



Trouble Administration

Virtual Front Office Tutorial

Overview of Trouble Administration

Virtual Front Office (VFO) TA Module is used to:

- Create Trouble Reports/Tickets
- Modify Trouble Reports/Tickets
- Escalate Trouble Reports/Tickets
- Verify or Deny Trouble Resolutions



The screenshot shows a web-based login interface for the Virtual Front Office (VFO) TA Module. The page has a light blue header with a lock icon and the word "Login". Below the header, the text "Please Login" is displayed in red. The login form contains four fields: "User Name" with a text input field containing "user name" and a link "Forgot User Name?"; "Password" with a password input field containing "*****" and a link "Forgot Password?"; "Module" with a dropdown menu showing "TA"; and "Change Password" with a checkbox. A "Login" button is located below the "Change Password" checkbox. At the bottom of the page, the text "Virtual Front OfficeSM" is displayed in green, followed by "Powered by" and the "RazorFlow" logo.

Login



The screenshot shows a login window titled "Login" with a padlock icon. Inside the window, the text "Please Login" is displayed in red. Below this, there are four fields: "User Name" with a text input containing "user name" and a link "Forgot User Name?"; "Password" with a masked text input and a link "Forgot Password?"; "Module" with a dropdown menu showing "TA"; and "Change Password" with an unchecked checkbox. At the bottom, there is a "Login" button with a globe icon. The footer of the window reads "Virtual Front Officesm Powered by RazorFlow".

- Browse to VFO URL in Microsoft Edge or Google Chrome.
The URL is found on this site:
<https://www.fidiumwholesale.com/wholesale-resources/customer-tools>
- Enter **User Name**.
- Enter **Password**.
- Select **TA** Module.
- Click **Login**.

Optionally click Change Password Check Box and if you forget your User Name or Password, click those links.

Change Password



Login

Please change your Password

Old Password :

New Password : [Password Rules](#)

Confirm New Password :

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If you click “Change Password.”

- Enter **Old Password**.
- Enter **New Password**.
 - Must be 8-16 characters and include 3 of the following:
 - Upper alpha characters
 - Lower alpha characters
 - Numbers
 - Special Characters (~`!@#\$%^&*()-_+=[]{} \ | ; : ' " , . < > / ?)
- Reenter **New Password**.
- Click **Update Password**.

Change Password (continued)

SUCCESSFULLY UPDATED PASSWORD

 **Login**

Please Login

User Name : [Forgot User Name?](#)

Password : [Forgot Password?](#)

Module :

Change Password : ☐

 Login

Virtual Front Officesm
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- Login, as usual, with the new password.

NOTE:

- You will be asked three security questions that will be used if you forget your password and need to reset it.
- You will then enter your email address. This will be used if you forget your user name and need to be provided this by email.
- A code will be sent to the email address. After you enter the code, you will be allowed to proceed into the full Virtual Front Office (VFO) experience.

VFO Main Menu Bar

- Home

- Takes you back to the Work List from anywhere in the application.

- About

- Opens the About Box with information about the application.

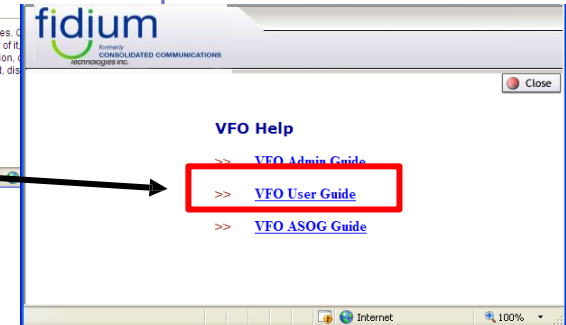
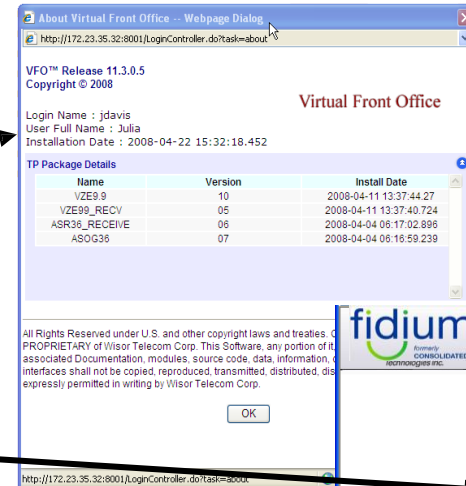
- Help

- Opens the On-line Help System.

- Logout

- Logs you out of the application.

HOME | ABOUT | HELP | LOGOUT



Working with the VFO User Guide

- Click page number in the Table of Contents to move to that section.

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- Below is example of Rejects with Error Descriptions:

Reject Errors

Below are some examples of Reject Responses that might cause the ticket to remain in "New" status. These errors are displayed in the Error Column in the Ticket History.

- **Resource Limitation** - Trading Partner OSS back end system is down and information cannot be sent/received.
- **Access Denied** - The Network ID and Account Name combination are incorrect.
- **No such Object/Instance** - If a transaction is sent to the Trading Partner on a ticket that is closed in their back end system this error may be returned.
- **Must be Present Attribute Missing** - A required field is not populated on the Create Request.
- **Invalid Attribute Value** - A field is populated with incorrect data - i.e. hyphens in a telephone number field.
- **Missing Attribute Value** - A required field is not populated on a transaction sent after the ticket has been opened (after Create is sent and a good response received).
- **Cannot Verify or Deny at this time** - If a transaction is sent on a ticket in a state/status of "Cleared Waiting customer verification" or a Verify Completion transaction is sent to the Trading Partner but no AVC request to close was previously received from the Trading Partner for that ticket, this error message may be returned.
- **Trouble Report Change Denied** - When a transaction is sent on an open ticket but the ticket is

Another Place to Get Help...

- <https://www.fidiumwholesale.com/wholesale-resources/customer-documentation/trouble-administration>

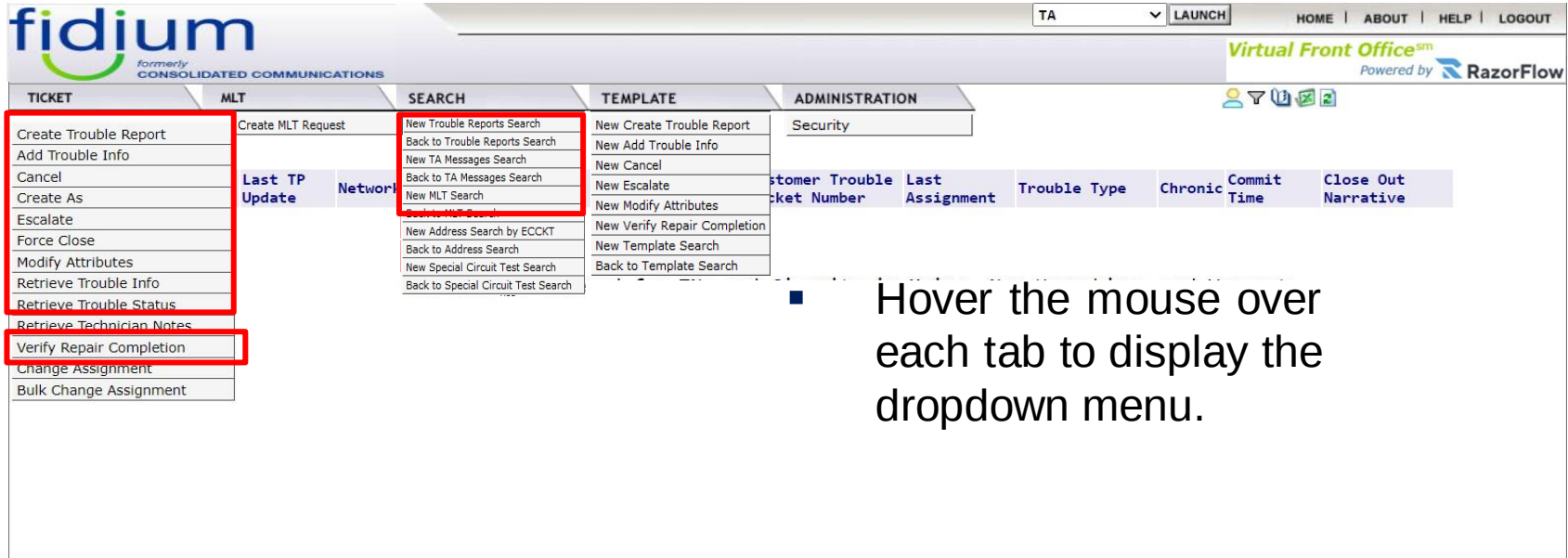
VFO documents

- [Create a Trouble Ticket - Quick Reference Guide](#)
- [VFO-TA Quick Start Guide](#)

Trouble administration reference documents

- [Requirement for Dispatch Direction Process](#)
- [Vendor Meet User Guide](#)

Trouble Administration Menus



The screenshot displays the Fidium Virtual Front Office interface. The header includes the Fidium logo, navigation links (HOME, ABOUT, HELP, LOGOUT), and a main menu with tabs for TICKET, MLT, SEARCH, TEMPLATE, and ADMINISTRATION. The SEARCH tab is active, displaying a dropdown menu with options like 'New Trouble Reports Search', 'Back to Trouble Reports Search', 'New TA Messages Search', 'Back to TA Messages Search', 'New MLT Search', 'Back to MLT Search', 'New Address Search by ECCKT', 'Back to Address Search', 'New Special Circuit Test Search', and 'Back to Special Circuit Test Search'. The MLT tab also has a dropdown menu with options like 'Create MLT Request', 'Last TP Update', 'Network', 'Verify Repair Completion', 'Change Assignment', and 'Bulk Change Assignment'. The ADMINISTRATION tab has a dropdown menu with 'Security'. The main content area shows a table with columns for Customer Trouble, Last Assignment, Trouble Type, Chronic, Commit Time, and Close Out Narrative.

■ Hover the mouse over each tab to display the dropdown menu.

Icons

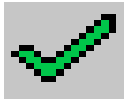
Transaction Status Icons



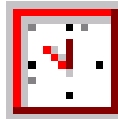
Ticket Not Accepted by Consolidated (New, Rejected, or No Response)



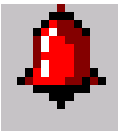
Response Required



Completed



Deferred



Late Bonding

Action Icons



Filter Records



View History



Refresh Screen



Export to Excel



Go to Work List



Submit Transaction

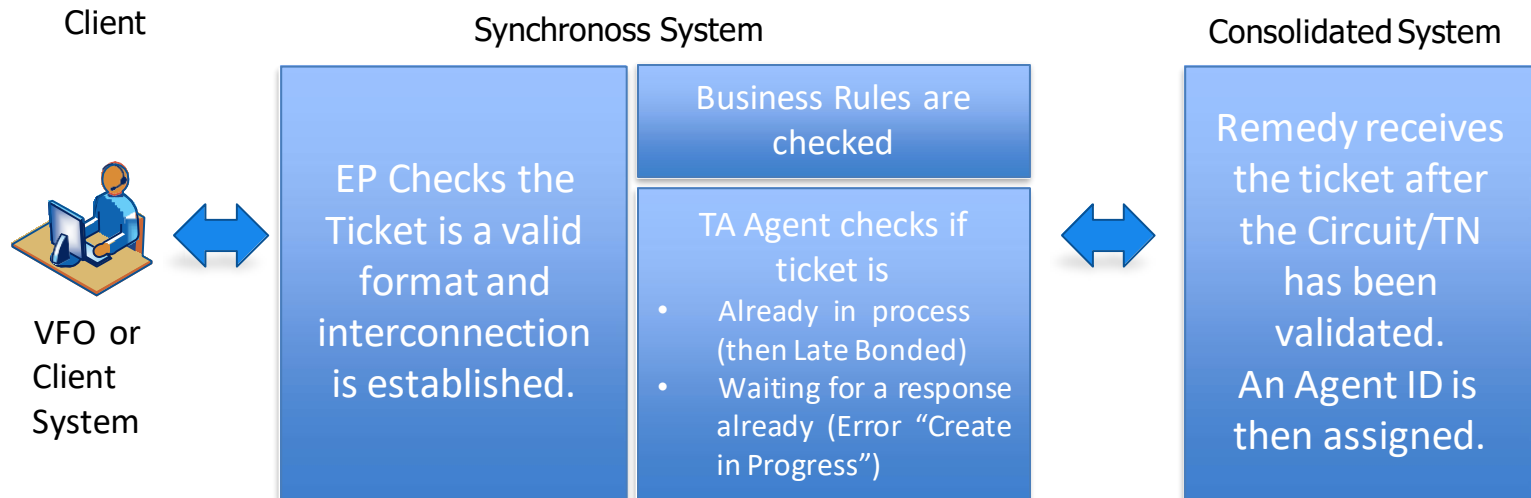
Overview of Consolidated Territories

This document references difference processes between the East and West Regions of Consolidated. Let's review these territories:

- **East** is the EC20 and FP01 ICSC territories, formerly FairPoint in Northern New England.
 - **Network ID = FRP**
- **West** is the other territories consisting of CA, IA, IL, KS, MN, MO, ND, PA, SD, TX states.
 - **Network ID = CCI**

Trouble Process

- Below is the path a ticket takes in the systems.



