

## 12.4 OTHER SUBSEQUENT REPORT CONSIDERATIONS

### 12.4.1 NO ACCESS

When the customer calls to generate a subsequent report and the original (pending) report has been No Accessed, TAFI will prompt for an answer to the question "Is Access Available?". This will prompt you to establish a specific appointment window for the technician to return and clear the trouble. (We want to avoid another no access situation.) The No Access reason, provided by the repairman, will be displayed so that you can inform the customer of the reason for the delay, when appropriate.

### 12.4.2 OVERRIDE

If you determine that a special update is necessary, you should depress the F12 key to access the Sub Override or Limited Sub Override Menu (F12). TAFI determines automatically which is the appropriate override menu to display when you depress F12. (The Limited Sub Override appears if you are on the Trouble Report screen and the disposition of the report has been determined.) The only difference between the two is the Limited Sub Override does not allow you to use the Escalation flow. The reason for the escalation will be entered in the narrative and TAFI will automatically select the correct routing when you use this escalation override option.

```

02-26-00 Trouble Analysis Facilitation Interface  BRTAF IYM  BST R2000.1 SIM
TN 999 555 8667 NAME COXF, DEES 1AES
OOS y ADDRESS 80474 CHENEL RD, FOL
-
REP: Is customer satisfied? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Sy
Subsequent Report
Cust irate
SUB OVERRI
| CANCEL REPOR
| CLOSE REPORT
| REROUTE
| INFORMATION
| OTHER
| ESCALATE
SUB ESCALATION MENU
| EXTREME SAFETY HAZARD
| MEDICAL EMERGENCY
| PSC/HIGHER MANAGEMENT
| CCC - CALL OUT (5pm-6am)
| OTHER
PEND TRBL TRAN OOSY 'NOAC T DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'AL B HME REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 01:02 09:37:58
    
```

Figure 112 - Sub Escalation Menu

Selecting the ESCALATE option on the SUB OVERRIDE menu will display the SUB ESCALATION menu.

Selection of any one of these options will take you through an escalation flow. It also adds a message to the narrative on the final trouble report screen.

#### 12.4.3 **IRATE**

In customer irate and emergency situations, handle the contact as you have been trained and then notify your Assistant Manager so he/she is aware of the situation. Remember your customer contact skills training and pay particular attention to irate customers.

#### 12.4.4 **CATEGORY OF REPORT**

On a subsequent report, the category of report is coded CX with one exception. If the pending report is coded EO and the customer is now reporting the trouble, the report must be coded CD. (The first customer report is always categorized CD.)

In a case where the initial report was a BST employee originated report (i.e., proactive maintenance on the line), TAFI will process the subsequent as though it was an original and should be discussed with the customer likewise. (i.e., The customer most likely does not know that an employee has already reported the problem for him.)

#### 12.4.5 **OTHER SUBSEQUENT TIPS**

- TAFI will recognize cable and central office failures for special handling. If the subsequent is not related to the cable failure, you will be requested to refer the trouble to the local WMC.
- Denials and suspension of service occurring after the original report has been routed, depending on the status of the report, must be on-line transferred to the Business Office. You may either leave the report in its original status or exclude the report.

**13 SUPERVISOR FUNCTIONS**

Individuals with Supervisor authority in their TAFI profile are given certain tools to help them manage the business.

**13.1 MANAGING TAFI QUEUES**

A key to successfully managing a call receipt environment is knowing (and reacting to) the status of the work being performed. One of the TAFI advantages is the ability to perform work (MLT testing, MARCH transactions, etc.) on one or more customer's trouble(s) while the user is attending to another customer's needs. Reports that require this background activity are placed in the user's work queue thereby freeing the screen for handling the next opportunity.

As the user completes a trouble report (i.e., sends the close out window information to LMOS), the system displays the contents of the user's queue prior to presenting the initial trouble entry window. Supervisors can also monitor these user queues and perform certain functions to redistribute the work if necessary.

**Failing to MANAGE the TAFI queued reports will result in inefficient operation**

To monitor the TAFI work queue, the supervisor logs into the system and, at the initial trouble entry window, depresses function key F-4<sup>9</sup>.

<sup>9</sup> Note: each CLEC will get one training ID that has supervisor privilege and seven 'user' ID's. In the current arrangement, the Supervisor ID is 'simuser'; password = train1.

TAFI ID [REDACTED]		GROUP ID [REDACTED]				
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT	
uditrn0	5022446666		Ready	07-23-99 1108A	NONE	
nettrn1	8509947174		Ready	10-05-99 1051A	NONE	
suptrn1	3057408123		Ready	05-31-00 0317P	NONE	
suptrn2	3059495583		Ready	06-08-00 0219P	NONE	
suptrn1	9995551111		Ready	05-24-00 0950A	NONE	
hpctrn3	9995559898		TEST	04-04-00 0834A	06-10-94 0500P	
hpctrn7	9995556060		Ready	05-01-00 0203P	NONE	
suptrn2	3057526239		Ready	06-08-00 0232P	NONE	
suptrn3	9995551113		Ready	05-19-00 0936A	NONE	
suptrn4	9995551144		Ready	05-18-00 1136A	06-10-94 0500P	
suptrn7	9995551117		Ready	05-19-00 0938A	06-10-94 0500P	

.....

up   
down   
lookup   
reassign   
exit   
reassign all  
find orphans   
reset user   
sort(cuid)   
sort(comm.)

07:13:37

Figure 113 - Queue Management Window

The display will show all of the queued reports for users in this CLEC's group (i.e., in this example, the system administrator was able to display all queued reports on the training system to illustrate the new options of Sort CUID and Sort Comm).

**The CLEC TAFI system limits the CLEC Supervisor to just viewing users in his company (i.e., he/she can not alter the value in the Group-ID field which contains the CLEC's OCN value).**

### 13.2 THINGS TO LOOK FOR WHEN REVIEWING QUEUED REPORTS:

1. The length of time that a report has been in the work queue. Depending upon the volume of incoming calls, and assuming access to legacy systems are working as expected, some reports may be in queue for 30 to 45 minutes. (If a legacy system is down, queue time would be longer ... and that would be expected.)
2. The supervisor must compare the new commitment time to the current time and take appropriate action to ensure that commitments to the customer will be met.

