

## Chapter 15: Alert Center

### Overview

**Introduction**      **Alert Center** allows you to **manage and view Notifications** for Service Management (repair and configuration tickets), Billing and Order Status associated to your Control Center Enterprise ID. Notifications can be provided in the Alert Center (Portal), or by email or text message\*.

\*You will be prompted to add your mobile number to your Control Center profile. SMS Messages are sent 24 hours a day. Message and data rates may apply. A wireless service provider may charge for each text message that is sent and received.

The accounts and products associated to your Control Center Enterprise ID will determine the type of Alerts you will be able to create, view, update and remove.

In addition to product specific admin and advanced permissions, your Customer System Administrator (CSA) must apply admin or advanced **Repair/Configuration, Billing and/or Order permissions** to your username, for access to Alert Center functionality. You can only set and view notifications for accounts assigned to your username.

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

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**In this Chapter**      This chapter contains the following topics:

Topic	See Page
Overview	1
Accessing Alert Center	2
Alert Center Widget	3
Alerts & Notifications	4
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## Accessing Alert Center

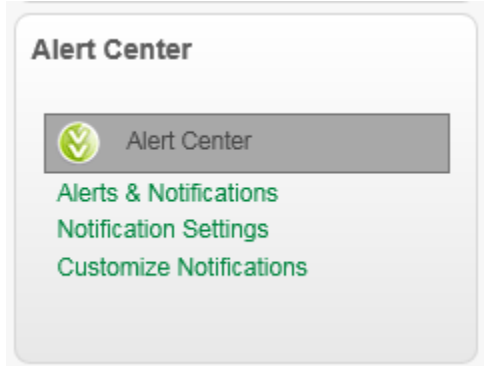
### Introduction

Alert Center comprises of Alerts & Notifications, Notification Settings and Customize Notifications functionalities. Alert Center can be accessed in several ways:

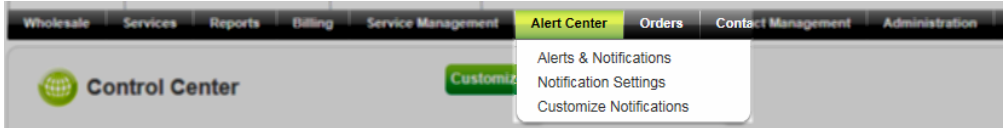
- From the left hand menu on the Control Center Home landing page
- From the quick navigation bar (mega menu) across the top of all Control Center pages
- From the Alert Center widget on the Control Center Home landing page

Action

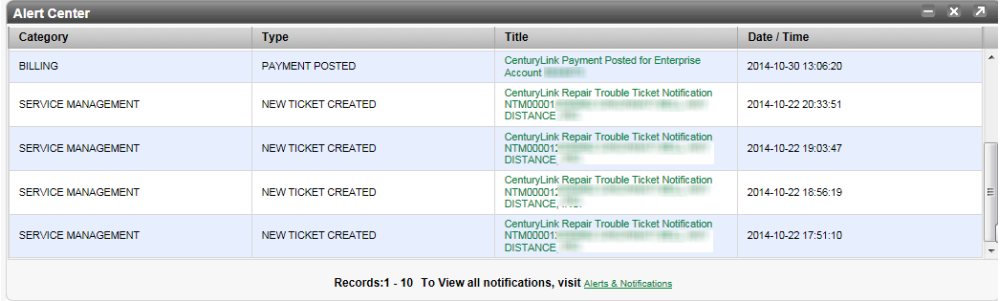
Alert Center Module (left hand menu on Home Landing page)



Alert Center on Control Center quick navigation bar (mega menu)



Alert Center Widget on Home Landing Page



## Alert Center Widget

### Introduction

The Alert Center widget on the Control Center Home landing page provides quick view and access to Alert Center notifications.

