

ISP/COPA/PARTNER WSG Information Services User Manual

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1 Introduction

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

Chapter 2 describes the principals of “How to use the document”, i.e. validation, navigation (buttons and pull-down menus), and error messages.

The Application is WEB based and supports the following Web-Browsers

- Microsoft Internet Explore Version 8.0 and higher
- Mozilla Firefox Version 4 and higher

1.1 Terms and abbreviations

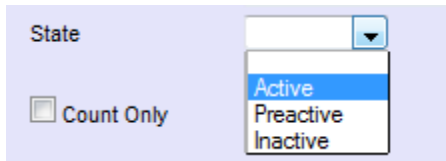
aka	also known as
COPA	Cooperation Partner
FCO	Fiber Cross Connect
FIO	Fiber In-House Order
FTTC	Fiber-to-the-curb, -closet, -cabinet
FTTB	Fiber-to-the-building
FTTH	Fiber-to-the-home
FTTX	Fiber-to-the-x is a generic term for any broadband network architecture using optical fiber.
ISP	Internet Service Provider
OTO	Optical Telecommunication Outlet
NSN	Network Subscriber Number
OMDF	Optical Main Distribution Frame
XMDF	eXchange Main Distribution Frame
SA SLA	Service Assurance Service Level Agreement
SF SLA	Service Fulfillment Service Level Agreement
WSG	Web Service Gateway
LOV	List Of Value

2 How to Use This Document

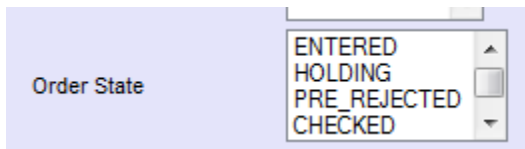
The following subsections describe some of the idiosyncrasies of the Cooperation Partner Service.

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 by clicking on it with the mouse.



Some other fields are multiple choices and the user can select several values with the combination of Ctrl-mouse click.



2.2 Date and Date/Time Fields

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

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

Example:

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

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



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

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

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

Select date

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

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

Time: 09 : 30

Select date

2.3 Error Handling

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

Create Incident

General

CoPa Originator * 477710 - COPA Test1 WSG
CoPa Executor * 400110 - Swisscom COPA
SA SLA KoPa-Standard
Ext Ref CoPa
Optical Telecommunications Outlet (OTO)
OTO Id
Plug Nr
Partner Label

No fields of OTO, NSN, or OMDF are set

2.4 Operation Succeeded

After submitting an input screen the application processes the users input.
 In The user is simply passed on to logical screen.

Saved

CoPa Service Settings

CoPa: 477710 - COPA Test1 WSG ▼

Fulfillment
Assurance

Notify on entering state

Object Type	Initiator	Activator	Object State	Object Step	Event	Comment	Notification
CREATE PATCH			PRE_REJECTED		Order Notification	COPA patch order status PRE_REJECTED	☒

2.5 Service Navigation

For each action, whether the user is a Super user, read-only, the current valid services are displayed in the Service Navigation at the left hand side of the screen.

In order to save space in this document all subsequent function screen shots in this document have been reproduced without the pseudo Powergate frame!

The Powergate header offers the following functionality:

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

[Services](#) [Contact](#) [Help](#) [Logout](#) [SPOC Swisscom](#)



CoPa Assurance

[Home Page](#)
[Incident Reports](#)
[Documents](#)

CoPa Assurance

Welcome to Cooperation Partner Assurance Portal

3 Service WSG Information-Services

This is a dedicated Service in the Web Service Gateway (WSG) for sharing information as reports and exchange documents with partners as FTTH cooperation partners (COPA) and internet service providers (ISP).

[Services](#)
[Contact](#)
[Help](#)
[Logout](#)
USER Swisscom



WSG Information Services

- Home Page
- Reports
- Data Exchange
- Migration Projects
- FTTx Coverage
- Clarification Ticket
- Address Validation
- Admin
- Documents

WSG Information Services

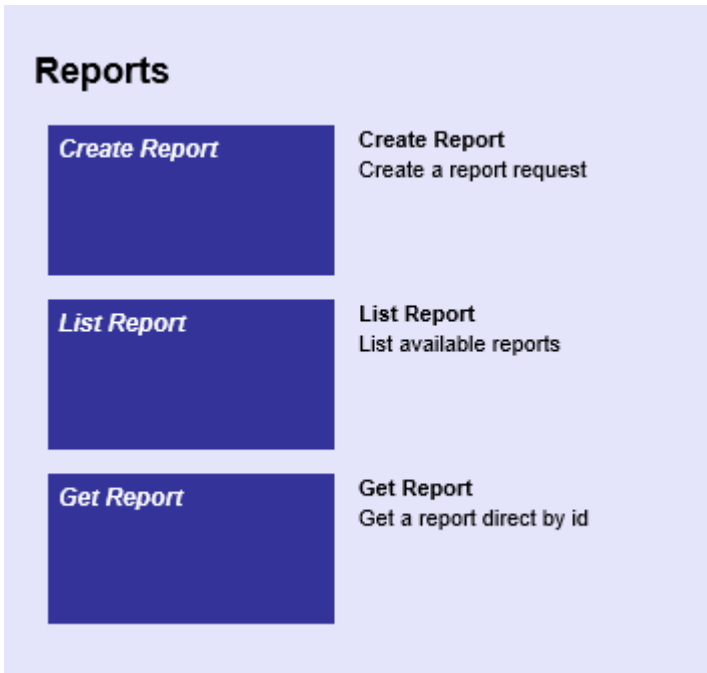
Welcome to the Information Services Portal for Cooperation Partner and Internet Service Provider

- Home Page
 - Return to the home page
- Reports
 - Create
 - List
 - Get - Download OTO OMDF, OTO XMDF, OTO SAP and UMSA Fiber.
- Data Exchange
 - Upload Partner Import Files
 - Download Partner Export Files (includes f.e. TV Tracking Data)
 - List Partner Import and Export Files
- Migration Projects
 - Overview of a Project
- FTTX Coverage
 - Download FTTX Coverage information files
- Clarification Tickets
 - Maintain the Clarification Tickets/Ask Swisscom Requests on the orders or tickets from other applications
- Address Validation
 - Find and test if address is valid.
- Admin Tasks
 - Show or change CoPa or ISP Service Stetting's
 - Show email addresses and state changes notified to email or notification web service (see B2B_Web_Service_Tutorial_InfoServices_Vx.doc chapter Notification).
- Documents

- Documents offered for download like, B2B Specifications

3.1 Reports

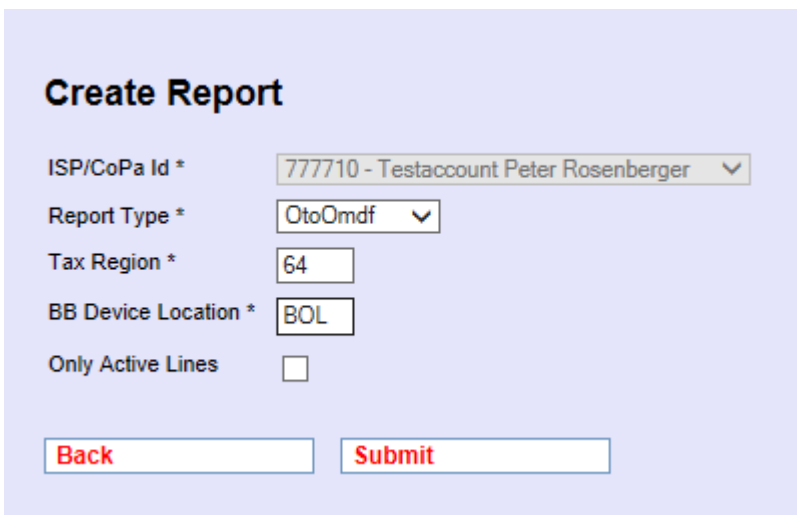
Create, list and get reports OTO OMDf, OTO XMDF, OTO SAP and UMSA Fiber Reports for a selected device location



The screenshot shows a light blue rectangular panel titled "Reports" in bold black text. Inside the panel, there are three dark blue rectangular buttons arranged vertically. To the right of each button is its corresponding function name and description in black text.