3. Does a specific user have an inordinate number of reports in the queue compared to other users. The supervisor should review the situation with the user and make arrangements to work the queued reports in a timely manner.
4. Are all of the users with queued reports still on duty? (i.e., Did someone log off and go home with reports still in queue?) The user's are responsible for managing their individual queued reports and must notify their supervisor to reassign reports to other users if they can not complete the work during their tour.

### 13.3 REASSIGNING QUEUED REPORTS

To reassign a specific report to another user:

1. The supervisor places the selection bar on the target report (using the F-2 / F-3 function keys) and then depresses function key F-5 (reassign).
2. The system responds by displaying a list of active users on the processor (for his/her company).

TAFI ID			REASSIGN QUEUE		COMMITMENT
USER	TN	NO	TN:	OWNER:	
simuser	9995554568	re	999-555-4568	simuser	9-94 0600P
simuser	9999495038				9-95 0600P
.....	.....	.....			.....
			USER ID	USER NAME	
			simuser	* sim supervisor	
			simuser8	simuser8	

F2up F3down F4lookup F5reassign F6exit  
F7find orphans F8res

11:20:28

Figure 114 – Reassigning Queued Reports

3. The supervisor identifies the user to receive the queued report by highlighting their name with the selection bar (F-2 / F-3).

4. Depressing function key F-5 (reassign) will transfer the target report to the new user's work queue. (The next time the new user completes a TAFI report, the system will display the contents of their work queue and they will see the new report.) The system will close the active users display window and return the supervisor to the queued reports display window.

TAFI ID		GROUP ID 999999				
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT	
simuser8	9995554568	recontact	RETEST1	05 30 97 1112P	07 29 94 0600P	
simuser	9999495038		Ready	05-30-97 1117P	07-29-95 0600P	
.....						
F2up   F3down   F4lookup   F5reassign   F6exit   F7reassign all F8find orphans   F9reset user						

TEST Results Requested for 9995554568

11:20:53

Figure 115 - Reassigned Queued Report

In specific circumstances, the supervisor may wish to reassign all of the reports displayed on the queued reports window to another user. Typically this would be done when a given user has to leave for the day and they have several reports in their work queue.

To reassign a group of reports to another user:

1. Display the target group of reports to be reassigned to another user.
  - If the target group is for a specific user, enter the user's CUID in the TAFI ID field (blank out the GROUP ID field) and depress function key F-4.
2. Depress function key F-7 (reassign all).
3. Follow steps 2 through 4 listed above.

### 13.3.1 SORTING QUEUED REPORTS

In reassigning queued reports, two criteria may be considered: (1) how much time is available before missing the commitment time to the customer and (2) which user has placed reports in the TAFI queue. To assist the supervisor in making some determinations about the reports queued for his company, TAFI now provides the ability to sort the queued reports list by either Commitment Time (comm) or User ID (cuid).

Once the supervisor has obtained the Queued Reports screen (see Figure 113) he can sort the report by commitment time by depressing F11.

TAFI ID		GROUP ID				
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT	
hpctrn3	9995550898		TEST	04-04-00 0834A	06-10-94 0500P	
suptrn4	9995551144		Ready	05-18-00 1136A	06-10-94 0500P	
suptrn7	9995551117		Ready	05-19-00 0938A	06-10-94 0500P	
suptrn2	3059495583		Ready	06-08-00 0219P	NONE	
uditrn0	5022446666		Ready	07-23-99 1108A	NONE	
suptrn2	3057526239		Ready	06-08-00 0232P	NONE	
suptrn1	3057408123		Ready	05-31-00 0317P	NONE	
suptrn1	9995551111		Ready	05-24-00 0950A	NONE	
suptrn3	9995551113		Ready	05-19-00 0936A	NONE	
nettrn1	8509947174		Ready	10-05-99 1051A	NONE	
hpctrn7	9995556060		Ready	05-01-00 0203P	NONE	

.....

F2up   
 F3down   
 F4lookup   
 F5reassign   
 F6exit   
 F7reassign all  
 F8find orphans   
 F9reset user   
 F10sort(cuid)   
 F11sort(comm.)

07:15:19

Figure 116 - Queued Reports Sorted by Commitment

Perhaps a given user has left for the day and the supervisor wishes to reassign all of the queued report for that individual to someone else. To quickly see which reports belong to an individual user, the Supervisor depresses F10 (once he has the initial report) as shown in Figure 117.

TAFI ID		GROUP ID				
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT	
hpc trn3	9995559898		TEST	04-04-00 0834A	06-10-94 0500P	
hpc trn7	9995556060		Ready	05-01-00 0203P	NONE	
net trn1	8509947174		Ready	10-05-99 1051A	NONE	
sup trn1	9995551111		Ready	05-24-00 0950A	NONE	
sup trn1	3057408123		Ready	05-31-00 0317P	NONE	
sup trn2	3059495583		Ready	06-08-00 0219P	NONE	
sup trn2	3057526239		Ready	06-08-00 0232P	NONE	
sup trn3	9995551113		Ready	05-19-00 0936A	NONE	
sup trn4	9995551144		Ready	05-18-00 1136A	06-10-94 0500P	
sup trn7	9995551117		Ready	05-19-00 0938A	06-10-94 0500P	
uditrn0	5022446666		Ready	07-23-99 1108A	NONE	

.....

up   
down   
lookup   
reassign   
exit   
reassign all  
find orphans   
reset user   
sort(cuid)   
sort(comm.)

07:14:36

Figure 117 - Queued Reports Sorted by User

## 13.4 OTHER OPTIONS

The earlier TAFI versions did not permit users to log off with reports in their queue and ungraceful disconnects generated orphaned reports (the association with a given user was lost). This has been corrected over time and the **Find Orphans** option no longer has meaning.

