

## Chapter 2: Landing Page

### Overview

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**Introduction** The **Control Center Landing Page** module provides you access to all modules within the system. This will provide you access to Remote Control, Services, Billing, Repair Message center, access to Help & Training and a link to contacts.

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

Topic	See Page
Overview	1
Control Center Landing Page Module	2
Accessing your Services	4
Accessing your Billing	6
Accessing your Repair	7
Accessing your Administration	8
Accessing Message Center	10
Customization of Portlets	11
Network Map Portlet	14
Using Help Click to Chat	17
Accessing Control Center User Guides	20

## Control Center Landing Page Module

### Introduction

The **Control Center** landing page provides you access to all the modules of the Control Center system. The Home page is divided into two main quadrants; the left side has access to Services, Billing, Repair, and Administration. The rest of the page is dedicated to the message center and portlets. The portlets are customizable windows for your services.

In addition to these quadrants, you can also access Help (which includes Click to Chat), Contacts, Profile, and tabs to the Wholesale home page, Products & Services, Customer Service, and Manage My Account from the Control Center Landing page.

**NOTE:** Once you have navigated away from the landing page you can always return to the landing page by clicking on the **Control Center** in the upper right and side or clicking on the Manage My Account.

### Sections and Descriptions

The table below describes the sections displayed on the **Landing Page** module.

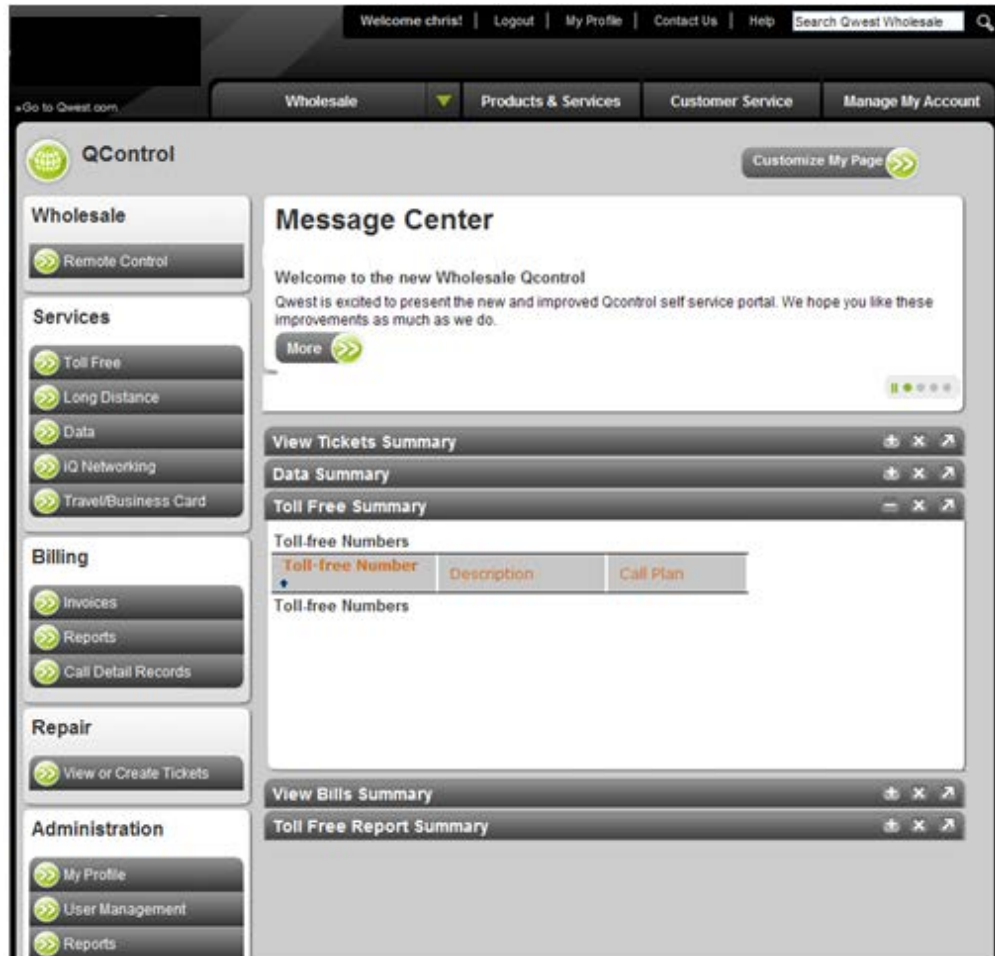
Section	Description
<b>Logout</b>	This link that is located in the top middle section of the screen, allows you to log out of the Control Center system.
<b>My Profile</b>	The <b>My Profile</b> application allows you to manage your password, contact details and address information.
<b>Contact Us</b>	This link shows the Wholesale Contact Information. This can either be calling customer care, submitting a National Care Ticket, or Live Chat!
<b>Help</b>	This is a drop down that gives you access to Live Help (Click to Chat), main contact information, navigation to User Services Guide, and Help Content. You will also find your name, your company name, and the enterprise ID for the account.
<b>Tab bar</b>	These tabs allow direct access to the Wholesale .com site pages. This includes; <ul style="list-style-type: none"> <li>• <b>Wholesale</b> – Main Wholesale Home page</li> <li>• <b>Products &amp; Services</b> – Shows all Products and Services that wholesale offers</li> <li>• <b>Customer Service</b> – Main Wholesale page to contact us</li> <li>• <b>Manage My Account</b> – Allows navigation back to Control Center</li> </ul>
<b>Remote Control</b>	This allows seamless login into the Remote Control module
<b>Services</b>	This will allow access to the services that your CSA has granted you permission to for your enterprise.
<b>Billing</b>	Only accessible if you have been granted permission. This allows access to eBilling and Call Detail Records.
<b>Repair</b>	Only accessible if you have been granted permission. This allows access to create and view repair tickets.

