Chapter 2: Home Module

Overview		
Introduction	The Qwest Control[®] Home module provides you access to system. This module provides you access to Qwest Contro Qwest News, access to Help & Training and a link to contact	I Products & Services,
In this Chapter	This chapter contains the following topics.	
	Торіс	See Page
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	Qwest Control Home Module	2
	Accessing your Administrator	4
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	Accessing a News Announcement	8
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Qwest Control Home Module

Introduction The Qwest Control home page provides you access to all the modules of the Qwest Control system. The Home page is divided into four main quadrants; including access to Qwest Control Products & Services, Qwest News, Access to Help and Training modules.

In addition to these quadrants, you can also access contacts from the Qwest Control Home page.

Sections and The table below describes the sections displayed on the **Home** module. **Descriptions**

Section	Description
Welcome	The welcome message provides the First Name, Last Name and the Qwest Control Enterprise ID (QCID) for the
	user id that was entered when logging into the application.
Live Help	This functionality is not supported for Wholesale customers.
Logout	This link that is located in the top right section of the screen, allows you to log out of the Qwest Control system.
Main menu bar	 The main menu bar allows you to access any of the Qwest Control modules, including (if applicable): Home Products eBilling Ordering Repair Administration Remote Control Simply click the module you want to see and the system will open it.
Qwest Contacts	This functionality is not supported for Wholesale customers.
Contacts	This functionality allows you to view or add a proactive notification contact list.
Qwest Control Products & Services	This section displays the company name and products available to you under your Enterprise ID via the Qwest Control system. Each product that is listed provides a link to the corresponding inventory screen.
	Note : If you have not been assigned access to your products/services in Qwest Control, please contact your company designated administrator to assign you privileges.

Qwest Control Home Module, continued

Section	Description
News Center	This section provides additional information about system enhancements, maintenance schedules and promotional details.
Need Help?	This section displays contact information for obtaining help by LAN line, internet or within the Qwest Control application. In addition, you can access the Qwest Control user guides from this section.
Training Resources	This section provides educational courses to help you manage your business in Qwest Control or Remote Control.

Example

An example of the **Qwest Control Home** page appears below.

/elcome John Doe QCID: 1234	Live Help lo
Qwest Control® Home Products	eBilling Ordering Repair Administration Remote Control
QWEST CONTACTS CONTACT LIST IOF_TEST_CLIEN	т
(Qwest)Qwest Control Products & Services Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest service These links will enable you to access your qwest products registered in Qwest Control. • LD • Toll Free • iQ Net	News Center TimesofIndia <u>TimesofIndia</u> (01/15/2007) News Archive
leed Help?	Training Resources
 Wholesale Help Qwest is committed to providing excellent customerservice. If you need to find your account contacts, ha question about a product or service, or are havin technical difficulty, we are here to help. Please refershe following contact details for assistance: Contact the Qwest Control Customer Care C at 1-800-291-7707 or 303-664-7309 Submit a Qwest Control National Care Ticket http://www.gwest.com/wholesale/nccc/index.html Help files are located in the upper right corner of mages. Help files are specific to each page. 	 ave ga you execute your business plan and to assist you in learning how to do business with Qwest, listed below you will find Web Based Training courses to assist you in your needs: <u>Qwest Control Web Based Training</u> <u>Remote Control Web Based Training</u>
bages, help lifes are specific to each page.	

Accessing your Administrator

Procedure

Follow the steps in the procedure below to **access** the contact information for your **system administrator**.

Step	Action			
1	From the Home module, locate the Qwest Control Products & Services section of the screen.			
	Example:			
	Welcome John Doe QCID: 1234			
	Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control			
	QWEST CONTACTS CONTACT LIST			
	QWEST TEST ACCOUNT Qwest Control Products & Services Important You have not been assigned access to the product features for Qwest Control. Please contact <u>your</u> company designated administrator to assign you privileges to Qwest Control. News Center • TimesofIndia TimesofIndia (01/15/2007) News Archive			

Accessing your Administrator, continued

)		Action		
"	'Please contact y	Control Products & Ser our company designated	l administrator" link.	
1	appears providing	A (Customer System Adr you contact information or your enterprise.		een
	🕙 CSA Users - Microsoft	t Internet Explorer provided by Qw	est	
	Customer system Ad	ministrator for your enterprise :		<u>^</u>
	First Name	Last Name	Phone Number	
	9846296csa	9846296csa	111111111111111	
				iii.
		Close Window	1	
		Close Window n will only display when t ed to your username.	there are no products	sor

Accessing your Products

Procedure Follow the steps in the procedure below to **access** your **products** from the home page.