**Alert Center Widget**

Category	Type	Title	Date / Time
BILLING	PAYMENT POSTED	CenturyLink Payment Posted for Enterprise Account	2014-10-30 13:06:20
SERVICE MANAGEMENT	NEW TICKET CREATED	CenturyLink Repair Trouble Ticket Notification NTM000011 DISTANCE	2014-10-22 20:33:51
SERVICE MANAGEMENT	NEW TICKET CREATED	CenturyLink Repair Trouble Ticket Notification NTM000011 DISTANCE	2014-10-22 19:03:47
SERVICE MANAGEMENT	NEW TICKET CREATED	CenturyLink Repair Trouble Ticket Notification NTM000011 DISTANCE	2014-10-22 18:56:19
SERVICE MANAGEMENT	NEW TICKET CREATED	CenturyLink Repair Trouble Ticket Notification NTM000011 DISTANCE	2014-10-22 17:51:10

Records: 1 - 10 To View all notifications, visit [Alerts & Notifications](#)

Clicking on a link under the Title column will display an overlay screen to view the Notification details.

**Alert Center overlay screen with Notification details**

The overlay screen displays the following details:

- Notification Details:** CenturyLink Repair Trouble Ticket Notification NTM000012
- Category:** SERVICE MANAGEMENT
- Type:** NEW TICKET CREATED
- Date/Time:** 2014-10-22 20:33:51

**CenturyLink**


Ticket #: NTM000012  
 Customer Contact: [Redacted]  
 Service ID: DS11T-15  
 Customer Name: CenturyLink, INC.  
 Location: MILWAUKEE, WI 53201-1500  
 Status: Assigned  
 Date/Time: 2014-10-22 16:10:32.0 ET

At CenturyLink we take service seriously and apologize for any problems you may be having. Please follow the steps below to help us resolve the issues as quickly as possible.

**INSTRUCTIONS**

1. Please check your power and equipment, if you have not already done so. Please provide a site contact name, telephone number and hours of access.
2. For updates and additional information regarding this item, please contact us via phone (1.800.524.5249).

Close

**Clicking the  icon or Alerts & Notifications link will navigate to Alert Center**

The Alert Center widget displays the following notification:

Category	Type	Title	Date / Time
BILLING	PAPERLESS BILL AVAILABLE	CenturyLink Online Bill Statement(s) for Enterprise Account 1	2014-10-22 16:48:00

Records: 1 - 1 To View all notifications, visit [Alerts & Notifications](#)

## Alerts & Notifications

### Introduction

Alerts & Notifications displays notifications that were received. Notifications shall be available for 3 months from issued date.

Notifications can be filtered by Category, Type and Date/Time, by using the Find functionality.

The Get More and Get All buttons can be used to display more notifications.

Clicking on a link under the Title column will display an overlay screen to view the Notification details. The notification list can be sorted by column.

**Alerts & Notifications screen**

The screenshot shows the 'Alert Center' section of the 'Control Center' application. It includes a navigation bar with links like 'Wholesale', 'Services', 'Reports', 'Billing', 'Service Management', 'Alert Center', 'Orders', 'Contact Management', and 'Administration'. Below the navigation bar, there are links for 'Alerts & Notifications', 'Notification Settings', and 'Customize Notifications'. A search bar is present with a 'Find' dropdown menu and a 'Go' button. The main area displays a table of notifications with columns: Category, Type, Title, and Date / Time. The table contains several rows of data, including 'BILLING' and 'SERVICE MANAGEMENT' notifications. A 'Get More' button is located at the bottom left of the table.

**Alerts & Notifications overlay screen with Notification details**

The screenshot shows an overlay screen for a specific notification. At the top, it says 'Notification Details: CenturyLink Repair Trouble Ticket Notification NTM00001'. Below this, it shows the 'Category' as 'SERVICE MANAGEMENT' and the 'Type' as 'NEW TICKET CREATED'. The 'Date/Time' is '2014-10-22 22:51:10'. The main content area displays the CenturyLink logo and the following details: Ticket # (NTM00001259), Customer Contact (9011111111), Service ID (DSINT-1611111111), Customer Name (CENTURYLINK, INC.), Location (44000000000000000000), Status (Assigned), and Date/Time (2014-10-22 13:47:55.0 ET). At the bottom, there is a section for 'INSTRUCTIONS' with a single instruction: '1. Please check your power and equipment. If you have not already done so, please...'. A 'Close' button is located at the bottom right of the overlay.

