

5.4.2 QUERY WINDOW

This window (see Figure 10 below) is used to display questions that TAFI needs answered in order to properly process the trouble report. The user may have to ask the customer (using your own words)

- Read the information TAFI is telling
- Understand what TAFI is telling (and the user might want to make a note)
- Depress the **Enter** key to clear the Message Window

```
02 25 00 Trouble Analysis Facilitation Interface BRTAFIYM BSI R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS ADDRESS 867 RENEE DR , HAUGH
RES MAINT CONTRACT TDG
DUNC STAGE 1 OCT TROUBLE
```

- DIAL TONE
- OUTGOING CALL
- INCOMING CALL
- TRANSMISSION
- MEMORY SERVICE
- MEMORY CALL
- CALLING PLANS/BILLING (ANI)
- LONG DISTANCE
- PHYSICAL
- DATA PROBLEMS
- ENHANCED SERVICES
- NEW FLOW 1
- NEW FLOW 2

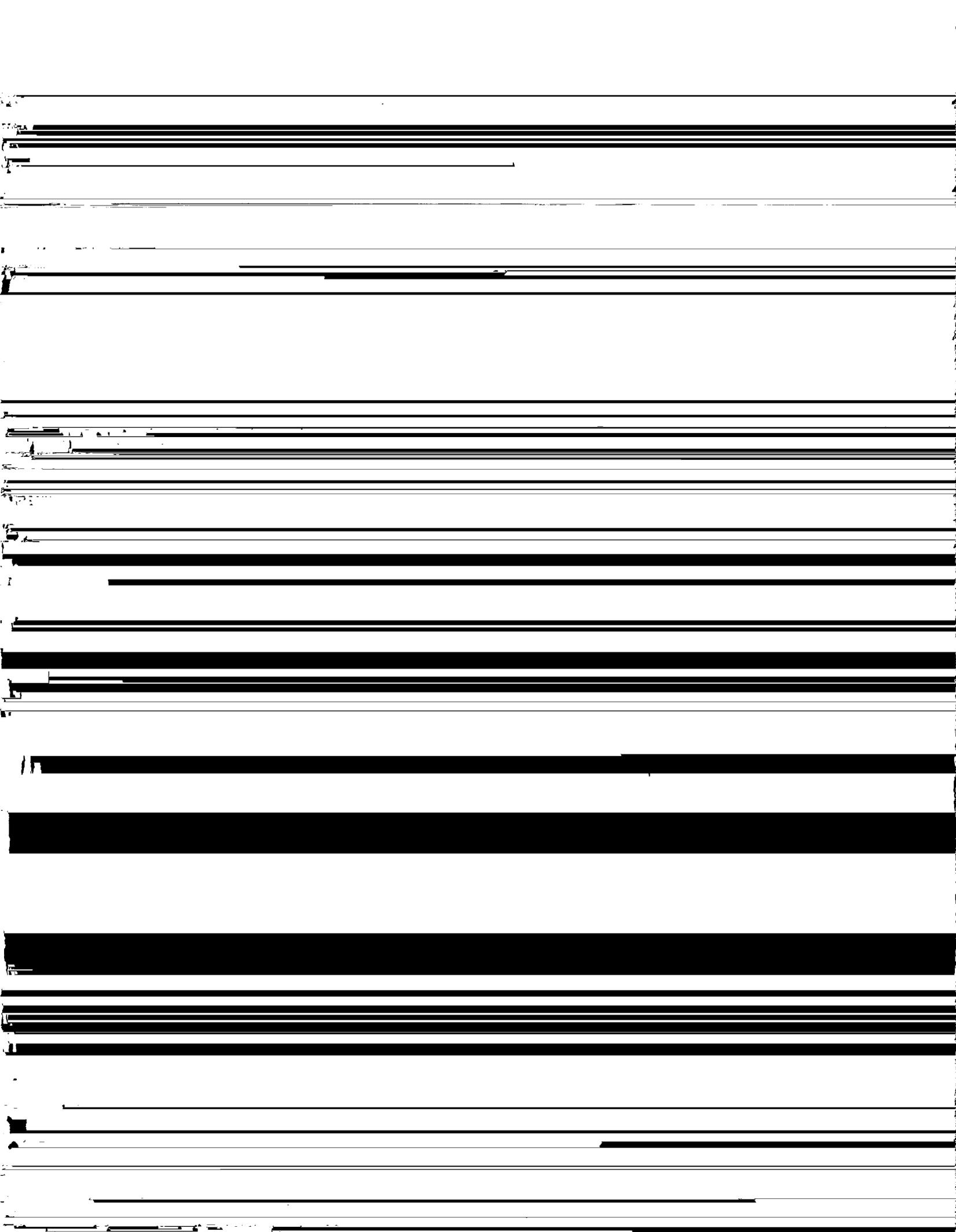
The Main Menu is displayed until it is overlaid with the Trouble Entry Summary window (Remember that the Base Window area can only display the Main Menu or the Trouble Entry Summary - not both at the same time).

```
02/25/00 Trouble Analysis Facilitation Interface BR10E1YM BSI R2000.1 SIM
TN 999 555 1049 NAME CONN. DONALD & M 1AES
OOS N ADDRESS 115 POWNCE TR
WKG RES MAINT CONTRACT TDG
2203 DAYS SINCE LAST TROUBLE
MCAL B-9995559141 FRAME 999-555-4948
DIAL TONE
OUTGOING CALL
INCOMING CALL
TRANSMISSION
MEMORY SERVICE
MEMORYCALL
CALLING PLANS/BILLING (ANI)
LONG DISTANCE
PHYSICAL
DATA PROBLEMS
ENHANCED SERVICES
NEW FLOW 1
NEW FLOW 2
BOCRIS Data Available for 9995551049 00:24 08:49:51
```

