

ISP BBCS Assurance
User Manual

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1 Introduction

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

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

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

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

- Most recent/second recent Microsoft Edge Browser (Chromium based preferred)
- Most recent Mozilla Firefox
- Most recent Google Chrome

The application is built 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.:

Preferred Contact Type	
Preferred Contact Email/Nr	
DN/VN/NSN	
Access Id	

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

BB Type	
---------	-----------------------------------

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 red bar will be added in front of a required input field., when filled out it turns green.

ISP Phone	business hours outside business hours
Email	test@example.com

- "green" Labels indicates indexed columns

ISP		
Information Request ID	from	to
DN/VN/NSN		
Object Type	ReconfigLine	
Transaction Date / Time	from	to
Back Submit Reset		

2.3 Date and Date/Time Fields

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

Last Modified Date/Time

01.10.2018 00:00		04.10.2018 10:11	
------------------	---	------------------	---

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



< October 2018 >

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

⌚

Clicking the time icon  below the calendar allows the user to select a time:



↑

10

:

11

↓

2.4 Error handling

As of WSG 18.10, new Interfaces provide live input validation and feedback.

The validation result is shown below the input field.

Email

not a email address

Email has wrong format

2.5 Operation succeeded

As of WSG 18.10 new Interfaces show a 'toast' message / alert at the top of the page for success messages and errors.

Operation succeeded



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.

The Powergate header offers the following functionality:

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


WSG Trouble Ticket
[Services](#)
[Help / Contact](#)
[Logout](#)
SYSTEMSUPERUSER Swisscom

Access TT
xDSL Info
Connectivity TT
Connectivity Check
UMSA/Planned Work
Transaction Overview
Admin
Documents
Reports
Alarms

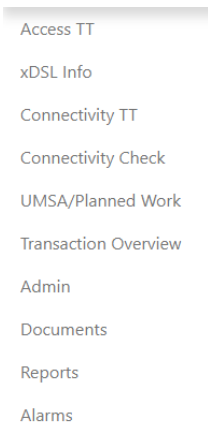
WSG

Welcome to the Swisscom Entry Page for Trouble Ticket

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 **User**:



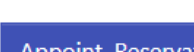
Access TT
xDSL Info
Connectivity TT
Connectivity Check
UMSA/Planned Work
Transaction Overview
Admin
Documents
Reports
Alarms

- **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

Cancel Appointment

Link to Cancel Appointment

Add Comment

Add a Comment to the Trouble Ticket

Reset

Reset all of the fields to their original values

Correction Change Log

Link to Correction Change Log Summary

There are two different button states: active and inactive.

Modification

Active

Modification

Inactive

3 Trouble Ticket GUI Page Flow

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

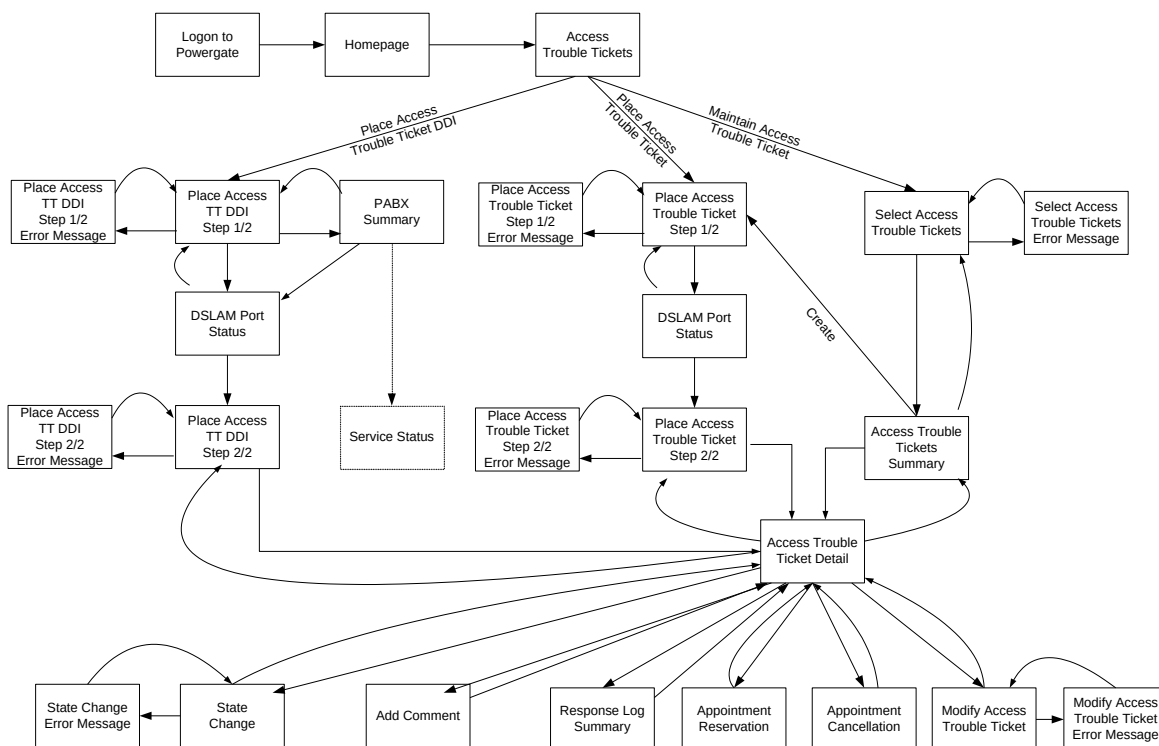


Figure 1 - Access Trouble Tickets

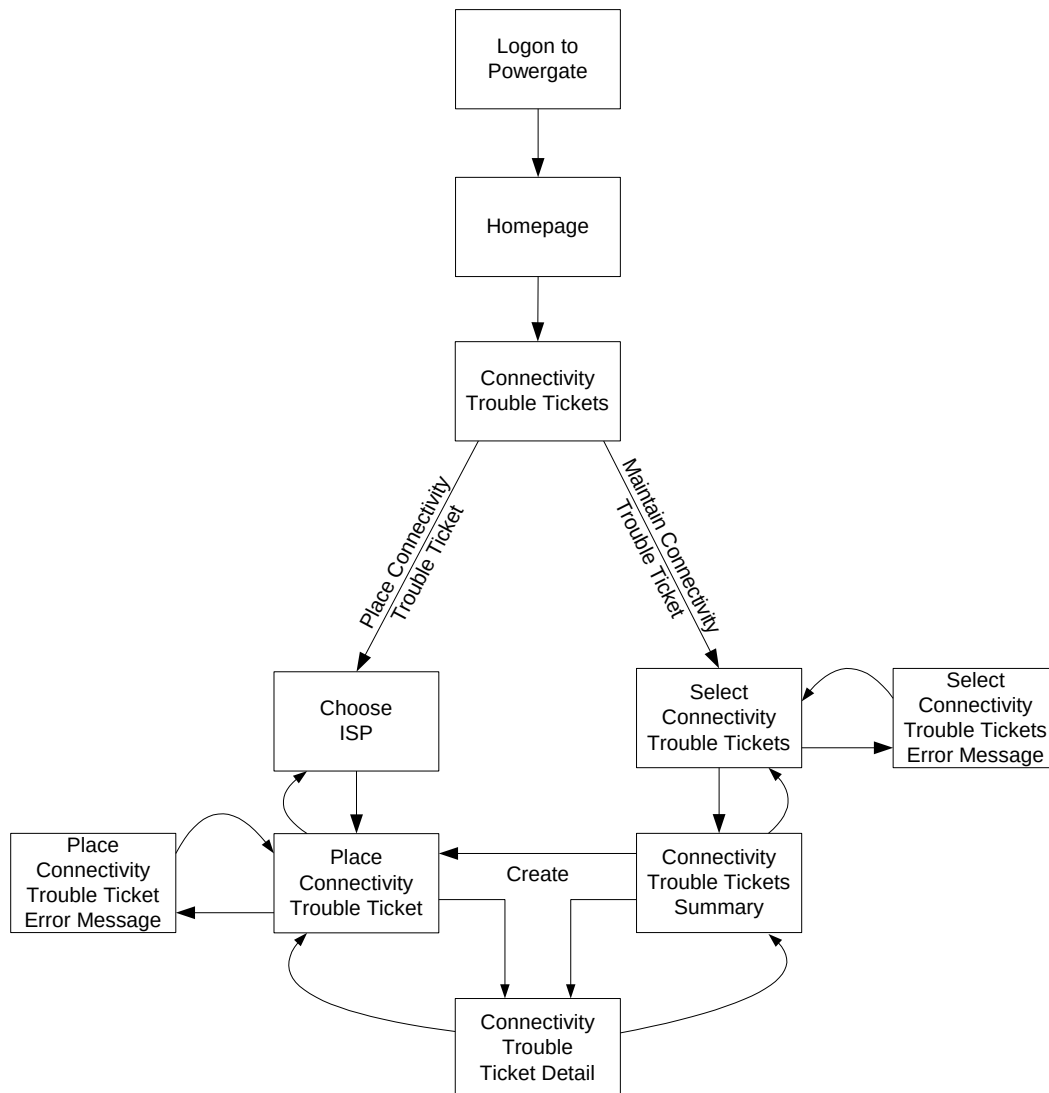
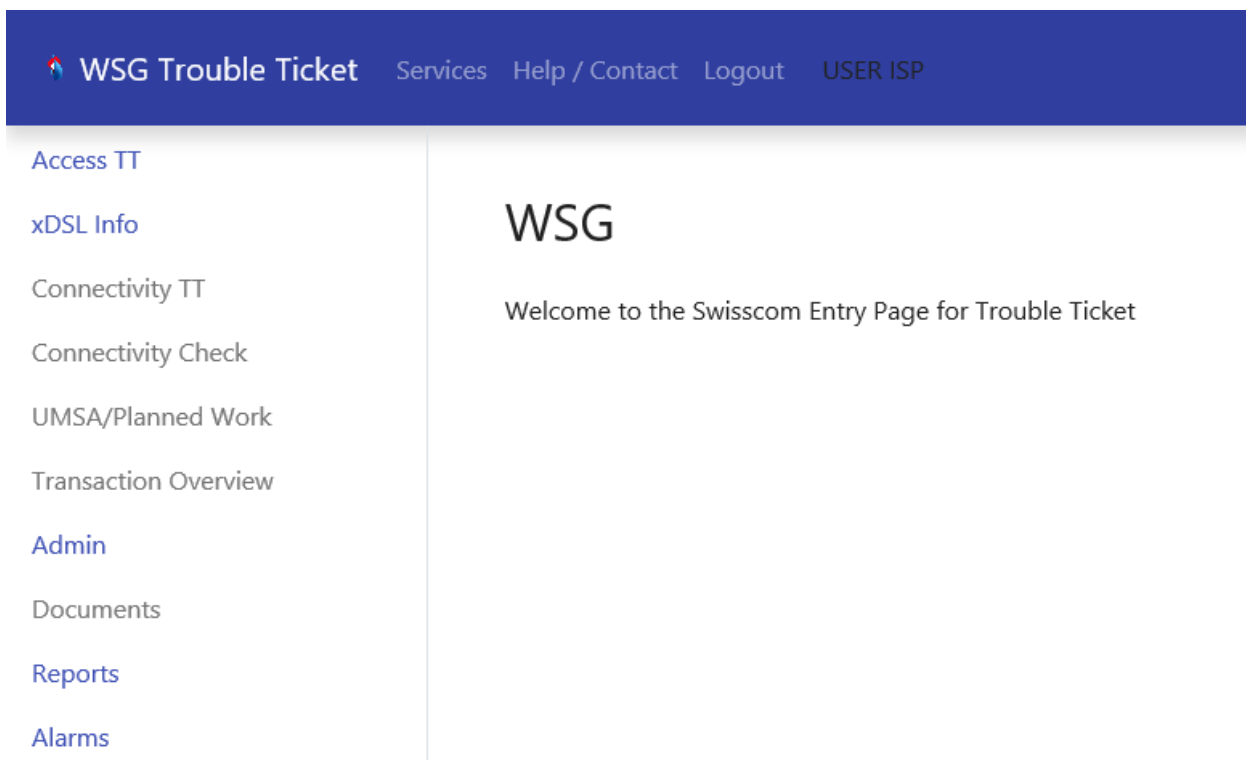


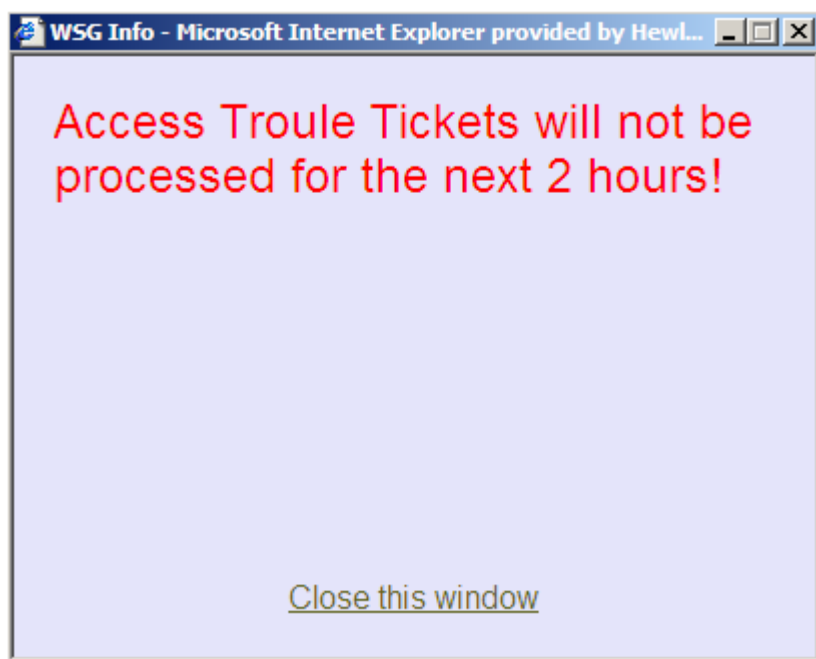
Figure 2 - Connectivity Trouble Tickets

4 WSG Trouble Ticket Home Page

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



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.