### Filtering by Category

**Alert Center**  
Alerts & Notifications | [Notification Settings](#) | [Customize Notifications](#)

Find

Results 1-6 of 6

Category	Type	Title	Date / Time
SERVICE MANAGEMENT	NEW TICKET CREATED	CenturyLink Repair Trouble Ticket Notification	2014-10-23 01:33:51

### Filtering by Type

**Alert Center**  
Alerts & Notifications | [Notification Settings](#) | [Customize Notifications](#)

Find

Use asterisks(\*) as wildcards

Results 1-6 of 6

Category	Type	Title	Date / Time
SERVICE MANAGEMENT	NEW TICKET CREATED	CenturyLink Repair Trouble Ticket Notification	2014-10-23 01:33:51

### Filtering by Date / Time

**Alert Center**  
Alerts & Notifications | [Notification Settings](#) | [Customize Notifications](#)

Find  From:  To:

Results 1-10 of 22

Category	Type	Title	Date / Time

Click the calendar buttons to select date and time

**Alert Center**  
Alerts & Notifications | [Notification Settings](#) | [Customize Notifications](#)

Find  From:  To:

Results 1-10 of 22

Category	Type	Title

November 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
26	27	28	29	30	31	1	12:00
2	3	4	5	6	7	8	13:00
9	10	11	12	13	14	15	14:00
16	17	18	19	20	21	22	15:00
23	24	25	26	27	28	29	16:00
30	1	2	3	4	5	6	17:00

## Notification Settings

### Introduction

Notification Settings allows you to manage your notifications on the following categories:

**Service Management** – these notifications are regarding Repair and Configuration tickets. The notification types supported under this category are New Ticket Created and Update to Work Log Note.

**Billing** – includes notification types for Paperless Billing Available, Paper Bill Available, Payment Posted, Payment Failure and Billing Ticket Status Change.\*\*

\*\*Not supported for Wholesale at this time.

**Orders** – Currently supported for Control Center Order Status notification type only.

Each notification type can be toggled on or off.

Each notification can be displayed in Alert Center, emailed or texted, or all three or any combination thereof.\*\*\*

\*\*\*Orders/Order Status advises "Email or Alert Center selection also required for Text"

When switching ON a notification type, Control Center automatically selects:

- Receive notification for ALL Accounts & Service IDs (as applicable to Service Management and Orders categories)  
OR  
Receive notification for ALL Accounts (as applicable to Billing category)
- The "Email" delivery method.

Switching OFF a notification type, or reverting from Specified, to All Accounts & Service IDs, will discard the customized settings.

When Download All button is available to click, utilize this functionality to download data to a .csv file.

Example view when customer already has Paperless Bill activated on their Enterprise

Alert Center			
Alerts & Notifications   Notification Settings   Customize Notifications			
<b>Service Management</b>			
New Ticket Created	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center	<input type="checkbox"/> Email <input type="checkbox"/> Text
Update To Work Log Note	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center	<input type="checkbox"/> Email <input type="checkbox"/> Text
<b>Billing</b>			
Paperless Bill Available	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center	<input type="checkbox"/> Email <input type="checkbox"/> Text
Paper Bill Available	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center	<input type="checkbox"/> Email <input type="checkbox"/> Text
Payment Posted	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center	<input type="checkbox"/> Email <input type="checkbox"/> Text
Payment Failure	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center	<input type="checkbox"/> Email <input type="checkbox"/> Text
Billing Ticket Status Change	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center	<input type="checkbox"/> Email <input type="checkbox"/> Text
<b>Orders</b>			
Order Status	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center	<input type="checkbox"/> Email <input type="checkbox"/> *Text

