

8 TAFI USER QUEUE

Some of the downstream transactions may take more time than the customer is willing to wait. For example, if TAFI does not get a valid MLT test result, TAFI will re-test the line after waiting five minutes. Using TAFI, the user is performing the traditional screening function and a quality recommendation can not be made without valid downstream data. When finished with a report, it will either be closed or sent it to the correct location for resolution. However, at the same time, more customers are calling to report their troubles. So what do you do?

Queue the report!

TAFI has the ability to keep working on the customer's trouble report in the background thus freeing the user to start helping other customers. For all practical purposes, there is no limit as to how many reports you can have in your queue. **Just remember that you have to handle all of your queued reports in a timely manner!** TAFI informs you of the status of your queued reports via the User Queue report. This report is displayed every time you complete a trouble report so you don't forget about your queued reports. You will have the option of retrieving a report that TAFI has finished analysis on or bypassing your queued reports (by pressing F6) and taking a new customer call.

8.1 QUEUING A REPORT

There are two ways that a report can be placed in your User Queue:

- TAFI recommends queuing the report (typically because data from a downstream system is currently not available).
- You can manually queue a report so you can start processing other customer troubles while TAFI continues working on the current problem in the background.

To manually queue a report, depress the queue function key (F8).

TAFI will confirm that you have captured all of the required information before it accepts your command. If the data on the Access and Commitment window is not populated, TAFI will require that this information be gathered before the report can be queued.

The best way to experience queuing a report is to walk through an example.

EXAMPLE: Mr. Jamison called to report that he does not have any dial tone. However while processing his report the first MLT test was not conclusive ...

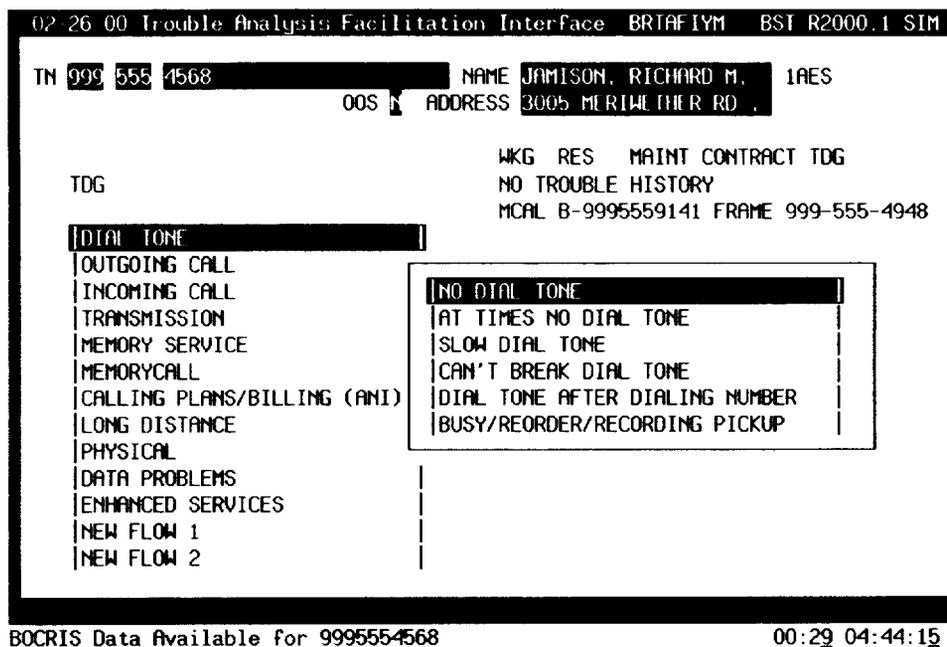


Figure 54 - Queue - 1

He indicates that the problem was on all of his phones:

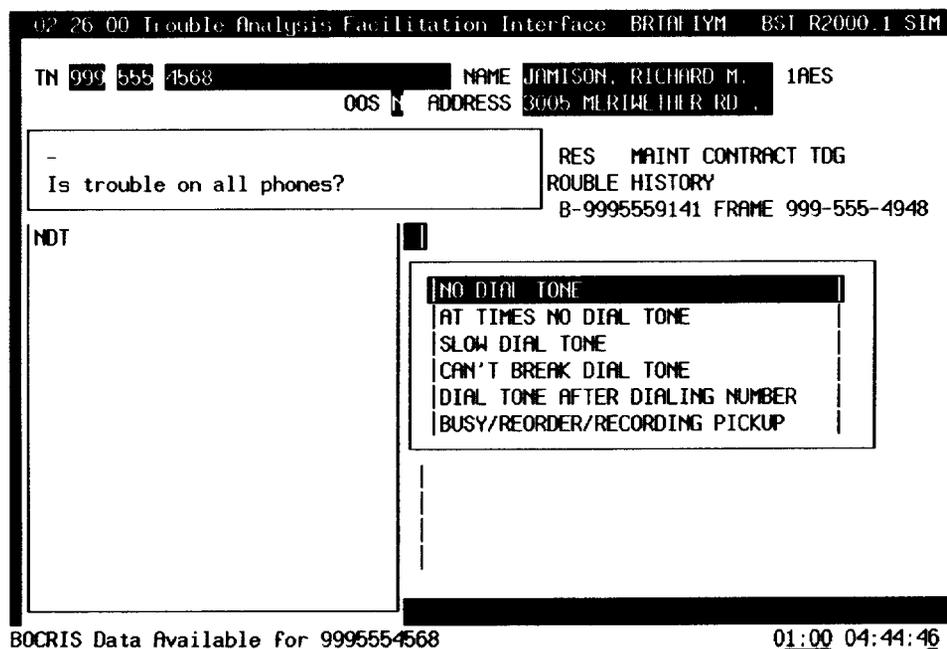


Figure 55 - Queue - 2

The customer was calling from another location:

```

02 26 00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM
TN 999 555 4568 NAME JAMISON, RICHARD M. 1AES
OOS N ADDRESS 3005 MERTWETHER RD .
-
Is the line currently in use?
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948

NDT
Trouble on all phones
REBACK=N

NO DIAL TONE
AT TIMES NO DIAL TONE
SLOW DIAL TONE
CAN'T BREAK DIAL TONE
DIAL TONE AFTER DIALING NUMBER
BUSY/REORDER/RECORDING PICKUP

BOCRIS Data Available for 9995554568 01:30 04:45:16
    
```