Figure 12 Main Menu

To select an item from the Main Menu you have several choices:

- Depress the Tab key or Space Bar to move the cursor (highlighted area) down one position per button push - then depress the Enter key to select your choice.
- Use the Up and Down Arrow keys to select your option - then depress the Enter key to select your choice.
- Use the Hot Key selection method.
 - Each menu selection has one letter highlighted (bolded, a different color or reversed



If you find yourself taking the wrong path, you can back up by depressing F6 (once for each step in the process until you reach the appropriate selection).

02-25-00 Trouble Analysis Facilitation Interface BR1AF IYM BST R2000.1 SIM

```

02-25-00 Trouble Analysis Facilitation Interface  BRTAF IYM  BST R2000.1 SIM
TN 999 555 1049 NAME CONN. DONALD & M 1AES
OOS N ADDRESS 115 PANNEL TR

-
Get reach information and advise
customer of commitment.
(If necessary, use F9 to enter
Access & Commitment information.)

Line not in use (LIU=N)
|AT TIME
|SLOW DI
|CAN'T B
|DIAL TO
|BUSY/RE

REACH# _____
REMARKS _____
ACCESS# _____
REP BY _____
NEW COMM AS
ACCESS: A _____ B _____
OS 05-10-94 0500P
AS 05-10-94 0500P
BC 05-11-94 0700P
CUS DT _____
NOTE _____
CAT CD IRATE N CC N
TRBL DESC NOT ****
ADTNL NAR _____
DT RECVD _____
MTR: -
EMAIL: _____

Waiting for test results... 10 secs
08:24 08:57:51
    
```

Figure 16 - Message Window

```

02-25-00 Trouble Analysis Facilitation Interface  BRTAF IYM  BST R2000.1 SIM
TN 999 555 1049 NAME CONN. DONALD & M 1AES
OOS N ADDRESS 115 PANNEL TR

-
Do you have a PC/Fax Machine
connected to this line?

Trouble on all phones
REBACK=N
Line not in use (LIU=N)
|NO DIAL
|AT TIME
|SLOW DI
|CAN'T B
|DIAL TO
|BUSY/RE

REACH# 8005551234
REMARKS XYZ Phone
ACCESS# =
REP BY Gene
NEW COMM AS
ACCESS: A _____ B _____
OS 05-10-94 0500P
AS 05-10-94 0500P
BC 05-11-94 0700P
CUS DT _____
NOTE _____
CAT CD IRATE N CC N
TRBL DESC NOT ****
ADTNL NAR _____
DT RECVD _____
MTR: -
EMAIL: _____

Information Available for 9995551049
14:20 09:03:47
    
```

Figure 17 - Access and Commitment Window

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN	999 555 1049	REPEAT	N	EC	999	UNIT	62700000
						LOC	
NAME	CONN, DONALD & M	SUB	N	SO	N		
ADDRESS	115 PAINEE TR						
REACH#	8005551234	ACCESS#	8005551234	CALLED#			
REMARKS	CLEC#1234567890	OK/		REP BY	Gene		
TRBL DESC	NDT ****			NOTE			
NARRATIVE	-ndt-a/p-#SKIONE						
MTR:	_ LINK:						
NEW COMM	AS	ACCESS:	A	B		OS	05-10-94 0500P
CUS DT		CAT	CD	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	05-11-94 0700P
TEST RES	TOK	HANDLE	BLKN	MISC	H98		
RECOMMEND	BLKN-TOK-No Blockage Found						
						BRTAF IYM	