Example view with mixed on/off, options collapsed

**Alert Center**  
[Alerts & Notifications](#) | [Notification Settings](#) | [Customize Notifications](#)

Service Management			
▶	New Ticket Created	<input checked="" type="radio"/> On <input type="radio"/> Off	<input type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input type="checkbox"/> Text
	Update To Work Log Note	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center <input type="checkbox"/> Email <input type="checkbox"/> Text
Billing			
	Paperless Bill Available	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center <input type="checkbox"/> Email <input type="checkbox"/> Text
	Paper Bill Available	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center <input type="checkbox"/> Email <input type="checkbox"/> Text
	Payment Posted	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center <input type="checkbox"/> Email <input type="checkbox"/> Text
▶	Payment Failure	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input type="checkbox"/> Email <input type="checkbox"/> Text
	Billing Ticket Status Change	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center <input type="checkbox"/> Email <input type="checkbox"/> Text
Orders			
	Order Status	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Alert Center <input type="checkbox"/> Email <input type="checkbox"/> *Text

Example view with all Notifications set to “On” and options collapsed, and all delivery methods selected

Wholesale Services Reports Billing Service Management **Alert Center** Orders Contact Management Administration

**Alert Center**  
[Alerts & Notifications](#) | [Notification Settings](#) | [Customize Notifications](#)

Service Management			
▶	New Ticket Created	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
▶	Update To Work Log Note	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
Billing			
▶	Paperless Bill Available	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
▶	Paper Bill Available	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
▶	Payment Posted	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
▶	Payment Failure	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
▶	Billing Ticket Status Change	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
Orders			
▶	Order Status	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> *Text

View with options dropped down when notification setting is set to “On”

**Alert Center**  
[Alerts & Notifications](#) | [Notification Settings](#) | [Customize Notifications](#)

Service Management			
▼	New Ticket Created	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
	<input checked="" type="radio"/> Receive Notifications for All Accounts & Service IDs <input type="radio"/> Receive Notifications for Specified Accounts & Service IDs		
▼	Update To Work Log Note	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
	<input checked="" type="radio"/> Receive Notifications for All Accounts & Service IDs <input type="radio"/> Receive Notifications for Specified Accounts & Service IDs		
Billing			
▼	Paperless Bill Available	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
	<input checked="" type="radio"/> Receive Notifications for All Accounts <input type="radio"/> Receive Notifications for Specified Accounts		
▼	Paper Bill Available	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
	<input checked="" type="radio"/> Receive Notifications for All Accounts <input type="radio"/> Receive Notifications for Specified Accounts		
▼	Payment Posted	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
	<input checked="" type="radio"/> Receive Notifications for All Accounts <input type="radio"/> Receive Notifications for Specified Accounts		
▼	Payment Failure	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
	<input checked="" type="radio"/> Receive Notifications for All Accounts <input type="radio"/> Receive Notifications for Specified Accounts		
▼	Billing Ticket Status Change	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text
	<input checked="" type="radio"/> Receive Notifications for All Accounts <input type="radio"/> Receive Notifications for Specified Accounts		
Orders			
▼	Order Status	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/> Alert Center <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> *Text
	<input checked="" type="radio"/> Receive Notifications for All Accounts & Service IDs <input type="radio"/> Receive Notifications for Specified Accounts & Service IDs		*Email or Alert Center selection also required for Text

If you wish to specify particular accounts or services in your notifications:

- Click on the radio button for Receive Notifications for Specified Accounts & Service IDs
- Then click on Customize Notifications button

**Alert Center**  
 Alerts & Notifications | Notification Settings | **Customize Notifications**

Service Management

▼ New Ticket Created

☒ Receive Notifications for All Accounts & Service IDs  
☒ Receive Notifications for Specified Accounts & Service IDs

☐ On ☐ Off
 ☐ Alert Center
 ☒ Email
 ☐ Text

[Customize Notifications >](#)

[Print](#)
[Records 0-0 of 0](#)
[Next >](#)
[Download All](#)

Account	Service ID	Custom Name	Service Type	Location
You have no specified accounts or service IDs at this time. Click <a href="#">Customize Notifications</a> to proceed with those selections.				