In a similar evolution, the **Reset Users** option has been replaced with an automatic process to kill off old sessions.

**14 DLEC TAFI**

For this discussion and TAFI utilization a DLEC (Data Local Exchange Carrier) is defined as a special case CLEC that provides High Speed data communications to a BellSouth end-user over that end-user's telephone line via the Line Sharing (LS) technique. The distinction is that BellSouth 'owns' the voice customer and the DLEC shares the voice facility to deliver High Speed data communications.

Since, by definition, the DLEC is only providing Line Share Data (LSD) communications to a BellSouth end-user their capabilities in TAFI are limited to:

1. Entering a Line Share Data trouble report
2. Modifying an existing Line Share Data report
3. Obtaining a MLT test
4. Viewing Trouble History data
5. Requesting a Vendor Meet

TAFI was modified to provide this specific use (i.e., DLECs can only process Line Share Data trouble reports) functionality via a series of questions in a single flow as opposed to providing options via the main menu approach.

**14.1 ASSUMPTIONS**

The successful use of DLEC TAFI is based upon the following assumptions:

1. The DLEC user will have and maintain a unique TAFI user\_id for processing Line Sharing Data trouble reports. Specifically, should a traditional CLEC expand their offerings to include LSD (or visa-versa), then the CLEC's TAFI users would have two unique user\_ids: (1) one to process non-designed voice trouble reports (as described in previous sections of this document) and (2) one to process LSD reports.
2. LSD trouble reports are entered into LMOS on the end-users telephone number. Many DLECs track their activity by circuit\_id (as opposed to telephone number). The DLEC must know and enter the end-user's area code along with the circuit\_id in order for TAFI to find the corresponding telephone number. (**Note:** the DLEC could enter the LSD report by entering the end-user's telephone number directly.)

3. Per the agreed to maintenance process a problem with the end-user's voice service may negatively impact his LSD communications and resolving the voice trouble condition is the priority of the overall repair process. The DLEC will instruct his LSD customer to report any problems with the voice service to his local service provider (BellSouth) and then, once repaired, determine if the LSD is still in trouble or not.

## 14.2 GETTING STARTED

As indicated above, DLECs have limited capabilities in TAFI and much of the information provided earlier in this document does not apply.

The information provided in Section 4.2 (Accessing TAFI) applies to DLEC users with the exception of Section 4.2.4 (User Validation). The DLEC OCN value is found in the Customer Service Record (CSR) behind the UNN1 FID. As described in Section 4.3, DLECs also have access to the Back-Up CLEC TAFI processor.

How to log into and out of the CLEC TAFI processor, along with screen layout information provided in Sections 5 through Section 5.3 also apply to the DLEC user.

## 14.3 DLEC TROUBLE ENTRY SCREEN

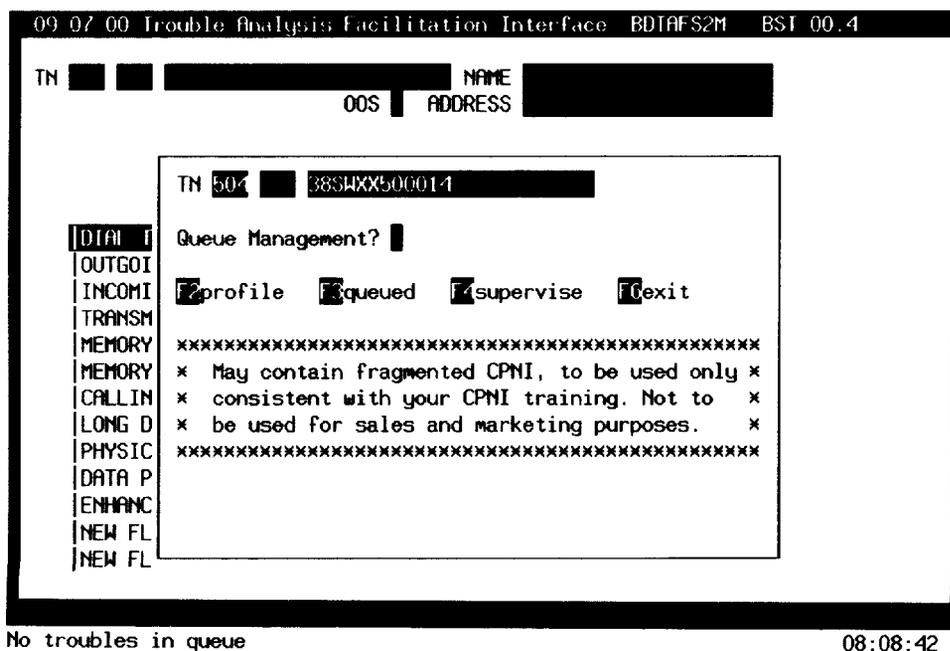


Figure 118 - Initial Report Using the Line Sharing Circuit\_ID

To enter an LSD trouble report, the DLEC must enter the end-user's area code, tab past the NNX field, enter the associated circuit\_id value as shown in the figure above, and then depress the Enter key.

DLEC TAFI examines the end-user's CSR to determine if Line Sharing is present and, if it is, does the DLEC using TAFI own the Line Sharing service. If DLEC TAFI does not find LS on the CSR, the following message is returned:

```

09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M  BST 00.4

TN [REDACTED] NAME [REDACTED]
OOS [REDACTED] ADDRESS [REDACTED]

TN 770 [REDACTED] 405WXX500198

[DIAL T] Queue Mail - | CID ERROR
[OUTGOI] |
[INCOMI] | [2]profil | No record of Line Sharing
[TRANSM] | | found for the Circuit ID entered
[MEMORY] | ***** | *****
[MEMORY] | * May c | OK | only *
[CALLIN] | * consi | | o *
[LONG D] | * be used for sales and marketing purposes. *
[PHYSIC] | ***** | *****
[DATA P] |
[ENHANC] | Visit The TAFI Intranet Web Site:
[NEW FL] | http://user1.home.bst.bls.com/~tafi
[NEW FL] |

ERROR ETXT: DB COULD NOT BE DETERMINED FROM NPA/NNX 08:25:31

```

Figure 119 – No Record of LS Found Message

⇒ **Note:** TAFI provides information to the user in several places on the screen. In addition to the Status Line message (Error ...) DLEC TAFI displays a message in what's called a "Message Window" (a heavy line surrounding text). When a message window is displayed, all processing is halted until the user acknowledges the message by depressing the Enter key (see Section 5.4.3). Depressing the Enter key here will return the user to the Initial Trouble Entry Window (ITEW) to process the next report (or log off).