Trouble Status



Trouble Tickets Move through different statuses on the way to completion.

State: New
Status: New
User Creates
Trouble Report



State: Open Active
Statuses:

- Screening
- Testing
- Pending Dispatch
- Dispatch Out



State: Cleared
Status: Awaiting
Cust Verification
*(This is for circuits
only. TNs go
directly to Closed)*



State: Closed
Status: Closed Out

Exceptions to the path above are:

- “Force Closed” occurs when there is an issue with the ticket, and it can’t be processed.
- “Deferred” typically occurs when there is no access to the premise.

Trouble State and Status Code

Network ID = FRP

VFO State	VFO Status	Description	Code
Cleared	Cleared Awaiting Cust Verification	CCI work is complete- waiting on accept or deny response from carrier.	26
Closed	Closed Out	Ticket is closed	27
Open Active	Refer Mtce Center	Ticket is active with CCI, waiting on more details - could be a call back from the customer, a test running in the background, etc.	11
Open Active	Screening	Ticket is actively being worked	1
Open Active	Start Repair	Ticket is actively being worked in the field	7
Open Active	Tech Left Site	Field technician had to leave for a bit, possibly lunch or to get parts; when tech leaves because it's fixed it will go to Cleared Awaiting Cust Verification	35
Open Active	Tech On Site	Field technician has arrived but has not started working yet	34

Trouble State and Status Code

Network ID = CCI

VFO State	VFO Status	Description	Code
Closed	Canceled Pending Work In Progress	Cancelled by either carrier or CCI	31
Cleared	Cleared Awaiting Cust Verification	CCI work is complete- waiting on accept or deny response from carrier	26
Closed	Closed Out	Ticket is closed	27
Open Active	Refer Mtce Center	Ticket is active with CCI, waiting on more details - could be a call back from the customer, a test running in the background, etc.	11
Open Active	Screening	Ticket is actively being worked	1
Open Active	Start Repair	Ticket is actively being worked in the field	7
Open Active	Tech Left Site	Field technician had to leave for a bit, possibly lunch or to get parts; when tech leaves because it's fixed it will go to Cleared Awaiting Cust Verification	35
Open Active	Tech On Site	Field technician has arrived but has not started working yet	34

Trouble Transactions Start with Ticket Tab

Users log into VFO to:

- Create tickets
- Close and Restart tickets
- Retrieve status updates
- Modify tickets
- Verify or deny the ticket is resolved
- Escalate tickets



TICKET	ML
Create Trouble Report	
Add Trouble Info	
Cancel	
Create As	
Escalate	
Modify Attributes	
Retrieve Trouble Info	
Retrieve Trouble Status	
Retrieve Technician Notes	
Verify Repair Completion	
Change Assignment	
Bulk Change Assignment	

Trouble Transactions Supported

The actions available are determined by the ticket status.

Transaction Type	New	Open/ Active	Deferred	Cleared	Closed*
Add Trouble Info Request		Yes	Yes		
Retrieve Trouble Report Status Request		Yes	Yes		
Modify Attributes Request		Yes	Yes		
Verify Repair Completion Request				Yes	
Cancel Trouble Report Request (NOT SUPPORT BY CONSOLIDATED EAST)		Yes	Yes		
Retrieve Attributes By Trouble Report Id Request		Yes	Yes		
Escalate Trouble Ticket		Yes	Yes		

*Closed can only come from Consolidated Communications.

The Work List and Ticket ID Terms

ID: The VFO Reference ID.

The screenshot displays two overlapping windows from the Fidium system. The top window, titled 'Work List', shows a table of tickets. The bottom window, titled 'Create Trouble Report Request Detail', shows the details for a specific ticket. Blue arrows point from text labels to specific fields in both windows.

Work List Table:

Icon	ID	Creation Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	Chronic
🔥	8987361	01/23/22 04:20 PM	01/24/22 08:28 AM	FRP	Cleared	Cleared Awaiting Cust Verification	OP-000005288632	2022012307127		623 - Circuit Down	N
✅	8984798	01/19/22 12:03 PM	01/20/22 06:25 PM	FRP	Closed	Closed Out	OP-000005285926	2022011808524		1224 - Errors	N
✅	8977301	01/07/22 11:54 AM	01/08/22 01:08 PM	FRP	Closed	Closed Out	OP-000005279555	2022010433900		1224 - Errors	N

Create Trouble Report Request Detail:

ID: 8987367 Trouble Report ID: 8987361 Response ID: 8987369

Creation Time: 01/23/22 04:20 PM Created by: ctec_user1 Invoice ID: 585142

Service ID: 82/KRGN/512319/00/MJD/ Network ID: FRP Account Name: VZE

Trouble Type: 623 - Circuit Down TRFD: 1 - Services with Premises Address

Additional Trouble Circuit down please test and advise

Info:

Called Number: 9193775545 Customer Trouble 2022012307127 Customer Work Center:

Trouble Detection 02/06/18 04:18 PM Ticket Num: Preferred Priority: Preferred Priority Major

Time: Status Window: 0 days, 2 hrs, 0 mins TSP Priority:

Repeat Report: Perceived Trouble Severity: TSP Priority:

TP State:

Result Pages: 1 2 3 4 5 6 7 8 9 10 ▶

Agent Trouble Report ID: This is the Consolidated Trouble Ticket Number, also called the OP ticket number in the East Region.

Response ID: This is the VFO Reference ID for the response received from Consolidated.

Note: When calling Consolidated to discuss the ticket, use the Agent Trouble ID value.

Trouble Report ID: The VFO Reference ID for the create ticket transaction.



WARNING:

Any transaction that is sent and remains in “**NEW**” state, needs to be investigated by Consolidated if no “Last TP Update” value is populated. Please call Consolidated to alert them to this issue.

DO NOT OPEN A NEW TICKET WHEN THE LAST TP UPDATE IS BLANK

TICKET	MLT	SEARCH	TEMPLATE
--------	-----	--------	----------

Work List

	Icon	ID	Creation Time	Last TP Update	Network ID	State	Status
		5532480	07/29/19 12:09 PM		FRP	New	New
		5532463	07/29/19 11:38 AM	07/29/19 11:38 AM	FRP	New	New
		5532449	07/29/19 11:37 AM	07/29/19 11:37 AM	FRP	New	New

If Status is New and Last TP Update is populated, go to Ticket menu and use the Force Close option. You can then start a new request with the corrected information.

NOTE: In the future, tickets will go to “**Force Closed**” after being created when there is an issue. Click the Last TP Update to view the error generated on this ticket.

Ticket Aging Process

Green 10 minutes

Yellow 30 minutes

Red 60 minutes

Note: The colors in the below example are used to show the aging of the ticket. Green shows the ticket has been open in the last 10 minutes. Yellow shows open 10-30 minutes ago and Red is 30 minutes to 4 hours.. No color is shown for tickets older than 4 hours.

TICKET

MLT

SEARCH

TEMPLATE

ADMINISTRATION

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
	12421	10/20/08 04:24 PM	10/20/08 04:24 PM	U S West	Open Active	Screening	US-West-2017	custtrfd1-all-1		ANI Problem
	12402	10/20/08 04:18 PM		U S West	New	New	test-taNew	custtrfd1-all-1		ANI Problem
	12334	10/16/08 04:17 PM	10/16/08 04:17 PM	U S West	Open	Screening	US-West-1035	custtrfd1-all-1		ANI Problem

TICKET

MLT

SEARCH

TEMPLATE

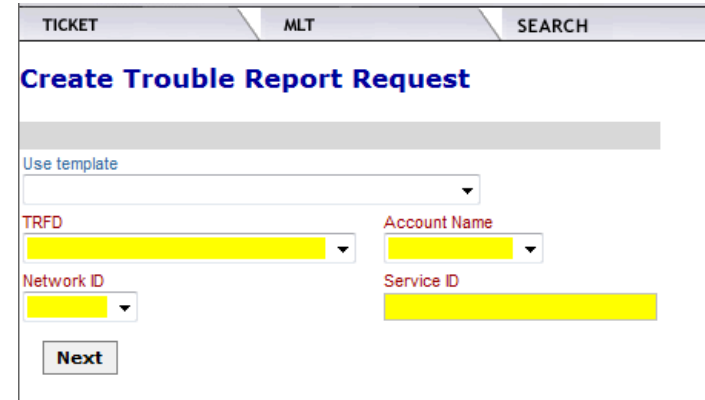
Work List

	Icon ID	Creation Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	Chronic
	188044	08/16/10 07:25 PM	08/16/10 07:35 PM	FRLC	Open Active	Pending Dispatch	062726	PAN3047971920		Static On Line	N

Create Trouble Reports

Create Trouble Report

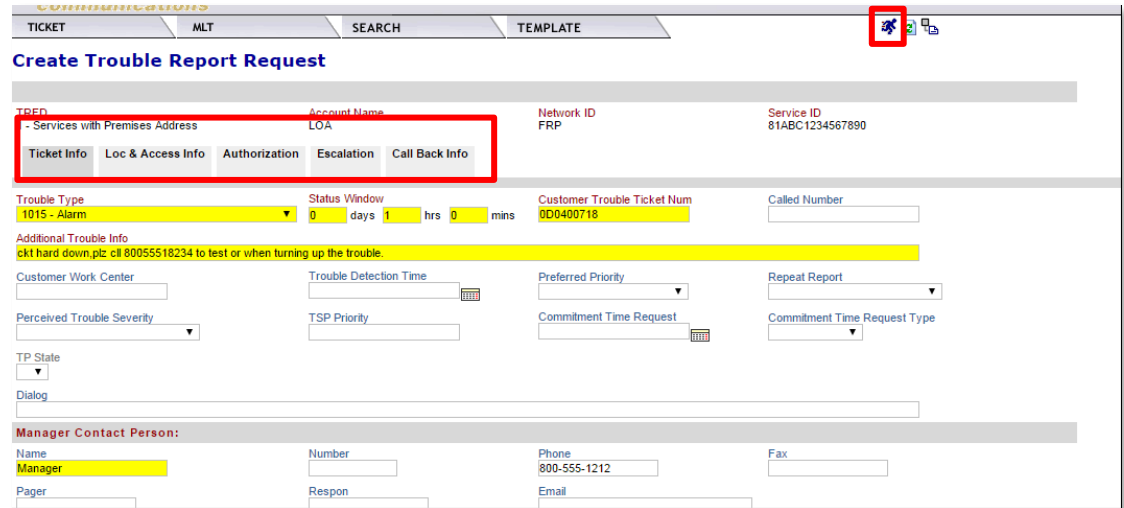
- **TRFD** = Trouble Report Form Designation
 - **TRFD 1** = Circuit with Address
 - **TRFD 2** = Circuit without Address
 - **TRFD 3** = Resold POTS (only in the East)
- **Account Name** = Carrier Name Abbreviation
- **Network ID** = *FRP for the East and CCI for the West*
- **Service ID** = Exchange Carrier Circuit ID Telephone Number
- Click **Next** .



Note: If the Service ID is 10-digit characters and the user selects TRFD 1 or 2, the system will give the user an error.

Populating Trouble Tickets

- User populates the different tabs with the trouble ticket information.
- Depending on the type of ticket, the required fields are different. (See next page for details)
- Then they submit it by clicking  icon.



CREATE TROUBLE REPORT REQUEST

TICKET MLT SEARCH TEMPLATE

Create Trouble Report Request

TROUBLE REPORT REQUEST

Services with Premises Address Account Name LOA Network ID FRP Service ID 81ABC1234567890

Ticket Info Loc & Access Info Authorization Escalation Call Back Info

Trouble Type 1015 - Alarm Status Window 0 days 1 hrs 0 mins Customer Trouble Ticket Num 000400718 Called Number

Additional Trouble Info
ckt hard down.plz cll 80055518234 to test or when turning up the trouble.

