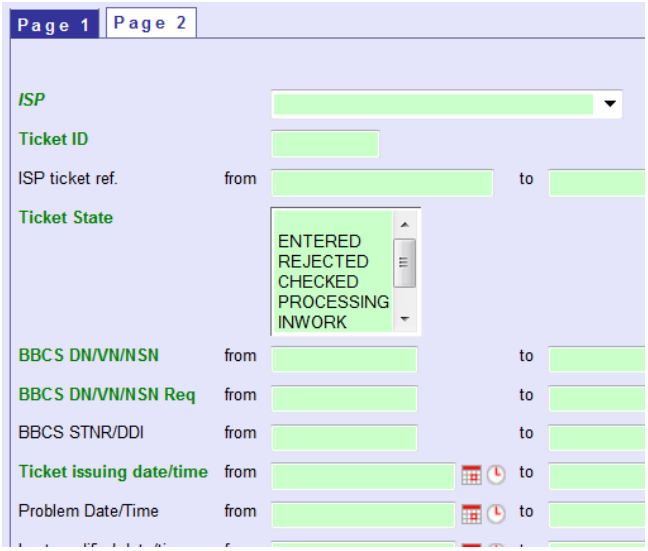
2.2 Visual support for required columns

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

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



- "green" Labels indicates indexed columns



2.3 Date and Date/Time Fields

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

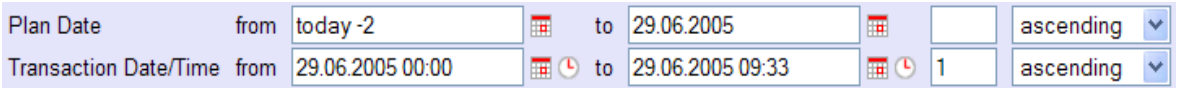
A date or date/time field recognizes any "**DD.MM.YYYY**" formatted string as an absolute date definition. Additionally the date/time field accepts any "**DD.MM.YYYY HH:MI**" formatted string as an absolute date/time definition.

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

Example:

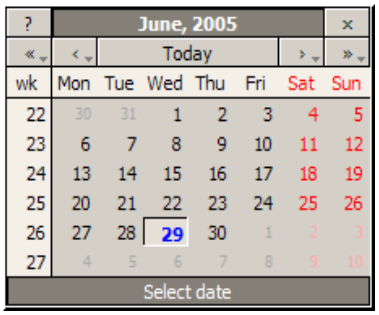
- "TODAY-1" → yesterday
- "TODAY+1" → tomorrow
- "Today -7" → a week ago

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

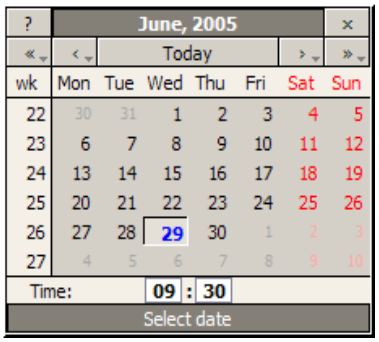


Please note that relative and absolute date or date/time definitions may be mixed.

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

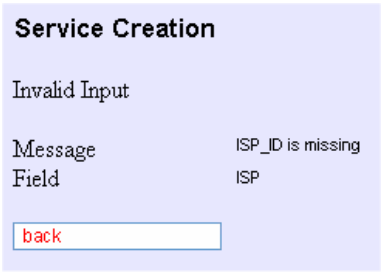


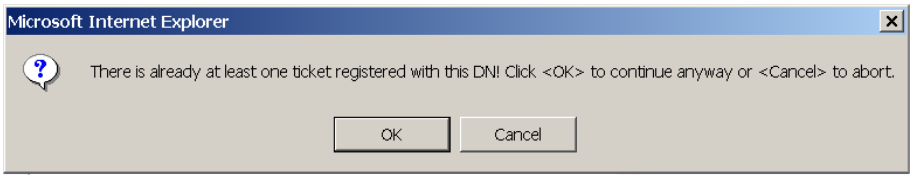
Clicking the time icon next to the filed opens the date/time picker widget:



2.4 Error handling

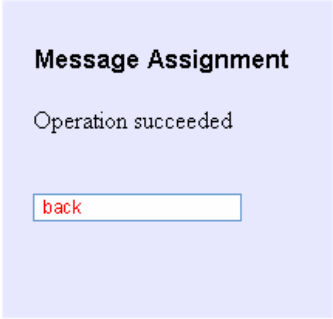
After submitting the input screen, the application validates the user's input. If a business rule, format etc is violated then either an error message screen or a browser alert will be displayed. The error text is self-explanatory and is sufficient for the user to correct the problem.





2.5 Operation succeeded

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



2.6 Service Navigation

For each action, whether the user be a Superuser, readonly or CUC, the current valid services are displayed in the Service Navigation at the left site of the screen.
NOTE: As of WSG 5.0 the WSG interface is frames based. Above is a header frame that replaces the Powergate header, below and to the left is the navigation frame and to its right the function frame. The frames implementation has some advantages, such as the navigation options always being available, but also has some odd side effects such as when the browsers refresh button is pressed when the user is returned to the Home Page!
In order to save space in this document all subsequent function screen shots in this document have been reproduced without the pseudo Powergate frame!

The Powergate header offers the following functionality:

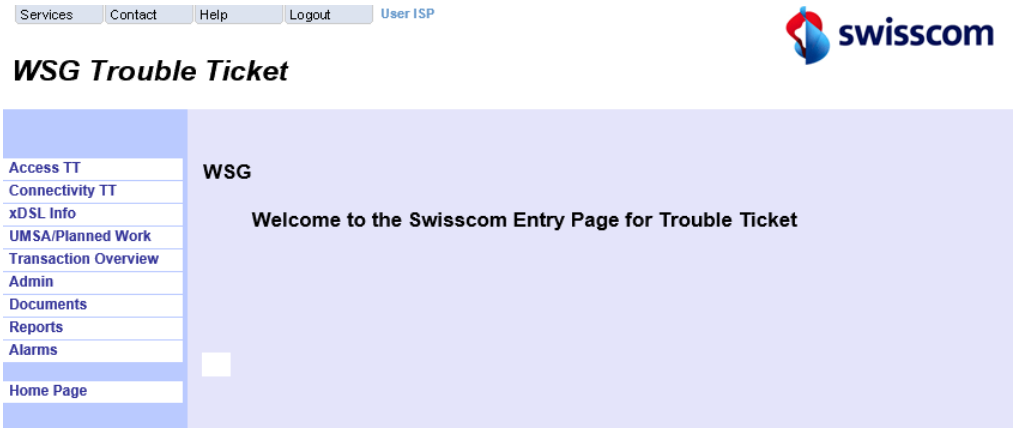
- Services Back to the selection of services in Powergate
- Contacts Contact information for questions concerning the WSG BBCS Trouble Ticket service
- Help FAQ (frequently asked question) for the WSG BBCS Trouble Ticket service
- Logout Logout from Powergate

2.7 Principal Service Navigation

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

As **Read Only User**:

As **User**:



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

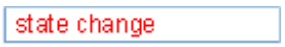
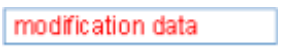
Used to administrate the ISP specific data. This menu item is only accessible to a restricted subset of users.
NOTE: Such administration is not part of the scope of this document!

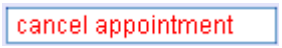
- **Documents**
  Links allowing the user to download certain User Manuals and related documentation.
- **Reports**
  Used to create reports about the Trouble Ticket service.
- **Alarms**
  Used to search and maintain alarms or Inconsistency Announcements.
- **Home Page**
  Direct access to WSG Trouble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

2.8 Buttons

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

The following buttons are used in the application:

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



Link to Cancel Appointment

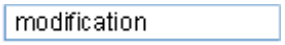
Add a Comment to the Trouble Ticket

Reset all of the fields to their original values

Link to Correction Change Log Summary

There are two different button states: active and inactive.

Active



Inactive

3 Trouble Ticket GUI Page Flow

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

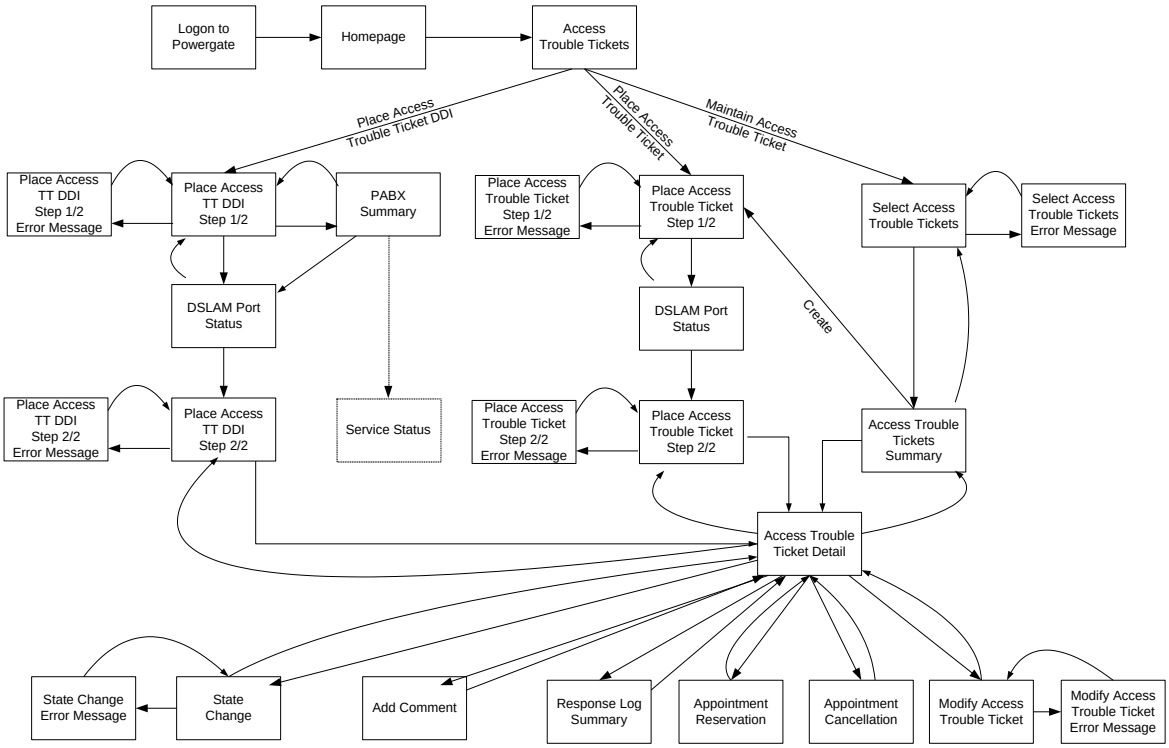


Figure 1 - Access Trouble Tickets

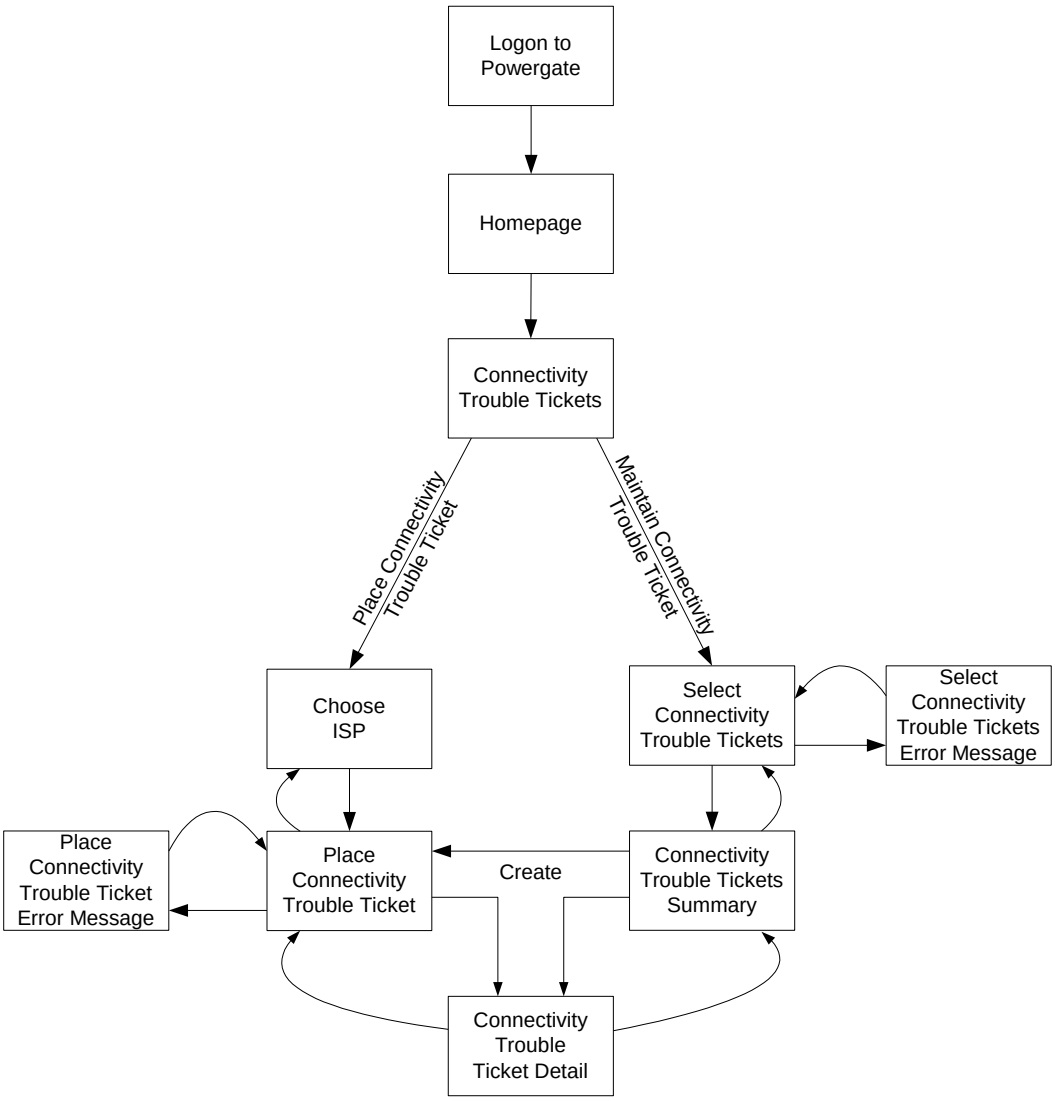
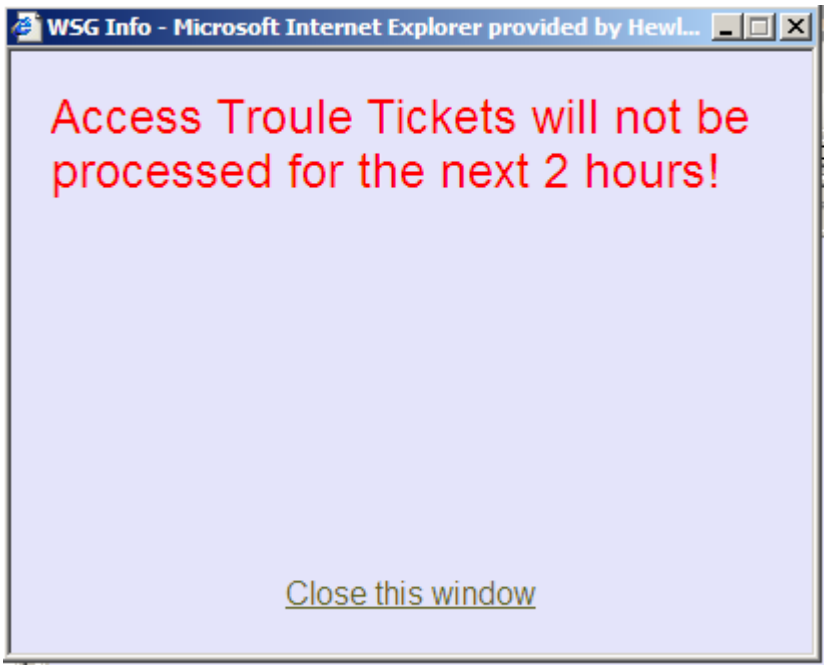


Figure 2 - Connectivity Trouble Tickets

4 WSG Trouble Ticket Home Page

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

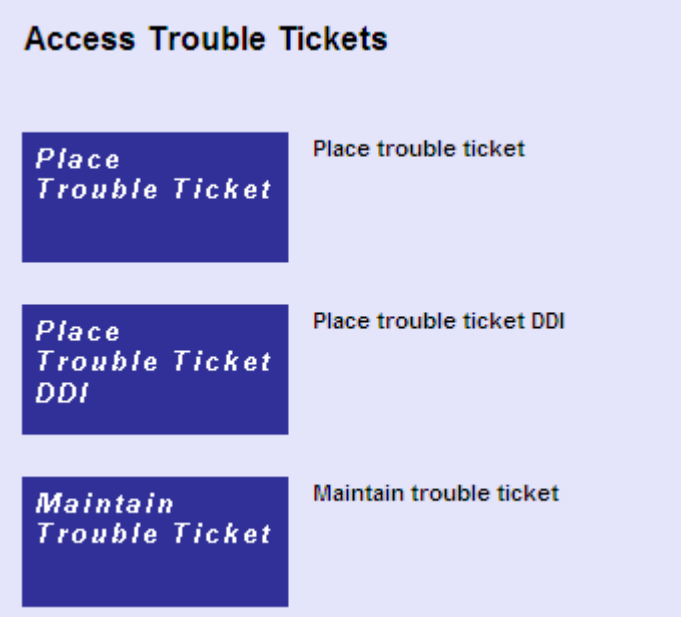
Additional important information about the system state can be displayed in a popup window:



5 Access Trouble Ticket Navigation and Form Input

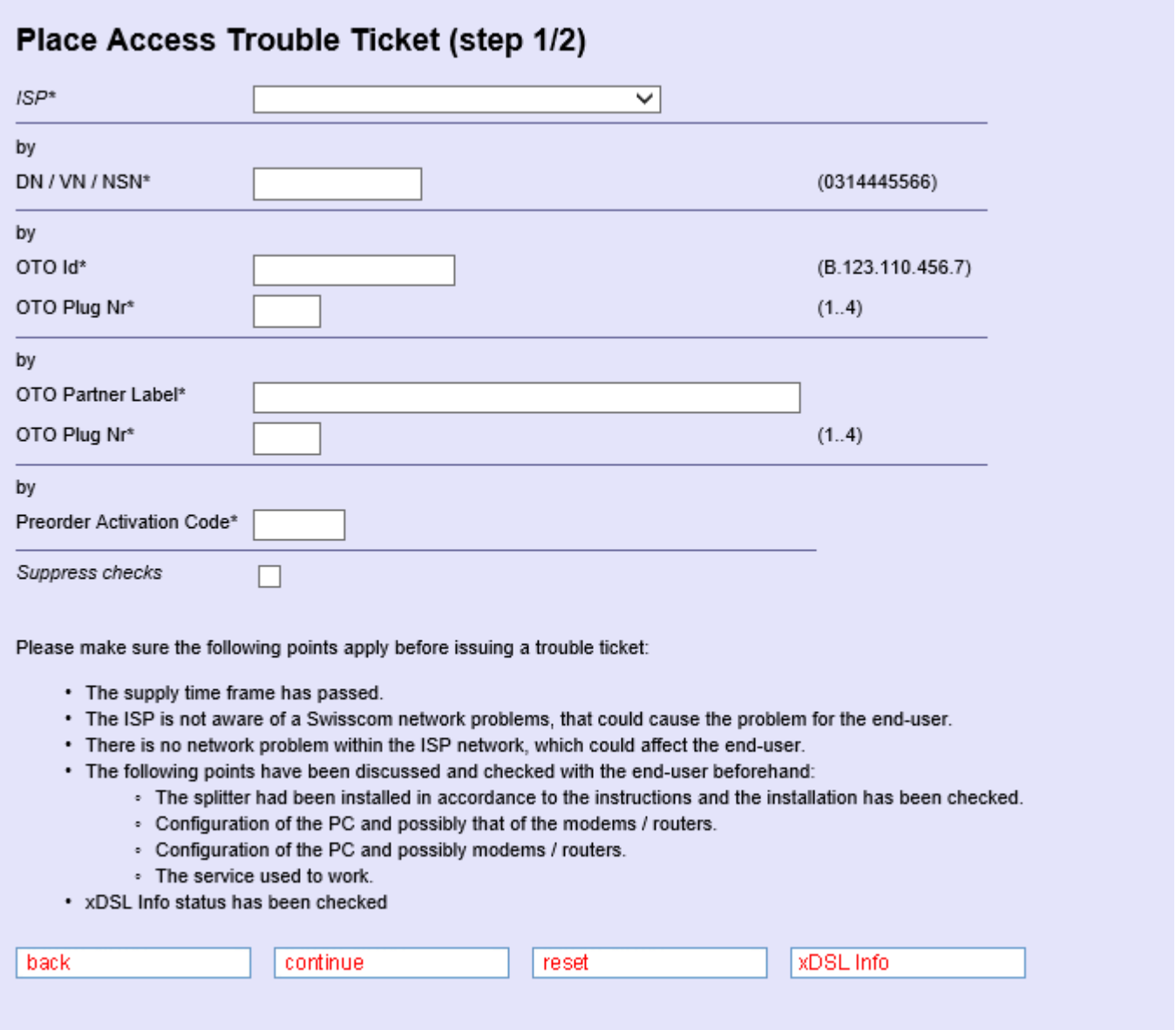
5.1 Access Trouble Ticket Selection

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



5.2 Place Access Trouble Ticket (Step 1/2)

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



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

- On clicking "xDSL Info" an xDSL Info is displayed as with "Query xDSL Info" (see 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)

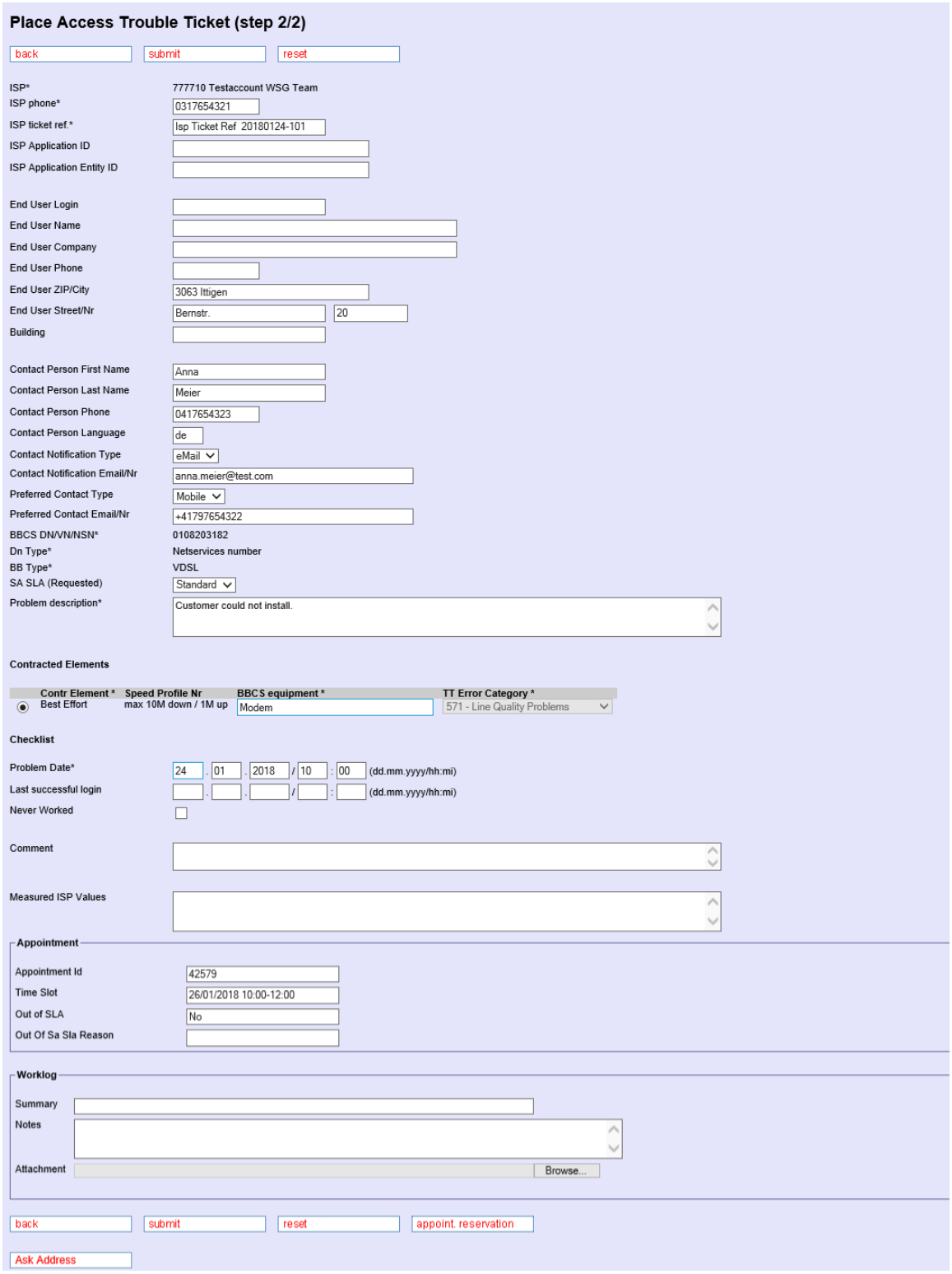
5.2.1 Form Fields

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.