Information Available for 9995551049

03:42 08:58:11

Figure 19 - TAFI Trouble Report Screen

When all entries have been made on the Trouble Entry screens, the Enter key is pressed to initiate the LMOS Trouble Report. The screen disappears and the Initial Trouble Entry Screen is displayed to begin processing the next report. When the user completes the TAFI transaction, one of three possible outcomes occur:

- The problem is resolved and an LMOS trouble report is initiated and closed.
- The problem is placed in an LMOS trouble report and routed to the appropriate work group for handling. (This includes sending reports to the Technical Support (TECH) group of MA's for manual screening because TAFI does not have enough information to make a determination.)
- The problem is cleared by TAFI as a transfer situation (i.e., refer to Business Office).

5.5 TAFI ON-LINE JOB AIDS

TAFI has on-line references that provide information about various products and services BellSouth provides, along with other information useful in processing a trouble report. This window may be accessed through the Help window function key (F1).

⇒ **Note:** The Help Key (F1) can be depressed at any time and from any TAFI window to obtain reference information ... even without a telephone number entered

in the Initial Trouble Entry Window. The user should access this resource and become familiar with all of the information available.

⇒ **Note:** To maintain parity, the CLEC user has access to all of the resources available to a BST user ... even though not all of these resources are applicable to the CLEC's repair effort.

To review the on-line job aid capabilities, the user should log into the CLEC TAFI system:

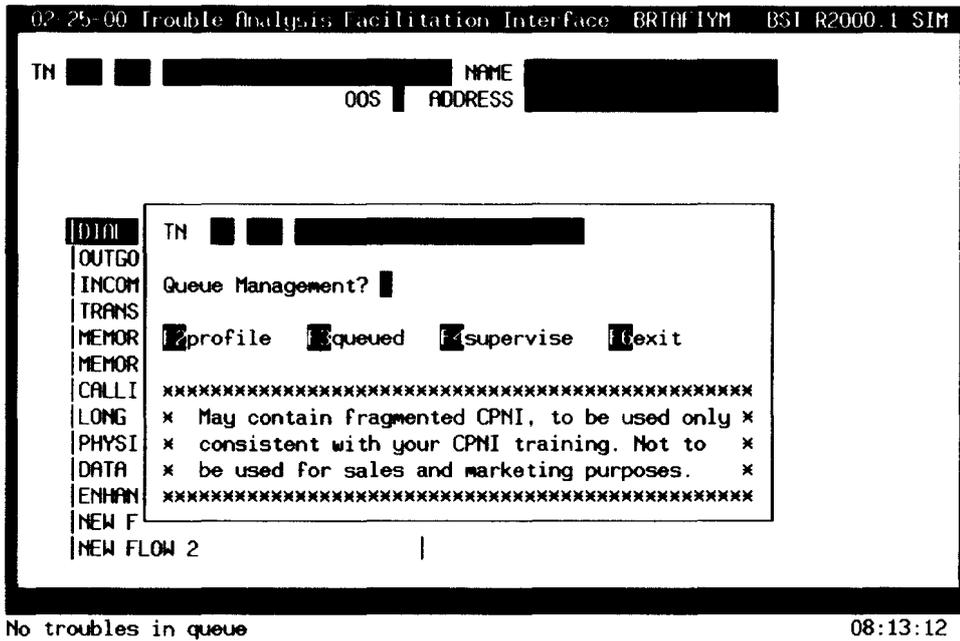


Figure 20 – Initial Trouble Entry Window

Depressing the F1 Help function key will result in obtaining the TAFI Master Help Menu:

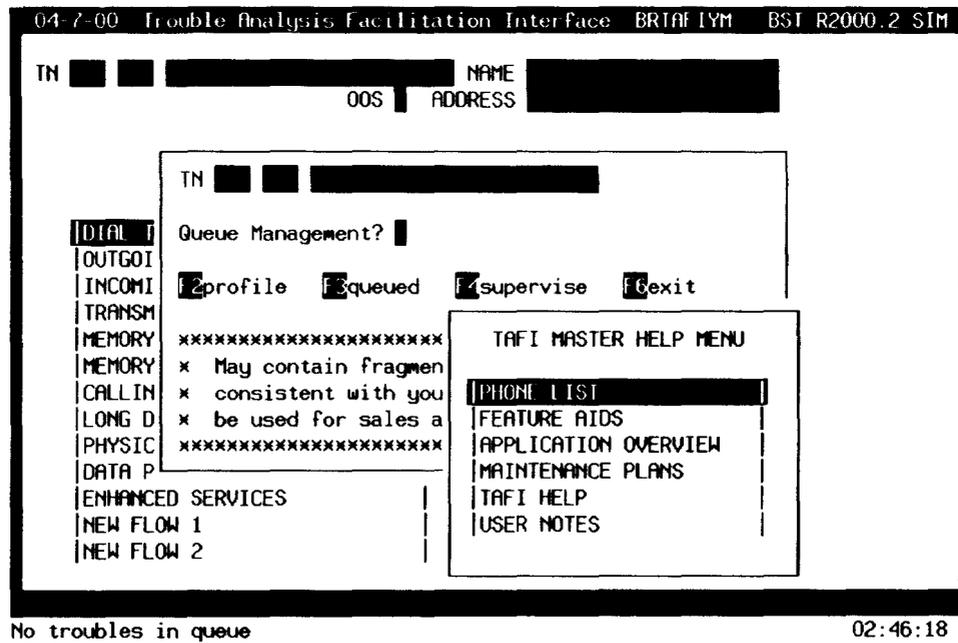


Figure 21 – TAFI Master Help Menu

The user would select the specific job aid from this menu.

5.5.1 PHONE LIST

As a resource for the TAFI user, the system maintains a list of referral telephone numbers that may be used during the resolution of a customer’s trouble report. Although many of these numbers are intended for BellSouth’s repair attendants, the CLEC user will find a number of them useful as well.

Selecting the Phone List option produces the following sub-menu of options:

customer is paying for Call Forwarding by depressing the F7 function key. Doing so produces Figure 26:

⇒ **Note:** The F7 option translates the USOC coded feature information found on the customer's CSR list into English terms. The USOC code is shown on the left with the English translation on the right.

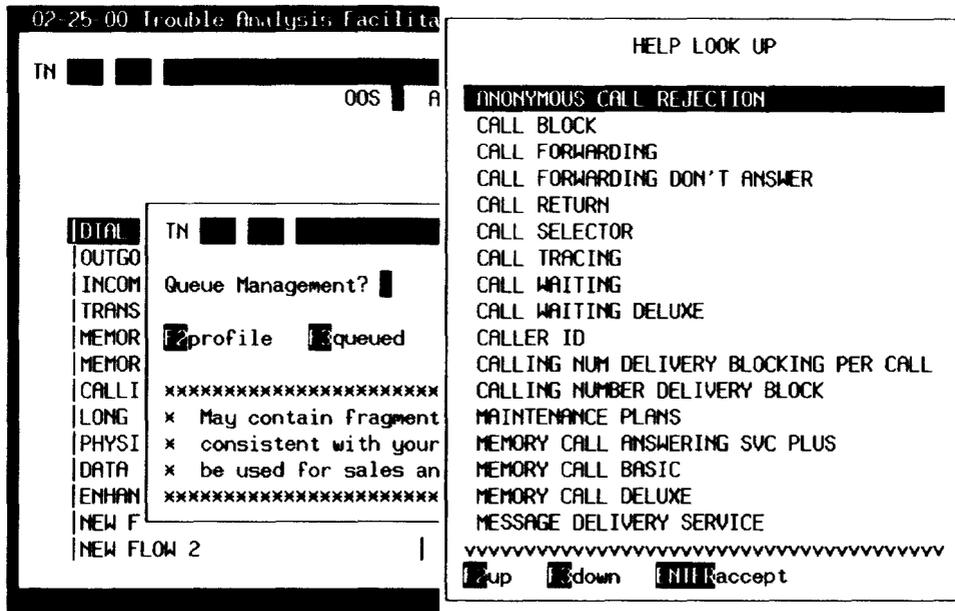


Figure 27 – (Help) Feature Aid Listing

⇒ **Note:** As demonstrated in Figure 22, this option has more entries than can be displayed on a single screen. To view these additional options, depress the **Page Down** key.

Selecting the Call Forwarding option will produce a text file describing how to use this feature as shown in Figure 28 (see page 59).

Notice that the word “end” does not appear at the bottom of this window. Therefore the user knows there is more information on this subject available. To access this additional information, depress the **Page Down** key. Read the information provided and then depress the **Page Down** key sequentially until reaching the EOF mark.