Step	Action
1	From the Home module, locate the Qwest Control Products & Services section of the screen.
	Example:
	Welcome John Doe QCID: 1234
	Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control
	QWEST CONTACTS CONTACT LIST
	(Qwest)Qwest Control Products & Services News Center
	Qwest Control provides a broad range of tools including biling, inventory, configuration statistics and repair, to help you control your Qwest services. These links will enable you to access your qwest products registered in Qwest Control. • Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007)
	LD Toll Free i Q Net

Accessing your Products, continued

tep	Action						
2	From the Qwe si desired product		oducts & Ser	vi ces sec	tion, cl	ick on t	the
	Result: The in	nventory scre	een for the pro	duct you s	electe	d is dis	playe
	TOLL FREE DATA I	Q NET LD					
	INVENTORY						
						<u> </u>	OWNLOAD H
	Filters	Telephone Numbe	ers(1-4 of 4)				
	Phone #				Proje	ect Accountin	unting Code
		Phone # 1	Name	VNS Enabled	Туре	Digits	Index
	Phone Range	614-222-2222	6142222222	No	None	None	None
	From	614-222-2222	6142222222	No	None	None	None
	то	614-222-2222	6142222222	No	None	None	None
		614-222-2222	6142222222	No	None	None	None
	Name	Telephone Numbe	ers(1-4 of 4)				
	Proj Acc Code Type						
	▼						
	Proj Acc Code Index						
	VNS Enabled						
	VINS Enabled						
		-					
	Reset G	0					

Accessing a News Announcement

Procedure Follow the steps in the procedure below to **access** a **new announcement**.

Step	Action					
1	From the Home module, locate the News Center section of the screen					
	Example:					
	Welcome John Doe QCID: 1234 Live Help logout					
	Qwest Control [®] Home Products eBilling Ordering Repair Administration Remote Control					
	QWEST CONTACTS CONTACT LIST					
	(Qwest)Qwest Control Products & Services News Center					
	Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest services. Theselinks will enable you to access your qwest products registered in Qwest Control. Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) 					
	LD Toll Free io Net					
2	From the News Center section, click on the more link. Result : The system displays the entire content for the news					
	announcement selected.					
	🐔 Home - Microsoft Internet Explo 🗐 🗆 🔀					
	Content					
	Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of every month at 10:30 AM Mountain time. Click the link in the Training Resource section below to register for future Webinars.					
	Close					
3	Click on the Close button.					

Accessing More News

Procedure Follow the steps in the procedure below to **access more news** announcements.

Note: The **More News** link will be provided on the home page of Qwest Control application when more than five announcements are posted. The **More News** link allows you to review the remaining announcements not visible on the home page.

Step	Action
1	From the Home module, locate the News Center section of the screen.
	Example:
	Welcome John Doe QCID: 1234 Live Help logout
	Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control
	QWEST CONTACTS CONTACT LIST
	(Qwest)Qwest Control Products & Services News Center
	Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest services. Theselinks will enable you to access your qwest products registered in Qwest Control. Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) ID
	Tail Free i <u>O Net News Archive </u>
2	From the News Center section, click on the More News link. Result : The system displays any additional announcements not provided on the hone page.
	街 Home - Microsoft Internet Explorer provided by Qwest
	News Center Image: Control Webinars and the Grad and the Close Close Image: Close and the Grad and the Gr
3	Click on the Close button.

Accessing News Archive

Procedure Follow the steps in the procedure below to **access** news announcements that have been **archived**.

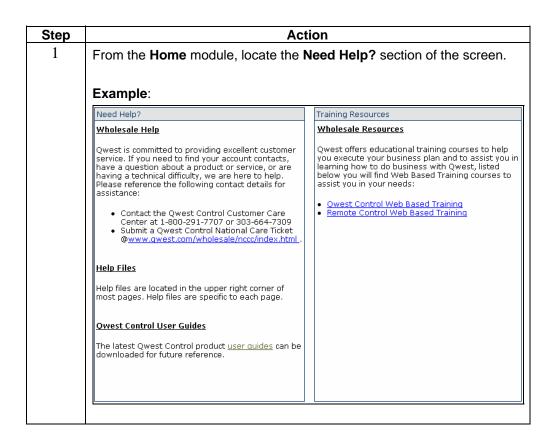
Note: Once a news announcement has expired it will be available in the **News Archive** for **60 days** for your review; after 60 days the announcement will be removed from the Qwest Control application.

Step	Action
1	From the Home module, locate the News Center section of the screen.
	Example:
	Welcome John Doe QCID: 1234 Live Help logout
	Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control
	QWEST CONTACTS CONTACT LIST
	(Qwest)Qwest Control Products & Services News Center
	Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest services. These links will enable you to access your qwest products registered in Qwest Control. Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) Quest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007) • LD • Toll Free • • • • • • • • • • •
	iQ Net News Archive
2	From the News Center section, click on the News Archive link. Result : The Archived News/Promos List screen appears.
	E) Home - Microsoft Internet Explorer provided by Qwest Archived News/Promos List
	Type: Content Type: Content Downtime, Qwest Control vIII not be available on Jan 22, 10 pm EST through Jan, 23 at 1 em EST. If you need AVY assistance during this time please contact BMD outcomer support at 877-726-
	Rev. Tokketing fundionality vill not be available on Hon. Jan 22nd from 10:00 pm to Tues, Jan 23nd 6:00 am 15T. If you need APC assistance during this time please contact MMG outcome support at 077-724-65 Archived News/Promos List
3	Click on the Close button.