Access Trouble Ticket

Place Trouble Ticket Get installed base and prepare to create a ticket	Place Trouble Ticket DDI Create a new TT DDI	Maintain Trouble Tickets Search and maintain TTs
--	--	--

5.2 Place Access Trouble Ticket (Step 1/2)

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

Place Access Trouble Ticket

ISP 777710 - Testaccount WSG Team ▼

by
☒ DN / VN / NSN
☐ OTO ID / Plug Nr
☐ OTO Partner Label / Plug Nr
☐ Preorder Activation Code

DN / VN / NSN (0314445566)

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

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

submit
reset
xDSL Info

Place Access Trouble Ticket

ISP 777710 - Testaccount WSG Team ▼

by
☐ DN / VN / NSN
☒ OTO ID / Plug Nr
☐ OTO Partner Label / Plug Nr
☐ Preorder Activation Code

OTO ID (B.123.110.456.7)

OTO Plug Nr (1..4)

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

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

[submit](#)
[reset](#)
[xDSL Info](#)

Place Access Trouble Ticket

ISP 777710 - Testaccount WSG Team ▼

by
☐ DN / VN / NSN
☐ OTO ID / Plug Nr
☒ OTO Partner Label / Plug Nr
☐ Preorder Activation Code

OTO Partner Label

OTO Plug Nr (1..4)

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

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

[submit](#)
[reset](#)
[xDSL Info](#)

Place Access Trouble Ticket

ISP

777710 - Testaccount WSG Team ▼

by

☐ DN / VN / NSN
☐ OTO ID / Plug Nr
☐ OTO Partner Label / Plug Nr
☒ Preorder Activation Code

Preorder
Activation Code

(654321)

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

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

submit

reset

xDSL Info

Based on the requested parameters "DN/VN/NSN", "OTO ID/ Plug Nr" or "OTO Partner Label / 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/VN/NSN	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.
PLUG Nr	M/O	Plug number 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/Plug Nr, OTO Partner Label/ Plug number or Preorder Activation Code must be entered

5.3 Place Access Trouble Ticket (Step 2/2)

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

[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

Place Trouble Ticket 2

ISP Info

ISP

777710 - Testaccount WSG Team

Phone

0793430130

Ticket Reference

ISP Ticket Ref 20180107-101

Application Id

Application Entity Id

End User

Login

Name

Phone

Company

ZIP/City

3063 Ittigen

Street

Bernstr.

House Nr

20

Building

Contact Person

First Name

Anna

Last Name

Meier

Phone

0317654321

Language

de

Contact Notification Type

eMail

Contact Notification Email/Nr

anna.meier@test.com

Preferred Contact Type

Mobile

Preferred Contact Email/Nr

+41797654321

DN/VN/NSN

0106150048

DN Type

Netservices number

BB Type

VDSL

SA SLA (Requested)

Standard

Problem Description

No Signal

Contact Elements

Contract Element	Speed Profile Nr	BBCS Equipment	TT Error Category
☒ Best Effort	max300000 down / 30000 up	FritzBox 3090	541 - No Sig
Problem Date/Time	04.01.2019 09:00:00		
Last Successful Login	date		
Never Worked	☐		
Comment			
Measured ISP Values			

Appointment

Appointment Id	96687
Time Slot	08. Jan. 2019 08:00-12:00
Out of SLA	No
Out of SLA Reason	

Worklog

Work Log Summary	
Work Log Notes	
Attachment	Datei auswählen Keine ausgewählt

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

[Services](#)
[Help / Contact](#)
[Logout](#)
[USER ISP](#)

Place Trouble Ticket 2

ISP Info

ISP

Phone

Ticket Reference

Application Id

Application Entity Id

End User

Login

Name

Phone

Company

ZIP/City

Street House Nr

Building

Contact Person

First Name

Last Name

Phone

Language

Contact Notification Type

Contact Notification Email/Nr

Preferred Contact Type

Preferred Contact Email/Nr

DN/VN/NSN

OTO Id

Plug Nr

DN Type

BB Type

SA SLA (Requested)

Problem Description

Contact Elements

Contract Element	Speed Profile Nr	BBCS Equipement	TT Error Category
☒ Best Effort on Fiber	2000 down / 2000 up		900 - No Sig ▾
Problem Date/Time	04.01.2019 09:00:00 📅		
Last Successful Login	date 📅		
Never Worked	☐		
Comment			
Measured ISP Values			
Worklog			
Work Log Summary			
Work Log Notes			
Attachment	Datei auswählen Keine ausgewählt		

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

[Services](#)
[Help / Contact](#)
[Logout](#)
[ASS SystemSuperUser](#)

Place Trouble Ticket 2

ISP Info

ISP	777710 - Testaccount WSG Team	
Phone	0793430130	
Ticket Reference	ISP Ticket Ref 20180107-103	
Application Id		
Application Entity Id		

Suppress Checks ☐

End User

Login			
Name			
Phone			
Company			
ZIP/City	3063 Ittigen		
Street	Alpenstr.	House Nr	2
Building			

Contact Person

First Name	Anna		
Last Name	Meierl		
Phone			
Language	de		
Contact Notification Type	eMail		
Contact Notification Email/Nr	anna.meier@test.com		
Contact Notification Type	Mobile		
Preferred Contact Email/Nr	+41797654321		
DN/VN/NSN			
Access Id			
DN Type	Netservices number		
BB Type	VDSL		
SA SLA (Requested)	Standard		
Problem Description	Copper Preorder Undefined Line		

Contact Elements

Contract Element	Speed Profile Nr	BBCS Equipment	TT Error Category
☒ Best Effort	max250000 down / 25000 up	FritzBox 3090	740 - Undefined
Problem Date/Time	29.01.2019 09:00:00		
Last Successful Login	date		
Never Worked	☐		
Comment			
Measured ISP Values			

Appointment

Appointment Id	690132974
Time Slot	08. Jan. 2019 11:30-16:30
Out of SLA	No
Out of SLA Reason	

Worklog

Work Log Summary	
Work Log Notes	
Attachment	Datei auswählen Keine ausgewählt

For preorder tickets an appointment is mandatory

5.3.4 Form Fields

Name	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
ISP phone	M	Field automatically filled in but may be overwritten
ISP ticket ref.	M	A unique Trouble Ticket reference Id.
ISP Application Id	O	An ISP application name useable for internal routing / follow up
ISP Application Entity Id	O	An ISP entity identification useable for internal routing / follow up
End-user login	O	End user login
End-user name	O/M	End User's contact name
End-user phone	O/M	End User's contact phone number
End-User Phone	O/M	End User's contact phone number
End User ZIP/City	M	End User / Installation ZIP, ZIP or city is mandatory see autofill address Error! Reference source not found.
End User Street	M	End User / Installation Street see autofill address Error! Reference source not found.
End User Nr	O	End User / Installation Number see autofill address Error! Reference source not found.
Building	O	End User / Installation Building see autofill address Error! Reference source not found.

Name	Optional / Mandatory	Description
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 and to prioritize the ticket.
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
Last successful login	O	Date and Time when the end user last logged in with the ISP
Never worked	O	If checked Yes otherwise No.
Comment	O	Additional comment from ISP to problem description
Measured ISP Values	O	Add measured connection values here
Appointment	M/O	Reserve the appointment by selecting the button “appoint. reservation” at the bottom of the mask. Mandatory for Preorder an some Error Categories
Appointment Id	M	The identification of the appointment
Timeslot	M	Timeslot <from> - <to>
Out of SLA	M	Yes if timeslot is out of the SLA period
Out of SLA Reason	M/O	Customer or Swisscom is responsible for the timeslot out of SLA (only if is out of SLA)
Worklog	O	
Summary	M/O	Summary for the work log or attachment. The summary is mandatory if one of the work log attributes is set.
Notes	O	Work log notes.
Attachment	O	Attachment of any file type max 2MBytes.

5.4 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.

Place Trouble Ticket Add Appointment

Available Time Slots

Time Slots From  [Get Available Timeslots](#)

Mon, 07/01/2019	Tue, 08/01/2019	Wed, 09/01/2019	Thu, 10/01/2019	Fri, 11/01/2019
15:00-17:00	10:00-12:00	08:00-10:00	08:00-10:00	08:00-10:00
13:00-17:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00
n.a.	08:00-17:00	08:00-17:00	08:00-17:00	08:00-17:00

Book Appointment

SA SLA

Time Slot

Out of SLA

Out of SLA Reason

[Book](#) [Cancel](#) [Reset](#)

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

5.5 Add Comment

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

Add Comment

ISP Info

ISP

Application Id

Application Entity Id

End User

Login

Name

Phone

Contact Person

First Name

Last Name

Phone

Contact Notification Type

Contact Notification Email/Nr

Preferred Contact Type

Preferred Contact Email/Nr

DN/VN/NSN

DN Type

BB Type

BB Type

SA SLA

Comment

Measured ISP Values

5.6 Add a Work Log and Attachment

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

Add WorkLog

Summary

Signal

Notes

Signal now available

back

submit

reset

5.7 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.

5.7.1 Tab: Main

Access Trouble Ticket Detail

[Main](#)
[xDSL Info](#)
[Worklog](#)
[Response](#)
[CPE Info](#)
[Billing](#)

Ticket Header
Ticket ID 2447680
Ticket ID Sys 159655946199500
Entered 04. Aug. 2020 18:44:09
Closed 04. Aug. 2020 18:45:57
Last modified 04. Aug. 2020 18:46:27 by SYSTEM
TT State CLOSED
TT State Reason Automat. Lösung berichtet
Suspended No

DN Info
DN / VN / NSN 0106000002
DN / VN / NSN (Requested) 0106000002
Current Endpoint
DN Office 65XAF
BB Device Location DEVLOC
Site -
Site Category -
DSLAM Name ipd-wip780-s-fa-14
DSLAM Type -
Available Technology Type -
Connection
BBCS Connection Type Netservices number
BB Type BX
BB ADSL Emulated -
Service Speed Profile 250M down / 50M up
Service Speed Profile (Requested) 250M down / 50M up
Op Status -
Technology Type -
Vectorized -
Reason of Potential -
Fiber Info
OTO ID A.521.133.111
OTO Plug Nr 1
OTO Partner Label P_A.521.133.111
BEP Site Category standard

ISP
ISP 777710 - Testaccount WSG
Team -
ISP Phone 0793430130
ISP Ticket Ref. ref-2837492376
ISP Application ID -
ISP Application -
Entity ID -
End User
Login -
Name -
Phone -
Company -
Street/Nr Allmendstr. / 2
Building -
ZIP / City 3603 / Thun
Contact Info
Contact Person First Name Anna
Contact Person Last Name Meier
Contact Person Phone 0797654321
Contact Person Language de
Contact Notification Type SMS
Contact Notification Email/Nr 0797654321
Preferred Contact Type Mobile
Preferred Contact Email/Nr 0797654321
Site Development
Fully Developed -
Nr of Utilisation Units -
Nr of Basic Connectivities -

SLA
Contr Element Best Effort on Fiber
SA SLA Standard
SA SLA (Requested) -
SA SLA (Calculated) Standard
SA SLA Overruled No
TT Net Duration Timespan 00h14m

Appointment
Appointment ID 1168411827
Time Slot 08. Aug. 2020 07:00 - 11:30
Out of SLA Yes
Out of SLA Reason Customer

Checklist
Problem Date/Time 04. Aug. 2020 10:00:00
Last Successful Login -
Never Worked -
TT Error Category 900 - No Signal