5.5.4 MAINTENANCE PLANS

This section provides information on the various BST maintenance coverage options.

⇒ **Note:** Many CLECs have opted not to purchase BST's maintenance plans and this data may not be of any benefit to them ... others have.

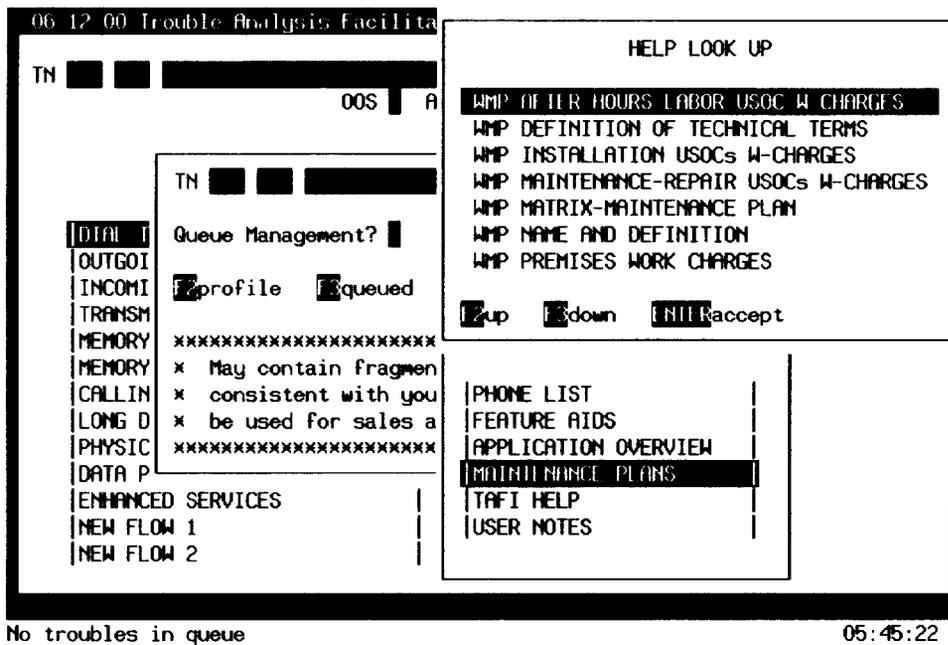


Figure 30 – BST Maintenance Plans

Selecting one of these options will provide specific details about the individual plan.

5.5.5 TAFI HELP

The TAFI Help option contains a number of reference options as well as providing some additional look up functions. Selecting this menu choice produces the options found in Figure 31 – TAFI Help Option, located on page 61.

06 12 00 Trouble Analysis Facilita

TN [REDACTED] OOS | A

TN [REDACTED]

Queue Management? |

profile queued

XXXXXXXXXXXXXXXXXXXX

* May contain fragmen

* consistent with you

* be used for sales a

HELP LOOK UP

BACKDATE CODES & USAGE

BACKTALK

CARRIER IDENTIFICATION

PASSWORD MAINTENANCE

TAFI ADMIN PROCEDURES

TAFI NAVIGATION AID

VIDEO TRIAL COVERAGE AREA

WMP AFTER HOURS LABOR USOC W-CHARGES

WMP DEFINITION OF TECHNICAL TERMS

WMP INSTALLATION USOCs W-CHARGES

WMP MAINTENANCE-REPAIR USOCs W-CHARGES

WMP MATRIX-MAINTENANCE PLAN

WMP NAME AND DEFINITION

DIAL |

OUTGOI

INCOMI

TRANSM

MEMORY

CALLIN

LONG |

The BACKTALK system referenced in the TAFI Help Menu is an internal BellSouth interactive voice response system used to communicate with the Residential end-user. Since all dialogue regarding a CLEC trouble report is between BellSouth and the CLEC, this BACKTALK system that is not used for processing CLEC trouble reports.

5.5.5.1 TAFI NAVIGATION JOB AID

To assist users after their initial training (and introduction to this document), the TAFI Help section contains a TAFI Navigation Job Aid. This section contains information on how to move around the TAFI screens.