Customer Work Center Trouble Detection Time Preferred Priority Repeat Report

Perceived Trouble Severity TSP Priority Commitment Time Request Commitment Time Request Type

TP State

Dialog

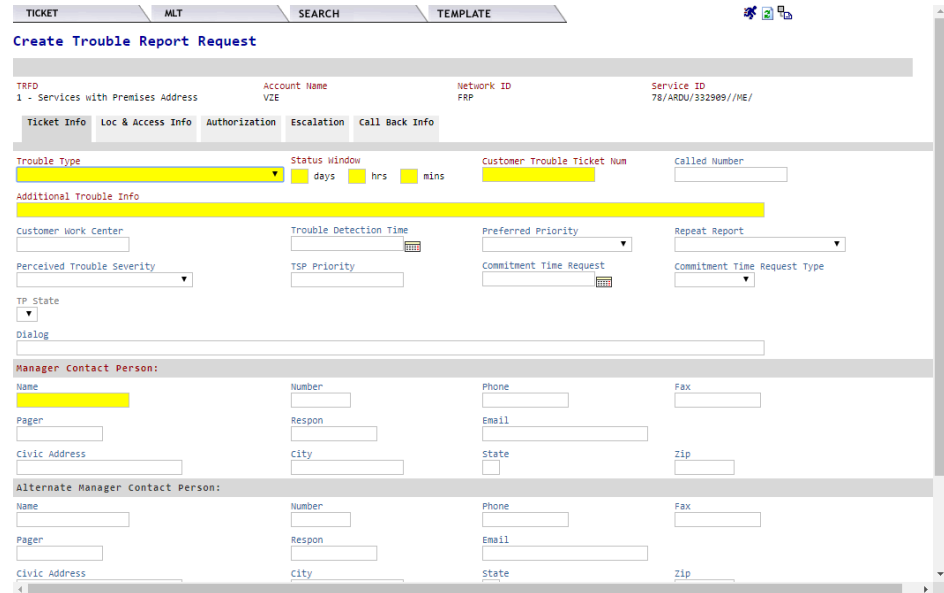
Manager Contact Person:

Name Number Phone 800-555-1212 Fax

Pager Respon Email

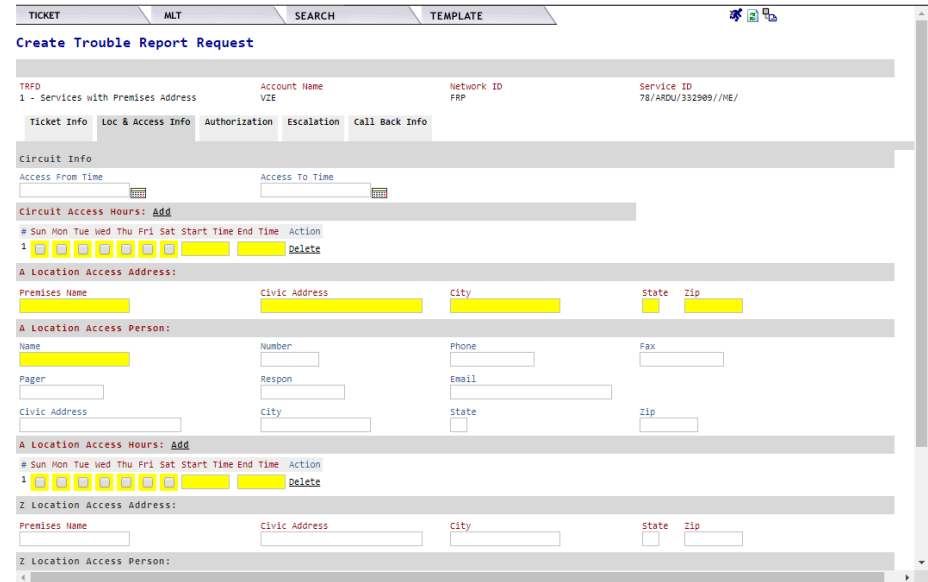
TRFD 1 Tickets – Circuit with Address

- Populate the following:
 - Trouble Type
 - Status Window (enter 0 in each.)
 - Customer Trouble Ticket Number
 - Additional Trouble Info
 - Manager Contact Person Name and Phone
- Optionally populate:
 - TSP Priority Code (enter priority level(s) (E, 1, 2, 3, 4, and 5))



TRFD 1 Tickets – Circuit w/ Address

- Populate the following:
 - Circuit Access Hours – check all the days and the hours the circuit can be tested remotely. You can add extra lines if the hours change on different days. (See next slide for details)
 - A Location Access Address
 - A Location Access Person
 - A Location Access Hours
- Optionally populate Z Location Access address and person. This is only for point-to-point services that are down on both sides.



TICKET MLT SEARCH TEMPLATE

Create Trouble Report Request

TRFD 1 - Services with Premises Address Account Name VZE Network ID FRP Service ID 78/ARDU/332909//HE/

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	☒	☒	☒	☒	☒	☒	☒			Delete

A Location Access Address:

Premises Name Civic Address City State Zip

A Location Access Person:

Name Number Phone Fax

Pager Respon Email

Civic Address City State Zip

A Location Access Hours: Add

#	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Time	End Time	Action
1	☒	☒	☒	☒	☒	☒	☒			Delete

Z Location Access Address:

Premises Name Civic Address City State Zip

Z Location Access Person:

Entering Access Hours

- When entering Circuit Access Hours, this is when testing can be done on the line. If it is available 24/7, then you check all the days and enter 00:00 AM and 11:59 PM:

Circuit Access Hours: [Add](#)

#	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Time	End Time	Action
1	☒	☒	☒	☒	☒	☒	☒	00:00 AM	11:59 PM	Delete

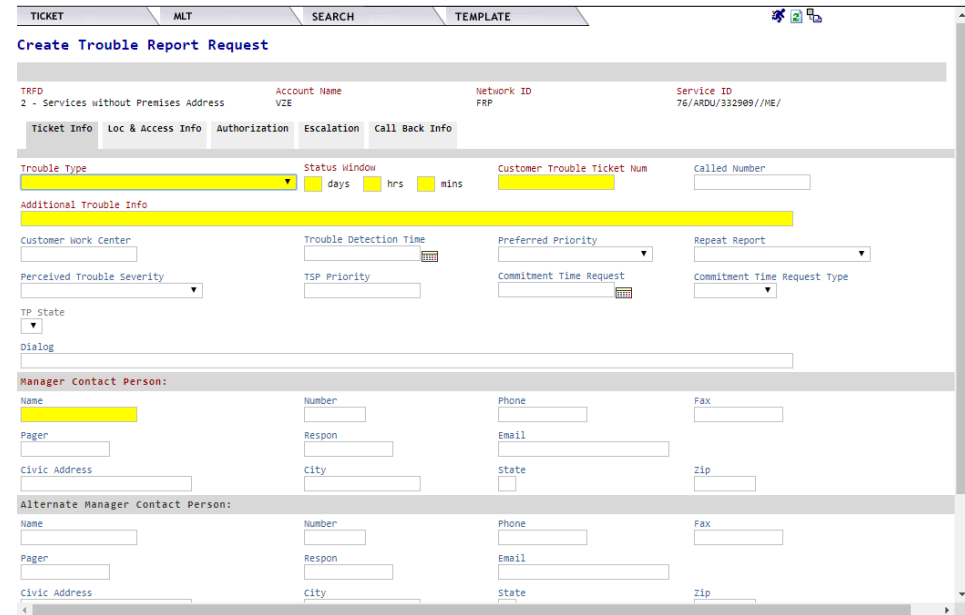
- When entering Access Hours for a location – enter when work can be done onsite. Click “Add” to enter different hours for different days.

A Location Access Hours: [Add](#)

#	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Time	End Time	Action
1	☐	☒	☐	☒	☐	☒	☐	9:00 AM	5:00 PM	Delete
2	☐	☐	☒	☐	☒	☐	☐	8:00 AM	4:00 PM	Delete
3	☒	☐	☐	☐	☐	☐	☒	10:00 AM	12:00 PM	Delete

TRFD 2 Tickets – Circuit w/o Addresses

- Populate the following:
 - Trouble Type
 - Status Window (enter 0 in each.)
 - Customer Trouble Ticket Number
 - Additional Trouble Info
 - Manager Contact Person Name and Phone
- Optionally populate:
 - TSP Priority Code (enter priority level(s) (E, 1, 2, 3, 4, and 5))



TICKET **MLT** **SEARCH** **TEMPLATE**

Create Trouble Report Request

TRFD 2 - Services without Premises Address Account Name VZE Network ID FRP Service ID 76/ARDU/332909//ME/

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

Trouble Type Status Window Customer Trouble Ticket Num Called Number

Additional Trouble Info

Customer Work Center Trouble Detection Time Preferred Priority Repeat Report

Perceived Trouble Severity TSP Priority Commitment Time Request Commitment Time Request Type

TP State

Dialog

Manager Contact Person:

Name Number Phone Fax

Pager Respon Email

Civic Address City State Zip

Alternate Manager Contact Person:

Name Number Phone Fax

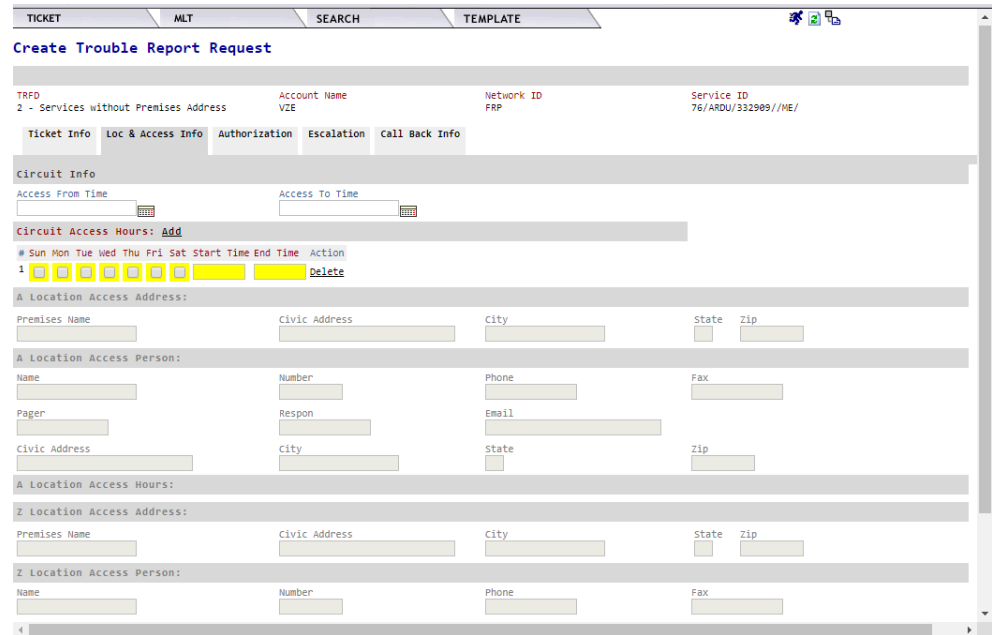
Pager Respon Email

Civic Address City State Zip

TRFD 2 Tickets – Circuit with No Address

- Populate Circuit Access Hours only.

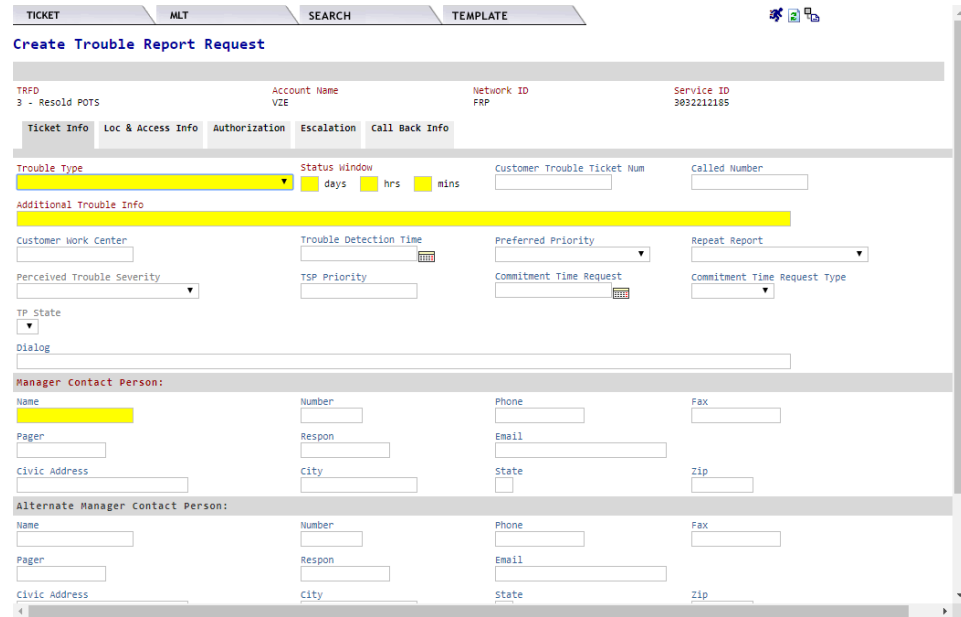
NOTE: To indicate 24 hours, select all the days and enter 12:00 AM to 11:59 PM.