Figure 56 - Queue - 3

Then TAFI asks that you complete the Access and Commitment Window:

```

02 26 00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1 SIM
TN 999 555 4568 NAME JAMISON, RICHARD M. 1AES
OOS N ADDRESS 3005 MERTWETHER RD .
-
Get reach information and advise
customer of commitment.
(If necessary, use F9 to enter
Access & Commitment information.)
REACH# _____
REMARKS _____
ACCESS# _____
REP BY _____
NEW COMM AS
ACCESS: A _____ B _____
OS 07-29-94 0600P
AS 07-29-94 0600P
BC _____
CUS DT _____
NOTE _____
CAT CD IRATE N CC N
TRBL DESC NDT ****
ADTNL NAR _____
DT RECVD _____
MTR: -
EMAIL: _____

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

TEST Results Requested for 9995554568 02:04 04:45:50
    
```

Figure 57 - Queue - 4

```

02 26 00 Trouble Analysis Facilitation Interface BRTAF IYM BST R2000.1 SIM
TN 999 555 4568 NAME JAMISON, RICHARD M. 1AES
OOS N ADDRESS 3005 MERIWETHER RD .
WA
WK REACH# 8005551234
NO REMARKS Skione comm
MC ACCESS# =
REP BY Gene
NEW COMM AS
ACCESS: A B
OS 07-29-94 0600P
AS 07-29-94 0600P
BC
CUS DT
NOTE recontact
CAT CD IRATE N CC N
TRBL DESC NDI ****
ADTNL NAR DOG IN YARD
DT RECVD
MTR:
EMAIL:

```

TDG

NDT
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

RECOMMEND: WAIT ON RETEST

RETEST Required for 9995554568

03:52 04:47:38

Figure 58 - Queue - 5

While you were populating the Access and Commitment (A/C) Window, TAFI initiated a MLT test. However, the test did not produce a valid result and TAFI is recommending a re-test. You, through your experience and training, notice this information in the Trouble Report Status area and know that you will be queuing this report. You must add two pieces of information in the A/C window:

- Make yourself a reminder note to re-contact this customer using the **Note** field.
- Since TAFI may execute the Automatic Queue Processing function (discussed in Section 8.4, beginning on page 150) you must add any critical piece of information that you want to appear on the narrative line of the final report. In this case, Mr. Jamison is warning the technician to watch out for the big dog in his yard and this information is entered in the **Additional Narrative** field.

You complete the contact with your customer by providing him the established commitment, provide an indication of future availability and thank him for using your service - your standard contact closure. The only difference between this close and other closures is that you don't know (at this time) what the disposition of this report will be. (You will once TAFI completes its analysis, but right now you have other customers to handle.)

Depress the Enter key to register all of the data gathered in the A/C window for this report and then depress F8 to queue the report:

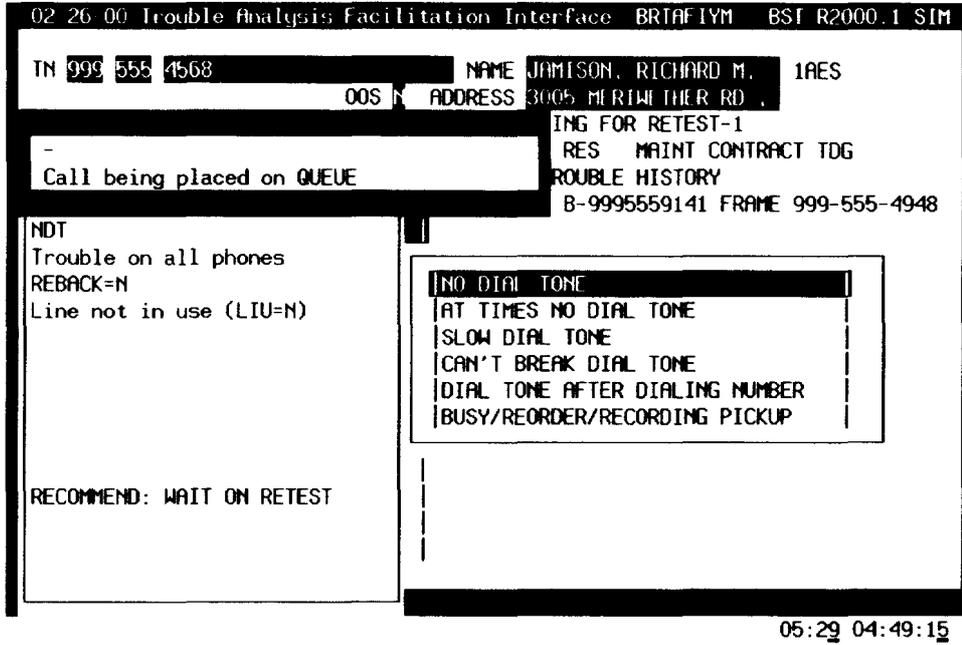


Figure 59 - Queue 6

TAFI queued the report and provides a Message Window acknowledging the request.