This message could occur for several reasons:

1. The circuit\_id entered was entered incorrectly or was not for LS
2. The LS order just completed and the down stream systems (LMOS and CRIS) have not been updated with the new information.

The DLEC would verify that the circuit\_id entered was correct. If not, re-enter. If it was correct, the DLEC can continue processing the report by entering the end-user's telephone number.

⇒ **Note:** DLEC TAFI generates an LSD trouble report on the end-user's telephone number. In LMOS, the LS circuit\_id is stored as a SLID (Secondary Line ID) for the associated telephone number. By entering the telephone number directly, DLEC TAFI can see if there are any pending Service Orders (SO) which may include LS. If DLEC TAFI finds a SO that was due today (or past due) **and** the order is not in a jeopardy status **and** LS was on the order **and** the DLEC using TAFI is the owner ... the DLEC can continue to enter the report. For this reason, DLECs may choose to enter all LSD trouble reports using the end-user's telephone number initially.

If the DLEC attempts to process a report and he is not the 'owner' of the LS service, DLEC TAFI will return the following message:

```

09 07 00 Trouble Analysis Facilitation Interface  BDIAFS2M  BSI 00.4
TN 404 417 9509  NAME UNAS IN LMOS
OOS  ADDRESS UNAS IN LMOS
-
CPNI DATA IS NOT AVAILABLE  MAINT CONTR INFO NOT AVAIL
TROUBLE HISTORY
FRAME
Analyzing DownStream Sysl  NOTICE
CRIS-LSD=N
SO-LSD=Y
Owner=N
This Account Belongs to
Another Company.
OK

```

Information Available for 4044179509

Figure 120 – Line Sharing Belongs to Another DLEC Message

Depressing the Enter key here will return the DLEC to the ITEW so he can enter the next report (or log off). If no LS indication was found when the DLEC entered the telephone number a message similar to Figure 119 – No Record of LS Found Message would be displayed without the circuit\_id reference.

⇒ **Note:** If the DLEC is sure of the end-user's telephone number and DLEC TAFI continues to return an error message, the DLEC must call the UNE Center for resolution.

When DLEC TAFI finds a match (DLEC owns the LS service on the record), the processing flow continues. DLEC TAFI will provide a message window indicating the CPNI status for the end user (as shown below). The DLEC user must follow his company's rules in dealing with CPNI data ... and this message merely reminds the DLEC. After reading this message, the DLEC depresses the Enter key to continue.

```

09 07-00 Trouble Analysis Facilitation Interface  BDTAFS2M  BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS N ADDRESS / EXECUTIVE PARK DR
-
CPNI DATA:
PCL MCH F
[MECHANIZED CONVERSION]
[FULL RESTRICTION (BILL & CSR)
customer has not yet given CPNI release
BUS *NO MAINT CONTRACT
TROUBLE HISTORY
FRAME
DLR DLEX Data Available for 4044170205 00:16 09:30:54

```

Figure 121 – CPNI Message Window

## 14.4 DLEC PROCESSING FLOW

The DLEC is a ‘captive user’ in TAFI and can only process transactions associated with LSD. Therefore, instead of multiple menu options, the DLEC is guided through a series of flow questions in order to generate the expected outcome. These questions are presented in a Query Window (see Section 5.4.2) that requires a Y/N response from the DLEC.

### 14.4.1 VENDOR MEET

The first question in the flow (see the figure below) allows the DLEC to request a vendor meet (i.e., arrange for a BellSouth technician to meet with the DLEC’s technician to resolve a specific problem). If the DLEC does not require a Vendor Meet, depress ‘N’ and DLEC TAFI will display the next question in the flow.

⇒ **Note:** In most cases the answer to this question will be ‘N’.

```

09 07 00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME XCAOxLINE: SHARE TES
OOS N ADDRESS 7 EXLCUTIVE PARK DR
-
Do you wish to enter a Vendor Meet request?
BUS *NO MAINT CONTRACT
ROUBLE HISTORY
FRAME
CRIS-LSO=Y
Owner=Y
DLR DLEX Data Available for 4044170205 00:45 09:31:23
    
```

Figure 122 - Vendor Meet Question

Should the DLEC require a Vendor Meet, answering "Y" to the question above will automatically generate the Trouble Report Screen shown below.

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-
Input requested meet location
in narrative.
REPEAT N EC 999 UNIT 33128309
LOC RM 227
SO Y
REACH# 8884626823 ACCESS# _____ CALLED# _____
REMARKS _____ OK/ _____ REP BY Covad _____
TRBL DESC LSD **** _____ NOTE _____
NARRATIVE -3[ ] req vend mt [38.SWXX.500007]
MTR: _ LINK: _____
NEW COMM AS _____ ACCESS: A _____ B _____ OS 09-07-00 0600P
CUS DT _____ CAT CD IRATE N CC N AS 09-07-00 0600P
DT RECVD _____ SUB: CLSALT _ NI N BC 09-08-00 0700P
TEST RES _____ HANDLE VENDOR MISC H54A
RECOMMEND req vend mt
BDTAFS2M
DLR DLEX Data Available for 4044170205 00:20 09:58:13
    
```

Figure 123 - Vendor Meet Requested Trouble Report Screen

Notice that DLEC TAFI provides a Message Window in the upper left-hand corner of the screen advising the user to enter meet location in the Narrative line. Depress the Enter key to clear the

message window and then use the cursor positioning keys to place the cursor at the end of the narrative information and then begin typing. Before sending this report the DLEC must:

1. Move the cursor to the NEW COMM field and enter the date and time of the desired meeting (over typing the default entry). For example, the OS (Out of Service) commitment time in the sample above is September 7, 2000 at 6 PM. Assume that the vendor meet was requested for 3 PM on September 7, the user would enter

**09-07-00 0300P**

2. Next move the cursor to the "B" field and enter the desired time again – i.e., 0300P
3. Depress the Enter key to send the report. DLEC TAFI will then return the user to the ITEW for the next report.

#### 14.4.2 TROUBLE HISTORY

In some cases the DLEC may wish to view the trouble history data for the end-user's line. Answering "Y" to the following query window will retrieve the LMOS DLETH (extended trouble history) for viewing.