Problem description
No Signal
Comment
-
Measured ISP Values
-

History

Modified	User Name	TT State	TT State Reason	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Data/Time	Appointment Src	Appointment ID	Time Slot
04. Aug. 2020 18:46:27	SYSTEM	CLOSED	Automat. Lösung berichtet	-	251	message 6	-	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30
04. Aug. 2020 18:46:07	SYSTEM	RESOLVED	Zukünftige Verbesserungen	251 - BBCS-Access Swisscom O.K.	251	message 5	64	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30
04. Aug. 2020 18:45:49	SYSTEM	INWORK	-	-	-	message 4	58	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30
04. Aug. 2020 18:45:35	SYSTEM	PENDING	Auftrag durch SCS-Partner in Bearbeitung	dispatching	-	message 3	60	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30
04. Aug. 2020 18:44:51	SYSTEM	INWORK	-	Received by TT system	-	message 2	-	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30
04. Aug. 2020 18:44:42	SYSTEM	INWORK	-	-	-	message 1	-	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30
04. Aug. 2020 18:44:22	WSG Backend	PROCESSING	-	Ticket successfully sent to ITSM (createTTY id=2447680 TicketIdItem=159655946199500)	-	-	-	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30
04. Aug. 2020 18:44:11	Batch	CHECKED	-	-	-	-	-	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30
04. Aug. 2020 18:44:09	SYSTEMSUPERUSER Swisscom	ENTERED	-	-	-	-	-	-	WSG	1168411827	08. Aug. 2020 07:00 - 11:30

[Back](#)
[Modify](#)
[Reopen](#)
[Close](#)
[Add Worklog](#)
[Add Comment](#)
[Cancel](#)
[Ask Swisscom](#)
[Line Analysis History](#)
[Refresh](#)

5.7.2 Tab: Main Preorder

Access Trouble Ticket Detail

Main	xDSL Info	Worklog	Response	CPE Info	Billing																		
Ticket Header <table> <tr><td>Ticket ID</td><td>2448878</td></tr> <tr><td>Ticket ID Sys</td><td>154687898373300</td></tr> <tr><td>Entered</td><td>07. Jan. 2019 17:36:19</td></tr> <tr><td>Closed</td><td>07. Jan. 2019 17:37:03</td></tr> <tr><td>Last modified</td><td>07. Jan. 2019 17:37:15 by SYSTEM</td></tr> <tr><td>TT State</td><td>CLOSED</td></tr> <tr><td>TT State Reason</td><td>Automat. Lösung berichtet</td></tr> <tr><td>Suspended</td><td>No</td></tr> </table>						Ticket ID	2448878	Ticket ID Sys	154687898373300	Entered	07. Jan. 2019 17:36:19	Closed	07. Jan. 2019 17:37:03	Last modified	07. Jan. 2019 17:37:15 by SYSTEM	TT State	CLOSED	TT State Reason	Automat. Lösung berichtet	Suspended	No		
Ticket ID	2448878																						
Ticket ID Sys	154687898373300																						
Entered	07. Jan. 2019 17:36:19																						
Closed	07. Jan. 2019 17:37:03																						
Last modified	07. Jan. 2019 17:37:15 by SYSTEM																						
TT State	CLOSED																						
TT State Reason	Automat. Lösung berichtet																						
Suspended	No																						
DN Info <table> <tr><td>DN / VN / NSN</td><td>0209999999</td></tr> <tr><td>DN / VN / NSN (Requested)</td><td>0209999999</td></tr> </table>						DN / VN / NSN	0209999999	DN / VN / NSN (Requested)	0209999999														
DN / VN / NSN	0209999999																						
DN / VN / NSN (Requested)	0209999999																						
Current Endpoint <table> <tr><td>DN Office</td><td>64BOL</td></tr> <tr><td>BB Device Location</td><td>DELOC</td></tr> <tr><td>Site</td><td>-</td></tr> <tr><td>Site Category</td><td>RUS</td></tr> <tr><td>DSLAM Name</td><td>-</td></tr> <tr><td>DSLAM Type</td><td>-</td></tr> <tr><td>Available Technology Type</td><td></td></tr> </table>						DN Office	64BOL	BB Device Location	DELOC	Site	-	Site Category	RUS	DSLAM Name	-	DSLAM Type	-	Available Technology Type					
DN Office	64BOL																						
BB Device Location	DELOC																						
Site	-																						
Site Category	RUS																						
DSLAM Name	-																						
DSLAM Type	-																						
Available Technology Type																							
ISP <table> <tr><td>ISP</td><td>777710 - Testaccount WSG Team</td></tr> <tr><td>ISP Phone</td><td>0793430130</td></tr> <tr><td>ISP Ticket Ref.</td><td>ISP Ticket Ref 20180107-103</td></tr> <tr><td>ISP Application ID</td><td>-</td></tr> <tr><td>ISP Application Entity ID</td><td>-</td></tr> </table>						ISP	777710 - Testaccount WSG Team	ISP Phone	0793430130	ISP Ticket Ref.	ISP Ticket Ref 20180107-103	ISP Application ID	-	ISP Application Entity ID	-								
ISP	777710 - Testaccount WSG Team																						
ISP Phone	0793430130																						
ISP Ticket Ref.	ISP Ticket Ref 20180107-103																						
ISP Application ID	-																						
ISP Application Entity ID	-																						
SLA <table> <tr><td>Contr Element</td><td>Best Effort</td></tr> <tr><td>SA SLA</td><td>Standard</td></tr> <tr><td>SA SLA (Requested)</td><td>-</td></tr> <tr><td>SA SLA (Calculated)</td><td>Standard</td></tr> <tr><td>SA SLA Overruled</td><td>No</td></tr> <tr><td>TT Net Duration Timespan</td><td>-</td></tr> </table>						Contr Element	Best Effort	SA SLA	Standard	SA SLA (Requested)	-	SA SLA (Calculated)	Standard	SA SLA Overruled	No	TT Net Duration Timespan	-						
Contr Element	Best Effort																						
SA SLA	Standard																						
SA SLA (Requested)	-																						
SA SLA (Calculated)	Standard																						
SA SLA Overruled	No																						
TT Net Duration Timespan	-																						
Appointment <table> <tr><td>Appointment ID</td><td>690132974</td></tr> <tr><td>Time Slot</td><td>08. Jan. 2019 11:30 - 16:30</td></tr> <tr><td>Out of SLA</td><td>No</td></tr> <tr><td>Out of SLA Reason</td><td>-</td></tr> </table>						Appointment ID	690132974	Time Slot	08. Jan. 2019 11:30 - 16:30	Out of SLA	No	Out of SLA Reason	-										
Appointment ID	690132974																						
Time Slot	08. Jan. 2019 11:30 - 16:30																						
Out of SLA	No																						
Out of SLA Reason	-																						
Checklist <table> <tr><td>Problem Date/Time</td><td>04. Jan. 2019 09:00:00</td></tr> <tr><td>Last Successful Login</td><td>-</td></tr> <tr><td>Never Worked</td><td>-</td></tr> <tr><td>TT Error Category</td><td>740 - Undefined Line</td></tr> </table>						Problem Date/Time	04. Jan. 2019 09:00:00	Last Successful Login	-	Never Worked	-	TT Error Category	740 - Undefined Line										
Problem Date/Time	04. Jan. 2019 09:00:00																						
Last Successful Login	-																						
Never Worked	-																						
TT Error Category	740 - Undefined Line																						
Connection <table> <tr><td>BBCS Connection Type</td><td>Netservices number</td></tr> <tr><td>BB Type</td><td>VDSL</td></tr> <tr><td>BB ADSL Emulated</td><td>No</td></tr> <tr><td>Service Speed Profile</td><td>max250000 down / 25000 up</td></tr> <tr><td>Service Speed Profile (Requested)</td><td>max250000 down / 25000 up</td></tr> <tr><td>Op Status</td><td>Open Pipe Manual</td></tr> <tr><td>Technology Type</td><td>-</td></tr> <tr><td>Vectorized</td><td>No</td></tr> <tr><td>Reason of Potential</td><td></td></tr> </table>						BBCS Connection Type	Netservices number	BB Type	VDSL	BB ADSL Emulated	No	Service Speed Profile	max250000 down / 25000 up	Service Speed Profile (Requested)	max250000 down / 25000 up	Op Status	Open Pipe Manual	Technology Type	-	Vectorized	No	Reason of Potential	
BBCS Connection Type	Netservices number																						
BB Type	VDSL																						
BB ADSL Emulated	No																						
Service Speed Profile	max250000 down / 25000 up																						
Service Speed Profile (Requested)	max250000 down / 25000 up																						
Op Status	Open Pipe Manual																						
Technology Type	-																						
Vectorized	No																						
Reason of Potential																							
Fiber Info <table> <tr><td>OTO ID</td><td>-</td></tr> <tr><td>OTO Plug Nr</td><td>-</td></tr> <tr><td>OTO Partner Label</td><td>-</td></tr> <tr><td>BEP Site Category</td><td>-</td></tr> </table>						OTO ID	-	OTO Plug Nr	-	OTO Partner Label	-	BEP Site Category	-										
OTO ID	-																						
OTO Plug Nr	-																						
OTO Partner Label	-																						
BEP Site Category	-																						
End User <table> <tr><td>Login</td><td>-</td></tr> <tr><td>Name</td><td>-</td></tr> <tr><td>Phone</td><td>-</td></tr> <tr><td>Company</td><td>-</td></tr> <tr><td>Street/Nr</td><td>Alpenstr.</td></tr> <tr><td>Building</td><td>-</td></tr> <tr><td>ZIP / City</td><td>3063 / Ittigen</td></tr> </table>						Login	-	Name	-	Phone	-	Company	-	Street/Nr	Alpenstr.	Building	-	ZIP / City	3063 / Ittigen				
Login	-																						
Name	-																						
Phone	-																						
Company	-																						
Street/Nr	Alpenstr.																						
Building	-																						
ZIP / City	3063 / Ittigen																						
Contact Info <table> <tr><td>Contact Person First Name</td><td>Anna</td></tr> <tr><td>Contact Person Last Name</td><td>Meier</td></tr> <tr><td>Contact Person Phone</td><td>0317654321</td></tr> <tr><td>Contact Person Language</td><td>de</td></tr> <tr><td>Contact Notification Type</td><td>eMail</td></tr> <tr><td>Contact Notification Email/Nr</td><td>anna.meier@test.com</td></tr> <tr><td>Preferred Contact Type</td><td>Mobile</td></tr> <tr><td>Preferred Contact Email/Nr</td><td>+41797654321</td></tr> </table>						Contact Person First Name	Anna	Contact Person Last Name	Meier	Contact Person Phone	0317654321	Contact Person Language	de	Contact Notification Type	eMail	Contact Notification Email/Nr	anna.meier@test.com	Preferred Contact Type	Mobile	Preferred Contact Email/Nr	+41797654321		
Contact Person First Name	Anna																						
Contact Person Last Name	Meier																						
Contact Person Phone	0317654321																						
Contact Person Language	de																						
Contact Notification Type	eMail																						
Contact Notification Email/Nr	anna.meier@test.com																						
Preferred Contact Type	Mobile																						
Preferred Contact Email/Nr	+41797654321																						
Site Development <table> <tr><td>Fully Developed</td><td>Yes</td></tr> <tr><td>Nr of Utilisation Units</td><td>20</td></tr> <tr><td>Nr of Basic Connectivities</td><td>10</td></tr> </table>						Fully Developed	Yes	Nr of Utilisation Units	20	Nr of Basic Connectivities	10												
Fully Developed	Yes																						
Nr of Utilisation Units	20																						
Nr of Basic Connectivities	10																						
Problem description Copper Preorder Undefined Line																							
Comment -																							
Measured ISP Values -																							

5.7.3 Tab: xDSL Info

Access Trouble Ticket Detail

[Main](#)
[xDSL Info](#)
[Worklog](#)
[Response](#)
[CPE Info](#)
[Billing](#)
[Internal](#)

Parameter

xDSL Line Status	up
Last Status Change Date/Time	01. Jan. 1970 01:00:00
Noise Margin Up	11.1
Noise Margin Down	14
Actual Bitrate Up	16504
Actual Bitrate Down	55040
Attainable Bitrate Up	23728
Attainable Bitrate Down	83904
Attenuation Up	16.8
Attenuation Down	14.8
Capacity Occupation Up	64
Capacity Occupation Down	81
Calculated Line Length	862
Correction DB Line Length	872
Number of Spontaneous Resyncs	1

ICA Result

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

ICA Problems

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

5.7.4 Tab: Worklog

Access Trouble Ticket Detail

Main	xDSL Info	Worklog	Response	CPE Info	Billing	
Group Nr	Summary	Notes	Attachment	Sent to Backend	Created by Backend System	Creation Date/Time
4	2. Summary from Simulator: status=closed triggered by create	2 - This is a Note from the TIBCO Simulator --- (2. Summary from Simulator: status=closed triggered by create) --- WorkLogText 6: \$Éâ -[d4U'!] <> 123 ABC öäü --		-	Yes	05. Aug. 2020 09:45:13
4	1. Summary from Simulator: status=closed triggered by create	1 - This is a Note from the TIBCO Simulator --- (1. Summary from Simulator: status=closed triggered by create) --- WorkLogText 6: \$Éâ -[d4U'!] <> 123 ABC öäü --		-	Yes	05. Aug. 2020 09:45:13
3	2. Summary from Simulator: status=cleared triggered by create	2 - This is a Note from the TIBCO Simulator --- (2. Summary from Simulator: status=cleared triggered by create) --- WorkLogText 5: \$Éâ -[d4U'!] <> 123 ABC öäü --		-	Yes	05. Aug. 2020 09:44:56
3	1. Summary from Simulator: status=cleared triggered by create	1 - This is a Note from the TIBCO Simulator --- (1. Summary from Simulator: status=cleared triggered by create) --- WorkLogText 5: \$Éâ -[d4U'!] <> 123 ABC öäü --		-	Yes	05. Aug. 2020 09:44:56
3	WorkReport	Kein Signal		-	Yes	05. Aug. 2020 09:44:56
2	WorkReport	test resolution text 4		-	Yes	05. Aug. 2020 09:44:48
1	OTDR-Measurements-CUST	OTDR-Interruption 09876 OTDR-Attenuation 54321		-	Yes	05. Aug. 2020 09:43:41
1	OTDR-Measurements-CO	OTDR-Interruption 12345 OTDR-Attenuation 67890		-	Yes	05. Aug. 2020 09:43:41
1	3. Summary from Simulator: status=openActivate triggered by create	3 - This is a Note from the TIBCO Simulator --- (3. Summary from Simulator: status=openActivate triggered by create) --- WorkLogText 1: \$Éâ -[d4U'!] <> 123 ABC öäü --		-	Yes	05. Aug. 2020 09:43:41
1	2. Summary from Simulator: status=openActivate triggered by create	2 - This is a Note from the TIBCO Simulator --- (2. Summary from Simulator: status=openActivate triggered by create) --- WorkLogText 1: \$Éâ -[d4U'!] <> 123 ABC öäü --		-	Yes	05. Aug. 2020 09:43:41
1	1. Summary from Simulator: status=openActivate triggered by create	1 - This is a Note from the TIBCO Simulator --- (1. Summary from Simulator: status=openActivate triggered by create) --- WorkLogText 1: \$Éâ -[d4U'!] <> 123 ABC öäü --		-	Yes	05. Aug. 2020 09:43:41

Click on the attachment to open it.