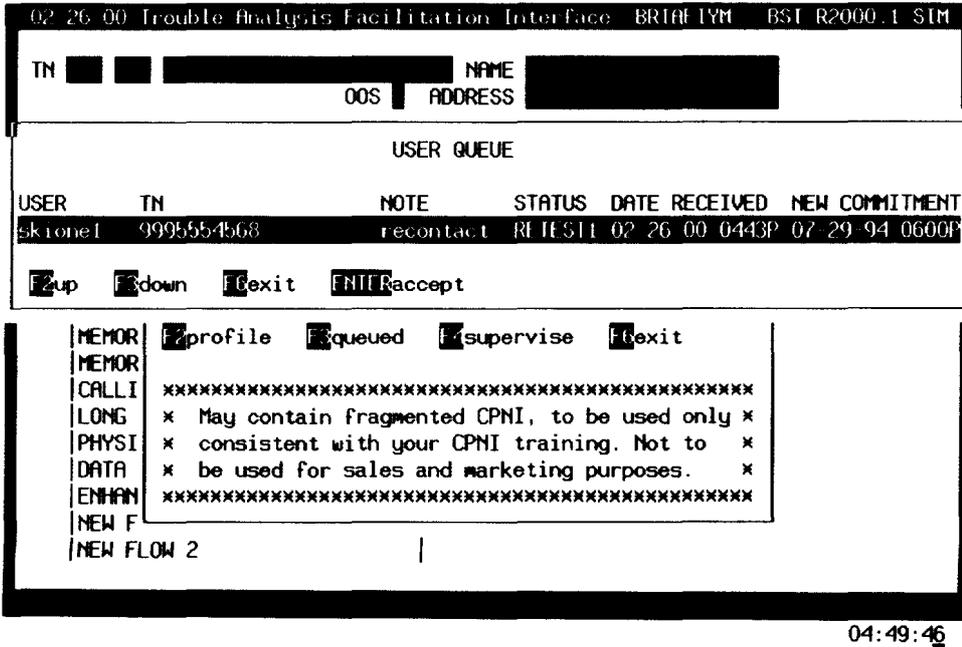


Figure 60 Queue 7

Take a minute to look at the User Queue window. Notice that your note (reminder to yourself) is displayed along with the status of this report. In this case, TAFI is re-testing the line with the first re-test request.

⇒ **Note:** If TAFI recommends queuing the report because access to downstream systems is momentarily blocked, TAFI will automatically place the word “SYSTEM” in the note field. This alerts you to some possible communications problem.

Pay attention to the function key prompts in this User Queue window. To move the highlight bar down and up, use F2 and F3 (when you have more than one report in queue). To bypass this User Queue report and return to the Initial Trouble Entry Window (to process another customer’s call), depress F6.

```

02 26 00 Trouble Analysis Facilitation Interface  BRTAF IYM  BSI R2000.1 SIM
TN  [REDACTED]  NAME [REDACTED]
OOS  ADDRESS [REDACTED]

USER QUEUE

USER  TN          NOTE      STATUS  DATE RECEIVED  NEW COMMITMENT
skione1  9995554568    recontact  TEST2   02 26 00 0443P  07 29 94 0600P
skione1  9999495038                    Ready   02-26-00 0451P  02-28-00 0400P

F2up  F3down  F6exit  F11F6accept

|MEMOR|
|CALLI| *****
|LONG | * May contain fragmented CPNI, to be used only *
|PHYSI| * consistent with your CPNI training. Not to *
|DATA | * be used for sales and marketing purposes. *
|ENHAN| *****
|NEW F|
|NEW FLOW 2 |

TEST Results Requested for 9995554568                                04:52:48

```

Figure 61 – Queue - 8

As TAFI continues to work on your report in the background, it displays status information in the Status Line, even if you are working on a different report. TAFI just wants to keep you informed. Also, notice that the Status field on the User Queue report gets updated to let you know what’s going on. Look at the screen above. What’s the current status of the queued report?

When the Status field indicates "READY", you know that TAFI has completed the analysis and formulated a recommendation for you to complete the report:

```

02 26 00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN [REDACTED] NAME [REDACTED]
OOS [REDACTED] ADDRESS [REDACTED]

USER QUEUE

USER      TN          NOTE      STATUS  DATE RECEIVED  NEW COMMITMENT
skione1  9995554568      recontact Ready    02 26 00 0443P 07 29 94 0600P

F2up  F3down  F6exit  ENTERaccept

MEMOR  F2profile  F3queued  F4supervise  F6exit
MEMOR
CALLI  *****
LONG   * May contain fragmented CPNI, to be used only *
PHYSI  * consistent with your CPNI training. Not to *
DATA   * be used for sales and marketing purposes. *
ENHAN  *****
NEW F
NEW FLOW 2      |

```

TEST Results Available for 9995554568 05:01:10

Figure 62 – Queue - 9

8.2 RETRIEVING QUEUED REPORTS

Once TAFI has completed the analysis and determines a recommendation, TAFI changes the Status on the User Queue report to READY. When you have finished working on your current report, TAFI will always display the User Queue window (if you have at least one report in queue) prior to allowing you access to the Initial Trouble Entry window. You have to determine when to take the report out of queue.

For example, if there are many customer calls pending in the ACD queue, you may elect to handle a new customer call first. When the peak customer call volume goes down, you will start completing those reports in your queue.

⇒ **Note:** Your management will provide you with guidelines for handling queued reports in your center.

Retrieving a queued report is a two step process:

Figure 64 Queue 11

In our example, the MLT test equipment was consistently busy every time TAFI tried to run a test. TAFI displayed this information in the **Test Results** field on the Trouble Report screen. If this was a real world trouble, you would call a BST center and notify them of this situation. The BST person will coordinate with the WMC to correct this potential MLT problem. To maintain your commitment to the customer, TAFI recommended dispatching a technician to correct the problem.