```

09 07 00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME *CNO*LINE ; SHARE TES
OOS N ADDRESS 7 EXECUTIVE PARK DR
-
Would you like to see the
customer's trouble history?
BUS *NO MAINT CONTRACT
TROUBLE HISTORY
FRAME
CRIS-LSD=Y
Owner=Y
Meet=N
DLR DLEX Data Available for 4044170205 01:23 09:32:01

```

Figure 124 – Trouble History Request Question

In most cases the DLEC would answer "N" which generates the next question in the trouble report flow. However, should the DLEC answer this question with a "Y", TAFI will retrieve the DLETH trouble history for the line and display it as shown below:

```

09 07 00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME XCAOXLIN: SHARE TES
OOS N ADDRESS / EXECUTIVE PARK DR
-
The Trouble History will
now be displayed. Press F6 to exit
and continue.
BUS XNO MAINT CONTRACT
TROUBLE HISTORY
FRAME
Owner=Y
Meet=N
DLR DLEX Data Available for 4044170205 02:40 09:33:18

```

Figure 125 - DLETH Trouble History Data now Available

After a short period of time, DLEC TAFI will display the status line message "DLR DLEX Data Available for ...". The message window appears informing the user that the Trouble History will be displayed (as soon as the DLEC hits enter to clear the message window).

```

09 07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS N ADDRESS 7 EXECUTIVE PARK DR
- BUS *NO MAINT CONTRACT
DLETH EC 999 TN 404 417 0205 PRTR
LN *CAO*LINE; SHARE TEST ACCOUNTCOVAD
SA 7 EXECUTIVE PARK DR
LOC
---HIST---
NO REPORT S CLEARED CLOSED TST RPM SWK RSL T D
C

```

Trouble History (DLETH) Data Available for 4044170205 03:00 09:33:38

Figure 126 – Displaying the DLETH (Trouble History)

Once the DLEC has viewed the trouble history data, the user will depress the F6 function key to return to the next step in the maintenance flow.

⇒ **Note:** depressing the page up/down keys while the trouble history is displayed, will allow the user to scroll through the report.

#### 14.4.3 VOICE TROUBLE POSSIBILITY

At this point in the DLEC maintenance flow the system asks if the end-user is experiencing problems with his voice service:

```

09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME *CAO*LINE: SHARE TCS
OOS ADDRESS / EXECUTIVE PARK DR
BUS *NO MAINT CONTRACT
ROUBLE HISTORY
FRAME
-
Does the end-user have trouble
with his voice services - Y/N?
CRIS-LSD=Y
Owner=Y
Meet=N
Trouble History (DLETH) Data Available for 4044170205 03:35 09:34:13
    
```

Figure 127 - Verifying the Absents of a Voice Trouble

Since the DLEC is sharing the line with the end-user's voice service, any problems with the voice service could impact the LSD. Should the end-user indicate to the DLEC that they do have a voice problem, TAFI provides the following information:

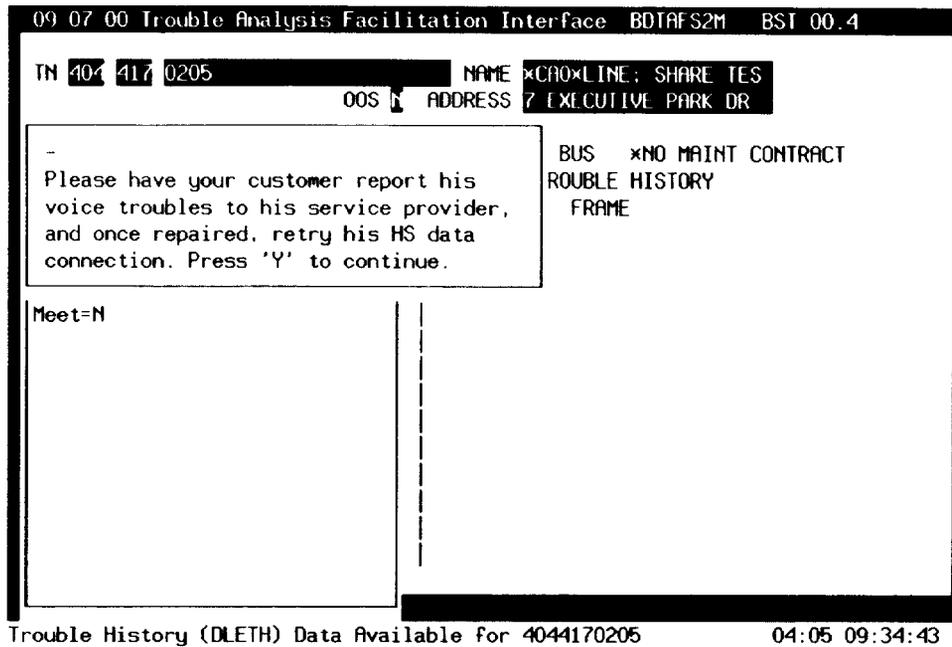


Figure 128 – Customer Routed to his Voice Vendor to Report the Problems

Acknowledging this query window (by depressing Y), TAFI will cancel the report and then bring the user to the ITEW.

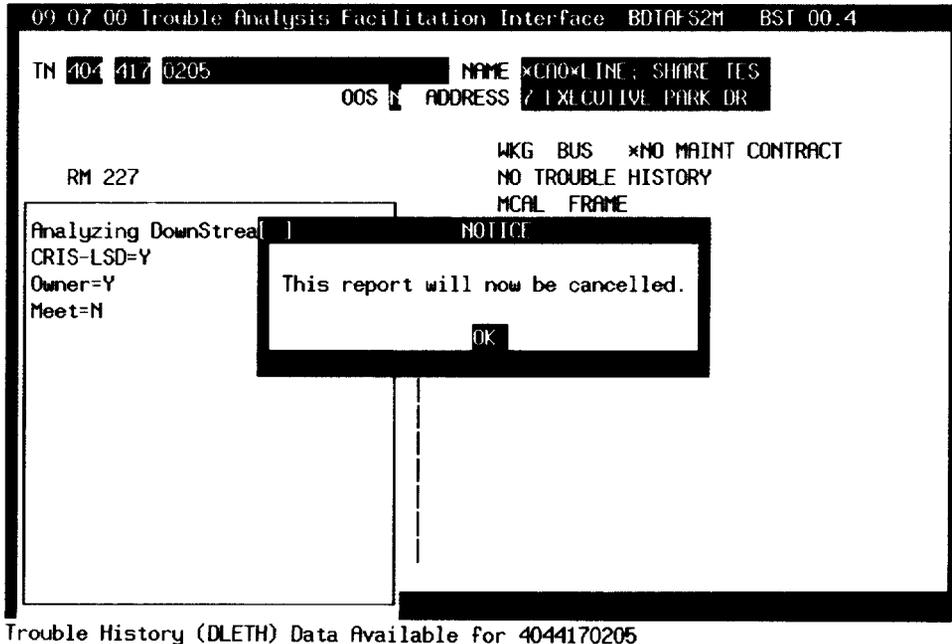


Figure 129 – Automatic Report Cancellation

#### 14.4.4 RUNNING AN MLT TEST

If the end-user tells the DLEC that they are not experiencing voice troubles (answered the question in Figure 127 with a "N") then TAFI will automatically run a MLT test on the line.

⇒ **Note:** Since the end-user is reporting problems with his LSD to the DLEC, running the MLT test will not hurt his data transmission.