Note here that the Category and Type Selection Options are already populated.

Alert Center

[Alerts & Notifications](#) | [Notification Settings](#) | [Customize Notifications](#)

Category & Type Selection Options:

Category: Service Management

Type: New Ticket Created

Go

Reset

Current Specified Accounts & Service IDs: New Ticket Created

Download All

Find -- Select --

Go

Reset

Results 0-0 of 0

[< Notification Settings](#)

[Add More Notifications](#)

Account	Service ID	Custom Name	Service Type	Location
No Notifications Specified				

See Customize Notifications section in this document for more details

**NOTE:**

**If you switch OFF a notification type, or revert to Receive ALL, the following message appears:**

A screenshot of a dialog box titled "Confirm Discarding Customized Notifications". The dialog has a light gray background. At the top left is a red circular icon with a white exclamation mark. To the right of the icon, the text reads: "Changing this setting will discard all previously customized notifications." Below this, another line of text says: "Click Confirm to proceed and discard your customized notifications, or Cancel to retain your previous Settings." At the bottom of the dialog are two green buttons with white text: "Confirm" on the left and "Cancel" on the right.

Notification Settings when Specified Accounts & Service IDs is selected (showing example for notification type Update To Work Log Note)

[illegible]



Notification Settings when specified Accounts is selected  
(showing example for notification type Paperless Bill Available)

Invoice Group	Account	Account Name	Type
89		INC.	CLD
27		INC.	CLD
13		INC.	CLD

Notification Settings when Specified Accounts & Service IDs is selected  
(showing example for notification type Order Status)

Account	Service ID	Custom Name	Service Type	Location
82	DS1IT-1		IQ NETWORKING	O 4
82	DS1IT-1		IQ NETWORKING	V 03, USA

Note that here the accounts are collapsed, as compared to notification type Update To Work Log Note above

## Customize Notifications

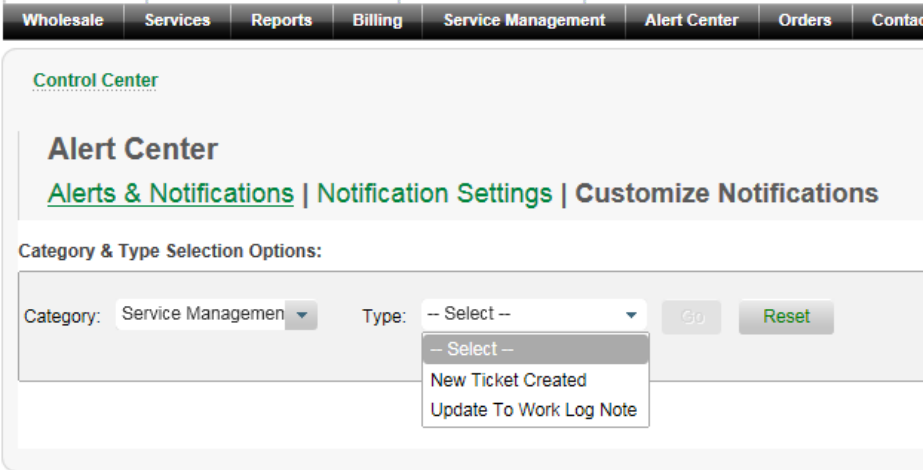
### Introduction

Customize Notifications allows you to specify accounts and/or service IDs for which you wish to receive alerts.