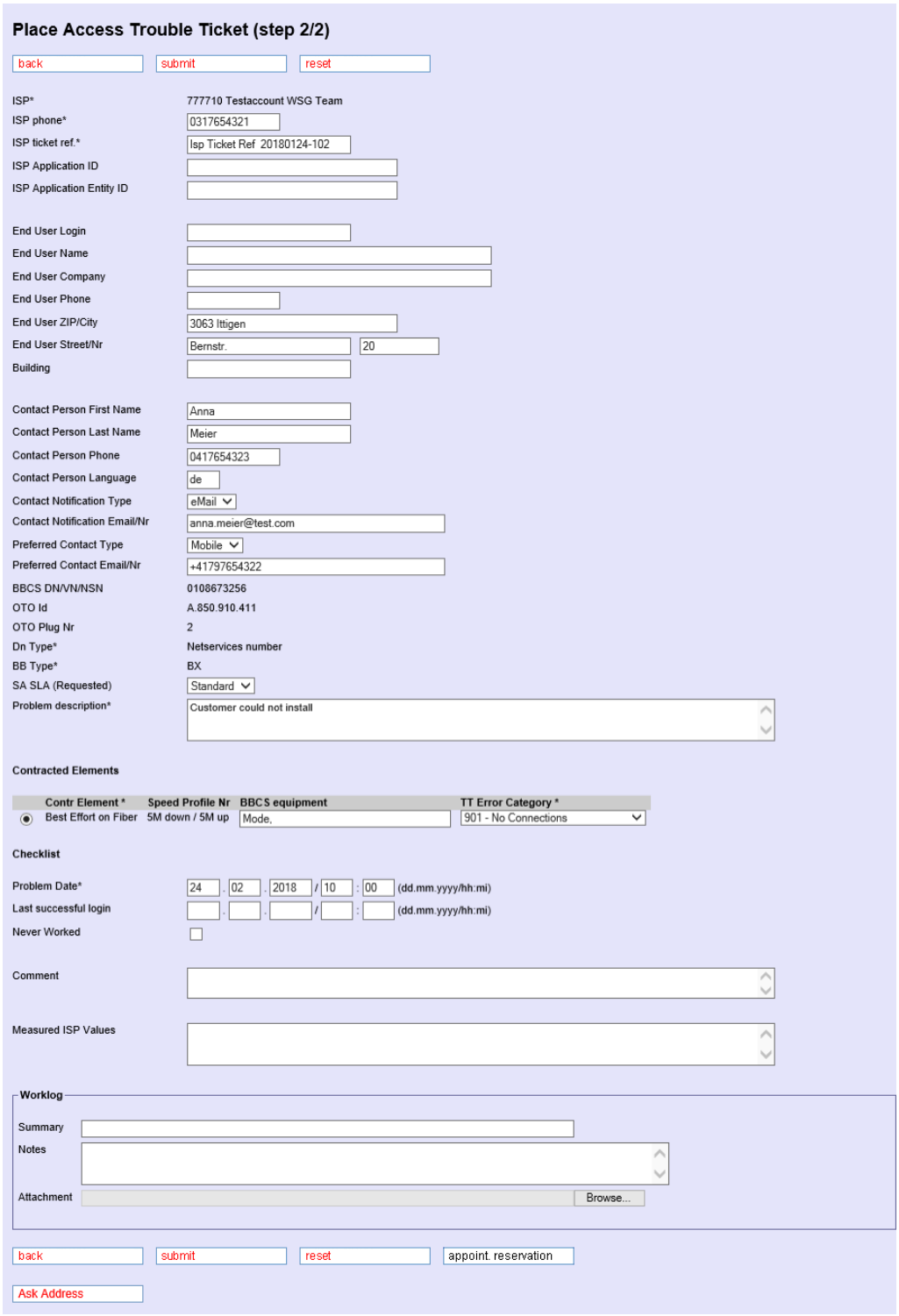
Remark: Either DN, OTO_ID/OTO_PLUG_NR, OTO_PARTNER_LABEL/OTO_PLUG_NR or Preorder Actication Code must be entered

5.3 Place Access Trouble Ticket (Step 2/2)

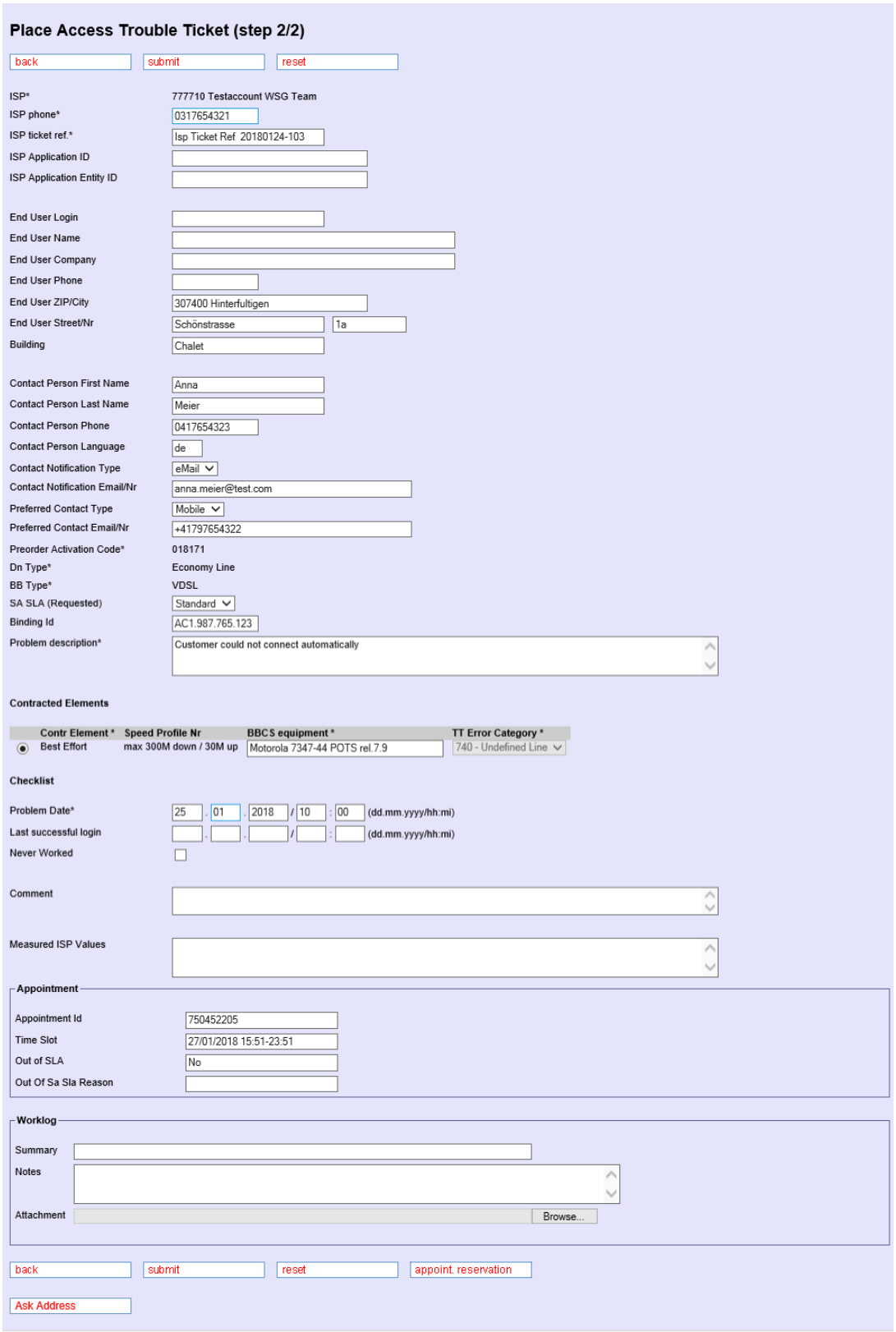
5.3.1 Place Access Trouble Ticket (Step 2/2) Copper



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



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



For preorder tickets an appointment is manadatory

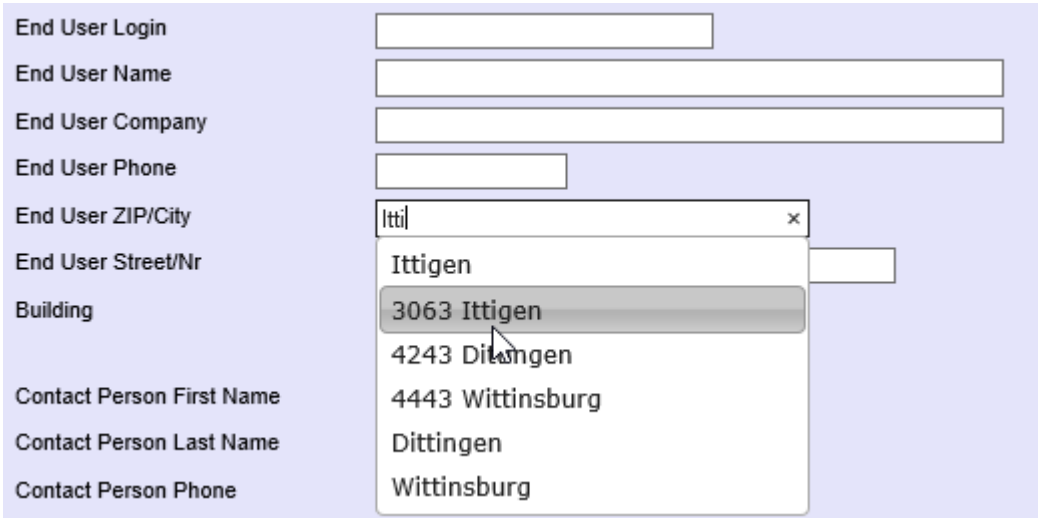
5.3.4 Form Fields

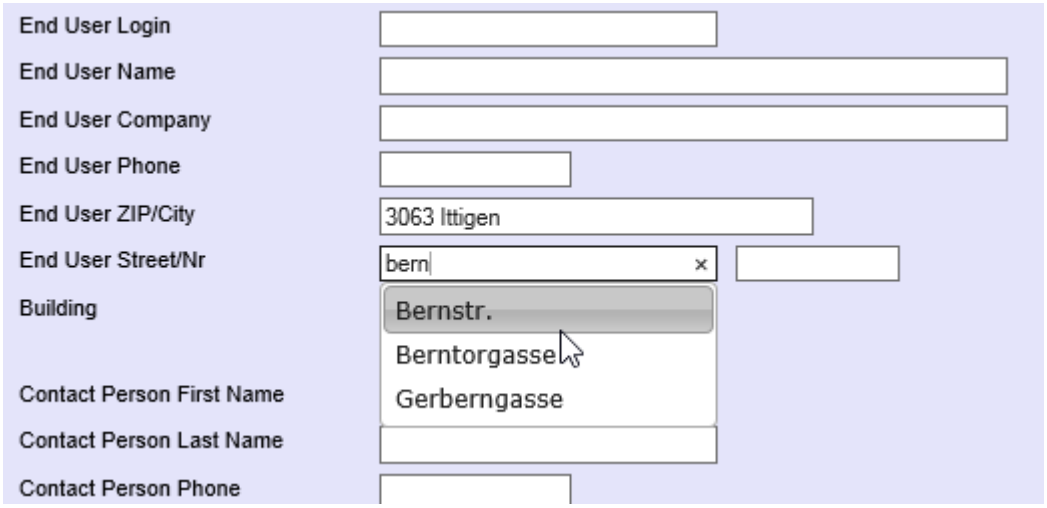
Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
ISP phone	M	Field automatically filled in but may be overwritten
ISP ticket ref.	M	A unique Trouble Ticket reference Id.
ISP Application Id	O	An ISP application name useable for internal routing / follow up
ISP Application Entity 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.

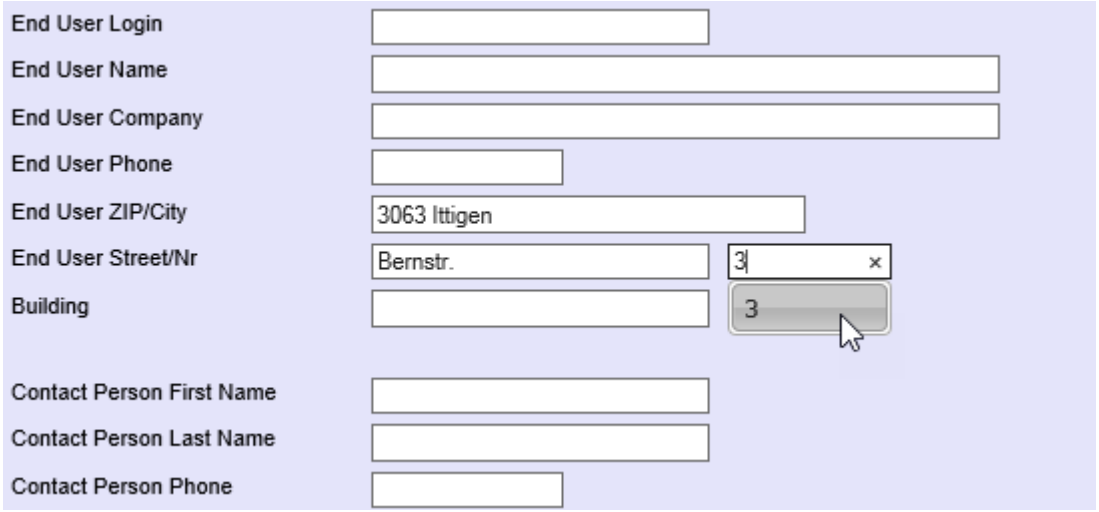
Name	Optional / Mandatory	Description
BBCS DN	M/O	Directory number for copper ticket
OTO Id	M/O	Optical Termination Outlet Id for a fiber ticket
Plug Nr	M/O	Plug Nr for a fiber ticket
Prerorder Activation Code	M/O	Perorder Activation Code for a preorder ticket
BBCS Connection type	M	BBCS Connection Type (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.

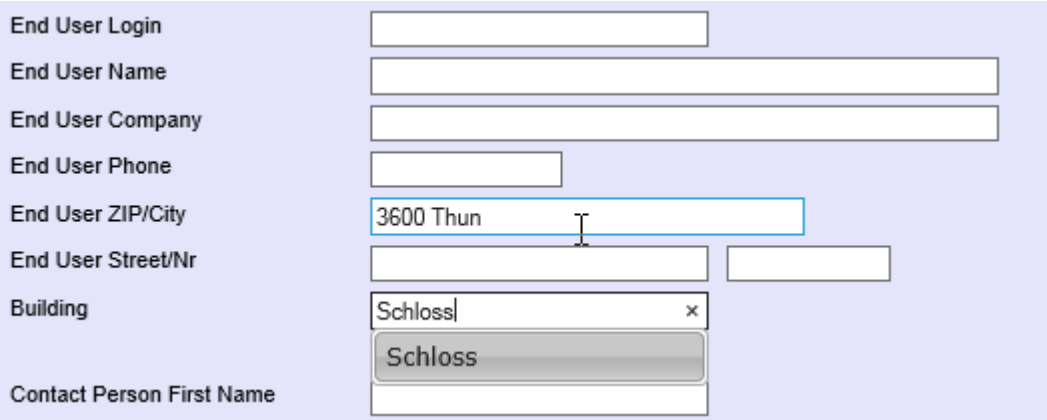
5.3.5 Autofill Address

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)”.

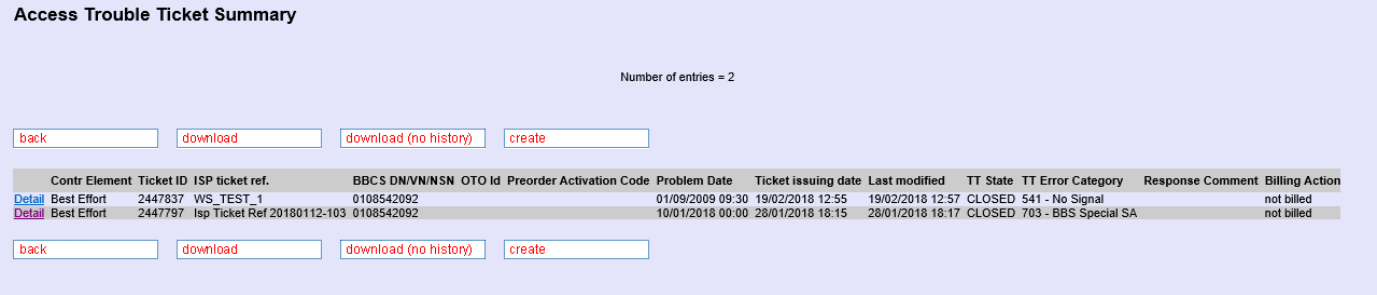

End User Login
End User Name
End User Company
End User Phone
End User ZIP/City
Itti
End User Street/Nr
Building
Ittigen
3063 Ittigen
4243 Dittingen
4443 Wittinsburg
Dittingen
Wittinsburg
Contact Person First Name
Contact Person Last Name
Contact Person Phone


End User Login
End User Name
End User Company
End User Phone
End User ZIP/City
3063 Ittigen
End User Street/Nr
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



5.4 Access Trouble Ticket Summary



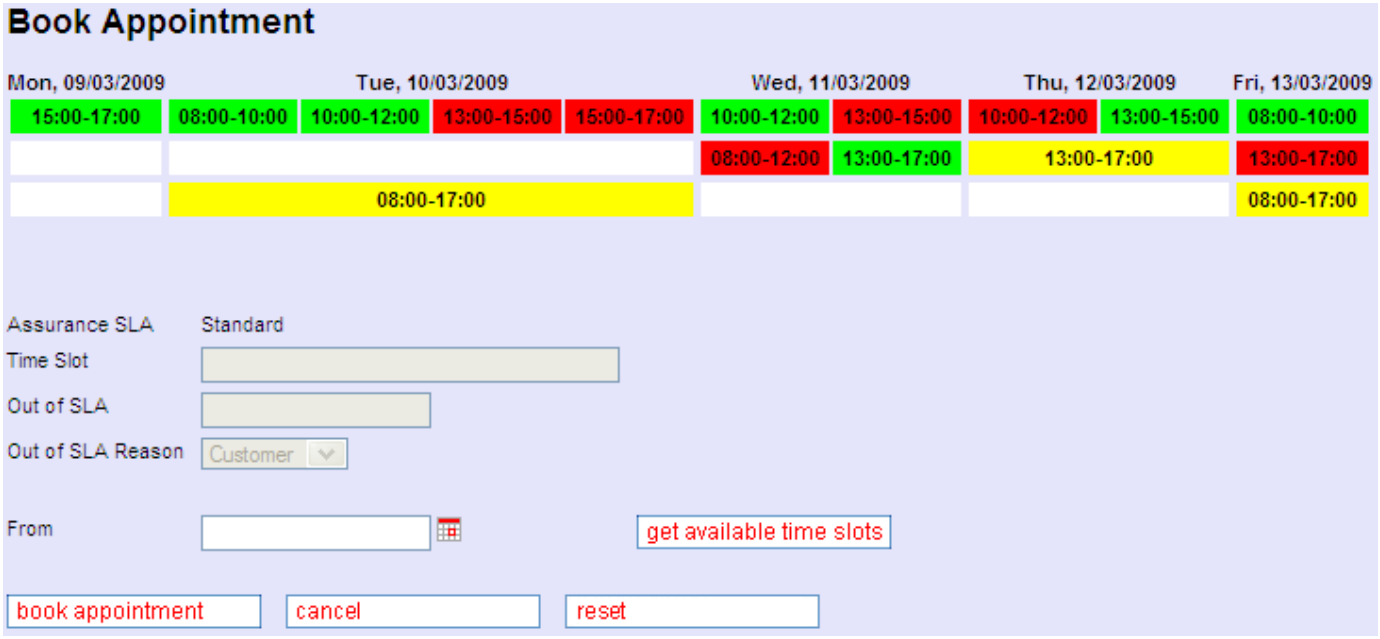
Rel.	Short description
18.03	New attributes on Summary Ticket ID, TT Error Category

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

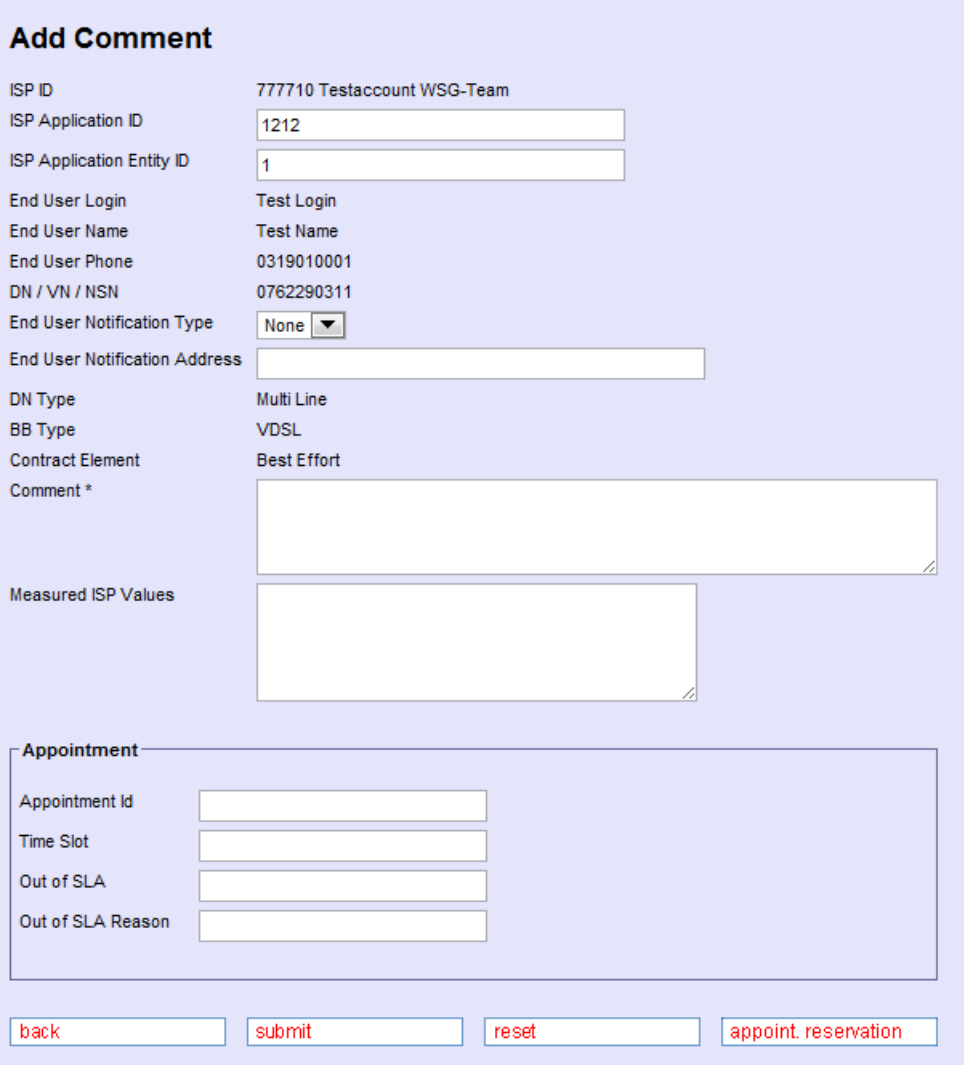
If the ISP is allowed to book appointments and the Error-Category is defined to support appointments, the button “appoint. reservation” is selectable.



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

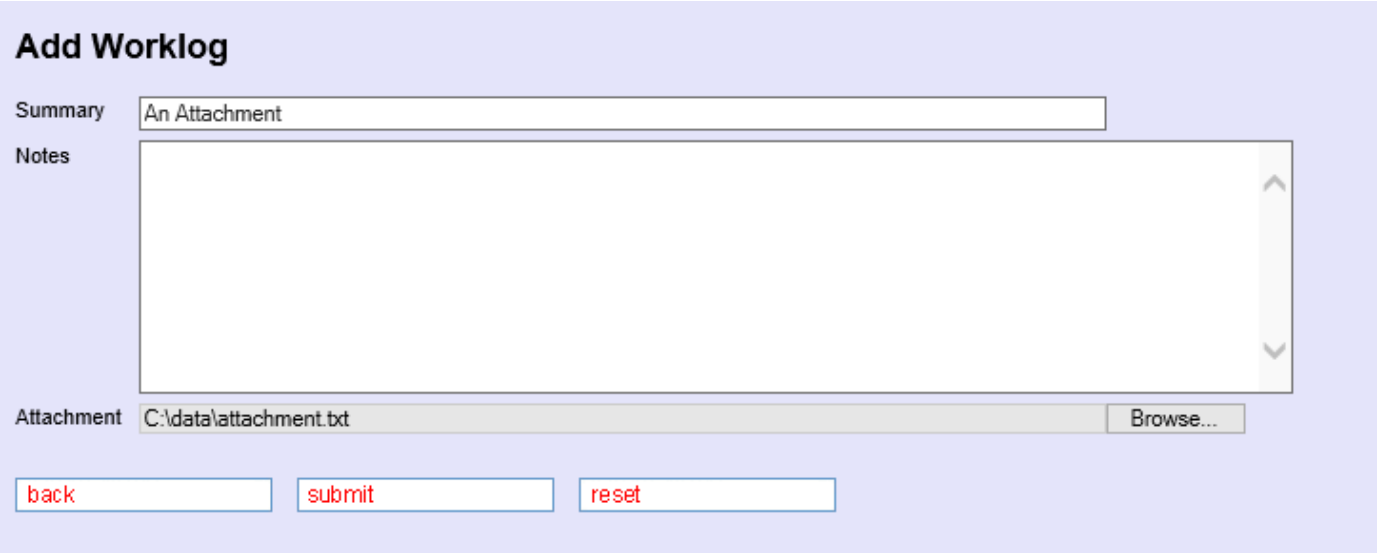
5.6 Add Comment

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



5.7 Add a Work Log and Attachment

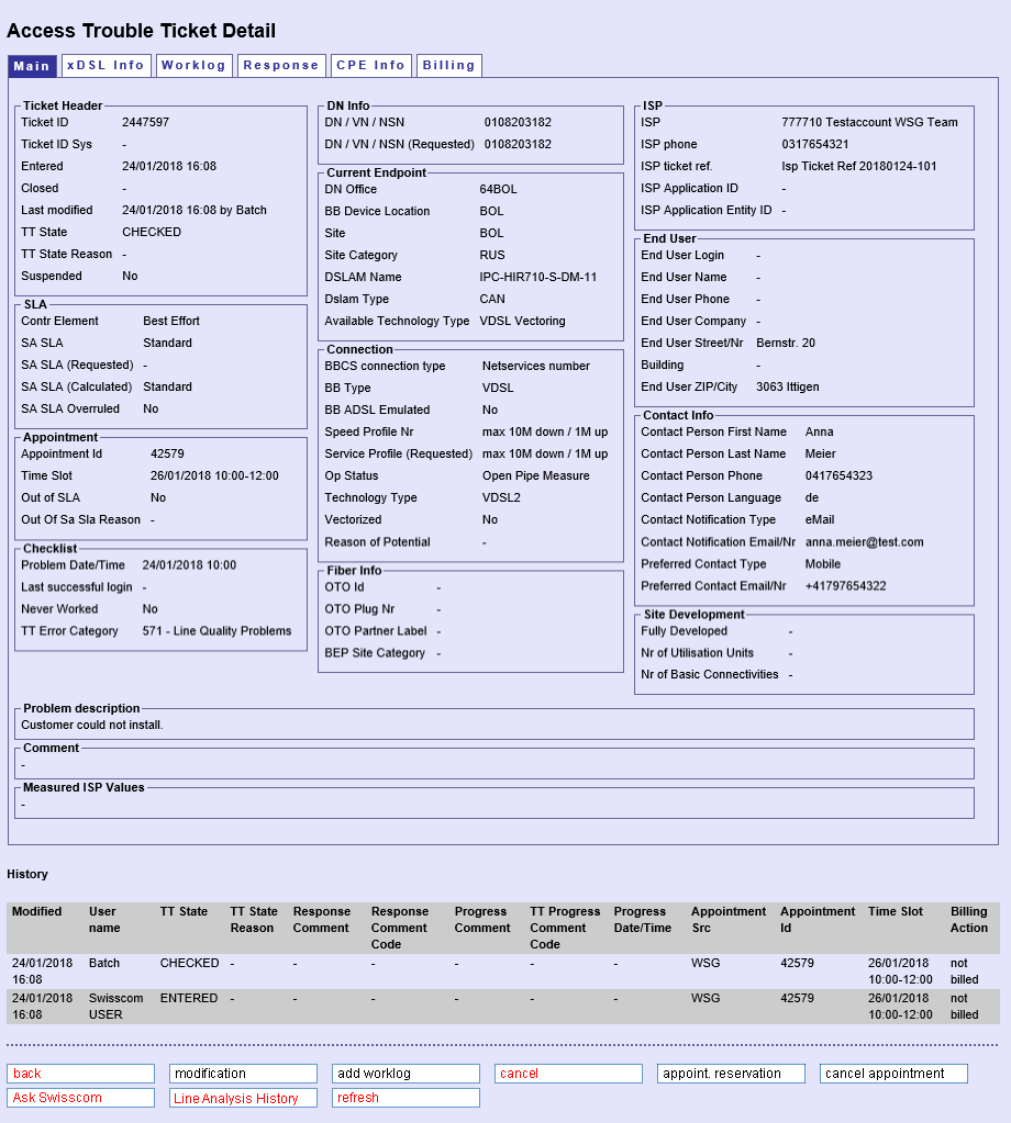
A work log can be added. The work log may include an attachment.