The screenshot shows the 'Create Trouble Report Request' form in the Fidium system. The 'Ticket Info' tab is active, displaying details for a TRFD 2 ticket. The 'Circuit Info' section is expanded, showing the 'Circuit Access Hours' table. The table has columns for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat), start time, end time, and an action column. All days are selected with yellow checkboxes, and the start time is 12:00 AM and the end time is 11:59 PM. Below the table, there are sections for 'A Location Access Address' and 'Z Location Access Address', each containing fields for Premises Name, Civic Address, City, State, and Zip. There are also sections for 'A Location Access Person' and 'Z Location Access Person' with fields for Name, Number, Phone, and Fax.

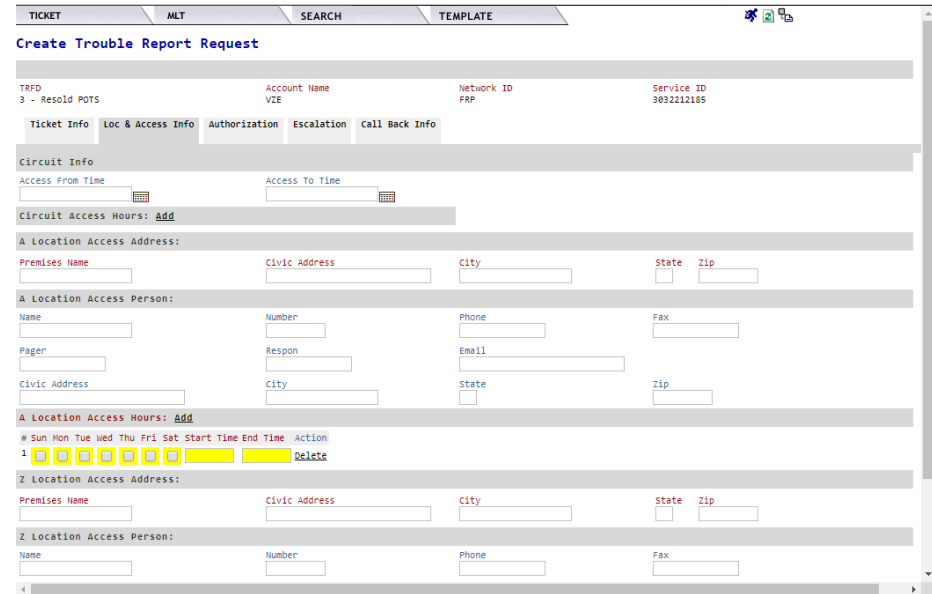
TRFD 3 Tickets – POTS Lines Ticket Info

- Not supported by Consolidated West (CCI Network ID)
- Populate the following:
 - Trouble Type
 - Status Window (enter 0 in each.)
 - Additional Trouble Info
 - Manager Contact Person Name and Phone
- Optionally populate:
 - Customer Trouble Ticket Num
 - TSP Priority Code (enter priority level(s) (E, 1, 2, 3, 4, and 5))



TRFD 3 Tickets – POTS Lines Loc & Access Info

- Populate the following:
 - A Location Access Address
 - Premise Name
 - Civic Address, City, State, Zip
 - A Location Access Person
 - Name
 - Phone
 - A Location Access Hours (Select the days available for a specific set of hours. Then click “Add” to enter a different set of hours for a different set of days.
 - Z Location Access should be blank.

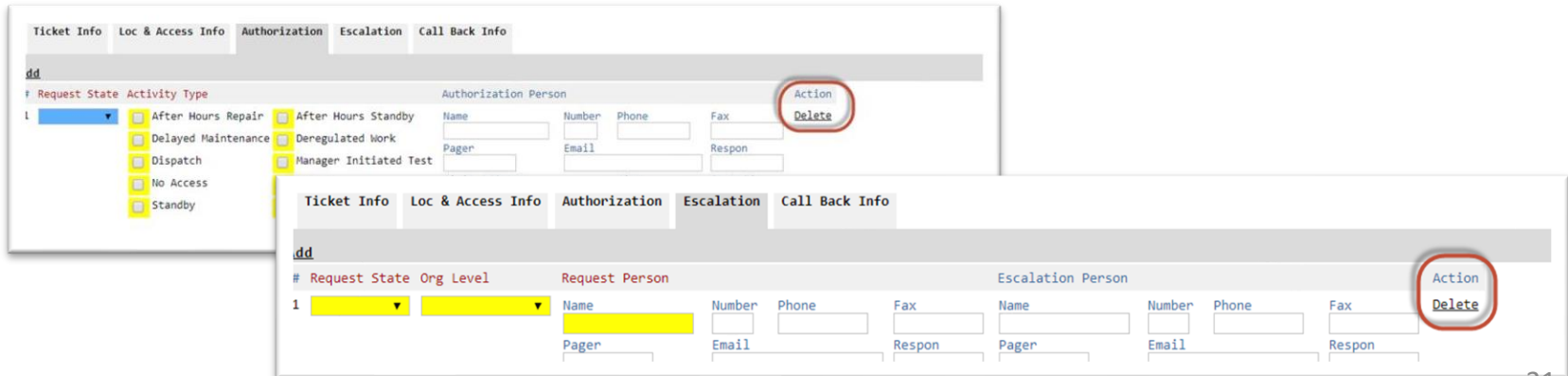


The screenshot shows the 'Create Trouble Report Request' form in the Fidium system. The form is divided into several sections:

- Ticket Header:** Includes fields for TRFD (3 - Resold POTS), Account Name (VZE), Network ID (FRP), and Service ID (3032212185).
- Navigation Tabs:** Ticket Info, Loc & Access Info, Authorization, Escalation, Call Back Info.
- Circuit Info:** Access From Time, Access To Time, and Circuit Access Hours (Add).
- A Location Access Address:** Premises Name, Civic Address, City, State, Zip.
- A Location Access Person:** Name, Number, Phone, Fax, Pager, Respon, Email, Civic Address, City, State, Zip.
- A Location Access Hours:** A table with columns for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat), Start Time, End Time, and Action. The first row shows a set of hours from 10:00 to 12:00 on Monday through Friday.
- Z Location Access Address:** Premises Name, Civic Address, City, State, Zip.
- Z Location Access Person:** Name, Number, Phone, Fax.

Other Tabs

- TRFD = 3 If you don't click on the other tabs, you will not activate them and not have to populate them.
- TRFD = 1 or 2 You will need to either populate the sections or delete the Authorization and Escalation sections.



The screenshot displays the Fidium system interface with two tabs visible: 'Authorization' and 'Escalation'. Both tabs have 'Action' and 'Delete' buttons circled in red.

Authorization Tab:

#	Request State	Activity Type	Authorization Person	Action	Delete
1	▼	☐ After Hours Repair ☐ Delayed Maintenance ☐ Dispatch ☐ No Access ☐ Standby	☐ After Hours Standby ☐ Deregulated Work ☐ Manager Initiated Test	Name: Number: Phone: Fax: Pager: Email: Respon:	Action Delete

Escalation Tab:

#	Request State	Org Level	Request Person	Escalation Person	Action	Delete
1	▼	▼	Name: Number: Phone: Fax: Pager: Email: Respon:	Name: Number: Phone: Fax: Pager: Email: Respon:	Action Delete	

Submitting and Fixing Errors

- Click the Submit icon when you are finished populating the order.
- Any errors will appear as a pop-up message:



- Click the error to move to the field that needs to be corrected.

Trouble Shooting Ticket Issues

Identifying Failed Trouble Reports

Visual indicators appear in the Work List to assist in letting you know Consolidated did not create a trouble ticket.

Icon	ID	Creation Time	Last TP Update	ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	Chronic
C	25458	07/09/10 09:27 PM	07/09/10 09:37 PM		Open	Active	Cable Failure	978734	8543860	No Dial Tone	N
C	25317	07/09/10 07:21 PM	07/09/10 07:22 PM		Open	Active	Pending Test	978501	8355910	Network Failure	N
C	25166	07/09/10 06:05 PM	07/09/10 06:23 PM		Open	Active	Pending Dispatch	978332	8517560	No Dial Tone	N
C	24946	07/09/10 05:04 PM	07/09/10 05:43 PM		Open	Active	Pending Dispatch	978191	8892840	No Dial Tone	N
C	24927	07/09/10 05:01 PM	07/10/10 08:58 AM		Open	Active	Craft Dispatched	978183	8430270	No Dial Tone	N
C	24903	07/09/10 04:57 PM	07/09/10 05:36 PM		Open	Active	Pending Dispatch	978171	8467870	No Dial Tone	N
	24861	07/09/10 04:50 PM	07/09/10 04:50 PM	FRLC	New	New	54#MXU/101244/WW	8314250		Open To DEMARC	N
C	24847	07/09/10 04:50 PM	07/09/10 05:36 PM	FRLC	Open	Active	Pending Dispatch	978147	8529440	No Dial Tone	Y

The Double Gold Bars indicates no Trouble Ticket was created

The Time Stamp in the Last TP Update Column indicates Consolidated processed your ticket and provided an explanation why a ticket was not created.

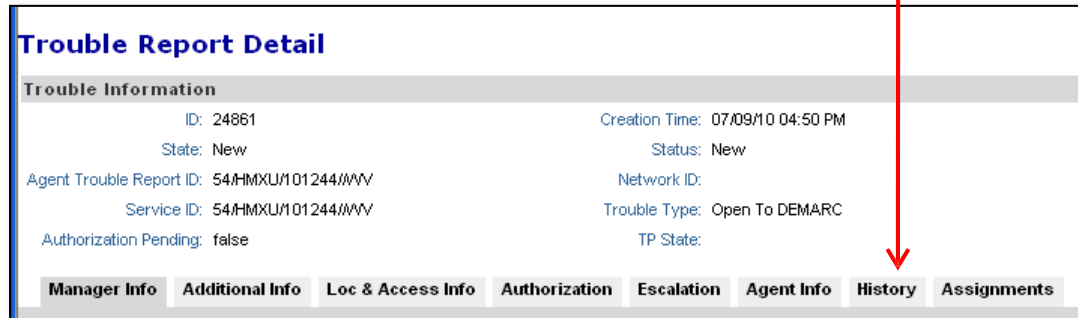
Tickets Not Accepted – View Cause

Open the ticket by clicking the Trouble ID or Last TP Update field.