Button Label	Function Name	Description
Create Report	Create Report	Create a report request
List Report	List Report	List available reports
Get Report	Get Report	Get a report direct by id

3.1.1 Create Report



The screenshot shows a light blue rectangular panel titled "Create Report" in bold black text. Below the title, there are five form fields and one checkbox. At the bottom, there are two buttons: "Back" and "Submit".

Field Label	Value
ISP/CoPa Id *	777710 - Testaccount Peter Rosenberger
Report Type *	OtoOmdf
Tax Region *	64
BB Device Location *	BOL
Only Active Lines	☐

Buttons: **Back** (red text), **Submit** (red text)

The **Back Button** navigates you to report home page.

The **Submit Button** creates the report request with selected parameters. Search the report in the List Report to see process of the report.

Name	Optional / Mandatory	Description
ISP/CoPa Id	M	Id of the cooperation partner or the service provider
Report Type	M	OtoOmdf, OmdfXmdf, OtoSap and UMSA Fiber
Tax Region	M	The number of the tax region
BB Device Location	M	Broadband device location
Only Active Line	O	Check if the report is wanted only for active lines (for report base on lines)

O/M – Mandatory

The indication that report request was placed. List reports the process of the report.

Reports

Create Report

Create Report
Create a report request

List Report

List Report
List available reports

Get Report

Get Report
Get a report direct by id

Report reportId=3870 created

3.1.2 List Report

3.1.2.1 Select Report

Select Report

ISP/CoPa Id
477710 - COPA Test1 WSG

Tax Region

BB Device Location

Creation Date/Time from
30.07.2013 00:00
to
31.07.2013 00:00

Report Type

Back Submit

The **Back Button** navigates you to report home page.

The **Submit Button** gets the list the reports with selected parameters.

Name	Optional / Mandatory	Description
ISP/CoPa Id	M	Id of the cooperation partner or the service provider
Tax Region	O	The number of the tax region
BB Device Location	O	Broadband device location
Creation Date/Time	O	Creation Date/Time
Report Type	O	OtoOmdf, OmdfXmdf, OtoSap, UMSAFiber

O/M – Mandatory

3.1.2.2 List Report

List Report

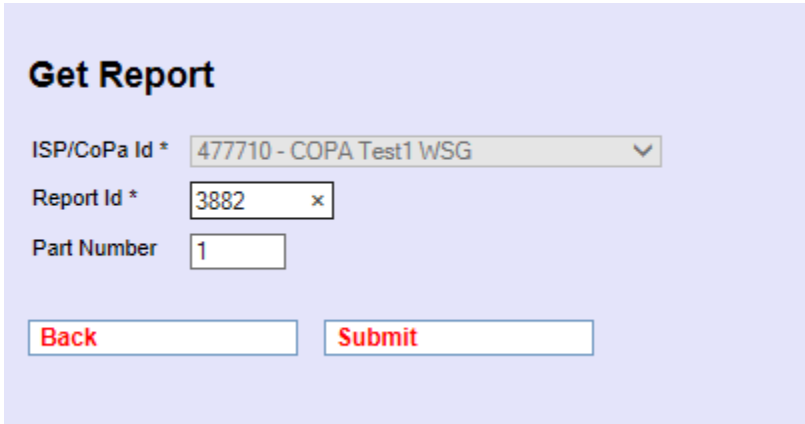
Back Refresh

Download	Report Id	Report Type	Number of Parts	Tax Region	BB Device Location	Object State	Object Step	Creation Date/Time
Part 1	3882	OtoOmdf	1	640	BOL	COMPLETED	processingSuccess	30.07.2013 12:51:14
Part 1	3884	OmdfXmdf	1	640	BOL	COMPLETED	processingSuccess	30.07.2013 12:54:53
Part 1	3886	OtoSap	1	640	BOL	COMPLETED	processingSuccess	30.07.2013 12:55:09
	3888	UMSAFiber	0	640	BOL	PROCESSING	processingStart	30.07.2013 12:55:20

Export options: [Excel](#)

3.1.3 Get Report

Get the report by part number.



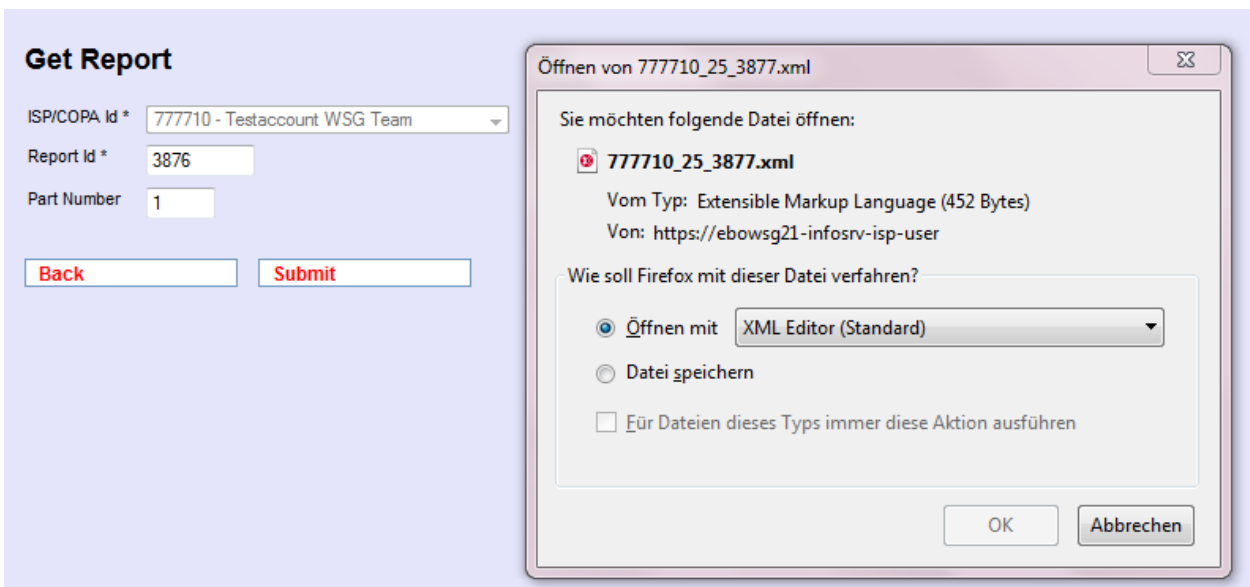
The **Back Button** navigates you to report home page.

The **Submit Button** gets/downloads the report (a part number. of the report).

Name	Optional / Mandatory	Description
ISP/CoPa Id	M	Id of the cooperation partner or the service provider
Report Id	M	Id of the report (parent id of information request)
Part Number	M	Starting at 1 to number of parts

O/M – Mandatory

Download Dialog:



Get or download report by selection in the list report.