Accessing Qwest Control User Guides

Procedure

Follow the steps in the procedure below to **access** the Qwest Control **user guides**.



Accessing Qwest Control User Guides, continued

Action
From the Qwest Control User Guides section of the Need Help? quadrant, click on the user guides link.
Result : The Qwest Control Overview Presentations & User Guides screen appears.
Qwest. Spirit of Service Qwest Control Overview Presentations & User Guides
Wholesale Markets – Qwest Control User Guides & Reference Materials
Wholesale Qwest Control User Guide
The Qwest Control User Guide is designed for resellers and carriers of Qwest Wholesale services who are responsible for managing accounts and service components. This manual also provides the user with the following information:
 A general overview of the structure, navigation, modules, online help and functions (including Home, Products, eBilling, Ordering and Repair Modules) of the Qwest Control system. Detailed instructions on how to utilize the modules of the Qwest Control system.
The Qwest Control User Guide has been published in several individual documents for your convenience.
 Introduction to Qwest Control Getting Started with Qwest Control Qwest Control Home Module

Accessing Qwest Control User Guides, continued

01		Andrea			
Step	Action				
3	Click on the link for each document you would like to review.				
	Result: The	e document is opened in a PDF format.			
	Version 2.0	Qwest Control Use	r Guide		
		Chapter 2: Home Module			
	Overview				
	Introduction	The Qwest Control[®] Home module provides you access to all modul system. This module will provide you notices & updates, access to tra files and a link to contacts.			
	In this Chapter	This chapter contains the following topics.			
		Торіс	See Page		
		Overview	28		
		Qwest Control Home Module	29		
4	Once review	red, you may close the document file and the			

Accessing Web Based Training

Procedure

Follow the steps in the procedure below to **access** the Qwest Control and Remote Control **web based training**.

ер	Action					
1	From the Home mode screen.	ule, locate the	Traini	ng Resou	rces section	of the
	Example:					
	Need Help?			Training Resources		
	Wholesale Help			esale Resource	<u>s</u>	
	Qwest is committed to providing excellent customer service. If you need to find your account contacts, have a question about a product or service, or are having a technical difficulty, we are here to help. Please reference the following contact details for assistance: • Contact the Qwest Control Customer Care		you ex learnir below assist	Qwest offers educational training courses to hel you execute your business plan and to assist you learning how to do business with Qwest, listed below you will find Web Based Training courses assist you in your needs: <u>Owest Control Web Based Training</u> <u>Remote Control Web Based Training</u>		ssist you , listed
	Center at 1-800-291-770 • Submit a Qwest Control N @ <u>www.qwest.com/whole</u>	National Care Ticket				
	<u>Help Files</u>					
	Help files are located in the upp most pages. Help files are spec					
	Owest Control User Guides					
	The latest Qwest Control product <u>user quides</u> can be downloaded for future reference.					
2	From the Training Ro training link.	esources sec	tion of 1	he screen	, click on the	desir
	Result: The Wholes WHOLESALE Training & Notices	course Catalog	atalog	screen is	displayed.	CONTAC
	WHOLESALE Training & Notices Training		_			CONTAC
	WHOLESALE Training & Notices Training > Course Catalog > Course Schedule &	Course Catalog	ng to buil	d and updat	te skills. ings. If you would	CONTAC
	WHOLESALE Training & Notices Training > Course Catalog	Course Catalog Providing trainin Below is a listing of Q	ng to buil	d and updat	te skills. ings. If you would	CONTAC
	WHOLESALE Training & Notices Training > Course Catalog > Course Schedule & Registration	Course Catalog Providing trainir Below is a listing of Q like to view a course of	ng to buil west Whole lescription, Type of	d and updat sale course offer click on the title (Delivery	e skills. ings. If you would of the course.	CONTAC

Accessing Web Based Training, continued

Step	Action
3	From the Wholesale Course Catalog screen, click on the "Click Here to Register" for the desired web-based training course.
	Result: The Web Based Training Registration Form is displayed
	Web Based Training Registration Form
	Registration Information NOTE: * Indicates Required Field
	Step 1: Provide information about yourself First Last Name: Your Company: *
	Course: APL Frame Relay PIC Dispute Resolution CEMR High Speed Internet (HSI) Service Controx Systems IDSL via IMA Collocation IDMA GUI Permote Control DDS DS Resale VLT DS1 via IMA DS1 Line Sharing/Shared Loop SH4S DS3 Lis Trunking SFST DS3 Resale via IMA DSS Qrevest DSS Qrevest Feel via IMA EEL via IMA Feel Via IMA Control Control DSS Control Control SH4S DSS Control Control SH4S Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Cont
	Step 2: Click "Submit"
	SEARCH CO ABOUT OWEST CAREERS AT OWEST
4	From the Web Based Training Registeration Form, enter your First Name, Last Name and Your Company name:
5	From the Course radio buttons, select Qwest Control or Remote Control .