	24861	07/09/10 04:50 PM	07/09/10 04:50 PM	New	New	54/HMXU/101244/WW
---	-----------------------	-------------------	-----------------------------------	-----	-----	-------------------

Clicking the Trouble ID will open the Trouble Report Detail.
Go to the History Tab



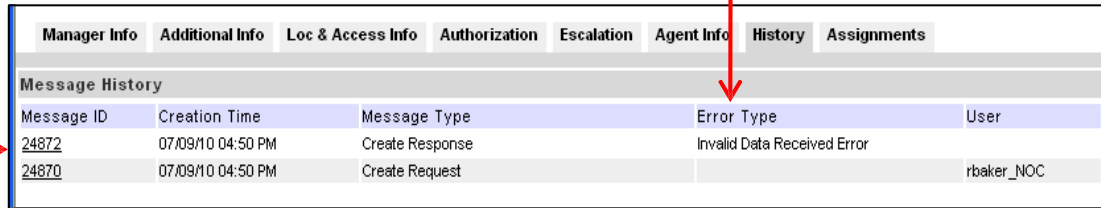
Trouble Report Detail

Trouble Information	
ID: 24861	Creation Time: 07/09/10 04:50 PM
State: New	Status: New
Agent Trouble Report ID: 54/HMXU/101244/WW	Network ID:
Service ID: 54/HMXU/101244/WW	Trouble Type: Open To DEMARC
Authorization Pending: false	TP State:

Manager Info
Additional Info
Loc & Access Info
Authorization
Escalation
Agent Info
History
Assignments

Viewing Error Messages

The history shows an Error



Manager Info	Additional Info	Loc & Access Info	Authorization	Escalation	Agent Info	History	Assignments
Message History							
Message ID	Creation Time	Message Type	Error Type	User			
24872	07/09/10 04:50 PM	Create Response	Invalid Data Received Error				
24870	07/09/10 04:50 PM	Create Request		rbaker_NOC			

To see the Error:

- Click the Message ID for the Error

A pop up will open displaying the Error Message



Create Trouble Report Response Detail		
ID : 199344	Trouble Report ID: 199339	Request ID: 199342
Creation Time: 03/06/14 09:02 AM	Invoked ID: VFO24541	
Agent Trouble Report ID:	Network ID:	Account Name: ZTK
Exception		
Invalid Data Received: E001 : Invalid Phone Number ;		

This message says the Phone Number was Invalid.

Force Close Tickets

Click the radio button next to the ticket you sent.

→   24861 07/09/10 04:50 PM 07/09/10 04:50 PM

New

New

Go to the Ticket tab and select Force Close

TICKET	M
Create Trouble Report	
Add Trouble Info	
Cancel	
Create As	
Escalate	
Force Close	
Modify Attributes	
Retrieve Trouble Info	
Retrieve Trouble Status	
Retrieve Technician Notes	
Verify Repair Completion	
Change Assignment	

WHY FORCE CLOSE A TICKET?

VFO will prohibit you from creating another ticket on the same Circuit ID / Telephone Number if an existing ticket has not been closed.

This is to prevent duplicate tickets being open on the same Circuit ID or Telephone Number

Force Close Tickets

A pop-up window will appear.

Force Close Request

Trouble Report ID

Close Out Narrative

Enter a note explaining why you are force closing this ticket.

Now click the Submit ICON (the blue running person)



You will receive positive confirmation the ticket has been closed

Force Close Request

Trouble Ticket closed successfully

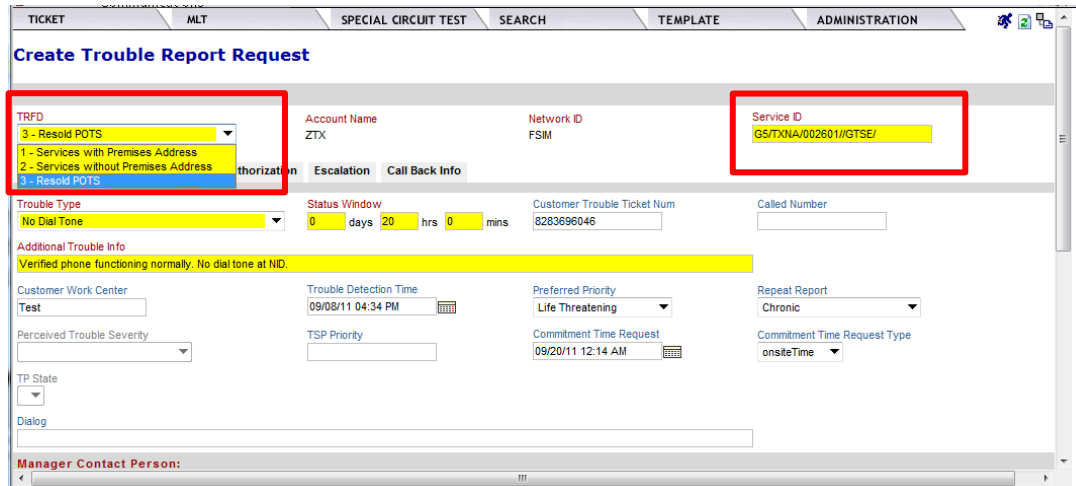
The State and Status of your ticket will now show the ticket is closed out

22287
03/11/10 01:47 PM
07/10/10 11:10 AM
ILEC-WMG
Force Closed
Closed Out




Sending Corrected Ticket using “Create As”

- Force Close the ticket stuck in New Status before beginning, if it isn't already.
- Click radio button, hovering the Ticket tab and click **Create As**.



Create Trouble Report Request

TICKET MLT SPECIAL CIRCUIT TEST SEARCH TEMPLATE ADMINISTRATION

TRFD: 3 - Resold POTS (selected), 1 - Services with Premises Address, 2 - Services without Premises Address, 3 - Resold POTS

Account Name: ZTX Network ID: FSM Service ID: GS/TXNA/002601/GTSE/

Trouble Type: No Dial Tone Status Window: 0 days 20 hrs 0 mins Customer Trouble Ticket Num: 8283696046 Called Number:

Additional Trouble Info: Verified phone functioning normally. No dial tone at NID.

Customer Work Center: Test Trouble Detection Time: 09/08/11 04:34 PM Preferred Priority: Life Threatening Repeat Report: Chronic

Perceived Trouble Severity: TSP Priority: Commitment Time Request: 09/20/11 12:14 AM Commitment Time Request Type: onsteTime

TP State: Dialog

Manager Contact Person:

No Response on Submitted Ticket – CALL IT IN!!

Result

Icon	ID	Creation Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number
	13474	07/06/10 05:46 PM		FRP	New	New	UJ/TXNUJ/702126//CW	5739500

The Double Gold Bars indicates no Trouble Ticket was created.

No Time Stamp in the Last TP Update Column indicates your ticket failed to process

Contact the Wholesale Group - 877-648-3038 or whd@fidium.com regarding the system issue, which must be closed by a DBA or resubmitted.

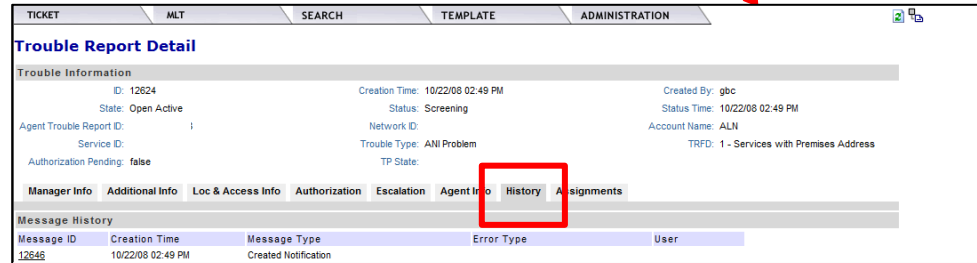
Contact CSMC at 866-972-8220 for assistance in getting a new ticket created.

3 Ways to View the Ticket History

1. Click the radio button next to the Ticket and then the History Icon.



2. Click the ID in the Work List and then click the History tab.



3. Click Last TP Update link in the Work List or Search Results.



The screenshot shows the 'Work List' table. It has a navigation bar with tabs: 'TICKET', 'MLT', 'SPECIAL CIRCUIT TEST', 'SEARCH', and 'TEMPLATE'. The table has columns: Icon, ID, Account Name, Creation Time, Last TP Update (highlighted with a red box), Network ID, State, Status, Agent Trouble Report ID, Customer Trouble Ticket Number, Last Assignment, Trouble Type, Chronic, Commit Time, and Close Out Narrative.

Icon	ID	Account Name	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
☐	205601	ZTK	10/06/14 02:10 PM	10/06/14 03:28 PM		Open Active	Pending Dispatch	005030215CLDMS			No Dial Tone	N	10/05/14 09:00 PM	
☐	205572	ZTK	10/06/14 02:07 PM	10/06/14 02:07 PM		Open Active	Pending Test	005030211CLDMS	CTEST LSR TA chk		No Dial Tone	N	10/03/14 09:00 PM	
☒	205562	ZTK	10/06/14 02:03 PM	10/06/14 03:28 PM		Closed	Closed Out By Cust Req	006772002CLDCW	Turner		No Dial Tone	N	10/07/14 05:00 PM	

History – Message Types

Message History				
Message ID	Creation Time	Message Type	Error Type	User
205782	10/07/14 08:49 AM	Attribute Value Change Notification		
205780	10/07/14 08:44 AM	Attribute Value Change Notification		
205778	10/07/14 08:44 AM	Attribute Value Change Notification		
205776	10/07/14 08:40 AM	Create Response		
205774	10/07/14 08:40 AM	Create Request		ztk_admin

Attribute Value Changes

- Status Updates
- Request to Close Notifications
 - Cleared waiting Customer Verification
 - Cleared customer not notified

NOTE: Progress Notifications are pulled updates received based on Status Window intervals entered in the ticket. If you use zeros in these fields, you will not have these message types in your history.

Status Window
 days hrs mins

Closed Transactions

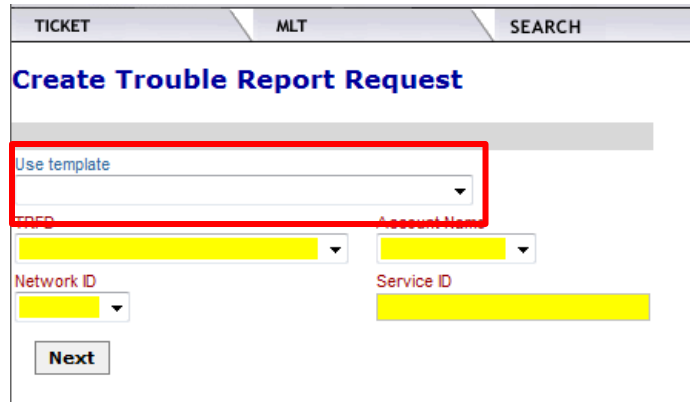
- From History click the Message ID to view the details on Closed or Cleared Tickets.

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION												
AVC Notification Detail																
<table> <tr> <td>ID : 6360241</td> <td>Trouble Report ID: 6358861</td> <td>Creation Time: 06/09/15 09:52 AM</td> </tr> <tr> <td>Notification Type: 1662487</td> <td>Invoked ID: 4074931</td> <td>Event Time:</td> </tr> <tr> <td>Agent Trouble Report ID: 000003479</td> <td>Network ID: FRP</td> <td>Account Name: I</td> </tr> <tr> <td>Trouble Found: Customer Provided Equipment</td> <td>Restored Time: 06/09/15 09:25 AM</td> <td>Outage Duration: 0 days, 20 hrs, 13 mins</td> </tr> </table>					ID : 6360241	Trouble Report ID: 6358861	Creation Time: 06/09/15 09:52 AM	Notification Type: 1662487	Invoked ID: 4074931	Event Time:	Agent Trouble Report ID: 000003479	Network ID: FRP	Account Name: I	Trouble Found: Customer Provided Equipment	Restored Time: 06/09/15 09:25 AM	Outage Duration: 0 days, 20 hrs, 13 mins
ID : 6360241	Trouble Report ID: 6358861	Creation Time: 06/09/15 09:52 AM														
Notification Type: 1662487	Invoked ID: 4074931	Event Time:														
Agent Trouble Report ID: 000003479	Network ID: FRP	Account Name: I														
Trouble Found: Customer Provided Equipment	Restored Time: 06/09/15 09:25 AM	Outage Duration: 0 days, 20 hrs, 13 mins														
<table> <tr> <td>Close Out Narrative:</td> <td>Dialog:</td> </tr> <tr> <td>Status Information</td> <td></td> </tr> <tr> <td>State: Closed</td> <td>Status: Closed Out</td> </tr> <tr> <td>Commitment Time</td> <td>Status Time: 06/09/15 09:49 AM</td> </tr> <tr> <td>Onsite Time:</td> <td>Cleared Time : 06/09/15 12:00 PM</td> </tr> </table>					Close Out Narrative:	Dialog:	Status Information		State: Closed	Status: Closed Out	Commitment Time	Status Time: 06/09/15 09:49 AM	Onsite Time:	Cleared Time : 06/09/15 12:00 PM		
Close Out Narrative:	Dialog:															
Status Information																
State: Closed	Status: Closed Out															
Commitment Time	Status Time: 06/09/15 09:49 AM															
Onsite Time:	Cleared Time : 06/09/15 12:00 PM															
Additional Trouble Status Info <table> <tr> <td>Info</td> </tr> <tr> <td>1239 - Wholesale UNE Loop and Platform NTF OK to NID ---- 698 - Customer Provided Equipment (CPE)</td> </tr> </table>					Info	1239 - Wholesale UNE Loop and Platform NTF OK to NID ---- 698 - Customer Provided Equipment (CPE)										
Info																
1239 - Wholesale UNE Loop and Platform NTF OK to NID ---- 698 - Customer Provided Equipment (CPE)																
Agent Contact Person																
Responsible Person																
Trouble Location																
Hand Off Info																
Hand Off Center:		Hand Off Location:		Hand Off Time:												
Hand Off Person																
Maintenance Org Info																
Contact Time:		Service Charge: N														
Maintenance Org Contact Person																
Activity Duration																
Repair Activity																
Authorization																
Escalation																

Templates

TA Templates are Available

- Users can apply a template and just populate the customer specific data to make entering tickets quicker.