List Report

[Back](#)
[Refresh](#)

Download	Report Id	Report Type	Number of Parts	Tax Region
Part 1	3882	OtoOmdf	1	640
Part 1	3884	OmdfXmdf	1	640
Part 1	3886	OtoSap	1	640
	3888	UMSAFiber	0	640

Export options: [Excel](#)

3.1.3.1 OTO OMDf Report

```

<?xml version="1.0" encoding="UTF-8"?>
- <v01:reportOtoOmdf xmlns:v01="http://www.swisscom.com/wsg/infoSrv/reportOtoOmdf/v01">
  <v01:ispCopaId>477710</v01:ispCopaId>
  - <v01:centralOffice>
    <v01:taxRegion>640</v01:taxRegion>
    <v01:bbDeviceLocation>BOL</v01:bbDeviceLocation>
  </v01:centralOffice>
  <v01:creationDateTime>2013-07-30T12:51:14.358+02:00</v01:creationDateTime>
  <v01:onlyActiveLines>false</v01:onlyActiveLines>
  - <v01:row>
    <v01:otoId>A.123.456.789</v01:otoId>
    <v01:plugNr>1</v01:plugNr>
    <v01:otoState>Built</v01:otoState>
    <v01:communicationDate>2013-06-15T00:00:00.000+02:00</v01:communicationDate>
    <v01:inHouseAllowed>Yes</v01:inHouseAllowed>
    <v01:omdfName>omdf 1.1</v01:omdfName>
    <v01:omdfRoomZone>roomname</v01:omdfRoomZone>
    <v01:omdfSubRack>1</v01:omdfSubRack>
    <v01:omdfRack>12</v01:omdfRack>
    <v01:omdfSlot>3</v01:omdfSlot>
    <v01:omdfPort>4</v01:omdfPort>
    <v01:omdfPortStatus>Active</v01:omdfPortStatus>
  </v01:row>
</v01:reportOtoOmdf>

```

3.1.3.2 OTO XMDf Report

```

<?xml version="1.0" encoding="UTF-8"?>
- <v01:reportOmdfXmdf xmlns:v01="http://www.swisscom.com/wsg/infoSrv/reportOmdfXmdf/v01">
  <v01:ispCopaId>477710</v01:ispCopaId>
  - <v01:centralOffice>
    <v01:taxRegion>640</v01:taxRegion>
    <v01:bbDeviceLocation>BOL</v01:bbDeviceLocation>
  </v01:centralOffice>
  <v01:creationDateTime>2013-07-30T12:54:53.036+02:00</v01:creationDateTime>
  - <v01:row>
    <v01:omdfXmdfRelation>OmdfRelation</v01:omdfXmdfRelation>
    <v01:omdfName>Omdf1</v01:omdfName>
    <v01:xmdfName>Xmdf1</v01:xmdfName>
    <v01:breakoutCable>cooperationCable</v01:breakoutCable>
    <v01:cableStatus>cableStatus</v01:cableStatus>
    <v01:relationStatus>relationStatus</v01:relationStatus>
    <v01:lodgerId>477710</v01:lodgerId>
  </v01:row>
  - <v01:row>
    <v01:omdfXmdfRelation>OmdfRelation2</v01:omdfXmdfRelation>
    <v01:omdfName>Omdf2</v01:omdfName>
    <v01:xmdfName>Xmdf2</v01:xmdfName>
    <v01:breakoutCable>cooperationCable2</v01:breakoutCable>
    <v01:cableStatus>cableStatus</v01:cableStatus>
    <v01:relationStatus>relationStatus</v01:relationStatus>
    <v01:lodgerId>477710</v01:lodgerId>
  </v01:row>
</v01:reportOmdfXmdf>

```

3.1.3.3 OTO SAP Report

```

<?xml version="1.0" encoding="UTF-8"?>
- <v01:reportOtoSap xmlns:v01="http://www.swisscom.com/wsg/infoSrv/reportOtoSap/v01">
  <v01:ispCopaId>477710</v01:ispCopaId>
  - <v01:centralOffice>
    <v01:taxRegion>640</v01:taxRegion>
    <v01:bbDeviceLocation>BOL</v01:bbDeviceLocation>
  </v01:centralOffice>
  <v01:creationDateTime>2013-07-30T12:55:09.212+02:00</v01:creationDateTime>
  - <v01:row>
    <v01:otoId>A.123.456.789</v01:otoId>
    <v01:plugNr>3</v01:plugNr>
    <v01:omdfName>OMDF1</v01:omdfName>
    <v01:omdfRoomZone>ohdfRoomZone</v01:omdfRoomZone>
    <v01:omdfSubRack>OMDF1.1</v01:omdfSubRack>
    <v01:omdfRack>OMDF1.42</v01:omdfRack>
    <v01:omdfSlot>OMDF1.2</v01:omdfSlot>
    <v01:omdfPort>OMDF1.1.3</v01:omdfPort>
    <v01:xmdfName>XMDF1</v01:xmdfName>
    <v01:xmdfRoomZone>xmdfRoomZone</v01:xmdfRoomZone>
    <v01:xmdfSubRack>XMDF1.1</v01:xmdfSubRack>
    <v01:xmdfRack>XMDF1.42</v01:xmdfRack>
    <v01:xmdfSlot>XMDF1.2</v01:xmdfSlot>
    <v01:xmdfPort>XMDF1.3</v01:xmdfPort>
    <v01:ohdfName>OHDF1</v01:ohdfName>
    <v01:ohdfRoomZone>xmdfRoomZone</v01:ohdfRoomZone>
    <v01:ohdfSubRack>XMDF1.1</v01:ohdfSubRack>
    <v01:ohdfRack>OHDF1.42</v01:ohdfRack>
    <v01:ohdfSlot>OHDF1.2</v01:ohdfSlot>
    <v01:ohdfPort>OHDF1.3</v01:ohdfPort>
    <v01:breakoutCable>cooperationCable</v01:breakoutCable>
    <v01:breakoutFiber>123</v01:breakoutFiber>
  </v01:row>
</v01:reportOtoSap>

```

3.1.3.4 UMSA Fiber

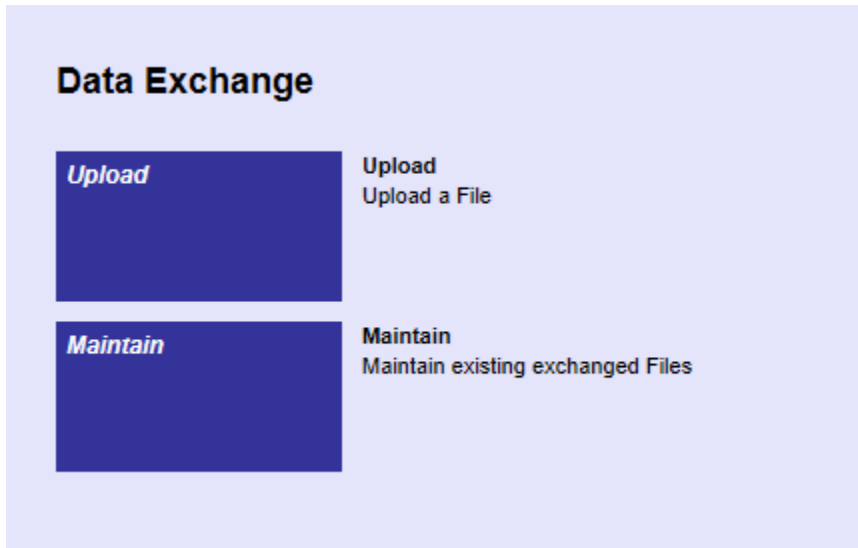
```

<?xml version="1.0" encoding="UTF-8"?>
<v01:reportUmsa xmlns:v01="http://www.swisscom.com/wsg/infoSrv/reportUmsa/v01">
  <v01:ispCopald>100036</v01:ispCopald>
  <v01:creationDateTime>2013-10-16T10:26:12.492+02:00</v01:creationDateTime>
  <v01:umsa>
    <v01:element>
      <v01:service>
        <v01:commercialId>0101234569</v01:commercialId>
        <v01:usedAs>BBCS-F</v01:usedAs>
      </v01:service>
      <v01:fiber>
        <v01:otold>A.000.222.338</v01:otold>
        <v01:plugNr>1</v01:plugNr>
      </v01:fiber>
    </v01:element>
    <v01:startDateTime>2013-06-28T10:00:00.000+02:00</v01:startDateTime>
    <v01:endDateTime>2013-06-28T11:00:00.000+02:00</v01:endDateTime>
    <v01:duration>70</v01:duration>
    <v01:umsald>kopa000001</v01:umsald>
    <v01:umsaType>MT ITSM kopa000001</v01:umsaType>
  </v01:umsa>
</v01:reportUmsa>