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<b>Administration</b>	This will allow access to many modules which will vary based on the permissions granted to you by CSA. A full list of modules is located below.
<b>Message Center</b>	This section provides additional information about system enhancements, maintenance schedules and promotional details.
<b>Customize My Page</b>	This link allows users to re-add portlets that have been previously deleted from the landing page.

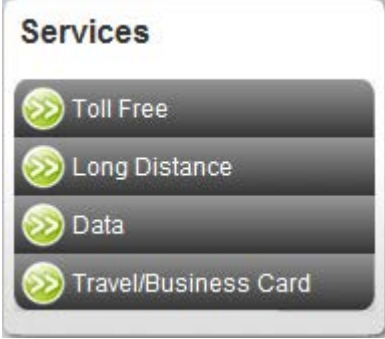
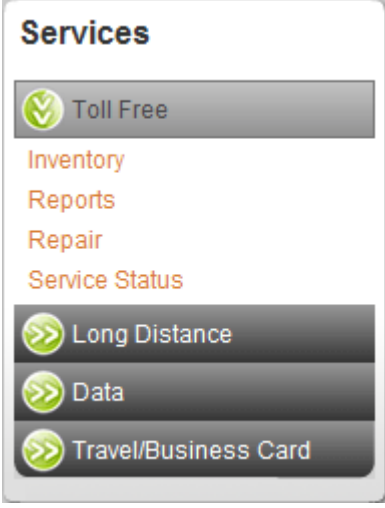
**Example**

An example of the **Control Center Home** page appears below.

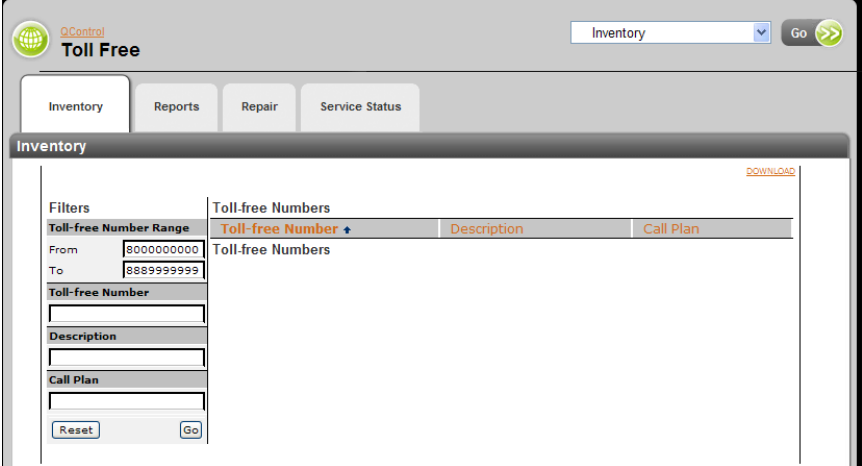


## Accessing your Services

**Procedure** Follow the steps in the procedure below to access your **services** from the landing page.

Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Services</b> section of the screen.</p> <p><b>Example:</b></p>  <p>Click on the desired <b>Service</b> and a drop down list will appear. This allows direct navigation to the desired location.</p> <p><b>Example:</b></p> 