TICKET **MLT** **SEARCH**

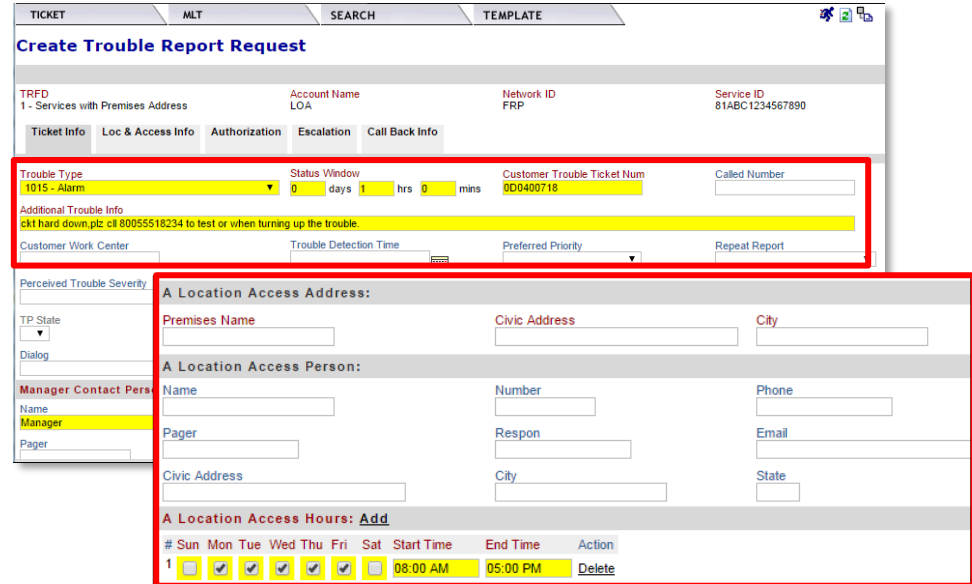
Create Trouble Report Request

Use template

TRFD Account Name

Network ID Service ID

Next



TICKET **MLT** **SEARCH** **TEMPLATE**

Create Trouble Report Request

TRFD 1 - Services with Premises Address Account Name LOA Network ID FRP Service ID 81ABC1234567890

Ticket Info Loc & Access Info Authorization Escalation Call Back Info

Trouble Type 1015 - Alarm Status Window 0 days 1 hrs 0 mins Customer Trouble Ticket Num 000400716 Called Number

Additional Trouble Info SKI hard down.plz cll 80055518234 to test or when turning up the trouble.

Customer Work Center Trouble Detection Time Preferred Priority Repeat Report

Perceived Trouble Severity

TP State

Dialog

Manager Contact Person Name Manager Pager

A Location Access Address:

Premises Name Civic Address City

A Location Access Person:

Name Number Phone

Pager Respon Email

Civic Address City State

A Location Access Hours: Add

#	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Time	End Time	Action
1	☒	☒	☒	☒	☒	☒	☐	08:00 AM	05:00 PM	Delete

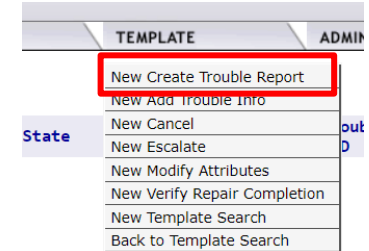
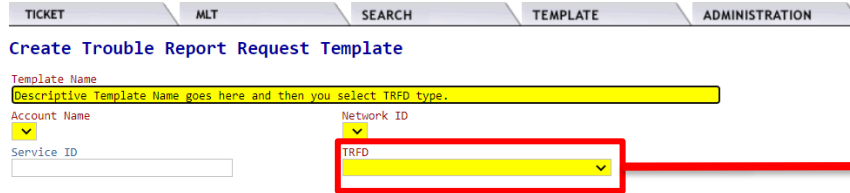
Creating TA Templates

- Create Trouble Tickets can have a template, as well as all the other transactions covered in this training.
- Templates are created in the Template Tab by selecting the transaction type.
- The process is the same for each type, it is just the fields that are different.

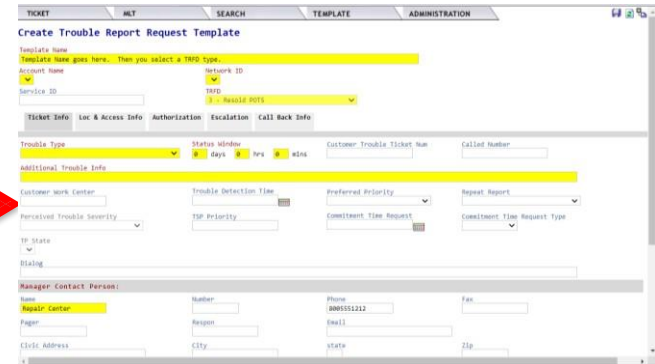
TEMPLATE		ADMIN
State	New Create Trouble Report	out D
	New Add Trouble Info	
	New Cancel	
	New Escalate	
	New Modify Attributes	
	New Verify Repair Completion	
	New Template Search	
	Back to Template Search	

Create Trouble Report Template

- Hover the Template tab and click **New Create Trouble Report**.
- Enter a descriptive name for the template and select TRFD to reveal the form to populate.
- Only populate the reusable values, i.e., Status Window, Contact information, etc.

A screenshot of the 'Create Trouble Report Request Template' form. The 'Template Name' field contains the text 'Descriptive Template Name goes here and then you select TRFD type.'. The 'Account Name' dropdown is set to '✓'. The 'Service ID' field is empty. The 'Network ID' dropdown is set to 'TRFD', which is highlighted with a red rectangular box. A red arrow points from this box to the right, indicating the next step in the process.



A screenshot of the 'Create Trouble Report Request Template' form. The form is divided into several sections: 'Template Name', 'Account Name', 'Service ID', 'Network ID', 'Ticket Info', 'Status Window', 'Customer Troubleshooting', 'Additional Trouble Info', 'Customer Work Center', 'Trouble Detection Time', 'Preferred Priority', 'Repeat Report', 'TR State', 'Manager Contact Person', and 'Repair Center'. The 'Network ID' dropdown is set to 'TRFD', which is highlighted with a red rectangular box. A red arrow points from this box to the right, indicating the next step in the process.

Filtering and Searching for Transactions

The Work List and Filter

To filter the list, click the Funnel.

There are two hyperlinks on the Work List:

1. ID – opens the ticket.
2. Last TP Update – Opens the ticket's history

Work List

Icon	ID	Creation Time	Last TP Update	Network ID
●	8257233	07/30/19 12:50 PM	07/30/19 12:52 PM	FRP
●	8257221	07/30/19 12:48 PM	07/30/19 12:51 PM	FRP
●	8257209	07/30/19 12:47 PM	07/30/19 12:49 PM	FRP
●	8257190	07/30/19 12:47 PM	07/30/19 12:59 PM	FRP
●	8257169	07/30/19 12:46 PM	07/30/19 12:49 PM	FRP
●	8257154	07/30/19 12:42 PM	07/30/19 12:43 PM	FRP
●	8257141	07/30/19 12:40 PM	07/30/19 12:41 PM	FRP
●	8257115	07/30/19 12:26 PM	07/30/19 12:26 PM	FRP
●	8257096	07/30/19 12:45 PM	07/30/19 12:47 PM	FRP
●	8257083	07/30/19 12:24 PM	07/30/19 12:24 PM	FRP

Work List Filter

Age in days: 30 User: Network ID: Auto Refresh Interval: 5 min Display Group:

State: ☐ All ☐ Cleared ☐ Closed ☐ Deferred ☐ Disabled ☐ Force Closed ☐ Late Bonding ☐ New ☐ Open Active ☐ Queued

Status: ☐ All ☐ Back Order ☐ Bulk Dispatched Out ☐ Cable Failure ☐ Canceled Pending Dispatch ☐ Canceled Pending Test Completion ☐ Canceled Pending Work In Progress ☐ Cleared Cust Advised ☐ Cleared Cust Not Advised ☐ Closed Out ☐ Cleared Awaiting Cust Verification ☐ Closed Out Cust Denied ☐ Closed Out Cust Verified ☐ Craft Dispatched ☐ Closed Out By Cust Req ☐ Dispatched Out ☐ New ☐ No Access Other ☐ Dispatched In ☐ Originating Equip Failure ☐ Pending Dispatch ☐ Pending Test ☐ Preassigned Out ☐ Refer Mtce Center ☐ Refer Vendor ☐ Request Repair ☐ Screening ☐ Start Delayed Mtce ☐ Start No Access ☐ Start Repair ☐ Stop Delayed Mtce ☐ Stop No Access ☐ Tech Left Site ☐ Tech On Site ☐ Temporary OK ☐ Testing ☐ Trouble Escalated

Apply Reset Close

Result Pages: 1 2 3 4 5 6 7 8 9 10

Click the page number or green arrow to page through results.

Searching for Records



[HOME](#) | [ABOUT](#) | [HELP](#) | [LOGOUT](#)

[TICKET](#)
[MLT](#)
[SEARCH](#)
[TEMPLATE](#)
[ADMINISTRATION](#)






Virtual Front OfficeSM

Powered by 

Work List

Icon	ID	Creation Time	Last TP Update	Agent Report ID	Time	Close	Out	Narrative
	8257233	07/30/19 12:50 PM	07/30/19 12:52 PM	OP-00000447				
	8257221	07/30/19 12:48 PM	07/30/19 12:51 PM	OP-00000447				
	8257209	07/30/19 12:47 PM	07/30/19 12:49 PM	OP-00000447				
	8257190	07/30/19 12:47 PM	07/30/19 12:59 PM	OP-00000447				
	8257169	07/30/19 12:46 PM	07/30/19 12:49 PM	OP-00000447				
	8257154	07/30/19 12:42 PM	07/30/19 12:43 PM	OP-00000447				
	8257141	07/30/19 12:40 PM	07/30/19 12:41 PM	OP-00000447				
	8257115	07/30/19 12:26 PM	07/30/19 12:26 PM	34/HCG5/629				
	8257096	07/30/19 12:45 PM	07/30/19 12:47 PM	OP-00000447				
	8257083	07/30/19 12:24 PM	07/30/19 12:24 PM	35KRG043231NPBH	TT000069086378	103 - Circuit Dead	N	

You can search by different criteria and after reviewing the results, you can return to your matching records using the “Back to....” menu option.

Displaying results 1-10 of 1215 results

Total Number of Pages: 122

Result Pages: 1 2 3 4 5 6 7 8 9 10 ►

<https://vfoprod-consolidated.activationnow.com/workList.do?task=reload&csrfToken=RAoTwBnDUHHYFDaINtj8ezwbSgGh4/MreTbiivoyv-Z4soQgR453HLbgISW80008/bk=#>

Searching for Trouble Report

You can search by several criteria.

Note: This is an example of a search for transactions with a State and Status = "New."

Please Note:

- The list generated can be exported to Excel with this icon .
- You can view the history of the transactions by clicking the radio button and clicking .


