# Chapter 12:
# Mobile Control Center

## Overview

**Introduction**     **Mobile Control Center** allows you to **create, view, update and close Repair tickets** for your products and services that are associated to your Control Center Enterprise ID.

**Mobile Control Center** also offers the ability to **activate an existing alternate call plan on a toll free number** associated to your Control Center Enterprise ID.

Requirements - Compatible with OS standard browsers, beginning with these versions and newer:  Android 2.1, iPhone 4.0, Blackberry 6.0, and Windows Mobile 7.

**Access Mobile Control Center at http://www.centurylink.com/business/login/**
Use your phone's bookmarking capability to bookmark this URL.
Utilize the same login credentials as the full site.

**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
* LD (Long Distance)
* Dedicated Long Distance
* Private Line

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

Your Customer System Administrator (CSA) must apply **Repair and Toll Free Permissions** to your username, for access to both functionalities of the Control Center Mobile Version.

* Users with Advanced Toll Free and/or Admin Toll Free permissions can activate alternate call plans.

* Users with Basic Toll Free permissions do not have access to the functionality.
  When Manage My Toll Free is selected, this message is displayed:
        Configure My Toll Free
        You do not have correct Toll Free permissions.
        Please contact your system administrator for assistance.

* If your Enterprise does not have toll free product, the Manage My Toll Free menu option will not appear.
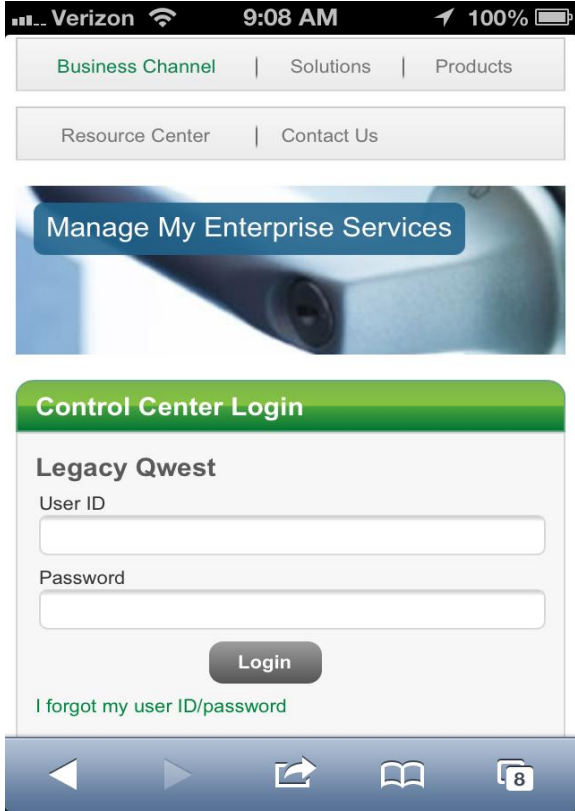
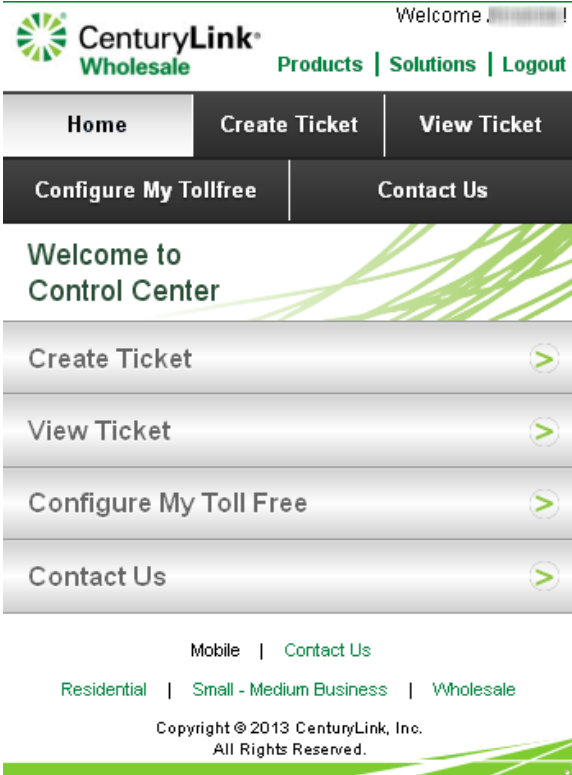**In this Chapter**      This chapter contains the following topics:

# Logging Into Control Center Mobile
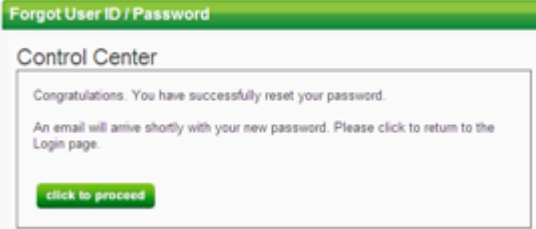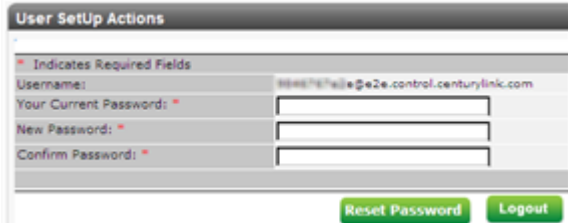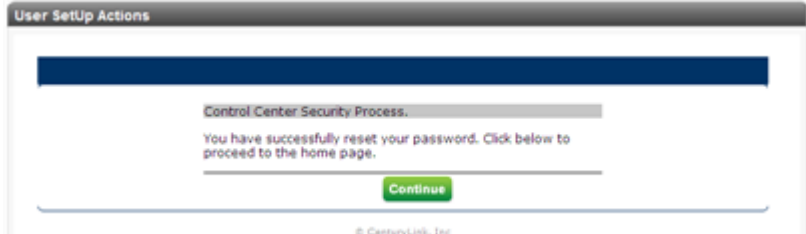
**Procedure**          You will use the same User ID and Password for the full version of Control Center. The Mobile Control Center login screen also supports "I forgot my user ID/password" functionality.
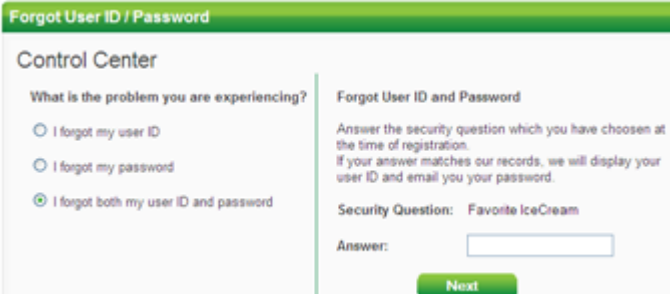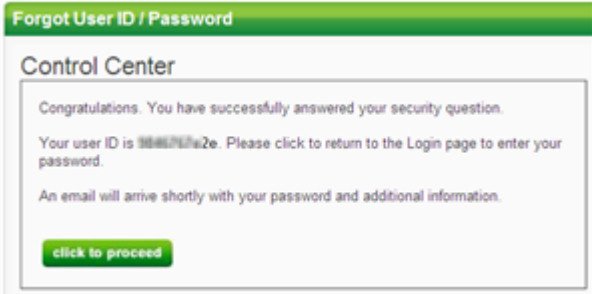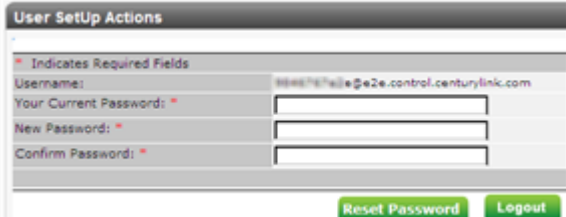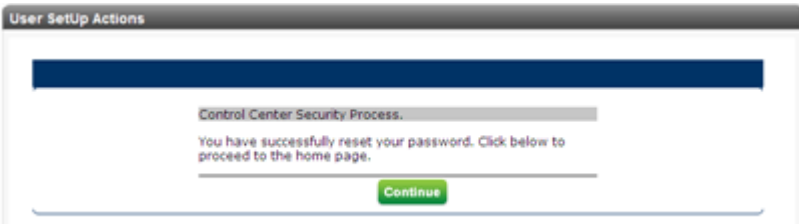
| Step | Action |
|------|--------|
| 1 | On your mobile browser, access Control Center Mobile Version at **http://www.centurylink.com/business/login/**<br><br>Enter your User ID and Password (it is the same as used to access the full site of Control Center).<br><br><br><br>Please note: after 3 incorrect login attempts, further attempts will be disabled.  Contact Customer Care (800-291-7707) to reset password. |

| Step | Action |
|------|--------|
| **2** | The landing (main) page is displayed with the Home, Create Ticket, View Ticket, Configure My Tollfree, and Contact Us header, and menu options.*<br><br><span style="color:red">*To see both View Ticket and Configure My Toll Free, your Enterprise must have Toll Free product, and your user ID must have Repair and Toll Free permissions.</span><br><br> |
| **3** | This screen is displayed if you select the "I forgot my user ID/password" link on the login screen.<br><span style="color:red">Note: these are full site Control Center screens, not Mobile Version.</span><br><br> |

| Step | Action |
|:---:|:---|
| | **Forgot User ID Option** |
| 4 | If you select "**I forgot my user ID**," enter Email address associated with your user profile for Control Center. Enter the CAPTCHA characters displayed. Click **Submit** button. |
| 5 | Result: the Security Question from your user profile is displayed. Enter the answer in the field and click the **Next** button. If your answer matches our records, your userID will be displayed. |
| | Result: your userID is displayed. An email with the subject line "Control Center: User ID" is also sent to the email address on your user profile.<br><br>Click the **Click to Proceed** button and you will be returned to the login screen. |

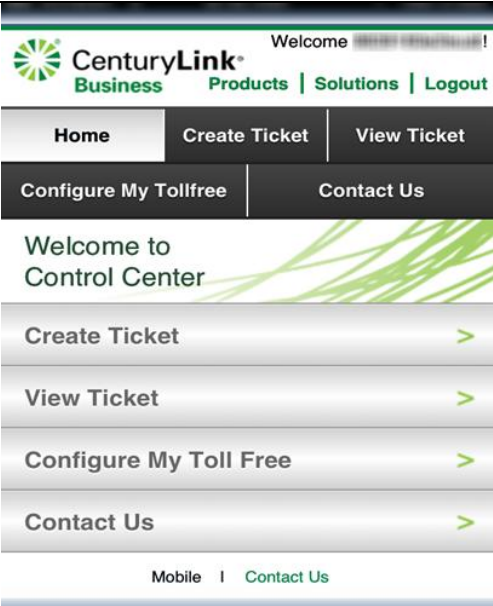| Step | Action |
| --- | --- |
| | **Forgot Password Option** |
| | If you select "**I forgot my password**," enter the User ID and Email associated with your user profile for control Center. Enter the CAPTCHA characters displayed. Click **Submit** button. |
| | Result: the Security Question from your user profile is displayed. Enter the answer in the field and click the **Next** button. If your answer matches our records, password will be emailed to you. |
| | Result: password reset success message displayed. An email with the subject line "Control Center: New Password" is sent to the email address on your user profile. |