### Customize Notifications Select Category

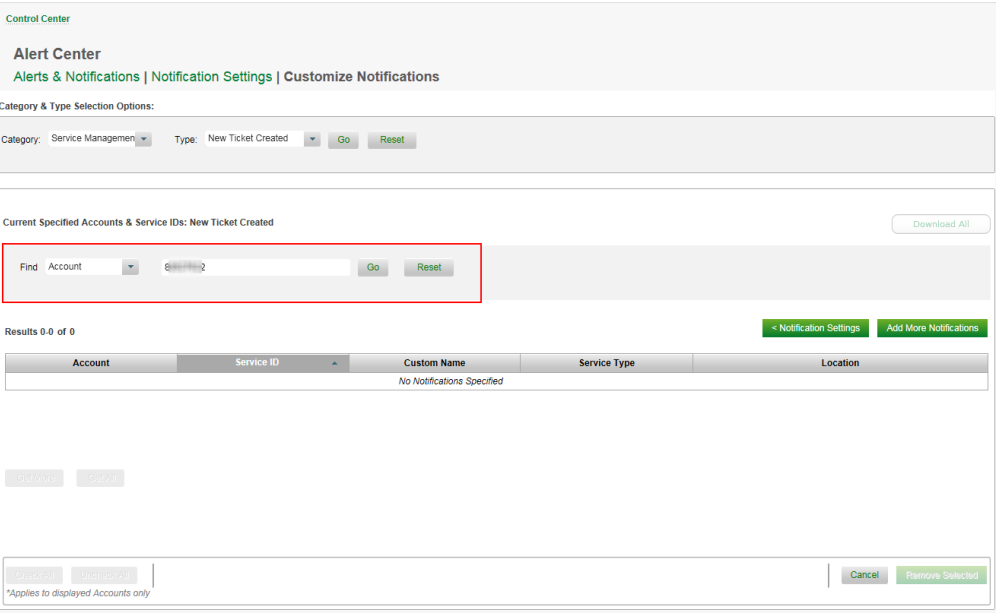
Note: if Customize Notifications button was clicked on Notification Settings screen, Category and Type will already be populated.

Customize Notifications  
Select Type



Note: if Customize Notifications button was clicked on Notification Settings screen, Category and Type will already be populated.

Customize Notifications screen  
(example New Ticket Created notification type)



There is a message under the Check All button "Applies to displayed Accounts only"  
This refers to Account level, meaning Account and all services on it.

Utilize the **Find** functionality to search for data

The **Find** drop down menu has the following options, and supports wildcard searches (enter asterisk before and after search info)

Current Specified Accounts & Service IDs: Order Status

Find **-- Select --**

- Select --
- Account
- Service ID
- Custom Name
- Service Type
- Location Street
- Location City
- Location State
- Location Zip
- Location Country

Results 1

Current Specified Accounts & Service IDs: Order Status

Find **Account**

Note: you can review account numbers under Control Center > Administration > My CenturyLink Accounts

### Find functionality

This screen displays accounts/services already added to the notification.

Use Remove Selected to edit as needed.

(Service Management example – note one account is collapsed and one is not)

Current Specified Accounts & Service IDs: Update To Work Log Note

Find **-- Select --**

Results 1-10 of 31

Account	Service ID	Custom Name	Service Type	Location
82627622	10GL-10-1000000		PRIVATE LINE	AZ, PHOENIX 10-1000000, 85004, USA
	10GL-10-1000000		PRIVATE LINE	AZ, PHOENIX 10-1000000, 85004, USA
	DS1-10-1000000		PRIVATE LINE	IL, CHICAGO 10-1000000, 60601, USA
	DS1-10-1000000		PRIVATE LINE	MN, BLAINE 10-1000000, 55420, USA
	DS1-10-1000000		PRIVATE LINE	KS, TOPEKA 10-1000000, 66606, USA
82959123	10GL-10-1000000		PRIVATE LINE	FL, MIAMI 10-1000000, 33130, USA

\*Applies to displayed Accounts only

The Get More and Get All buttons can be used to display more data.

The data list can be sorted by column.