Add Worklog
Summary
An Attachment
Notes
Attachment
C:\data\attachment.txt
Browse...
back
submit
reset

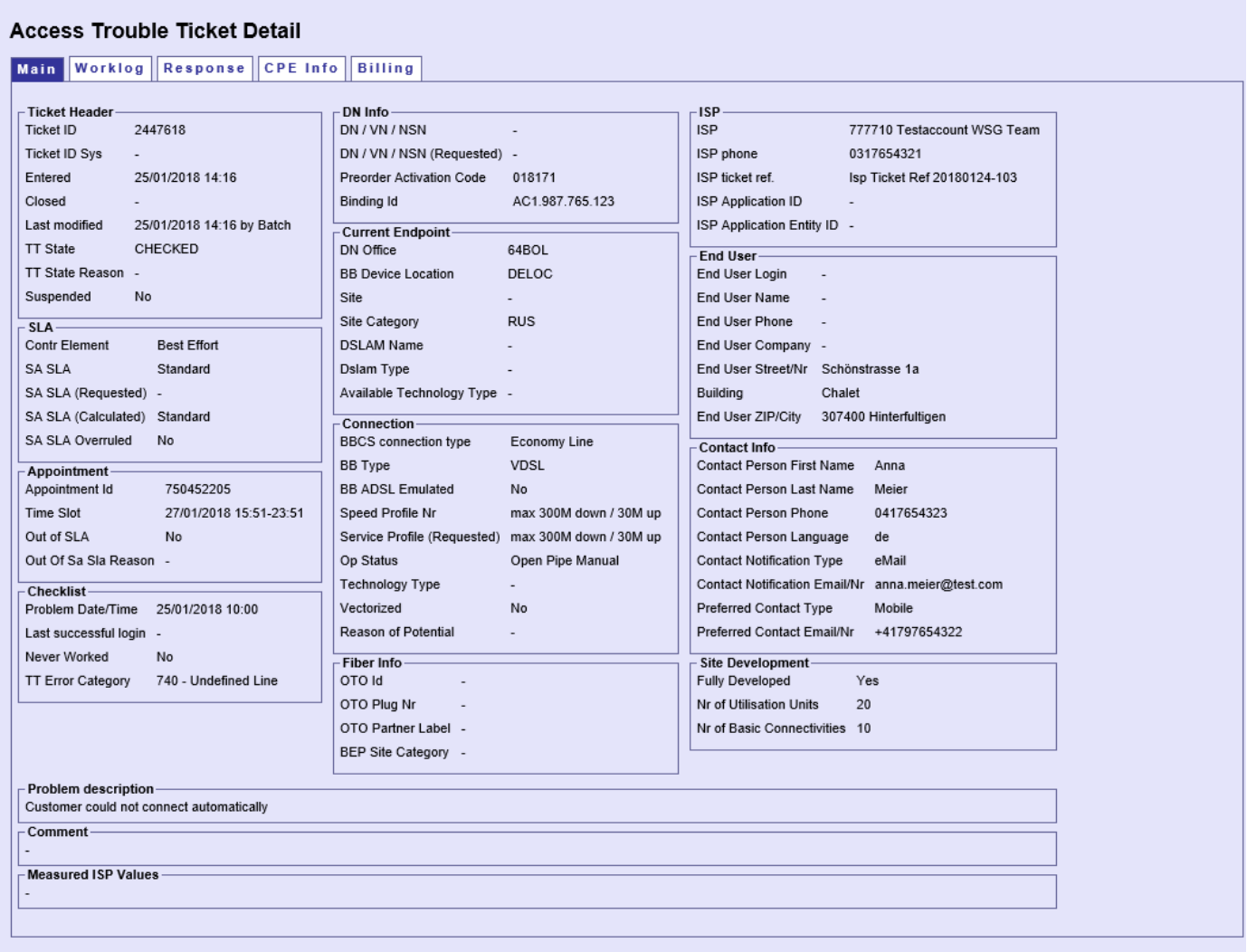
5.8 Access Trouble Ticket Detail

After entering valid data and clicking “submit” on the Place Access Trouble Ticket (Step 2/2) form the following screen will be displayed. Initially the “Modification” and “Cancel” buttons will be active (displayed as red) but upon screen refresh will eventually become inactive as the state changes to CHECKED or PROCESSING. The user may click on the “Refresh” button in order to obtain updates to the History. Under normal operation, and following successful checks, the state of the Trouble Ticket will progress from ENTERED to CHECKED and then to PROCESSING. Upon reaching the state CHECKED the Trouble Ticket will be automatically routed 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.

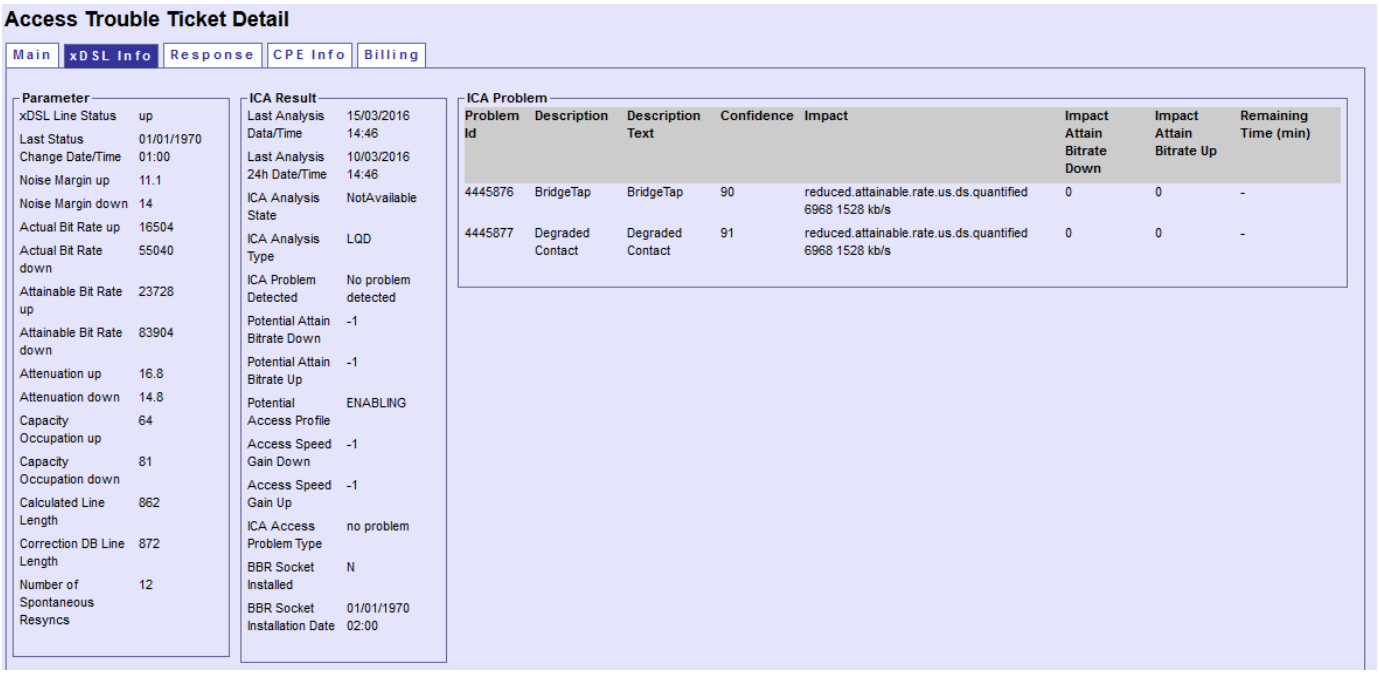
5.8.1 Tab: Main



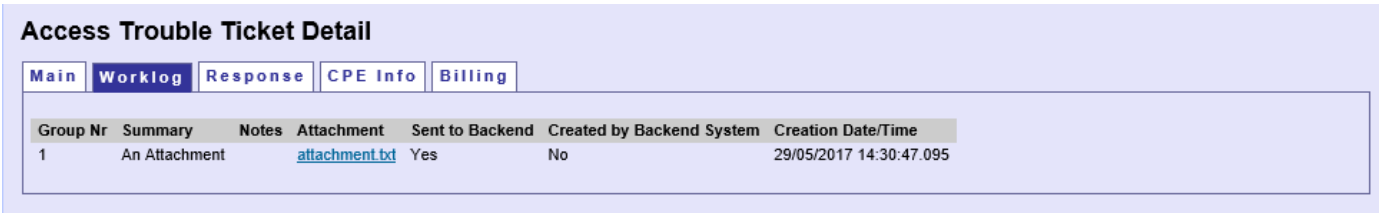
5.8.2 Tab: Main Preorder



5.8.3 Tab: xDSL Info

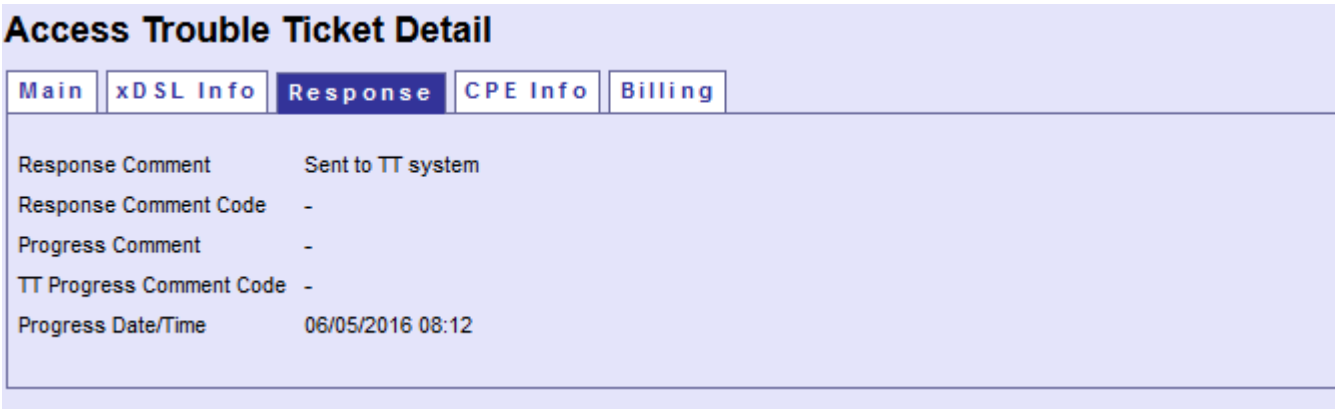


5.8.4 Tab: Worklog

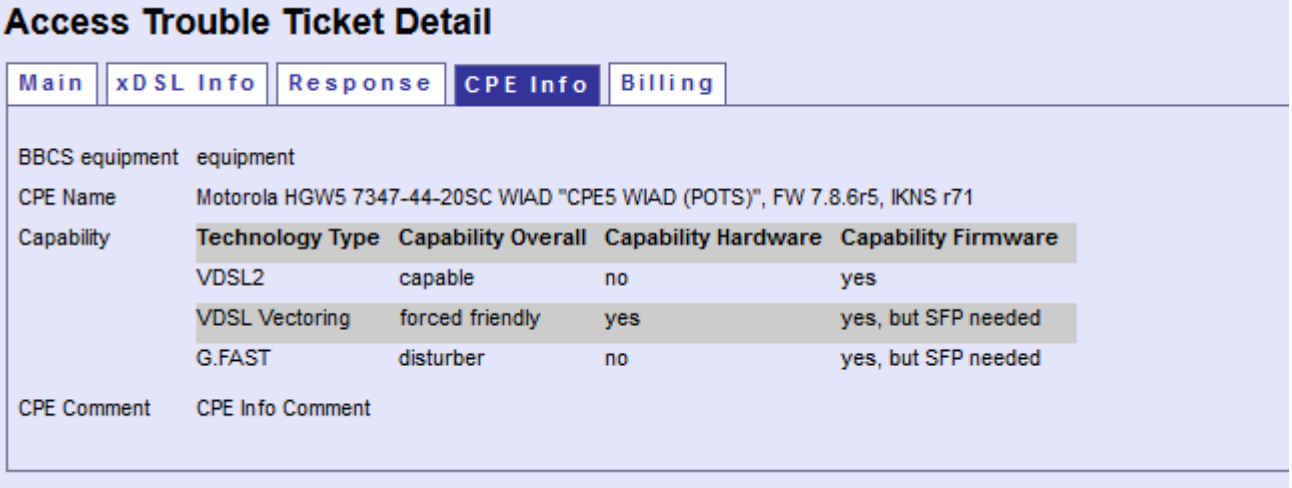


Click on the attachment to open it.

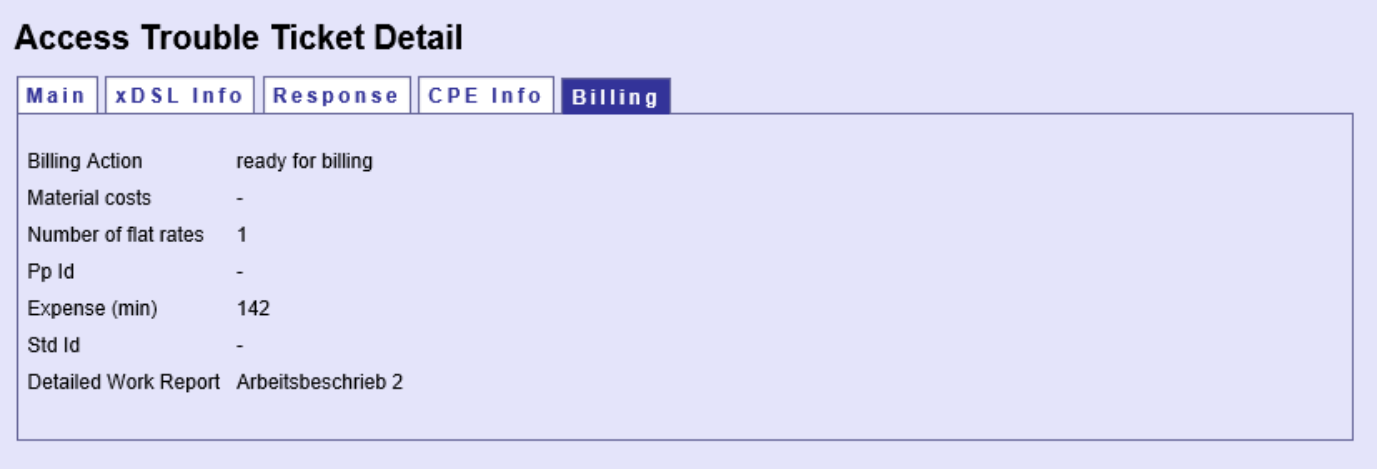
5.8.5 Tab: Response



5.8.6 Tab: CPE Info



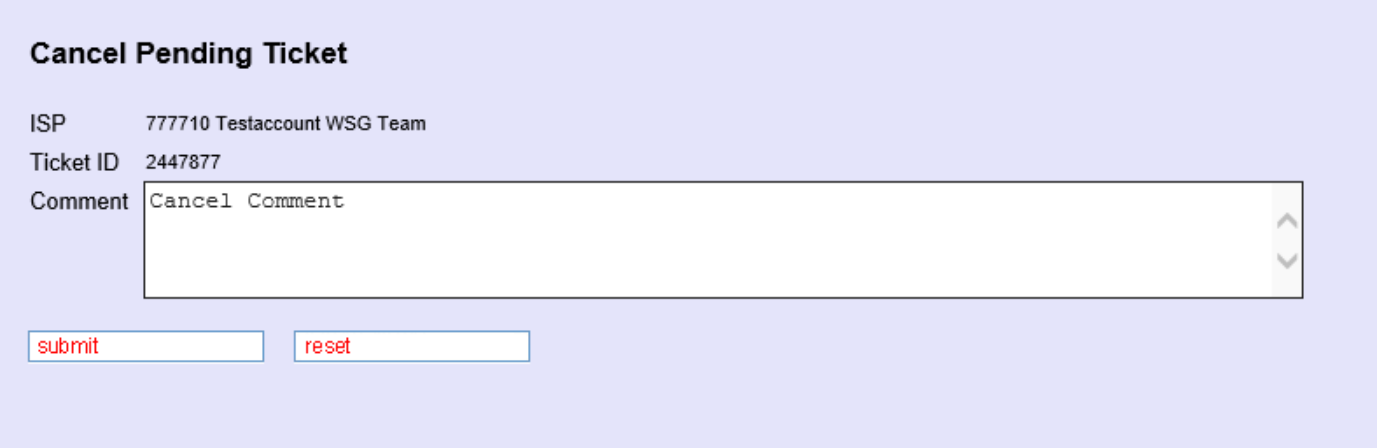
5.8.7 Tab: Billing



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

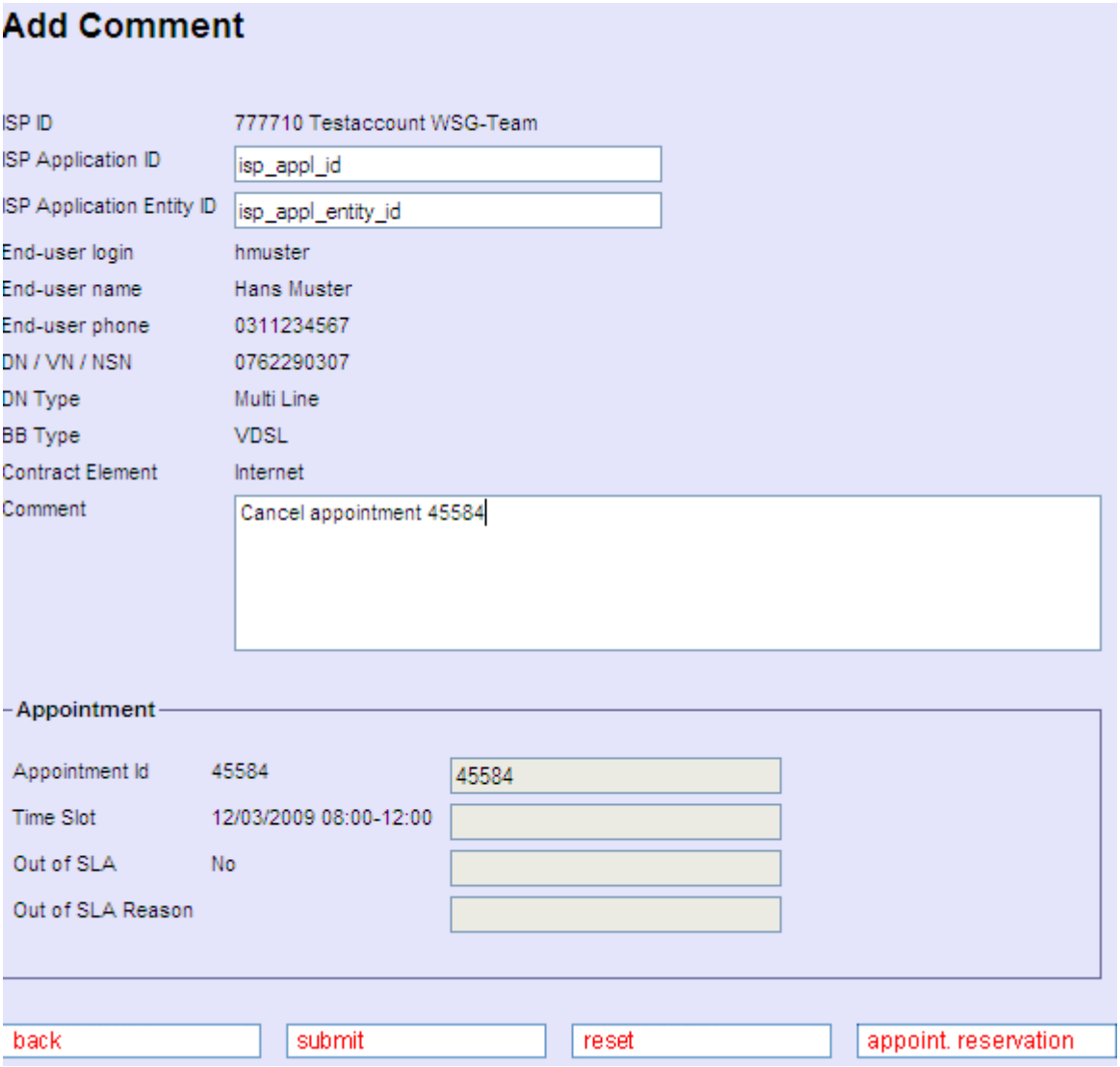


If the ticket is not send to the backend then the ticket change direct to CANCELLED, but otherwise the ticket change to CANCEL_PENDING and wait that cancel ist accepted.

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

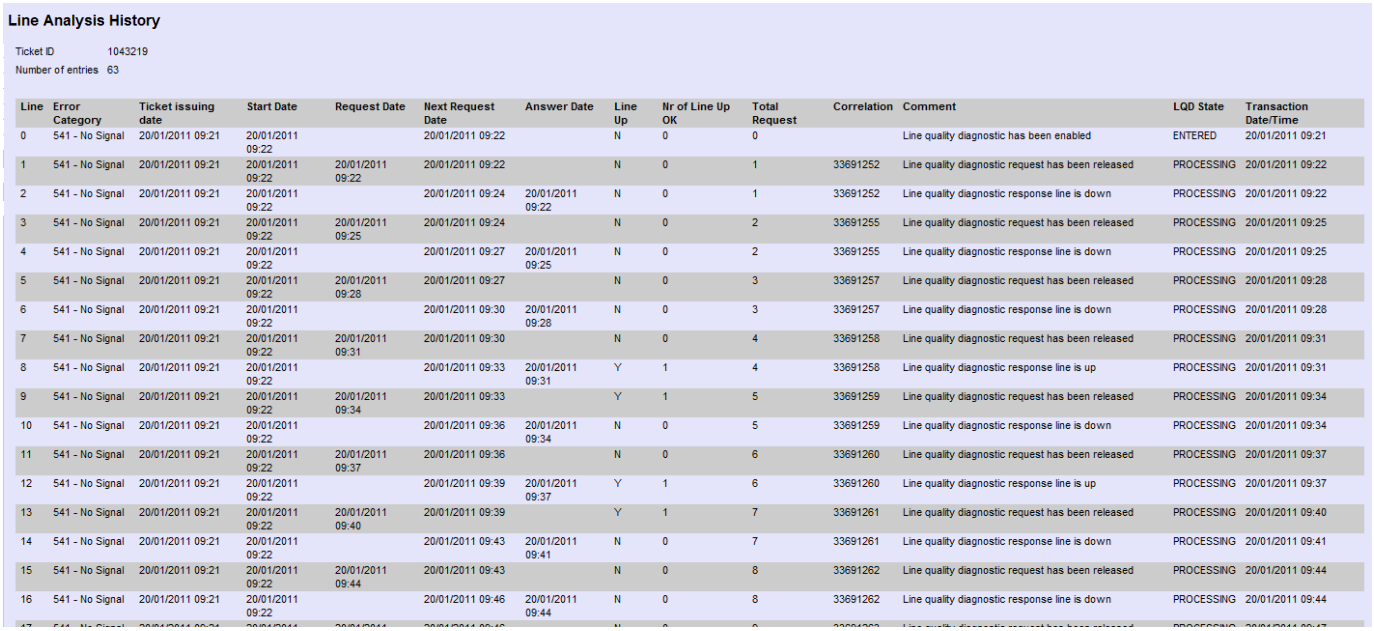
5.10 Cancel Appointment

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.



5.11 Button "Line Analysis History"

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



Line Analysis History

Ticket ID 1043219
Number of entries 63

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

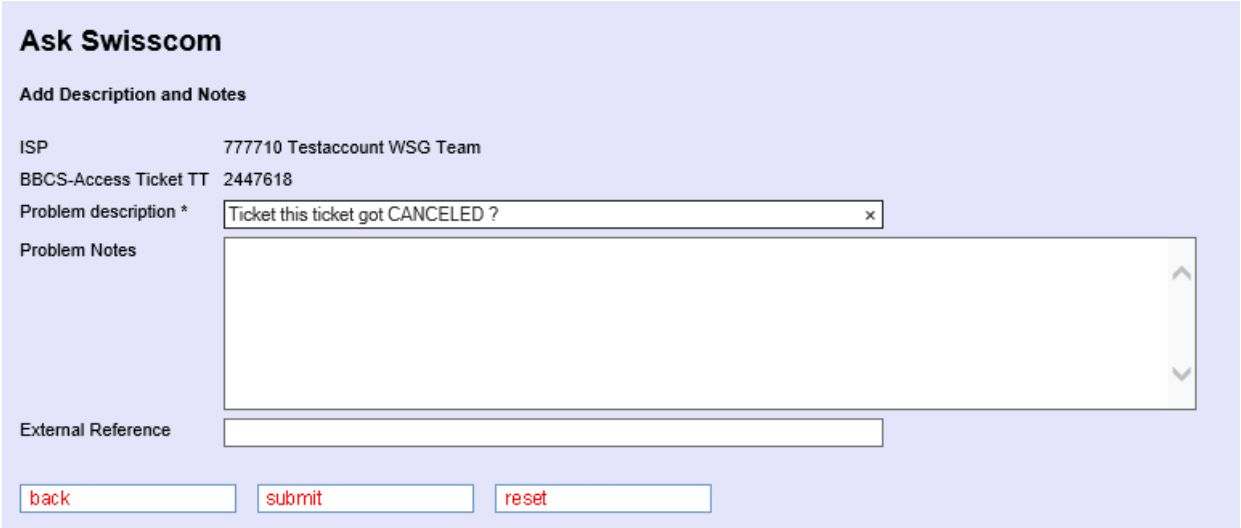
Please take note that each processed "Line State Analysis" request will be presented as two lines: the first line represents the request, the second line represents the (asynchronous) answer.

5.11.1 Form Fields

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

5.12 Button “Ask Swisscom”

5.12.1 Add Problem Description and Notes



5.12.1.1 Fields

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

Name	Optional / Mandatory	Description
Problem Description	M	The Problem Description
Problem Notes	O	Notes up to 32 Kbytes
External Reference	O	Give your reference here

5.12.2 Preview for Submit

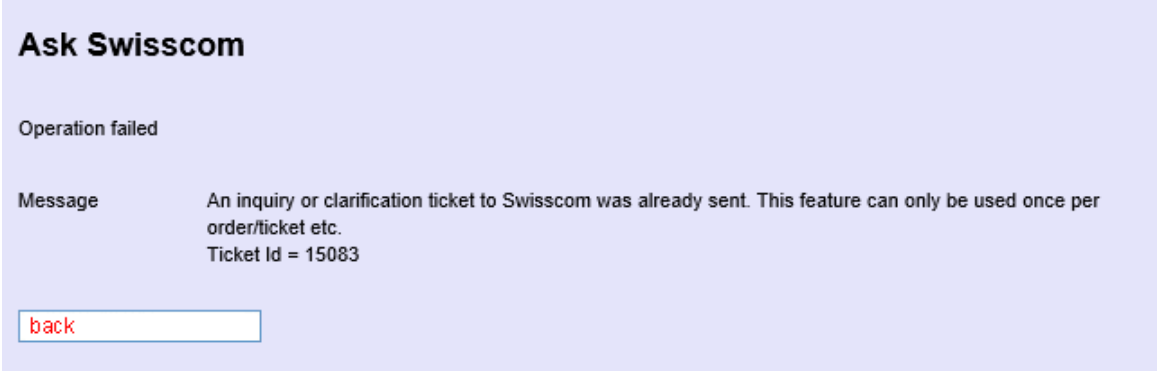
You can control the content that will be sent to Swisscom First-Level-Support.

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.

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.

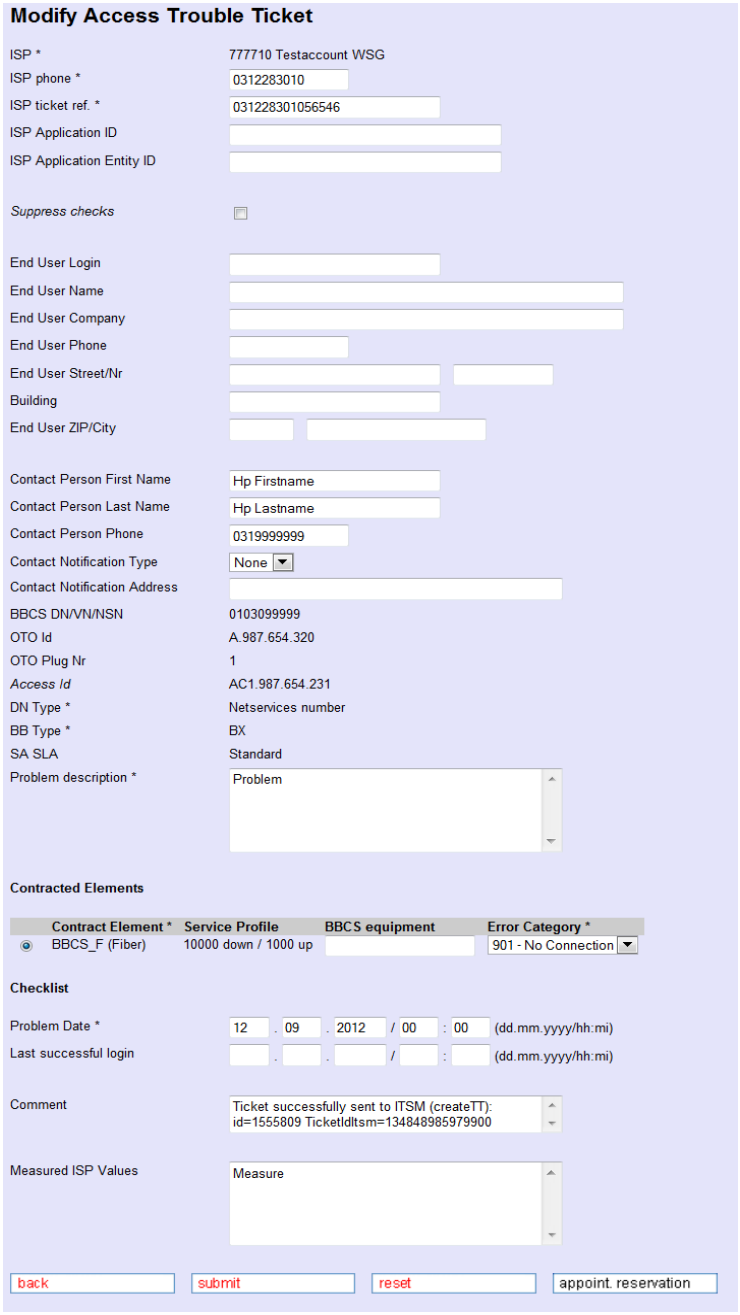


5.13 Button “Ask Address”

“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.

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.