- ⇒ **Note:** Every central office is equipped with a limited number of test facilities that run MLT tests. The larger the CO, the more test facilities are available. Under normal situations there are plenty of facilities available. However, if a large number of trouble reports are generated for a given CO at the same time, you may incur the *test equipment busy* result. When this occurs, TAFI waits 5 minutes and re-tests the line. Most of the time, a subsequent test will net a good result. Experience with multiple MLT tests indicate that if a good result is not returned by the second attempt, there's little probability that additional attempts will provide good results. Failing to get a good MLT result after the second attempt, TAFI will send the report to the MA screening pool for manual intervention.

8.3 TIPS ON QUEUING

- (1) In many situations, the result of the MLT test will determine TAFI's recommendation and how you finally process the report. If the result comes back while the customer is still on the line, you can provide your customer with a more definite response by saying something like: "*... while we were talking I ran a test on your line and the results show me that our technician will have to be sent out to correct the problem. I'm sure that we will have this corrected for you by 6 PM*"

However, how long do you wait for the test result to come back? Depending upon the CO and a number of other factors, the results may not come back for 2 minutes or more.

The best rule of thumb is to complete your contact in the normal manner. Gather information from the customer and select the appropriate trouble category, answer TAFI's questions, obtain the necessary information to populate the A/C window and, if the test results are not back, provide your customer with a commitment date/time and close the contact. When you have finished with the customer, depress F8 to queue the report and move on to your next call.

- (2) The second thing to remember is that you are responsible for the reports in your queue. You are expected to handle these reports in a timely manner.

The longer you keep a report in queue, the less time the field technicians have to clear the problem by the commitment time!

- (3) Should another user take a report for this telephone number (while the initial report is still in queue), one of two things will happen:
- A: If the user taking the second report is working on the same TAFI processor (i.e., CRTAFIZM) where the report is queued, TAFI will take the report out of the first user's queue and display all the information to the new user. (It acts as if the second user had the report queued and then pulls it out for further action.)
 - B: If the new user is working on a different TAFI processor, the system will process the report independent of any work performed by the first user. The second user then completes the report and TAFI routes it for proper handling. When the first user takes the report out of queue and attempts to complete it, LMOS will return an error message saying "SUB NOW" (see Section 11). This error message indicates that someone else generated an initial report and this user must cancel his TAFI transaction and then enter a subsequent report listing any new information that they have obtained.

Note: In situation B, when the first user takes the report out of their queue and sends it to LMOS, they will get a SUB NOW error message. This error message indicates that someone else generated an initial report and this user must enter a subsequent report listing any new information that they have obtained.

All users for a given CLEC company are assigned to work on the same production CLEC TAFI processor and option A would be the expected result. However, should the user temporarily use the CLEC TAFI Back-Up system (because of some difficulty with their production system), option B could occur.

- (4) During normal operations, TAFI provides you an indication when a recommendation has been developed, you take the report out of queue and process it. Should you need to log off prior to obtaining a recommendation for a queued report (i.e., lunch break, etc.), TAFI will display the status of all your queued reports when you log back in.

However, if you have queued reports and you have to leave for an extended period (i.e., go home at the end of your tour), you **must inform your supervisor so he/she can reassign your queued reports to another user.**

Users should budget their time to process all queued reports prior to leaving for the day.

(5) **IMPORTANT!**

If while processing the queued report, the user elects to cancel the TAFI transaction, the LMOS report is still active. This should not happen often. One scenario might be after waiting for an MLT test the user calls the customer to say the line tested OK. The customer then realizes that he really didn't want to report a trouble but needed to speak with someone in the business office. The first reaction would be to cancel the report (Referred to Business Office) ... but doing so would leave an active report in LMOS (since the report was queued in TAFI).

In situations where the user would have canceled the TAFI transaction AFTER placing the report in queue, the correct steps are to use the CLOSE Report Override option and select the appropriate Close transaction (i.e., CX Customer Canceling Original Report) to close the existing LMOS report.

8.4 **AUTOMATIC QUEUE PROCESSING**

We just discussed the importance of processing your queued reports in a timely manner so the field technicians have ample time to fix the trouble before the commitment time (assuming that the recommendation is to dispatch a technician). To assist you in processing queued reports, TAFI has been enhanced to automatically send reports to LMOS if the recommendation is to dispatch a technician.

⇒ **Note:** Since TAFI may take this report from you, it is critical that you enter any information that needs to go on the narrative line using the additional narrative field on the Access and Commitment window before you queue the report (see page 96).

ADDITIONAL DATA WINDOW

TAFI gathers much information from a number of downstream systems during the processing of a trouble report and holds it while it is processing the report. TAFI uses this information to develop its recommendation. As shown below, information from many downstream systems could be accessed (and viewed) but the data actually gathered depends upon the nature of the trouble report. For example, if the customer was reporting NDT, TAFI would not go to Predictor and verify switch translations. Therefore, accessing the Predictor option on this window will not provide any information.

To successfully process customer trouble reports does not require the user to view any information available in the Additional Data Window. TAFI does this automatically and with consistent interpretation.

Some users may want to view this information to gain a better insight to a specific problem. The **Additional Data Window** and is accessible by depressing F11.

