

Chapter 14: Service Hub

Overview

Introduction

Service Hub provides a uniform inventory view for your products and services that are associated to your Control Center Enterprise ID. Advanced Search option allows selection of multiple products or service types, service address locations, service IDs and custom names. These Advanced Searches can be saved as additional Saved Views for future use.

Service Hub also allows you to initiate functions such as Repair, Test, Configuration, Reports and Order Status as supported by each product.

Note: Repair tickets can only be issued only for those products supported by the Control Center Repair module, which may include products ATM/Frame, DIA, IQ Internet, IQ Enhanced, IQ Private, Dedicated Hosting, Toll Free, Switched and Dedicated Long Distance and Private Line.

The products associated to your Control Center Enterprise ID will determine the type of products and services you will be able to view, update and close.

Existing Control Center permission will determine if you are able to access Service Hub and/or its sub-functions. If you need access to Service Hub, your Customer System Administrator (CSA) should be able to assist you with adding of the necessary permissions to your username. Conditions for service Hub and its sub-functions (like Repair, Billing, Ordering and so on) are provided below for reference:

- User must have at least a basic Product permission (for a Service Hub supported Product) in order to gain access to Service Hub.
- User must have basic Repair permissions to see View Repair, Configuration or Testing options in Service Hub detail.
- User must have administrative or advanced Repair permissions to see Create/Request Repair, Configuration or Testing options in Service Hub detail.
- User must have basic Billing permissions to see View Bill option in Service Hub detail.
- User must have basic Order permission to see Order Status.

Note: please refer to Control Center User Guides for the specific product as needed.

In this Chapter This chapter contains the following topics:

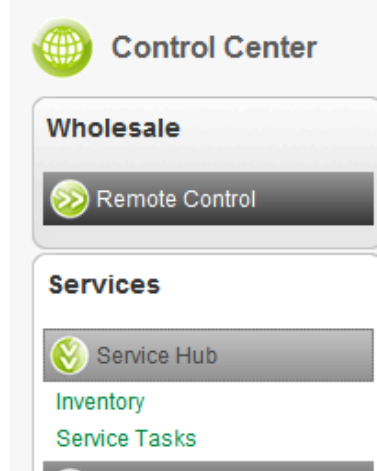
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Service Hub on Home Landing Page

Introduction

Service Hub can be accessed in several ways. Service Hub Inventory and Service Tasks can be accessed from the Control Center Home landing page in the Services module, as well as the quick navigation bar across the top of all Control Center pages, under Services. There is also a Service Hub widget on the Control Center Home landing page.

Service Hub under Services module



Control Center quick navigation bar, under Services



Service Hub Widget: Map View



Service Hub Widget


Introduction

The Service Hub widget on the Control Center Home landing page provides quick view and access to Service Hub, with both Grid and Map views.

Below are examples of the Service Hub Widget in Grid and Map views. The drop down menu can be used to select different saved views (created in Service Hub Advanced Search).

In the grid view, a maximum of 250 records can be viewed. By default, the 'View All' view will be displayed unless you have saved views which you have then accessed in the Service Hub Widget. At that point, the last accessed view will be displayed as default. Depending on the size of the inventory for your enterprise, the Service Hub Widget may or may not display the data. In such cases, it is advisable to create saved views (via Service Hub Advanced Search) and access this in the Service Hub Widget. In other instances, the loading of the widget will timeout and a message will be presented. In this case, simply access the Service Hub inventory page and the next time around, the widget will load with data for that session.

The Map view works in a similar fashion to the existing Network Map widget.

Clicking the  icon will navigate to the Service Hub saved view currently being displayed in the widget.

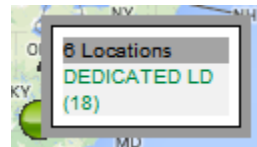
In Grid view, clicking on Service ID link will launch Service Hub > Service Details.