| Step | Action |
|------|--------|
| | Login to Control Center using the password in the email.  The User SetUp Actions screen will display to prompt you to reset the password.  Your Current Password will be the password from the email.  Enter new password and click **Reset Password** button.<br><br>Note: your new password must be at least 8 characters and include at least one number or symbol.  Passwords are case sensitive.<br><br>**User SetUp Actions**<br>* Indicates Required Fields<br>Username:    [illegible]@e2e.control.centurylink.com<br>Your Current Password: *<br>New Password: *<br>Confirm Password: *<br><br>**Reset Password**    **Logout** |
| | Result: password reset success message displayed.  Click the **Continue** button and you will be returned to the home/landing page.<br><br>**User SetUp Actions**<br><br>Control Center Security Process.<br>You have successfully reset your password. Click below to proceed to the home page.<br><br>**Continue**<br><br>© CenturyLink, Inc |
| **Forgot Both User ID and Password Option** |
| | If you select "**I forgot both my user ID and password**," enter the Email associated with your user profile for control Center.  Enter the CAPTCHA characters displayed.  Click **Submit** button.<br><br>**Forgot User ID / Password**<br>Control Center<br>What is the problem you are experiencing?<br>○ I forgot my user ID<br>○ I forgot my password<br>◉ I forgot both my user ID and password<br><br>Forgot UserID and Password<br>Enter the email address associated with your user profile for Control Center.<br>Email<br>Type the characters you see in the picture below.<br>mersoi over<br><br>**Submit** |

| Step | Action |
|------|--------|
| | Result: the Security Question from your user profile is displayed.  Enter the answer in the field and click the **Next** button.  If your answer matches our records, your user ID will be displayed, and a password will be emailed to you.<br><br>**Forgot User ID / Password**<br>**Control Center**<br>What is the problem you are experiencing?    Forgot User ID and Password<br>○ I forgot my user ID<br>○ I forgot my password<br>◉ I forgot both my user ID and password<br>Answer the security question which you have choosen at the time of registration.<br>If your answer matches our records, we will display your user ID and email you your password.<br>Security Question:   Favorite IceCream<br>Answer: [_____]<br>**Next** |
| | Result: password reset success message is displayed, and your user ID is provided.  An email with the subject line "Control Center: New Password" is sent to the email address on your user profile.<br><br>**Forgot User ID / Password**<br>**Control Center**<br>Congratulations. You have successfully answered your security question.<br>Your user ID is ████2e. Please click to return to the Login page to enter your password.<br>An email will arrive shortly with your password and additional information.<br>**click to proceed** |
| | Login to Control Center using the password in the email.  The User SetUp Actions screen will display to prompt you to reset the password.  Your Current Password will be the password from the email.  Enter new password and click **Reset Password** button.<br><br>Note: your new password must be at least 8 characters and include at least one number or symbol.  Passwords are case sensitive.<br><br>**User SetUp Actions**<br>\* Indicates Required Fields<br>Username: ████@e2e.control.centurylink.com<br>Your Current Password: \* [_____]<br>New Password: \* [_____]<br>Confirm Password: \* [_____]<br>**Reset Password**   **Logout** |
| | Result: password reset success message displayed.  Click the **Continue** button and you will be returned to the home/landing page.<br><br>**User SetUp Actions**<br>Control Center Security Process.<br>You have successfully reset your password. Click below to proceed to the home page.<br>**Continue**<br>© CenturyLink, Inc |

# Home/landing page

**Introduction**　　　The **Home/landing page** is displayed after logging in.
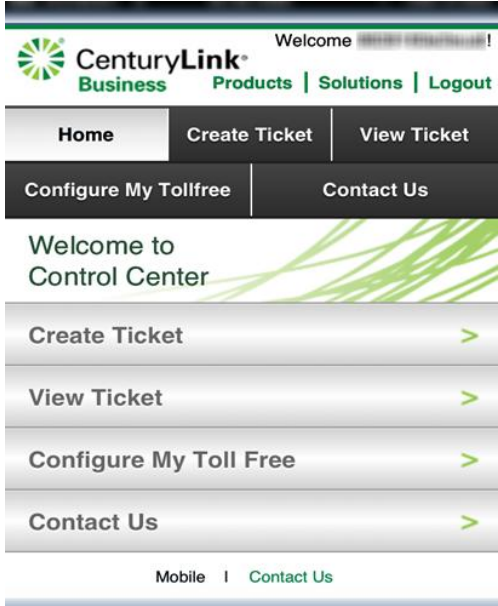
**Fields and**　　　　The table below describes the fields and buttons displayed on the **Home/landing**
**Descriptions**　　　**page** screen.



| Field/Button Name | Description |
|---|---|
| **Home** | Displays or returns to Home landing page. |
| | Available on Home page, and Top Level Navigation. |
| **Create Ticket** | Open new ticket via mobile interface. |
| | Available on Home page, and Top Level Navigation. |
| **View Ticket** | Displays most recent 5 tickets with controls to page to the next 5. |
| | Tickets displayed eligible to be displayed for 90 days from the create date. |
| | Available on Home page, and Top Level Navigation. |
| **Configure My Toll Free** | Offers the ability to **activate an existing alternate call plan on a toll free number** associated to your Control Center Enterprise ID. |
| | Available on Home page, and Top Level Navigation. |
| **Contact Us** | Displays **Contact Us** information. |
| | Available on Home page, and Top Level Navigation. |

# Create Ticket

**Introduction**    The **Create Ticket** screen allows a new Repair ticket to be opened via the Mobile interface, for services associated with your Control Center Enterprise ID.

