



VFO-TA

Creating Trouble Tickets

Quick Reference Guide

Completing Loc & Access Info

Ticket Info | **Loc & Access Info** | Authorization | Escalation | Call Back Info

Circuit Info

Access From Time: Access To Time:

Circuit Access Hours: Add

#	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Time	End Time	Action
1	☒	☒	☒	☒	☒	☒	☒	12:00 am	11:59 pm	Delete

A Location Access Address:

Premises Name: Civic Address: City: State: Zip:

A Location Access Person:

Name: Number: Phone: Fax:

Pager: Zip:

A Location Access Hours: Add

#	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Time	End Time	Action
1	☐	☒	☒	☒	☒	☒	☒	11:00 am	10:00 pm	Delete

Z Location Access Address:

Add

#	Request State	Org Level	Name	Number	Phone	Fax	Escalation Person	Name	Number	Phone	Fax	Action
1	Provided	First-level	Rafach									Delete

Note: You can delete the Authorization and Escalation items.

Submitting Tickets

Click the Submit icon  to send the ticket to Fidium Fiber.

TICKET | MLT | SEARCH | TEMPLATE

Create Trouble Report Request

Managing Tickets

The Ticket appears in the Work List. You can view the latest statuses and open the ticket to view more.

TICKET	MLT	SEARCH	TEMPLATE										
Work List													
Icon	ID	Creation Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	Chronic	Commit Time	Close Out Narrative
	5509036	05/02/14 12:33 PM	05/02/14 05:56 PM	FRP	Closed	Closed Out				1006 - LossOfSync	N		
	5508799	05/02/14 11:54 AM	05/02/14 04:49 PM	FRP	Closed	Closed Out				615 - NoContinuity	N		