Service Hub Widget: Grid View with Custom Saved View "DIA View"

Service Hub				
				DIA View
Grid Map				
Service ID	Custom Name	Service Type	Account	Service Location
DS1IT-10371725	ES 145 162 90	DIA	30 14541	NC, CARY, 1100 CRESCENT GRN SUITE 100, 27511, USA
DS1IT-10371726	ES 145 162 218	DIA	30 14541	SC, GREENVILLE, 7600 PELHAM RD, 29615, USA
DS1IT-10371727	ES 145 208 186	DIA	30 14541	NY, MANHATTAN, 350 E 35TH ST, 10016, USA
DS1IT-10371728	ES 145 128 178	DIA	30 14541	NC, CARY, 1100 CRESCENT GRN SUITE 100, 27511, USA
DS1IT-10371729	ES 145 128 218	DIA	30 14541	NC, CARY, 1100 CRESCENT GRN SUITE 100, 27511, USA
DS1IT-10371730	ES 145 208 246	DIA	30 14541	NC, JACKSONVILLE, 100 DELANEY DR, 28546, USA



Hovering over map icons shows one or more locations:



Clicking on map icons will bring up list of services:

Inventory		
Active Tickets		
Service Id	Service Location	Service Type
DS1-11400666	800 COMMONWEALTH DR, WARRENDALE, PA	DEDICATED LD
DS1-11400667	800 COMMONWEALTH DR, WARRENDALE, PA	DEDICATED LD
DS1-11400668	800 COMMONWEALTH DR, WARRENDALE, PA	DEDICATED LD
DS1-13000340	800 COMMONWEALTH DR, WARRENDALE, PA	DEDICATED LD

Clicking on Service ID link (above) will provide Circuit Info and Tickets tabs:
Clicking View Detail button will launch Service Hub > Service Details.

← Back | DS1-11400666

Circuit Info | Tickets

View Detail >>

Summary

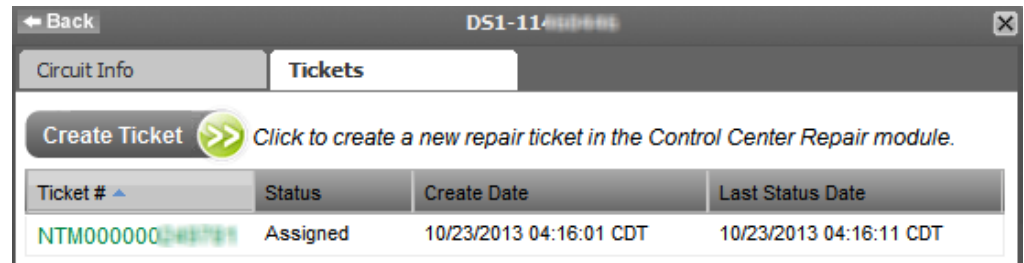
Name


Connection Speed DS-1

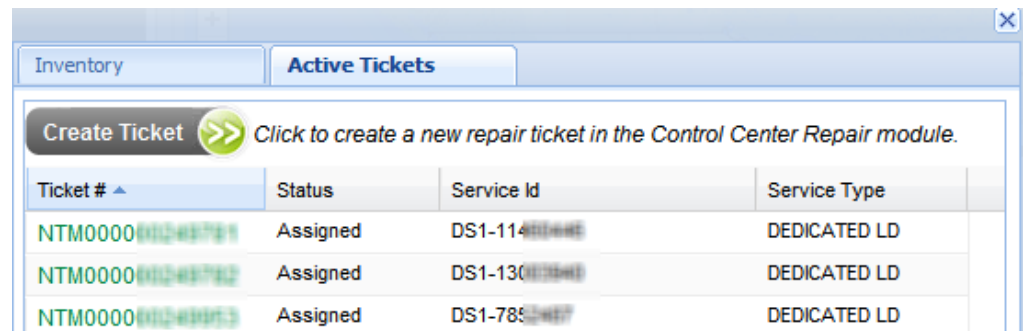
Location

Service Location 800 COMMONWEALTH DR, WARRENDALE, PA

Clicking ticket links under Ticket # column will launch Service Hub > Service Details > Repair



If  icon is clicked, Repair Tickets will be listed on Active Tickets tab:



Clicking ticket links under Ticket # column will launch Service Hub > Service Details > Repair

Service Hub Inventory

Introduction

Service Hub Inventory will default to a View of “View All” products and services. Use Advanced Search to create other custom views, and Manage Views to rename and delete views, or set a different default view.