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Step	Action
2	<p>Click on the desired product link.</p> <p><b>Result:</b> The corresponding screen for the product you selected is displayed, in this case Toll Free inventory.</p> 

## Accessing your Billing

**Procedure** Follow the steps in the procedure below to access your **Billing** from the landing page.

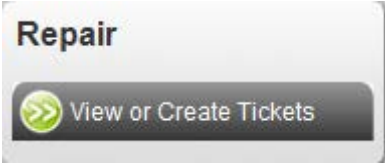

**Note:** You need to be setup with appropriate user permissions to have access to the billing section. Your CSA can assign you the correct permission for access to this section.

Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Billing</b> section of the screen.</p> <p><b>Example:</b></p>  <p>Click on the desired item on the list and the drop down will appear.</p> 
2	Click on the desired <b>Billing</b> link. The result will be you will be directed to that page.

## Accessing your Repair

**Procedure** Follow the steps in the procedure below to **access** your **Repair** from the landing page.

**Note:** You need to be setup with appropriate user permissions to have access to the repair section. Your CSA can assign you the correct permission for access to this section.


Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Repair</b> section of the screen.</p> <p><b>Example:</b></p>  <p>Click on the View or Create Tickets and the drop down will appear.</p> 
2	Click on the desired <b>Repair</b> link. The result will be you will be directed to that page.

## Accessing your Administration

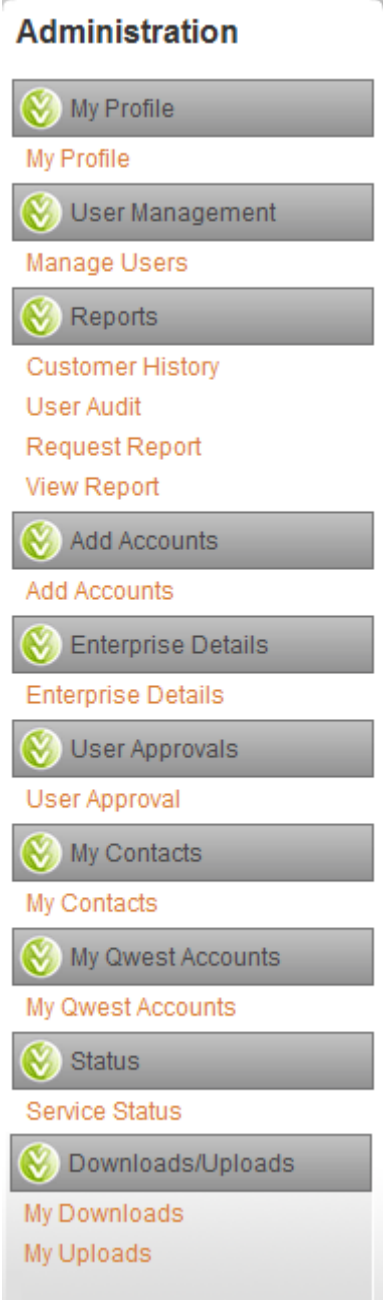
### Procedure

Follow the steps in the procedure below to access your **Administration** from the landing page.

**Note:** You need to be setup with appropriate user permissions to have access to all items in the administration section. Your CSA can assign you the correct permission as appropriate.