```

09 07 00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME XCAOXLINL : SHARE TES
OOS N ADDRESS / EXECUTIVE PARK DR
-
Performing Test.....
Analyzing DownStream Systems
CRIS-LSD=Y
Owner=Y
Meet=N
ING FOR TEST
BUS XNO MAINT CONTRACT
TROUBLE HISTORY
FRAME
TEST Results Requested for 4044170205 00:30 09:50:25

```

Figure 130 – DLEC TAFI Initiating a MLT Test

Notice that the status line indicates that the MLT test has been initiated. Also, depending upon a number of variables, it could take several minutes before the results are complete. The status line in the figure below indicates that the test results are now available.

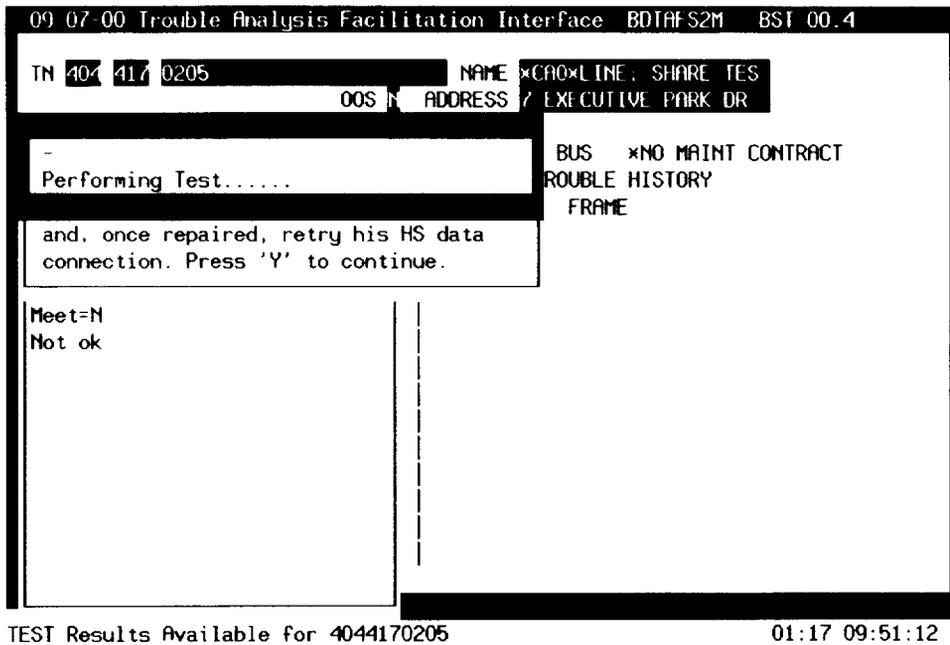


Figure 131 - MLT Results Returned

Although the end-user indicated that his voice service was working fine, the MLT test results found a voice-related problem.

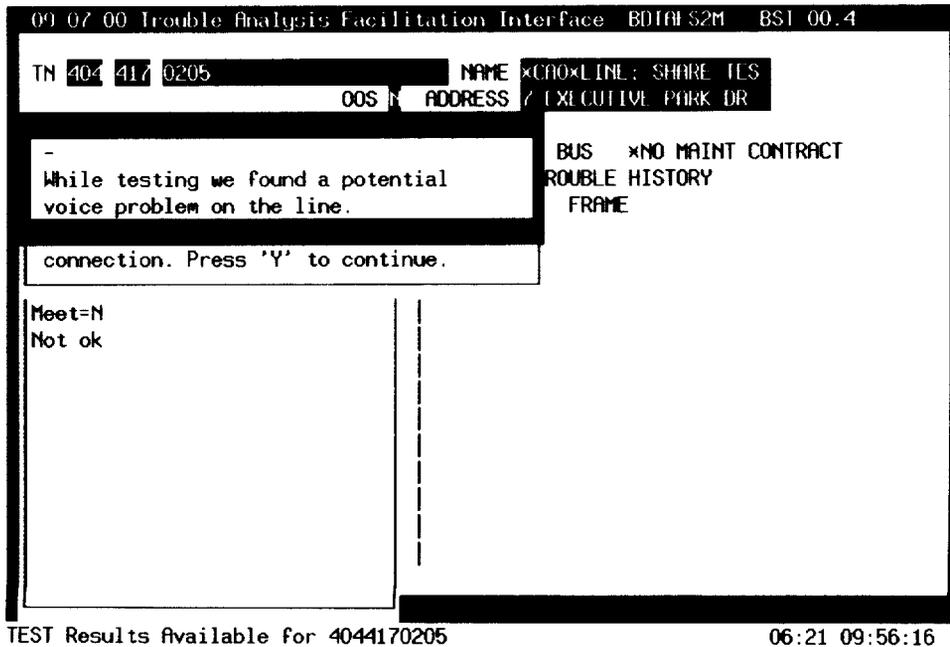


Figure 132 - TAFI Found Voice Level Trouble

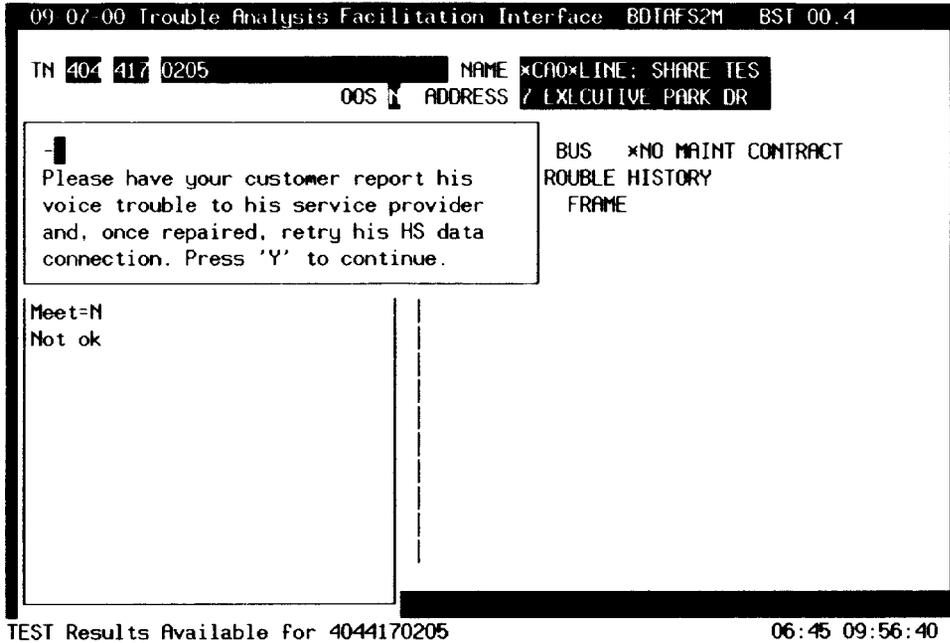


Figure 133 – Refer Customer to his Service Provider