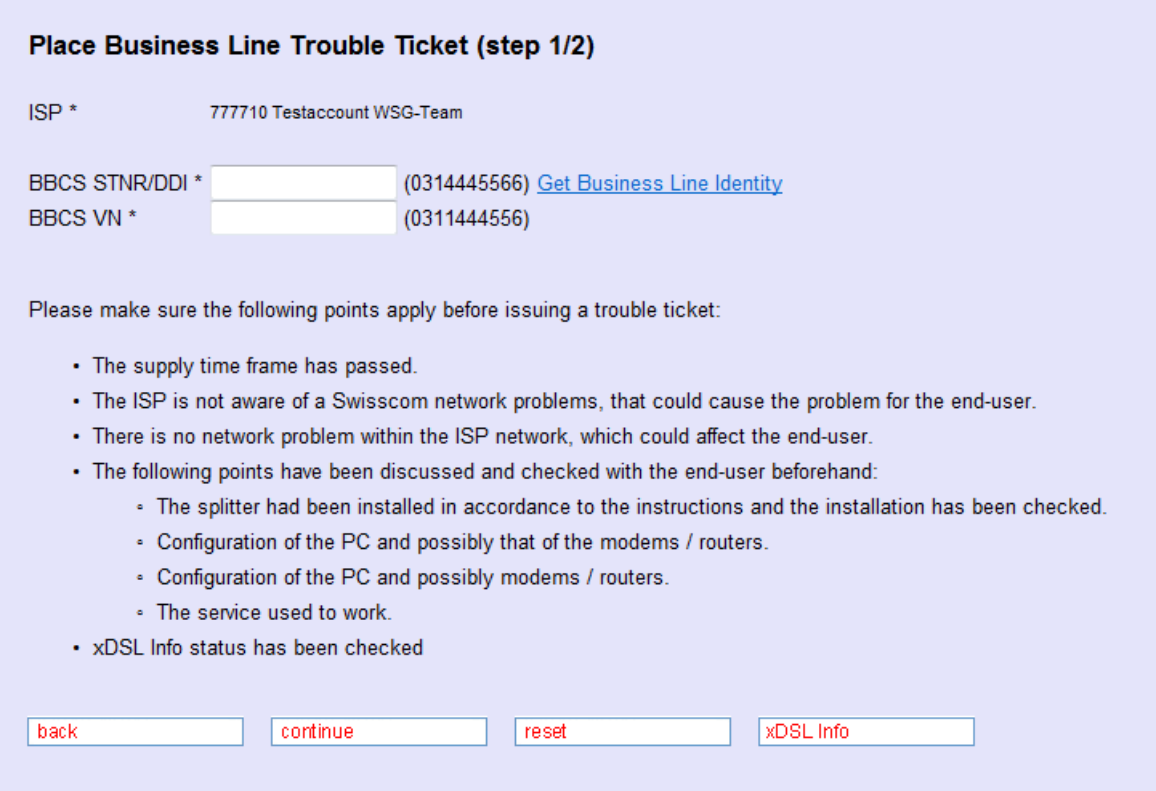


5.14.1 Fields

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.



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

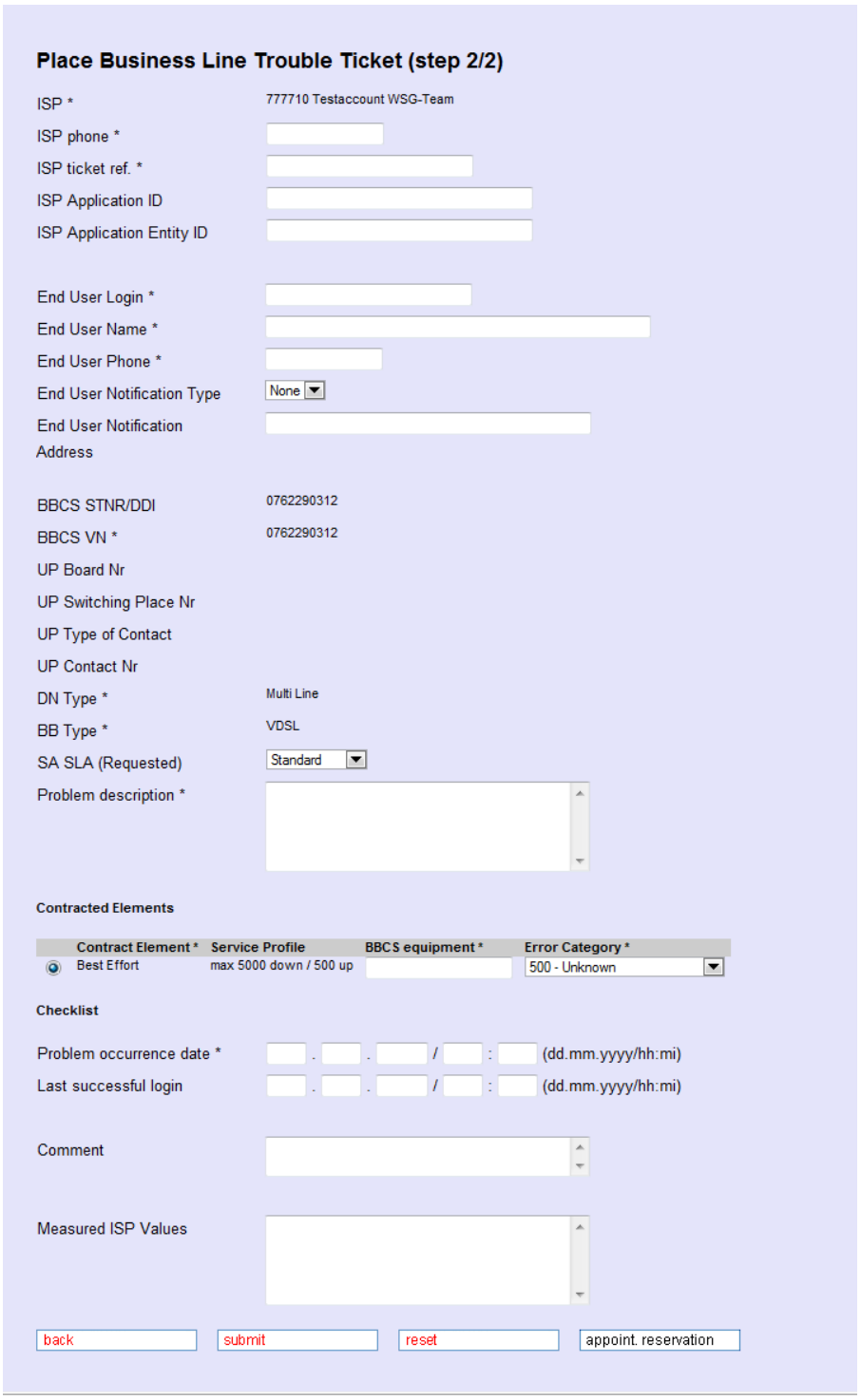
The user may now select one of the VNs by clicking a radio button on the left and proceed by clicking one of the buttons in the footer:

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

Query xDSL Info Result)

5.15.1.1 Trouble Ticket Creation

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



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

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

5.15.1.1.1 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

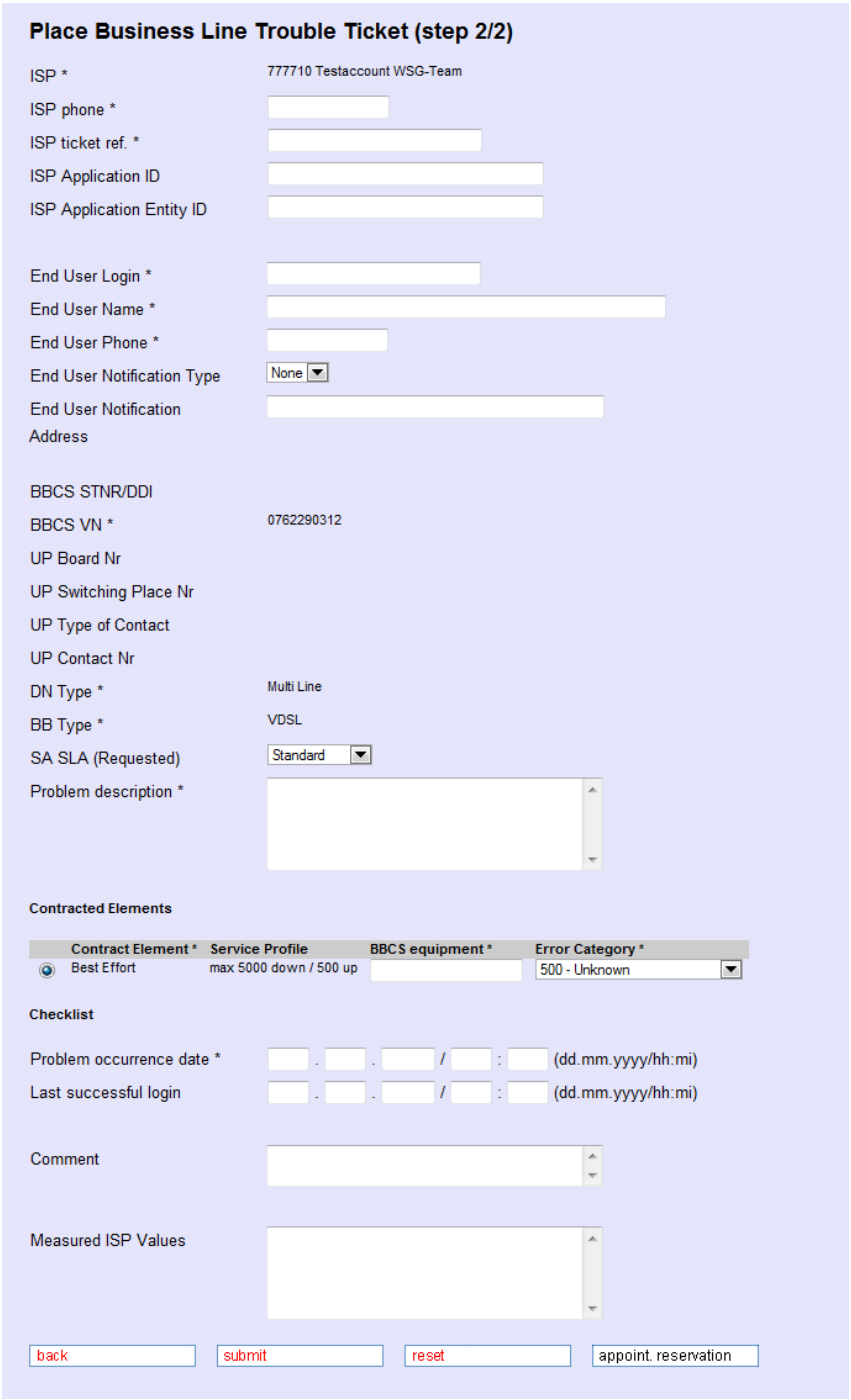
This section covers the case where the VN is known. In this case the place touble ticket step 1 form (see first section in this chapter) has to be defined as follows:

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

n/a – not applicable

5.15.2.1 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:



5.15.2.2 Form Fields

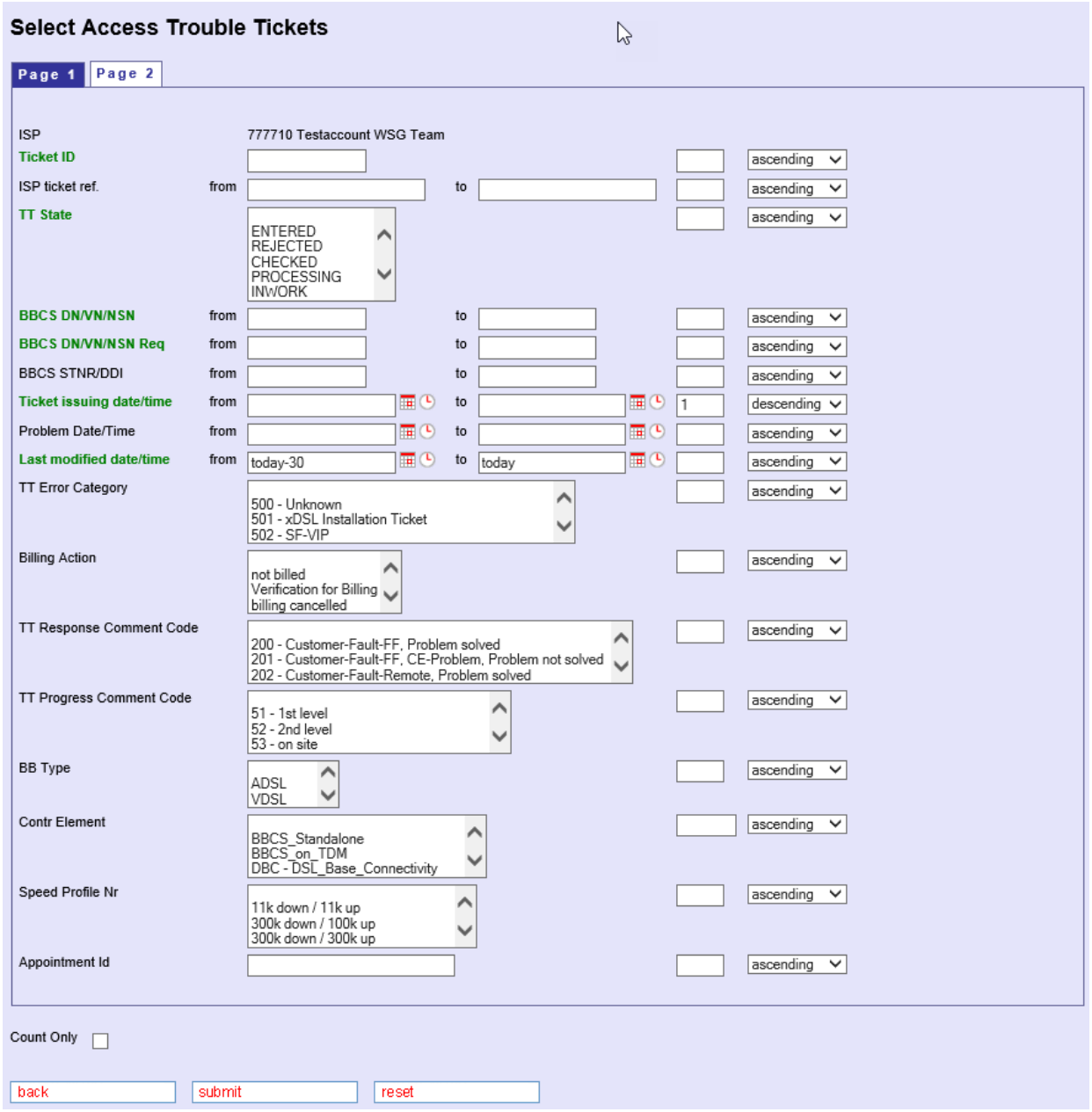
Name		Optional / Mandatory	Description
ISP		n/a	Fixed item – for display only
ISP phone		M	Field automatically filled in but may be overwritten
ISP ticket ref.		M	A unique Trouble Ticket reference Id.
End-user login		M	End user login
End-user name		M	End User's contact name
End-user phone		M	End User's 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

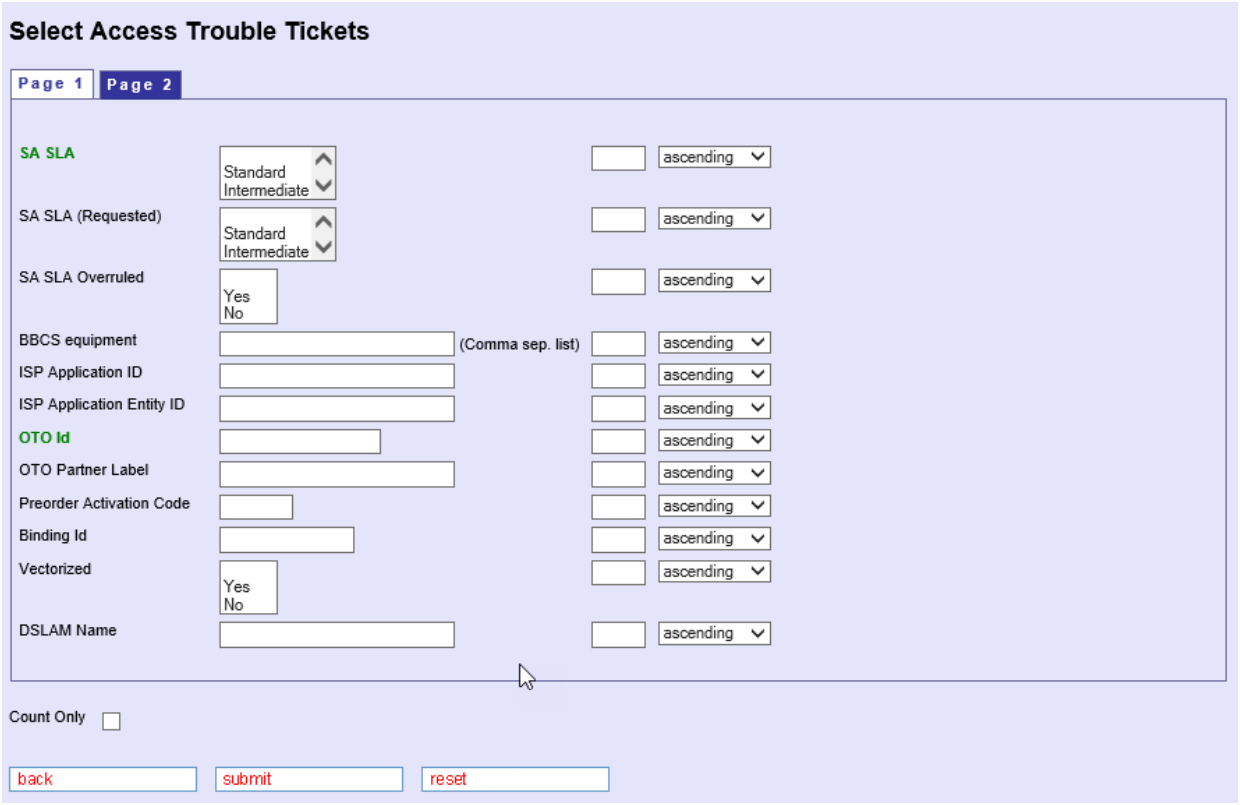
Use the dialog “Maintain Trouble Ticket” from the “Access TT” menu; this dialog starts with the “Select Access Trouble Tickets” screen that allows the user to select one or a set of Trouble Tickets according to certain criteria:

Wildcard search is supported for the following attributes

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



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

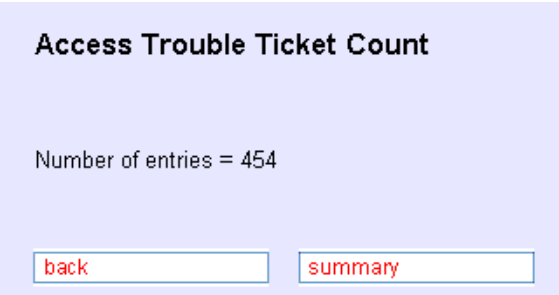


Changes

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

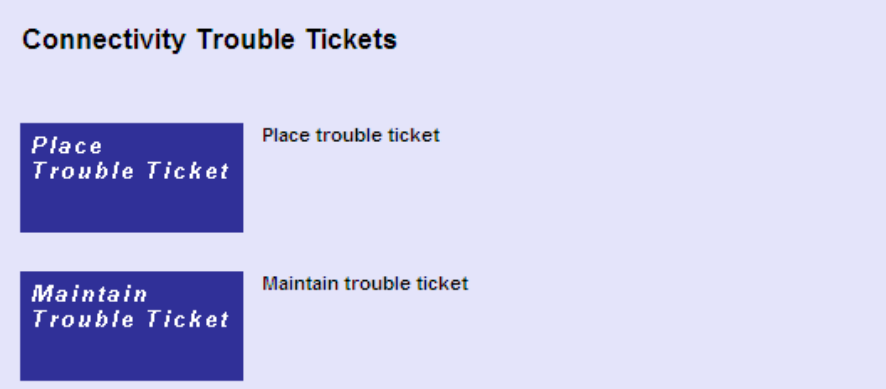
If you just want to know the count of the records matching your selection criteria’s, you may check the “Count Only” checkbox in the Select Access Trouble Tickets screen. After clicking the “submit” button the following screen will be displayed:



6 Connectivity Trouble Ticket Navigation and Form Input

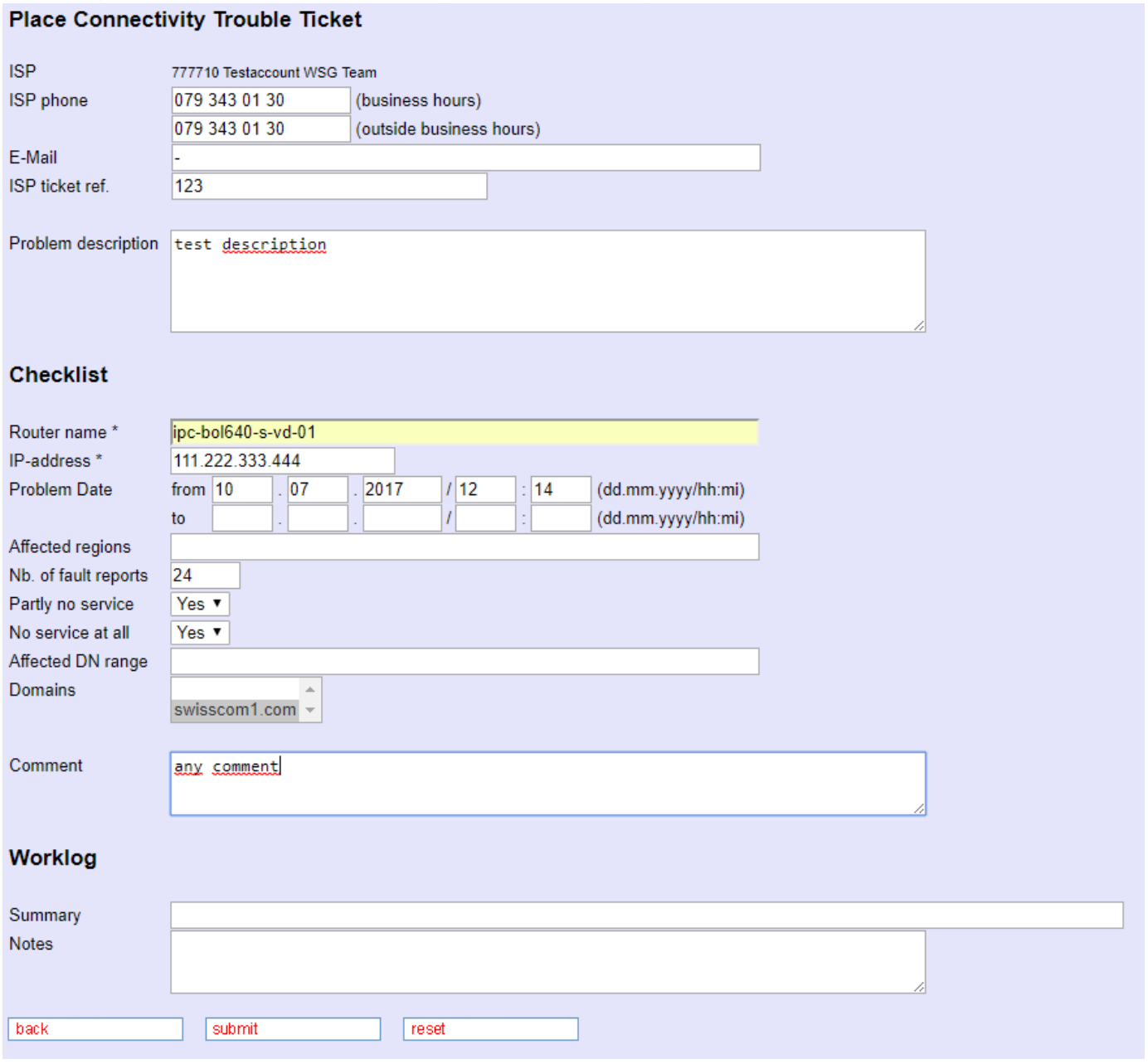
6.1 Connectivity Trouble Ticket Selection

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



6.2 Place Connectivity Trouble Ticket

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

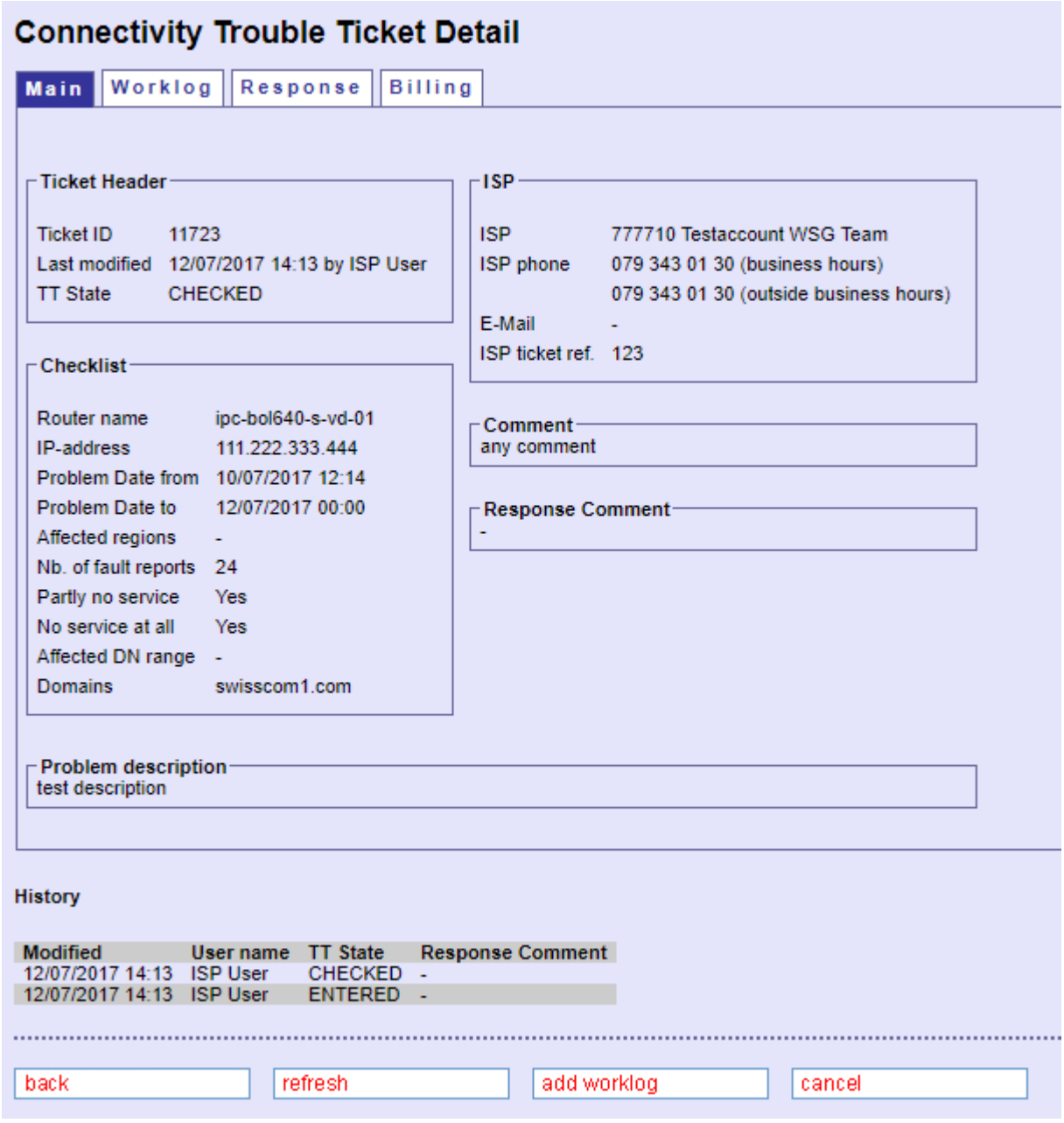


6.2.1 Form Fields

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

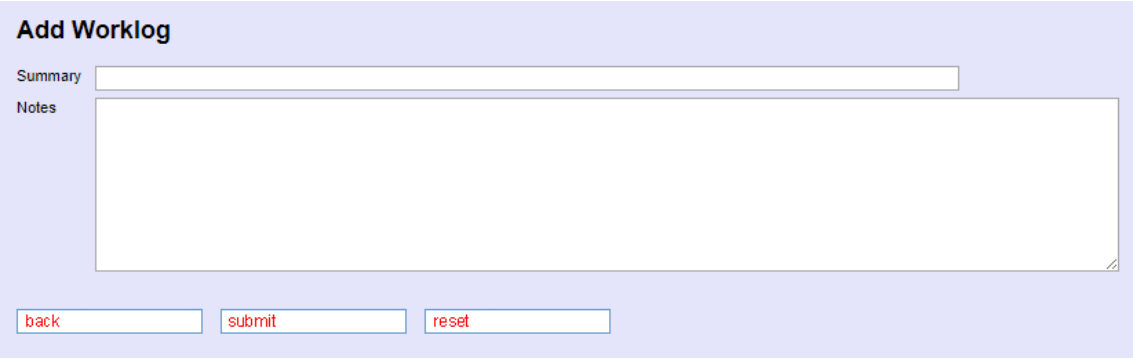
6.3 Connectivity Trouble Ticket Detail

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.