Accessing Web Based Training, continued

6 Cli	ck on the Submit button:			
Re	sult: The selected cours	se is displayed:		
🐔 h	ttp://www.qwest.com - Menu - Microsoft Internet	Explorer provided by Qwest		_
Q	West. Split af Service"		References	
	Click on a Topic to beg	in, or Select this ' Start Course' link.		
	Qwest Control Web-Based Training Help	Topics 💌		
	Module 1: Getting Started	Topics		
	Module 2: Home Page	Topics	I	
	Module 3: Product Applications	Topics		
	Module 4: Product Reports	Topics	~	
	Module 5: eBill	Topics		
	Module 6: Ordering	Topics		
	Module 7: Repair	Topics		
	Module 8: Customer Administration	Topics		
	Module 9: Remote Control	Topics	~	
	Module 10: Course Conclusion	Topics 💌		
Сору	right © 2006 Qwest Legal Notices Privacy Policy		Qwest Control	®

Qwest Contacts

Introduction The Qwest Contacts (including Viewing Qwest Contacts, Searching for Accounts, Viewing Enterprise Support Team, Emailing a Contact, etc.) functionality is not supported for Wholesale customers; please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional guestions.

Contact List

Introduction The proactive notification Contact List application allows you to view or add a list of LIMS (Logical Inventory Management System) contacts. The screen is divided into three sections:

- The **Filters** section allows you to narrow the list of contacts. •
- The Functions section allows you to create a new contact. •
- The **Contacts** section displays a list of contacts to update or delete.

Note: In Qwest Control, the system will display the Contact List screen when the IQ Net (wholesale version known as DIA) product is available, if you do not have a DIA product this page will not display.

Fields and Descriptions The table below describes the fields and buttons displayed in the Contact List application.

Field	Description
	Filters Section
Search Level	This optional field allows you to select one of the following to begin your search: Enterprise Customer Account Location Circuit Contact Name at All Levels
Customer Name	 This <i>conditional</i> field allows you to enter the customer name associated to the contact. Note: If you selected the Customer Account option in the Search Level field, you will be required to select a Customer Name or Customer Account ID.

Contact List, continued

Fields and

(continued)

Descriptions

Field	Description
Customer Account ID	This <i>conditional</i> field allows you to enter the customer account number associated to the contact.
	Note:
	 If you selected the Customer Account option in the Search Level field, you will be required to select a Customer Account ID or Customer Name. If you selected the Location option in the Search Level field, you will be required to select a Customer ID.
Circuit ID	This <i>conditional</i> field allows you to enter the circuit
	identification associated to the contact or location.
	Note: If you selected the Circuit option in the Search Level
Country	field, you will be required to enter a Circuit ID.This optional field allows you to select the Country
Country	associated to the contact.
State	This optional field allows you to select the State associated
	to the contact.
City	This optional field allows you to select the City associated to
Contact Type	the contact. This optional field allows you to select one of the following
contact Type	Roles/Titles for the associated contact:
	Current Responsible Individual
	Maintenance
	Proactive Notification
	SWIP Abuse
	SWIP NOC
	SWIP ORG SWIP Descures Technical
	 SWIP Resource Technical Sales Engineer
	Service Delivery Project Manger
	Site
	Technical
Contact Name	This <i>conditional</i> field allows you to enter the name of the contact.
	Note: If you selected the Contact Name at All Levels option in the Search Level field, you will be required to select a Contact Name .
60	This button allows you to apply the requested filter(s) entered for the account list.

Contact List, continued

Fields and Descriptions

(continued)

Field	Description		
Functions Section			
Create New Contact	This link allows you to open the Create New Contact		
	screen.		
	Contacts Section		
Contact Name	This column displays the contact's first and last name.		
Level/Value	This column displays the level/value associated to the contact.		
Email	This column displays the email address for the contact.		
Order of Contact	This column displays the contact priority.		
Contact Type	This column displays the Role/Title of the associated contact.		

Viewing the Contact List

Procedure Follow the steps in the procedure below to view the **Contact List** application.

Step	Action					
1	From the Home module, click on the Contact List application.					
	Result: The proactive notification Contact List screen appears.					
	Filters	Contacts (1-1 o	of 1)			HELP
	Search Level	Contact Name	Level/Value	E-mail	Order Of Contact	Contact Type
	Enterprise 💌	🛅 Jane Doe	Enterprise/9834730	janedoe@qwest.com	PRIMARY	TECH
	Customer Name	Contacts (1-1 o * Please enter a	of 1) at least three characters			

Filtering the Contact List

Procedure Follow the steps in the procedure below to **filter** your list of existing **Contacts**.

Note: The filtering fields are provided in the left-hand navigation area of the screen; enter your filtering criteria as needed.