In this situation, the DLEC can not enter an LSD trouble report because a voice level trouble condition was detected. TAFI prompts the DLEC to tell his customer to report his voice level trouble to his voice provider. TAFI will cancel this report as shown below:

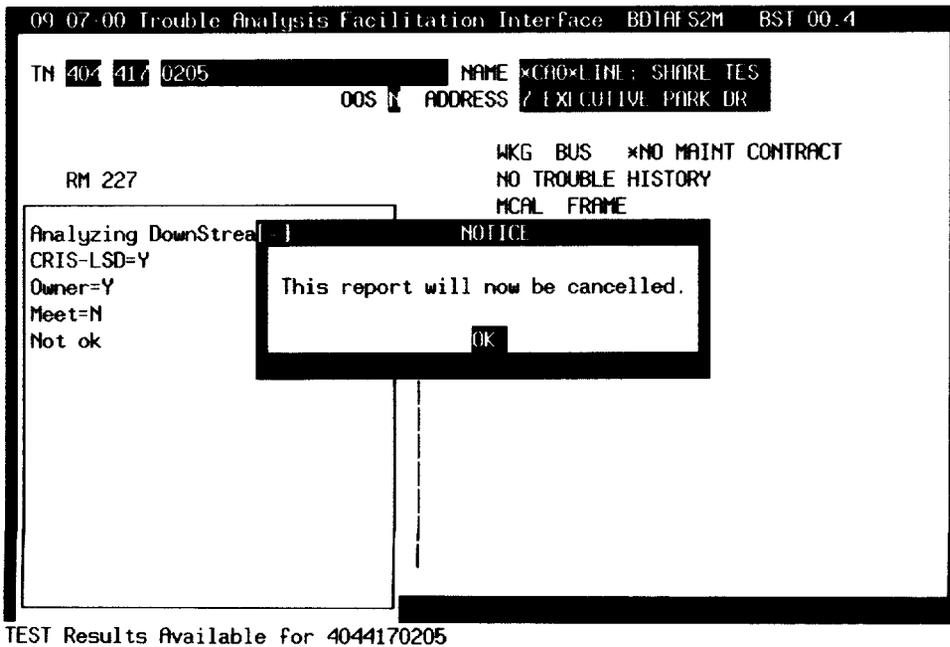


Figure 134 DLEC TAFI Cancels Report Due to Finding a Problem

#### 14.4.5 OBTAINING TEST RESULTS

When the end-user does not have a testable trouble condition, TAFI will allow the DLEC user access to the MLT test results. In the following example the MLT tested OK:

```

09 16 00 Trouble Analysis Facilitation Interface BRTAFIYM BST 00.4
TN 504 831 7897 NAME PANSANO, EARL M + JR
OOS N ADDRESS 227 GLENDALE DR, MET
-
Do you wish to view the test results?
RES MAINT CONTRACT
DAYS SINCE LAST TROUBLE
FRAME
CRIS-LSO=Y
Owner=Y
Meet=N
TOK
TEST Results Available for 5048317897 01:53 06:58:23

```

Figure 135 – Allowing DLEC to View Test Results

At this point the DLEC could answer “N” and TAFI will generate a trouble report, etc. However, by answering “Y” to this question the DLEC can view the actual MLT results. The first screen shows the summary data (i.e., VER 0). By depressing the page down key, the user can see the raw test result values.