```

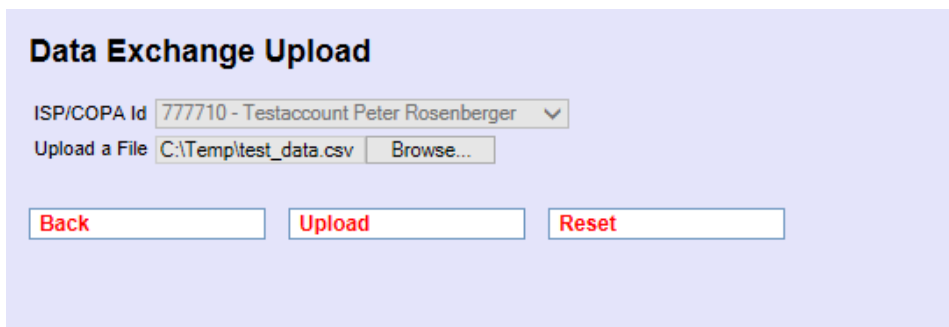
3.2 Data Exchange

The upload, maintain, (search and list) and download data exchange files.



3.2.1 Upload Data Exchange

The user can upload files using the Data Exchange Upload screen



The **Back Button** navigates you to Data Exchange home page.

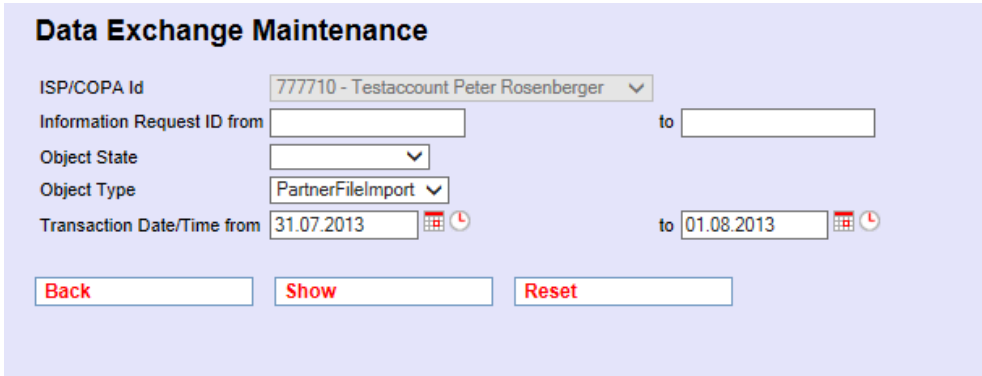
The **Upload Button** uploads the data exchange file with the browse button.

The **Reset Button** clears all criteria.

Upload screen see 3.2.4 Screen Data Exchange Maintenance Detail

3.2.2 Screen Data Exchange Maintenance

The user can maintain the data exchange from or to him



The **Back Button** navigates you to previous page.

The **Show Button** shows the list of Dex objects according your search criterias see 3.2.3

The **Reset Button** deletes all criteria.

Name	Optional / Mandatory	Description
CoPa	O	Copa assigned or opener
Information Request ID from	O	The Dex Objects are stored with a internal ID, called Information Request id.
Information Request ID to	O	The Dex Objects are stored with a internal ID, called Information Request id.
Object State	O	State of
Object Type	O	PartnerFileImport, PartnerFileExport IsdpDataExchangeImport, IsdpDataExchangeExport
Trans Date/Time from	O	Transaction Date/Time from
Trans Date/Time to	O	Transaction Date/Time from

O/M - Mandatory

3.2.3 Screen Data Exchange Maintenance List

Data Exchange Maintenance

[Back](#) [Refresh](#)

Number of Entries: 1

Information Request ID	Object Type	Object State	Object Step	File Name	Transaction Date/Time
Detail 3870	PartnerFileImport	COMPLETED	processingSuccess	777710_test_data.csv	31.07.2013 13:10:06

The **Back Button** navigates you to previous page.

The **Refresh Button** refreshes your list according your previous entered search criterias.

By clicking the Detail link, you will get a detail view of the Dex object, see Screen Data Exchange Maintenance Detail

3.2.4 Screen Data Exchange Maintenance Detail

Data Exchange Maintenance

Overview

Information Request ID 3870
Transaction Date/Time 31.07.2013 13:10:06
ISP/COPA Id 777710
Object Type PartnerFileImport
Object State COMPLETED
Activator Order
Initiator PARTNER
Response File Name [777710_test_data.csv](#)

History

Object State	Object Step	Transaction Date/Time	Comment
COMPLETED	processingSuccess	31.07.2013 13:10:06	Object transferred to backend system
PROCESSING	processingStart	31.07.2013 13:10:03	Attached import file
PROCESSING	processingStart	31.07.2013 13:10:03	

Back
Refresh

The **Back Button** navigates you to previous page.

The **Refresh Button** refreshes your view of the Dex object.

The **Link to Response File Name** downloads the file to your local machine.

3.2.4.1 ISDP example IN

Data Exchange Maintenance

Overview

Information Request Id 86651
 Transaction Date/Time 07.12.2017 09:56:21
 ISP/COPA Id 900040
 Object Type IsdpDataExchangeImport
 Object State COMPLETED
 Activator Order
 Initiator PARTNER
 Response File Name [900040_20171207_0001_INSERTTML_FULLINFO-IN.xlsx](#)

History

Object State	Object Step	Transaction Date/Time	Comment
COMPLETED	processingSuccess	07.12.2017 09:56:21	ISDP data exchange transferred to backend system
PROCESSING	processingStart	07.12.2017 09:56:21	Attached import file
PROCESSING	processingStart	07.12.2017 09:56:20	

[Back](#)
[Refresh](#)

3.2.4.2 ISDP example RES

Data Exchange Maintenance

Overview

Information Request Id 86652
 Transaction Date/Time 07.12.2017 10:06:41
 ISP/COPA Id 900040
 Object Type IsdpDataExchangeExport
 Object State COMPLETED
 Activator Order
 Initiator SCS
 Response File Name [900040_20171207_0001_INSERTTML_FULLINFO-RES.xlsx](#)

History

Object State	Object Step	Transaction Date/Time	Comment
COMPLETED	processingSuccess	07.12.2017 10:06:41	
PROCESSING	processingStart	07.12.2017 10:06:41	Attached download file for Partner
PROCESSING	processingStart	07.12.2017 10:06:41	

[Back](#)
[Refresh](#)

3.3 Migration & Outage

ISP / Copa can click “Migration Project” to see details about migration data.

Migration & Outage

Migration Project

Migration Project
Maintain Migration Project, Dates and Details

Mass Outage

Mass Outage
Show current mass outages by impacted NSN, ISP Id, DSLAM, root cause and period

3.3.1 Maintain Project

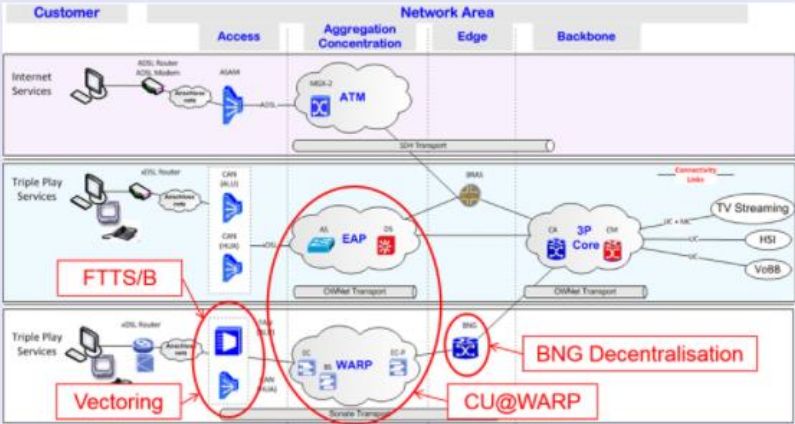
The user can choose whether he wants to see an overview, see dates or details of this project.