5.7.5 Tab: Response

Access Trouble Ticket Detail

Main	xDSL Info	Worklog	Response	CPE Info	Billing
Response Comment	-				
Response Comment Code	251				
Progress Comment	message 6				
Progress Comment Code	-				
Progress Date/Time	-				

5.7.6 Tab: CPE Info

Access Trouble Ticket Detail

Main
xDSL Info
Worklog
Response
CPE Info
Billing

BBCS Equipment Modem
CPE Name Motorola HGW5 7347-44-20SC WIAD "CPE5 WIAD (POTS)", FW 7.8.6r5, IKNS r71
CPE Comment CPE Info Comment

Capability

Technology Type	Capability Overall	Capability Hardware	Capability Firmware
VDSL2	Not capable	yes	yes, but SFP needed
VDSL Vectoring	capable	yes, but SFP needed	no
G.FAST	friendly	no	yes

5.7.7 Tab: Billing

Access Trouble Ticket Detail

Main
xDSL Info
Worklog
Response
CPE Info
Billing

Billing Action
not billed

Material Costs
-

Number of Flat Rates
12

PP ID
-

Expense (min)
-

Std ID
431

Detailed Work Report
Kein Signal

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

5.8 Cancel Trouble Ticket

Cancel Ticket

Comment

Not used any more
I

back

submit

reset

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.

History

Modified	User	TT State	TT State Reason	Response Comment	Response Comment Code	Progress Comment	Progress Comment Code	Progress Date/Time	Appointment Src	Appointment ID	Time Slot	Billing Action
14. Jan. 2019 15:49:43	USER ISP	CANCEL PENDING	-	-	-	Not used anymore.	70	-	-	-	-	not billed
14. Jan. 2019 15:49:42	SYSTEM	INWORK	-	Received by TT system	-	message 2	-	-	-	-	-	not billed
14. Jan. 2019 15:49:36	SYSTEM	INWORK	-	-	-	message 1	-	-	-	-	-	not billed
14. Jan. 2019 15:49:18	WSG Backend	PROCESSING	-	Ticket successfully sent to ITSM (createTT): id=2448997 TicketIdItsm=154747735752000	-	-	-	-	-	-	-	not billed
14. Jan. 2019 15:49:13	Batch	CHECKED	-	-	-	-	-	-	-	-	-	not billed
14. Jan. 2019 15:47:45	USER ISP	ENTERED	-	-	-	-	-	-	-	-	-	not billed

5.9 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.

5.10 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.

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.

5.10.1 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

5.11 Button “Ask Swisscom”

5.11.1 Add Problem Description and Notes

Ask Swisscom

BBCS-Access Ticket TT 2447600

Problem Description

Problem Notes

Problem was not solved.

External Reference

5.11.1.1 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

5.11.2 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.

Successfully created clarification ticket with id 14588 ×

Access Trouble Ticket Detail

Main
xDSL Info
Worklog
Response
CPE Info
Billing
Internal

Ticket Header

Ticket ID 2447600

Ticket ID Sys 154737497567900

DN Info

DN / VN / NSN 0108542092

DN / VN / NSN (Requested) 0108542092

5.12 Modify Access Trouble Ticket

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

Modify Access Trouble Ticket

ISP Info

ISP

777710 - Testaccount WSG Team

Phone

0793430130

Ticket Reference

ISP Ticket Ref 20180107-102

Application Id

Application Entity Id

End User

Login

Name

Phone

Company

ZIP/City

3063 Ittigen

Street

Bernstr.

House Nr

20

Building

Contact Person

First Name

Anna

Last Name

Meier

Phone

0317654321

Language

de

Contact Notification Type

eMail

Contact Notification Email/Nr

anna.meier@test.com

Preferred Contact Type

Mobile

Preferred Contact Email/Nr

+41797654321

DN/VN/NSN

OTO Id

A.234.536.788.1

Plug Nr

1

DN Type

Netservices number

BB Type

BX

SA SLA (Requested)

Standard

Problem Description

No Signal

Contact Elements

Contract Element	Speed Profile Nr	BBCS Equipment	TT Error Category
☒ Best Effort on Fiber	2000 down / 2000 up		900 - No Sig

Problem Date/Time: 

Last Successful Login: 

Never Worked: ☐

Comment:

Measured ISP Values:

Worklog

Work Log Summary:

Work Log Notes:

Attachment: Keine ausgewählt

5.12.1 Fields

See Chapter 5.3.4

5.13 Reopen Ticket

Reopen and Close are available in the state RESOLVED and allows the ISP to close the ticket if he agrees that the issue is solved or reopen it and put it back to INWORK for Swisscom.

Access Trouble Ticket Detail

Ticket Header		DN Info		ISP	
Ticket ID	2454877	DN / VN / NSN	0108605059	ISP	777710 - Testaccount WSG Team
Ticket ID Sys	159617832903700	DN / VN / NSN (Requested)	0108605059	ISP Phone	0581111111
Entered	31. Jul. 2020 08:48:44	Current Endpoint		ISP Ticket Ref.	TestNGWSG-1051_14
Closed	31. Jul. 2020 08:54:31	DN Office	64BOL	ISP Application ID	SBL
Last modified	31. Jul. 2020 08:54:36 by SYSTEM	BB Device Location	BOL	ISP Application Entity ID	SBL:5-11111111411
TT State	RESOLVED	Site	BOL	End User	
TT State Reason	Zukünftige Verbesserungen	Site Category	RUS	Login	
Suspended	No	DSLAM Name	IPC-HIR710-S-DM-13		

Reopen the ticket and put it back to INWORK for Swisscom. Comment the open issues.

Reopen Ticket

Comment

Signal lost again

Back

submit

reset

5.14 Close Ticket

Close the ticket to CLOSED a final status. Comment the state change.

Close Ticket

Comment

Agree issue is solved

I

Back

submit

reset

5.15 Maintain/Select Access Trouble Tickets

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

Select Access Trouble Tickets

ISP	777710 - Testaccount WSG Team
Ticket ID	e.g. 12345
TT State	ENTERED REJECTED CHECKED
Ticket Issuing Date/Time	from to
Last Modified Date/Time	from to
DN / VN / NSN	
OTO ID	
Preorder Activation Code	
TT Error Category	500 - Unknown 501 - xDSL Installation Ticket 502 - SF-VIP
Billing Action	not billed Verification for Billing billing cancelled
BB Type	ADSL VDSL SDSL
Contract Element	BBCS_Standalone BBCS_on_TDM DBC - DSL_Base_Connectivity
SA SLA	Standard Intermediate Plus

5.16 Access Trouble Ticket Summary

Access Trouble Ticket Summary

#	Contr Element	Ticket ID	Ticket ID Sys	ISP ticket ref.	BBCS DN/VN/NSN	OTO Id	Preorder Activation Code	Problem Date	Ticket issuing date	Last modified	TT State	TT Error Category	Response Comment	Billing Action
detail	Best Effort on Fiber	2447620	-	ISP Ticket Ref 20180107-202	-	A.563.346.349	-	08. Jan. 2019 11:32:00	13. Jan. 2019 11:34:06	13. Jan. 2019 11:35:29	CHECKED	900 - No Signal	-	not billed
detail	Best Effort	2447600	154737497567900	ISP Ticket Ref 20180107-201	0108542092	-	-	02. Jan. 2019 11:18:00	13. Jan. 2019 11:22:21	13. Jan. 2019 11:24:42	CLOSED	541 - No Signal	-	not billed
detail	Best Effort	2447597	151721674561200	ISP Ticket Ref 20180129-101	0108203182	-	-	29. Jan. 2018 00:00:00	29. Jan. 2018 10:05:31	29. Jan. 2018 10:14:11	CLOSED	571 - Line Quality Problems	-	not billed
detail	Best Effort	2447596	SIM1232447596	12	0108891951	-	-	01. Jan. 2017 12:12:00	09. Oct. 2017 10:09:04	09. Oct. 2017 10:09:26	INWORK	539 - Unknown Error	Processing by TT system	not billed
detail	Best Effort	2447595	150753192459300	tickref	0108891951	-	-	01. Jan. 2009 00:00:00	09. Oct. 2017 08:51:52	09. Oct. 2017 08:53:11	CLOSED	539 - Unknown Error	-	not billed
detail	Best Effort	2434696	PRO770260060	123	0444519387	-	-	01. Jan. 2012 12:12:00	07. Jun. 2015 09:38:59	08. Jun. 2015 13:04:00	CLOSED	500 - Unknown	IP-Access Swisscom O.K.	Verification for Billing

[Back](#)
[Download](#)

Options:

“Back” button which will allow us to change our selection criteria.

“detail” links (underlined in blue) that will take us to the associated Access Trouble Ticket Detail screen.

“Download” buttons it is possible to download the detail-data in csv-format.

5.17 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.

5.17.1.1 Trouble Ticket Creation

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

Place Access Trouble Ticket

ISP

777710 - Testaccount WSG Team ▼

STNR DDI

DN / VN / NSN
(0314445566)

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

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

[submit](#)
[reset](#)
[xDSL Info](#)

5.17.1.2 Form Fields

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

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

Services Help / Contact Logout USER ISP

Place Trouble Ticket 2

ISP Info

ISP	777710 - Testaccount WSG Team ▼		
Phone	0793430130		
Ticket Reference	ISP Ticket Ref 20180107-101		
Application Id			
Application Entity Id			

End User

Login			
Name			
Phone			
Company			
ZIP/City	3063 Ittigen		
Street	Bernstr.	House Nr	20
Building			

Contact Person

First Name	Anna		
Last Name	Meier		
Phone	0317654321		
Language	de		
Contact Notification Type	eMail ▼		
Contact Notification Email/Nr	anna.meier@test.com		
Preferred Contact Type	Mobile ▼		
Preferred Contact Email/Nr	+41797654321		
DN/VN/NSN	0106150048		
DN Type	Netservices number ▼		
BB Type	VDSL ▼		
SA SLA (Requested)	Standard ▼		
Problem Description	No Signal		

Contact Elements

Contract Element	Speed Profile Nr	BBCS Equipment	TT Error Category
☒ Best Effort	max300000 down / 30000 up	FritzBox 3090	541 - No Sig ▾
Problem Date/Time	04.01.2019 09:00:00 		
Last Successful Login	date 		
Never Worked	☐		
Comment			
Measured ISP Values			

Appointment

Appointment Id	96687
Time Slot	08. Jan. 2019 08:00-12:00
Out of SLA	No
Out of SLA Reason	

Worklog

Work Log Summary	
Work Log Notes	
Attachment	Datei auswählen Keine ausgewählt

5.17.1.4 Form Fields

Name	Op- tional / Manda- tory	Description
ISP	n/a	Fixed item – for display only
ISP phone	M	Field automatically filled in but may be overwritten
ISP ticket ref.	M	A unique Trouble Ticket reference Id.
End-user login	M	End user login
End-user name	M	End User's contact name
End-user phone	M	End User's contact phone number
End User Notification Type	M	None, SMS or Email
End User Notification	O	End User Notification Text

Name		Op- tional / Manda- tory	Description
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

6 Connectivity Trouble Ticket Navigation and Form Input

6.1 Connectivity Trouble Ticket Selection

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

Connectivity Trouble Tickets

Place Create a new Connectivity TT	Maintain Search and maintain Connectivity TTs
--	---

6.2 Place Connectivity Trouble Ticket

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

Part 1 / 2

Place Connectivity Trouble Ticket

ISP	777710 - Testaccount WSG Team ▼
ISP Phone	079 343 01 30
	079 343 01 30
Email	contact@example.com
ISP Ticket Ref	123
Problem Description	test description

Part 2 / 2

Checklist

Router Name	ipc-bol640-s-vd-01
IP-Address	111.222.123.234
Problem Date/Time	24.08.2018 08:58:92  to 
Affected Regions	
Nr Of Fault Reports	24
Partly No Service	Yes
No Service At All	Yes
Affected DN Range	
Domains	swisscom1.com
Comment	any comment

Worklog

Summary	
Notes	

6.2.1 Form Fields

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

6.3 Connectivity Trouble Ticket Detail

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

Connectivity Trouble Ticket Detail

Main
Worklog
Response
Billing

Ticket Header

Ticket ID16281
Ticket ID Sys153509464902900
Last modified24. Aug. 2018 09:11:53 by SYSTEM
TT StateCLOSED

Checklist

Router Nameipc-bol640-s-vd-01
IP-Address111.222.123.234
Problem Date/Time From24. Aug. 2018 08:58:00
Problem Date/Time To01. Jan. 1970 01:00:00
Affected Regions-
Nr Of Fault Reports24
Partly No ServiceYes
No Service At AllYes
Affected DN Range-
Domainsswisscom1.com

Problem description

test description

ISP

ISP777710 - Testaccount WSG Team
ISP Phone079 343 01 30 (business hours)
079 343 01 30 (outside business hours)
E-Mailcontact@example.com
ISP Ticket Ref.123

Comment

any comment

Response Comment

251 - BBCS-Access Swisscom O.K.