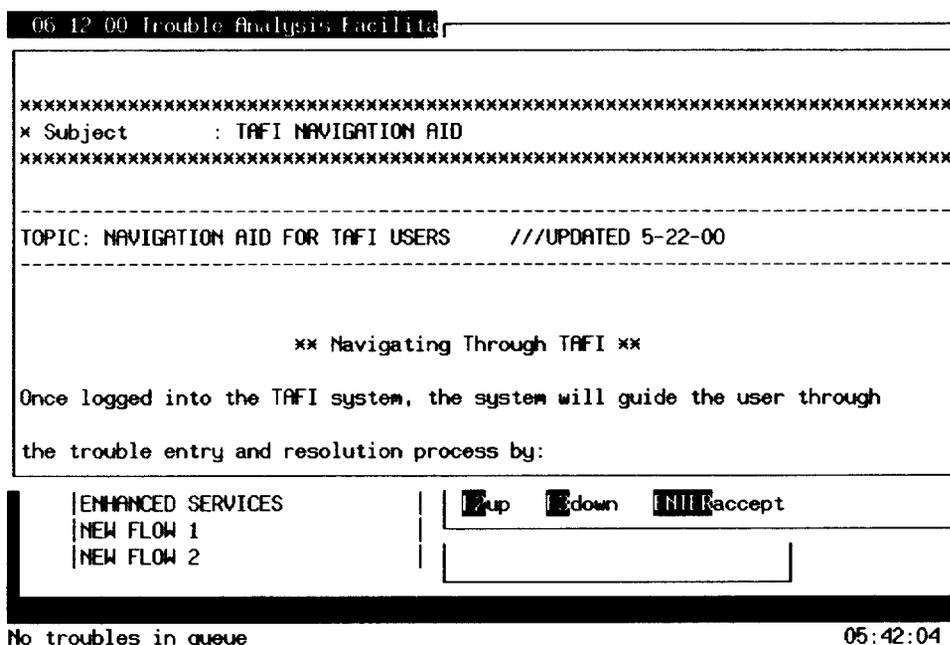


Figure 33 - TAFI Navigation Job Aid

5.5.6 USER NOTES

The TAFI system is constantly evolving to accommodate new features, services and changes in BST's backend processing methodology. As new TAFI system enhancements are developed, they are bundled together to form a new release of the software. The TAFI release numbering scheme is: current year . major release number . minor release number. A major release typically includes new functionality while a minor release typically addresses bug fixes. For example, Release 00 1 was the first major release.

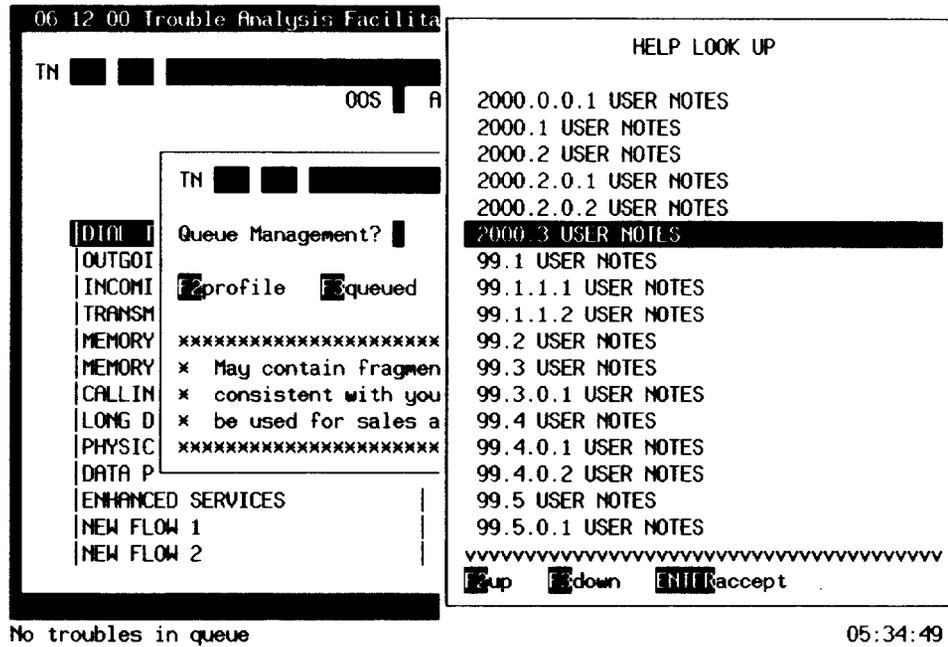


Figure 34 – User Notes Menu

Many of the enhancements discussed in these User Notes address items that occur behind the scenes and are transparent to the users (e.g., changes in TAFI’s flow to process a report).

Selecting the 2000.3 User Notes option from this menu will produce:

