

Chapter 9: Repair Module

Overview

Introduction The **Repair** module allows you view or create tickets for your products and services that are associated to your Control Center Enterprise ID.

Note: You can issue repair tickets for only 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**

Based on the products associated to your Control Center Enterprise ID will determine the type of repair tickets you will be permitted to create. In addition, you will be able to create repair tickets on a product labeled "Q.Control®"; this will allow you to enter tickets for any miscellaneous issues with the Control Center tool.

You may add up to two attachments to a ticket - either as part of the "Create Ticket" process, or as an addition to an existing ticket - by clicking on the "Attachment" pane within the ticket. Current functionality doesn't allow you to know whether there are any attachments associated with the ticket without actively selecting the "Attachment" pane.

You can also remove, or replace an attachment from the ticket.

In this Chapter This chapter contains the following topics:

Topic	See Page
Overview	1
View Tickets	2
Accessing the View Tickets List	4
Sorting the View Tickets List	4
Filtering the View Tickets List	5
Downloading Ticket Information	6
Tickets Details	7
Viewing the Ticket Details	9
Advanced Ticket Filter	10
Create Ticket	12
Creating a Repair Ticket	14

View Tickets

Introduction


The **View Tickets** screen provides a list of open repair tickets (both those opened in Control Center or by Customer Care) associated with your Control Center Enterprise ID. This screen is divided in three sections: Filters, Functions and View Tickets.

- The **Filters** section of the screen allows you to filter your list of ticket by selecting one or more items from a Products list or by the Ticket status.
- The **Functions** section allows you to create a new repair ticket.
- The **View Tickets** section displays the repair tickets associated with your Control Center Enterprise ID.

Note: By default, the ticket list displays tickets that have been created in the last 30 days.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **View Tickets** screen.

Field Name	Description
Filters Section	
Product	This list allows you to filter the tickets by the products associated with your Control Center Enterprise ID.
Repair Ticket #	This field allows you to enter the unique identifier associated with the ticket(s) you want to filter.
Component ID	This field allows you to enter the unique identifier for the service component(s) for which you want to see ticket(s) listed.
Status	These checkboxes allow you to choose the current status of the ticket(s) you want to see listed, including: <ul style="list-style-type: none"> • All • New • Assigned • Work in Progress • Dispatched • Pending • Resolved • Canceled • Closed
Create Date – From	This field allows you to enter the earliest creation date for tickets you want to see listed.
Create Date – To	This field allows you to enter the most recent creation date for tickets you want to see listed.
Last Status Date – From	This field allows you to enter the earliest date on which listed tickets were last updated.
Last Status Date – To	This field allows you to enter the most recent date on which listed tickets were last updated.
	This button allow you to apply your selected criteria to the view tickets list.

Continued on next page

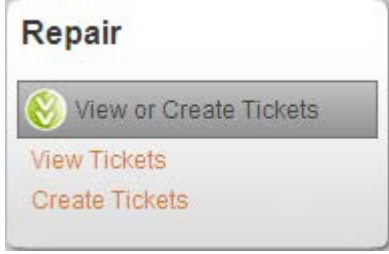
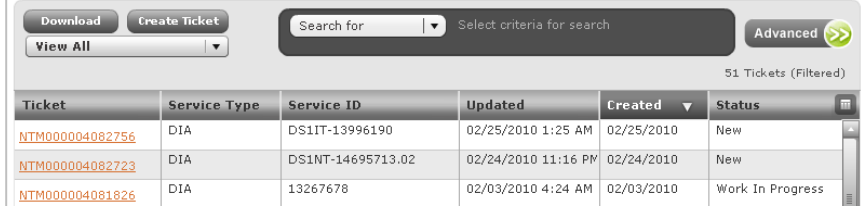
View Tickets, continued

Fields and Descriptions (continued)

Field Name	Description
Functions Section	
Create Ticket	This link allows you to enter a new repair ticket, including: <ul style="list-style-type: none"> • ATM • DIA • IQ Internet • IQ Enhanced • IQ Private • FRAME • Toll Free • LD (Long Distance) • Dedicated LD • Private Line
View Tickets Section	
Ticket #	This column displays the unique identifier for each ticket in the list.
Service Type	This column identifies the product or service to which each repair ticket applies.
Service ID	This column identifies the specific service element experiencing the problem for which each ticket was created.
Updated	This column displays the date and time the ticket has been updated.
Created	This column displays the date each repair ticket was opened.
Status	This column displays the current status of each repair ticket.