TA LAUNCH

TICKET MLT SEARCH TEMPLATE ADMINISTRATION

Trouble Report Query

Query Criteria:

ID	Creation Time From	Creation Time To	User
Agent Trouble Report ID	Service ID	Account Name	Network ID
Called Number	Customer Trouble Ticket Num	Trouble Detection Time From	Trouble Detection Time To
State	Status	Trouble Type	Trouble Found
TRFD	Preferred Priority	Repeat Report	Perceived Trouble Severity
Assigned To	Assignment Status	TP State	

Result

Icon	ID	Creation Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	Chroni
	8257115	07/30/19 12:26 PM	07/30/19 12:26 PM	FRP	New	New	34/HCGS/629954//MS	NTM00023208453		103 - Circuit Dead	N
	8257083	07/30/19 12:24 PM	07/30/19 12:24 PM	FRP	New	New	35KRGH043231NPBH	TT000069086378		103 - Circuit Dead	N
	8256964	07/30/19 11:48 AM	07/30/19 11:48 AM	FRP	New	New	82HCGS288534ME	972903501		623 - Circuit Down	N
	8256946	07/30/19 11:41 AM	07/30/19 11:41 AM	FRP	New	New	84/KQGN/058605/00 /MJD /	973001367		103 - Circuit Dead	N
	8256884	07/30/19 11:25 AM	07/30/19 11:25 AM	FRP	New	New	15HCGS41242CEFL	TT000069087620		623 - Circuit Down	N
	8256584	07/30/19 04:29 AM	07/30/19 04:30 AM	FRP	New	New	34/HCGS/701703//NY	2019071921290		1519 - Tech Assist	N

"%" is the wildcard character

Searching by Transaction Type

Some of the things you can search by include user, and or type of request/response.

This is an example of an escalation request query.

The results show at the bottom with links to the message itself (Message ID link), or the Trouble Ticket data (Trouble Report ID).

The screenshot shows the Fidium TA Messages Query interface. The top navigation bar includes the Fidium logo, a 'TA' dropdown menu, and a 'LAUNCH' button. Below the navigation bar are tabs for 'TICKET', 'MLT', 'SEARCH', 'TEMPLATE', and 'ADMINISTRATION'. The 'SEARCH' tab is active, displaying the 'TA Messages Query' section. This section contains several query criteria sections: 'Query Criteria' with fields for 'Creation Time From', 'Creation Time To', and 'User'; 'Manager Requests' with checkboxes for 'All', 'Add Info Request', 'Cancel Request', 'Create Request', 'Escalation Request' (checked), 'Modify Request', 'Retrieve Trouble Info Request', 'Retrieve Trouble Status Request', 'Retrieve Technician Notes Request', and 'Verify Repair Completion Request'; 'Agent Responses' with checkboxes for 'All', 'Add Info Response', 'Cancel Response', 'Create Response', 'Escalation Response', 'Modify Response', 'Retrieve Trouble Info Response', 'Retrieve Trouble Status Response', 'Retrieve Technician Notes Response', and 'Verify Repair Completion Response'; 'Agent Error Responses' with checkboxes for 'All', 'Access Denied Error', 'Invalid Data Received Error', 'Processing Failure Error', 'Resource Limitation Error', 'Duplicated Invocation Error', 'Invalid Function Received Error', 'Fall Back Reporting Error', 'Already Exists Error', 'Must Be Present Attributes Missing Error', 'Not Found Error', 'Missing Data Error', 'Change Denied Error', 'Cannot Verify Or Denied At This Time Error', and 'Cannot Close Error'; 'Agent Notifications' with checkboxes for 'All', 'Status Or Commitment Time Update Notification', 'Progress Notification', 'Created Notification', and 'Attribute Value Change Notification'; and 'Agent Request AVC Notifications' with checkboxes for 'All', 'Authorization', and 'Verify Repair Completion'. At the bottom of the query section are 'Submit', 'Reset', and 'Clear' buttons. Below the query section is a 'Result' section containing a table with the following data:

Message ID	Network ID	Creation Time	Trouble Report ID	Message Type	Error Type	Agent Request AVC Notification Type	User
8256110	FRP	07/29/19 01:09 PM	8256060	Escalation Request			gwi_user_scottjordan
8255624	FRP	07/29/19 08:11 AM	8254232	Escalation Request			dcarney_fer
8253111	FRP	07/25/19 01:43 PM	8249906	Escalation Request			e0151744
8253023	FRP	07/25/19 12:18 PM	8251940	Escalation Request			mfagan

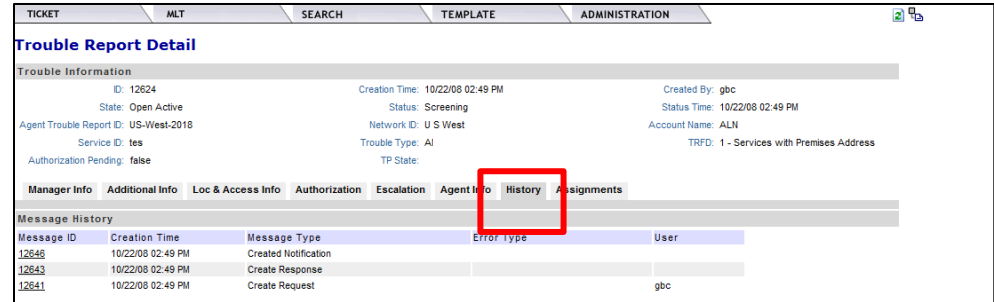
Viewing Histories, Transactions, and Troubleshooting Errors

3 Ways to view the Transaction History

1. Click the radio button next to the Ticket and then the History Icon.



2. Click the ID in the Work List and then click the History tab.



3. Click Last TP Update link in the Work List or Search Results.

TICKET

MLT

SPECIAL CIRCUIT TEST

SEARCH

TEMPLATE

Work List

Icon	ID	Account Name	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
	205601	ZTK	10/06/14 02:10 PM	10/06/14 03:28 PM		Open Active	Pending Dispatch	005030215CLDMS			No Dial Tone	N	10/09/14 09:00 PM	
	205672	ZTK	10/06/14 02:07 PM	10/06/14 02:07 PM		Open Active	Pending Test	005030211CLDMS	CTEST LSR TA chk		No Dial Tone	N	10/03/14 09:00 PM	
	205562	ZTK	10/06/14 02:03 PM	10/06/14 03:26 PM		Closed	Closed Out By Cust Req	006772002CLDCW	Turner		No Dial Tone	N	10/07/14 05:00 PM	

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Viewing Transactions in the History

After you retrieve the history, you can then view the specific transactions by clicking the **Message ID**.

TICKET	MLT	SEARCH	TEMPLATE
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Trouble Report Message History

ID: 5548698 Creation Time: 12/14/21 02:50 AM
 Agent Trouble Report ID: OP-000005147742 Network ID: FRP

Message ID	Creation Time	Message Type	Error Type
5548706	12/14/21 02:56 AM	Attribute Value Change Notification	
5548704	12/14/21 02:54 AM	Attribute Value Change Notification	
5548702	12/14/21 02:53 AM	Attribute Value Change Notification	
5548700	12/14/21 02:51 AM	Attribute Value Change Notification	
5548698	12/14/21 02:50 AM	Create Response	
5548696	12/14/21 02:50 AM	Create Request	

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
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AVC Notification Detail

ID: 5548706	Trouble Report ID: <u>5548698</u>	Creation Time: 12/14/21 02:56 AM
Notification Type: 10814	Invoke ID: 2147748	Event Time:
Report ID:	Network ID: FRP	Account Name: VZE
Agent Trouble ID: OP-000005147742		
Trouble Found:	Restored Time:	Outage Duration:
Last Update Time:	Repeat Report:	
Close Out Narrative:		
Dialog:		
Status Information		
State: Open Active	Status: Pending Dispatch	Status Time: 12/14/21 02:56 AM
Commitment Time		
Additional Trouble Status Info		
Agent Contact Person		
Responsible Person		
Trouble Location		
Hand Off Info		
Hand Off Center:	Hand Off Location:	Hand Off Time:
Hand Off Person		
Maintenance Org Info		
Contact Time:	Service Charge: N	
Maintenance Org Contact Person		
Activity Duration		
Repair Activity		
Authorization		
Escalation		

Viewing Error Transactions

After you retrieve the history, you can then view the details on the error by clicking the **Message ID**.

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
Trouble Report Message History				
ID: 5540618 Creation Time: 12/08/21 04:59 AM Created By: clec_user1 Agent Trouble Report ID: 6032830702 Network ID: FRP Account Name: VZE				
Message History				
Message ID	Creation Time	Message Type	Error Type	User
5540627	12/08/21 05:00 AM	Create Response	Invalid Data Received Error	
5540618	12/08/21 04:59 AM	Create Request		clec_user1

Note:

1. If the error is *Invalid Service ID - TN or CID* **not valid**, then the Service ID and the TRFD selected do not match.
2. If the error is *Invalid Service ID - TN or CID* **not found**, then the Service ID doesn't match a value at Consolidated. One suggestion is to enter just the letters and numbers and leave off the special characters and spaces.

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
Create Trouble Report Response Detail				
ID: 5540627 Trouble Report ID: 5540618 Request ID: 5540625 Creation Time: 12/08/21 05:00 AM Invoke ID: 369072 Agent Trouble Report ID: Network ID: FRP Account Name: VZE				
Exception				
Invalid Data : Invalid Service ID - TN or CID not found ; Received:				

Fixing Errors - Step 1: Force Close

- Once you have an error, the ticket is finished and no longer active. In VFO, it is important to Force Close this ticket, so you can enter a new one.

Note: A new feature is coming that automatically Force Closes these tickets for you. You will know this feature is available if you no longer see Force Close in the menu.

TICKET	MLT	SEARCH
Create Trouble Report		
Add Trouble Info		
Cancel		
Create As	Last TP	Network
Escalate	Update	ID
Force Close		State
Modify Attributes		Status
Retrieve Trouble Info		Agent T
Retrieve Trouble Status	12/14/21	Report
Retrieve Technician Notes	12/08/21	
Verify Repair Completion	02:55 AM	
Change Assignment	12/14/21	
Bulk Change Assignment	02:58 AM	
	12/14/21	
	02:31 AM	
	12/08/21	
	06:05 AM	
	12/08/21	
	04:59 AM	
	12/08/21	
	02:14 AM	
	12/06/21	
	01:46 AM	
	11/30/21	
	02:33 AM	
	11/30/21	
	07:10 AM	

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
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Force Close Request

Trouble Report ID
5540618

Close Out Narrative
Enter reason for the Force Close - example: Service ID was not found.

- Click the radio button left of the ticket, hover the Ticket tab and select Force Close.
- Enter a reason for the Force Close and click Submit icon.

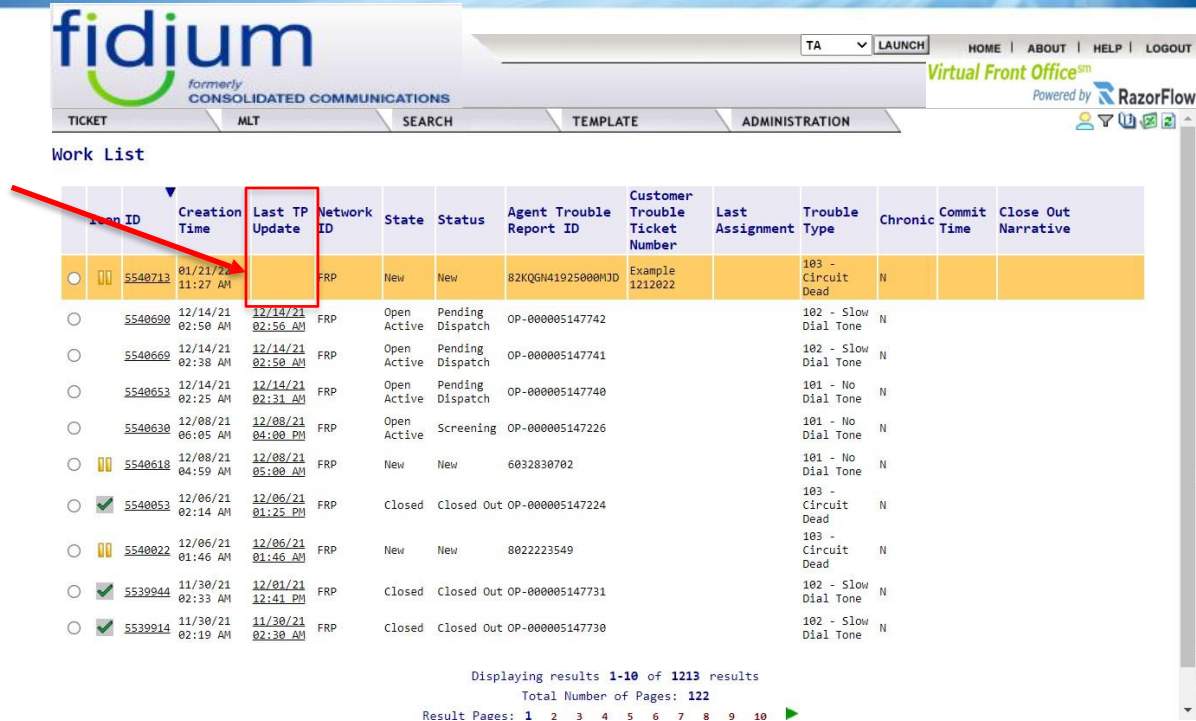
- Don't forget to fix the Service ID, if needed.*

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Tickets with No Errors and No Responses

- If the ticket's row turns from green to orange (or is red or white) and the Last TP Update column is blank, then you will need to call Consolidated and report this issue.
- This could indicate a system issue that requires a VFO administrator to investigate.
- If the user tries again, without calling Consolidated, an error message will be generated, "Ticket in Progress." And you will need to call to get this resolved and you will need to start over with a third ticket.