The Additional Data Window displays the following menu of options:

<i>Test Results</i>	Displays the MLT results obtained by TAFI
<i>Ticket Status</i>	LMOS Recent Status Transaction (RST) - used to view the various lines of status on a pending trouble report
<i>BOCRIS CSR</i>	CRIS Customer Service Record - displays the products and services that are programmed on the line
<i>LMOS TR</i>	LMOS Trouble Report - a view of TAFI's interaction with the LMOS TR mask
<i>Predictor</i>	Predictor - the results of TAFI's inquire to Predictor
<i>BOCRIS Pend Order</i>	BOCRIS Pending Service Order - a view of what was ordered in BOCRIS
<i>DATH Trouble History</i>	LMOS Display Abbreviated Trouble History - A trouble history report showing just the close out narrative on previous trouble reports
<i>DLETH Trouble History</i>	LMOS Display Extended Trouble History - A trouble history report showing every line of status on previous trouble reports stored in LMOS

<i>DLR (DLRL)</i>	LMOS Display Line Record - displays the customer's Line Record (DLRL) in LMOS
<i>DLR (DLEX)</i>	LMOS Display Line Record – displays the customer's extended line record (DLEX) stored in LMOS
<i>SOCS Pending Order</i>	Service Order Control System - displays pending service orders (if any)
<i>Other SOCS Orders</i>	If the customer has more than one pending service order, this option lets you select which service order to view
<i>SOCS Deny/Restore</i>	Displays any pending Service Orders Denying or Restoring Service
<i>OSPCM BSW</i>	OSPCM Buried Service Wire - displays the status of work orders to bury customer's buried drop wires. (This work is performed by contractor.)
<i>Update LMOS TR</i>	If the trouble report is updating an existing LMOS report, you can view this update here
<i>View Links</i>	Allows the user to view other trouble reports linked together in a Multiple Trouble Report
<i>Host Request Errors</i>	If TAFI attempted to gather some information or send some information and the request failed (due to either a communications problem or the host system was not available), the user can attempt to re-send the transaction with this option
<i>LNP Gateway Data</i>	If TAFI queried LNP for information to process the trouble report, then this data can be viewed here.
<i>Access Numbers</i>	Provides additional access numbers
<i>Customer Bill Memo</i>	If available, TAFI will display all entries made in the past seven days on the customer's Bill section
<i>View CPNI Data</i>	TAFI Displays the customer's desired CPNI handling procedures

Most of these options produce reports that have more than one page. You may scroll through each page using the **Page Up** and **Page Down** keys.

With an active trouble report on your screen, depressing F11 produces the Additional Data Window

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN 999 949 5038	REPEAT N	EC 999	UNIT 47147200
NAME DUNCAN, JACK M	SUB N	SO N	LOC IDG
ADDRESS 867 REN			
REACH# 8005551	ADDITIONAL DATA		
REMARKS Skione	TEST RESULTS	SOCS PENDING ORDER	
TRBL DESC NDT **	TICKET STATUS	OTHER SOCS ORDERS	
NARRATIVE -ndt-a/	BOCRIS CSR	SOCS DENY/RESTORE ORDERS	
MTR: _ LINK:	LMOS TR	OSPCM BSWM	
NEW COMM OS	PREDICTOR	UPDATE LMOS TR	
CUS DT	BOCRIS PEND ORDER	VIEW LINK'S	
DT RECVD	DATH TROUBLE HISTORY	HOST REQUEST ERRORS	
TEST RES <u>OPN OUT</u>	DLETH TROUBLE HISTORY	LNP GATEWAY DATA	
RECOMMEND <u>DISP OU</u>	DLR (DLRL) LINE RECORD	ACCESS NUMBERS	
	DLR (DLEX) EXTENDED REC	CUSTOMER BILL MEMO	
		VIEW CPNI DATA	

TEST Results Available for 9999495038

11:16 07:43:14

Figure 65 - Additional Data Window

Let's take a closer look at some of these options:

9.1 TEST RESULTS

Selecting the TEST RESULTS option displays full MLT test data.

```

02 26 00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1
TN 205 987 6000 NAME XRPIATKOWSKI, GENE SES
OOS N ADDRESS 2400 TITONKA RD . BI
- RES MAINT CONTRACT IWP/TDG

205 987 6000

0 TEST OK
    
```

Information Available for 2059876000

03:28 05:07:25

Figure 66 - MLT Screen - 1

Scroll down (page down key) to view rest of MLT data:

```

02 26 00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1
TN 205 987 6000 NAME XRPIATKOWSKI, GENE SES
OOS N ADDRESS 2400 TITONKA RD . BI
- RES MAINT CONTRACT IWP/TDG

0 TEST OK

1605          1618          6          YES
3500  0      3500  0      181
3500  0      3500  0      183

          100          34500
          65

R
    
```

Information Available for 2059876000

03:58 05:07:55

Figure 67 - MLT Screen 2

9.2 TICKET STATUS

This option will produce the LMOS Recent Status Transaction or RST report. It provides a detailed report of what has transpired on an active (pending) trouble report. Every time someone handles the report, a line of status showing: who did it, when it was done (time/date), the intermediate status transaction code (IST) - which translates to what's happening to the report like PDO, and a line of narrative describing what the person did to produce the IST value.

9.3 BOCRIS CSR

When would you want to look at the CSR? In most cases, TAFI verifies the CSR to ensure that the customer has the feature that is being reported. In a rare situation, a new feature has been introduced and the TAFI lookup capability has not been updated yet. If the customer tells you that he has a feature, and TAFI tells you "*customer not paying for feature*", look at the CSR manually. If you find a discrepancy (i.e., you find the feature in the CSR), notify your SME to report this problem to BellSouth.

This option will display a customer's CSR. This record lists everything your customer has programmed on his line. Take a few minutes and scroll through this example:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
999 949 5038 196 *CSR* HGTN 1FR
DUPL CUST EXISTS (3) NO
LN DUNCAN, JACK M
LA 867 RENEE DR
SA 867 RENEE DR
, HAUGHTON
DZIP 71037

---DIR
DDA BA
DEL A1, B0, C0, D0, E0, F0, G0

---BILL
BN1 JACK M DUNCAN
BA2 867 RENEE DR

```

TEST Results Available for 9999495038

12:13 07:44:11

Figure 68 - BOCRIS CSR Screen - 1

Scroll down (page down key):

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
BA2 867 RENEE DR
PO HAUGHTON LA 71037
TAR 000.707
PACI XXXX
SS 540-58-8611;X

---S&E

(OOTHER)
NOTE:
999 949 5038 196 *CSR* HGTN 1FR NO
DUPL CUST EXISTS (3)
QTY USOC S&E J REV IDENT NUMBER BTC EFF DT T
1 NW101 NETWORK INTERFACE-OUTSIDE+ NR 072294 N
    
```