Migration Project

[Back](#)

Number Of Entries : 7

	Project Name	Project Description	Project Impact
Overview Dates Details	CU@Warp	Increase Reliability * To provide you and your customers with a higher level of reliability, we start installing and activating new transport equipment on a step-by-step basis * Transport equipment change -> access platform (eap) onto new access platform (warp)	These updates will be carried out between 2:00 a.m. and 6:00 a.m. Connections with PPP termination: * Each connection v DHCP termination: * Each connection will be interrupted for a maximum of 120 minutes * As a result of this update, each of therefore be required. New IP address ranges can be set up via WSG IP Pool Management.
Overview Dates Details	Vectoring Access Node	Increase speed towards customer * to provide you and your customers with higher access speed, we have to exchange the access equipment (ISAM) with vectoring capable HW. * Access equipment will be swapped with vectoring capable HW.	The HW-swap will be carried out between 02:00 and 06:00 AM. Connections with PPP termination * Each connection will be terminated. * Each connection will be interrupted for a maximum of 30 minutes.
Overview Dates Details	FTTS/FTTB_Migration	To provide you and your customers with higher access speed, we have to change the access location. Fiber to the Street or Building (FTTS/FTTB) will be built.	The migration will be carried out usually during office hours on a dedicated date. Each connection (ULL or BBCS) will be interrupted.
Overview Dates Details	FTTS/FTTB_activation	To provide you and your customers with higher access speed, after fiber to the Street or Building (FTTS/FTTB) was built, the distances of the copper connection to the end customer will be shortened.	The shortening will be carried out usually during office hours on a dedicated date. Each BBCS connection will be interrupted.
Overview Dates Details	Software Upgrade CAN	Increase reliability and extend of multicast configuration possibilities.	These updates will be carried out between 02:00 and 06:00. Each connection (PPP and DHCP) will be interrupted for a maximum of 30 minutes.
Overview Dates Details	Maintenance - Port Move	In case of port move, a customer will be moved from a dsiam to another one, normally to a newer generation of dsiam. In case of rewiring, it is also the basic to support vectoring and its speed gain.	The port move will be carried out usually during office hours on a dedicated date. Each impacted customer will be interrupted.
Overview Dates Details	Maintenance - Shorting (SpectrumManagement)	To provide you and your customers higher access speeds, Swisscom builds new broadband location and to comply the spectrum management rules, the access has to be shorted.	The shorting will be carried out usually during office hours on a dedicated date. Each impacted customer will be interrupted.



The diagram illustrates the network architecture and the impact of various migration projects. It shows the flow from the Customer (Internet Services, Triple Play Services) through the Access layer (DSL Router, DSL Modem, DSLAM) to the Aggregation Concentration layer (MSR-2, ATM, EAP, WARP). The Edge layer includes BNG and BNC, and the Backbone layer includes 3P Core and TV Streaming. Red boxes highlight the impact of FTTS/B, Vectoring, CU@WARP, and BNG Decentralisation on the network components.

3.3.1.1 Overview

Overview shows you all attributes of this project

Migration Project Overview

Migration Reason	31 - Stromunterbruch
Project Name	Stromunterbruch
Project Description	Maintenance works within a Central Office or similar.
Project Impact	The migration will be carried out usually during office hours on a dedicated date. BACS connections are not necessarily impacted.
Customer Affected	Many
Project Rollout	ever
User Name	Herbert Künzi
Transaction Date/Time	16.08.2017 09:56:34.000

[Back](#)
[Ask Swisscom](#)

The **Back Button** navigates you to previous page.

The **Ask Swisscom Button** allows you that a question to that project.

3.3.1.2 Dates

Migration Dates pages show when the migration takes place and how many records are affected.

Migration Project Dates

SULTAN xAN Migration

Number Of Entries: 1

Migration Date	Records	Customer Affected	
28.09.2019 10:00 - 28.09.2019 11:00	4		Details

[Back](#)

The **Details Button** navigates you to the Details Page (see 3.3.2.3 Details)

The **Back Button** navigates you to previous page.

3.3.1.3 Details

Migration Project Details gives the user an overview about the concerned DN/NSN, ISP/COPA Id, Network Element Type and other information.

Migration Project Details
BBCS-F UMSA/Planned Work

Filter
ISP/COPA Id: 777710 - Testaccount WSG Team
Migration Date from:
Migration Date to:
DN:
Access Id:
Network Element Name:
Customer Notification Id:
Transaction Date/Time from:
Transaction Date/Time to:

Details
Number Of Entries: 6

Network Element Type	Network Element Name	DN	Access Id	Customer Notification Id	Customer Notification Type	Migration Date	Duration (min)	User Name	Transaction Date/Time
CAN	dummy-value-002	0108246524	AC 663 517.204	MT ITSM kopa000001	AIIP_UMSA_INFO	28.06.2013 10:00 - 28.06.2013 11:00	70	FiberUmsaNetworkCustomerNotificationProcessor	06.10.2020 11:45:16.000
CAN	dummy-value-002	0108246524	AC 663 517.204	MT ITSM kopa000001	AIIP_UMSA_INFO	28.06.2013 10:00 - 28.06.2013 11:00	70	FiberUmsaNetworkCustomerNotificationProcessor	06.10.2020 11:58:43.000
CAN	dummy-value-002	0108246524	AC 663 517.204	MT ITSM kopa000001	AIIP_UMSA_INFO	28.06.2013 10:00 - 28.06.2013 11:00	70	FiberUmsaNetworkCustomerNotificationProcessor	06.10.2020 11:59:20.000
CAN	dummy-value-002	0108246524	AC 663 517.204	MT ITSM kopa000001	AIIP_UMSA_INFO	28.06.2013 10:00 - 28.06.2013 11:00	70	FiberUmsaNetworkCustomerNotificationProcessor	06.10.2020 11:59:40.000
CAN	dummy-value-002	0108246524	AC 663 517.204	MT ITSM kopa000001	AIIP_UMSA_INFO	28.06.2013 10:00 - 28.06.2013 11:00	70	FiberUmsaNetworkCustomerNotificationProcessor	06.10.2020 12:00:15.000
CAN	dummy-value-002	0108246524	AC 663 517.204	MT ITSM kopa000001	AIIP_UMSA_INFO	28.06.2013 10:00 - 28.06.2013 11:00	70	FiberUmsaNetworkCustomerNotificationProcessor	06.10.2020 12:00:47.000

Export options: [Excel](#)

The user can maintain the migration project details

Name	Optional / Mandatory	Description
Migration Date from	O	When the migration starts
Migration Date to	O	When the migration ends (Include Date)
DN	O	DN / NSN of the customer
Access Id	O	Access Identifier
Network Element Name	O	Name of the Network Element
Customer Notification Id	O	Customer Notification Id

The **Apply Filter Button** will execute the search.

The **Reset Filter Button** deletes the search criteria.

The **Ask Swisscom Button** allows to add question to these project details.

Click **Excel Button** to download this list as .xls file.