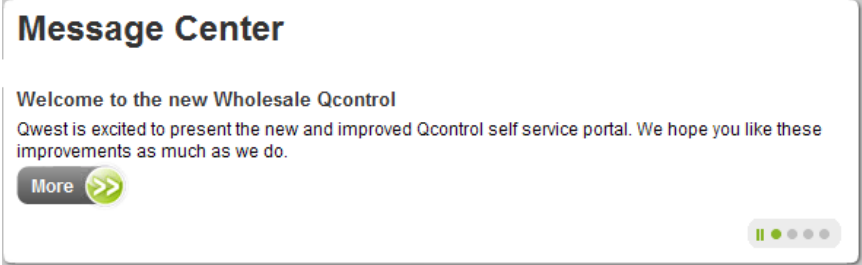

Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Administration</b> section of the screen.</p> <p><b>Example:</b></p> 

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	<p>Click on the desired <b>Service</b> and a drop down list will appear. This allows direct navigation to the desired location.</p> <p><b>Example:</b></p> 
2	<p>Click on the desired <b>Administration</b> link. The result will be you will be directed to that page.</p>

## Accessing Message Center

**Procedure** Follow the steps in the procedure below to access announcements in the **message center**.

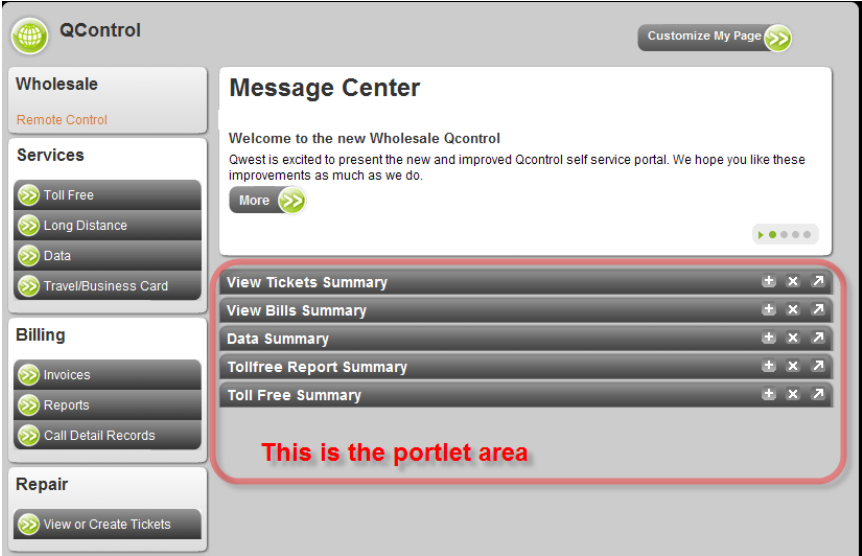
Step	Action
1	<p>From the <b>Landing page</b> module, locate the <b>Message Center</b> section of the screen.</p> <p><b>Example:</b></p>  <p>The screenshot shows a 'Message Center' header. Below it is a message: 'Welcome to the new Wholesale Qcontrol'. The text continues: 'Qwest is excited to present the new and improved Qcontrol self service portal. We hope you like these improvements as much as we do.' At the bottom left of the message is a 'More' button with a right-pointing arrow. At the bottom right of the message area is a navigation bar with a pause icon and four circles, the first of which is filled.</p>
2	<p>From the <b>Message Center</b> section, click on the <b>'More'</b> link.</p> <p><b>Result:</b> The system displays the entire content for the message selected.</p> <p>You will notice that there are multiple messages that will cycle through. This bar will allow you to stop on a desired message by selecting the pause button. You can also select a message directly by clicking on the circles.</p>  <p>The screenshot shows a navigation bar with a pause icon and four circles, the first of which is filled.</p>

## Customization of Portlets


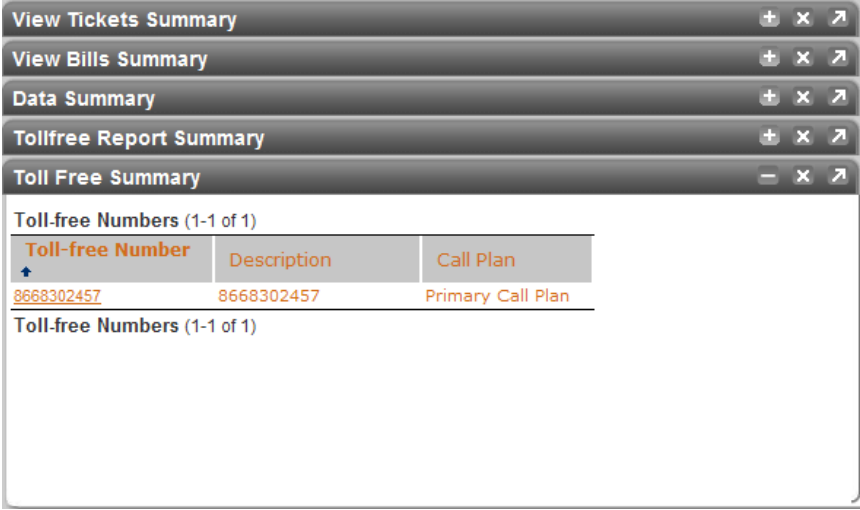

**Procedure**

Follow the steps in the procedure below to customize and use your portlets.