History

Modified	User	TT State	Response Comment
24. Aug. 2018 09:11:53	SYSTEM	CLOSED	251 - BBCS-Access Swisscom O.K.
24. Aug. 2018 09:11:41	SYSTEM	CLOSED	251 - BBCS-Access Swisscom O.K.
24. Aug. 2018 09:11:35	SYSTEM	INWORK	TT sent to Backend
24. Aug. 2018 09:11:22	SYSTEM	INWORK	TT sent to Backend
24. Aug. 2018 09:11:14	SYSTEM	INWORK	TT sent to Backend
24. Aug. 2018 09:10:50	WSG Backend	PROCESSING	TT sent to Backend
24. Aug. 2018 09:10:37	SYSTEMSUPERUSER Swisscom	CHECKED	-
24. Aug. 2018 09:10:37	SYSTEMSUPERUSER Swisscom	ENTERED	-

Back
Add WorkLog
Cancel
State Change
Operation Log
Refresh

6.4 Add Worklog

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

Add WorkLog

Summary

Did X

Notes

any notes

back

submit

reset

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

6.5 Cancel Ticket

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

Cancel Ticket

Comment

back

submit

reset

Name	Optional / Mandatory	Description
Comment	M	Comment for the cancel

6.6 Search 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:

Search Connectivity Trouble Tickets

ISP	
Ticket ID	
ISP Ticket Ref	from to
TT State	ENTERED REJECTED CHECKED
Problem Date / Time	from to
Transaction Date / Time	from to
submit reset	

6.7 Connectivity Trouble Ticket Summary

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

Connectivity Trouble Ticket Summary

back
create

#	ISP Ticket Ref	Problem Description	Problem Date / Time	Transaction Date / Time	TT State
detail	-	-	07. Aug. 2018 10:25:00 - 08. Aug. 2018 10:25:00	21. Aug. 2018 10:28:14	CLOSED
detail	123	-	06. Aug. 2018 09:37:00 - 08. Aug. 2018 09:37:00	13. Aug. 2018 09:39:22	CLOSED
detail	-	asfd	30. Jul. 2018 00:00:00	30. Jul. 2018 10:01:16	CLOSED
detail	-	-	02. Aug. 2018 00:00:00	02. Aug. 2018 09:55:46	CLOSED
detail	-	-	06. Aug. 2018 08:50:00 - 21. Aug. 2018 09:40:00	02. Aug. 2018 08:57:22	CLOSED
detail	-	-	06. Aug. 2018 10:00:00 - 08. Aug. 2018 11:00:00	13. Aug. 2018 09:39:51	CLOSED
detail	123123	dfgsdfgsdfgdf	12. Aug. 2018 08:56:00	13. Aug. 2018 09:03:10	CLOSED

back
create

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.

xDSL Info

Query xDSL Info Get xDSL info for a specific access	Maintain xDSL Info -	Maintain Information Request Select information request to find out when the reconfigure line completed
---	--------------------------------	---

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

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

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

7.1 Query xDSL Info Request

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

Query xDSL Info

by

☒ DN / VN / NSN
☐ OTO
☐ OTO Partner

DN / VN / NSN

Measurement Data

☒ Realtime
☒ Historic

Query xDSL Info

by

☐ DN / VN / NSN
☒ OTO
☐ OTO Partner

OTO ID

OTO Plug Nr

Measurement Data

☒ Realtime
☒ Historic

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.
FETCH_REAL_TIME_DATA	O	Denotes whether a real-time measurement is triggered and its data is displayed or not for this xDSL Info check.
FETCH_HISTORY_DATA	O	Denotes whether historic measurement data is collected and its data is displayed or not for this 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:

Query xDSL Info

by	☒ DN / VN / NSN ☐ OTO ☐ OTO Partner
DN / VN / NSN	 required
Measurement Data	☒ Realtime ☒ Historic
Submit Reset	

Query xDSL Info

by	☒ DN / VN / NSN ☐ OTO ☐ OTO Partner
DN / VN / NSN	bla Invalid DN/VN/NSN 'bla', expected: 0317654321, 031 765 4321 or 317654321
Measurement Data	☒ Realtime ☒ Historic
Submit Reset	

7.2 Query xDSL Info Result

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

Which of the Result-Tabs are displayed depends on the initial selection of the requested measurement data.

Tab Title	Measurement Data Selection
XDSL Info	All
NA Measurement History	Historic
MELT Measurement History	All
CPE Info	Realtime
Access Optimization	All
Access Optimization History	All
Day Charts	Historic
15 Min. Charts	Historic
Reconfigure Line History	All
Resync Line History	All

7.2.1 Main Tab (for a copper line)

xDSL Info Result

ISP100008 - Swisscom (Schweiz) AG, RES		
DN / VN / NSN0108016024		
Back Refresh Transaction Overview Create Ticket Modify Access Profile Operation Log		
Start LQD 24hrs Start LQD 2min Start FPC Start Resync Line Start Reconfig Line		
xDSL Info NA Measurement History MLT Measurements CPE Info Access Optimization Access Optimization History Day Charts 15 Min. Charts Reconfigure Line		
Summary		
Request Date	01. Oct. 2018 10:28:40	01. Oct. 2018 10:24:49
Response Date	01. Oct. 2018 10:28:51	01. Oct. 2018 10:25:27
User Name	SYSTEMSUPERUSER Swisscom	SYSTEMSUPERUSER Swisscom
TBCCO/NC-CIA	000: OK	000: OK
NA	000: OK	000: OK
NA-CP	-	-
Access		
Contract Element	BBCS_Standalone	BBCS_Standalone
DN Office	64BOL	64BOL
BB Device Location	BOL	BOL
Site	BOL	BOL
Site Category	RUS	RUS
Available Technology Type	VDSL2, VDSL_Vectoring	VDSL2, VDSL_Vectoring
DSLAM Name	IPC-SURT10-S-DM-04	IPC-SURT10-S-DM-04
Network Type	WARP	WARP
Vectorized	No	No
BA Type	VDSL	VDSL
BA Active Emulated	-	-
DN Type	Netservices number	Netservices number
BB Port Line Type	ana	ana
Interleave Mode	Fastpath	Fastpath
BB PSD Class	Spec_VDSL2_17a	Spec_VDSL2_17a
Session Type	PS9	PS9
Access Profile	50000 down / 10000 up	50000 down / 10000 up
Access Profile Type	Flex-Flex Profile (Vectoring, MaxSpeedOut)	Flex-Flex Profile (Vectoring, MaxSpeedOut)
Access Profile Southbound	-	-
Technology Type	VDSL2	VDSL2
OP Status	Open Pipe Measure	Open Pipe Measure
Service		
Service Type	Best Effort	Best Effort
Service Profile	Flat	Flat
	max5000 down / 1000 up	max5000 down / 1000 up
State		
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).
Last Status Change Date/Time	01. Jan. 1970 01:00:00	01. Jan. 1970 01:00:00
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
Parameters		
Noise Margin Up	11.1 dB	11.1 dB
Noise Margin Down	14 dB	14 dB
Actual Bitrate Up	16504 kb/s	16504 kb/s
Actual Bitrate Down	55040 kb/s	55040 kb/s
Attainable Bitrate Up	21728 kb/s	21728 kb/s
Attainable Bitrate Down	85904 kb/s	85904 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		
Line Analysis Date/Time	15. Mar. 2016 14:46:15	15. Mar. 2016 14:46:15
Line Analysis 24h Date/Time	15. Mar. 2016 14:46:15	15. Mar. 2016 14:46:15
Analysis State	not available	not available
Analysis Type	LQD	LQD
Problems 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
Access Problem Type	no problem	no problem
ICA Problems		
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)	-	-
Additional Info		
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 Operation Log		
Start LQD 24hrs Start LQD 2min Start FPC Start Resync Line Start Reconfig Line		

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

Changes

Rel.	Description
20.04	Result sections are now conditionally displayed according to requested measurement data parameters
18.10	Migrated to Java
18.09	All MELT Measure values, most actual and history are in MELT Measure (form MELT Measure History)
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.

7.2.1.1 Sections

The copper main tab consists of following sections that are conditionally displayed depending on the initial selection of what measurement data should be fetched.

Section Title	Description	Measurement Data Type
Summary	Basic information about the xDSL Info check (date, user, errors)	All
Access	Technical and location information for the requested line	All
Service	Information about the current service for the requested line	All
State	The traffic light and line status information gained by a real-time measurement	Realtime
Stability Info	Line stability calculated by historic line measurement information	Historic
Parameters	Physical parameters collected during real-time measurement process	Realtime
ICA Result	Results of the In-house copper analysis done during real-time measurement	Realtime

ICA Problems	Problems that have been found during the In-house copper analysis	Realtime
Additional Info	Additional Information collected by historic line measurement results	Historic

7.2.2 NA Measure History Tab

xDSL Info
NA Measurement History
MELT Measurements
CPE Info
Access Optimization
Access Optimization History
Day Charts
15 Min. Charts
Reconfigure Line

Summary

Request Date	01. Oct. 2018 10:28:40	01. Oct. 2018 10:24:49
Response Date	01. Oct. 2018 10:28:51	01. Oct. 2018 10:25:27
User Name	SYSTEMSUPERUSER Swisscom	SYSTEMSUPERUSER Swisscom
TIBCO/NC-CIA	000: OK	000: OK
NA	000: OK	000: OK
NA-CP	-	-

Historical Measurement Values

Measured Date	Measured Time	DSLAM Name	Logical Port	Spontaneous Resyncs	Coding Violations up/down (dB)	Noise Margin up/down	Actual Bitrate up/down (kb/s)	Attainable Bitrate up/down (kb/s)	Attenuation up/down (dB)	Serial Number	Access Profile	Interleave Mode	BB PSD Class
30. Sep. 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	24c9ccc4e07647-479010226	5000-80000 down / 500-15000 up	Interleave Low	Spec_VDSL2_17a
29. Sep. 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	24c9ccc4e07647-479010226	5000-80000 down / 500-15000 up	Interleave Low	Spec_VDSL2_17a
28. Sep. 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	24c9ccc4e07647-479010226	5000-80000 down / 500-15000 up	Interleave Low	Spec_VDSL2_17a
27. Sep. 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	24c9ccc4e07647-479010226	5000-80000 down / 500-15000 up	Interleave Low	Spec_VDSL2_17a
26. Sep. 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	24c9ccc4e07647-479010226	5000-80000 down / 500-15000 up	Interleave Low	Spec_VDSL2_17a
25. Sep. 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	24c9ccc4e07647-479010226	5000-80000 down / 500-15000 up	Interleave Low	Spec_VDSL2_17a
24. Sep. 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	24c9ccc4e07647-479010226	5000-80000 down / 500-15000 up	Interleave Low	Spec_VDSL2_17a

Changes

Rel.	Description
18.10	Migrated to Java
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)

7.2.3 MELT Measure Tab

For DBC, BBCS Standalone and LCS-LEC and technology type: VDSL Vectoring or G.Fast a MELT measurement is possible (This is configurable and may change). If you want to start a new MELT press “Start MELT Data”.

After at earliest 30 seconds click “Refresh MELT Data” to show data return from the backend.

xDSL Info Result

ISP 100008 - Swisscom (Schweiz) AG, RES
 DN / VN / NSN 0108016024

[Back](#)
[Refresh](#)
[Transaction Overview](#)

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

[Start MELT](#)

If after "Start MELT" there is still no MELT data available or the most recent measurement is outdated, press "Refresh MELT" at the earliest after 30 seconds.