Accessing the View Tickets List

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

Step	Action
1	<p>From the Landing page, click on the View or Create Tickets link.</p> <p>Result: The View Tickets and Create Tickets links appears.</p> 
2	<p>Click on View Tickets.</p> <p>Result: The View Tickets application appears.</p> 

Sorting the View Tickets List

Procedure Follow the steps in the procedure below to sort the **View Tickets** list.

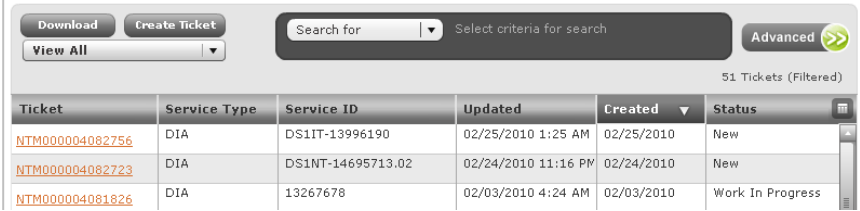

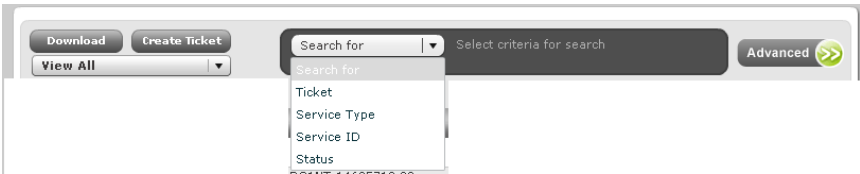

Step	Action
1	From the View Tickets application, click on the Ticket # column label to sort the list by the ticket number.
2	From the View Tickets application, click on the Service Type column label to sort the list by the product or service.
3	From the View Tickets application, click on the Service ID column label to sort the list by the specific service element.
4	From the View Tickets application, click on the Status column label to sort the list by the ticket status.
5	From the View Tickets application, click on the Updated column label to sort the list by the date and time the repair ticket was updated.
6	From the View Tickets application, click on the Created column label to sort the list by the date and time the repair ticket was created.

Filtering the View Tickets List

Procedure

Follow the steps in the procedure below to filter the **View Tickets** list.

Note: The following steps are all optional. You only need to provide the information necessary to list the tickets you want to filter.