```

09 16 00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST 00.4
TN 504 831 7897 NAME PANSANO, EARL M + JR
OOS N ADDRESS 227 GLENDALE DR, MET
- RES MAINT CONTRACT

```

504 831 7897

0 TEST OK

TEST Results Available for 5048317897

02:12 06:58:42

Figure 136 - Summary Test Results

```

09 16 00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST 00.4
TN 504 831 7897 NAME PANSANO, EARL M + JR
OOS N ADDRESS 227 GLENDALE DR, MET
- RES MAINT CONTRACT

```

0 TEST OK

1341	1350	8	YES
3500 0	3500 0	1457	
3500 0	3500 0	1080	
	99		5900
	65		

X

TEST Results Available for 5048317897

02:29 06:58:59

Figure 137 - Raw MLT Test Data

After viewing the test results, the DLEC will depress F6 to complete the trouble report.

## INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN	404 417 0205	REPEAT	N	EC	999	UNIT	33128309
						LOC	RM 227
NAME	xCAOxLINE; SHARE TES	SUB	N	SO	Y		
ADDRESS	7 EXECUTIVE PARK DR						
REACH#	7706226000	ACCESS#		CALLED#			
REMARKS		OK/		REP BY	Covad		
TRBL DESC	LSD ****			NOTE			
NARRATIVE	-3[] req vend mt [38.SDXX.500007] - This is a test only - take no action - Gene Piatkowski						
MTR:	LINK:						
NEW COMM	AS	ACCESS:	A	B		OS	09-07-00 0600P
CUS DT		CAT	CD	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	09-08-00 0700P
TEST RES		HANDLE	VENDOR	MISC	H54A		
RECOMMEND	req vend mt						
						BOTAF S2M	
							03:08 10:01:01

Figure 138 - Trouble Entry Screen

This screen provides a last chance to review information before it is sent to LMOS.

The REACH# field must contain the DLEC's maintenance telephone number (where BellSouth technicians call to close the report with the customer. This value is automatically populated from TAFI's internal table for the given DLEC. If this number is not correct (i.e., the DLEC may have multiple centers, etc.) the user can move the cursor to this field and type in the correct value.

The name of the DLEC user (i.e., Bob Smith, Mary Jones, etc.) must be entered in the REP BY field (and not the company name as shown above).

The Commitment Time (or appointment time) is found in the NEW COMM field. In this example, the problem will be resolved by 6PM on 9/7/00.

Depressing the Enter key at this point will generate an LMOS trouble report.

#### 14.4.6 SUBSEQUENT REPORT PROCESSING

Once the DLEC has entered an LSD report, he may wish to (a) check the status of the report, (b) add information to the report or (c) close the report because the root of the problem was identified outside of BellSouth's domain.

The DLEC will enter the circuit\_id or end-users telephone number. When TAFI goes to LMOS as part of the report generation process, TAFI sees that a trouble report already exists for the number. TAFI will then check to see if the trouble type is equal to LSD. If it isn't, then TAFI will return a message indicating ***"A voice report exists for this line. Please have your customer check his High Speed (HS) data connections after the voice problem is corrected."***

After displaying this message for ten seconds, TAFI will then cancel the DLECs TAFI entry and return to the ITEW.

If the trouble type on the pending report is LSD, TAFI will then confirm 'ownership'. If the user is not the owner, TAFI will display a message stating the **"This account belongs to another company"** for ten seconds and they will automatically cancel the TAFI transaction.

If the DLEC is the owner of the LSD report, TAFI will then display:

```

09 07 00 Trouble Analysis Facilitation Interface BDTAFS2M BSI 00.4
TN 404 417 0205 NAME *CNO*LINE: SHARE TELS
OOS ADDRESS 7 EXECUTIVE PARK DR
-
Do you wish to CLOSE the existing
LMOS report - Y/N?
BUS *NO MAINT CONTRACT
TROUBLE HISTORY
FRAME
DLR DLEX Data Available for 4044170205 02:54 10:12:43

```

Figure 139 – DLEC Subsequent Report

If the DLEC answers "Y", TAFI will prompt for more information in order to close the report to the correct value.

```

09 07 00 Trouble Analysis Facilitation Interface  BOTAFS2M  BST 00.4
TN 404 417 0205 NAME *CAO*LINE: SHARE TES
OOS N ADDRESS / EXECUTIVE PARK DR
-
Was the trouble hardware related
- Y/N?
BUS *NO MAINT CONTRACT
TROUBLE HISTORY
FRAME
|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

```

00:21 10:23:13

Figure 140 – Hardware Closeout Question

If the DLEC answers “Y”, then TAFI will close the report to “DLEC cleared Hardware Trouble” and if the answer is “N” TAFI will close the report to “DLEC reported Trouble Came Clear”.

⇒ **Note:** If the pending trouble report is in a ‘Dispatched’ status, TAFI can not close the report but can only make a narrative update to communicate with the dispatched technician that the problem is resolved.

If the DLEC answered “N” to the question in Figure 139 (the user does not wish to close the existing report), TAFI then provides the opportunity for the user to update the ticket.

```

09 07 00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME XCAOXLINE: SHARE TES
OOS ADDRESS Z EXECUTIVE PARK DR
-
Do you wish to Update the
existing LMOS Report - Y/N?
BUS XNO MAINT CONTRACT
ROUBLE HISTORY
FRAME
DLR DLEX Data Available for 4044170205 04:40 10:14:29
    
```

Figure 141 - Update Subsequent Report Question

If the DLEC answers “Y”, TAFI will display the trouble report screen and the user can provide additional narrative information. If the DLEC answers “N”, TAFI will cancel the transaction and return the user to the ITEW.