3.3.2 Mass Outage

Mass Outage page show current mass outages by impacted NSN, ISP Id, DSLAM and period

Mass Outage Summary

Filter

ISP ID

777710 - Testaccount WSG Team

Incident Period from

29.10.2020 00:00

Incident Period to

NSN

Impacted DSLAM

ipd-bem640-s-fa-01

Incident Id

Status

Apply Filter

Reset Filter

Details

Number Of Entries : 8

Impacted DSLAM	Incident Id	Incident Timestamp	Incident Period	Status		
ipd-bem640-s-fa-01	SIM-9992371227	05.11.2020 14:41:50.964	05.11.2020 13:00 - 05.11.2020 18:00	active	Detail (1)	History
ipd-bem640-s-fa-01	SIM-9996383039	05.11.2020 14:35:15.798	03.11.2020 23:00 - 04.11.2020 13:00	active	Detail (1)	History
ipd-bem640-s-fa-01	SIM-9997478576	05.11.2020 14:26:56.578	31.10.2020 12:30 - 31.10.2020 16:00	active	Detail (1)	History
ipd-bem640-s-fa-01	SIM-20034	05.11.2020 12:52:25.970	29.10.2020 12:30 - 05.11.2020 12:53	inactive	Detail (1)	History
ipd-bem640-s-fa-01	SIM-9995638577	05.11.2020 12:22:42.600	02.11.2020 10:00 - 04.11.2020 13:00	active	Detail (1)	History
ipd-bem640-s-fa-01	SIM-523199	04.11.2020 15:55:40.073	04.11.2020 13:30 - 04.11.2020 17:30	active	Detail (1)	History
ipd-bem640-s-fa-01	SIM-423199	04.11.2020 15:32:27.312	04.11.2020 13:30 - 04.11.2020 17:33	active	Detail (1)	History
ipd-bem640-s-fa-01	THO-133742069	04.11.2020 14:37:28.270	04.11.2020 11:00 - 04.11.2020 20:00	inactive	Detail (2)	History

Export options: [Excel](#)

All impacted NSN are displayed after applying link "Detail". The integer indicates how many NSN are impacted.

Name	Optional / Mandatory	Description
ISP / CoPa	O	ISP or CoPa Id
SEO Incident Period from	O	When the SEO Incident starts
SEO Incident Period to	O	When the SEO Incident ends
NSN	O	NSN of the customer

Name	Optional / Mandatory	Description
Impacted DSLAM	O	Name of the Impacted DSLAM
SEO Incident Id	O	SEO Incident Id
Status	O	Status

The **Apply Filter Button** will execute the search.

The **Reset Filter Button** deletes the search criteria.

Click **Excel Button** to download this list as .xls file.

The **Back Button** navigates you to the previous page.

The **Detail Button** navigates you to the **Mass Outage Detail** (see 3.3.2.1 Detail).

The **History Button** navigates you to the **Mass Outage History** (see 3.3.2.2 History).

3.3.2.1 Detail

Mass Outage Detail

Incident Id

THO-133742069

Incident Timestamp

04.11.2020 14:37:28.270

Start Date

04.11.2020 11:00

End Date

04.11.2020 20:00

Status

inactive

Impacted DSLAM

ipd-bem640-s-fa-01

Impacted Customers

ISP ID	NSN	Access Id	Interruption Status
777710	0101337211	A.123.123.123	Solved
777710	0101337212	A.123.123.123	Solved

Back

3.3.2.2 History

Mass Outage History

Number Of Entries : 5

Impacted DSLAM	Incident Id	Incident Timestamp	Incident Period	Status	
ipd-bem640-s-fa-01	THO-133742069	04.11.2020 14:37:28.270	04.11.2020 11:00 - 04.11.2020 20:00	inactive	Detail
ipd-bem640-s-fa-01	THO-133742069	04.11.2020 14:35:37.840	04.11.2020 11:00 - 04.11.2020 20:00	active	Detail
ipd-bem640-s-fa-01	THO-133742069	04.11.2020 14:33:21.573	04.11.2020 11:00 - 04.11.2020 21:45	active	Detail
ipd-bem640-s-fa-01	THO-133742069	04.11.2020 14:24:43.707	04.11.2020 11:00 - 04.11.2020 20:30	active	Detail
ipd-bem640-s-fa-01	THO-133742069	04.11.2020 14:23:51.490	04.11.2020 11:00 - 04.11.2020 20:00	active	Detail

Export options: [Excel](#)

[Back](#)

3.4 FTTX Coverage

FTTx Coverage

Please note: The Swisscom data are confidential (legal obligation of confidentiality). The Data is protected with a personal password, so that the Swisscom information and data is used only for the purpose agreed in the underlying contract with Swisscom (Switzerland) AG, and may not be made available to the public. Please be aware, it is **strictly forbidden** to start marketing activities before the Communication Date (ComDate) is reached or passed.

ISP/COPA Id 477710 - COPA Test1 WSG

	ISP/COPA Id	Information Request Id	Object Type	Object State	Object Step	File Name	Transaction Date/Time
Download	477710	87743	FttxCoverage	COMPLETED	created	999999_35_20160520_FTTs_B_Vec_scheduled_rollout_and_marketing_information.zip	20.05.2016 13:55:59
Download	477710	87645	FttxCoverage	COMPLETED	created	999999_35_20160520_FTTs_B_Vec_predictable_rollout_information.zip	20.05.2016 13:53:44
Download	477710	87546	FttxCoverage	COMPLETED	created	999999_35_20160511_FTTs_B_Vec_scheduled_rollout_and_marketing_information.zip	13.05.2016 16:52:26
Download	477710	87448	FttxCoverage	COMPLETED	created	999999_35_20160511_FTTs_B_Vec_predictable_rollout_information.zip	13.05.2016 16:51:15
Download	477710	87350	FttxCoverage	COMPLETED	created	999999_39_20160511_FTTs_B_Vec_scheduled_rollout_and_marketing_information.zip	13.05.2016 15:40:41
Download	477710	87252	FttxCoverage	COMPLETED	created	999999_39_20160511_FTTs_B_Vec_predictable_rollout_information.zip	13.05.2016 15:39:30

Export options: [Excel](#)

3 FTTH and 2 FTTC/S/B file a day are written. Every ISP or COPA gets a information request notification of the type FttxCoverage. Up to 5 set of files are visible and downloadable from the GUI. The Ready for Order Information files show all location orderable, the Ready for Marketing files show all location marktable, while Rollout Information files show the number of potentially locations per city.

3.5 Clarification Tickets

Maintain the Clarification Tickets/Ask Swisscom Requests on the orders or tickets from other applications

Clarification Ticket Home

**Maintain Clarification
Ticket**

Maintain Clarification Ticket
Search and update a Clarification Ticket/
Ask Swisscom request, a clarification to an
order or assurance ticket.

3.5.1 Maintain Clarification Ticket

Find the Clarification Ticket by Id, State, creation or last modification date or one of the other attributes listed below.

