

Chapter 11: Repair Module

Overview

Introduction The **Repair** module allows you view or create tickets for your products and services that are associated to your Qwest Control® Enterprise ID.

Note: You can issue repair tickets for only those products supported by the Qwest Control **Repair** module, which may include products:

- **ATM**
- **FRAME**
- **DIA**
- **IQ Internet**
- **IQ Enhanced**
- **IQ Private**
- **Dedicated Hosting**
- **Toll Free**
- **LD (Long Distance)**

Based on the products associated to your Qwest Control Enterprise ID will determine the type of repair tickets you will be permitted to create. In addition, you will be able to create repair tickets on a product labeled "Q. Control", this will allow you to enter tickets for any miscellaneous issues with the Qwest Control tool.

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View Tickets

Introduction


The **View Tickets** screen provides a list of open repair tickets (both those opened in Qwest Control or by Customer Care) associated with your Qwest Control Enterprise ID. This screen is divided in three sections: Filters, Functions and View Tickets.

- The **Filters** section of the screen allows you filter your list of ticket by selecting one or more items from a Products list or by the Ticket status.
- The **Functions** section allows you to create a new repair ticket.
- The **View Tickets** section displays the repair tickets associated with your Qwest Control Enterprise ID.

Note: By default, the ticket list displays tickets that have been created in the last 30 days.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **View Tickets** screen.

Field Name	Description
Filters Section	
Product	This list allows you to filter the tickets by the products associated with your Qwest Control Enterprise ID.
Repair Ticket #	This field allows you to enter the unique identifier associated with the ticket(s) you want to filter.
Component ID	This field allows you to enter the unique identifier for the service component(s) for which you want to see ticket(s) listed.
Status	These checkboxes allow you to choose the current status of the ticket(s) you want to see listed, including: <ul style="list-style-type: none"> • All • New • Assigned • Work in Progress • Dispatched • Pending • Resolved • Canceled • Closed
Create Date – From	This field allows you to enter the earliest creation date for tickets you want to see listed.
Create Date – To	This field allows you to enter the most recent creation date for tickets you want to see listed.
Last Status Date – From	This field allows you to enter the earliest date on which listed tickets were last updated.
Last Status Date – To	This field allows you to enter the most recent date on which listed tickets were last updated.
	This button allow you to apply your selected criteria to the view tickets list.

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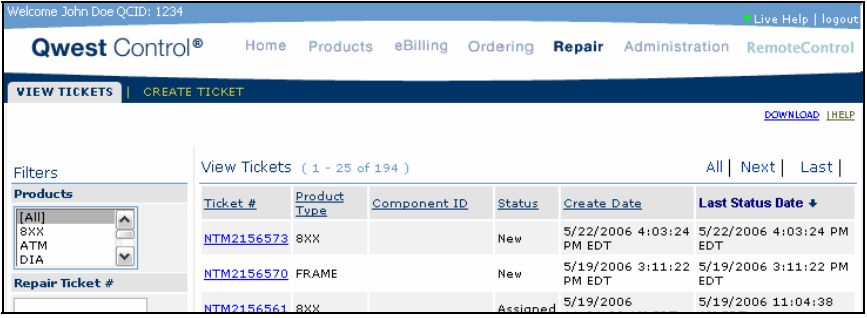
View Tickets, continued

Fields and Descriptions (continued)

Field Name	Description
Functions Section	
Create Ticket	This link allows you to enter a new repair ticket, including: <ul style="list-style-type: none"> • ATM • DIA • IQ Internet • IQ Enhanced • IQ Private • FRAME • Toll Free • LD (Long Distance)
View Tickets Section	
Ticket #	This column displays the unique identifier for each ticket in the list.
Product Type	This column identifies the product or service to which each repair ticket applies.
Component ID	This column identifies the specific service element experiencing the problem for which each ticket was created.
Status	This column displays each ticket's current status.
Create Date	This column displays the date and time each repair ticket was opened.
Last Status Date	This column displays the date and time each repair ticket's status was updated.

Accessing the View Tickets List

Procedure Follow the steps in the procedure below to access the **View Tickets** list.

Step	Action
1	<p>From the Home page, click on the Repair module.</p> <p>Result: The View Tickets application appears.</p> 

Sorting the View Tickets List

Procedure Follow the steps in the procedure below to sort the **View Tickets** list.