**Note:** The portlet section can be customized for your own personalization. You can Restore (Gives a preview), Minimize (Removes Preview), Delete (Removes Portlet), and/or View All (Navigate to the main page for that portlet).


Step	Action
1	<p>From the <b>Landing Page</b> module, in the right quadrant you will see the portlets.</p> <p><b>Example:</b></p>  <p>The screenshot shows the QControl interface. On the left, there are sections for Wholesale, Services, Billing, and Repair. The Services section includes Toll Free, Long Distance, Data, and Travel/Business Card. The Billing section includes Invoices, Reports, and Call Detail Records. The Repair section includes View or Create Tickets. On the right, there is a Message Center with a welcome message and a More button. Below the Message Center, there is a list of portlets: View Tickets Summary, View Bills Summary, Data Summary, Tollfree Report Summary, and Toll Free Summary. Each portlet has a plus, minus, and refresh icon. A red box highlights this list of portlets with the text "This is the portlet area".</p>

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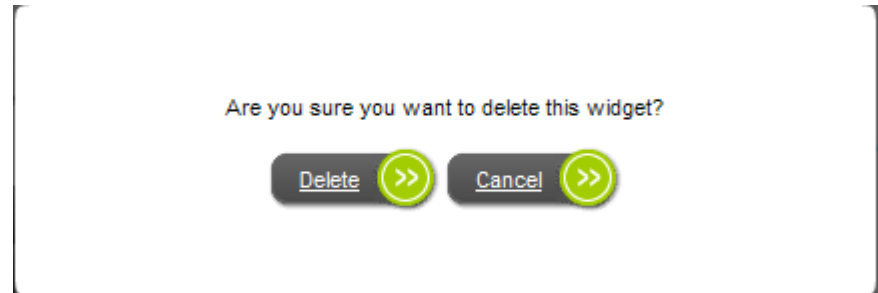
2	<p>Select the <b>Portlet</b> you want to modify click on the <b>Restore</b>  link.</p> <p><b>Result:</b> The portlet selected will now show a preview for that service.</p>  <p>The screenshot shows a portlet with a dark header and a light body. The header contains five items: 'View Tickets Summary', 'View Bills Summary', 'Data Summary', 'Tollfree Report Summary', and 'Toll Free Summary'. Each item has a small icon on the right (plus, X, and arrow). Below the header is a section titled 'Toll-free Numbers (1-1 of 1)' containing a table with three columns: 'Toll-free Number', 'Description', and 'Call Plan'. The table has one row with the values '8668302457', '8668302457', and 'Primary Call Plan'.</p>
3	<p>Select the <b>Portlet</b> you want to modify, click on the <b>Minimize</b>  link.</p> <p><b>Result:</b> The portlet selected will now not show a preview for that service.</p>

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Select the **Portlet** you want to modify, click on the **Delete**  link of the portlet you want to remove.

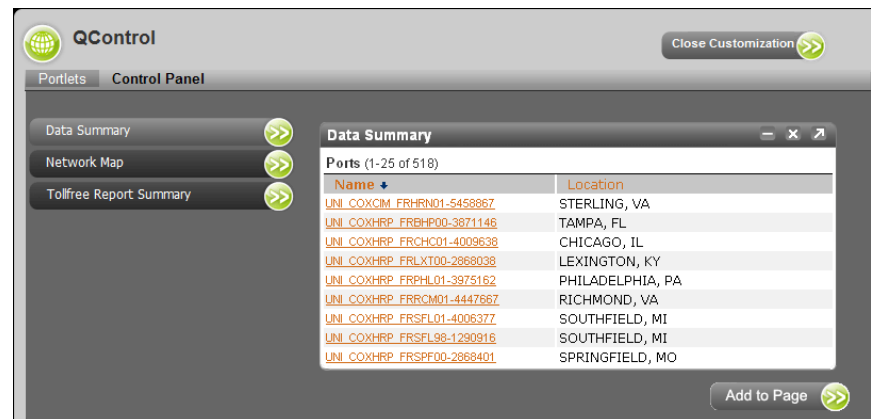
**Result:** A decision pop up will appear



By clicking on the **Delete** the portlet will be removed. Clicking on **Cancel** will take no action and the portlet will remain.