6.4 Add worklog to ConnectiviyTT

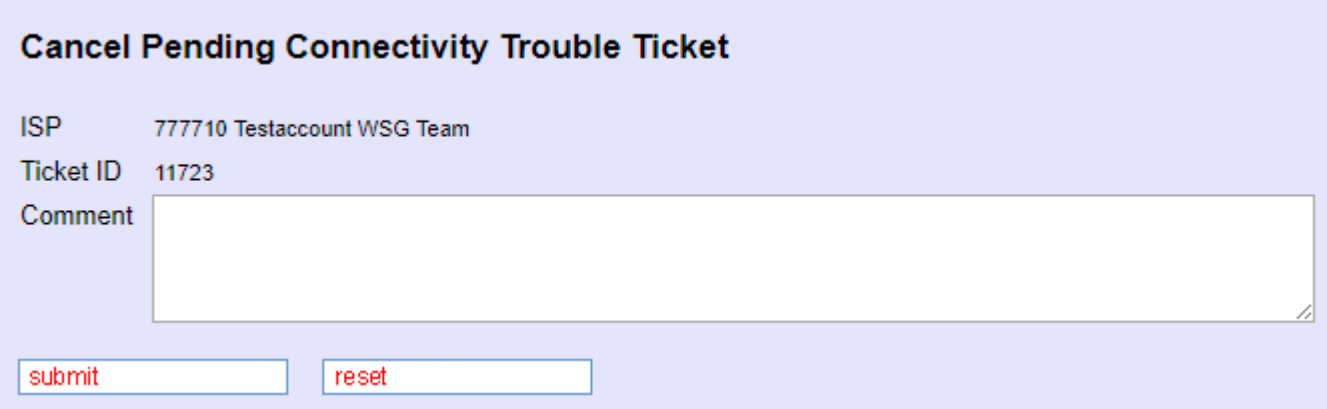
As log as the connectivity TT is not in a final State you can add a worklog which will be showed in the workLogtab afterwards and sent to the BackendSystem.



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

6.5 Cancel ConnectiviyTT

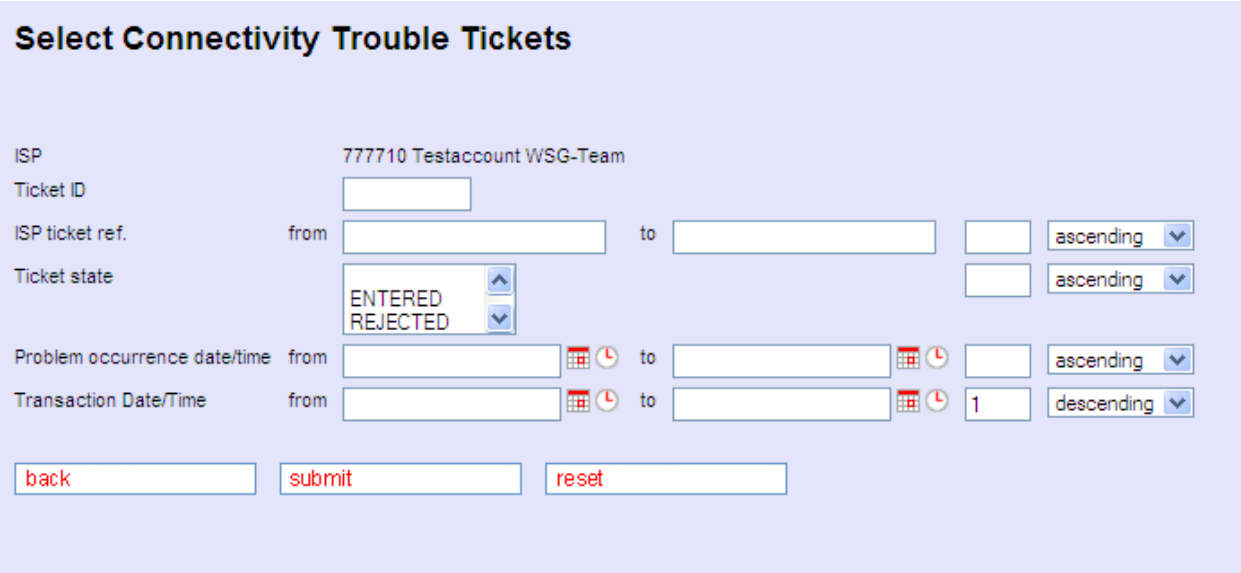
As log as the connectivity TT is not in a final State you can try to cancel the connectivity TT



Name	Optional / Mandatory	Description
Comment	M	Comment for the cancel

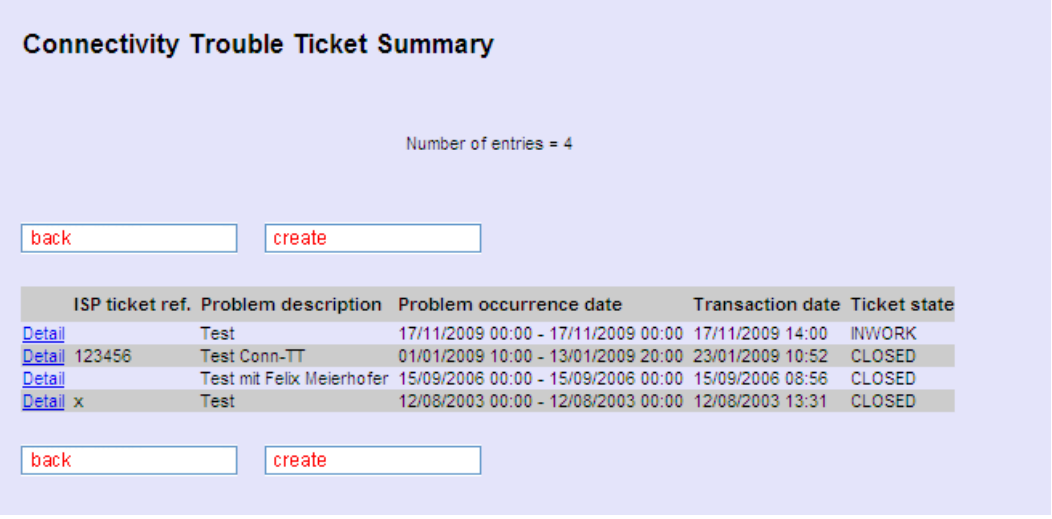
6.6 Select Connectivity Trouble Tickets

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:



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:



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.

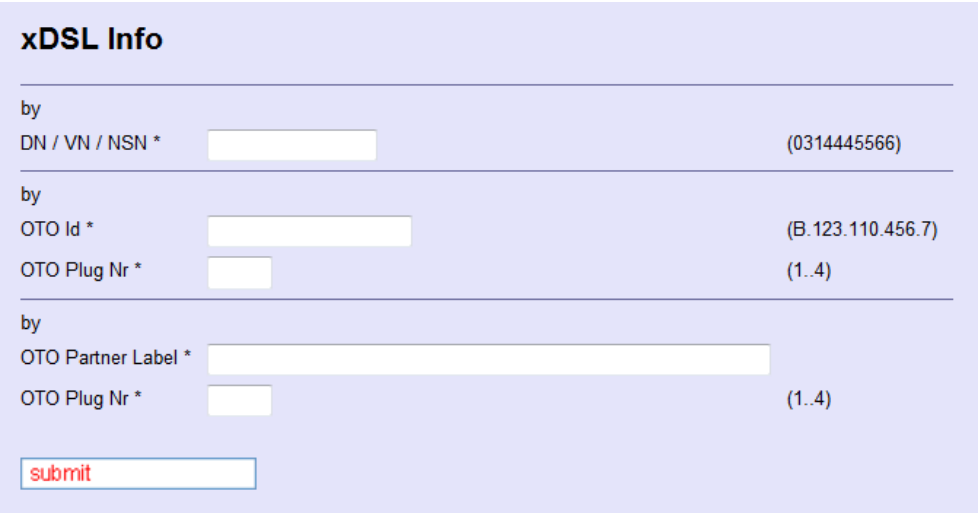
The user can choose either to perform a new xDSL Info query or to maintain results of xDSL Info queries which were performed in the past.

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 Reqeusts, 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:



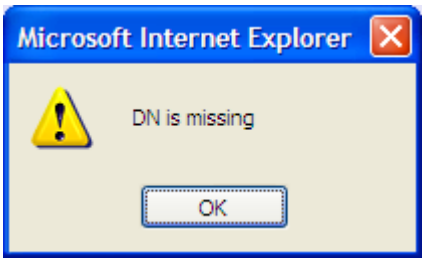
7.1.1 Form Fields

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

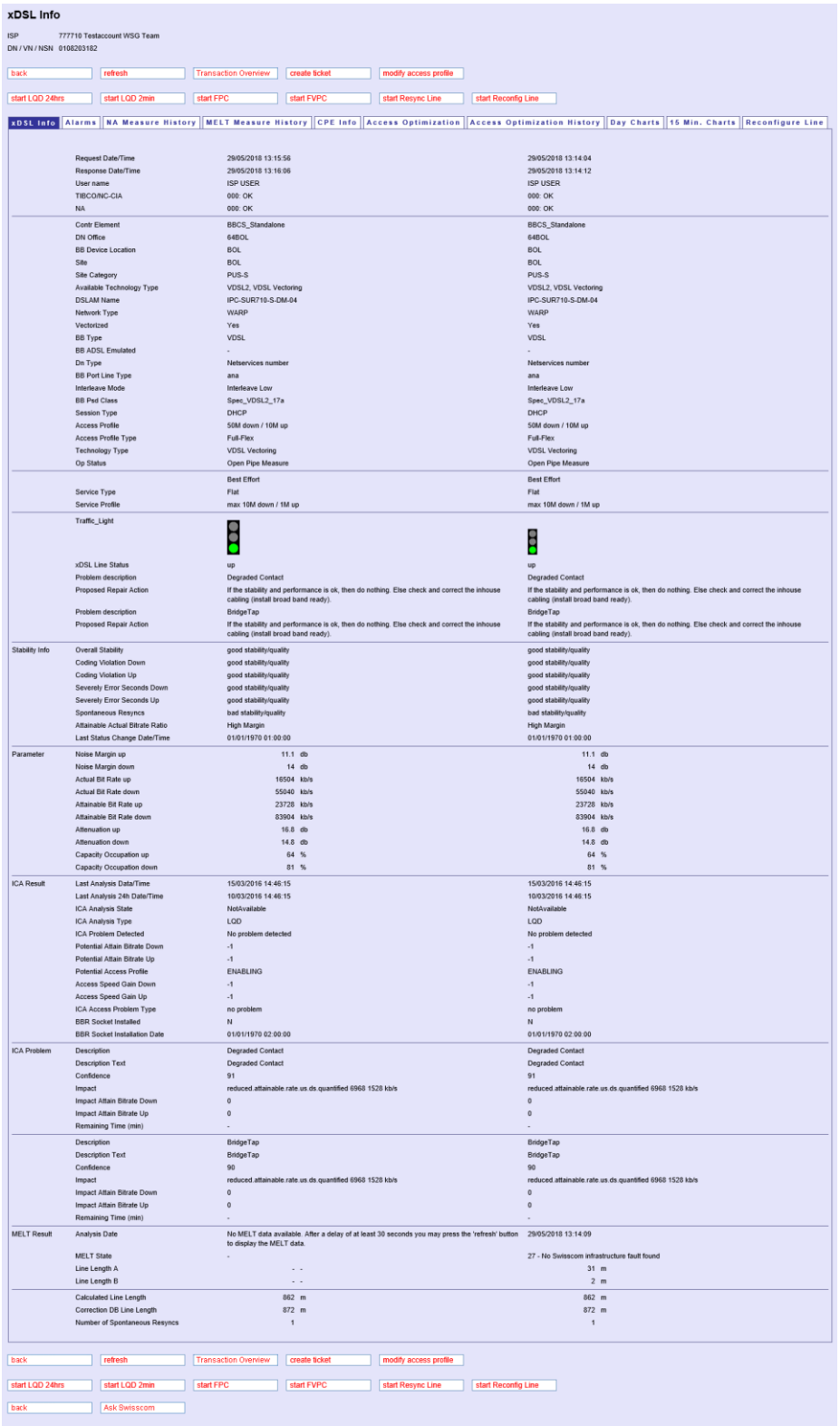
Form validation failures may occur for numerous reasons. If this happens a browser alert pops up warning the user. Here are two examples of the browser alerts that pop up if validation fails:



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 0108203182

back | refresh | Transaction Overview | create ticket | modify access profile

start LQD 24hrs | start LQD 2min | start FPC | start FVPC | start Resync Line | start Reconfig Line

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	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
	TIBCO/NC-CIA	000: OK	000: OK
	NA	000: OK	000: OK
	Contr Element	BBCS_Standalone	BBCS_Standalone
	DN Office	64BOL	64BOL
	BB Device Location	BOL	BOL
	Site	BOL	BOL
	Site Category	PUS-S	PUS-S
	Available Technology Type	VDSL2, VDSL Vectoring	VDSL2, VDSL Vectoring
	DSLAM Name	IPC-SUR710-S-DM-04	IPC-SUR710-S-DM-04
	Network Type	WARP	WARP
	Vectorized	Yes	Yes
	BB Type	VDSL	VDSL
	BB ADSL Emulated	-	-
	Dn Type	Netservices number	Netservices number
	BB Port Line Type	ana	ana
	Interleave Mode	Interleave Low	Interleave Low
	BB Psd Class	Spec_VDSL2_17a	Spec_VDSL2_17a
	Session Type	DHCP	DHCP
	Access Profile	50M down / 10M up	50M down / 10M up
	Access Profile Type	Full-Flex	Full-Flex
	Technology Type	VDSL Vectoring	VDSL Vectoring
	Op Status	Open Pipe Measure	Open Pipe Measure
		Best Effort	Best Effort
	Service Type	Flat	Flat
	Service Profile	max 10M down / 1M up	max 10M down / 1M up
	Traffic_Light		
	xDSL Line Status	up	up
	Problem description	Degraded Contact	Degraded Contact
	Proposed Repair Action	If the stability and performance is ok, then do nothing. Else check and correct the inhouse cabling (install broad band ready).	If the stability and performance is ok, then do nothing. Else check and correct the inhouse cabling (install broad band ready).
	Problem description	BridgeTap	BridgeTap
	Proposed Repair Action	If the stability and performance is ok, then do nothing. Else check and correct the inhouse cabling (install broad band ready).	If the stability and performance is ok, then do nothing. Else check and correct the inhouse cabling (install broad band ready).
Stability Info	Overall Stability	good stability/quality	good stability/quality
	Coding Violation Down	good stability/quality	good stability/quality
	Coding Violation Up	good stability/quality	good stability/quality
	Severely Error Seconds Down	good stability/quality	good stability/quality
	Severely Error Seconds Up	good stability/quality	good stability/quality
	Spontaneous Resyncs	bad stability/quality	bad stability/quality
	Attainable Actual Bitrate Ratio	High Margin	High Margin
	Last Status Change Date/Time	01/01/1970 01:00:00	01/01/1970 01:00:00
Parameter	Noise Margin up	11.1 db	11.1 db
	Noise Margin down	14 db	14 db
	Actual Bit Rate up	16504 kb/s	16504 kb/s
	Actual Bit Rate down	55040 kb/s	55040 kb/s
	Attainable Bit Rate up	23728 kb/s	23728 kb/s
	Attainable Bit Rate down	83904 kb/s	83904 kb/s
	Attenuation up	16.8 db	16.8 db
	Attenuation down	14.8 db	14.8 db
	Capacity Occupation up	64 %	64 %
	Capacity Occupation down	81 %	81 %
ICA Result	Last Analysis Data/Time	15/03/2016 14:46:15	15/03/2016 14:46:15
	Last Analysis 24h Date/Time	10/03/2016 14:46:15	10/03/2016 14:46:15
	ICA Analysis State	NotAvailable	NotAvailable
	ICA Analysis Type	LQD	LQD
	ICA Problem Detected	No problem detected	No problem detected
	Potential Attain Bitrate Down	-1	-1
	Potential Attain Bitrate Up	-1	-1
	Potential Access Profile	ENABLING	ENABLING
	Access Speed Gain Down	-1	-1
	Access Speed Gain Up	-1	-1
	ICA Access Problem Type	no problem	no problem
	BBR Socket Installed	N	N
	BBR Socket Installation Date	01/01/1970 02:00:00	01/01/1970 02:00:00
ICA Problem	Description	Degraded Contact	Degraded Contact
	Description Text	Degraded Contact	Degraded Contact
	Confidence	91	91
	Impact	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s
	Impact Attain Bitrate Down	0	0
	Impact Attain Bitrate Up	0	0
	Remaining Time (min)	-	-
	Description	BridgeTap	BridgeTap
	Description Text	BridgeTap	BridgeTap
	Confidence	90	90
	Impact	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s
	Impact Attain Bitrate Down	0	0
	Impact Attain Bitrate Up	0	0
	Remaining Time (min)	-	-
MELT Result	Analysis Date	No MELT data available. After a delay of at least 30 seconds you may press the 'refresh' button to display the MELT data.	29/05/2018 13:14:09
	MELT State	-	27 - No Swisscom infrastructure fault found
	Line Length A	- -	31 m
	Line Length B	- -	2 m
	Calculated Line Length	862 m	862 m
	Correction DB Line Length	872 m	872 m
	Number of Spontaneous Resyncs	1	1

back | refresh | Transaction Overview | create ticket | modify access profile

start LQD 24hrs | start LQD 2min | start FPC | start FVPC | start Resync Line | start Reconfig Line

back | Ask Swisscom

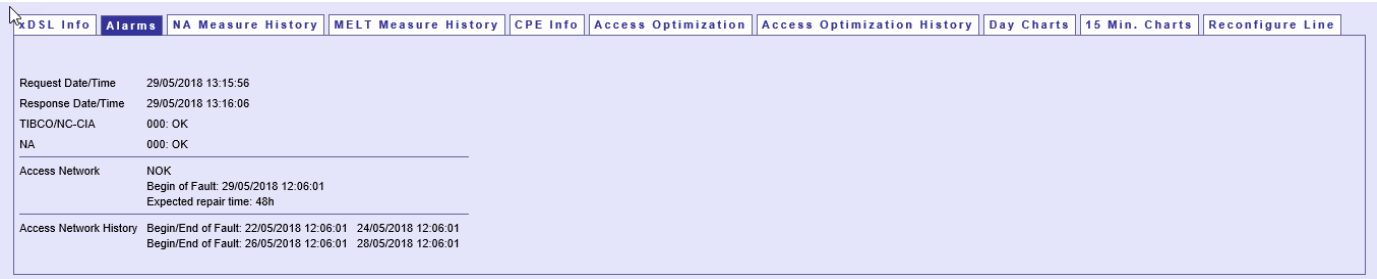
BE0: Backend Resource Reports Error: -1020 - Error occurs in backend system during measurement

Changes

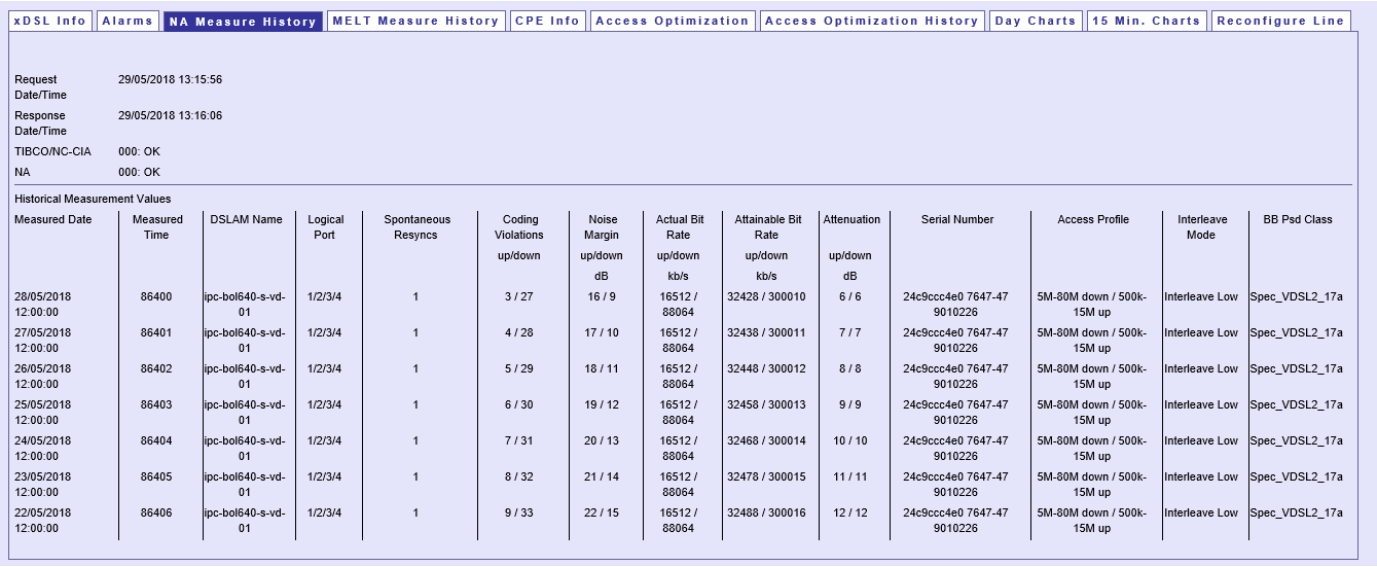
Rel.	Description
18.06	New Tab Access Optimization History, New Attribute Speed Profile Type in main tab
18.04	Main Tab: MELT Group, New MELT History Tab, New Prefix NA for existing Measure History Tab

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



7.2.3 NA Measure History Tab

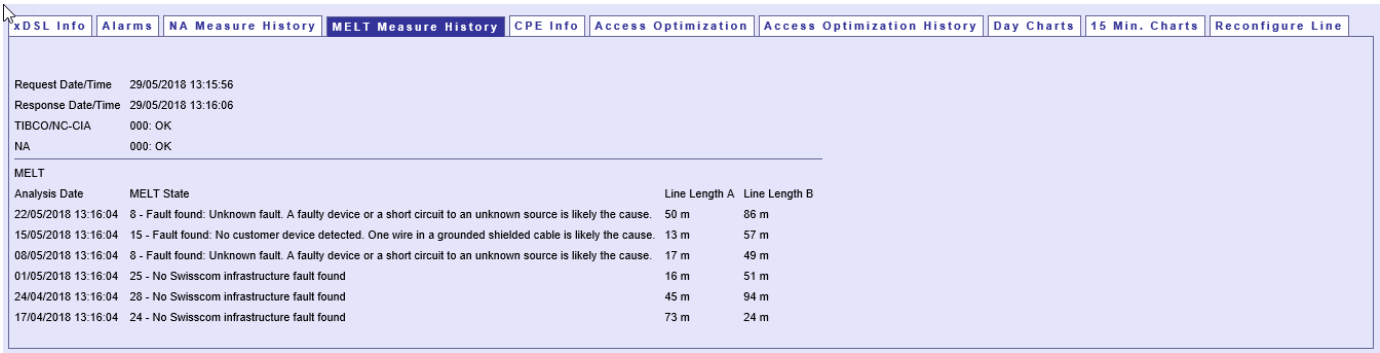


Measured Date	Measured Time	DSLAM Name	Logical Port	Spontaneous Resyncs	Coding Violations up/down	Noise Margin up/down dB	Actual Bit Rate up/down kb/s	Attainable Bit Rate up/down kb/s	Attenuation up/down dB	Serial Number	Access Profile	Interleave Mode	BB Psd Class
28/05/2018 12:00:00	86400	ipc-bol640-s-vd-01	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

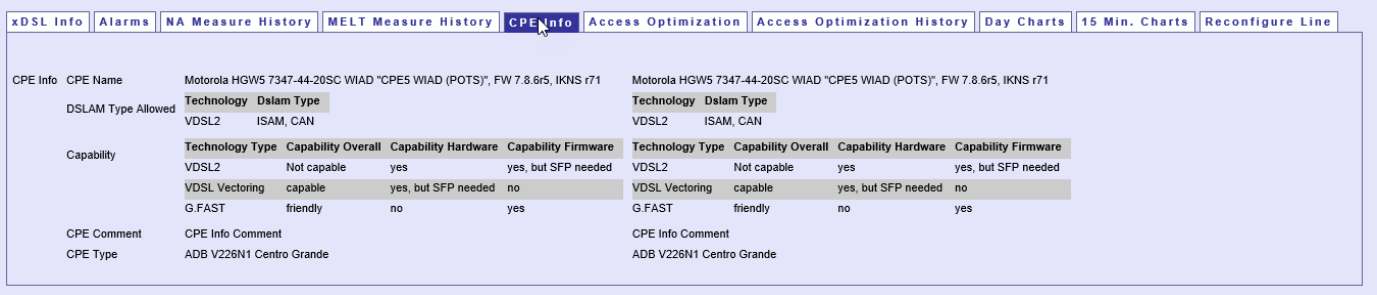


For DBC, BBCS Standalone and LCS-LEC to PUS-S or PUS-B and vectorised technology a MELT measurement is initiated. If the measurement has not yet returned, the message "No MELT data available. After a delay of at least 30 seconds you may press the 'refresh' button to display the MELT data." Is displayed 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/µCAN 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

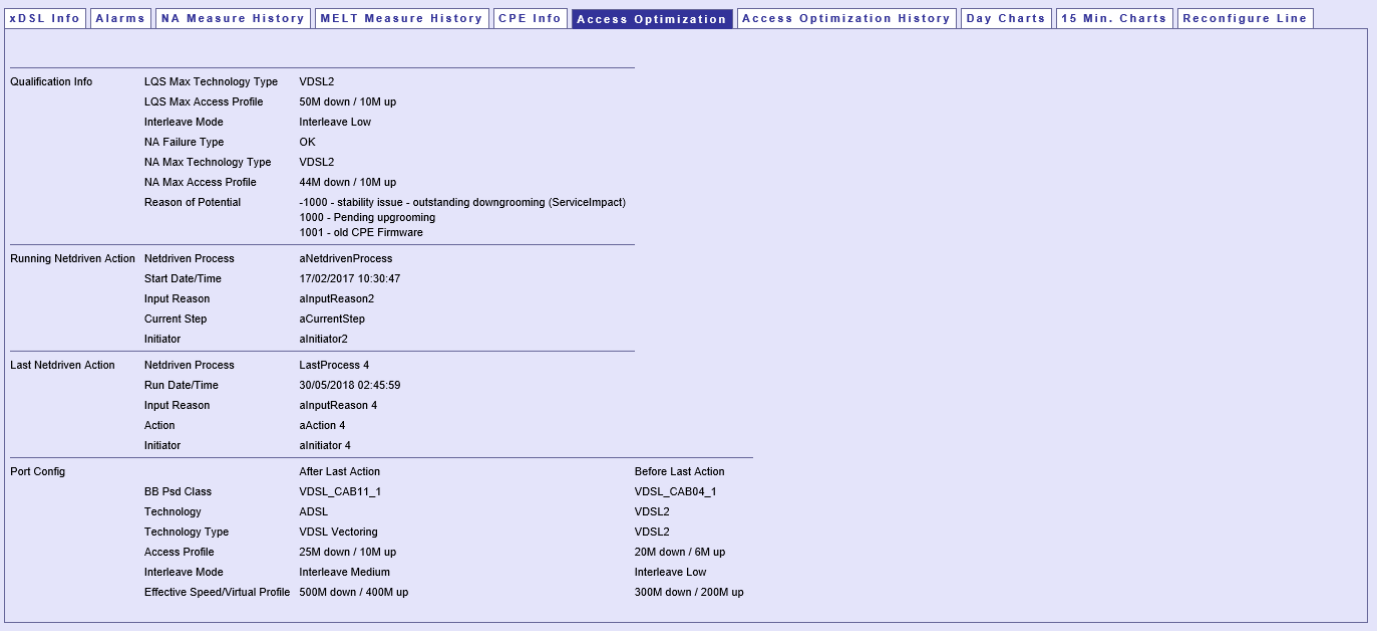


Changes

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.