In the Grid view, a maximum of 1000 records are viewable. Again, depending on the size of the inventory for your enterprise, the Service Hub Widget may or may not display the data under the “View All” option. In such cases, it is advisable to create saved views (via Service Hub Advanced Search) and default one of these views. In other instances, the loading of the Service Hub Inventory page will timeout and a message will be presented. In this case, try refreshing the page or click on the Reset button.

Grid and Map views are pictured below. Map view functions similarly as detailed above in Service Hub widget.

Grid View

Service Hub
Inventory | **Service Tasks**

[Download Results](#)

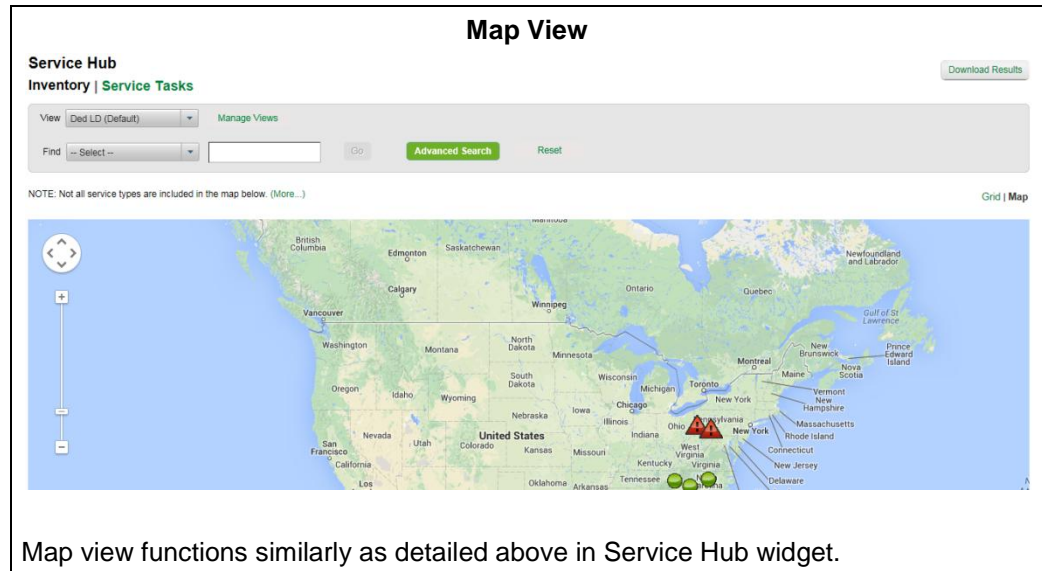
View: View All (Default) Manage Views

Find: -- Select -- Go Advanced Search Reset

Results 1-10 of 1082 Grid | Map

Service ID	Custom Name	Service Type	Account	Service Location
1025	-- N/A --	PRIVATE LINE	30106004	A: GA, ATL, 85 PARK PL, NE, 30303, USA Z: VA, RICHMOND, 2134 W LABURNUM AVE, 23227, USA
1191	-- N/A --	PRIVATE LINE	37814650	A: CA, SMO, 7701 L, 95014, USA Z: CA, LA, 624 S GRAND AVE, 90017, USA
8006	80060	TOLL FREE	37814650	-- N/A --

Name	Description
Inventory	Service Hub Inventory screen
Service Tasks	Service Hub Service Tasks screen
Download Results button	Download displayed results to .csv
View	Drop down displays View All and custom views that are saved in Advanced Search
Manage Views	Manage Views allows user to Rename and Delete Views, and change default View
Find	Filter by Service ID, Custom Name, Service Type, Account, Service Location
Advanced Search	Advanced filter functionality, filter by above fields and save as a new View to reuse in the future. Also has additional Search Terms.
Reset	Refreshes to default view and removes filters
Grid / Map	Switch from Grid to Map view (Map displays with note regarding supported products)
Service ID	Circuit ID or service ID as applicable (such as toll free number)
Custom Name	Displays custom name if assigned
Service Type	Displays the service/product type
Account	Displays the account number for the service
Service Location	Displays location address or addresses, as applicable



Service Hub Inventory Advanced Search

Introduction

Service Hub Inventory will default to a View of “View All” products and services. Use Advanced Search to create other custom views, and Manage Views to rename and delete views, or set a different default view.