**Note:** Once a portlet has been deleted it can be restored by clicking **Customize My Page**

**Result:** You will be able to add portlets back to the Landing Page.




Select the portlet you want to add back.

Click on **Add to Page**.

Then click on **Close Customization** and the portlet will be added back to the landing page.

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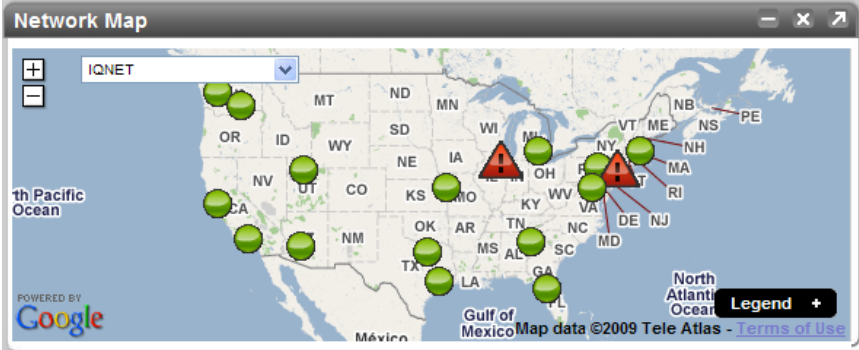
Select the **Portlet** you want to modify, click on the **View All**  link.

**Result:** You will navigate to main page for the portlet selected.

## Network Map Portlet

**Procedure** Follow the steps in the procedure below to use the **Network Map** portlet.

**Note:** The network map portlet will only show for users who have iQ Networking circuits and have been granted the appropriate permission by their CSA.

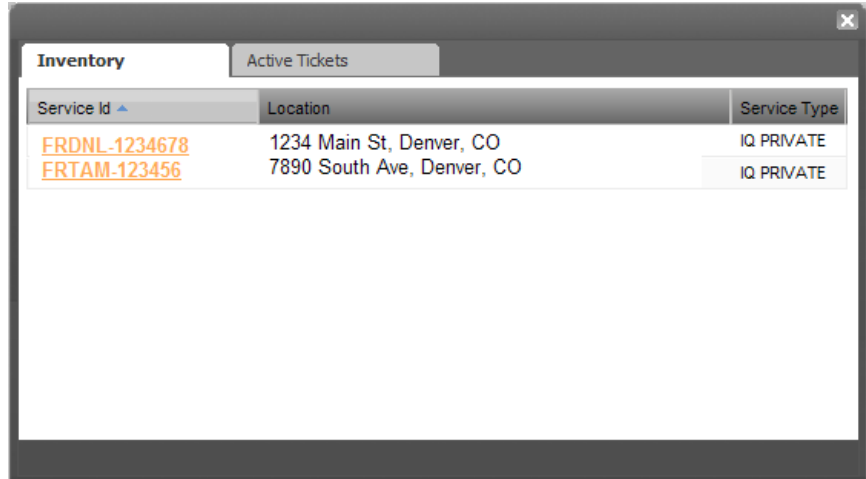
Step	Action
1	<p>From the <b>Landing Page</b> module, in the right quadrant you will see the network map portlet.</p> <p><b>Example:</b></p>  <p><b>Note:</b> The green circles show circuit locations with no open repair tickets. The red triangle indicates a location with an open repair ticket. You can mouse over each location and see the number and type of circuits. From this portlet you can also zoom in and zoom out on the map.</p>