Step	Action																								
1	<p>From the Home page, click on the Repair module.</p> <p>Result: The View Tickets application appears.</p>  <p>The screenshot shows the 'View Tickets' application interface. At the top, there are buttons for 'Download', 'Create Ticket', and 'View All'. A search bar is present with a dropdown menu for 'Search for' and a 'Select criteria for search' button. An 'Advanced' button with a right-pointing arrow is also visible. Below the search bar, a table displays a list of tickets with columns for Ticket, Service Type, Service ID, Updated, Created, and Status. The table shows three tickets with their respective details.</p> <table border="1"> <thead> <tr> <th>Ticket</th> <th>Service Type</th> <th>Service ID</th> <th>Updated</th> <th>Created</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>NTM000004082756</td> <td>DIA</td> <td>DS1IT-13996190</td> <td>02/25/2010 1:25 AM</td> <td>02/25/2010</td> <td>New</td> </tr> <tr> <td>NTM000004082723</td> <td>DIA</td> <td>DS1NT-14695713.02</td> <td>02/24/2010 11:16 PM</td> <td>02/24/2010</td> <td>New</td> </tr> <tr> <td>NTM000004081826</td> <td>DIA</td> <td>13267678</td> <td>02/03/2010 4:24 AM</td> <td>02/03/2010</td> <td>Work In Progress</td> </tr> </tbody> </table>	Ticket	Service Type	Service ID	Updated	Created	Status	NTM000004082756	DIA	DS1IT-13996190	02/25/2010 1:25 AM	02/25/2010	New	NTM000004082723	DIA	DS1NT-14695713.02	02/24/2010 11:16 PM	02/24/2010	New	NTM000004081826	DIA	13267678	02/03/2010 4:24 AM	02/03/2010	Work In Progress
Ticket	Service Type	Service ID	Updated	Created	Status																				
NTM000004082756	DIA	DS1IT-13996190	02/25/2010 1:25 AM	02/25/2010	New																				
NTM000004082723	DIA	DS1NT-14695713.02	02/24/2010 11:16 PM	02/24/2010	New																				
NTM000004081826	DIA	13267678	02/03/2010 4:24 AM	02/03/2010	Work In Progress																				
2	<p>From the View Tickets application, clicking the drop down will provide a list of All or Active tickets.</p> <p>Result: Either all tickets or active tickets will populate.</p>  <p>The screenshot shows the 'View Tickets' application interface with the 'View All' button dropdown menu open. The menu options are 'View All' and 'View Active'. The 'View All' option is highlighted with a red box.</p>																								
3	<p>For a more detailed filter, from the Search for drop down menu select the search criteria. Use asterisk * as a wild card.</p>  <p>The screenshot shows the 'View Tickets' application interface with the search criteria dropdown menu open. The menu options are 'Ticket', 'Service Type', 'Service ID', and 'Status'.</p>																								
4	<p>In the Repair Ticket # field (if applicable), enter the unique identifier for the repair ticket(s) you want to filter.</p>																								
5	<p>From the Service Type list (if applicable), select the product to filter the tickets by the selected criteria.</p>																								
6	<p>In the Service ID field (if applicable), enter the unique identifier for the service component for which you want to filter.</p>																								
7	<p>From the Status checkboxes (if applicable), select the value(s) for which you want to filter your ticket(s).</p>																								
8	<p>Click </p> <p>Result: the tickets will populate based on your filter criteria</p>																								

Confidential

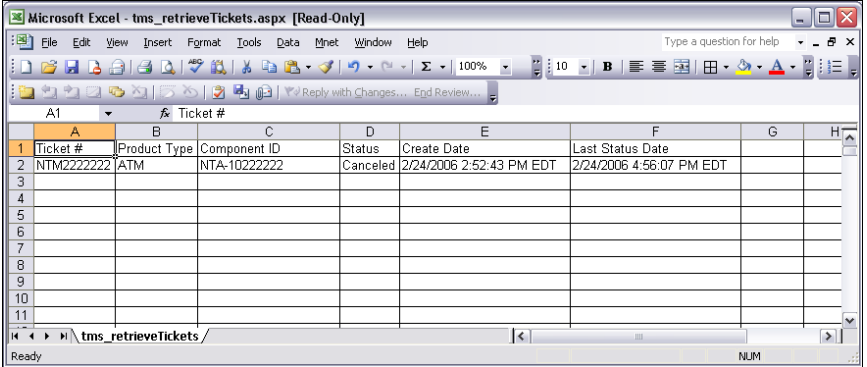
5

Copyright 2011. All rights reserved.

No other use of the material is permitted without the express written consent of CenturyLink.

Downloading Ticket Information

Procedure Follow the steps in the procedure below to **download** the list of tickets.

Step	Action																																																																								
1	<p>From the View Tickets application, click on the DOWNLOAD hyperlink.</p> <p>Result: Your ticket information is exported to Excel.</p>  <table border="1" data-bbox="597 625 1458 989"> <thead> <tr> <th>Ticket #</th> <th>Product Type</th> <th>Component ID</th> <th>Status</th> <th>Create Date</th> <th>Last Status Date</th> </tr> </thead> <tbody> <tr> <td>NTM2222222</td> <td>ATM</td> <td>NTA-10222222</td> <td>Canceled</td> <td>2/24/2006 2:52:43 PM EDT</td> <td>2/24/2006 4:56:07 PM EDT</td> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Ticket #	Product Type	Component ID	Status	Create Date	Last Status Date	NTM2222222	ATM	NTA-10222222	Canceled	2/24/2006 2:52:43 PM EDT	2/24/2006 4:56:07 PM EDT																																																												
Ticket #	Product Type	Component ID	Status	Create Date	Last Status Date																																																																				
NTM2222222	ATM	NTA-10222222	Canceled	2/24/2006 2:52:43 PM EDT	2/24/2006 4:56:07 PM EDT																																																																				