Step	Action				
1	From the proactive notification Contact List screen, select the Search				
	Level (if applicable) from the provided drop down menu for your filter.				
2	From the Customer Name field (if applicable), enter the desired				
	customer name for your filter.				
	Note: If you selected the Customer Account option in the Search				
	Level field, you will be required to enter a Customer Name or				
3	Customer Account ID. From the Customer Account ID field (if applicable); enter the desired				
3	account number for your filter.				
	Note:				
	• If you selected the Customer Account option in the Search				
	Level field, you will be required to enter a Customer Account				
	ID or Customer Name.				
	 If you selected the Location option in the Search Level field, 				
	you will be required to enter a Customer ID .				
4	In the Circuit ID field (if applicable); enter your Qwest Circuit ID for the				
	circuit you want to filter.				
	Note: If you selected the Circuit option in the Search Level field, you				
	will be required to enter a Circuit ID .				
5	From the Contact Type drop down menu (if applicable), select the				
	desired contact type for your filter.				
6	In the Contact Name field (if applicable), enter the contact name for the				
	contact you want to filter.				
	Note: If you selected the Contact Name at All Levels option in the Search Level field, you will be required to select a Contact Name .				
7	Click Go to filter the Contact List information.				
'					
	Result: The Contact List is filtered based on your selected criteria.				
	QWEST CONTACTS CONTACT LIST				
	нер				
	Filters Contacts (1-1 of 1)				
	Search Level Contact Level/Value E-mail Order Of Contact Contact Type				
	Customer Account V III EMMA JONES Customer Account/66699955 emmajones@qwest.com PRIMARY TECH				
	Customer Name Contacts (1-1 of 1) WHOLESALE TEST ACCOUNT * Please enter at least three characters				
	Customer Account ID				
	66699955				

Create a New Contact

Introduction The Create a New Contact screen allows you to create a new contact in the Qwest Control system.

Fields and Descriptions The table below describes the fields and buttons displayed in the **Create a New Contact** screen.

Field	Description			
Create Contact Section				
Customer Account Name	This field allows you to select the Customer Account Name that will be associated to the contact.			
Customer Account ID	This field allows you to select the Customer Account ID that will be associated to the contact.			
Location	This field displays the full address of the physical location that will be related to the contact.			
Get Customer Locations	This button allows you to select the Location that will be associated to the contact.			
Qwest Circuit ID	This field allows you to enter the Qwest Circuit ID to search for.			
Search Qwest CircuitID	This button allows you to search for the Circuit ID entered in the Qwest Circuit ID field.			
Contact Level	This field allows you to select the Contact Level that will be associated to the contact.			
Add Contact	This button takes you to the step 2 of the Create Contact wizard.			
Cancel	This button allows you to undo your changes on the create user screen and returns you to the Contact List screen.			
C	ontact Details Section			
Contact Name	This <i>required</i> field allows you to enter the first and last name of the contact.			
Category	This <i>required</i> field allows you to select the Category that will be associated with the contact.			
Email	This required field allows you to enter the Email address that will be associated to the contact.			
SWIP Handle	This optional field allows you to enter you the SWIP Handle that will be associated to the contact.			
Time Zone	This required field allows you to select the Time Zone that will be associated to the contact.			
Contact Type	This required field provides you a list of Roles/Titles available to associate to your contact.			
Order of Contact	This required field allows you to select the contact priority.			

Fields and Descriptions

(continued)

Field	Description			
Contact Information Section				
Country Code	This required field allows you to select the Country			
	that will be associated to the contact.			
IDDD City Code	This <i>optional</i> field allows you to enter the City Code value.			
Office Phone Number	This <i>conditional</i> field allows you to enter the 10-digit Phone number and extension (if available) for the contact.			
	Note: This field will be required if the Preferred Method of Contact is Office Phone Number.			
Fax Number	This <i>conditional</i> field allows you to enter the 10-digit Fax number (if available) for the contact.			
	Note: This field will be required if the Preferred Method of Contact is Fax Number.			
Home Phone Number	This <i>conditional</i> field allows you to enter the 10-digit Home number (if available) for the contact.			
	Note: This field will be required if the Preferred Method of Contact is Home Phone Number.			
Cell Phone Number	This <i>conditional</i> field allows you to enter the 10-digit Cell phone (if available) for the contact.			
	Note: This field will be required if the Preferred Method of Contact is Cell Phone Number.			
Numeric Pager Number	This <i>conditional</i> field allows you to enter the 10-digit Pager number (if available) for the contact.			
	Note: This field will be required if the Preferred Method of Contact is Numeric Pager Number .			
Email Pager (Cell Text)	This <i>conditional</i> field allows you to enter the Email address for a text messaging device.			
	Note: This field will be required if the Preferred Method of Contact is Email or Text Pager.			
	ed Method of Contact Section			
Business Hours	This <i>conditional</i> section allows you to define the contact method during normal business hours.			
	Note : If the option for numeric or text pager is selected, then the phone number field is not required.			

Fields and Descriptions (continued)

Field	Description
After Business Hours	This <i>conditional</i> section allows you to define the contact method for after business hours.
	Note : If the option for numeric or text pager is selected, then the phone number field is not required.
Submit	This button allows you to save your entries in the Create a New Contact screen.
Cancel	This button allows you to undo your changes and returns you to the Contact List screen.