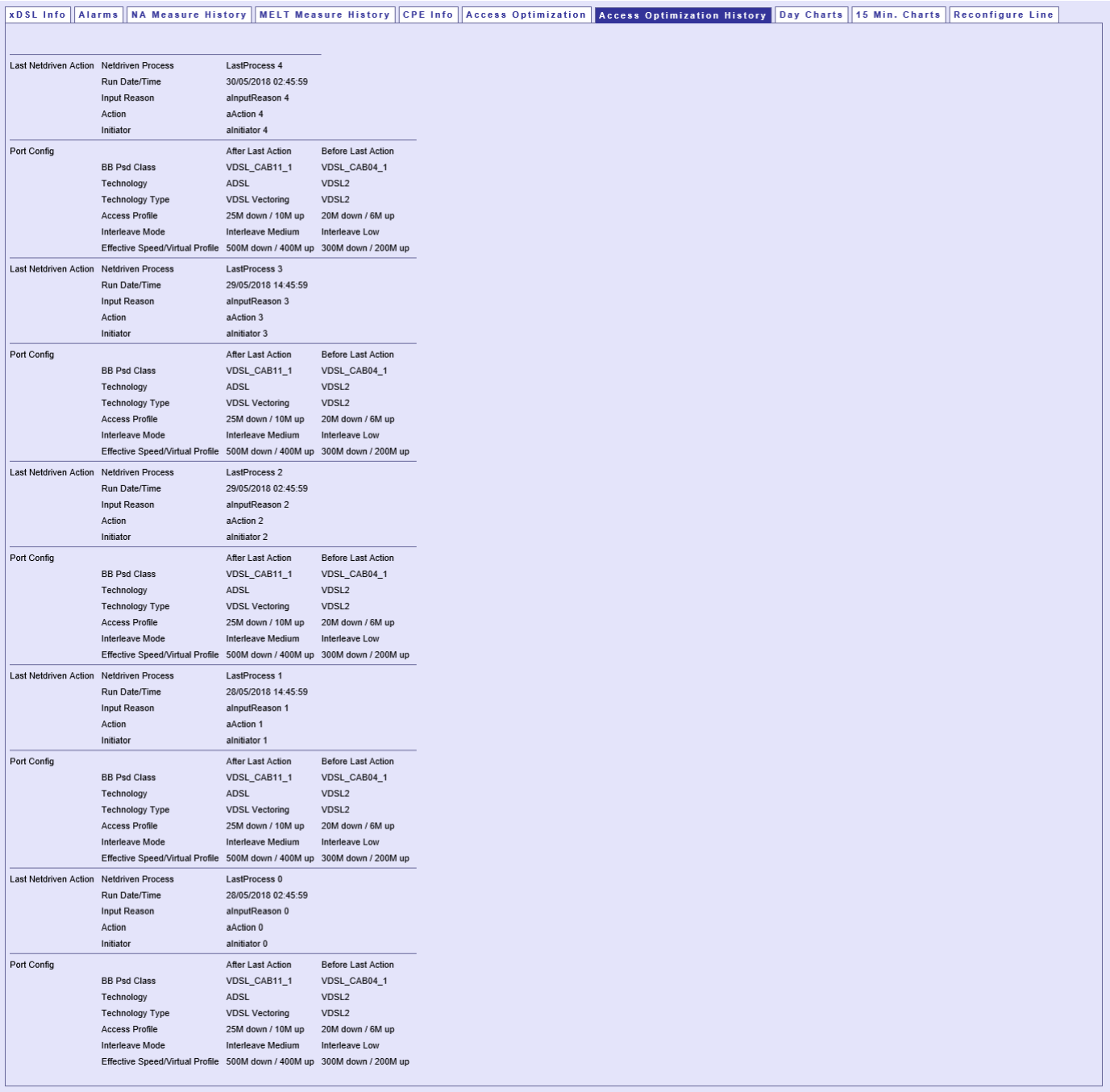


Changes

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 resent 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		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
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		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
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		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
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		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
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		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

18.06	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.

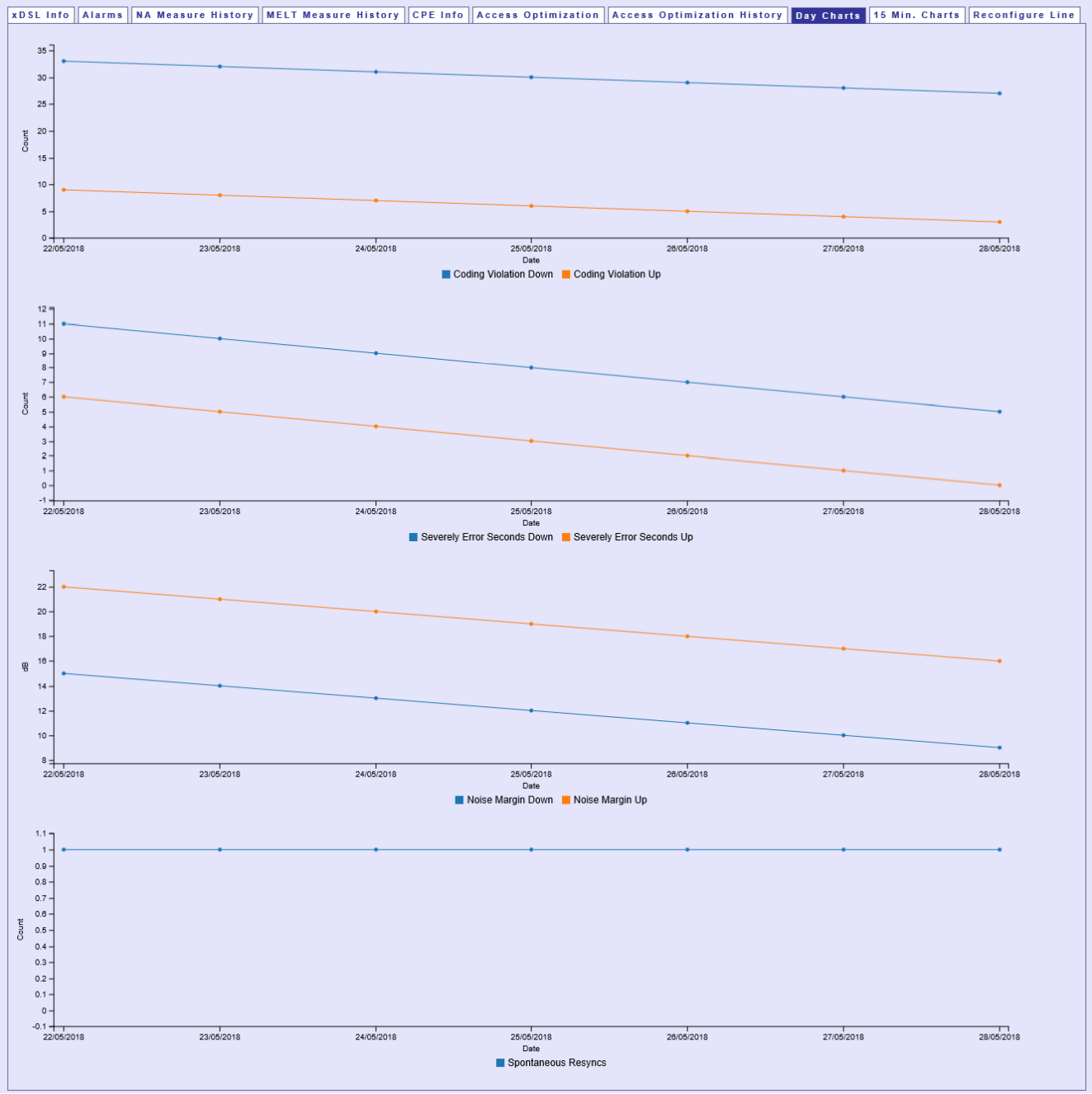


Chart Name	Graphs	Abscissa (x)	Ordinate (y)	Description
Coding Violation	Up (blue), Down (orange)	Counts a day	Date	Number of CRC errors.
Severely Error Seconds	Up (blue), Down (orange)	Counts a day	Date	Number of seconds with excessive errors.
Noise Margin	Up (blue), Down (orange)	dB	Date	Signal/noise 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.

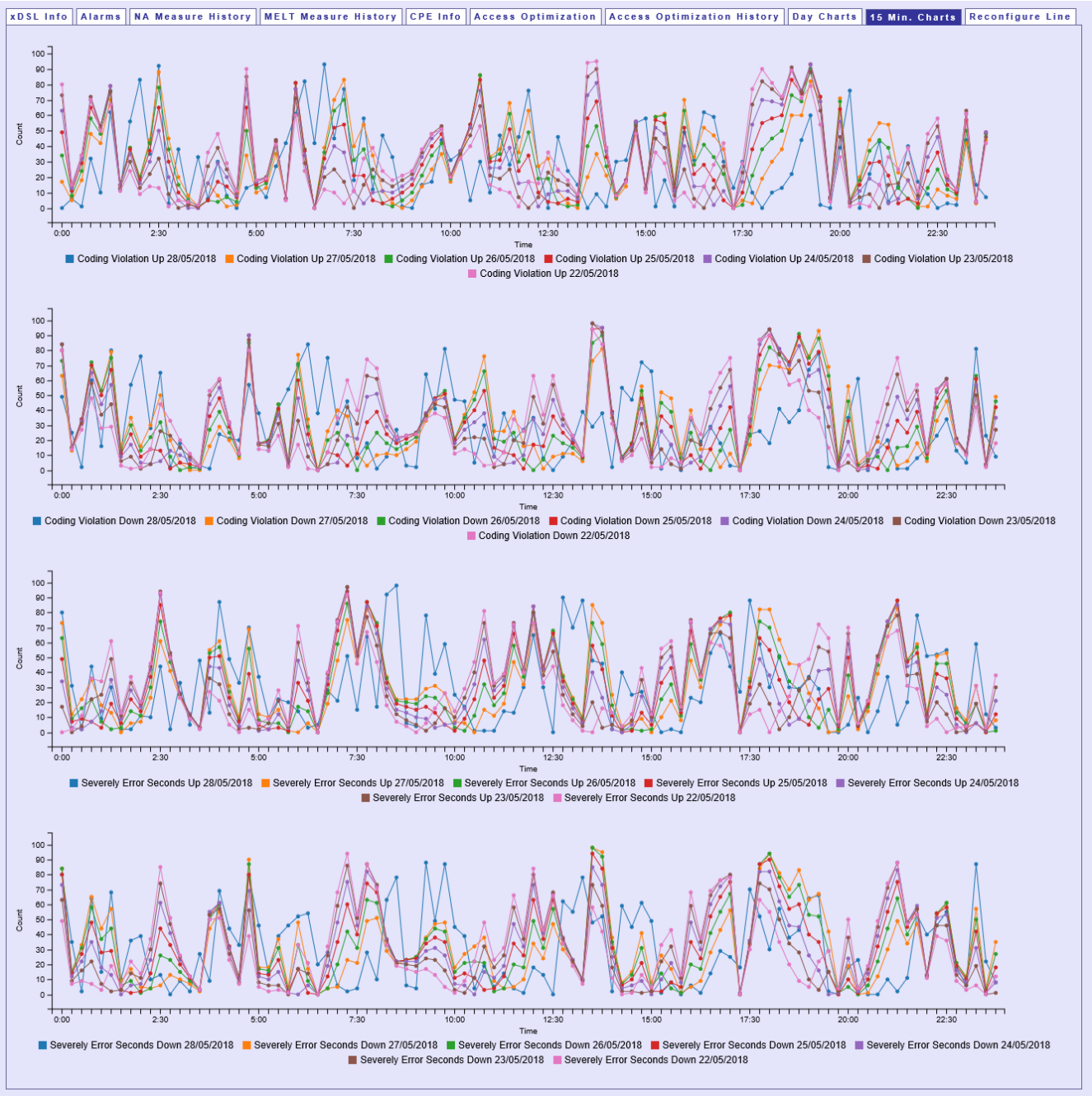
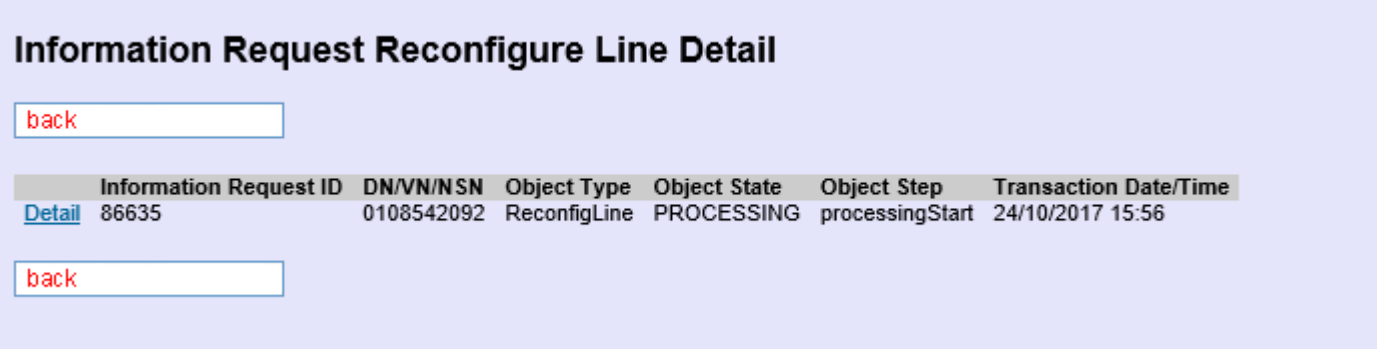
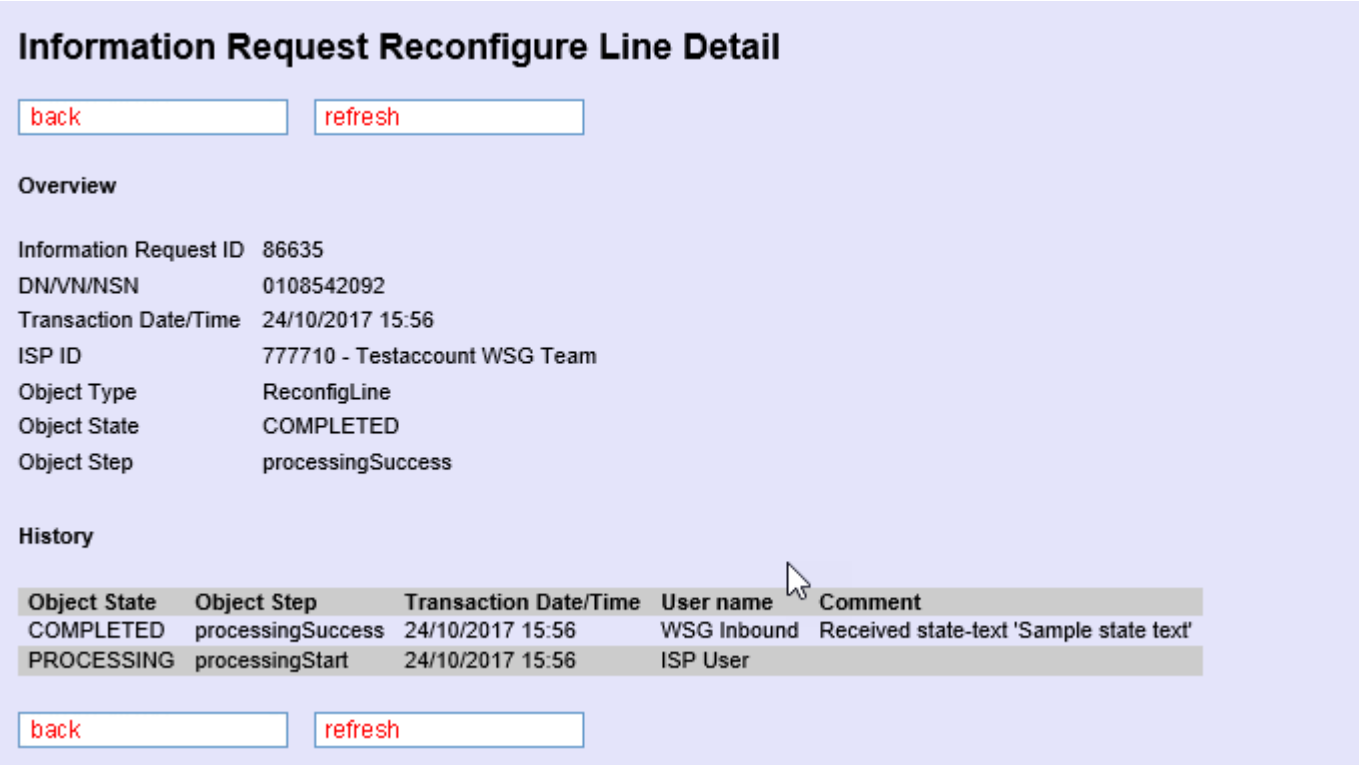


Chart Name	Graphs	Abscissa (x)	Ordinate (y)	Description
Coding Violation Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30 in 15 minute intervals	Number of CRC errors in the upstream.
Coding Violation Up	7 days in different colours	Counts in 15 minute	Time from 0:00 to 23:30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





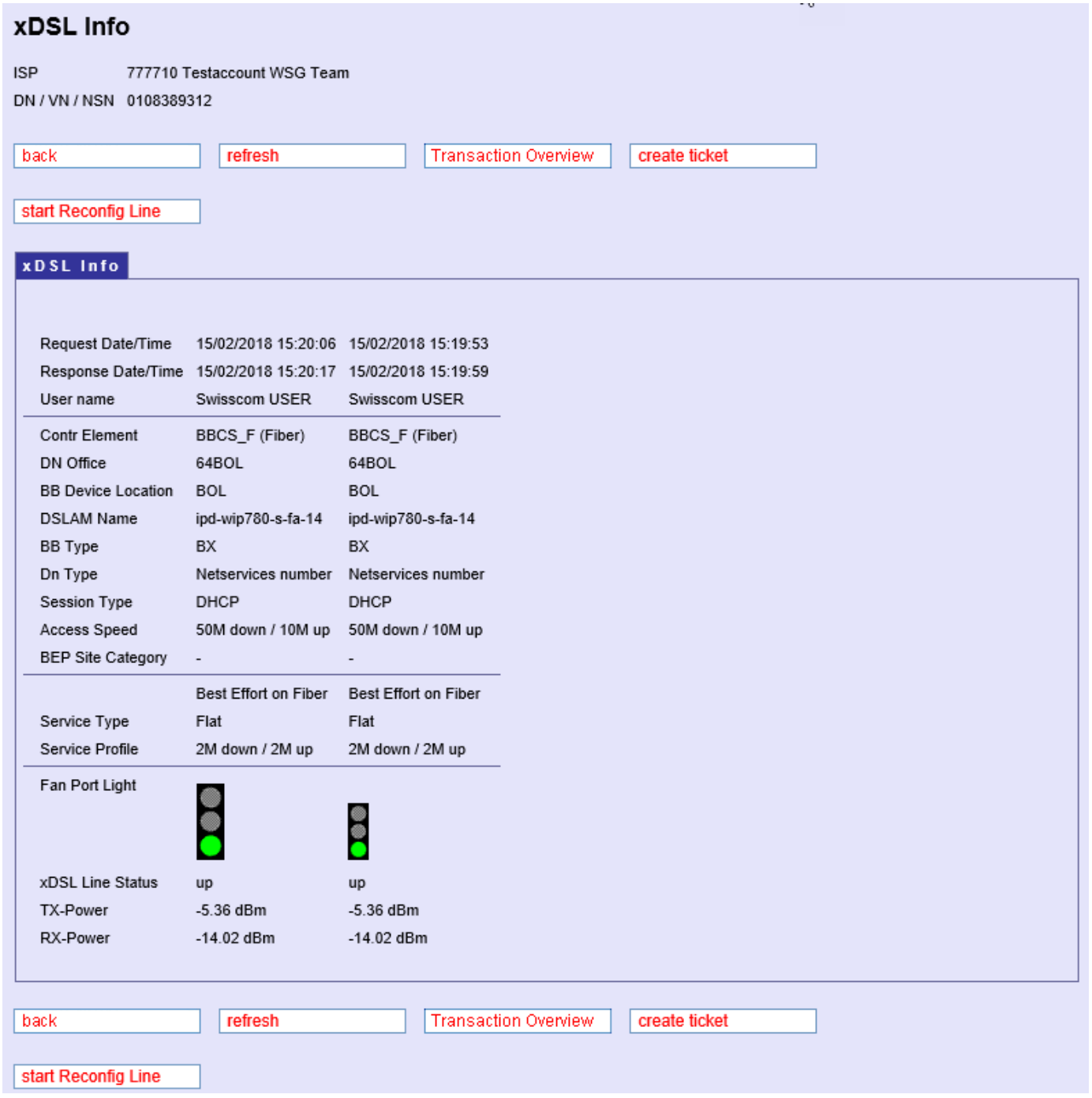
7.2.11 Requery xDSL Info with Refresh

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)



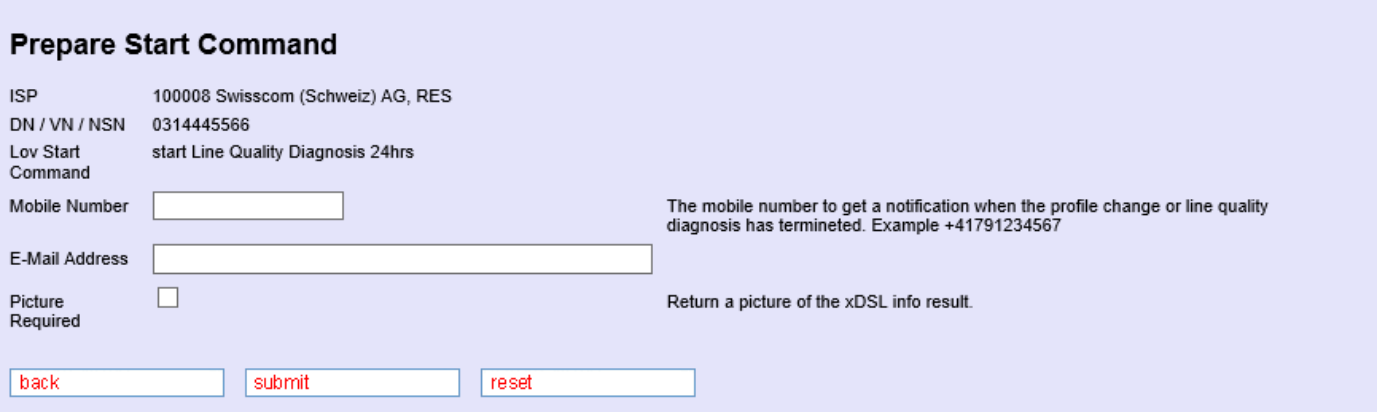
Changes

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:

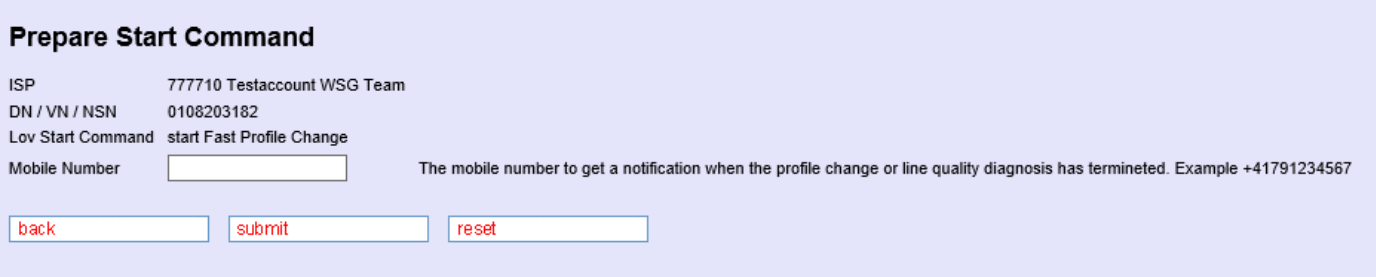


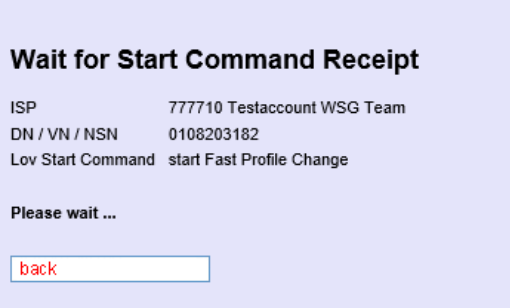
7.3.1 Form Fields

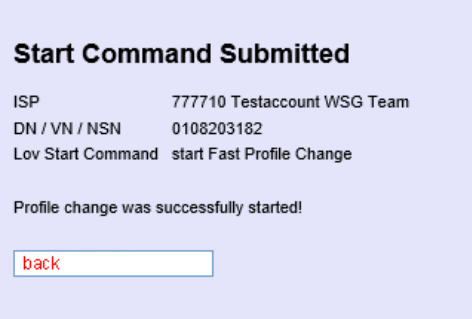
Name	Optional / Mandatory	Description
Mobile Number	0	The mobile number notified to, when the diagnosis has terminated.
E-Mail Address	O	Add the email address to get the xDSL info result. This option is available for LQD 2min/and LQD 24hrs.
Picture Required	O	Check to receive the xDSL Info result including a picture of the charts (similar to the day and 15 minute charts). This option is available for LQD 2min/and LQD 24hrs.

7.4 Start Fast Profile Change (FPC)

Start a fast profile change:

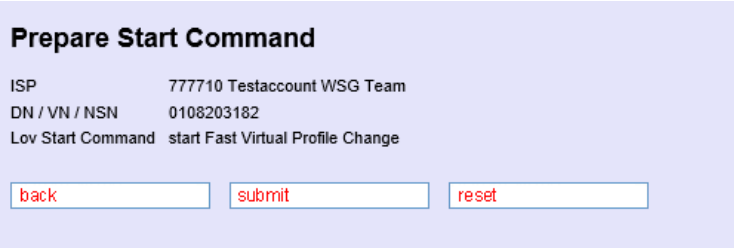


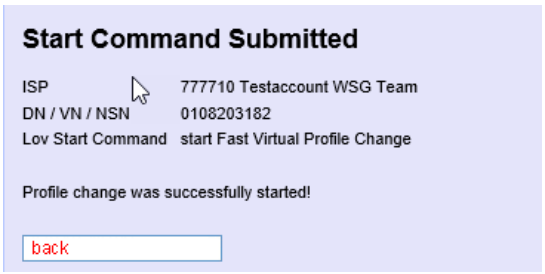


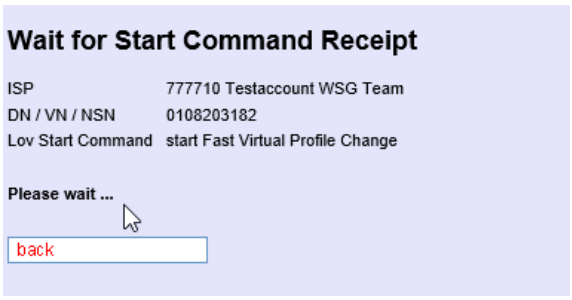


7.5 Start Virtual Fast Profile Change (VFPC)

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.

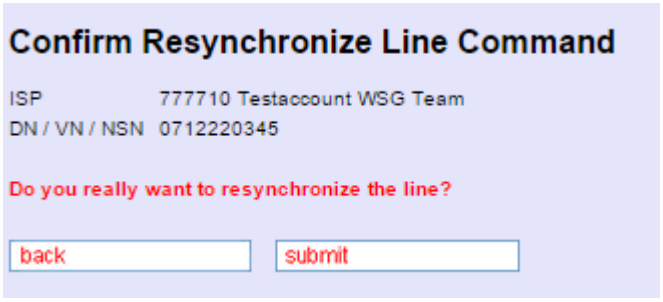




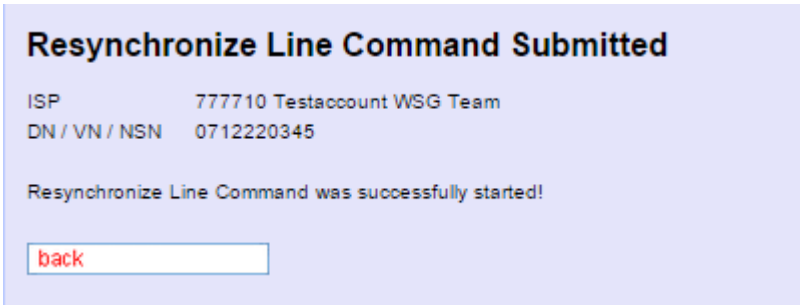


7.6 Start Resynch Line

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



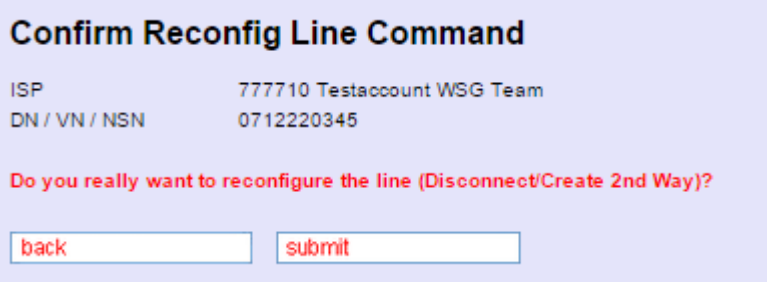
If you confirm using the button submit, the resynchronisation of the customer port is started.