Tickets Details

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



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

Field Name	Description
Ticket Detail Section	
Trouble Ticket ID	This field displays the unique identifier for the repair ticket you are viewing.
Status	This field displays the current status of the ticket.
Request Ticket Closure	This checkbox allows you to close an open ticket. When you select this checkbox, the Add to Worklog field becomes mandatory. Note: This checkbox will only appear if: <ul style="list-style-type: none"> You have the appropriate user privileges. The ticket does not have a status of Closed or Canceled. The ticket was entered for one of the following products: DIA, ATM, or FRAME
Product Type	The field displays the product type for ticket.
Component ID	This field displays the unique identifier for the component experiencing the trouble for which the ticket was created.
Date Opened	This field displays the date and time the ticket selected was created.
Last Status Date	This field displays the date and time the ticket was last updated.
Problem	This field displays the nature of the repair issue.
Symptom	This field provides a brief description of the primary symptom(s) being experienced.
Case Type	This field displays the type of repair ticket created by CenturyLink™ for internal system(s). The possible case types may include: <ul style="list-style-type: none"> Customer Release Informational AutoDetect Vendor Chronic
Problem Description	This field contains a more detailed description of the issue.

Continued on next page

Ticket Details, continued

Fields and Descriptions (continued)

Field Name	Description
Work Log Information Section	
History Worklog	This box displays the comments associated with resolving the problem associated to the selected ticket.
Add to Worklog	This box allows you to enter any information you want to add to the ticket.
	This button allows you to add your comments to the ticket.
Toll Free Information Section	
Originating Number (Toll Free Only)	This field displays the telephone number from which the toll-free number was dialed when the problem occurred.
Terminating Number (Toll Free Only)	This field displays the telephone number (or the unique identifier of the trunk) to which the call was routed when the problem occurred.
Time of Call (Toll Free Only)	This field displays the date and time the call was placed when the problem occurred.
Time Zone (Toll Free Only)	This field identifies the time zone from which the call was made when the problem occurred.
Originating Country (Toll Free Only)	This field identifies the country from which the call originated when the problem occurred.
Terminating Country (Toll Free Only)	This field identifies the country to which the call was routed when the problem occurred.
Contact Information Section	
Primary Contact	This field provides the name of the primary party responsible for resolving the repair ticket.
Phone	This field provides the telephone number of the primary party responsible for resolving the repair ticket.
Email	This field provides the e-mail address of the primary party responsible for resolving the repair ticket.
Secondary Contact	This field provides the name of the person backing up the primary party responsible for resolving the repair ticket.
Phone	This field provides the telephone number of the person backing up the primary party responsible for resolving the repair ticket.
Email	This field provides the e-mail address of the person backing up the primary party responsible for resolving the repair ticket.
	This button allows you to return to the View Tickets screen.

Confidential

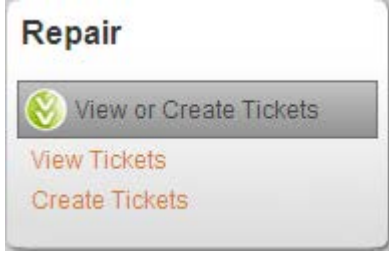
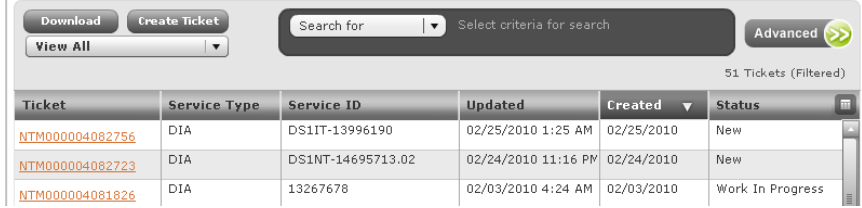

8

Copyright 2011. All rights reserved.