[Refresh MELT](#)

[Back](#)
[Refresh](#)
[Transaction Overview](#)

[Ask Swisscom](#)

MELT Measures with 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.

xDSL Info Result

ISP 100008 - Swisscom (Schweiz) AG, RES
DN / VN / NSN 0108016024

[Back](#) [Refresh](#) [Transaction Overview](#)

[xDSL Info](#) [NA Measurement History](#) **[MELT Measurements](#)** [CPE Info](#) [Access Optimization](#) [Access Optimization History](#) [Day Charts](#) [15 Min. Charts](#) [Reconfigure Line](#)

	Analysis Date	MELT State	Line Length A	Line Length B	AC V AB	AC V AG	AC V BG	DC V AB	DC V AG	DC V BG	R AB	R BA	R AG	R BG	C AB	C AG	C BG
Most Recent	04. Sep. 2019 11:50:16	18 - No fault found. No customer device detected. Unplugging of customer device(s) detected.	89 m	37 m	0.011 V	0.011 V	0.011 V	-0.028 V	-0.216 V	-0.189 V	10000000 Ω	10000000 Ω	10000000 Ω	10000000 Ω	92 nF	0 nF	1 nF
	28. Aug. 2019 11:50:16	14 - Fault found: line is interrupted before the UP.	88 m	37 m	0.012 V	0.008 V	0.01 V	0.155 V	0.207 V	-0.011 V	9134318 Ω	9887881 Ω	9437135 Ω	9816951 Ω	56.235 nF	0.075 nF	0.005 nF
	21. Aug. 2019 11:50:16	11 - Fault found: Unknown fault. A faulty device is likely the cause.	93 m	5 m	0.011 V	0.01 V	0.01 V	0.203 V	0.013 V	0.013 V	9981111 Ω	9282610 Ω	9129366 Ω	9788727 Ω	35.909 nF	0.022 nF	0.153 nF
	14. Aug. 2019 11:50:16	8 - Fault found: Unknown fault. A faulty device, or a short circuit to an unknown source is likely the cause.	96 m	94 m	0.009 V	0.011 V	0.008 V	0.075 V	0.24 V	0.162 V	9503146 Ω	9432312 Ω	9020455 Ω	9009278 Ω	33.608 nF	0.005 nF	0.117 nF

[Start MELT](#)

If after "Start MELT" there is still no MELT data available or the most recent measurement is outdated, press "Refresh MELT" at the earliest after 30 seconds.

[Refresh MELT](#)

[Back](#) [Refresh](#) [Transaction Overview](#)

[Ask Swisscom](#)

Changes

Rel.	Description
19.06	Added 13 value as AC and DC voltage (V), resistance (Ω) and capacitance (nF) on the line.
18.10	Migrated to Java
18.09	All MELT Measure values, most actual and history are in MELT Measure (form MELT Measure History)
18.04	New Tab MELT History

7.2.4 CPE Info Tab

xDSL Info
NA Measurement History
CPE Info
Access Optimization
Access Optimization History
Day Charts
15 Min. Charts
Reconfigure Line

CPE Info

CPE Name
CPE Vendor Serial Number
CPE Vendor Id
CPE System Vendor Id
CPE Version Number

ADB V226N1 Centro Grande
7C26649B6820 F5360 SG4D10001362
B5004244434D206A
3D005341474D0000
Avfh43j2.26u 13

ADB V226N1 Centro Grande
-
-
-
-

	Technology Type	Capability Overall	Capability Hardware	Capability Firmware
Capability	VDSL2	Not capable	yes	yes, but SFP needed
	VDSL Vectoring	capable	yes, but SFP needed	no
	G.FAST	friendly	no	yes

CPE Comment
CPE Info Comment

-

Changes

Rel.	Description
19.11	New CPE Info attributes CPE Vendor Number, Vendor Id, System Vendor Id, Version Number, removed CPE Type (duplicate from CPE Name).
18.10	Migrated to Java
9.15.0	At the CPE Info Separate Capability structures for VDSL Vectoring and G.FAST extend the vectoring only Vectoring Capability, Vectoring Capable Hardware, Vectoring Capable Firmware attributes.

7.2.5 Access Optimization Tab

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

xDSL Info
NA Measurement History
MELT Measurements
CPE Info
Access Optimization
Access Optimization History
Day Charts
15 Min. Charts
Reconfigure Line

Qualification Info

LQS Max Technology Type	VDSL2
LQS Max Access Profile	50000 down / 10000 up
Interleave Mode	Fastpath
NA Failure Type	OK
NA Max Technology Type	VDSL2
NA Max Access Profile	44000 down / 10000 up

	Code	Description
Reasons of Potential	-1000	stability issue - outstanding downgrooming (ServiceImpact)
	1000	Pending upgrooming
	1001	old CPE Firmware

Running Netdriven Action

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

Last Netdriven Action

Netdriven Process	LastProcess 2		
Start Date/Time	29. Sep. 2018 22:29:11		
Input Reason	aInputReason 2		
Action	aAction 2		
Initiator	aInitiator 2		
Port Config			Before
	BB PSD Class	VDSL_CAB04_1	VDSL_CAB11_1
	Technology	VDSL2	ADSL
	Technology Type	VDSL2	VDSL Vectoring
	Access Profile	20000 down / 6000 up	25000 down / 10000 up
	Interleave Mode	Interleave Low	Interleave Medium
	Effective Speed / Virtual Profile	300000 M down / 200000 M up	500000 M down / 400000 M up

Changes

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

7.2.6 Access Optimization History Tab

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

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

Past Netdriven Actions

Netdriven Process	LastProcess 2		
Start Date/Time	29. Sep. 2018 22:29:11		
Input Reason	aInputReason 2		
Action	aAction 2		
Initiator	aInitiator 2		
Port Config		Before	After
	BB PSD Class	VDSL_CAB04_1	VDSL_CAB11_1
	Technology	VDSL2	ADSL
	Technology Type	VDSL2	VDSL Vectoring
	Access Profile	20000 down / 6000 up	25000 down / 10000 up
	Interleave Mode	Interleave Low	Interleave Medium
	Effective Speed /	300000 M down / 200000	500000 M down / 400000
	Virtual Profile	M up	M up
Netdriven Process	LastProcess 1		
Start Date/Time	29. Sep. 2018 10:29:11		
Input Reason	aInputReason 1		
Action	aAction 1		
Initiator	aInitiator 1		
Port Config		Before	After
	BB PSD Class	VDSL_CAB04_1	VDSL_CAB11_1
	Technology	VDSL2	ADSL
	Technology Type	VDSL2	VDSL Vectoring
	Access Profile	20000 down / 6000 up	25000 down / 10000 up
	Interleave Mode	Interleave Low	Interleave Medium
	Effective Speed /	300000 M down / 200000	500000 M down / 400000
	Virtual Profile	M up	M up
Netdriven Process	LastProcess 0		
Start Date/Time	28. Sep. 2018 22:29:11		
Input Reason	aInputReason 0		
Action	aAction 0		
Initiator	aInitiator 0		
Port Config		Before	After
	BB PSD Class	VDSL_CAB04_1	VDSL_CAB11_1
	Technology	VDSL2	ADSL
	Technology Type	VDSL2	VDSL Vectoring
	Access Profile	20000 down / 6000 up	25000 down / 10000 up
	Interleave Mode	Interleave Low	Interleave Medium
	Effective Speed /	300000 M down / 200000	500000 M down / 400000
	Virtual Profile	M up	M up

Changes

Rel.	Description
18.10	Migrated to Java
18.06	New Access Optimization History Tab

7.2.7 Day Charts Tab

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



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

7.2.8 15 Minute Charts Tab

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



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

7.2.9 Reconfigure Info Tab

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

[xDSL Info](#)
[NA Measurement History](#)
[CPE Info](#)
[Access Optimization](#)
[Access Optimization History](#)
[Day Charts](#)
[15 Min. Charts](#)
[Reconfigure Line](#)

Show Reconfiguration

Information Request Reconfigure Line Overview

back

#	ISP	Information Request ID	DN/VN/NSN	Object Type	Object State	Object Step	Transaction Date/Time
detail	999998	87051	0108016024	ReconfigLine	COMPLETED	processingSuccess	27. Sep. 2018 16:15:46
detail	999998	87050	0108016024	ReconfigLine	COMPLETED	processingSuccess	27. Sep. 2018 15:32:24
detail	999998	87049	0108016024	ReconfigLine	COMPLETED	processingSuccess	27. Sep. 2018 14:34:19

Information Request Reconfigure Line Detail

Information Request ID	87051
DN / VN / NSN	0108016024
Transaction Date/Time	27. Sep. 2018 16:15:46
ISP	999998 - SCS ASS
Object Type	ReconfigLine
Object State	COMPLETED
Object Step	processingSuccess

History

Object State	Object Step	Transaction Date/Time	Username	Comment
COMPLETED	processingSuccess	27. Sep. 2018 16:15:46	WSG Inbound	Received state-text 'Sample state text'
PROCESSING	processingStart	27. Sep. 2018 16:15:27	SYSTEMSUPERUSER Swisscom	-

7.2.10 Resync Info Tab

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

[xDSL Info](#)
[NA Measurement History](#)
[CPE Info](#)
[Access Optimization](#)
[Access Optimization History](#)
[Day Charts](#)
[15 Min. Charts](#)
[Reconfigure Line History](#)
[Resync Line History](#)

Show Resync History

Information Request Overview

Back

#	ISP	Information Request ID	DN/VN/NSN	Object Type	Object State	Object Step	Transaction Date/Time
detail	777710	86640	0108891951	ResyncLine	COMPLETED	processingSuccess	14. Apr. 2020 13:21:56
detail	777710	86639	0108891951	ResyncLine	COMPLETED	processingSuccess	14. Apr. 2020 13:21:41
detail	777710	86638	0108891951	ResyncLine	COMPLETED	processingSuccess	14. Apr. 2020 12:32:48
detail	777710	86636	0108891951	ResyncLine	COMPLETED	processingSuccess	14. Apr. 2020 08:19:59

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7.2.11 Requery xDSL Info with Refresh

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

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

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

7.2.12 Main Tab (for a fiber line)

xDSL Info Result

ISP 777710 - Testaccount WSG Team

DN / VN / NSN 0108389312

[Back](#)
[Refresh](#)
[Transaction Overview](#)
[Create Ticket](#)
[Start Reconfig Line](#)
xDSL Info

Summary

Request Date	04. Jul. 2019 16:19:52	04. Jul. 2019 16:19:07
Response Date	04. Jul. 2019 16:20:23	04. Jul. 2019 16:19:29
User Name	USER ISP	USER ISP

Access

Contract Element	BBCS_F (Fiber)	BBCS_F (Fiber)
DN Office	65XAF	65XAF
BB Device Location	DEVLOC	DEVLOC
DSLAM Name	ipd-wip780-s-fa-14	ipd-wip780-s-fa-14
BB Type	BX	BX
DN Type	Netservices number	Netservices number
Session Type	DHCP	DHCP
Access Profile	1G down / 1G up	1G down / 1G up
Access Profile Type	-	-
Splitter Ratio	1:1	1:1
Splitter Cable	SplitterCable	SplitterCable

Service

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

State

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

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[Refresh](#)
[Transaction Overview](#)
[Create Ticket](#)
[Start Reconfig Line](#)
[Ask Swisscom](#)

Changes

Rel.	Description
19.07	Splitter Ration and Cable added
18.10	Migrated to Java
18.03	TX- and RX Power added
9.15	Added attributes - Fan Port Light, xDSL Line State, optional Problem Description and Repair Action. Undisplayed attributes for fiber. - BB ADLS Emulated, DSLAM Vectoring Capable, Vectorized, DSLAM Vectoring Planned Date, Reason of Potential, Site, Site Category, Technology Type, Op Status, NetworkType, Bb Psd Class, Interleave Mode Alarms are removed

7.3 Start LQD 24 hours / Start LQD 2min

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

Prepare Start Command

ISP 100008 - Swisscom (Schweiz) AG, RES
 DN / VN / NSN 0108016024
 Start Command start Line Quality Diagnosis 24hrs

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

E-Mail Address

Picture Required ☐

[Back](#) [Submit](#) [Reset](#)

7.3.1 Form Fields

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

7.4 Start Fast Profile Change (FPC)

Start a fast profile change:

Prepare Start Command

ISP 100008 - Swisscom (Schweiz) AG, RES
DN / VN / NSN 0108016024
Start Command start Fast Profile Change

Mobile Number

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

Back

Submit

Reset

If you confirm using the button submit, the 'Fast Profile Change' is started.

Successfully sent start command.



7.5 Start Resynch Line

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

Prepare Start Command

ISP 100008 - Swisscom (Schweiz) AG, RES
DN / VN / NSN 0108016024
Start Command start Resynchronize Line

Do you really want to resynchronize the line?

Back

Submit

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

Successfully sent start command.