Procedure Follow the steps in the procedure below to create a New Contact.

tep	Action			
	From the proactive notification Col New Contact List function.	tact List screen, click on the Crea		
	Result: The Create New Contact	Step 1 of 2 wizard screen appears		
		act- <i>Step 1 of 2</i> IDD CONTACT, else click CANCEL to exit this wizard.		
	Create New Contact			
	Customer Account Name:	•		
	Customer Account ID:			
	Location: Get Customer Locations]		
	Qwest Circuit ID:	Search Qwest CircuitID		
	Contact Level: Enterprise 💌	and Canad		
	Add Contact Cancel			
	create your contact:			
	create your contact: If you want to create	Then		
	create your contact: If you want to create An Enterprise or Customer	Then Select the desired contact		
	create your contact: If you want to create	Then		
	create your contact: If you want to create An Enterprise or Customer	Then Select the desired contact		
	create your contact: If you want to create An Enterprise or Customer	Then Select the desired contact level. Note: The Contact Level		
	create your contact: If you want to create An Enterprise or Customer Level contact A contact associated with the	Then Select the desired contact level. Note: The Contact Level default value is Enterprise. Select the Customer Account		
	If you want to create An Enterprise or Customer Level contact A contact associated with the Customer Account Name A contact associated with a specific Customer Account	Then Select the desired contact level. Note: The Contact Level default value is Enterprise. Select the Customer Account Name from the drop-down list. Select the Customer Account		
	If you want to create If you want to create An Enterprise or Customer Level contact A contact associated with the Customer Account Name A contact associated with a specific Customer Account ID A contact for a specific	Select the desired contact level. Note: The Contact Level default value is Enterprise. Select the Customer Account Name from the drop-down list. Select the Customer Account ID from the drop-down list. Click Get Customer Locations to select the		

Procedure

(continued)

Step	Action
3	Click Add Contact.
	Result: The Create New Contact Step 2 of 2 wizard screen appears.
	QWEST CONTACTS CONTACT LIST
	Create Contact- Step 2 of 2 Enter contact information then continue with SUBMIT, else click CANCEL to exit this wizard.
	Create New Contact - Create at Location level for 6000 PARKWOOD PL DUBLIN OH USA^1 Contact Details (Required fields marked with '*')
	Contact Name:*
	Category: Specific Person
4	In the Contact Name field, enter the first and last name of the contact.
5	From the Category drop down menu, select the appropriate contact category.
6	In the Email field, enter the contact's email address.
7	In the SWIP Handle field (if applicable), enter your SWIP value.
8	From the Time Zone drop down menu, select the contact's time zone.
9	From the Contact Type list box, select the appropriate contact type.
10	From the Order of Contact drop down menu, select the appropriate contact priority.
11	From the Country Code drop down menu, select the contact's country.
12	In the IDDD City Code field (if applicable), enter the appropriate city code.
13	In the Office Phone Number and Extension fields (if applicable), enter the contact's office telephone number.
14	In the Fax Number (if applicable), enter the contact's fax number.
15	In the Home Phone Number (if applicable), enter the contact's home telephone number.
16	In the Cell Phone Number (if applicable), enter the contact's cellular telephone number.

Procedure

(continued)

Step	Action						
17	In the Numeric Pager Number (if applicable), enter the contact's pager number.						
18	In the Related Email (if applicable), enter the contact's email address for a text messaging device.						
19	Select the check Business Hours		the pr	eferred m	nethod of conta	ct during	J
20	Select the check Business Hours		the pr	eferred m	nethod of conta	ct during	J After
21	Click ^{Submit} . Result: The sy	/stem returns	s a su	ccessful i	message.		
	More Details Contact Detail Functions Update Contact Add Contact Type Add Contact Phone	Contact was Successfully Added! Information For: Jane Doe Contact Details Name: Jane Doe Contact Details Name: Jane Doe Contact Details Name: Jane Doe Contact Details Image: Jane doe@qwest.com E-mail: GMT -05:00 (Eastern Standard Time) Status: Contact Type Contact Type Contact Type Contact Phones Contact Phones Phone Number Phone Type Phone Ext/PIN Related E-mail IDDD Country Contact Phones S555 GetL S555 GetL S555 Gott S555 Gott S5555 <td cols<="" th=""><th>sility sH</th></td>		<th>sility sH</th>	sility sH		
		Image: 614) 555- 5555 OFFICE 5555 001 Image: 614) 555- 5555 PAGER 001 Image: 614) 555- 5555 PAGER 001 Image: 700 million C145555555@vtext.com 001					
					Done		
22	Click ^{Done} . Result: The sy	/stem returns	s you 1	to the Co	ntact List scre	en.	