No other use of the material is permitted without the express written consent of CenturyLink.

Viewing the Ticket Details

Procedure Follow the steps in the procedure below to view the **Ticket Details** screen.

Step	Action																								
1	<p>From the Landing page, click on the View or Create Tickets link.</p> <p>Result: The View Tickets and Create Tickets links appears.</p> 																								
2	<p>Click on View Tickets.</p> <p>Result: The View Tickets application appears.</p>  <table border="1"> <thead> <tr> <th>Ticket</th> <th>Service Type</th> <th>Service ID</th> <th>Updated</th> <th>Created</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>NTM000004082756</td> <td>DIA</td> <td>DS1IT-13996190</td> <td>02/25/2010 1:25 AM</td> <td>02/25/2010</td> <td>New</td> </tr> <tr> <td>NTM000004082723</td> <td>DIA</td> <td>DS1NT-14695713.02</td> <td>02/24/2010 11:16 PM</td> <td>02/24/2010</td> <td>New</td> </tr> <tr> <td>NTM000004081826</td> <td>DIA</td> <td>13267678</td> <td>02/03/2010 4:24 AM</td> <td>02/03/2010</td> <td>Work In Progress</td> </tr> </tbody> </table>	Ticket	Service Type	Service ID	Updated	Created	Status	NTM000004082756	DIA	DS1IT-13996190	02/25/2010 1:25 AM	02/25/2010	New	NTM000004082723	DIA	DS1NT-14695713.02	02/24/2010 11:16 PM	02/24/2010	New	NTM000004081826	DIA	13267678	02/03/2010 4:24 AM	02/03/2010	Work In Progress
Ticket	Service Type	Service ID	Updated	Created	Status																				
NTM000004082756	DIA	DS1IT-13996190	02/25/2010 1:25 AM	02/25/2010	New																				
NTM000004082723	DIA	DS1NT-14695713.02	02/24/2010 11:16 PM	02/24/2010	New																				
NTM000004081826	DIA	13267678	02/03/2010 4:24 AM	02/03/2010	Work In Progress																				
3	<p>From the View Tickets application, click on any of the Ticket # hyperlinks to view the details of the selected ticket.</p> <p>Result: The Ticket Details screen appears.</p> 																								
4	<p>Click Done to return to the View Tickets screen.</p>																								

Confidential

9

Copyright 2011. All rights reserved.

No other use of the material is permitted without the express written consent of CenturyLink.

Advanced Ticket Filter

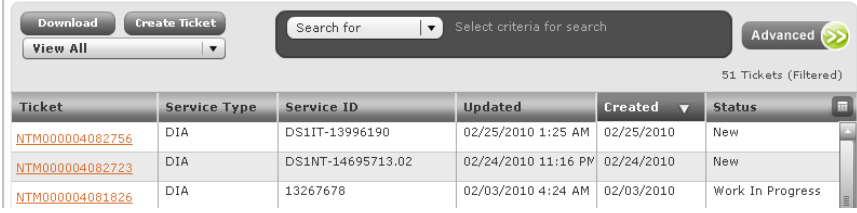

Introduction The **Advanced Filter** screen provides detailed search functionality.


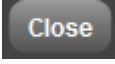
Fields and Descriptions The table below describes the fields and buttons displayed on the **Advanced Filtering Options** screen.

Field Name	Description
Ticket Detail Section	
Clear All Filters	Removes previous filter criteria
Service ID	This column identifies the specific service element experiencing the problem for which each ticket was created.
Service Location	This option allows the customer to search by location where the service was installed
Service Type	This column identifies the product or service to which each repair ticket applies.
Ticket Number	In the Ticket # field enter the unique identifier for the repair ticket you want to filter.
Status	This field displays the current status of the ticket.
Created Date	In the Created Date fields (if applicable), enter the earliest and latest dates for which you want to filter your tickets.
Last Updated Date	In the Last Status Date fields (if applicable), enter the earliest and latest dates for which you want to filter your tickets.

Procedure Follow the steps in the procedure below to use the Advanced Filter.