Advanced Inventory Search

Service ID(s)

Custom Name(s)

Service Location(s)

Street

+

Remove Query

Add Another Query

Service Type(s)

☐ Long Distance
 ☐ Switched LD
 ☐ Dedicated LD

☐ Private Line
 ☐ PL
 ☐ DPL
 ☐ OWS

☐ IQ Networking
 ☐ IQ Enhanced
 ☐ IQ Internet
 ☐ IQ Private

☐ Data
 ☐ Frame

☐ Dedicated Internet Access (DIA)
 ☐ Toll Free

Add A Search Term

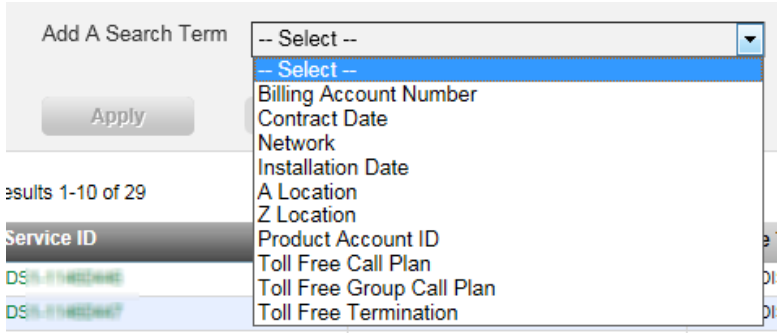
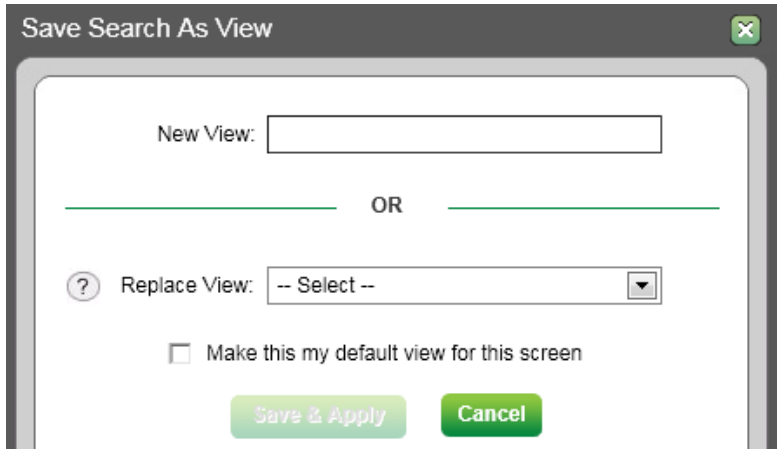
-- Select --

Apply

Save As View

Hide Advanced Search

Name	Description
Service ID(s)	Search by Service ID or wildcard (asterisk before and after)
Custom Name(s)	Search by Custom Name or wildcard (asterisk before and after)
Service Location(s)	Search by Service Location street, city, state and zip. <div>+</div> will add additional search terms (e.g. city + state) <div>-</div> will remove additional search terms

Add Another Query	Adds additional Service Location(s) queries
Service Type(s)	Search by one or more Service Types
Add a Search Term	<p>Adding additional Search Terms requires them to be completed before Apply button will be available to click. Use Remove button to delete additional Search Terms.</p> 
Save As View	<p>Use Save as View button to save an Advanced Search for future use. Enter a name in New View field, or use Replace View dropdown menu to select and overwrite an existing View. Check box by "Make this my default view" if applicable; default view can also be modified in Manage Views button on main Service Hub Inventory (use Hide Advanced Search to return).</p> 
Hide Advanced Search	Click to return to Service Hub Inventory.