Contact Details

Introduction Fields and Descriptions	 The Contact Details screen allows you to view the details or update information for each contact selected. The screen is divided into four sections: The Functions section provides links to Update Contact, Add Contact Type and Add Contact Phone screens. The Contact Details section displays the information about the contact selected from the contact list. The Contact Types section displays the details and allows you to delete or update the information. The Contact Phones section displays the details and allows you to delete or update the information. 			
	Field	Description		
		Functions Section		
	Update Contact	This function allows you to update existing contact information for the selected contact.		
Add Contact TypeThis function allows existing contacts.				
	Add Contact Phone This function allows you to add additional telephone deta to your existing contacts.			
		Contact Details Section		
	Name	This field displays the name of the contact.		
	Category	This field displays the category associated with the contact.		
	Email	This field displays the email address for the associated contact.		
	Time Zone	This field displays the time zone for the associated contact.		
	Status	This field displays the current status of the contact (Active or Inactive).		
		Contact Types Section		
	Contact Type	This field provides a list of roles associated to each contact.		
	Order of Contact	This field displays a priority of contacts and who should be contacted first.		
	Availability	This field displays when the contact is available either Business Hours (BH) or After Business Hours (ABH).		
	Preferred Method	This field displays the best method to reach the contact.		
		Note: If the option for numeric or text pager is selected, then the phone number field is not required and defaults to (111)222-3333.		
	Preferred Method Availability	This field displays the best way to reach each contact.		
	<u> </u>	This icon allows you to delete the selected contact.		
	4	This icon allows you to update the selected contact.		

Contact Details, continued

Fields and Descriptions (continued)

Field	Description
	Contact Phones Section
Phone Number	This field displays the telephone number in which the contact can be reached.
Phone Type	This field allows you to identify the kind of phone information being added.
Phone Ext./PIN	This field displays the extension or pin number to use with the phone number on the same line.
Related Email	If the type selected is Text Pager or Email Pager then this field displays the email address for the device.
IDDD Country Code	This field displays the IDDD Country Code for the country associated to the contact.
IDDD City Code	This field displays the IDDD City Code for the City associated to the contact.
Done	Click this button to return to the previous screen.
	This icon allows you to delete the selected contact.
2	This icon allows you to update the selected contact.

Viewing the Contact Details

Procedure Follow the steps in the procedure below to **view** the **Contact Details** screen.

ep I	Action						
	From the proad Contact Name Result: The I	e hyperlink.					he
	QWEST CONTACTS C	ONTACT LIST					
	More Details Contact Detail Functions	Information For: Ja Contact Details Name:	ine Doe	Jane Do	-		1
	Update Contact Add Contact Type Add Contact Phone	Category: Network Management Services E-mail: janedoe@qwest.com Time Zone: GMT -09:00 (Alaska Standard Time) Status: Active Contact Types					
		Contact Type	01	der Of Contact	Preferred M	lethod	ferred Method Availability
		 Technical Technical 		PRIMARY PRIMARY	CEL		вн
		Contact Phones Phone Number	Phone Type	Phone Ext./PIN	Related E- mail	IDDD Count Code	ry IDDD Cit Code
		(614) 666- 6666	CELL			001	
		🗊 볼 (614) 555- 5555	OFFICE			001	
				Do	ne		
	Click Done to	o return to the p	oreviou	us screen.			

Update Contact

Procedure Follow the steps in the procedure below to **update** a **Contact**.

Step	Action				
1	From the Infor function.	rmation for: "Us	ser" s	creen, click on the Update Contac	
	Result: The L	Jpdate Contact	scree	n appears.	
	QWEST CONTACTS C	ONTACT LIST		1	
	More Details	Information For: Jane D	Doe		
	Contact Detail	Update Contact (Requir	ed fields	s marked with '*')	
	Functions	Contact Name:*	Jane	Doe	
	Update Contact Add Contact Type	Category:*	Netv	vork Management Services 💌	
	Add Contact Phone	E-mail:*	jane	doe@qwest.com	
		Time Zone:	GMT	-09:00 (Alaska Standard Time) 💌	
		Status:	Acti	ve 💌	
			Submit Cancel		
		1			
2	Update the contact information, as needed.				
	If you want to update the Then		Then		
	Contact N	ame		Enter the first and last name for the selected contact.	
	Category			Select the new Category from the drop-down list.	
	Email	Email		Type the full Email Address .	
	Time Zone	16		Select the new Time Zone from the drop-down list.	
	Status			Select the new Status from the drop-down list.	
3		to update the se	lecte	d Contact Type information.	
4	Click Cancel to return to the previous screen without committing your				

Add Contact Type

Procedure Follow the steps in the procedure below to **add** a **Contact Type**.