7.6 Start Reconfigure Line

7.6.1 Network ATM, EAP

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

Prepare Start Command

ISP 100008 - Swisscom (Schweiz) AG, RES

DN / VN / NSN 0108016024

Start Command start Reconfig Line

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

Back

Submit

If you confirm using submit:

Successfully sent start command. Information Request ID: 87052 ([detail](#))

×

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

7.6.2 Network WARP

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

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

Prepare Start Command

ISP 100008 - Swisscom (Schweiz) AG, RES
DN / VN / NSN 0108016024
Start Command start Reconfig Line

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

Back

Submit

If you confirm using submit:

Successfully sent start command. Information Request ID: 87052 ([detail](#))

×

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

7.7 Modify access profile

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

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

Modify Access Profile

ISP 777710 - Testaccount WSG Team
 DN / VN / NSN 0108190138
 BB Type VDSL
 DSLAM Type CAN
 Network Type WARP
 Current Technology Type VDSL2
 Current Access Speed 176 - 12M down / 600k up (Not-Profile)
 Current Interleave Mode Interleave Low
 Current Access Profile Type Flex-Flex Profile (Vectoring, MaxSpeedOut)
 Current BB PSD Class Spec_VDSL2_17a
 Current Available Technology Type VDSL Vectoring
 Current OP Status Open Pipe Manual

New

Access Speed	Technology Type	Interleave Mode	BB PSD Class
☐ 33 - 2M-3M down / 100k-300k up (Not-Profile)	VDSL2	Interleave Medium	Spec_VDSL2_17a
☐ 34 - 5M down / 400k-600k up (Not-Profile)	VDSL2	Interleave Low	Spec_VDSL2_17a
☐ 34 - 5M down / 400k-600k up (Not-Profile)	VDSL2	Interleave Medium	Spec_VDSL2_17a
☐ 34 - 5M down / 400k-600k up (Not-Profile)	VDSL2	Interleave High-1	Spec_VDSL2_17a
☐ 34 - 5M down / 400k-600k up (Not-Profile)	VDSL2	Interleave High-2	Spec_VDSL2_17a
☐ 34 - 5M down / 400k-600k up (Not-Profile)	VDSL2	Interleave High-3	Spec_VDSL2_17a
☐ 158 - 8M down / 400k up (Not-Profile)	VDSL2	Interleave Low	Spec_VDSL2_17a
☐ 158 - 8M down / 400k up (Not-Profile)	VDSL2	Interleave Medium	Spec_VDSL2_17a
☐ 158 - 8M down / 400k up (Not-Profile)	VDSL2	Interleave High-1	Spec_VDSL2_17a

Set OP Status to Manual ☐

Comment

Modify Access Profile order started. Order Nr. 10000820181001000023000000 [\(detail\)](#)

7.7.1 Form Fields

Name	Optional / Mandatory	Description
New	M	New Speed Profile Nr

Name	Optional / Mandatory	Description
Set OP Status to Manual	M	Default is unchecked (N), for checked the OP Status is manually set to Open Pipe LQS Max

7.8 Select xDSL Info

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

Maintain xDSL Info

ISP

DN / VN / NSN

OTO ID

Last Modified Date/Time

from

to

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

7.8.1 Form Fields

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

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

7.9 xDSL Info Summary

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

xDSL Info Summary

	Request Date/Time	Username	ISP	DN / VN / NSN	OTO Id	BB Type	xDSL Line Status	Last Status Change Date/Time
detail	01. Oct. 2018 12:54:56	SYSTEMSUPERUSER Swisscom	100008 - Swisscom (Schweiz) AG, RES	0108016024	-	VDSL	up	01. Jan. 1970 01:00:00
detail	01. Oct. 2018 12:53:36	SYSTEMSUPERUSER Swisscom	100008 - Swisscom (Schweiz) AG, RES	0108016024	-	VDSL	up	01. Jan. 1970 01:00:00
detail	01. Oct. 2018 12:51:13	SYSTEMSUPERUSER Swisscom	100008 - Swisscom (Schweiz) AG, RES	0108016024	-	VDSL	up	01. Jan. 1970 01:00:00
detail	01. Oct. 2018 12:49:31	SYSTEMSUPERUSER Swisscom	100008 - Swisscom (Schweiz) AG, RES	0108016024	-	VDSL	up	01. Jan. 1970 01:00:00
detail	01. Oct. 2018 12:47:00	SYSTEMSUPERUSER Swisscom	100008 - Swisscom (Schweiz) AG, RES	0108016024	-	VDSL	up	01. Jan. 1970 01:00:00

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

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

7.10 xDSL Info Detail

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

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

A single query result is always displayed in this view.

7.11 Maintain Information Request

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

Search Information Request Reconfigure Line

ISP

Information Request ID

DN/VN/NSN

Object Type

Transaction Date / Time

[Back](#) [Submit](#) [Reset](#)

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

7.11.1 Information Request Reconfigure Line Detail

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

Information Request Reconfigure Line Overview

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#	↕ ISP	↕ Information Request ID	↕ DN/VN/NSN	↕ Object Type	↕ Object State	↕ Object Step	↕ Transaction Date/Time
detail	999998	87052	0108016024	ReconfigLine	COMPLETED	processingSuccess	01. Oct. 2018 12:51:37

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You can click on Detail for having further informations

7.11.2 Information Request Reconfigure Line Detail

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

Information Request Reconfigure Line Detail

Information Request ID	87052
DN / VN / NSN	0108016024
Transaction Date/Time	01. Oct. 2018 12:51:37
ISP	999998 - SCS ASS
Object Type	ReconfigLine
Object State	COMPLETED
Object Step	processingSuccess

History

Object State	Object Step	Transaction Date/Time	Username	Comment
COMPLETED	processingSuccess	01. Oct. 2018 12:51:37	WSG Inbound	Received state-text 'Sample state text'
PROCESSING	processingStart	01. Oct. 2018 12:51:18	SYSTEMSUPERUSER Swisscom	-

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[Refresh](#)

8 Connectivity Check Navigation and Form Input

The following screen offers two dialogs to do a new connectivity check query or search past results.

Connectivity Check

Query Connectivity Check

Get Connectivity Check info for a specific access

Maintain Connectivity Check

Search and inspect past Connectivity Check results

8.1 Query Connectivity Check

Using the following form the ISP can execute a new Connectivity Check. The Check can be made either by DN / VN / NSN or by OTO.

Connectivity Check Query

by

☒ DN / VN / NSN

☐ OTO

DN / VN / NSN

0108882083

submit

reset

8.1.1 Connectivity Check Query Result

On the following page the ISP can view the result of the check. Additionally, the result of the latest previous check is displayed on the right hand side.

Connectivity Check Query Result

Main			Service TTs	Maintenance TTs
Check ID	129		128	
ISP ID	100036		100036	
DN / NSN	0108882083		0108882083	
OTO ID	-		-	
OTO Partner Label	-		-	
OTO Plug Nr	-		-	
Get Service Status Order ID	10003620180824000030000000		10003620180824000029000000	
IP Address	153.25.243.31		153.25.243.31	
Access ID	-		-	
Vitality Value	100		0	
Vitality Confidence	65		50	
Traffic Light				

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8.2 Search Connectivity Checks

On this page the ISP can give some criteria for searching Connectivity Checks executed in the past

Search Connectivity Checks

ISP	
Check ID	e.g. 12345
DN / NSN	0108882083
OTO ID	
Request Date/Time	from <input type="calendar"/> to <input type="calendar"/>
submit reset	

8.2.1 Connectivity Check Overview

On the following page the User is presented with an Overview of the Connectivity Checks matching the search criteria.

Connectivity Check Overview

	↕ Check ID	↕ ISP ID	↕ DN / NSN	↕ OTO Id	↕ OTO Partner Label	↕ OTO Plug Nr	↕ IP Address	↕ Access ID
detail	126	100036	0108882083	-	-	-	153.25.243.31	-
detail	125	100036	0108882083	-	-	-	153.25.243.31	-
detail	124	100036	0108882083	-	-	-	153.25.243.31	-
detail	123	100036	0108882083	-	-	-	153.25.243.31	-
detail	122	100036	0108882083	-	-	-	153.25.243.31	-
detail	121	100036	0108882083	-	-	-	153.25.243.31	-
detail	120	100036	0108882083	-	-	-	153.25.243.31	-

8.2.2 Connectivity Check Detail

When clicking on the 'detail' link the following page will contain the Connectivity Check's result, similar to the 'Connectivity Check Query Result' page but without the previous result.

Connectivity Check Detail

Main	Service TTs	Maintenance TTs
Check ID	92	
ISP ID	777710	
DN / NSN	0106000009	
OTO ID	A.234.536.788	
OTO Partner Label	-	
OTO Plug Nr	1	
Get Service Status Order ID	77771020180820000019000000	
IP Address	-	
Access ID	-	
Vitality Value	100	
Vitality Confidence	65	
Traffic Light		

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9 UMSA / Planned Work Navigation and Form Input

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

UMSA / Planned Work

Get ISP Planned Outage

Order Planned Outage Report per ISP (asynchronous)

Get DN/NSN Planned Outage

Query Planned Outage per DN or NSN

9.1 Get ISP Planned Outage

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

Get ISP Planned Outage

ISP	777710 - Testaccount WSG Team ▼
DN Type UMSA	Economy Line Multi Line Multi Line (MSN)
DN Type PW	Economy Line Multi Line Multi Line (MSN)
Period	14.10.2018 15:57:1 3.10.2018 00:00:00
submit reset	

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

ISP Planned Outage Summary

Information Request ID 86636
 Response File Name 777710_007_20180831_86636.xml

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

9.2 Get DN/NSN Planned Outage

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

Get DN/NSN Planned Outage

ISP

777710 - Testaccount WSG Team

DN / VN / NSN

0108203182

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

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

Get DN/NSN Planned Outage Summary

UMSA/PW Id	Interruption Start Date/Time	Interruption End Date/Time	Duration (min)	Low Ir Umsa Pw Inter Reason	Source	Services
77873	01. Sep. 2018 17:12:49	04. Sep. 2018 17:12:49	30	[LOV ENTRY FOR VALUE 35 N/A]	PW	-

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10 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.

Search Transaction

DN / VN / NSN

☐ No Get-Service-Status Orders

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

Transaction Overview

#	Transaction Date / Time	Transaction Type	State	ISP (Donor)	DN/VN (Req/Old)	External Reference
work ticket	20. Aug. 2018 10:30:16	WORK_TICKET	PROCESSING	100008 - Swisscom (Schweiz) AG, RES	0315544555	DGe
work order	20. Aug. 2018 10:29:54	WORK_ORDER (BBCS_GETSTATUS)	COMPLETED	999999 - OM	0315544555	-
work order	20. Aug. 2018 10:28:38	WORK_ORDER (BBCS_GETSTATUS)	COMPLETED	999999 - OM	0315544555	-
access tt	21. Nov. 2017 14:25:10	ACCESS_TICKET	CLOSED	100008 - Swisscom (Schweiz) AG, RES	0315544555	Test Ticket 123
work order	21. Nov. 2017 14:23:31	WORK_ORDER (BBCS_GETSTATUS)	COMPLETED	100008 - Swisscom (Schweiz) AG, RES	0315544555	-
work order	07. Feb. 2017 15:48:28	WORK_ORDER (BBCS_CREATE)	COMPLETED	100500 - SCS AG All-IP Copperline	0108906953	-
work order	07. Feb. 2017 15:48:21	WORK_ORDER (BBCS_CREATE)	COMPLETED	100500 - SCS AG All-IP Copperline	0108906953	-
work order	07. Feb. 2017 15:45:09	WORK_ORDER (BBCS_CREATE)	COMPLETED	100500 - SCS AG All-IP Copperline	0108906953	-

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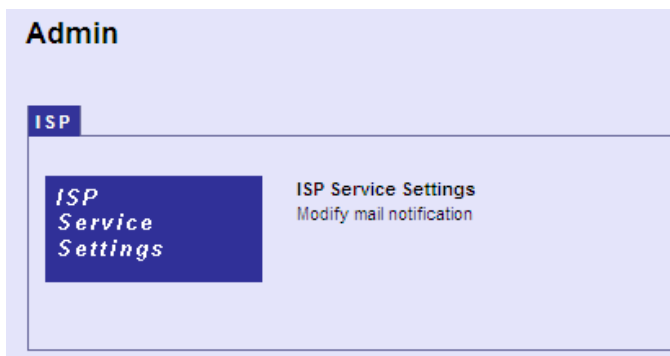
Field	Description
Last Modified	The timestamp of the last modification followed by the name of the author.
Transaction Type	The transaction type followed by the subtype in parenthesis if available. The following combinations of transaction type and subtype are possible: - WORK_ORDER - BBCS_CREATE - BBCS_MODIFY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

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

11 Trouble Ticket Admin Tasks

11.1 ISP Admin Tasks

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



11.2 Trouble Ticket ISP Settings

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

11.2.1 Access TT Settings

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

Trouble Ticket ISP Settings

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

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

ISP: 777710 Testaccount WSG Team

State change e-mail:

Notify on entering state:

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

11.2.1.1 Form Fields

Field	Optional / Mandatory	Description
ISP	n/a	Fixed item – for display only
State Change E-mail	M	E-mail address of person designated to receive state change notification Emails

Field	Optional / Mandatory	Description
Notify On Entering State	M	Two sets (columns) of checkboxes, the first column is used for notifications by Email, the second column is used for notifications by a webservice-call. In the two columns for each possible ticket state there is a checkbox to select the notification.