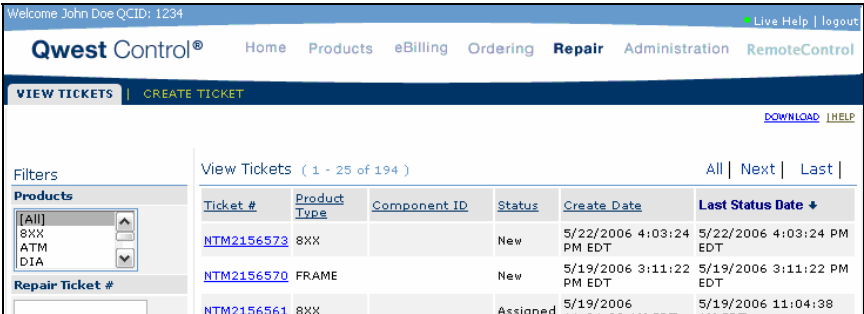

Step	Action
1	From the View Tickets application, click on the Ticket # column label to sort the list by the ticket number.
2	From the View Tickets application, click on the Product Type column label to sort the list by the product or service.
3	From the View Tickets application, click on the Component ID column label to sort the list by the specific service element.
4	From the View Tickets application, click on the Status column label to sort the list by the ticket status.
5	From the View Tickets application, click on the Create Date column label to sort the list by the date and time the repair ticket was opened.
6	From the View Tickets application, click on the Last Status Date column label to sort the list by the date and time the repair ticket was last updated.

Filtering the View Tickets List

Procedure

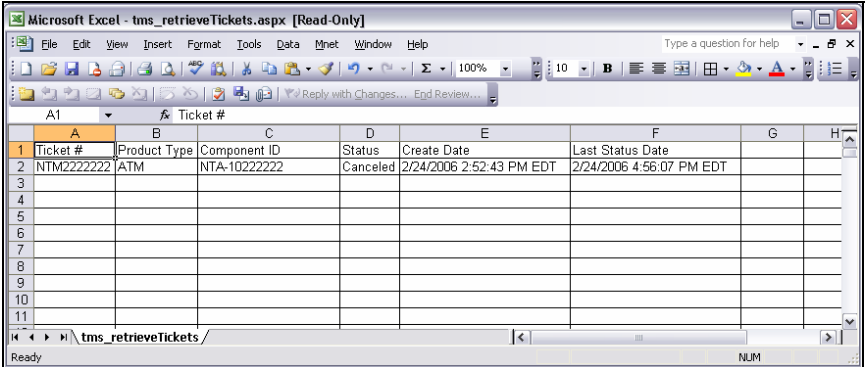
Follow the steps in the procedure below to filter the **View Tickets** list.

Note: The following steps are all optional. You only need to provide the information necessary to list the tickets you want to filter.

Step	Action
1	<p>From the Home page, click on the Repair module.</p> <p>Result: The View Tickets application appears.</p> 
2	<p>From the Products list (if applicable), select one or more products to filter the tickets by the selected criteria.</p> <p>Note: To select more than one product hold down the CRTL key and click each product you want to add to the filter.</p>
3	<p>In the Repair Ticket # field (if applicable), enter the unique identifier for the repair ticket(s) you want to filter.</p>
4	<p>In the Component ID field (if applicable), enter the unique identifier for the service component(s) for which you want to filter.</p>
5	<p>From the Status checkboxes (if applicable), select the value(s) for which you want to filter your ticket(s).</p> <p>Note: To select or clear the available checkboxes, select/deselect the All box.</p>
6	<p>In the Create Date fields (if applicable), enter the earliest and latest dates for which you want to filter your tickets.</p>
7	<p>In the Last Status Date fields (if applicable), enter the earliest and latest dates for which you want to filter your tickets.</p>
8	<p>Click </p> <p>Result: The system retrieves the tickets that match you filtering criteria.</p>

Downloading Ticket Information

Procedure Follow the steps in the procedure below to **download** the list of tickets.

Step	Action																																																																								
1	<p>From the View Tickets application, click on the DOWNLOAD hyperlink.</p> <p>Result: Your ticket information is exported to Excel.</p>  <p>The screenshot shows a Microsoft Excel window titled "Microsoft Excel - tms_retrieveTickets.aspx [Read-Only]". The spreadsheet contains the following data:</p> <table border="1"> <thead> <tr> <th>Ticket #</th> <th>Product Type</th> <th>Component ID</th> <th>Status</th> <th>Create Date</th> <th>Last Status Date</th> </tr> </thead> <tbody> <tr> <td>NTM2222222</td> <td>ATM</td> <td>NTA-10222222</td> <td>Canceled</td> <td>2/24/2006 2:52:43 PM EDT</td> <td>2/24/2006 4:56:07 PM EDT</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Ticket #	Product Type	Component ID	Status	Create Date	Last Status Date	NTM2222222	ATM	NTA-10222222	Canceled	2/24/2006 2:52:43 PM EDT	2/24/2006 4:56:07 PM EDT																																																												
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Tickets Details

Introduction The **Ticket Details** screen provides detailed information about a selected repair ticket.