**Procedure**    Follow the steps in the procedure below to **Create Ticket**.

| Step | Action |
|------|--------|
| 1 | From the **Home/landing** page, click on **Create Ticket**. Available on Home page, and Top Level Navigation. |

| 2 | Result: **Create Ticket** screen appears: |
|---|---|
|   | Service ID **OR** Service required.<br>**Service ID:**<br>[          ]   Go<br>————————— **OR** —————————<br>**Select Service:**<br>[ -- Select -- ⌄ ]<br>City:<br>[          ]<br>State:<br>[ -- Select -- ⌄ ]<br><br>**Service ID Lookup**<br><br>The following combinations are allowed for a **Service ID Lookup**:<br><br>Exact Service ID (Circuit ID, Device Name or 8xx)<br>Selectable Service Type (picklist) and City<br>Selectable Service Type (picklist) and Sate<br>Selectable Service Type (picklist) and City and State<br><br>Please note when selecting the City, State lookup for the Service ID the Service Type (picklist ) is required and will enable the Look Up button at the bottom of the screen (not pictured)<br><br>If you wish to look up the Service ID using the Service ID field at the top, the Go button is only enabled after the field is filled in. |

| 3 | 
|   | **Select Service Picklist**
|   | The Services are displayed via a picklist (in this example for an iPhone) and allow the user to select one.  The eligible Services for Ticketing include:
|   | • iQ Networking
|   | • Dedicated Long Distance (LD)
|   | • DIA (Dedicated Internet Access)
|   | • ATM
|   | • FRAME
|   | • HIVR
|   | • Metro Ethernet
|   | • Control Center
|   | • IM
|   | • VoIP TN
|   | • VoIP  Trunk Group
|   | • 8xx
|   | • Private Line (OWS, IPL, EPL, DPL)
|   | • MFWVPN
|   | • Switched LD
|   | • NBS (Net Based Security)
|   | • Managed Services (MS)
|   | Please Note: The list is based on Enterprise and User Entitlements for Products and Services.  The eligible  in Mobile is the same as Full Site

| 4 | **State Field** |
|---|---|
|   | **Note:** Washington DC will also not show the value of DC in the state field.  The user can work around this be selecting the Service (picklist) and typing in the City the value of Washington to retrieve the Washington DC Inventory. |

**City:**

**State:**

-- Select --

Previous    Next    AutoFill    Done

Lookup
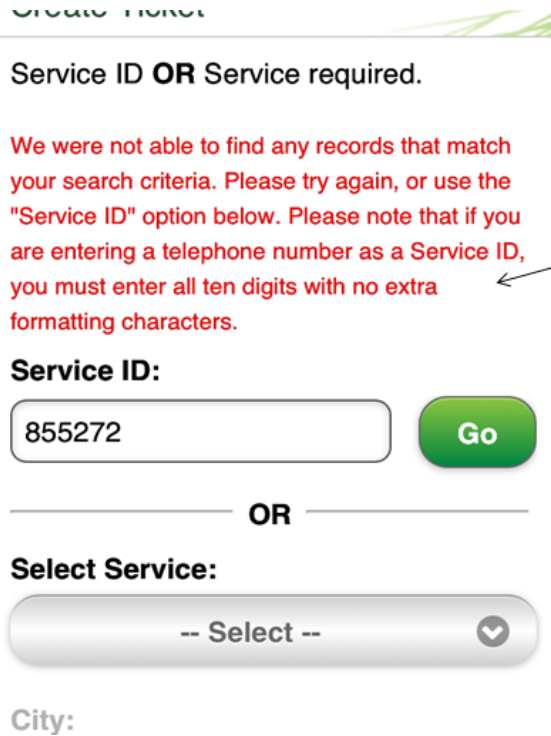
✓ -- Select --

AL

AK

| 5 | **Error Message** |
|---|---|
|   | **Invalid Lookup** |
|   | This error message is displayed if the system cannot match any search criteria the user has entered or if the format of the Service ID for a TN |
|   | Create Ticket |
|   | Service ID **OR** Service required. |
|   | We were not able to find any records that match your search criteria. Please try again, or use the "Service ID" option below. Please note that if you are entering a telephone number as a Service ID, you must enter all ten digits with no extra formatting characters. |
|   | **Service ID:** |
|   | 855272    Go |
|   | OR |
|   | **Select Service:** |
|   | -- Select -- |
|   | City: |

| 6 | **Service Type, State or City Match** |
|---|---|
| | This screen is displayed when Inventory is matched for the Service Type, State or City Combination entered.   The total records found displayed in groups of 5 with the ability to select a record and view the Detail. |

| 7 | **Error Message**<br>**Error while accessing the back end system**<br><br>If the user selects a Service ID from the Results page and the system cannot access the Ticketing System to begin the process the following error message is displayed.<br><br>Home    Create Ticket    View Ticket<br>Configure My Tollfree     Contact Us<br><br>Create Ticket<br><br>Error while accessing the back end system, Please try later.<br><br>Next<br>Select New Service ID    <<br>Back to Top    ^<br>Back to Home    <<br><br>Mobile   I   Contact Us |
|---|---|

| 8 | After selecting a Service ID from the results screen the following screen is displayed. |
|---|---|
| | • The Service Type Selected is recapped along with the Service ID. |
| | • The user is then prompted to select the Problem. A value for Problem must be entered prior to the next button being enabled. |
| | If the has selected the wrong Service ID by mistake the Select New Service ID button may be selected and the user can navigate back to the previous screen. |

| 9 | **Required Fields for Successful Ticket Completion** |
|---|---|
| | The Mobile Version of Control Center only requires the Service Type, Service ID, Problem, Symptom and Description to complete this portion of the ticket. |
| | The Problem/Symptom Value are the exact ones found in the full site for all eligible Products and Services for Ticketing. |
| | The Next Button (not pictured) is enabled after all information this screen is complete. |
| | **Create Ticket** **Service Type:** IQ PRIVATE **Service ID:** DS1NT-1█████.01 **Problem:** E-Mail ⌄ **Symptom:** -- Select -- ⌄ **Description:** |

| 10 | **Contact Information** |
|---|---|
| | The user is presented the Contact Information Section of the Ticket after Completing the Service Information Details portion of the ticket. The Primary Contact is defaulted to the user profile for which the user logged in as.<br><br>The user may change the Primary Contact information and the updated information is retained during the lifecycle of the ticket.<br><br>The user may also optionally enter a Secondary Contact.<br><br>The Review Ticket button (not pictured) is enabled after completing this section.<br><br>**Home    Create Ticket    View Ticket**<br>**Configure My Tollfree        Contact Us**<br><br>Create Ticket - Contacts<br><br>**Primary Contact:**<br>98••••••0e2euat, 9839160e2euat  ⊘<br><br>**Primary Phone:**<br>1111111111<br><br>**Secondary Contact(Optional):**<br>-- Select --  ⊘ |

| 11 | **Ticket Information Review** |
|----|------------------------------|
|    | The user is presented a recap of the information entered.   If this is a non-Voice ticket this is all the information that is required.   If this is a Voice Ticket the Calling From and Calling To Information is required and is captured in another set of screens.