11.2.2 Connectivity TT Settings

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

Trouble Ticket ISP Settings

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

ISP 777710 Testaccount Peter Rosenberger

State change e-mail

Notify on entering state

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

back
submit
reset

11.2.3 Information Request Settings

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

Trouble Ticket ISP Settings

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

ISP: 777710 Testaccount Peter Rosenberger

Information Request notification email:

Notify on entering state:

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

back submit reset

11.2.4 Network Customer Notification Settings

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

Trouble Ticket ISP Settings

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

ISP: 777710 Testaccount Peter Rosenberger

Network Customer Notification ISP E-Mail:

Notify on entering state:

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

back submit reset

11.2.5 Alarm Settings

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

Trouble Ticket ISP Settings

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

ISP 777710 Testaccount Peter Rosenberger

Alarm notification e-mail - DSLAM Alarm

Alarm notification e-mail - IA

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

11.2.6 Error Category Settings

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

Trouble Ticket ISP Settings

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

ISP 777710 Testaccount Peter Rosenberger

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

12 Documents

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

Documents

External

WSG_Messages_V79.pdf
ISP_BBCS_Assurance_User_Manual_V45.pdf
B2B_General_Functions_V28.pdf
B2B_xDSL-Info_Function_V21.pdf

Download



After selecting a document and clicking on “download” it will be downloaded.



13 Reports

The following screen offers three dialogs to do reports.

Trouble Ticket Reports

Overdue Tickets Get a report of overdue tickets	Trouble Ticket Access List Get a report of a list of trouble ticket access	Existing Standard Reports Get a existing standard reports
---	--	---

Each of the reports requires the definition of a valid period.

Clicking on the “download” button will generate a spreadsheet application readable report file.

13.1 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).

Overdue Tickets

Date From

Date To

13.2 Trouble Ticket Access

This report lists each trouble ticket with several detail information.

Trouble Ticket Access List

Date to

Contr Element

Multiple Choice or Blank=Master Report

BB Type

Multiple Choice or Blank=Master Report

13.3 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 9 “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

Existing Standard Reports

File Name	777710_25_86893.xml
download	reset

14 Alarms

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

14.1 Select Alarm

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

Search Alarms

Alarm Source	
Alarm Type	IA-IPPOOL IA-DSLAM IA-BRAS
Alarm Code	
Alarm Status	Open Acknowledged
Creation Date / Time	from  to 
Alarm Message	
BBCS DN/VN/NSN	
Correlation Id	
Alarm Detail	
submit reset	

14.1.1 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

14.2 Alarm Summary

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

Alarm Summary

back		acknowledge							
#	ACK	Alarm Source	Alarm Type	Alarm Code	Alarm Message	BBCS DN/VN/NSN	Correlation Id	Creation Date/Time	Alarm Status
detail		SPTIL	IA-IPPOOL	100104	100% (2/2) scopes for scope type 'FL_dyn_P1' are currently deployed	-	-	12. Jun. 2015 15:29:00	Acknowledged
detail		SPTIL	IA-IPPOOL	100104	100% (2/2) scopes for scope type 'LI_dyn_P1' are currently deployed	-	-	16. Jun. 2015 15:29:00	Acknowledged
detail		SPTIL	IA-IPPOOL	100104	100% (2/2) scopes for scope type 'FL_dyn_P2' are currently deployed	-	-	18. Jun. 2015 15:30:00	Acknowledged
detail	☐	SPTIL	IA-IPPOOL	100104	100% (2/2) scopes for scope type 'FL_dyn_P2' are currently deployed	-	-	27. May. 2015 15:29:00	Open
detail	☐	SPTIL	IA-IPPOOL	100104	100% (2/2) scopes for scope type 'LI_dyn_P1' are currently deployed	-	-	04. Jun. 2015 15:29:00	Open
detail	☐	SPTIL	IA-IPPOOL	100104	100% (2/2) scopes for scope type 'LI_dyn_P1' are currently deployed	-	-	12. Jun. 2015 15:30:00	Open
back		acknowledge							

14.2.1 Form Fields

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

14.3 Alarm Detail

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

Alarm Detail

ISP	777710 - Testaccount WSG Team
Alarm Source	SPTIL
Alarm Type	IA-IPPOOL
Alarm Code	100104
Alarm Status	Open
Creation Date/Time	27. May. 2015 15:29:00
Transaction Date/Time	27. May. 2015 15:30:00
BBCS DN/VN/NSN	-
Correlation Id	-
Alarm Message	100% (2/2) scopes for scope type 'FL_dyn_P2' are currently deployed
Alarm Detail	Scope=[access-protocol=null,address-type=dynamic,pool-type=pool2,service-type=Flat]BRAS=null

[back](#)[acknowledge](#)

15 Trouble Ticket Management, Validation and Rules

15.1 Overview of Processing

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

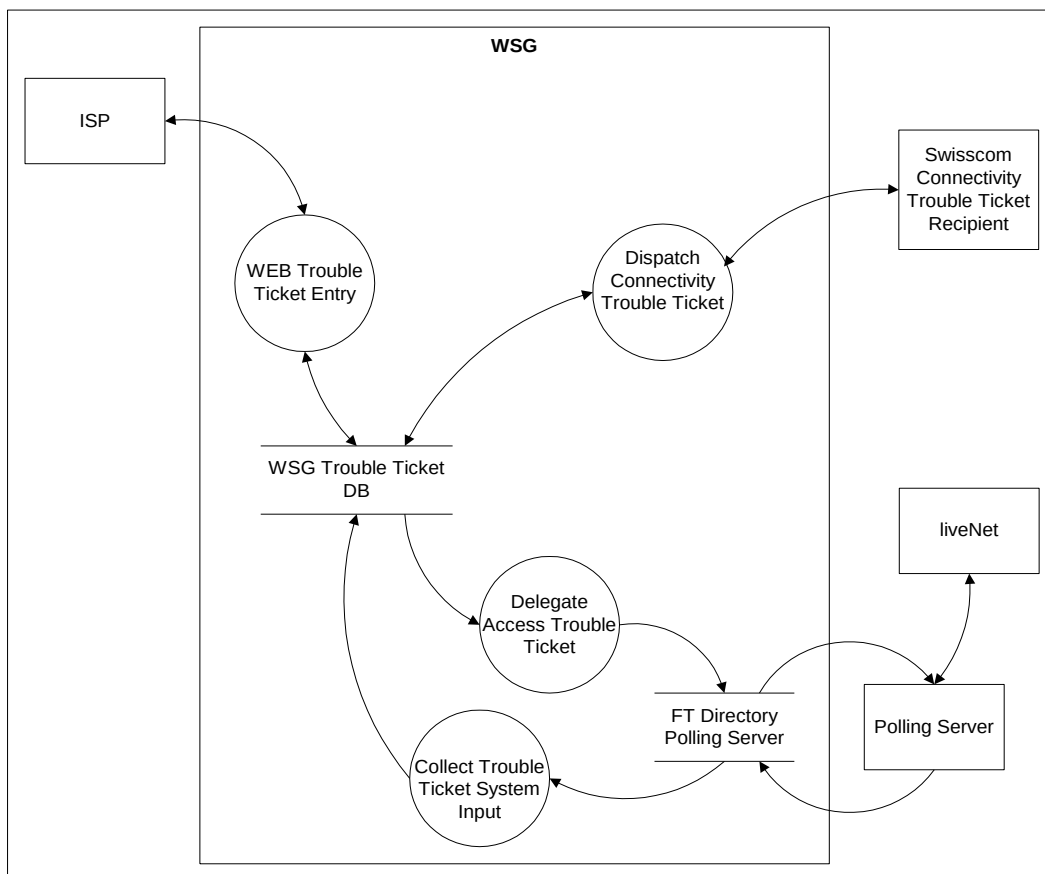


Figure 3 - Systematic View of the Trouble Ticket Data Flow

15.2 Trouble Ticket States

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

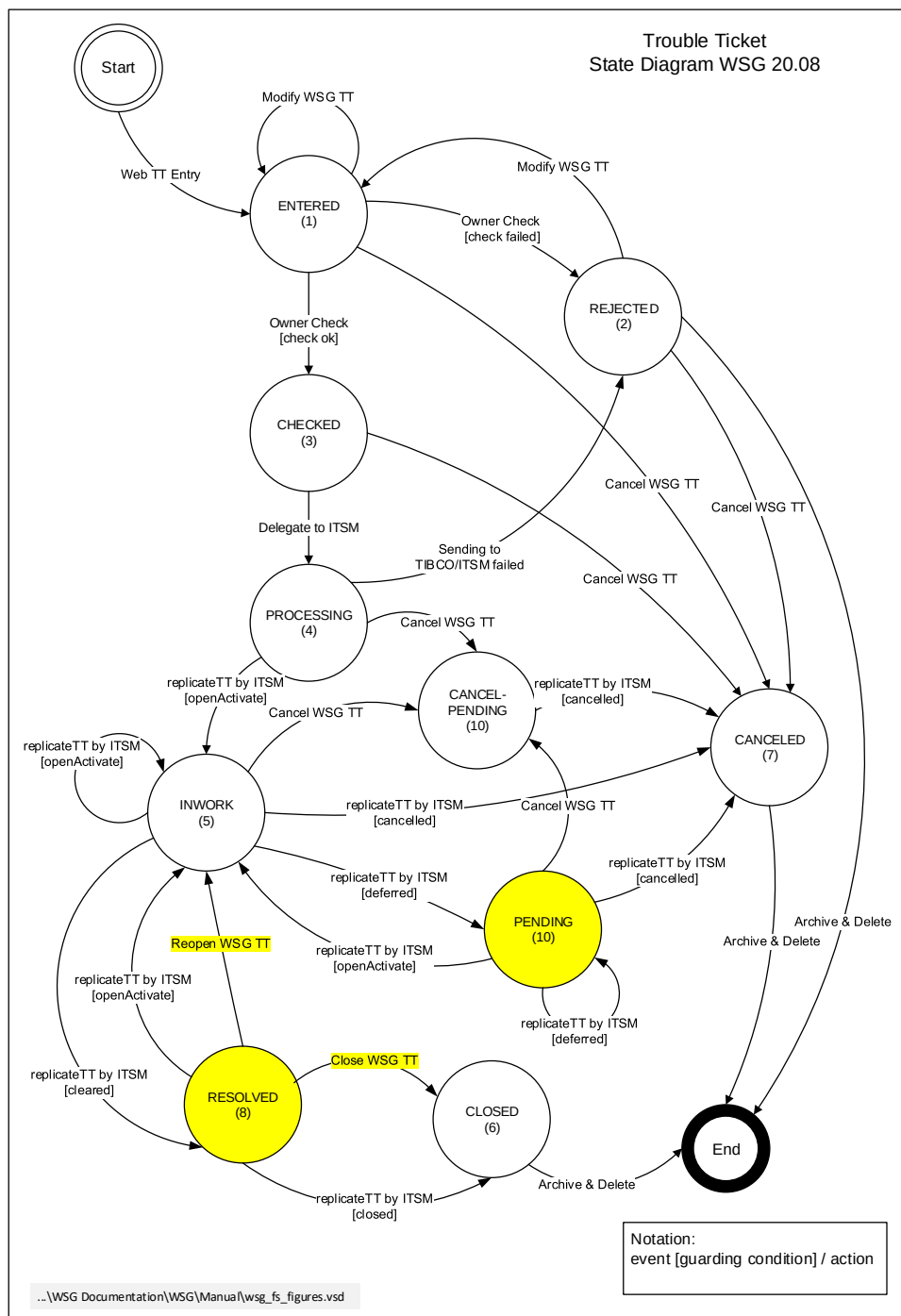


Figure 4 - Trouble Ticket States

15.3 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	RESOLVED	The Trouble Ticket is resolved, time and cost are entered. It is read for close.
10	PENDING	The work on Trouble Ticket because a prerequisite is waited on. The comment or worklog should explain the details.
16	CANCEL_PENDING	If cancelled in the state PROCESSING and INWORK and wait state CANCELLED to be acknowledge by the backend.

15.4 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.

15.5 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).

15.6 Access Trouble Ticket

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

15.6.1 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).

15.6.2 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.

15.6.3 Processing of Access Trouble Tickets

As soon as a trouble ticket has passed the WSG internal validation (which means the trouble ticket has reached the state "CHECKED"), the trouble ticket will be forwarded to Swisscom's Assurance systems (liveNet and other applications).

Relevant answers or information to a trouble ticket are given to WSG and will be presented by a further (state change) entry in the history of the trouble ticket.

15.6.4 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

15.6.5 Network Customer Notifications

Ticket Type = customerNotificationRequestContent/ticket/type

Copper Info = customerNotificationRequestContent/customerReference/identification/copperInfo

Template Id auch "Customer Notification Type"

Template Id = customerNotificationRequestContent/notificationList/channel/templateId

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