TEST Results Available for 9999495038 12:52 07:44:50

Figure 69 -- BOCRIS CSR Screen - 2

Scroll down again:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
1 NW101 NETWORK INTERFACE-OUTSIDE+ NR 072294 N
  /SED 07-22-94
  (LINES & STATIONS)
1 MBBRX MEMORYCALL ANSWERING SER+ 395 9495038 072294 0
  /TN 949-5038/MBTN 949-5038
  /DLNM 2-JACK DUNCAN
  /IC 09-16-94/SED 07-22-94
1 MWW MESSAGE WAITING - STUTTER+ 50 9495038 072294 N
  /TN 949-5038/IC 09-16-94
  /SED 07-22-94
1 1FR RESIDENTIAL LINE 1327 072294 N
  /PIC 288/PCA B0, 07-15-94
  /SED 07-22-94
    
```

TEST Results Available for 9999495038 13:21 07:45:19

Figure 70 -- BOCRIS CSR Screen - 3

Continuing to page down will display the entire CSR segment

9.4 LMOS TR

Selecting this option, you will see what TAFI is seeing while it generates the LMOS Trouble Report mask:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
GENERIC_FID= IWP
GENERIC_FID= CCS
GENERIC_FID= MEMORY
GENERIC_FID= CALL
LISTED_NAME= DUNCAN, JACK M
SERVICE_ADDRESS= 867 RENEE DR , HAUGH
LOCATION= TDG
UNIT_NUMBER= 47147200
WORKING_CONDITION= WKG
CLASS_OF_SERVICE= RES
SERVICE_CODE= 1FR
LAST_CLEAR_DATE= 06-25-94
AFFECTED_SERVICE_COMMIT= 07-29-95 0600P
OUT_OF_SERVICE_COMMIT= 07-29-95 0600P
NARRATIVE=
-----
TEST Results Available for 9999495038 18:51 07:50:49
```

Figure 71 - LMOS TR Data

The scrolling down will display the remainder of the TR (LMOS Trouble Report) Screen data elements. If the WMC populated handle codes for a known failure condition for a given number, TAFI will provide the user with the appropriate information. All of this data is displayed in the TAFI Trouble Report Screen (see page 51).

9.5 PREDICTOR

When TAFI is processing a feature problem, it will verify the switch translations using Predictor. The raw data is available for view with this option:

```

02 26 00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1
TN 205 987 6000 OOS N TOUCHSTAR 5ES
- ARDING CALL FORWARDING T IWP/TDG

S42F-164429994 00-02-26 17:15:16 249043 no_cls BAB98EE
M Sat Feb 26 17:15:15 2000
SCREEN 1 OF 6
5ESS SWITCH BAB98EE
VERIFY 1.8
ANALOG LINE/BRCS ASSIGNMENT
(*)1. TN 9876000 RAX 1 OVRD DNY XFER N
(*)2. OE ----- LCC 1FR BUSY MONITOR N
(*)5. PTY - TTC Y ATT MLHG -----
(*)6. MLHG ----- HRI 0 RBV TGN -----
(*)7. MEMB ----- SERHLN ----- CIDLAL ALLOW
CHNG TN 2059876000 BCK LNK N PIC 6746
CHNG OE L 0120013063 SHARED N PTC -----
CHNG PTY I PLC -----
CHNG MLHG 0 SUSO N UNBUNDLED N

PRED Data Available for 2059876000 05:18 05:17:51

```

Figure 72 – Initial Predictor Data Screen

Depending upon the number of features that the customer has, this report could be many pages long. In the example above, there are six pages of data (and there is not reason to clutter this document with them).

Again, since TAFI has collected this data to handle a feature related trouble report, the results are available for inspection. In the real world, you will most likely never look at this data ... because TAFI does the work for you

If you want to see what features are programmed in the switch (in English), depress the F7 key after TAFI tells you that *PRED Data Available* (as shown in the status line in Figure 72). Using this feature the user will see both the English translation of the various USOC codes from the CSR as well as the English translation of the Switch programming.

9.6 BOCRIS PEND ORDER

TAFI looks at the pending order status in BOCRIS as a trigger to view the details of the service order in SOCS.

9.7 DATH - TROUBLE HISTORY

Let's suppose you are taking a trouble report from a customer who says the trouble has been reoccurring every two months. Normally reoccurring troubles are indicated on the screen as Repeat Reports, however, since the customer's problem did not reoccur in the past 30 days, you will need to look at the customer's trouble history to determine a common thread. Selecting the Trouble History option will access the LMOS DATH (Display Abbreviated Trouble History) screen.

When you select this option, TAFI asks you if you want the LMOS report sent to a local printer for a hard copy:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038          REPEAT N   EC 999  UNIT 47147200
                           LOC IDG
NAME DUNCAN, JACK M      SUB N     SO N
ADDRESS 867 REN
REACH# 8005551
REMARKS Skione
TRBL DESC NDT **
NARRATIVE -ndt-a/
MTR: _ LINK:
NEW COMM OS
CUS DT
DT RECVD
TEST RES OPN OUT
RECOMMEND DISP OU

                                ADDITIONAL DATA
                                TROUBLE HISTORY (DATH)
                                PRINTER ____ (optional)
                                DERS

TEST RESULTS
TICKET STATUS
BOCRIS CSR
LMOS TR
PREDICTOR
BOCRIS PEND ORDER
DATH TROUBLE HISTORY
DLETH TROUBLE HISTORY
DLR (DLRL) LINE RECORD
DLR (DLEX) EXTENDED REC