Fields and Descriptions The table below describes the fields and buttons displayed on the **Tickets Details** screen.

Field Name	Description
Ticket Detail Section	
Trouble Ticket ID	This field displays the unique identifier for the repair ticket you are viewing.
Status	This field displays the current status of the ticket.
Request Ticket Closure	This checkbox allows you to close an open ticket. When you select this checkbox, the Add to Worklog field becomes mandatory. Note: This checkbox will only appear if: <ul style="list-style-type: none"> You have the appropriate user privileges. The ticket does not have a status of Closed or Canceled. The ticket was entered for one of the following products: DIA, ATM, or FRAME
Product Type	The field displays the product type for ticket.
Component ID	This field displays the unique identifier for the component experiencing the trouble for which the ticket was created.
Date Opened	This field displays the date and time the ticket selected was created.
Last Status Date	This field displays the date and time the ticket was last updated.
Problem	This field displays the nature of the repair issue.
Symptom	This field provides a brief description of the primary symptom(s) being experienced.
Case Type	This field displays the type of repair ticket created by Qwest for internal system(s). The possible case types may include: <ul style="list-style-type: none"> Customer Release Informational AutoDetect Vendor Chronic
Problem Description	This field contains a more detailed description of the issue.

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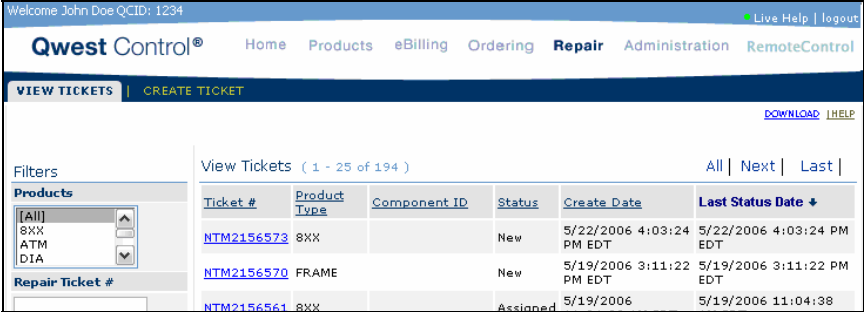

Ticket Details, continued

Fields and Descriptions (continued)

Field Name	Description
Work Log Information Section	
History Worklog	This box displays the comments associated with resolving the problem associated to the selected ticket.
Add to Worklog	This box allows you to enter any information you want to add to the ticket.
	This button allows you to add your comments to the ticket.
Toll Free Information Section	
Originating Number (Toll Free Only)	This field displays the telephone number from which the toll-free number was dialed when the problem occurred.
Terminating Number (Toll Free Only)	This field displays the telephone number (or the unique identifier of the trunk) to which the call was routed when the problem occurred.
Time of Call (Toll Free Only)	This field displays the date and time the call was placed when the problem occurred.
Time Zone (Toll Free Only)	This field identifies the time zone from which the call was made when the problem occurred.
Originating Country (Toll Free Only)	This field identifies the country from which the call originated when the problem occurred.
Terminating Country (Toll Free Only)	This field identifies the country to which the call was routed when the problem occurred.
Contact Information Section	
Primary Contact	This field provides the name of the primary party responsible for resolving the repair ticket.
Phone	This field provides the telephone number of the primary party responsible for resolving the repair ticket.
Email	This field provides the e-mail address of the primary party responsible for resolving the repair ticket.
Secondary Contact	This field provides the name of the person backing up the primary party responsible for resolving the repair ticket.
Phone	This field provides the telephone number of the person backing up the primary party responsible for resolving the repair ticket.
Email	This field provides the e-mail address of the person backing up the primary party responsible for resolving the repair ticket.
	This button allows you to return to the View Tickets screen.

Viewing the Ticket Details

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

Step	Action
1	<p>From the Home page, click on the Repair module.</p> <p>Result: The View Tickets application appears.</p> 
2	<p>From the View Tickets application, click on any of the Ticket # hyperlinks to view the details of the selected ticket.</p> <p>Result: The Ticket Details screen appears.</p> 
3	<p>Click Done to return to the View Tickets screen.</p>

Create Ticket


Introduction

The **Create Ticket** screen allows you to enter a repair ticket for a selected service component under your Qwest Control Enterprise ID, which may include ATM, FRAME, DIA, IQ Internet, IQ Enhanced, IQ Private, Toll Free and LD (Long Distance).

Note: The **Create Tickets** functionality will only be available for products under your Qwest Control Enterprise ID that have existing inventory.

Fields and Descriptions



The table below describes the fields and buttons displayed on the **Create Ticket** screen.

Field Name	Description
Product and Problem Information Section	
Product	This drop-down list allows you to select a Qwest Control supported product that may be experiencing a repair issue. The supported products may include: <ul style="list-style-type: none"> • ATM • DIA • IQ Internet • IQ Enhanced • IQ Private • FRAME • Toll Free • LD (Long Distance)
Product Attribute	This box allows you to select the type of service component that may be experiencing a repair issue.
Component ID	This field allows you to enter the specific service component that may be experiencing a trouble issue.
	This button allows you to select a service component for the field above (Component ID) from a list of the service components associated with your Qwest Control Enterprise ID.
Problem	This list allows you to select the problem being experienced by the selected service component.
Symptom Type	This list allows you to select a general category for the symptom your service component may be experiencing.
Problem Description	This field allows you to enter a more detailed description of the trouble being experienced.
Primary Contact Information Section	
First Name	This field allows you to enter the first name of the primary contact.
Last Name	This field allows you to enter the surname of the primary contact.
Phone	This field allows you to enter the telephone number of the primary contact.
Email	This field allows you to enter the email address of the primary contact.

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Creating Ticket, continued

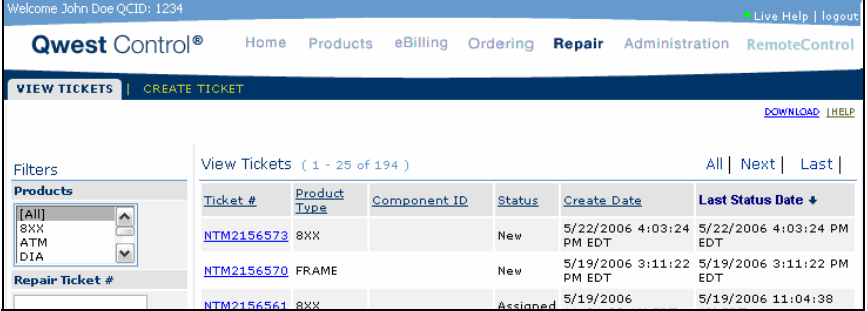
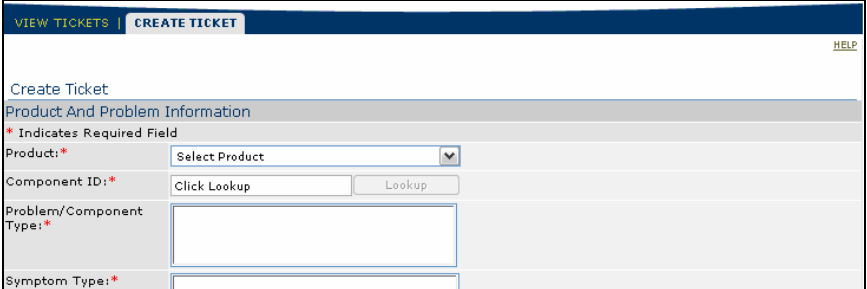
Procedure (continued).

Field Name	Description
Secondary Contact Information Section	
First Name	This field allows you to enter the first name of the secondary contact, if applicable.
Last Name	This field allows you to enter the surname of the secondary contact, if applicable.
Phone	This field allows you to enter the telephone number of the secondary contact, if applicable.
Email	This field allows you to enter the email address of the secondary contact, if applicable.
	This button allows you to send the repair ticket to Qwest.
	This button allows you to exit the create ticket screen.