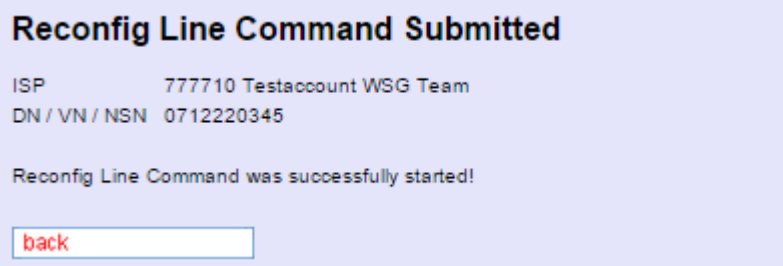
7.7 Start Reconfigure Line

7.7.1 Network ATM, EAP

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



If you confirm using submit:

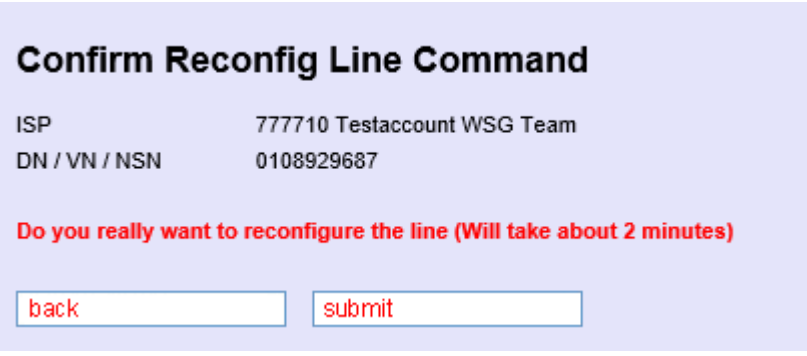


After this the Port will be reconfigured and reregistered in the inventory again.

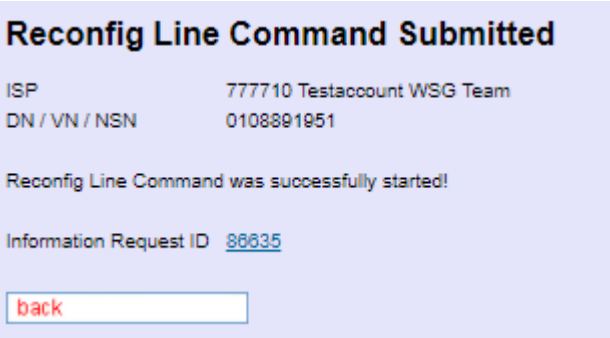
7.7.2 Network WARP

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:



If you confirm using submit:

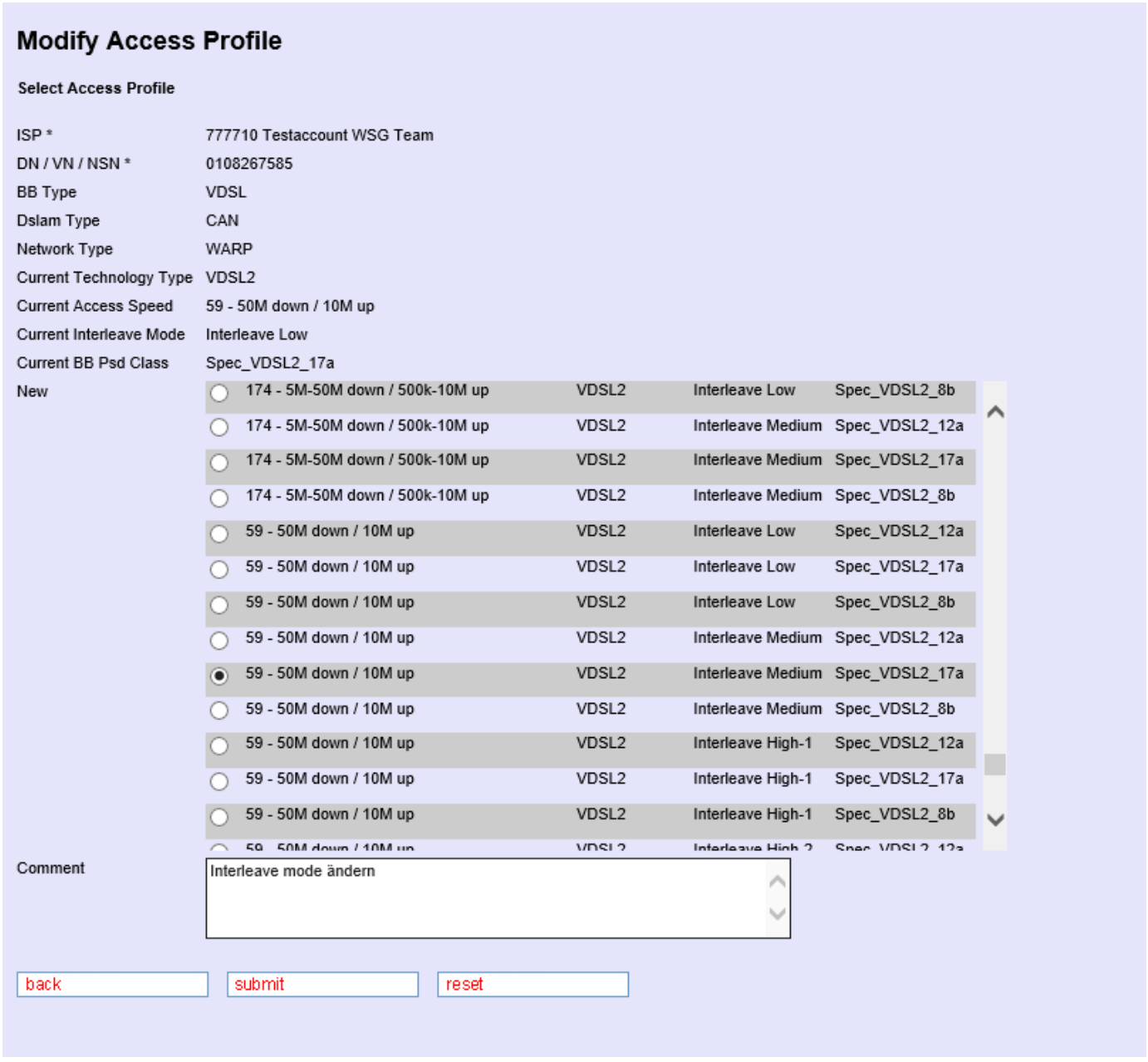


After this the Port will be reconfigured and reregistered in the inventory again. Note: the informationRequestId shown can me verified in the maintain Menu (see 7.12) or by clicking directly the link displayed.

7.8 Modify access profile

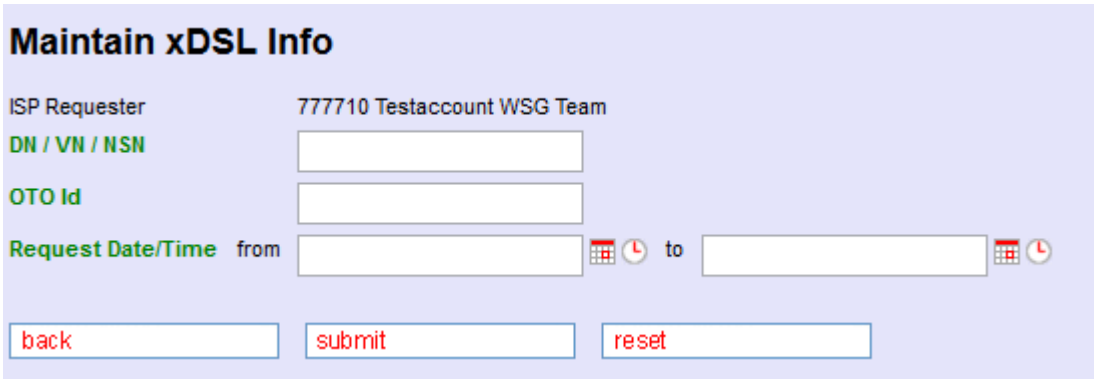
With this button, it is possible to modify the access profile. In case of VDSL the technology type is selectable. The data is taken from an actual GetSrvStatus and the provided access profiles have passed the clean order check.

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



7.9 Select xDSL Info

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



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

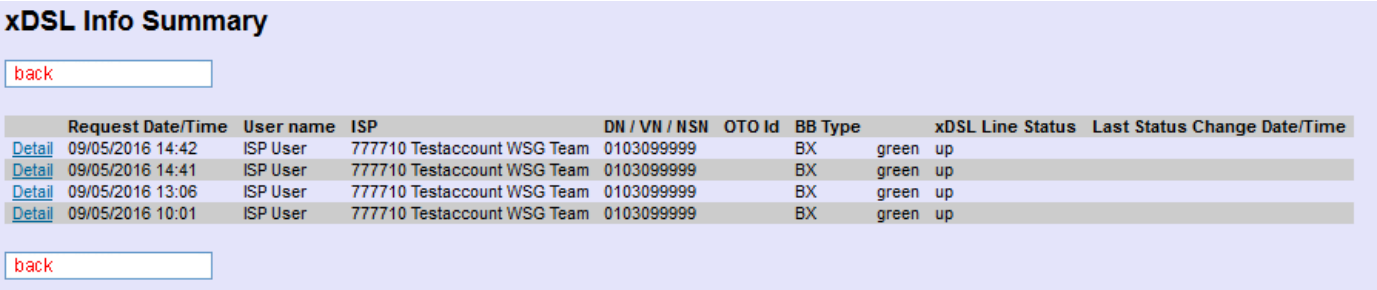
7.9.1 Form Fields

Name	Optional / Manda-tory	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:



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

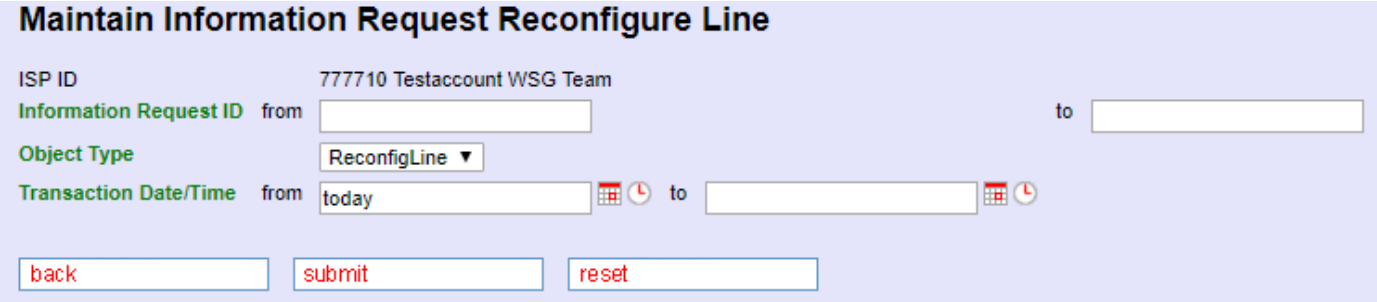
A detailed view of each result can be displayed by clicking the “detail” link in the result row. The link redirects to screen xDSL-Info-Detail (see chapter 7.2).

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

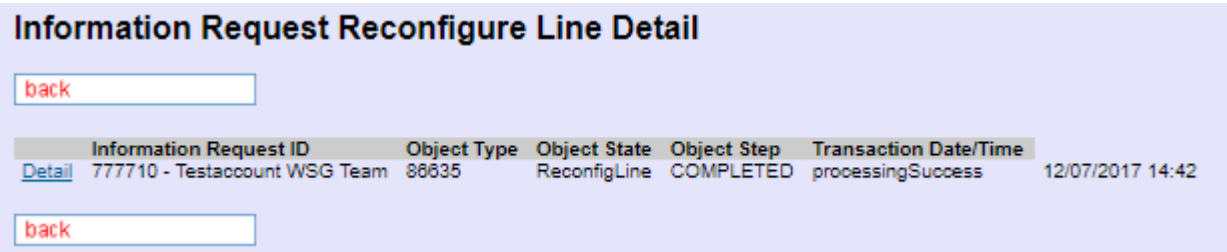
The Reconfigure Line(s) on the WAPR Network can be verified if they are completed using this menu.



Name	Optional / Manda-tory	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.



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	86635
Transaction Date/Time	12/07/2017 14:42
ISP ID	777710 - Testaccount WSG Team
Object Type	ReconfigLine
Object State	COMPLETED
Object Step	processingSuccess

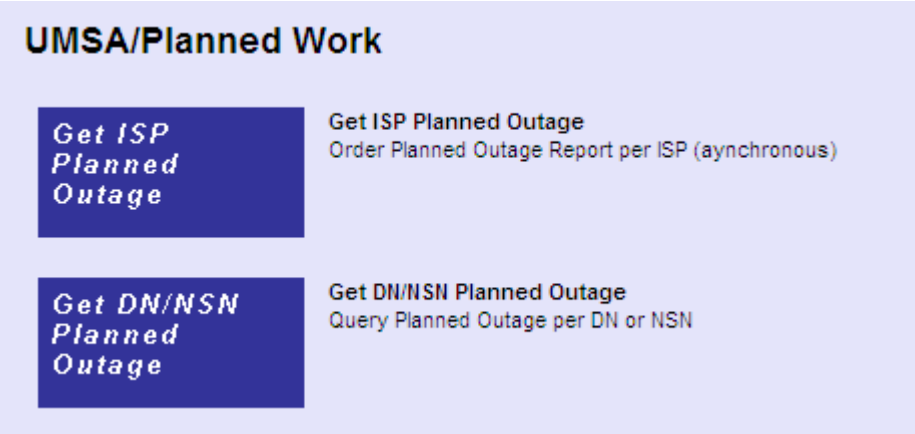
History

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

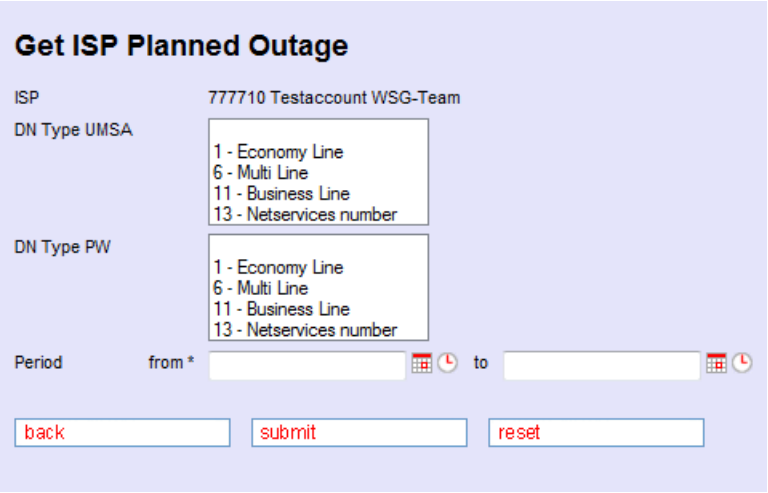
8 UMSA / Planned Work Navigation and Form Input

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).

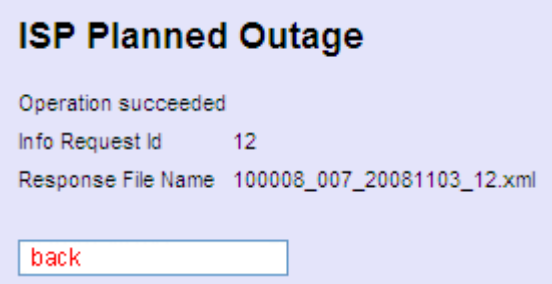


8.1 Get ISP Planned Outage

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



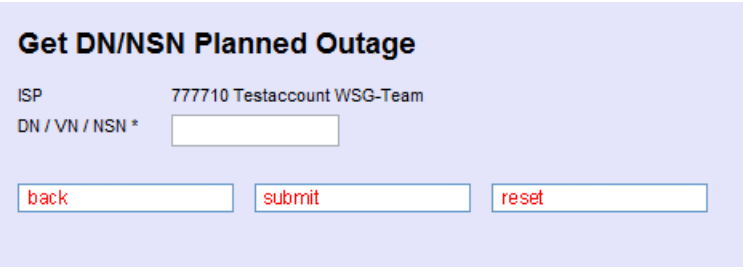
After clicking the “submit” button you get an answer in the following form:



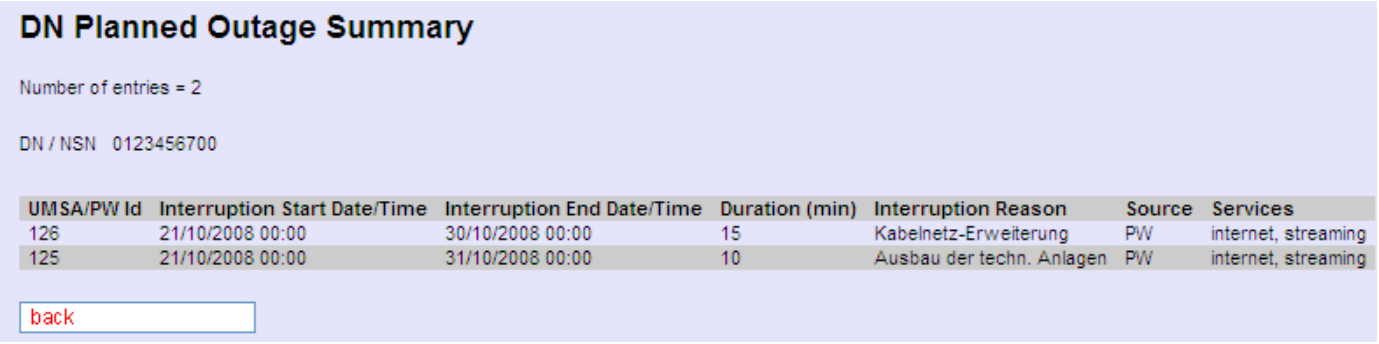
You have to use later the option “Existing Standard Report” in the “Reports” dialog to download the file mentioned in this message.

8.2 Get ISP Planned Outage

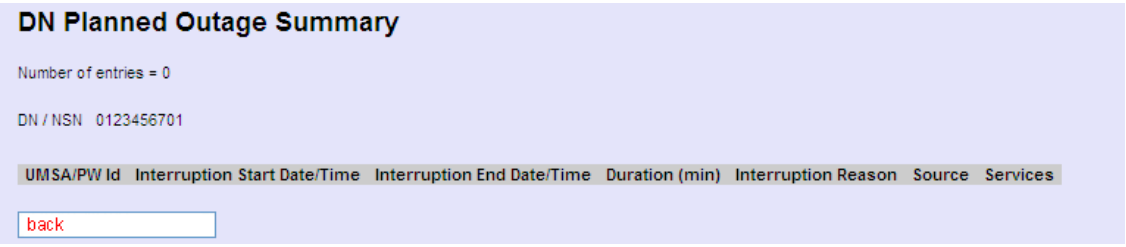
Using the following form the ISP can request synchronously eventually pending / planned “UMSAs” (Umschaltungen) or other planned work for a given line, you have just to enter the DN/VN/NSN and click the “submit” button.



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

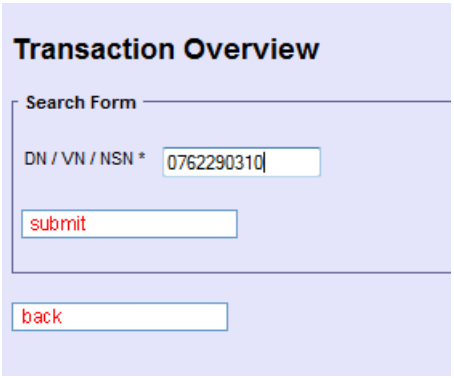


In case of no planned work you get the following screen:

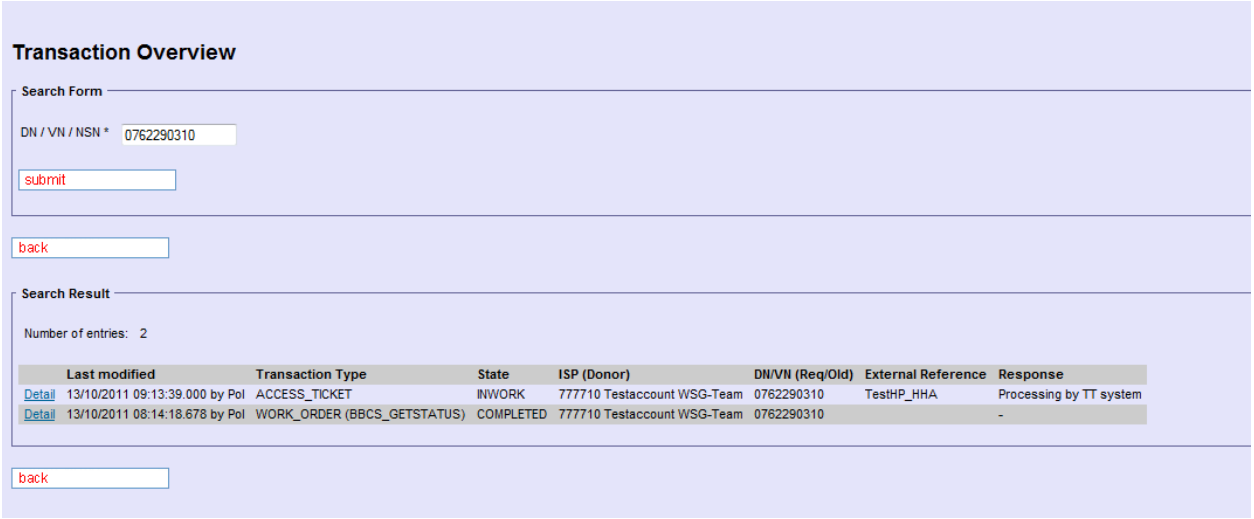


9 Transaction Overview Navigation and Form Input

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



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



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

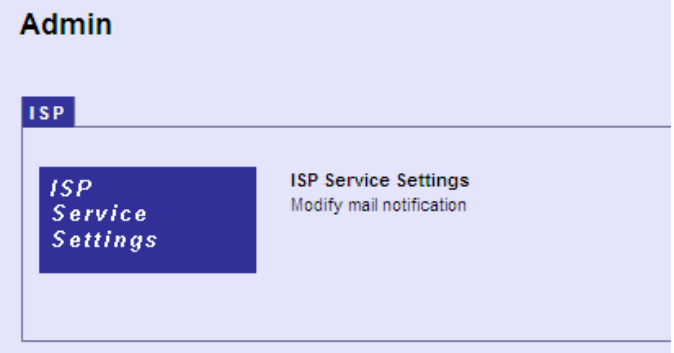
Transaction Type	The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible:
	• WORK_ORDER
	  ○ BBCS_CREATE
	  ○ BBCS_MODIFY
	  ○ BBCS_DISCONNECT
	  ○ BBCS_GETSTATUS
	  ○ VOICE_GETSTATUS
	  ○ ISP_CHANGE
	  ○ GET_BUSINESS_LINES

Field	Description
	○ ISP_CHANGE DONOR ○ GET_DSLAM_PORT_STATUS • WORK_TICKET ○ INSTALLATION • VOICE_MESSAGE ○ *Some numeric value* • ACCESS_TICKET
State	The current transaction state (value range depends on transaction type).
ISP (Donor)	The ISP involved with the transaction. Special case: In case of an ISP_CHANGE transaction the donor ISP will appear in parenthesis.
DN/VN (Req/Old)	The DN/VN involved with the transaction. Special case 1: If the requested DN/VN differs from the actual DN/VN it will be displayed in parenthesis. Special case 2: The old DN/VN appears in parenthesis in case of a VOICE_MESSAGE transaction if the old DN/VN differs from the new DN/VN.
Response	The current transaction response.

10 Trouble Ticket Admin Tasks

10.1 ISP Admin Tasks

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

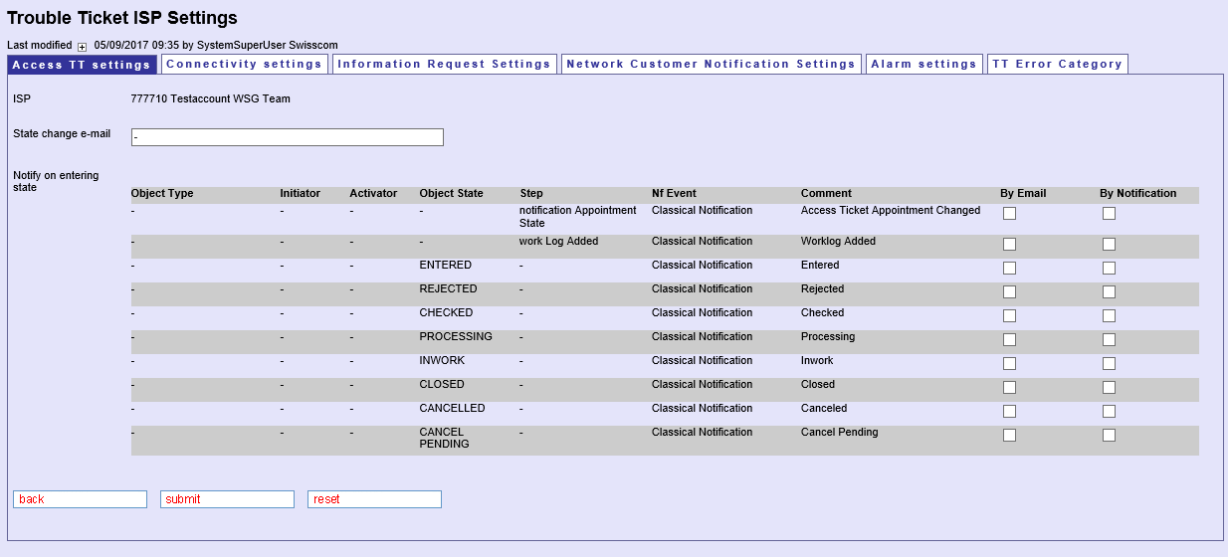


10.2 Trouble Ticket ISP Settings

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

10.2.1 Access TT Settings

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



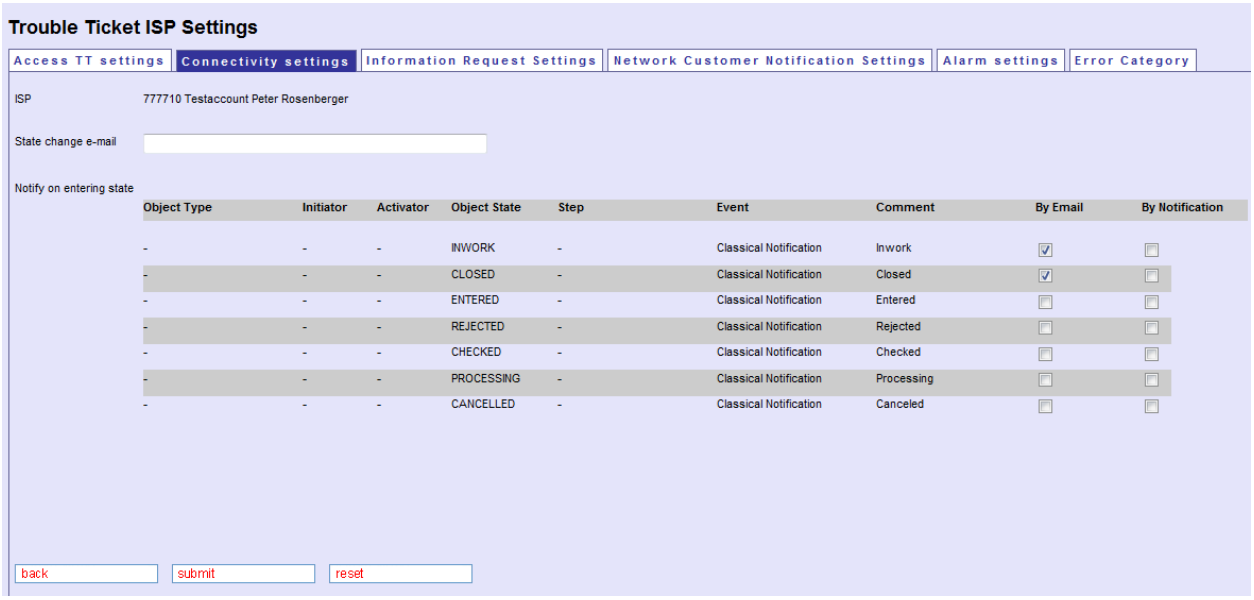
10.2.1.1 Form Fields

Field	Optional / Mandatory	Description
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 check-box to select the notification.