MOST REQUEST ERRORS
LMP GATEWAY DATA
ACCESS NUMBERS
CUSTOMER BILL MEMO
VIEW CPNI DATA

TEST Results Available for 9999495038          02:37 08:23:20

```

Figure 73 - Accessing DATH

Since TAFI allows you to scroll a multi-page DATH (and other) report, the need for sending the report to a printer is no longer necessary. To view the report on your screen (the typical approach), depress Enter without inputting a printer address.

Look at the bottom of the next screen. Obtaining LMOS reports (DATH, DLETH and DLR) is a two step process. First you tell TAFI to get the report. Then, once TAFI indicates that the report is available, you ask TAFI to display the report by selecting the option a second time. Let's see how this works:

Select the DATH option and press Enter:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
LOC IDG
NAME DUNCAN, JACK M SUB N SO N
ADDRESS 867 REN
REACH# 8005551
REMARKS Skione
TRBL DESC NDT **
NARRATIVE -ndt-a/
MTR: _ LINK:
NEW COMM OS
CUS DT
DT RECVD
TEST RES OPN OUT
RECOMMEND DISP OU

          ADDITIONAL DATA
          | TEST RESULTS | SOCS PENDING ORDER |
          | TICKET STATUS | OTHER SOCS ORDERS |
          | BOCRIS CSR | SOCS DENY/RESTORE ORDERS |
          | LMOS TR | OSPCM BSM |
          | PREDICTOR | UPDATE LMOS TR |
          | BOCRIS PEND ORDER | VIEW LINK'S |
          | DATH TROUBLE HISTORY | HOST REQUEST ERRORS |
          | DLETH TROUBLE HISTORY | LNP GATEWAY DATA |
          | DLR (DLRL) LINE RECORD | ACCESS NUMBERS |
          | DLR (DLEX) EXTENDED REC | CUSTOMER BILL MEMO |
          | VIEW CPNI DATA |

Trouble History (DATH) Data Requested for 9999495038 03:39 08:24:22
    
```

Figure 74 - Requesting DATH Data

Depress Enter a second time after TAFI tells you that the data is available (see status below):

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
LOC IDG
NAME DUNCAN, JACK M SUB N SO N
ADDRESS 867 REN
REACH# 8005551
REMARKS Skione
TRBL DESC NDT **
NARRATIVE -ndt-a/
MTR: _ LINK:
NEW COMM OS
CUS DT
DT RECVD
TEST RES OPN OUT
RECOMMEND DISP OU

          ADDITIONAL DATA
          | TEST RESULTS | SOCS PENDING ORDER |
          | TICKET STATUS | OTHER SOCS ORDERS |
          | BOCRIS CSR | SOCS DENY/RESTORE ORDERS |
          | LMOS TR | OSPCM BSM |
          | PREDICTOR | UPDATE LMOS TR |
          | BOCRIS PEND ORDER | VIEW LINK'S |
          | DATH TROUBLE HISTORY | HOST REQUEST ERRORS |
          | DLETH TROUBLE HISTORY | LNP GATEWAY DATA |
          | DLR (DLRL) LINE RECORD | ACCESS NUMBERS |
          | DLR (DLEX) EXTENDED REC | CUSTOMER BILL MEMO |
          | VIEW CPNI DATA |

Trouble History (DATH) Data Available for 9999495038 05:44 08:26:27
    
```

Figure 75 - DATH Data Available

Depress the Enter key again to view the data:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
DATH TN PRTR EC
*LN ANY NAME
*SA ANY ADDRESS , MINDEN/ZAC Y/LA 904 SIBLEY RD/ZAC Y
*LOC TDG
---HIST---
REPORTED S CLEARED TH_KEY TST RPM SWM OS CAT T D
06-18-94 315P 0 07-19-94 600P 07-19-94 617P 600 181 181 * CD 100 0900 6
:BM CAME CLEAR/PNW101/RPD AD/ADV MRS .
.
06-16-94 107P 0 07-18-94 1010A 07-18-94 1016A 603 179 179 * CD 100 1210 3
: ZC300 AV MRS RPD IW RJ11C .
.
05-20-94 452P 0 06-21-94 231P 06-21-94 238P 299 299 299 * CD 100 0700 6
-----
Trouble History (DATH) Data Available for 9999495038 06:14 08:26:57

```

Figure 76 - DATA Data Displayed

Sequential depressions of the page down key will scroll the user through the entire DATH report.

9.8 DLETH - TROUBLE HISTORY

The LMOS DLETH (Display Extended Trouble History) report is obtained using the exact same process as pulling the DATH report. You request the report, tell TAFI where you want the report delivered (screen or printer) and then, if you picked the screen option, request the report a second time.

9.9 DLR (DLRL) - DISPLAY LINE RECORD

The LMOS DLR (Detailed Line Record) contains all of the information that LMOS knows about this line. On rare occasions you might get a call from a technician asking you for the cable pairs for a given customer so he can complete a repair job. The technician should be calling his WMC for this data if he can't get it from his CAT. But just in case you get such a request, you can find the information on the DLR.