Creating a Repair Ticket

Procedure

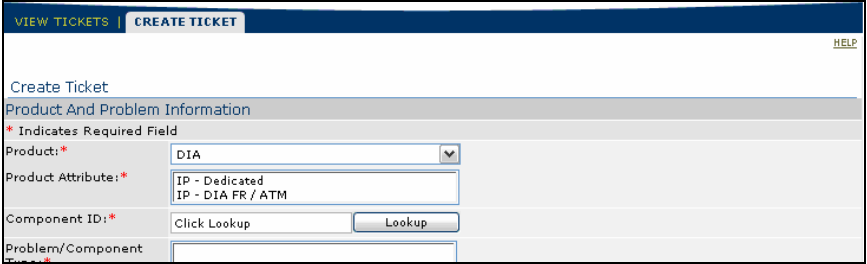
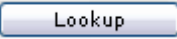
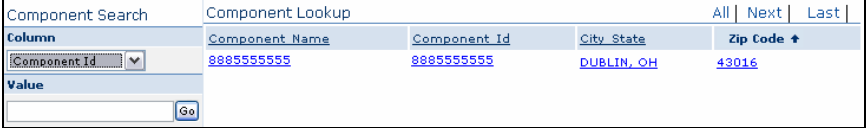
Follow the steps in the procedure to generate a repair ticket for one of you service components.

Step	Action																								
1	<p>From the Home page, click on the Repair module.</p> <p>Result: The View Tickets application appears.</p>  <table border="1" data-bbox="792 772 1458 898"> <thead> <tr> <th>Ticket #</th> <th>Product Type</th> <th>Component ID</th> <th>Status</th> <th>Create Date</th> <th>Last Status Date</th> </tr> </thead> <tbody> <tr> <td>NTM2156573</td> <td>8XX</td> <td></td> <td>New</td> <td>5/22/2006 4:03:24 PM EDT</td> <td>5/22/2006 4:03:24 PM EDT</td> </tr> <tr> <td>NTM2156570</td> <td>FRAME</td> <td></td> <td>New</td> <td>5/19/2006 3:11:22 PM EDT</td> <td>5/19/2006 3:11:22 PM EDT</td> </tr> <tr> <td>NTM2156561</td> <td>8XX</td> <td></td> <td>Assigned</td> <td>5/19/2006</td> <td>5/19/2006 11:04:38</td> </tr> </tbody> </table>	Ticket #	Product Type	Component ID	Status	Create Date	Last Status Date	NTM2156573	8XX		New	5/22/2006 4:03:24 PM EDT	5/22/2006 4:03:24 PM EDT	NTM2156570	FRAME		New	5/19/2006 3:11:22 PM EDT	5/19/2006 3:11:22 PM EDT	NTM2156561	8XX		Assigned	5/19/2006	5/19/2006 11:04:38
Ticket #	Product Type	Component ID	Status	Create Date	Last Status Date																				
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NTM2156561	8XX		Assigned	5/19/2006	5/19/2006 11:04:38																				
2	<p>From the View Tickets application, click on the Create Ticket application.</p> <p>Result: The Create Ticket application appears.</p>  <p>Note: The Create Ticket application may also be accessed by clicking on the Create Ticket functions link from the View Tickets application.</p>																								

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Creating a Repair Ticket, continued

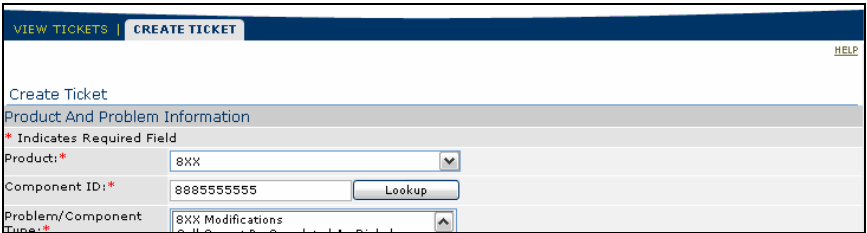
Procedure (continued).

Step	Action						
3	<p>From the Product list, click the product for which you want to report a problem.</p> <p>Result: The system refreshes your browser window, displaying the appropriate fields depending on the product you selected.</p> 						
4	<p>Depending on the product you selected, complete the following:</p> <table border="1" data-bbox="618 999 1430 1199"> <thead> <tr> <th>If you selected...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>8XX, ATM or FRAME</td> <td>Proceed to Step 5.</td> </tr> <tr> <td>DIA, IQ Internet, IQ Enhanced or IQ Private</td> <td> <ol style="list-style-type: none"> From the Product Attribute field, select the appropriate value. Proceed to Step 5. </td> </tr> </tbody> </table>	If you selected...	Then...	8XX, ATM or FRAME	Proceed to Step 5 .	DIA, IQ Internet, IQ Enhanced or IQ Private	<ol style="list-style-type: none"> From the Product Attribute field, select the appropriate value. Proceed to Step 5.
If you selected...	Then...						
8XX, ATM or FRAME	Proceed to Step 5 .						
DIA, IQ Internet, IQ Enhanced or IQ Private	<ol style="list-style-type: none"> From the Product Attribute field, select the appropriate value. Proceed to Step 5. 						
5	<p>Click  to search for the Component ID.</p> <p>Result: A list of service components appears in a new browser window.</p>  <p>Note: If you selected Q.Control in Step 1, this button is not available. A default value is populated in the Component ID field. In this case, proceed to Step 7.</p>						

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Creating a Repair Ticket, continued

Procedure (continued).