The screenshot shows the Fidium Work List interface. The table below represents the data shown in the screenshot:

Ticket 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
5540713	01/21/22 11:27 AM		FRP	New	New	82KQGN41925000HJD	Example 1212022		103 - Circuit Dead	N		
5540600	12/14/21 02:50 AM	12/14/21 02:56 AM	FRP	Open	Pending Dispatch	OP-000005147742			102 - Slow Dial Tone	N		
5540660	12/14/21 02:38 AM	12/14/21 02:50 AM	FRP	Open	Pending Dispatch	OP-000005147741			102 - Slow Dial Tone	N		
5540653	12/14/21 02:25 AM	12/14/21 02:31 AM	FRP	Open	Pending Dispatch	OP-000005147740			101 - No Dial Tone	N		
5540630	12/08/21 06:05 AM	12/08/21 04:00 PM	FRP	Open	Active	OP-000005147226			101 - No Dial Tone	N		
5540618	12/08/21 04:59 AM	12/08/21 05:00 AM	FRP	New	New	6032830702			101 - No Dial Tone	N		
5540053	12/06/21 02:14 AM	12/06/21 01:25 PM	FRP	Closed	Closed Out	OP-000005147224			103 - Circuit Dead	N		
5540022	12/06/21 01:46 AM	12/06/21 01:46 AM	FRP	New	New	8022223549			103 - Circuit Dead	N		
5539944	11/30/21 02:33 AM	12/01/21 12:41 PM	FRP	Closed	Closed Out	OP-000005147731			102 - Slow Dial Tone	N		
5539914	11/30/21 02:19 AM	11/30/21 02:30 AM	FRP	Closed	Closed Out	OP-000005147730			102 - Slow Dial Tone	N		

Displaying results 1-10 of 1213 results
Total Number of Pages: 122
Result Pages: 1 2 3 4 5 6 7 8 9 10

Other Trouble Ticket Transactions

Other Trouble Transactions

Other transactions available:

- Add Trouble Info
- Escalate tickets
- Modify tickets
- Retrieve Trouble Status
- Verify or deny the ticket is resolved



TICKET	ML
✓ Create Trouble Report	
Add Trouble Info	
Cancel	
✓ Create As	
Escalate	
✓ Force Close	
Modify Attributes	
Retrieve Trouble Info	
Retrieve Trouble Status	
Retrieve Technician Notes	
Verify Repair Completion	
Change Assignment	
Bulk Change Assignment	

Add Trouble Info

- If you have general information you want to add to your ticket:
 - Find the ticket in VFO, see Filtering and Search section for details on this step.
 - Click the radio button next to the ticket and hover the Ticket tab.
 - Click Add Trouble Info from the menu.
 - Enter additional information.
 - Click Submit Icon. 

TICKET
MLT
SEARCH
TEMPLATE
ADMINISTRATION





Add Trouble Info Request

Use template

▼

Trouble Report ID

5540630

Additional Trouble Info

Modify Attributes

- If you need to change other information provided previously, you can send a modification request. Only the fields with new data should be provided.
 - Find the ticket in VFO, click the radio button next to the ticket and hover the Ticket tab.
 - Click Modify Attributes from the ticket menu.
 - Replace the data that has changed or the new data to add.
 - Click Submit Icon. 

TICKET MLT SEARCH TEMPLATE ADMINISTRATION

Modify Attributes Request

Use template ☐

Trouble Report ID
5540630

Ticket Info Loc & Access Info Authorization Call Back Info

Additional Trouble Info

Status Window ☐ day ☐ hr ☐ min Preferred Priority Repeat Report Perceived Trouble Severity

Dialog

Trouble Detection Time Commitment Time Request Commitment Time Request Type

Manager Contact Person:

Name Number Phone Fax

Pager Respon Email

Civic Address City state Zip

Alternate Manager Contact Person:

Name Number Phone Fax

Pager Respon Email

Escalate Trouble Ticket

- If you there is no resolution after an hour, you can escalate the ticket.
 - Find the ticket in VFO, click the radio button next to the ticket and hover the Ticket tab.
 - Click Escalate from the menu.
 - Enter:
 - Request State = Requested,
 - Org Level, must start with 1 and can be incremented hourly
 - Requester's Name and Phone/email at a minimum.
 - Click Submit Icon. 

TICKET MLT SEARCH TEMPLATE ADMINISTRATION

Escalation Request

Use template

Trouble Report ID
5540630

Request State Org Level

Request Person:

Name	Number	Phone	Fax
Pager	Respon	Email	
Civic Address	City	state	Zip

Escalation Person:

Name	Number	Phone	Fax
Pager	Respon	Email	
Civic Address	City	state	Zip

Additional Trouble Info:

Retrieve Trouble Info/Status

- To pull data on your ticket:
 - Find the ticket in VFO, click the radio button next to the ticket, and hover the Ticket tab.
 - Click Retrieve Trouble Info (All ticket updates) or Click Retrieve Trouble Status (Status Only)

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION	
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Retrieve Trouble Info Request

Click on the Submit button to send Retrieve Trouble Info Request for the following Trouble Report. All attributes will be retrieved.

Trouble Report ID
5540630

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION	
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Retrieve Trouble Status Request

Click on the Submit button to send Retrieve Trouble Status Request for the following Trouble Report.

Trouble Report ID
5540630

- Click Submit Icon. 

Verify Repair Completion

- After the Access Lines are repaired, you get a chance to verify it is repaired. If you do not verify the repair, the ticket will close after 24 hours.
 - Find the ticket in VFO, click the radio button next to the ticket and hover the Ticket tab.
 - Click Verify Repair Completion.
 - Select Close Out Verification, enter reason for that Verification response, Name and Phone.
 - Click Submit Icon. 

TICKET MLT SEARCH TEMPLATE ADMINISTRATION   

Verify Repair Completion Request

Use template

Close Out Verification Close Out Narrative

Trouble Clearance Person:

Name	Number	Phone	Fax
Pager	Respon	Email	
Civic Address	City	state	Zip

Examples of Responses

Responses come as AVC Notifications

- This is an example of a closed ticket.

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
AVC Notification Detail				
ID : 6360241 Trouble Report ID: 6358861 Creation Time: 06/09/15 09:52 AM				
Notification Type: 1662487 Invoked ID: 4074931 Event Time:				
Agent Trouble Report ID: OP-000003479801 Network ID: FRP Account Name: PWZ				
Trouble Found: Customer Provided Equipment Restored Time: 06/09/15 09:25 AM Outage Duration: 0 days, 20 hrs, 13 mins				
Last Update Time: Repeat Report:				
Close Out Narrative:				
Dialog:				
Status Information State: Closed Status: Closed Out Status Time: 06/09/15 09:49 AM				
Commitment Time Onsite Time: Cleared Time: 06/09/15 12:00 PM				
Additional Trouble Status Info Info 1239 - Wholesale UNE Loop and Platform NTF OK to NID ---- 698 - Customer Provided Equipment (CPE)				
Agent Contact Person Responsible Person Trouble Location Hand Off Info Hand Off Center: Hand Off Location: Hand Off Time: Hand Off Person Maintenance Org Info Contact Time: Service Charge: N Maintenance Org Contact Person Activity Duration Repair Activity Authorization Escalation				

Screening

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
AVC Notification Detail				
ID : 7906097 Trouble Report ID: <u>7906097</u> Creation Time: 09/04/18 12:45 PM				
Notification Type: 2009693 Invoked ID: 4596208 Event Time:				
Agent Trouble OP-000004263528 Network ID: FRP Account Name: BDF				
Report ID: Restored Time: Outage Duration:				
Trouble Found: Repeat Report:				
Last Update Time:				
Close Out				
Narrative:				
Dialog:				
Status Information				
State: Open Active Status: Screening Status Time: 09/04/18 12:45 PM				
Commitment Time				
Onsite Time : Cleared Time : 09/04/18 06:00 PM				
Additional Trouble Status Info				
Agent Contact Person				
Responsible Person				
Trouble Location				
Hand Off Info				
Hand Off Center: Hand Off Location: Hand Off Time:				
Hand Off Person				
Maintenance Org Info				
Contact Time: Service Charge: N				
Maintenance Org Contact Person				
Activity Duration				
Repair Activity				
Authorization				
Escalation				

Trouble Escalated

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
AVC Notification Detail				
ID : 7906940 Trouble Report ID: 7906451 Creation Time: 09/04/18 12:49 PM				
Notification Type: 2089696 Invoked ID: 4596213 Event Time:				
Agent Trouble OP-000004262525 Network ID: FRP Account Name: CPO				
Report ID: Restored Time: Outage Duration:				
Trouble Found: Repeat Report:				
Last Update Time:				
Close Out				
Narrative:				
Dialog:				
Status Information				
State: Open Active Status: Trouble Escalated Status Time: 09/04/18 12:49 PM				
Commitment Time				
Additional Trouble Status Info				
Info				
Trouble Ticket escalated to ESC2				
Agent Contact Person				
Responsible Person				
Trouble Location				
Hand Off Info				
Hand Off Center: Hand Off Location: Hand Off Time:				
Hand Off Person				
Maintenance Org Info				
Contact Time: Service Charge: N				
Maintenance Org Contact Person				
Activity Duration				
Repair Activity				
Authorization				
Escalation				

Cleared Awaiting Customer Verification

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
AVC Notification Detail				
ID : 7906648	Trouble Report ID: <u>7906159</u>	Creation Time: 09/04/18 11:15 AM		
Notification Type: 2089654	Invoked ID: 4596149	Event Time:		
Agent Trouble OP-000004263240	Network ID: FRP	Account Name: INA		
Report ID:		Outage Duration:		
Trouble Found:	Restored Time:			
Last Update Time:	Repeat Report:			
Close Out				
Narrative:				
Dialog:				
Status Information				
State: Cleared	<u>Status: Cleared Awaiting Cust Verification</u>	Status Time: 09/04/18 11:15 AM		
Commitment Time				
Onsite Time :	Cleared Time : 09/04/18 06:00 PM			
Additional Trouble Status Info				
Info				
<u>610 - Trouble Came Clear ----- 610 - Trouble Came Clear</u>				
Agent Contact Person				
Responsible Person				
Trouble Location				
Hand Off Info				
Hand Off Center:	Hand Off Location:	Hand Off Time:		
Hand Off Person				
Maintenance Org Info				
Contact Time:	Service Charge: N			
Maintenance Org Contact Person				
Activity Duration				
Repair Activity				
Authorization				
Escalation				

Closed

TICKET	MLT	SEARCH	TEMPLATE	ADMINISTRATION
AVC Notification Detail				
ID : 7906275 Trouble Report ID: <u>7905874</u> Creation Time: 09/04/18 09:28 AM				
Notification Type: 2089565 Invoked ID: 4596031 Event Time:				
Agent Trouble OP-000004263091 Report ID: Account Name: BNK				
Trouble Found: No Restored Time: 09/03/18 09:03 PM Outage Duration: 0 days, 0 hrs, 8 mins				
Last Update Time: Repeat Report:				
Close Out Narrative: Dialog:				
Status Information				
State: Closed <u>Status: Closed Out</u> Status Time: 09/04/18 09:28 AM				
Commitment Time				
Onsite Time : Cleared Time : 09/04/18 05:03 AM				
Additional Trouble Status Info				
Info				
<u>0719 - TOK - Local Use Only ---- 610 - Trouble Came Clear</u>				
Agent Contact Person				
Responsible Person				
Trouble Location				
Hand Off Info				
Hand Off Center: Hand Off Location: Hand Off Time:				
Hand Off Person				
Maintenance Org Info				
Contact Time: Service Charge: N				
Maintenance Org Contact Person				
Activity Duration				
Repair Activity				
Authorization				
Escalation				

Thank You!