The user than has the option to Submit the Repair Ticket.

~~Service Type:~~
IQ PRIVATE

**Service ID:**
DS1NT-16████████.01

**Problem:**
E-Mail

**Symptom:**
Cannot Receive

**Description:**
Hank

**Primary Contact:**
9████████0e2euat, 9████████e2euat

**Primary Phone:**
1111111111

**Submit Repair Ticket** |

| 12 | The ticket confirmation screen is displayed with the corresponding ticket number. |
|----|-----------------------------------------------------------------------------------|
|    | The user may now utilize the View Ticket Menu option to view the status and updates to the ticket. |
|    |  |
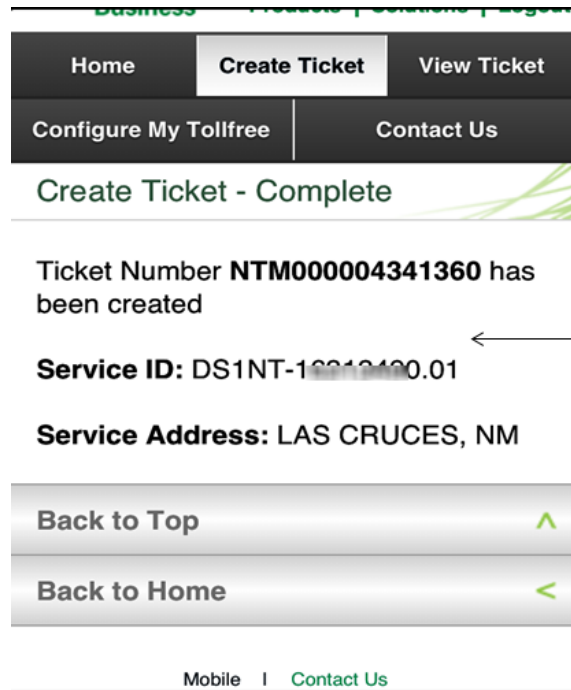
# View Tickets

**Introduction**    The **View Ticket** screen provides a list of repair tickets associated with your Control Center Enterprise ID.

**Fields and**      The table below describes the fields and buttons displayed on the **View Ticket**
**Descriptions**    screen.

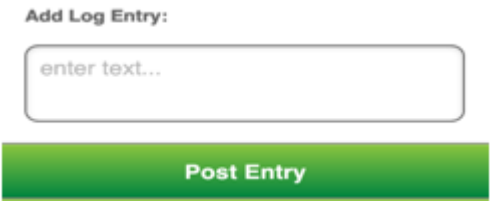| Field Name | Description |
|---|---|
| **NTM00000xxxxxxx (Trouble Ticket ID)** | This field displays the unique identifier for the repair ticket you are viewing. |
| **Service ID** | This field displays the unique identifier (i.e. circuit ID and location) for the component experiencing the trouble for which the ticket was created. |
| **Status** | Provides the current status of the ticket (i.e. Assigned, Dispatched, Closed, etc.) |
| **Last Entry** | Displays most recent Worklog note. |

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

| Step | Action |
|------|--------|
| 13 | From the **Landing** page, click on the **View Ticket** menu bar.<br><br> |
| 14 | View Ticket Summary displays most recent 5 tickets with controls to page to the next 5.  Tickets eligible to be displayed for 90 days from the create date.<br><br> |
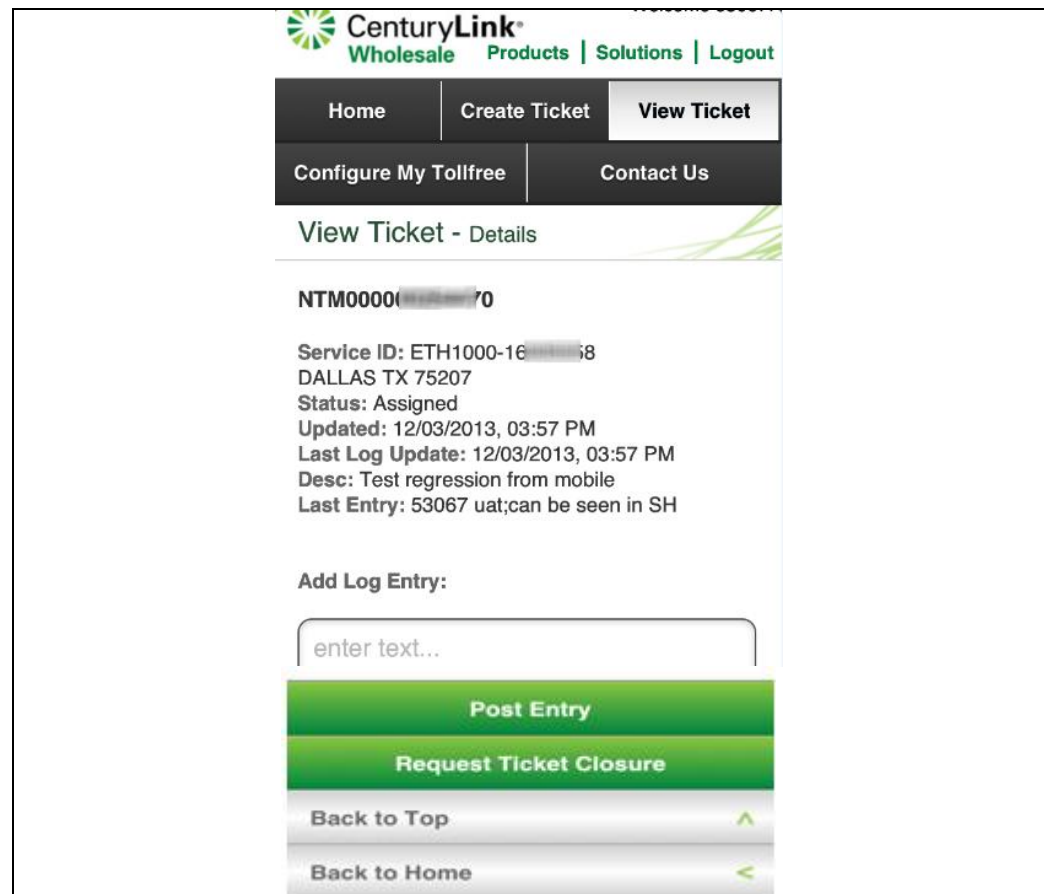
# View Ticket - Details