Step	Action
6	<p>From the list of Service Components, click any value in the row containing the component experiencing the problem.</p> <p>Result: The browser window containing the service component list closes. The system populates the unique identifier for the selected component in the Component ID field.</p> 
7	From the Problem list, select the appropriate value.
8	From the Symptom Type list, click the option that best matches the symptom you are experiencing.
9	In the Problem Description field, enter a brief description of the trouble you are experiencing.
10	In the Primary Contact First Name field, enter your first name.
11	In the Primary Contact Last Name field, enter your surname.
12	In the Primary Contact Phone field, enter your telephone number.
13	In the Primary Contact Email field, enter your email address.
14	In the Secondary Contact First Name field (if applicable), enter the first name for any other party who needs to be kept up to date on the issue.
15	In the Secondary Contact Last Name field (if applicable), enter the surname for any other party who needs to be kept up to date on the issue.
16	In the Secondary Contact Phone field (if applicable), enter the telephone number for any other party who needs to be kept up to date on the issue.
17	In the Secondary Contact Email field (if applicable), enter the email address for any other party who needs to be kept up to date on the issue.

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Creating a Repair Ticket, continued

Procedure (continued).

Step	Action																		
18	<p>If you selected 8XX in Step 3, complete the following:</p> <table border="1" data-bbox="618 520 1430 1260"> <thead> <tr> <th data-bbox="618 520 1024 552">8XX Field</th> <th data-bbox="1024 520 1430 552">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="618 552 1024 653">Was this a domestic or international call?</td> <td data-bbox="1024 552 1430 653">From the radio buttons provided, select Domestic or International.</td> </tr> <tr> <td data-bbox="618 653 1024 722">What time zone were you calling from?</td> <td data-bbox="1024 653 1430 722">From the list box provided, select the appropriate value.</td> </tr> <tr> <td data-bbox="618 722 1024 791">What date did you place the call?</td> <td data-bbox="1024 722 1430 791">From this field, enter the date the call was placed.</td> </tr> <tr> <td data-bbox="618 791 1024 861">What time did you place the call?</td> <td data-bbox="1024 791 1430 861">From this field, enter the time the call was placed.</td> </tr> <tr> <td data-bbox="618 861 1024 961">What number were you calling from?</td> <td data-bbox="1024 861 1430 961">From this field, enter the telephone number from where the call was placed.</td> </tr> <tr> <td data-bbox="618 961 1024 1062">What number were you calling to?</td> <td data-bbox="1024 961 1430 1062">From this field, enter the telephone number that you were calling.</td> </tr> <tr> <td data-bbox="618 1062 1024 1163">What country were you calling from?</td> <td data-bbox="1024 1062 1430 1163">From the list box provided, select the country you were calling from.</td> </tr> <tr> <td data-bbox="618 1163 1024 1260">What country were you calling?</td> <td data-bbox="1024 1163 1430 1260">From the list box provided, select the country you were calling.</td> </tr> </tbody> </table>	8XX Field	Action	Was this a domestic or international call?	From the radio buttons provided, select Domestic or International .	What time zone were you calling from?	From the list box provided, select the appropriate value.	What date did you place the call?	From this field, enter the date the call was placed.	What time did you place the call?	From this field, enter the time the call was placed.	What number were you calling from?	From this field, enter the telephone number from where the call was placed.	What number were you calling to?	From this field, enter the telephone number that you were calling.	What country were you calling from?	From the list box provided, select the country you were calling from.	What country were you calling?	From the list box provided, select the country you were calling.
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What country were you calling?	From the list box provided, select the country you were calling.																		
19	<p>Click <input type="button" value="Submit"/> to send the repair ticket to your Qwest and proceed to the confirmation screen.</p> <p>Note: You may click <input type="button" value="Cancel"/> at any time to exit this process without submitting the repair ticket to Qwest.</p>																		