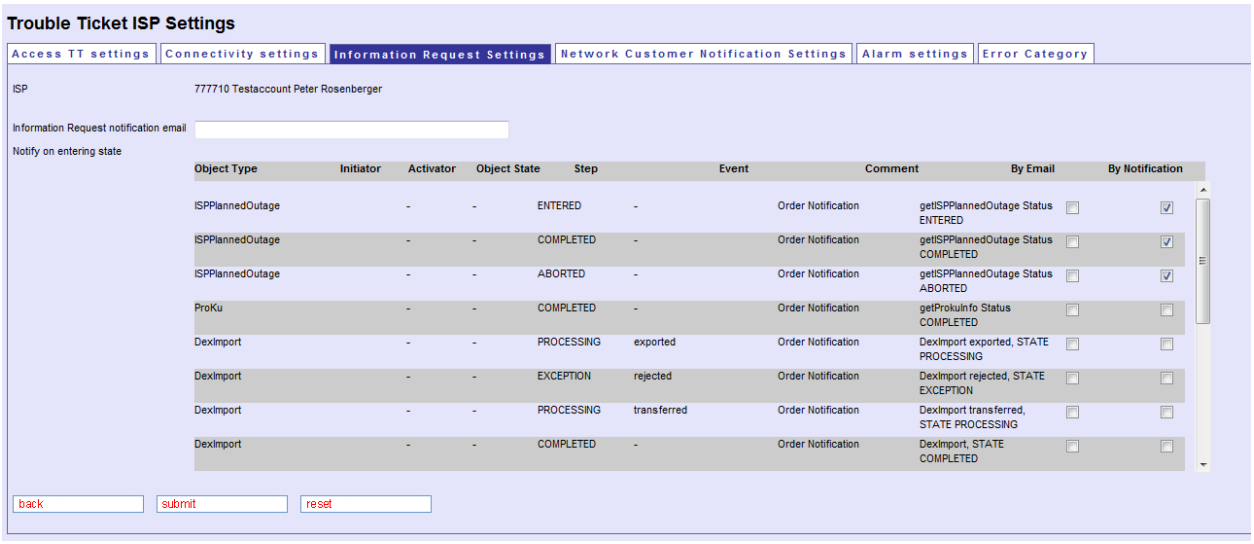
10.2.2 Connectivity TT Settings

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



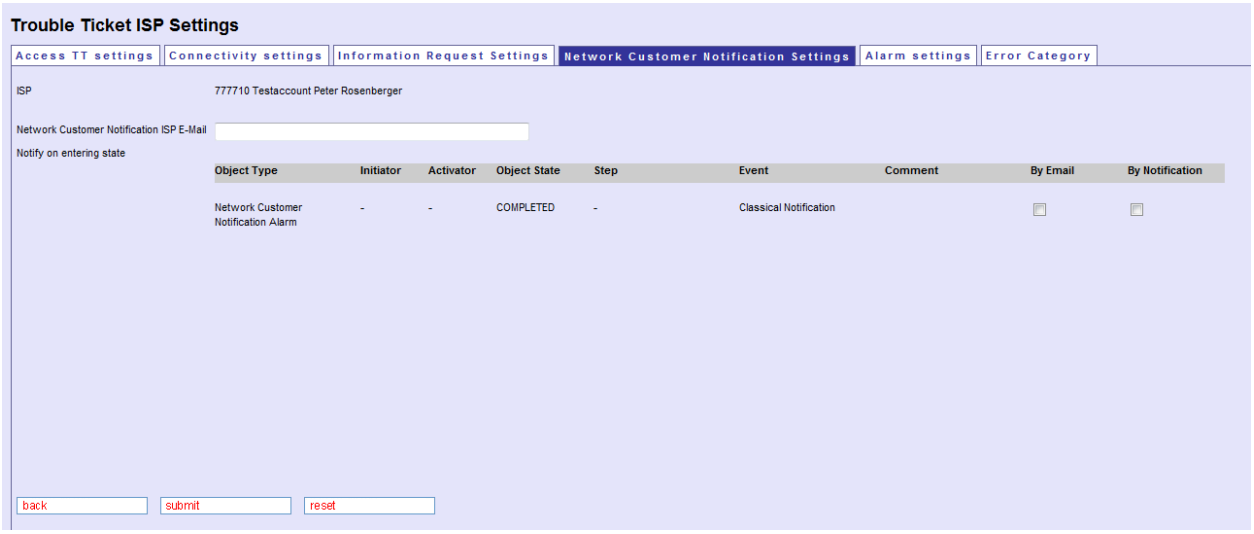
10.2.3 Information Request Settings

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



10.2.4 Network Customer Notification Settings

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



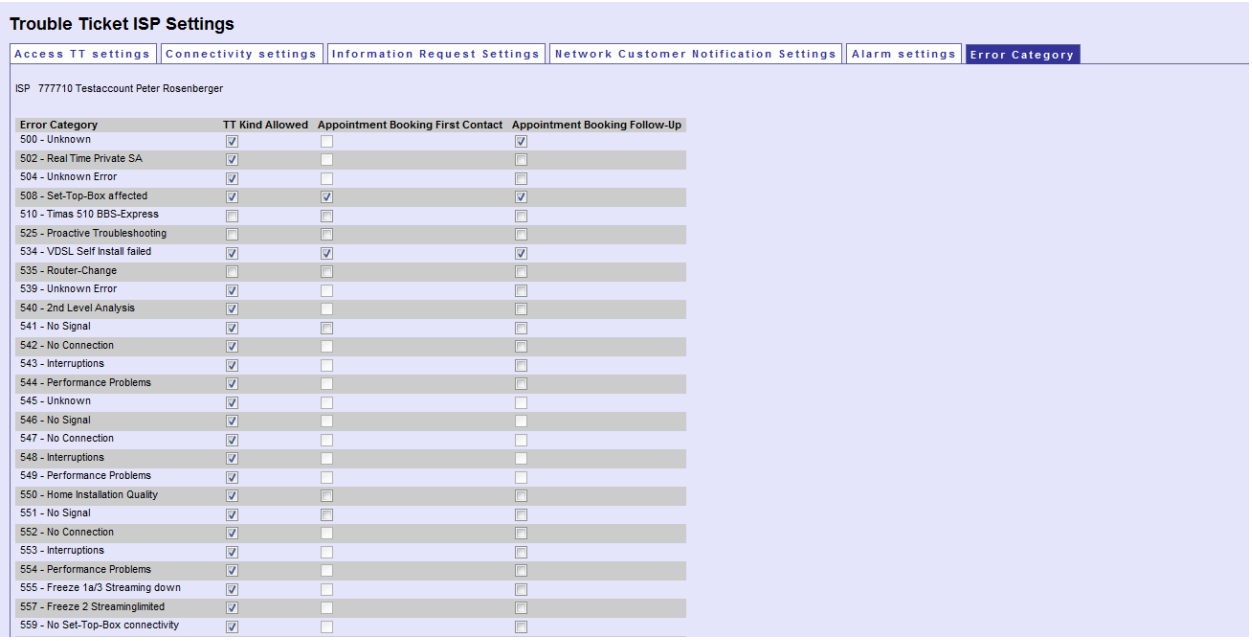
10.2.5 Alarm Settings

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

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

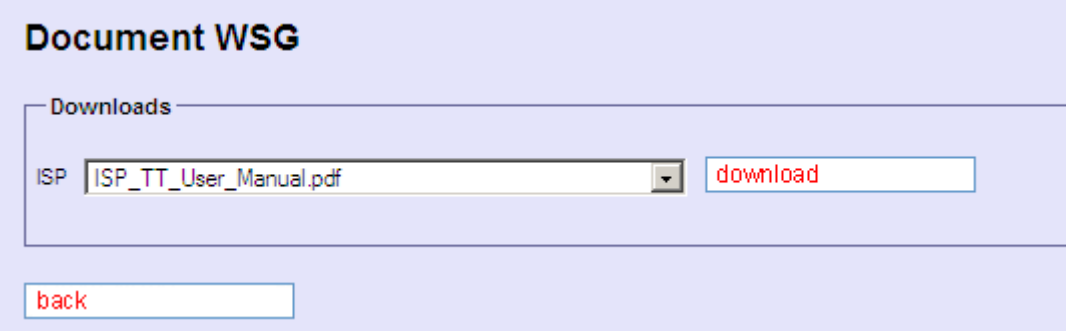
10.2.6 Error Category Settings

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

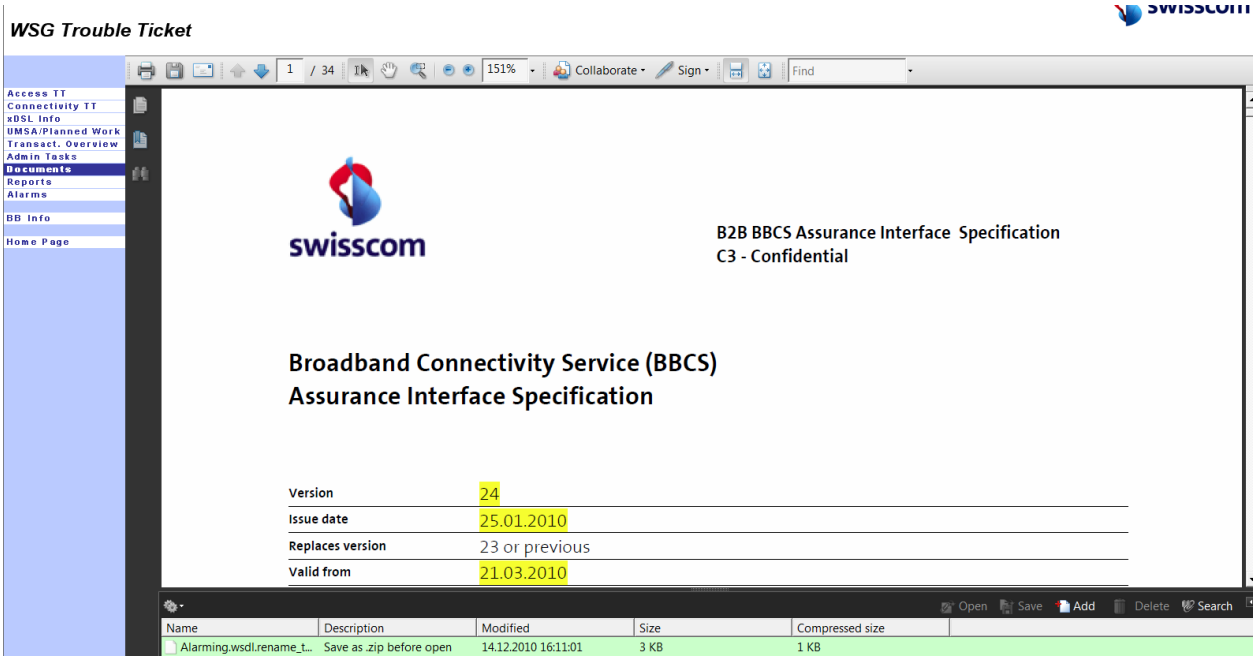


11 Documents

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

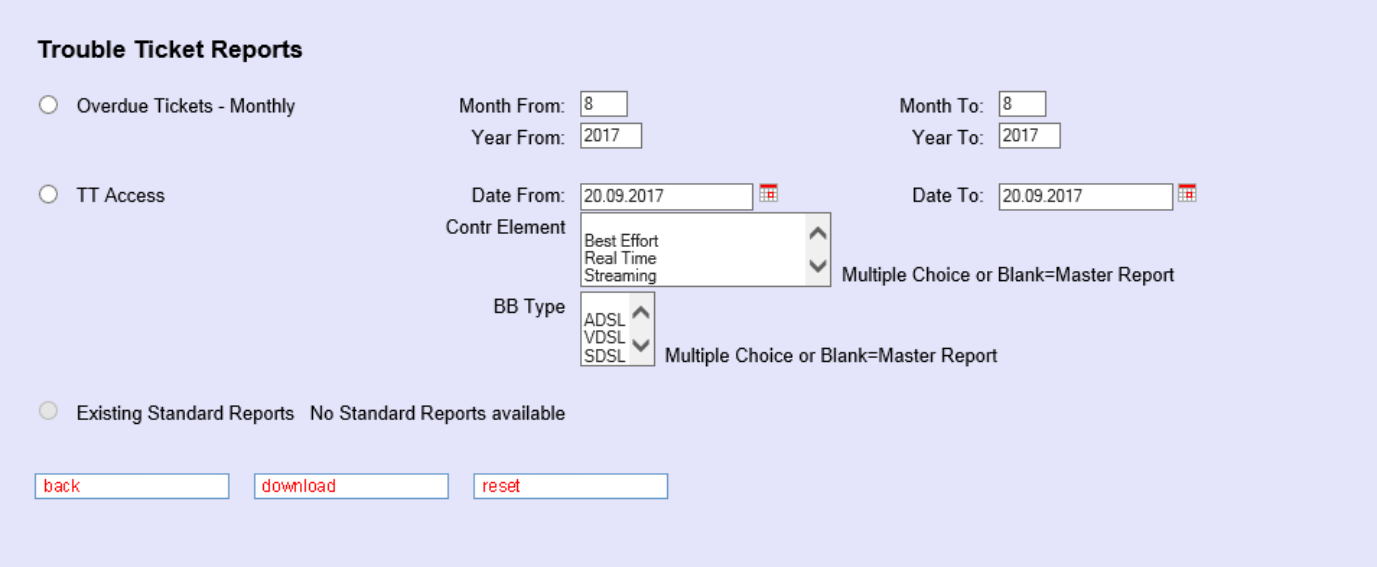


After selecting a document and clicking on “download” it will be downloaded/displayed:



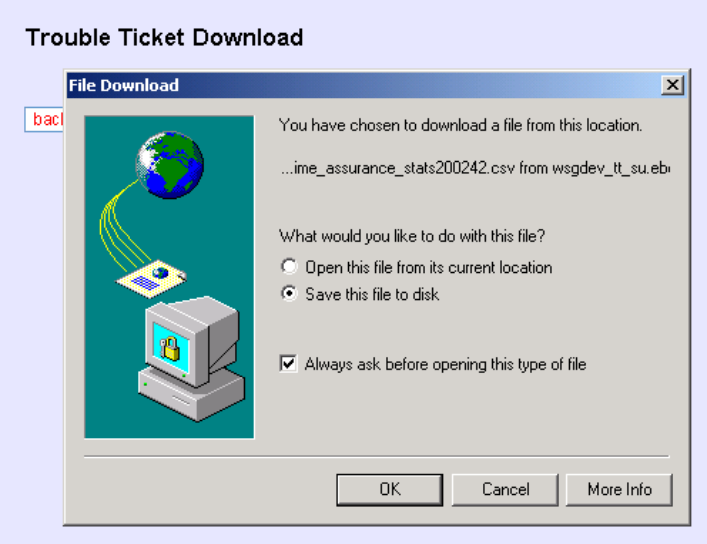
12 Reports

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



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

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



12.1 Overdue Tickets

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

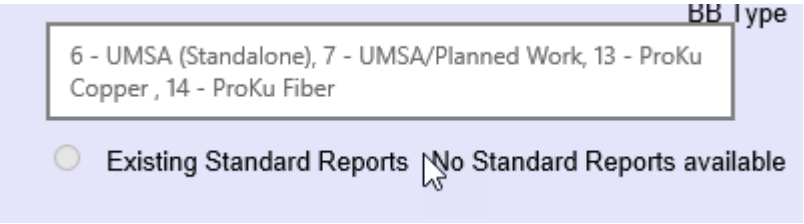
12.2 Trouble Ticket Access

This report lists each trouble ticket with several detail information.

12.3 Existing Standard Report

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

With WSG 9.18 Nov/2016 the available Standard Reports

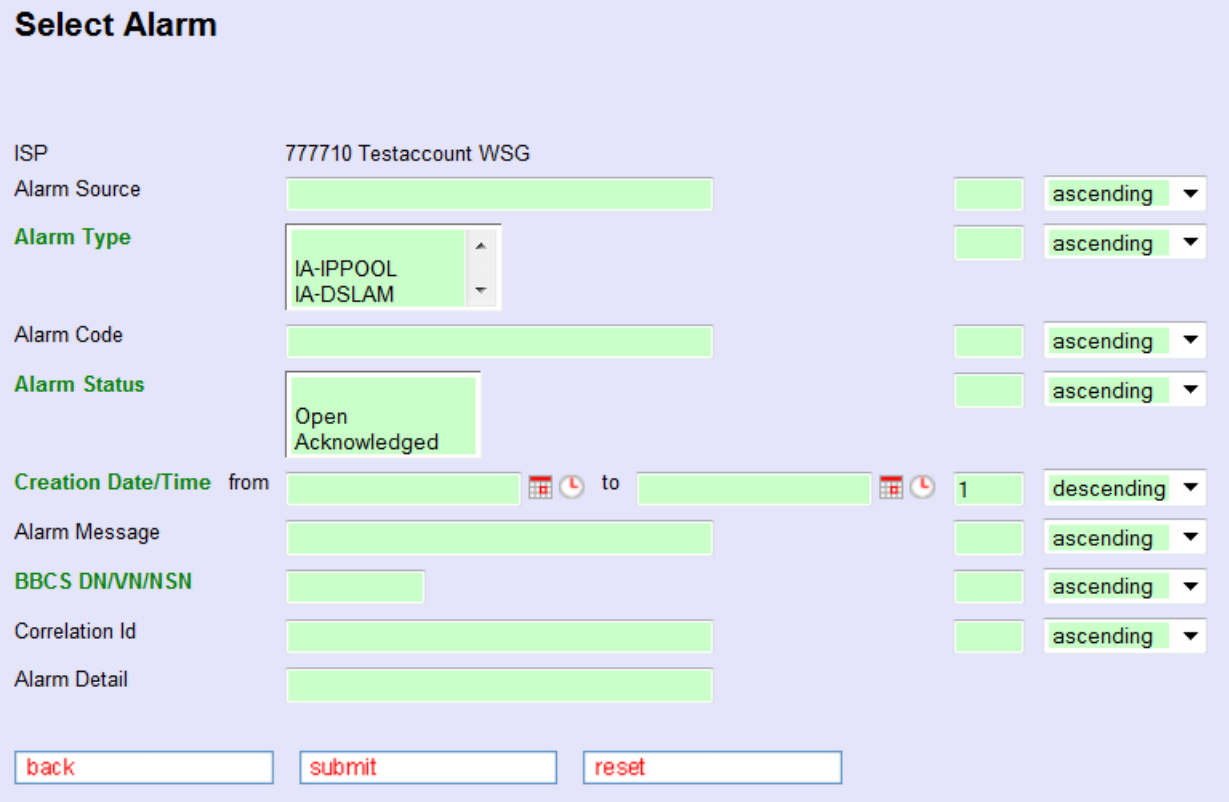


13 Alarms

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

13.1 Select Alarm

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

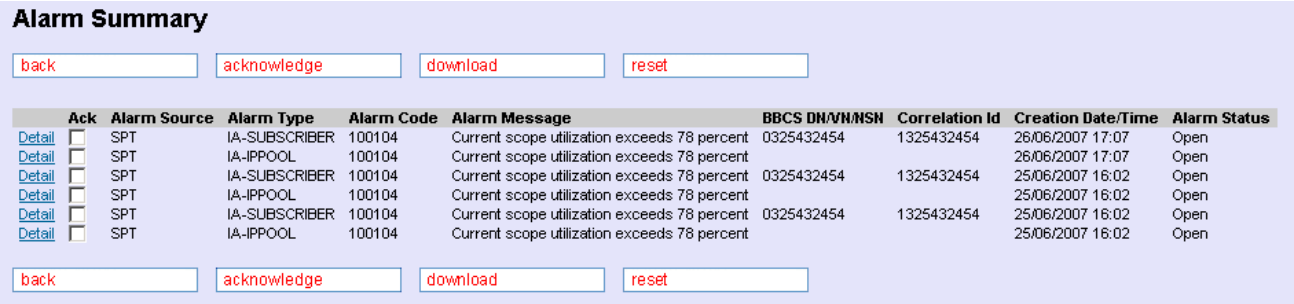


13.1.1 Form Fields

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

13.2 Alarm Summary

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



13.2.1 Form Fields

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

13.3 Alarm Detail

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

14 Trouble Ticket Management, Validation and Rules

14.1 Overview of Processing

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

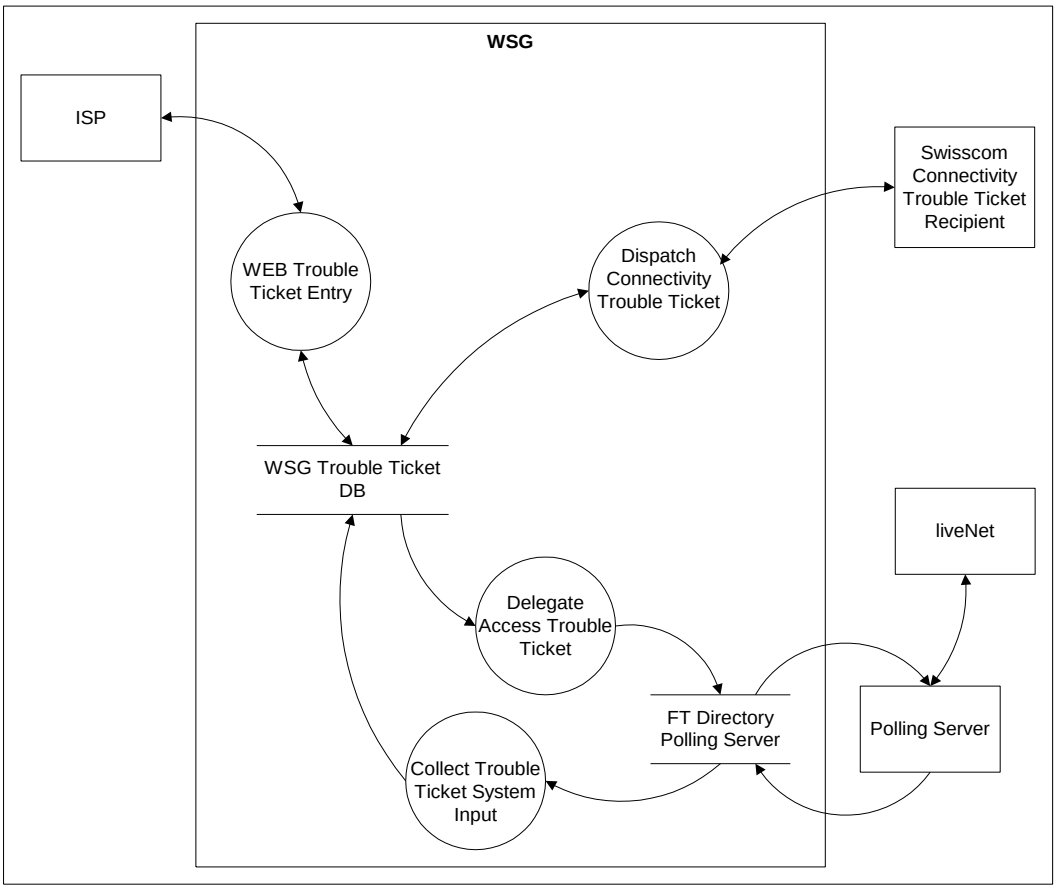


Figure 3 - Systematic View of the Trouble Ticket Data Flow

14.2 Trouble Ticket States

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

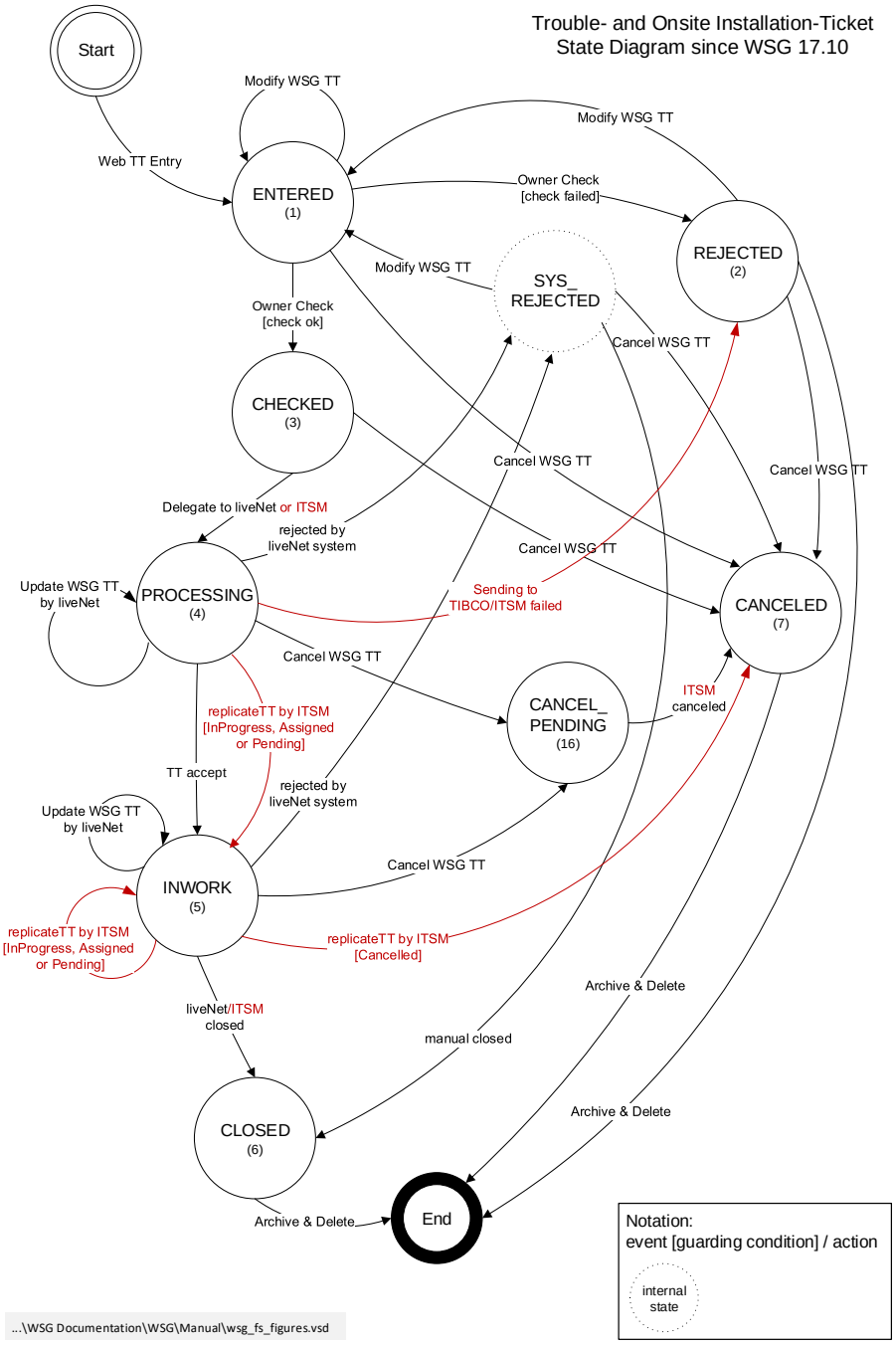


Figure 4 - Trouble Ticket States

14.3 State description

Nr.	State	Description
1	ENTERED	ISP has entered or modified a Trouble Ticket. All mandatory attributes are entered. The ticket is ready for ISP authorisation check (if required).
2	REJECTED	The Trouble Ticket rejected because: – ISP is not owner of DN – Attributes are invalid It's in the responsibility of the ISP to correct the Trouble Ticket. This state is in the scope of the Trouble Ticket archive functionality. This means that the ticket will be archived and deleted from the system.
3	CHECKED	The Trouble Ticket has passed the ISP authorisation check and is now ready to be transferred to Swisscom 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 ticked has reached the state “CHECKED”), the trouble ticket will be forwarded to Swisscom‘s Assurance systems (liveNet and other applications).
Relevant answers or information to a trouble ticket are given to WSG and will presented by a further (state change) entry in the history of the trouble ticket.

14.6.4 Notification of Trouble Ticket State Change

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

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

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

- ISP
- WSG Trouble Ticket number
- ISP Trouble Ticket number
- DN
- Ticket creation date/time
- New (current) order state

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

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 Rescheduling 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