Note: The following steps are all optional. You only need to provide the information necessary to list the tickets you want to filter.

Step	Action																								
1	<p>From the Home page, click on the Repair module.</p> <p>Result: The View Tickets application appears.</p>  <table border="1"> <thead> <tr> <th>Ticket</th> <th>Service Type</th> <th>Service ID</th> <th>Updated</th> <th>Created</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>NTM000004082756</td> <td>DIA</td> <td>DS1IT-13996190</td> <td>02/25/2010 1:25 AM</td> <td>02/25/2010</td> <td>New</td> </tr> <tr> <td>NTM000004082723</td> <td>DIA</td> <td>DS1NT-14695713.02</td> <td>02/24/2010 11:16 PM</td> <td>02/24/2010</td> <td>New</td> </tr> <tr> <td>NTM000004081826</td> <td>DIA</td> <td>13267678</td> <td>02/03/2010 4:24 AM</td> <td>02/03/2010</td> <td>Work In Progress</td> </tr> </tbody> </table>	Ticket	Service Type	Service ID	Updated	Created	Status	NTM000004082756	DIA	DS1IT-13996190	02/25/2010 1:25 AM	02/25/2010	New	NTM000004082723	DIA	DS1NT-14695713.02	02/24/2010 11:16 PM	02/24/2010	New	NTM000004081826	DIA	13267678	02/03/2010 4:24 AM	02/03/2010	Work In Progress
Ticket	Service Type	Service ID	Updated	Created	Status																				
NTM000004082756	DIA	DS1IT-13996190	02/25/2010 1:25 AM	02/25/2010	New																				
NTM000004082723	DIA	DS1NT-14695713.02	02/24/2010 11:16 PM	02/24/2010	New																				
NTM000004081826	DIA	13267678	02/03/2010 4:24 AM	02/03/2010	Work In Progress																				
2	<p>Click on the Advanced button </p>																								

3	In the Service ID field (if applicable), enter the unique identifier for the service component(s) for which you want to filter.
4	In the Service Location list (if applicable), select one or more locations to filter the tickets by the selected criteria.
5	From the Service Type list (if applicable), select one or more products to filter the tickets by the selected criteria. Note: To select more than one product hold down the CRTL key and click each product you want to add to the filter.
6	In the Ticket # field (if applicable), enter the unique identifier for the repair ticket(s) you want to filter.
7	From the Status checkboxes (if applicable), select the value(s) for which you want to filter your ticket(s). Note: To select or clear the available checkboxes, select/deselect the All box.
8	In the Create Date fields (if applicable), enter the earliest and latest dates for which you want to filter your tickets.
9	In the Last Status Date fields (if applicable), enter the earliest and latest dates for which you want to filter your tickets.
10	Click  Result: The system retrieves the tickets that match you filtering criteria.
11	Click  Result: The system will return the user to the View Tickets screen.

Create Ticket

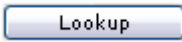
Introduction

The **Create Ticket** screen allows you to enter a repair ticket for a selected service component under your Control Center Enterprise ID, which may include ATM, FRAME, DIA, IQ Internet, IQ Enhanced, IQ Private, Toll Free and LD (Long Distance).

Note: The **Create Tickets** functionality will only be available for products under your Control Center Enterprise ID that have existing inventory.

Fields and Descriptions

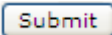
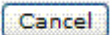
The table below describes the fields and buttons displayed on the **Create Ticket** screen.

Field Name	Description
Product and Problem Information Section	
Product	This drop-down list allows you to select a Control Center supported product that may be experiencing a repair issue. The supported products may include: <ul style="list-style-type: none"> • ATM • DIA • IQ Internet • IQ Enhanced • IQ Private • FRAME • Toll Free • LD (Long Distance) • Private Line
Product Attribute	This box allows you to select the type of service component that may be experiencing a repair issue.
Component ID	This field allows you to enter the specific service component that may be experiencing a trouble issue.
	This button allows you to select a service component for the field above (Component ID) from a list of the service components associated with your Control Center Enterprise ID.
Problem	This list allows you to select the problem being experienced by the selected service component.
Symptom Type	This list allows you to select a general category for the symptom your service component may be experiencing.
Problem Description	This field allows you to enter a more detailed description of the trouble being experienced.
Primary Contact Information Section	
First Name	This field allows you to enter the first name of the primary contact.
Last Name	This field allows you to enter the surname of the primary contact.
Phone	This field allows you to enter the telephone number of the primary contact.
Email	This field allows you to enter the email address of the primary contact.