Service Hub Inventory Manage Views

Introduction

Service Hub Inventory will default to a View of “View All” products and services. Use Advanced Search to create other custom views, and Manage Views to rename and delete views, or set a different default view.

Manage View with Rename, Delete View

Manage View

Modify View

☐ View All
☐ DIA View
☒ Ded LD (Default)
☐ Toll Free
☐ Toll Free 2

Rename

Make Default

Delete View

Done

To create a new view, use the "Save As View" option in Advanced Search.

Manage View with Rename, Delete View

Manage View

Modify View

☐ View All
☐ DIA View
☒ Ded LD (Default)
☐ Toll Free
☐ Toll Free 2

Rename

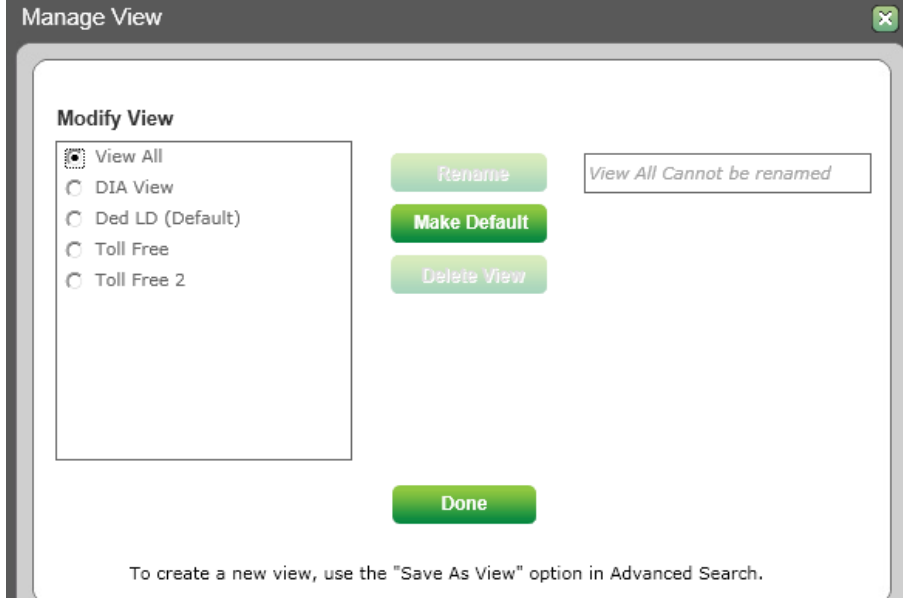
Make Default

Delete View

Done

To create a new view, use the "Save As View" option in Advanced Search.

Manage View with View All selected (View All cannot be renamed)



Modify View

- ☒ View All
- ☐ DIA View
- ☐ Ded LD (Default)
- ☐ Toll Free
- ☐ Toll Free 2

Rename View All Cannot be renamed

Make Default

Delete View

Done

To create a new view, use the "Save As View" option in Advanced Search.

Name	Description
Modify View	Select a view to rename or delete
Rename	Rename any custom view (View All cannot be renamed)
Make Default	Make any view the default view
Delete View	Delete any custom view (View All cannot be deleted)

Service Hub Service Details

Introduction

Clicking on the Service ID in Service Hub (or the Service Hub Widget) will open the Service Details screen. Service Details will include Details and Repair, and other options as applicable per product (Test, Billing, Ordering).

All functions under these options will work in a similar fashion as outlined in the respective functional user guides. Please refer to those for further details.

Example: Dedicated LD circuit, Details screen

Service Details

Details

Repair

Test

Billing

Ordering

Service ID: DS1-11-~~650666~~
Location: PA, WARRENDALE, 800 COMMONWEALTH DR, 15086, USA
Account: 30745441

Custom Name: -- N/A --

Service ID: DS1-11-~~650666~~
Circuit Type: DS1
Connection Speed: DS-1
Customer: ACCESS POINT
Service Location: 800 COMMONWEALTH DR
WARRENDALE PA 15086

Trunk Group Information

Trunk Group Name	ID
RUE 22342 PX01	6353

Example: Dedicated LD circuit, Repair screen
Repair History

Service Details

Details

Repair

Test

Billing

Ordering

Service ID: DS1-11-~~650666~~
Location: PA, WARRENDALE, 800 COMMONWEALTH DR, 15086, USA
Account: 30745441