Step	Action			
1	From the Information for: "User" screen, click on the Add Contact Type function. Result: The Add Contact Type screen appears.			
	QWEST CONTACTS C	DNTACT LIST	HELP	
	More Details	Information For: Jane		
	Contact Detail		uired fields marked with '*')	
	Functions Update Contact Add Contact Type	Contact Type:*	Account Consultant Account Executive Alternate	
	Add Contact Phone	Order of Contact:*	×	
		Preferred Method of Co	ontact (Select at least one method!)	
		Business Hours: (8 a.m to 5 p.m, M-F)	E-mail Office Phone Home Phone FAX Cell Phone	
		After Business Hours:	E-mail Office Phone Home Phone FAX Cell Phone	
			Submit Cancel	
2	From the Cont	act Type list bo	, select the desired contact type.	
3	From the Orde priority.	er of Contact dro	p-down, select the desired contact	
4	From the Preferred Method of Contact section, select all the applicable checkboxes for Business Hours .			
5	From the Preferred Method of Contact section, select all the applicable checkboxes for After Business Hours .			
6	Click Submit to add the Contact Type information.			
7	Click Cancel changes.	to return to the p	revious screen without committing your	

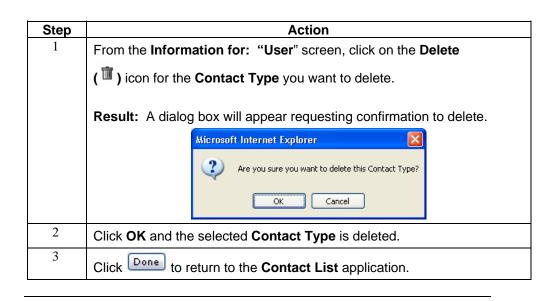
Add Contact Phone

Procedure Follow the steps in the procedure below to **add** a **Contact Phone**.

Step	Action		
1	From the Information for: "User" screen, click on the Add Contact Phone function. Result: The Add Contact Phone screen appears.		
	QWEST CONTACTS CONTACT LIST		
	More Details Information For: Jane Doe Contact Detail Add Contact Phone Functions Phone Type: Update Contact Counter Counter Code:		
	Add Contact Type UNITED STATES V 001 Add Contact Phone IDDD City Code: Phone Number/Extension: × Related Email: Ex: 6142155455@messaging.com		
	Submit Cancel		
2	From the Phone Type drop down menu, select the desired phone type.		
3	From the Country drop-down menu, select the desired country/country code. Note : The system will propagate the IDDD country code.		
4	In the IDDD City Code (if applicable), enter the desired city code.		
5	In the Phone Number/Extension , enter the contact's telephone number and extension (if applicable).		
6	If you chose a phone type of Text Pager or Email Pager , then enter the associated email address in the Related Email Address field (example: NPANXX1234@domain.com)		
7	Click Submit to add the Contact Phone information.		
8	Click Cancel to return to the previous screen without committing your changes.		

Delete a Contact Type

Procedure Follow the steps in the procedure below to **delete** a **Contact Type**.



Delete a Contact Phone

Procedure Follow the steps in the procedure below to **delete** a **Contact Phone**.

Step	Action			
1	From the Information for: "User" screen, click on the Delete			
	(¹) icon for the Contact Phone you want to delete.			
	Result: A dialog box will appear requesting confirmation to delete.			
	Microsoft Internet Explorer			
	Are you sure you want to delete this phone?			
	OK Cancel			
2	Click OK and the selected Contact Phone is deleted.			
3	Click Done to return to the Contact List application.			

Update a Contact Type

Procedure Follow the steps in the procedure below to **update** a **Contact Type**.

Step	Action		
1	From the Information for: "User" s		
	QWEST CONTACTS CONTACT LIST	Detail screen appears.	
	More Details Information For: Jane Doe Contact Detail Update Contact Type Detail (Required fields marked with '*') Functions Contact Type: Update Contact Technical Order of Contact: * PRIMARY ▼ Add Contact Type Preferred Method of Contact (Select at least one method!) Business Hours: E-mail ♥ Office Phone Home Phone FAX After Business Hours: E-mail ♥ Office Phone Home Phone FAX Submit Cancel Submit Cancel		
2	Update the contact type information	, as needed.	
	If you want to update the Contact Type	Then The Contact Type field is read-only and is not editable.	
	Order of Contact	Select the desired value from the Order of Contact drop- down menu.	
	Business Hours	Select the check box(es) next to the desired method from the Business Hours options.	
	After Business Hours	Select the check box(es) next to the desired method from the After Business Hours options.	
3	Click Submit to update the selected Contact Type information.		
4	Click Cancel to return to the previous screen without committing your changes.		

Update a Contact Phone

Procedure Follow the steps in the procedure below to update a Contact Phone.

Step	Action				
1 1	From the Information for: "User" screen, click on the Update () icon for the Contact Phone you want to update.				
	Result: The Update Contact Phone Detail screen appears.				
	IDDD City Code:	Submit Cancel			
2	Update the contact phone information	on, as needed. Then			
	Phone Number	Enter the desired value in the Phone Number field.			
	Related Email	Enter the desired value in the Related Email address field.			
	Phone Type	Select the desired value from the Phone Type drop down menu.			
	Country/Country Code	Select the desired value from the Country/Country Code drop down menu.			
	IDDD City Code	Enter the desired value in the IDDD City Code field.			
3	Click Submit to update the selected Contact Phone information.				
4	Click Cancel to return to the previo changes.	us screen without committing your			