Continued on next page

Creating Ticket, continued

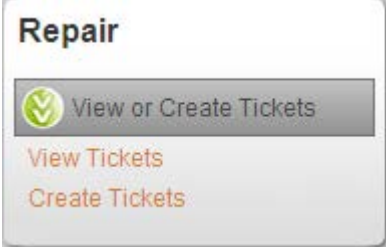
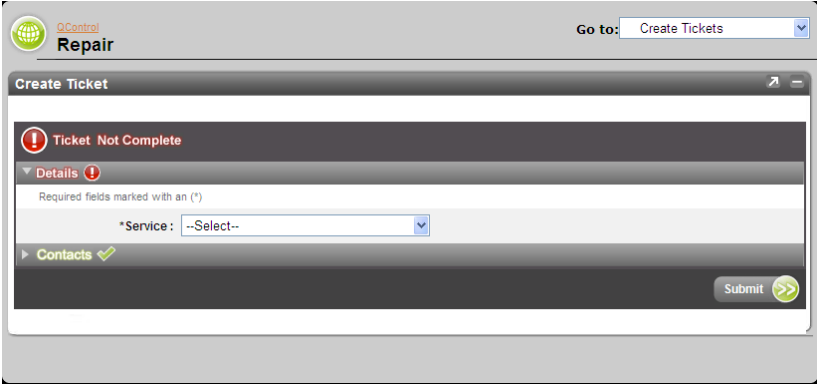
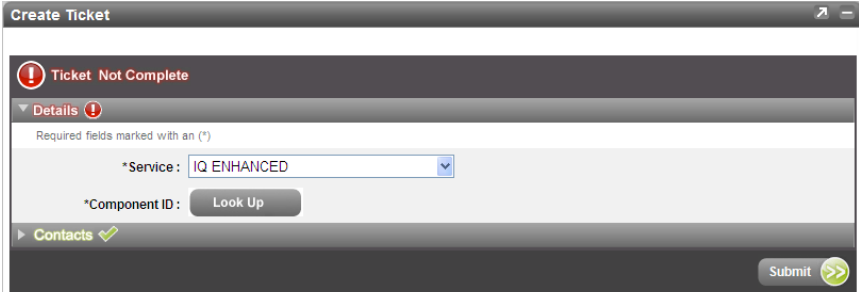
Procedure (continued).

Field Name	Description
Secondary Contact Information Section	
First Name	This field allows you to enter the first name of the secondary contact, if applicable.
Last Name	This field allows you to enter the surname of the secondary contact, if applicable.
Phone	This field allows you to enter the telephone number of the secondary contact, if applicable.
Email	This field allows you to enter the email address of the secondary contact, if applicable.
	This button allows you to send the repair ticket to CenturyLink.
	This button allows you to exit the create ticket screen.

Creating a Repair Ticket

Procedure



Follow the steps in the procedure to generate a repair ticket for one of your service components.

Step	Action
1	<p>From the Landing page, click on the View or Create Tickets link.</p> <p>Result: The View Tickets and Create Tickets links appears.</p> 
2	<p>Click on Create Tickets.</p> <p>Result: The Create Tickets application appears.</p> 
3	<p>From the Service list, click the product for which you want to report a problem.</p> <p>Result: The system refreshes your browser window, displaying the appropriate fields depending on the product you selected.</p> 

Continued on next page

Creating a Repair Ticket, continued

Procedure (continued).

Step	Action
4	<p>The repair wizard will walk you through the appropriate steps depending on the product selected. Continue to follow the steps until  appears. Then click on the  button.</p> <p>Result: The ticket will be submitted.</p> <p>Note: The contacts section will automatically populate based on your profile. Please make sure that this information is accurate. You can also add additional contacts.</p>