## Find functionality (Billing Example)

Current Specified Accounts : Paperless Bill Available Download All

Find  Go Reset

Results 1-3 of 3 < Notification Settings Add More Notifications

Invoice Group	Account	Account Name	Type
<input type="checkbox"/> 68	<input type="checkbox"/> 68	CenturyLink Business, INC.	CLD
<input type="checkbox"/> 77	<input type="checkbox"/> 77	CenturyLink Business, INC.	CLD
<input type="checkbox"/> 78	<input type="checkbox"/> 78	CenturyLink Business, INC.	CLD

Check All Uncheck All Cancel Remove Selected

\*Applies to displayed Accounts only

Find functionality  
(Order Status example, both accounts collapsed)

Current Specified Accounts & Service IDs: Order Status Download All

Find  Go Reset

Results 1-10 of 17 < Notification Settings Add More Notifications

Account	Service ID	Custom Name	Service Type	Location
<input type="checkbox"/> 5256	<input type="checkbox"/> DS1IT-15		IQ NETWORKING	O 44
<input type="checkbox"/> 5258	<input type="checkbox"/> DS1IT-15		IQ NETWORKING	V 603, USA

Select the **Add More Notifications** button and this Search functionality screen is displayed, which is similar to the one in the Service Hub.

Search for Accounts & Service IDs to Receive Notifications

Service ID(s)  Custom Name(s)  Location(s)  Remove Query Add Another Query

Service Type(s)

☐ Long Distance ☐ Private Line ☐ IQ Networking ☐ Dedicated Internet Access (DIA) ☐ Toll Free

☐ Switched LD ☐ PL ☐ IQ Enhanced ☐ IQ Internet ☐ IQ Private ☐ IQ+ Financial

☐ Dedicated LD ☐ DPL ☐ IQ+ ☐ CWS

Add A Search Term  Reset Filters Add To Selection List

**Selection List:** Filtering on new items will clear your unsaved Selection List results and replace them with a new results set. Check the items you wish to add and Save Changes to return to the base page. Use Save & Add More to add selections to saved notifications but stay and filter for additional items to be notified on. Not all Service IDs may be viewable for the last Account in the list - click Get More if available to see potential additional items. If your query exceeds 750 results, all of the Service IDs for a given account may not be displayed - you would have to refine your search to see and select those items at the Service ID level. Selecting at the Account level specifies notifications for all Service IDs under that Account, even if not viewable in the list.

Results 0-0 of 0

Account	Service ID	Custom Name	Service Type	Location
No Records Found				

Check All Uncheck All Cancel Remove Selected Save & Add More Save Changes

\*Applies to displayed Accounts only

☐ Add Notifications for ALL 0 results

Select the **Add More Notifications** button and this Search functionality screen is displayed, which is similar to the one in the Service Hub.  
(Example using Service Management)

Control Center

Alert Center

[Alerts & Notifications](#) | [Notification Settings](#) | [Customize Notifications](#)

Category & Type Selection Options:

Category: Service Management Type: New Ticket Created

Search for Accounts & Service IDs to Receive Notifications

Service ID(s) Custom Name(s) Location(s)

Street

Service Type(s)

☐ Long Distance ☐ Private Line ☐ IQ Networking ☐ Dedicated Internet Access (DIA)

☐ Switched LD ☐ PL ☐ IQ Enhanced ☐ Toll Free

☐ Dedicated LD ☐ DPL ☐ IQ Internet

☐ EPL ☐ IQ Private

☐ OWS ☐ IQ+ ☐ IQ+ Financial

Add A Search Term -- Select --

**Selection List:** Filtering on new items will clear your unsaved Selection List results and replace them with a new results set. Check the items you wish to add and Save Changes to return to the base page. Use Save & Add More to add selections to saved notifications but stay and filter for additional items to be notified on. Not all Service IDs may be viewable for the last Account in the list - click Get More if available to see potential additional items.

If your query exceeds 750 results, all of the Service IDs for a given account may not be displayed - you would have to refine your search to see and select those items at the Service ID level. Selecting at the Account level specifies notifications for all Service IDs under that Account, even if not viewable in the list.