Maintain Clarification Ticket

Main

Incident Originator

777710 - Testaccount WSG Team

▼

Incident Id from

to

Incident State

ENTERED

REJECTED

CHECKED

PROCESSING

▲

▼

Creation Date/Time Form

to

Transaction Date/Time from

to

WSG Type Id

BBCS-Order

BBCS-Installation Ticket

BBCS-Access Ticket TT

BBCS-Connectivity TT

▲

▼

WSG Id from

to

DN/VN/NSN

OTO Id

External Reference

Back

Show

Reset

Name	Optional / Mandatory	Description
Incident Originator	M	Id of the cooperation partner or the service provider
Incident Id	O	The id of the Clarification Ticket
Incident State	O	Filter by the state of the Clarification Ticket
Create Date/Time	O	Filter by creation date.
Transaction Date/Time	O	Filter by last modified date.
WSG Type Id	O	Filter by Order Type
WSG Id from	O	Filter by WSG ID (eg OrderId, TicketId)
DN/VN/NSN	O	Filter by NSN
OTO Id	O	Filter by OTO Id
External Reference	O	Allows to search on a ID or reference from the ISP

O/M – Mandatory

Options:

- Select **Back** to get to the submenu
- Select **Show** to get the Clarification Ticket Summary selected.
- Select **Reset** to clear change entry in the form and return to the empty form

3.5.2 Clarification Ticket Summary

Clarification Ticket Summary

Back

Refresh

Number of Entries : 52

[First/Prev] 1, 2, 3 [Next/Last]

	Incident Id	Incident State	WSG Type Id	WSG Id	Transaction Date/Time	Swisscom Reference	Incident Originator	Problem Description	External Reference
Detail	15307	CLOSED	Address Input (Autofill)		12.02.2018 14:40:58	151844281095500	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15306	CLOSED	Address Input (Autofill)		12.02.2018 14:35:32	151844247802100	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15305	CLOSED	Address Input (Autofill)		12.02.2018 14:35:25	151844246929100	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15304	CLOSED	Address Input (Autofill)		12.02.2018 14:34:24	151844241606500	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15303	CLOSED	Address Input (Autofill)		12.02.2018 14:33:24	151844235529800	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15302	CLOSED	Address Input (Autofill)		12.02.2018 14:31:49	151844225961400	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15301	CLOSED	Address Input (Autofill)		12.02.2018 14:05:10	151844065360300	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15201	CLOSED	Address Input (Autofill)		26.01.2018 11:33:10	151696272964200	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15202	CLOSED	Address Input (Autofill)		26.01.2018 11:33:08	151696272963600	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15101	CLOSED	ALO Order		17.01.2018 16:16:48	151620215103200	777710 - Testaccount WSG Team	ALO Order	
Detail	15084	CLOSED	Address Input (Autofill)		15.01.2018 10:33:18	151600875013800	777710 - Testaccount WSG Team	Address Input (Autofill)	ext ref test hahaha
Detail	15061	CLOSED	Address Input (Autofill)		12.01.2018 14:49:02	151576488960300	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15049	CLOSED	Address Input (Autofill)		11.01.2018 18:06:51	151569035941600	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	15021	CLOSED	ALO Trouble Ticket		10.01.2018 08:10:05	151556815528600	777710 - Testaccount WSG Team	ALO Trouble Ticket	
Detail	15003	CLOSED	ALO Order		09.01.2018 15:08:07	151550683946300	777710 - Testaccount WSG Team	ALO Order	
Detail	15002	CLOSED	Address Input (Autofill)		09.01.2018 15:05:56	151550670781200	777710 - Testaccount WSG Team	Address Input (Autofill)	
Detail	14994	CLOSED	Address Input (Autofill)		09.01.2018 13:14:36	151550002745600	777710 - Testaccount WSG Team	Address Input (Autofill)	extRef77771020180109101
Detail	14987	CLOSED	Address Input (Autofill)		09.01.2018 11:05:54	151549229208300	777710 - Testaccount WSG Team	Address Input (Autofill)	this is a extRef Test
Detail	14986	CLOSED	Address Input (Autofill)		09.01.2018 09:45:39	151548748900600	777710 - Testaccount WSG Team	Address Input (Autofill)	extRef ask swisscom TESTING
Detail	14983	CLOSED	Address Input (Autofill)		09.01.2018 09:15:02	151548565457900	777710 - Testaccount WSG Team	Address Input (Autofill)	extRef HALLO

[First/Prev] 1, 2, 3 [Next/Last]

Export options: [Excel](#)

WSG_18.03 External Reference added

Options:

- Select **Detail** to get the Clarification Ticket Detail.
- Select **Excel** to export the current summary to an excel file.
- Click to a column head name to change the sort order to this column

3.5.3 Detail Clarification Ticket

Clarification Ticket Detail

General

Incident Id	14627
Incident Originator	777710 - Testaccount WSG Team
Incident State	PROCESSING
Incident State Reason	-
Incident CreationDateTime	25.08.2017 14:55:32
Swisscom Reference	150366573354500
WSG Type Id	BBCS-Order
WSG Id	77771020170823000001000000

Problem Description

Problem Code 1	Order Request
Problem Code 2	BBCS-ISP
Problem Code 3	FUF
Problem Description	Why this order does not get CHECKED ?
Problem Notes	-

Comment

Comment	-
---------	---

Work Logs

Creation Date/Time	ISP	Summary	Notes	Attachment	Notified
25.08.2017 14:58:05	ISP	Here is a picture		Sonne.jpg	-

History

User Name	Incident State	Incident State Reason	Resolution Code 1	Resolution Code 2	Resolution Code 3	Transaction Date/Time	Comment
WSG Backend	PROCESSING					25.08.2017 14:55:33	
ISP User	ENTERED					25.08.2017 14:55:32	

Options:

- Select **Update** to add worklog information to the ticket.
- Select **Cancel** to cancel the ticket.
- Select **Refresh** to reload the ticket.
- Click on an attachment to download it.

Cancel and Update are not available if the ticket is in the an end state like CLOSED and CANCELLED.

3.5.4 Update Clarification Ticket

Add update the ticket and add worklog information like summary, notes and an attachment.

Update Clarification Ticket

General	
Incident Id	14627
ISP	777710 - Testaccount WSG Team
Incident State	PROCESSING
Work Log	
Summary *	Here is a picture
Notes	
Attachment	D:\Sonne.jpg Browse...

Name	Optional / Mandatory	Description
Summary	M	Title of the worklog up to 100 character.
Note	O	Notes of the worklog up to 32 Kbytes
Attachment	O	Add an attachment by Browse an select it.

O/M – Mandatory

3.5.5 Cancel Clarification Ticket

Cancel Clarification Ticket

ISP	777710 - Testaccount WSG Team
Incident Id	14627
Comment	

Name	Optional / Mandatory	Description
Comment	O	Give a comment why this Clarification Ticket is cancelled.

O/M – Mandatory

3.5.6 Button “Ask Swisscom”

“Ask Swisscom” allows the ISP to add a clarification ticket. In WSG Information Service “Migration Projects”, “Migration Project Details”, “Get Report” and “List Report” have the “Ask Swisscom”/Create Clarification Tickets option.

3.5.6.1 Add Problem Description and Notes

Ask Swisscom

Add Description and Notes

ISP

777710 - Testaccount WSG Team

Migration Projects

13

Problem Description *

Migration Projects

Problem Notes

When does these project start ?

External Reference

Back

Submit

3.5.6.2 Fields

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

Name	Optional / Mandatory	Description
Problem Description	M	A description of the context
Problem Notes	O	Notes up to 32 Kbytes
External Reference	O	Give your reference here

3.5.6.2.1 Preview for Submit

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

Ask Swisscom

Preview for Submit

ISP

777710 - Testaccount WSG Team

Migration Projects

13

Problem Description

Migration Projects

Problem Notes

When does these project start ?

External Reference

-

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

Back

Submit

3.5.6.2.2 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.

Ask Swisscom
Clarification Ticket Created

ISP	777710 - Testaccount WSG Team
Migration Projects	13
Incident Id	14588

Back

3.6 Address Validation

Find and test if address is valid (amtlich/technisch).

3.6.1 Request

Address Validation

ZIP / City

Street

House Nr

Building

Location Id

Back

Submit

Reset

3.6.2 Response

Address Validation

Request

ZIP

3063

City

Ittigen

Street

Bernstr.

House Nr

20

Building

-

Location Id

-

Response

Validation Result

Ok

ZIP	City	Street	House Nr	Building	Location Id
3063	Ittigen	Bernstr.	20		8009635

Back

3.6.3 Autofill Address

To add a valid address, fill in the fields in the order ZIP/City, Street, House Nr or ZIP/City, Street, Building the fields are filled dynamically and only known values are selectable.