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

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



| Field Name | Description |
|---|---|
| **NTM00000xxxxxxx (Trouble Ticket ID)** | This field displays the unique identifier for the repair ticket you are viewing. |
| **Service ID** | This field displays the unique identifier (circuit ID and location) for the component experiencing the trouble for which the ticket was created. |
| **Status** | Provides the current status of the ticket (Assigned, Dispatched, Closed, etc.) |
| **Updated** | Provides date and time stamp of most recent update. |
| **Last Log Update** | Provides date and time stamp of most recent update to Worklog Notes. |

| Desc | Description of reported issue. |
|------|-------------------------------|
| **Last Entry** | Displays most recent Worklog note. |
| **Add Log Entry** | Field for adding a note to the Worklog. |
| **Request Ticket Closure** | This button allows you to close an open ticket.<br><br>**Note:** This checkbox will only appear if:<br>• You have the appropriate user privileges.<br>• The ticket does **not** have a status of **Closed** or **Canceled**. |
| **Post Entry** | Button for posting comment entered in Add Log Entry field |
| **Back to Top** | Button to return to top of screen |
| **Back to Home** | Button to return to home landing page |

# Post Entry

**Procedure**    How to add a note to the Worklog of a ticket in Mobile Control Center.

| Step | Action |
|------|--------|
| 1 | While in View Ticket – Details, scroll down to Add Log Entry field.<br><br>Add Log Entry:<br><br>enter text...<br><br>**Post Entry** |
| 2 | Enter text to add to ticket. |
| 3 | Select Post Entry |

| Step | Action |
|------|--------|
| **4** | Last Entry updates with information entered in Add Log Entry field. |
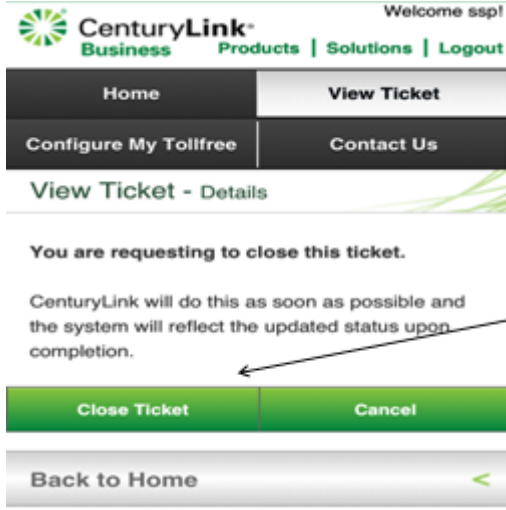
NTM000004322916
Service ID:DS1IT-

Status:Dispatched
Updated:08/03/2012, 04:59 PM
Last Log Update:08/03/2012, 04:59 PM
Desc:testing subticketing
Last Entry:Control Center: Prasad ; Test entry

Add Log Entry:

Test entry

# Request Ticket Closure

**Procedure**        How to close a ticket in Mobile Control Center.

| Step | Action |
|------|--------|
| **1** | While in View Ticket – Details, scroll down to the  **Request Ticket Closure**  button and select it. |

| Step | Action |
|------|--------|
| 2 | "You are requesting to close this ticket" screen appears.  |
| 3 | Select  button. |
| 4 | Screen will display "Request ticket closure is pending." |
| 5 | Ticket will now show a Last Entry of "Customer requests ticket closure." |

# Configure My Toll Free
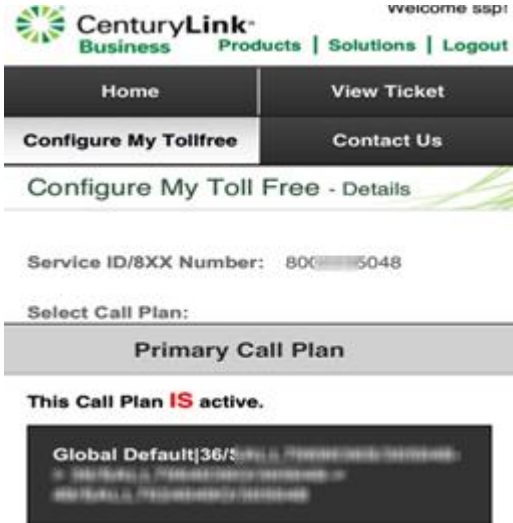
**Introduction**    **Configure My Toll Free** functionality offers the ability to **activate an existing alternate call plan on a toll free number** associated to your Control Center Enterprise ID.
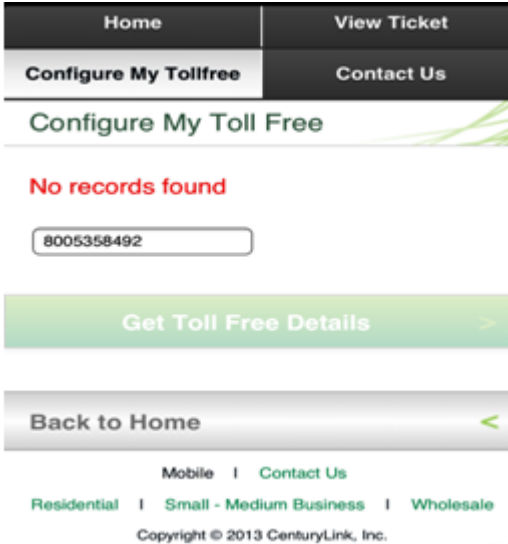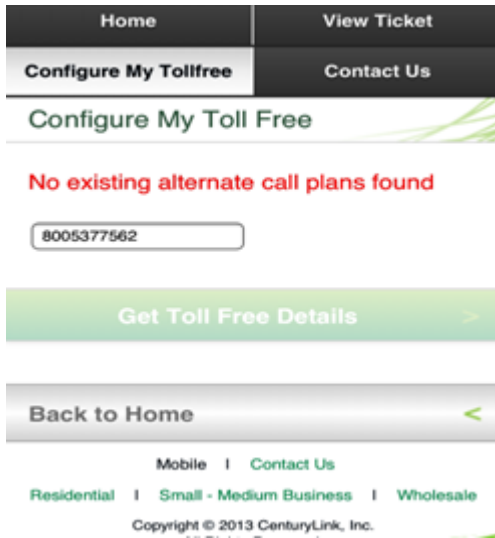
**Procedure**    How to activate existing call plan on a toll free number in Mobile Control Center.