Select the DLR option on the Additional Data Window and depress Enter. When the data is available, depress the Enter key again:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
DLR DLRL EC 010 TN 999 949 5038 SEC DPA PRTR PG
SLID SLID#
ORD F5L6R284 CD 03-01-94 CUS 116 UNIT 39539600 08-03-94 0959
NSTA UNKN PUB PUB SP PRI EN CPE N NMC
MAIN KS 0 RT 1223 TSOP 0 CS RES SC L1R
OE 007-322-015 EXK 999 341 OT VT PTY BRG N NSV N
SAC WKG SSN ? HSID N HSEC N HDPA N TAS N TAC N
LCD 03-02-94 LCT 72632587 HLEX N
LN ANYNAME,
SA ANY ADDRESS Y/LA 810 5TH AV , HARVEY/ZAC Y
LOC TDG APT 2-H
RMK 0000 MTN HAS BEEN CHANGED
RMK 0001 NEW MTN IS 999 3404192
RMK 0300 /ZTN 04 347-9358/LPS
S&E QTY 1 USOC L1R KS 0 LTD REF
  
```

DLR Data Available for 9999495038 10:56 08:31:39

Figure 77 - DLR Screen

To view the next screen, depress the page down key, etc.

9.10 DLR (DLEX) - DISPLAY LINE RECORD

Selecting this option will retrieve the extended line record data from LMOS using the same sequence as described in Section 9.9.

9.11 OSPCM BSW

When the customer is reporting problems getting a drop wire buried, TAFI will access the Out Side Plant Construction Management (OSCPM) system to verify the status of the construction work. If a request exists, TAFI will provide the status and due date on your screen. You can view the Buried Service Wire (BSW) request information under the Additional Data Window and selecting JMOS BSWM option.

9.12 HOST REQUEST ERRORS

If TAFI requests information from a downstream system, or tries to send information to a downstream system, and the access to that system is blocked for some reason, TAFI generates a **Host Request Error**.

For example, you are working the late shift and wanted to see the DATH report for a customer. However, at this time, the LMOS host is down for backups. TAFI responds with a Host Request Error

Should this happen, queue your report until connections to the downstream system are available. At that time, recall your report from the queue and go to the Host Request Errors option on the Additional Data Window.

02-26-00 Trouble Analysis Facilitation Interface		BRIEF IYM	BSI R2000.1
TN 205 987 6000		OOS	TOUCHSTAR
-		ARDI	DATH
Is trouble on all phones?		CALL	DLETH
		ING	DLR
		ING	DLRDLX
MEM call fwd		ADDITION	
No service order		TEST RESULTS	
CRIS: Paying for		TICKET STATUS	
PRED: Call Forwar		BOCRIS CSR	
		LMOS TR	
		PREDICTOR	
		BOCRIS PEND ORDER	
		DATH TROUBLE HISTORY	
		DLETH TROUBLE HISTORY	
		DLR (DLRL) LINE RECORD	
		DLR (DLEX) EXTENDED REC	
		up	down
		reset	
LMOS update data not available		12:35 05:25:08	

Figure 78 Host Request Errors

TAFI displays all of the host request errors for this report (in this case, four). Move the highlight bar to the transaction you want to execute using the F2 and F3 keys and then depress F5 to reset (actually re-send) the transaction.

⇒ **Note:** Requesting that TAFI resubmit the given request(s) does not guarantee that the anticipated results will occur. If the reason why the initial attempt failed has been resolved (i.e., a temporary access problem over the network), then TAFI will obtain the requested data. If the problem condition still exists (e.g., the LMOS Host system is down for nightly backup), submitting the transaction will net similar results.

How to handle this situation will depend upon the urgency of the trouble report coupled with your company's procedures.

If TAFI needs the data to process the report (i.e., CRIS data is not available and the trouble deals with a feature which may or may not be on the line), the user has two choices:

- (1) If the report is a routine report taken during a slow part of the day, the user may queue the report and retry submitting the host request error after some reasonable length of time. What's reasonable? This depends upon the time of day. If the error occurred around 1 AM, then chances are good that all similar transactions will fail until the legacy system is back on-line. In this case waiting until 5 AM would be reasonable. On the other hand, if the problem happened at 1 PM, then giving BellSouth an hour to fix the problem would be reasonable.
- (2) If the report is taken during the busy part of the day and a reasonable time has elapsed without success, then manually report your customer's trouble condition to the BRMC. Cancel your TAFI report to Other Trouble Reporting Center (see Section 10.1.9) since the BellSouth rep will process your report.

If TAFI doesn't need the data to process the report (i.e., you wanted to see a DLETH report) then let TAFI complete its analysis and send the report without delay.

9.13 ACCESS NUMBERS

The Customer Information Window (see Section 5.4.1) provides the MemoryCall access number along with the corresponding frame number applicable for the entered telephone number. The Access Number option (see

Figure 79) restates the MemoryCall access number along with providing the Flexible Call Forwarding (FCF), Remote Access Call Forwarding (RACF) access and BellSouth Voice Mail access numbers.

```

06 12 00 Trouble Analysis Facilitation Interface BRTAFIYM BST 00.3
TN 770 495 1313 NAME *R00*PIATKOWSKI, N SES
OOS N ADDRESS 8230 TURNBERRY WAY,
-
MemoryCall Access Number
MCAL B-7704194300
Flexible Call Forwarding Access Number
FCF - 7706625378
Remote Access Call Forward Access Number
RACF - Access Number Not Found In BOCRIS
BellSouth Voice Mail Access Number
BSVMAIL - Voice Mail Access # Not Found
RES NO MAINT CONTRACT
TROUBLE HISTORY
B-7704194300 FRAME 770 476 1021
ADDITIONAL DATA
| SOCS PENDING ORDER |
| OTHER SOCS ORDERS |
| SOCS DENY/RESTORE ORDERS |
| OSPCM BSMH |
| UPDATE LMOS TR |
| VIEW LINK'S |
| HOST REQUEST ERRORS |
| LNP GATEWAY DATA |
| ACCESS NUMBERS |
| CUSTOMER BILL MEMO |
| VIEW CPNI DATA |
| LONG DISTANCE | PREDICTOR |
| PHYSICAL | BOCRIS PEND ORDER |
| DATA PROBLEMS | DATA TROUBLE HISTORY |
| ENHANCED SERV | DLETH TROUBLE HISTORY |
| NEW FLOW 1 | DLR (DLRL) LINE RECORD |
| NEW FLOW 2 | DLR (DLEX) EXTENDED REC |
    
```

Information Available for 7704951313 01:13 06:21:38

Figure 79 – Access Numbers