RCE Trouble Ticket Fields

RCE Field	Explanation
Remark	The Remark field is used to obtain the customer contact name for the Can Be Reach [CBR] number. DO NOT USE mr, mrs, sub, etc; you must enter proper names.
CBR	The CBR field is used to obtain a Can Be Reach number, in the event, one of the downstream departments need to contact the you for additional information and/or to gain access to our network interface. Enter the contact number as 10-digits [i.e., 303xxxxxxx]. This field is mandatory.
Called Number	If the customer had a problem calling out, you would enter the number they were calling out to when this occurred.
Diagnostic Assistant (Type Code)	RCE selects the appropriate trouble type based upon your previous selections.
Handle Code	RCE selects the appropriate Handle Code based upon your previous selections. Handle Codes are assigned to a ticket for proper routing to downstream departments.
RCE Narrative	Based upon your previous selections, RCE populates the Narrative field.
CLEC Narrative	You may add additional information pertaining to the reported trouble in this field.
Commitment: Out of Service (Type of Commitment)	RCE provides the type of commitment previously selected and populates the date and time of the displayed commitment in the area for the reported telephone number. • Date: 12-10-98 Time: 0600P