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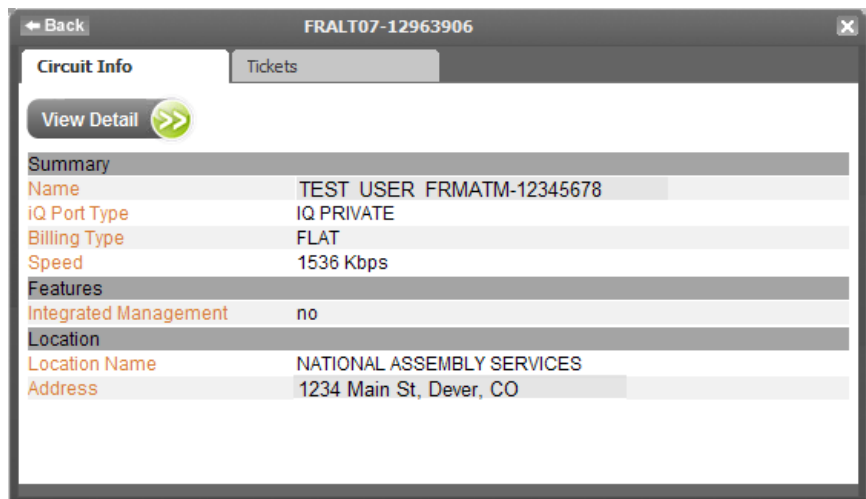
From the **Network Map** portlet select a location by clicking on a green circle.

**Result:** A pop up will show the circuits, location and circuit type.



Service Id	Location	Service Type
<a href="#">FRDNL-1234678</a>	1234 Main St, Denver, CO	IQ PRIVATE
<a href="#">ERTAM-123456</a>	7890 South Ave, Denver, CO	IQ PRIVATE

Each circuit is hyperlinked and when clicked will take you to a Circuit Info pop up. If you click on **View Detail** it will bring you to an expanded detail page.

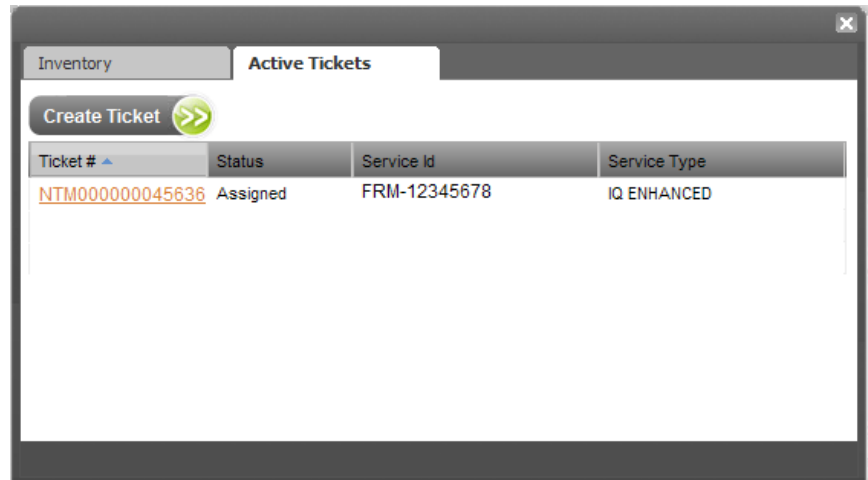


Circuit Info	
<a href="#">View Detail</a> >>	
<b>Summary</b>	
Name	TEST USER FRMATM-12345678
iQ Port Type	IQ PRIVATE
Billing Type	FLAT
Speed	1536 Kbps
<b>Features</b>	
Integrated Management	no
<b>Location</b>	
Location Name	NATIONAL ASSEMBLY SERVICES
Address	1234 Main St, Dever, CO

If there are any repair tickets open on the circuit you can click on the **Tickets** tab to see the ticket information.

From the **Network Map** portlet select a location by clicking on a red triangle.

**Result:** A pop up will show the circuits, location and circuit type. You then click on the Active Tickets tab and you will be able to see NTM tickets for the location.




Clicking on the hyperlink Ticket # will bring you to the repair detail screen. Additionally you can click on **Create Ticket** and you will be redirected to the repair create ticket module.