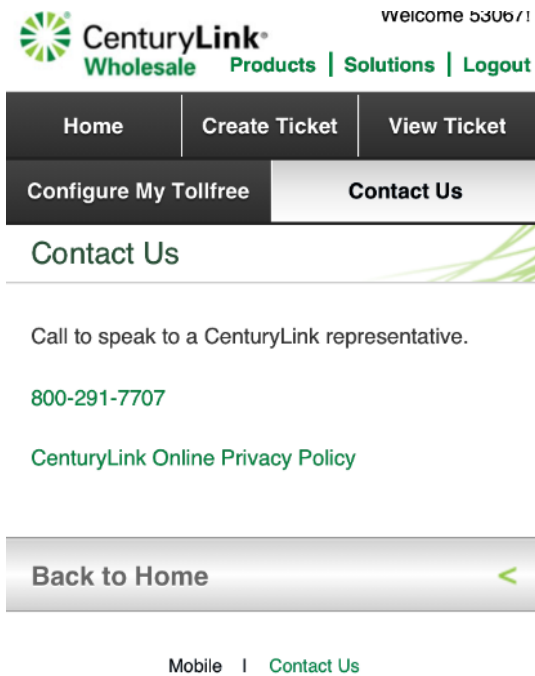| Step | Action |
|------|--------|
| 1 | From the **Landing** page, click on the **Configure My Toll Free** menu bar.<br><br> |
| 2 | Enter the 10 digit toll free number (with no formatting such as parentheses or dashes) in the Service ID/8xx Number field.  The Get Toll Free Detail button will activate after 10 digits are entered.<br><br> |

| Step | Action |
|------|--------|
| 3 | The toll free number and call plans are retrieved.  The active call plan is displayed in the dark grey box as Global Default.<br><br> |
| 4 | Under Select Call Plan drop down, the Alternate call plan names are displayed.<br><br><br><br>Choose desired call plan in the list, and select Make Call Plan Active option. |

| Step | Action |
|------|--------|
| **6** | The request to activate the alternate call plan has been submitted. Click Update Status button.<br><br>![CenturyLink Business — Configure My Toll Free - Status. Welcome ssp! Products | Solutions | Logout. Home | View Ticket. Configure My Tollfree | Contact Us. Your request has been submitted successfully on Thu Jan 10 01:48:35 GMT-700 2013. The Batch Id is : 929729. Toll Free Number: 8002235048. Selected Call Plan: (Default)-(GRC GC Dialer). Update Status. Back to Home] |
| **7** | The Activation of the alternate call plan is complete:<br><br>![Configure My Toll Free - Complete. Activation Successful Tue Jun 05 01:32:11 GMT+360 2012. Batch ID 928795. Toll Free Number: 800........ Home. View in Mobile | View Full Site. Copyright © 2012 CenturyLink, Inc. All Rights Reserved.] |

| Step | Action |
|------|--------|
| 8 | **Error Message**<br>**No Records Found**<br>The toll free number is not active on your account, or not found on an account in your Enterprise.  Ensure you are logged into correct Enterprise and that toll free number is active on CenturyLink's network (it cannot have an enddate in Service Status in full site of Control Center or Remote Control).<br><br>Home    View Ticket<br>Configure My Tollfree    Contact Us<br>Configure My Toll Free<br>No records found<br>8005358492<br>Get Toll Free Details   ><br>Back to Home   <<br>Mobile  I  Contact Us<br>Residential  I  Small - Medium Business  I  Wholesale<br>Copyright © 2013 CenturyLink, Inc. |
| 9 | **Error Message**<br>**No Existing Alternate Call Plans Found**<br>The toll free must have an existing alternate call plan available to activate. Add alternate call plan to the toll free number to utilize this functionality in Mobile Control Center.<br><br>Home    View Ticket<br>Configure My Tollfree    Contact Us<br>Configure My Toll Free<br>No existing alternate call plans found<br>8005377562<br>Get Toll Free Details   ><br>Back to Home   <<br>Mobile  I  Contact Us<br>Residential  I  Small - Medium Business  I  Wholesale<br>Copyright © 2013 CenturyLink, Inc. |