Custom Name: -- N/A --

Repair History

Create Repair Ticket

Ticket History

Ticket ID	Updated	Created	Origin	Your Tracking Number	Status
NTM00000 22342	10/23/2013 05:16 AM	10/23/2013	WEB		Assigned

Create New Repair Ticket

Example: Dedicated LD circuit, Repair screen
Option to Create Repair Ticket inside Service Hub

Service Details

Details

Repair

Test

Billing

Ordering

Service ID: DS1-11

Location: PA, WAR

Account: 30

Custom Name: -- N/A --

DR, 15086, USA

Repair History

Create Repair Ticket

Request not yet complete

Circuit Info

Ticket Details

Contacts

Attachments

Additional Information

Before proceeding, please confirm that the following is the service you would like repaired. Click Next when you have verified that this is the correct item in need of a repair ticket.

Service Type: Dedicated LD

Custom Name: A

Service ID: DS1-11

Service Address: WARRENDALE, PA 15086

Note : There are 1 active and 0 closed tickets known for this item

Ticket	Type	Created	Status
NTM000	Repair	10/23/2013	Assigned

Next

Example: Dedicated LD circuit, Test screen
Circuit Test History

Service Details

Details

Repair

Test

Billing

Ordering

Service ID: DS1-11-00000

Custom Name: -- N/A --

Location: PA, WARREN, 15086, USA

Account: 3000001

Circuit Test History

Request Circuit Test

Circuit Test History

Scheduled Intrusive Tests

There is no scheduled intrusive test for this service.

Circuit Test History

There are no known circuit tests in the past 90 days for this service.

Run New Test

Example: Dedicated LD circuit, Test screen Request Circuit Test

Service Details

Details

Repair

Test

Billing

Ordering

Service ID: DS1-11460446

Custom Name: -- N/A --

Location: PA, WARRENDALE, 800 COMMONWEALTH DR, 15086, USA

Account: 30745441

Circuit Test History

Request Circuit Test

Required information is complete. Submit when ready.

Request Details

Self Service Testing Info

Please confirm that the following is the circuit you would like to request performance metrics for.

Service Type: Dedicated LD

Custom Name: DS1-11460446

Service ID: DS1-11460446

Service Address: WARRENDALE, PA, 15086

To complete your request, click the Submit button above.

Note: There are 1 active and 0 closed tickets known for this item.

Ticket	Type	Created	Status
NTM0000001460446	Repair	10/23/2013	Assigned

Example: Dedicated LD circuit, Billing screen

Service Details

Details

Repair

Test

Billing

Ordering

Service ID: DS1-11460446

Custom Name: -- N/A --

Location: PA, WARRENDALE, 800 COMMONWEALTH DR, 15086, USA

Account: 30745441

Select Month:
September 30, 2013

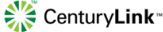


Table of Contents

- Bill Summary
- Terms and Conditions
- Your Account Balance
- Invoice Group Summary
- Discounts, Promotions and Fees
- Service Summary
- 12-Month Review of Spending
- Remit Page [HTML]
- Remit Page [PDF]
- Request Bill Copy [PDF]

Custom Reports

- Toll Free Feature Charges Summary
- Equipment/Other
- Access Line Charge
- Dedicated Services
- Toll Free Feature Charges

September 30, 2013

Invoice: 1000000000

Billing Cycle: 12/0000

Bill Summary

Previous Balance

No payments received

Balance Forward

Current Charges

Current Gross Charges

Discounts, Promotions and Fees

Government Fees and Taxes

Other Fees & Monthly Charges

Current Net Charges

Amount Due

How to Reach Us:

Contact CenturyLink

Billing Inquiries and general information 1-888-496-7447

Visit our website at <http://www.centurylink.com>

Thank you for choosing CenturyLink.

Example: Dedicated LD circuit, Ordering screen

This is the same functionality as Order Status on Control Center Home landing page.