## Using Help Click to Chat

**Procedure** Follow the steps in the procedure below to access **Click to Chat**.

**Note:** Click to Chat is also available by clicking on Contact Us and clicking on the 'Go' button next to Live Chat!

Step	Action
1	<p>From the <b>Landing Page</b> module, click on the <b>Help</b> link.</p> <p><b>Result:</b> The <b>Help Options</b> drop down will appear.</p>  <p>The screenshot shows the QControl Wholesale interface. The top navigation bar includes 'Welcome chris!', 'Logout', 'My Profile', and 'Contact Us'. Below the navigation, there are tabs for 'Wholesale', 'Products &amp; Services', and 'Customer'. The main content area is titled 'Message Center' and contains a welcome message. A 'Help Options' dropdown menu is open on the right side, displaying the following text: 'Live Help is currently not available', 'Email us at Qwest Control National Care Request', 'Call us at 1-800-291-7707 or 814-215-3300', 'For billing specific issues please contact 1-888-496-7447', 'View the Manage My Services Guide', and 'View Help Content'. At the bottom of the dropdown, the user's name 'chris test' and account information 'QWEST WHOLESALE TEST CHANGE ID: 9548975' are visible.</p>

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2

From the **Help Option** dropdown, click on the **Live Help** link. This is access to Click to Chat functionality. If a user is available to answer your chat you will see

• **Live Help** is available.

By clicking on the • **Live Help** you will get a pop screen.

The screenshot shows a web browser window titled "Chat Window - Windows Internet Explorer provided by Qwe...". The address bar contains the URL "https://sales.liveperson.net/hc/1487128/?cmd=file&file=visitorWantsToChat&site=". The chat interface features a "Live Chat by LIVEPERSON" header. The main content area displays the text: "To help us serve you better, please provide some information before we begin your chat. Required items indicated with \*." Below this, there are two input fields: "What is your name? \*" with the value "Test" and "Phone Number" with the value "3039921234". A "Start Chat" button with a right-pointing arrow is located at the bottom right of the form. On the right side of the chat window, there is a "Hello" greeting, a photo of a woman, and a security badge that reads "This live chat is McAfee SECURE TESTED 22-MAR". The browser's status bar at the bottom shows "Local intranet" and "100%".

Fill in your name and select **Start Chat**. A chat session will be initiated with a CenturyLink wholesale representative.

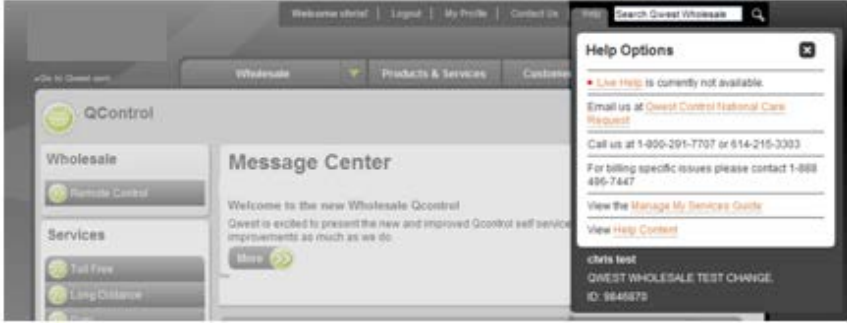
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- 3 From the **Help Option** dropdown, click on the **Live Help** link. This is access to Click to Chat functionality. If there are no CenturyLink wholesale users available to answer your chat you will see
- **Live Help** is currently not available.
- Clicking on the • **Live Help** will result in a chat window appearing for non-business hours. You can click on the URL embedded within the chat window and fill out a National care ticket.



## Accessing Control Center User Guides

**Procedure** Follow the steps in the procedure below to access the Control Center **user guides**.

Step	Action
1	<p>From the <b>Landing Page</b> module, click on the <b>Help</b> link.</p> <p><b>Result:</b> The <b>Help Options</b> drop down will appear.</p>  <p>The screenshot shows the QControl Wholesale interface. On the right side, a 'Help Options' dropdown menu is open, displaying the following text: 'Live Help is currently not available.', 'Email us at Qwest Control National Care Request', 'Call us at 1-800-291-7707 or 614-215-3333', 'For billing specific issues please contact 1-888-436-7447', 'View the Manage My Services Guide', and 'View Help Content'. Below the dropdown, the user's name 'chris test' and ID 'QWEST WHOLESALE TEST CHANGE, ID: 9845678' are visible.</p> <p>Click on the View the <a href="#">Manage My Services Guide</a></p> <p><b>Result:</b> You will be directed the Control Center wholesale page. Once you scroll down you will see the links to the Control Center User Guides.</p>