# Contact Us

**Procedure**        View the Contact Us screen.
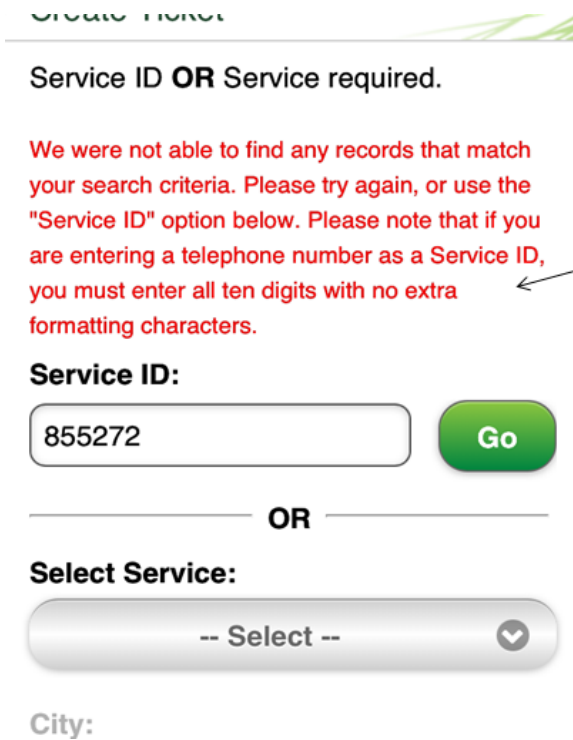
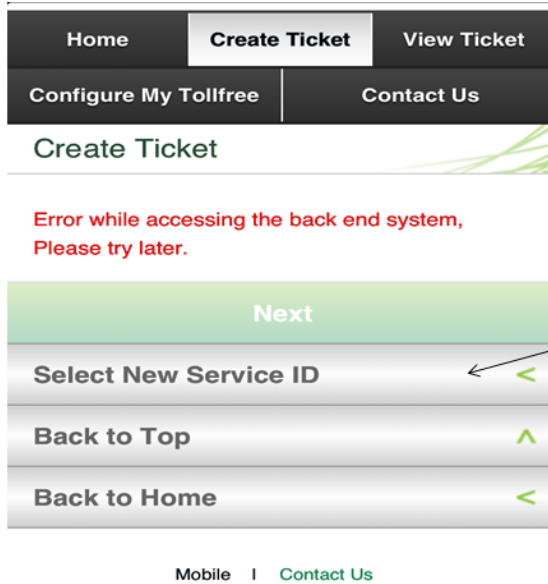| Step | Action |
|------|--------|
| 1 | From the **Landing** page, click on the **Configure My Toll Free** menu bar. |
| 2 | The Contact Us page is displayed. |

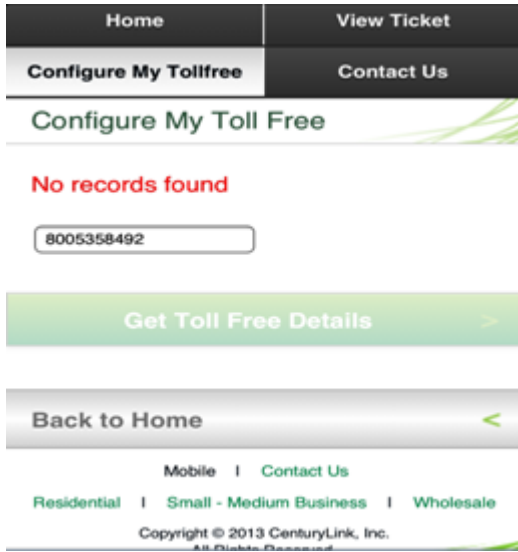# Troubleshooting

**Introduction**    These are examples of error messages that may occur.  The cause and resolution is advised.

Note: if "Call Plan detail temporarily not available" error occurs, clear phone browser cache.  As this process varies on different phone models and operating system versions, please search the internet for instructions or contact your phone provider for assistance.

| Error | Information |
|:---:|:---|
| 1 | **Error Message**<br>**Invalid Lookup**<br>Action: In Create Ticket, entering Service ID and click Go.<br>Resolution: This error message is displayed if the system cannot match any search criteria the user has entered or if the format of the Service ID for a TN.  Check information and retry.<br><br>Service ID **OR** Service required.<br><br>We were not able to find any records that match your search criteria. Please try again, or use the "Service ID" option below. Please note that if you are entering a telephone number as a Service ID, you must enter all ten digits with no extra formatting characters.<br><br>**Service ID:**<br>855272    Go<br><br>— OR —<br><br>**Select Service:**<br>-- Select --<br><br>City: |

| Error | Information |
|:---:|:---|
| **2** | **Error Message** |
| | **Error While Accessing Back End System** |
| | Action: Creating ticket |
| | Resolution: If the user selects a Service ID from the Results page and the system cannot access the Ticketing System to begin the process the following error message is displayed.  Please retry. |
| |  |

| Error | Information |
|:-----:|-------------|
| **3** | **Error Message** |
|       | **You Do Not Have Correct Toll Free Permissions** |
|       | Action: You click Configure My Toll Free and receive error message: "You do not have correct Toll Free permissions.  Please contact your system administrator for assistance." |
|       | Resolution: Contact your system administrator (these are users at your company with administrative access, called CSAs or Customer System Administrators) and have toll free permissions applied to your profile. |
|       |  |

| Error | Information |
|:---:|:---|
| **4** | **Error Message**<br>**No Records Found**<br><br>Action: on the Configure My Toll Free page, you enter a toll free number and receive error message "No records found."<br><br>Resolution: the toll free number is not active on your account, or not found on an account in your Enterprise.  Ensure you are logged into correct Enterprise and that toll free number is active on CenturyLink's network (it cannot have an enddate in Service Status in full site of Control Center or Remote Control).<br><br> |

| Error | Information |
|:---:|:---|
| **5** | **Error Message** |
| | **No Existing Alternate Call Plans Found** |
| | Action: on the Configure My Toll Free page, you enter a toll free number and receive error message "No records found." |
| | Resolution: the toll free must have an existing alternate call plan available to activate.  Add alternate call plan to the toll free number to utilize this functionality in Mobile Control Center. |
| |  |