Service Details

Details

Repair

Test

Billing

Ordering

Service ID: DS1-11460446

Custom Name: -- N/A --

Location: PA, WARRENDALE, 800 COMMONWEALTH DR, 15086, USA

Account: 30745441

Order History

Order History

There are no known orders in the past 90 days for this service.

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Example: iQ Networking circuit, Details screen

Service Details	
Details	Service ID: DS11T-100000000 Custom Name: 63.148.162.90 Location: NC, CARY Account: 3000000001, 27511, USA
Repair	
Configuration	
Test	
Billing	
Ordering	

Modify DIA Access Circuit

Specs	
Name:	63.148.162.90
ID:	DS11T-100000000
Status:	Active
Location:	1100 (MANAGEMENT DATA,BUYER) NC, CARY, NC, 27511, USA
Bandwidth:	1.536 (Mbps)
Customer WAN IP Address:	63.148.162.90
CenturyLink WAN IP Address:	63.148.162.89
Serial Interface Name:	Serial3/0/0/0
Polled Element Name:	att-edge-4-63.148.162.148.162.89

Network Blocks	
Network Address	Network Mask
63.148.162.88	255.255.255.152
65.154.29.0	255.255.255.240
65.154.29.16	255.255.255.240

Example: iQ Networking circuit, Configuration screen
Configuration History

Service Details

Details

Repair

Configuration

Test

Billing

Ordering

Service ID: DS1IT-10

Location: NC, CARY, 27511, USA

Account: 3

Custom Name: 63

Request Configuration Change

Configuration History

Configuration History

There are no known configuration change requests in the past 90 days for this service.

New Config Change

Example: iQ Networking circuit, Configuration screen
Option to Create Configuration Ticket inside Service Hub

Service Details

Details

Repair

Configuration

Test

Billing

Ordering

Service ID: DS1IT-10

Location: NC, CARY, 27511, USA

Account: 3

Custom Name: 63

Request Configuration Change

Configuration History

Request not yet complete

Circuit Info

Change Details

Contacts

Attachments

Before proceeding, please confirm that the following is the service you would like repaired. Click Next when you have verified that this is the correct item in need of a repair ticket.

Service Type: DIA

Service ID: DS1IT-10

Custom Name: 63

Service Address: CARY NC 27511

Next

Service Details

Details

Repair

Test

Ordering

Service ID: DS1-10

Location: A: CO, G
Z: CA, EI

Account: 60

Custom Name: -- N/A --

NY, 80111, USA
USA

Service Details

Details

Repair

Reports

Billing

Ordering

Service ID: 8002137985

Location: -- N/A --

Account: 30745441

Custom Name: 8002137985

> Call Routing Tree

Terminating Addresses

Toll-free Details

Holidays

Jobs List

Order Status

Tollfree Batch Status

Modify Call Plan

Replicate Call Plan

Create New Alternate

Toll-free number: (800)213-7985

Call Plan displayed:

Select other Call Plan:

Display Mode:

PRIMARY

Primary Call Plan

VIEW ONLY

Global Default

Terminating Route

Status

304/ACC#102 / 2137985

ENABLED

Call Plan Routing Tree

Service Details

Details

Repair

Reports

Billing

Ordering

Service ID: 800-888-885

Custom Name: 800-888-885

Location: - NIA -

Account: 30-888-881

Report History

Create Report

Delete

Reports (1 - 1 of 1) (1 possible records)

	Report Name	User	Format	Status	Comp
<input type="checkbox"/>	8XX Daily Summary Report	98447631tv2@test2.control.centurylink.com	HTML	REQUESTED	2013-11-11 10:00:00

Refresh

All the Reports are generated in Central Time Zone

Example: Toll Free, Reports screen
Create Report
Statistics Report (Daily, Weekly, Monthly, Date Range)

Service Details	
Details	Service ID: 8002137985 Custom Name: 8002137985
Repair	Location: -- N/A --
Reports	Account: 300000041
Billing	Report History Create Report
Ordering	