Results 0-0 of 0

Account	Service ID	Custom Name	Service Type	Location
No Records Found				

\*Applies to displayed Accounts only ☐ Add Notifications for ALL 0 results

Select the **Add More Notifications** button and this Search functionality screen is displayed, which is similar to the one in the Service Hub.  
(Example using Billing)

Category & Type Selection Options:

Category: Billing Type: Paperless Bill Available

**Search for Accounts to Receive Notifications**

Account Number(s) Invoice Group Number(s) Account Type  
☐ CLD  
☐ CLS

Account Name(s)

Selection List: Filtering on new items will clear your unsaved Selection List results and replace them with a new results set. Check the items you wish to add and Save Changes to return to the base page. Use Save & Add More to add selections to saved notifications but stay and filter for additional items to be notified on. Not all Accounts may be viewable for the last Invoice Group in the list - click Get More if available to see potential additional items. If your query exceeds 750 results, all of the Accounts for a given Invoice Group may not be displayed - you would have to refine your search to see and select those items at the Account level.

Results 0-0 of 0

Invoice Group	Account	Account Name	Type
No Records Found			

Search options include Service ID and Custom Name or address Query  
Or select by Service Type, or Add a Search Term from drop down  
Utilizing Search options activates the Add to Selection List button

**Search for Accounts & Service IDs to Receive Notifications**

Service ID(s) Custom Name(s) Location(s)  
 Street

Service Type(s)  
☐ Long Distance ☐ Private Line ☐ IQ Networking  
☐ Switched LD ☐ PL ☐ IQ Enhanced  
☐ Dedicated LD ☐ DPL ☐ IQ Internet  
☐ OWS ☐ IQ Private  
☐ IQ+ Financial  
☐ Dedicated Internet Access (DIA)  
☒ Toll Free

Add A Search Term -- Select --

Selection List: Filtering on new items will clear your unsaved Selection List results and replace them with a new results set. Check the items you wish to add and Save Changes to return to the base page. Use Save & Add More to add selections to saved notifications but stay and filter for additional items to be notified on. Not all Service IDs may be viewable for the last Account in the list - click Get More if available to see potential additional items. If your query exceeds 750 results, all of the Service IDs for a given account may not be displayed - you would have to refine your search to see and select those items at the Service ID level. Selecting at the Account level specifies notifications for all Service IDs under that Account, even if not viewable in the list.

After selecting Add to Selection List button

In this example, note the Results quantity using Toll Free as Service Type (account is collapsed here)

Note Add Notifications for ALL xxxx results option

**Selection List:** Filtering on new items will clear your unsaved Selection List results and replace them with a new results set. Check the items you wish to add and Save Changes to return to the base page. Use Save & Add More to add selections to saved notifications but stay and filter for additional items to be notified on. Not all Service IDs may be viewable for the last Account in the list - click Get More if available to see potential additional items.  
If your query exceeds 750 results, all of the Service IDs for a given account may not be displayed - you would have to refine your search to see and select those items at the Service ID level. Selecting at the Account level specifies notifications for all Service IDs under that Account, even if not viewable in the list.

✓ Accounts & Service IDs matching your query have been successfully added to the Selection List.

Results 1-10 of 53115

Account	Service ID	Custom Name	Service Type	Location
<input type="checkbox"/> 82111112	<input type="checkbox"/> 8001111111	70	TOLL FREE	

Get More Get All

Check All

\*Applies to displayed Accounts only

Cancel

Reset List

Save & Add More

Save Changes

☐ Add Notifications for ALL 53115 results

In this example, one toll free was searched for, added to selection list, and selected. Selecting the Service ID activated the Save & Add More and Save Changes buttons.

Cancel or Reset List to start over, or utilize Save buttons as needed to save the specified data to the notification.

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✓ Accounts & Service IDs matching your query have been successfully added to the Selection List.

Results 1-1 of 1

Account	Service ID	Custom Name	Service Type	Location
<input type="checkbox"/> 82111112	<input checked="" type="checkbox"/> 8001111111	70	TOLL FREE	

Get More Get All

Check All

Uncheck All

\*Applies to displayed Accounts only

Cancel

Reset List

Save & Add More

Save Changes

☐ Add Notifications for ALL 1 results