Address Validation

ZIP / City:

Street:

House Nr:

Building:

Location Id:

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

Address Validation

ZIP / City:

Street:

House Nr:

Building:

Location Id:

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

Address Validation

ZIP / City:

Street:

House Nr:

Building:

Location Id:

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

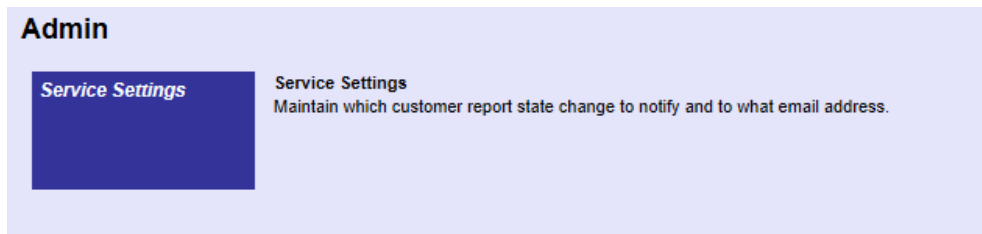
Or

Address Validation

ZIP / City	3600 Thun
Street	Schlossberg
House Nr	
Building	Schloss
Location Id	Schloss

3.7 Admin Tasks

Shows or changes COPA/ISP service settings such as state change that are notified and to which email address. To change the settings a super user privilege is needed.



3.7.1 Service Settings

3.7.1.1 Customer Report Notification

Object Type **CustomerReport** Type state change is notified to Notification Web Service if Notification is checked or to email if Email is checked.

Service Settings

ISP/COPA Id 777710 - Testaccount WSG Team

Customer Report Notification | Customer Report Email | Partner Exchange Notification | Partner Exchange Email | Clarification Ticket Notification

Clarification Ticket Email

Notify on entering state

Last modified ⊕ -

Object Type	Initiator	Activator	Object State	Object Step	Event	Comment	Notification	E-Mail
CustomerReport			COMPLETED	processingSuccess	Order Notification	Completed	☐	☐
			ENTERED		Order Notification	Entered	☐	☐
			COMPLETED		Order Notification	Completed	☐	☐
			ABORTED		Order Notification	Aborted	☐	☐

Back Save Reset

3.7.1.2 Customer Report Email

The email address for Object Type **CustomerReport** email notification.

Service Settings

ISP/COPA Id 777710 - Testaccount WSG Team

Customer Report Notification | **Customer Report Email** | Partner Exchange Notification | Partner Exchange Email | Clarification Ticket Notification

Clarification Ticket Email

E-Mail

Last modified ⊕ -

Notification E-Mail

Back Save Reset

3.7.1.3 Partner Exchange Notification

Object Type **PartnerFileImport**, **PartnerFileExport**, **FttxCoverage**, **IsdpDataExchangeImport** and **IsdpDataExchangeExport** state change is notified to Notification Web Service if Notification is checked or to email if Email is checked.

Service Settings

ISP/COPA Id 777710 - Testaccount WSG Team

Customer Report Notification
Customer Report Email
Partner Exchange Notification
Partner Exchange Email

Clarification Ticket Notification
Clarification Ticket Email

Notify on entering state

Last modified + -

Object Type	Initiator	Activator	Object State	Object Step	Event	Comment	Notification	E-Mail
PartnerFileImport			COMPLETED	processingSuccess	Order Notification	Completed	☐	☐
PartnerFileExport			COMPLETED	processingSuccess	Order Notification	Completed	☐	☐
FttxCoverage			COMPLETED	created	Order Notification	Completed	☐	☐
IsdpDataExchangeImport			COMPLETED	processingSuccess	Order Notification	Completed	☐	☐
IsdpDataExchangeExport			COMPLETED	processingSuccess	Order Notification	Completed	☐	☐
			ENTERED		Order Notification	Entered	☐	☐
			COMPLETED		Order Notification	Completed	☐	☐
			ABORTED		Order Notification	Aborted	☐	☐

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3.7.1.4 Partner Exchange Email

The email address for Object Type **PartnerFileImport**, **PartnerFileExport**, **FttxCoverage**, **IsdpDataExchangeImport** and **IsdpDataExchangeExport** email notification.

Service Settings

ISP/COPA Id 777710 - Testaccount WSG Team

Customer Report Notification
Customer Report Email
Partner Exchange Notification
Partner Exchange Email
Clarification Ticket Notification

Clarification Ticket Email

E-Mail

Last modified + -

Notification E-Mail

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3.7.1.5 Clarification Ticket Notification

All Clarification Ticket state change is notified to Notification Web Service if Notification is checked or to email if Email is checked.

Service Settings

ISP/COPA Id 777710 - Testaccount WSG Team

[Customer Report Notification](#) |
 [Customer Report Email](#) |
 [Partner Exchange Notification](#) |
 [Partner Exchange Email](#) |
 [Clarification Ticket Notification](#)

Clarification Ticket Email

Notify on entering state

Last modified + -

Object Type	Initiator	Activator	Object State	Object Step	Event	Comment	Notification	E-Mail
				workLogAdded	Classical Notification	Clarification Ticket Worklog Added	☒	☒
			ENTERED		Classical Notification	Clarification Ticket ENTERED	☒	☒
			REJECTED		Classical Notification	Clarification Ticket REJECTED	☒	☐
			CHECKED		Classical Notification	Clarification Ticket CHECKED	☒	☐
			PROCESSING		Classical Notification	Clarification Ticket PROCESSING	☒	☐
			INWORK		Classical Notification	Clarification Ticket INWORK	☒	☐
			CLOSED		Classical Notification	Clarification Ticket CLOSED	☒	☐
			CANCELLED		Classical Notification	Clarification Ticket CANCELED	☒	☐

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3.7.1.6 Clarification Ticket Email

The email address Clarification Ticket Email notification.

Service Settings

ISP/COPA Id 777710 - Testaccount WSG Team

[Customer Report Notification](#) |
 [Customer Report Email](#) |
 [Partner Exchange Notification](#) |
 [Partner Exchange Email](#) |
 [Clarification Ticket Notification](#)

Clarification Ticket Email

E-Mail

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Notification E-Mail

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3.8 Documents

In the Documents Menu you can download the distributed COPA relevant documentation.

Documents

Downloads

External [Download](#)

Checklist of changes

Version	Date	Changed by	Comments / nature of the change
01	31.07.2013	Peter Gurtner	new version
02	16.10.2013	Bettina Rupp	Changes WSG 9.6
03	29.10.2015	Roland Staub	added classification
04	23.05.2015	Roland Staub	Changes WSG 9.16
05	12.07.2017	Roland Staub	Changes WSG 17.08
06	30.08.2017	Peter Gurtner	Changes WSG 17.09
07	24.10.2017	Peter Gurtner	Changes WSG 17.11
08	20.12.2017	Peter Gurtner	Changes WSG 18.01
09	26.01.2018	Peter Gurtner	Changes WSG 18.02
10	29.03.2018	Peter Gurtner	Changes WSG 18.04
12	09.09.2018	Peter Gurtner	Changes WSG 19.09
14	04.11.2020	Christian Bucheli	Changes WSG 20.11

Release

Version	Date	Released by	Comments / nature of the change
04	24.05.2016	H.Künzi	Released WSG-09.16 (May2016)
05	17.07.2017	H.Künzi	Released WSG-08.17 (Aug2017)
06	28.08.2017	H.Künzi	Released WSG-09.17 (Sep2017)
07	31.10.2017	F. Gohl	Released WSG-17.11 (Nov2017)
08	14.12.2017	F. Gohl	Released WSG 18.01 (Jan2018)
09	31.01.2018	René Krienbühl	Released WSG 18.02 (Feb 2018)
12	09.09.2019	R.Bühler	Released WSG 19.09 (Sep 2019)
14	05.11.2020	HPE	Released WSG 20.11 (Nov 2020)