Statistics Report

<input checked="" type="radio"/> Daily	Automatically generates a daily report for the previous day. To see a report for a day other than the previous day, change the date by selecting the Date button to the right.	Date: 12/2/2013
<input type="radio"/> Weekly	Automatically generates reports for the current calendar week of Sunday through Saturday. To see a report for a week other than the current calendar week, enter a day of that week by selecting the Week button to the right.	Week: 12/1/2013
<input type="radio"/> Monthly	Automatically generates reports for the current calendar month (the first through the last day of the month). To see a report for a month other than the current calendar month, enter the month by selecting the Month button to the right.	Month: 12/2013
<input type="radio"/> Date Range divided by hour ▼	If you would like to view a report for a specific date range, enter the desired by selecting the Start and End buttons to the right.	Start: 11/26/2013 End: 12/3/2013

Run

Example: Switched LD, Details Screen

Service Details	
Details	Service ID: 2022160680 Custom Name: LD ANI 2022160680
Repair	Location: -- N/A --
Ordering	Account: 600000000

Phone #: 202-216-0680
Details
Name: LD ANI 2022160680
Billing Address: 4700 N PROSPECT RD #8, PEORIA HEIGHTS, IL 61616
PAC Type: None
PAC Index: None
PAC Number of Digits: None
VNS Enabled: No

Submit **Cancel**

Service Hub Service Tasks

Introduction

Service Hub Service Tasks provides shortcut access to the other products displayed under the Services module on the Control Center Home landing page.

Example 1

Service Hub		
Inventory Service Tasks		
Toll Free Reports Service Status	Long Distance Dedicated	IQ Networking Reports Locations Notify Contacts
Travel Business Card Service Status	Private Line Reports	

Example 2

Service Hub		
Inventory Service Tasks		
Toll Free Reports Service Status	Long Distance Switched Dedicated Service Status	Data Reports Status Notify Contacts
IQ Networking Reports Locations Notify Contacts	Travel Business Card Service Status	Private Line Reports

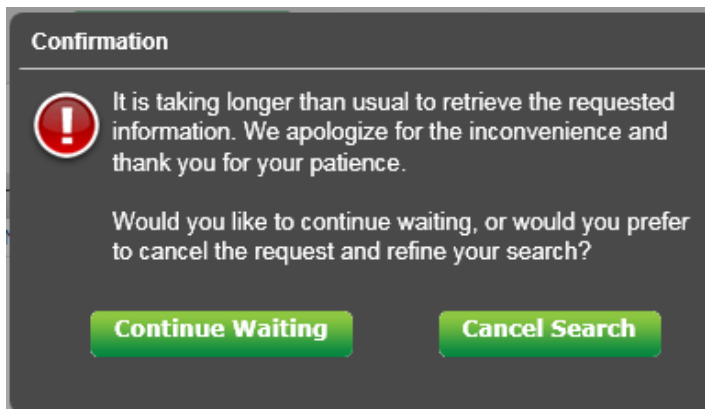
Troubleshooting

Procedure

Service Hub Troubleshooting and Messages

Service Hub Inventory Page Search Timeout message:

When the records retrieval times out for a given search (simple or advanced), then the following message gets displayed. Take necessary step to either wait for the system to continue with the search or abort the search and start again.



Service Hub Inventory Page Loading Timeout message

This occurs when the view does not load on the page due to timeout. At this point, either refresh the screen or hit the Reset button.

Service Hub

Inventory | [Service Tasks](#)

View	<input type="text" value="DIA View"/>	Manage Views			
Find	<input type="text" value="-- Select --"/>	<input type="text" value=""/>	<input type="button" value="Go"/>	<input type="button" value="Advanced Search"/>	Reset

Please refine your search.

- If you are looking for a specific piece of inventory to work with, you can enter the Service ID in the Search field above. You can use an asterisk (*) as a wildcard, but the more you enter the faster the search will perform and the less likely you are to see this message.
- Try selecting fewer inventory types to include in your search. For example, if you are not interested in viewing Toll Free inventory at this time, be sure that you have unchecked the Toll Free service type in the Advanced Search options.
- If you see this message every time you visit this page, consider creating a View that focuses on the inventory you are most interested in, and set that view as your default. To create a View, in the Advanced Search options set the search fields appropriately and then click the "Save As View" button.