

## Chapter 9: Repair Module

### Overview

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**Introduction** The **Repair** module allows you view or create tickets for your products and services that are associated to your Qwest Control<sup>®</sup> Enterprise ID.

**Note:** You can issue repair tickets for only those products supported by the Qwest Control **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**

Based on the products associated to your Qwest Control 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 Qwest Control tool.

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

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## View Tickets

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### Introduction


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

- The **Filters** section of the screen allows you 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 Qwest Control 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
<b>Filters Section</b>	
<b>Product</b>	This list allows you to filter the tickets by the products associated with your Qwest Control Enterprise ID.
<b>Repair Ticket #</b>	This field allows you to enter the unique identifier associated with the ticket(s) you want to filter.
<b>Component ID</b>	This field allows you to enter the unique identifier for the service component(s) for which you want to see ticket(s) listed.
<b>Status</b>	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"> <li>• All</li> <li>• New</li> <li>• Assigned</li> <li>• Work in Progress</li> <li>• Dispatched</li> <li>• Pending</li> <li>• Resolved</li> <li>• Canceled</li> <li>• Closed</li> </ul>
<b>Create Date – From</b>	This field allows you to enter the earliest creation date for tickets you want to see listed.
<b>Create Date – To</b>	This field allows you to enter the most recent creation date for tickets you want to see listed.
<b>Last Status Date – From</b>	This field allows you to enter the earliest date on which listed tickets were last updated.
<b>Last Status Date – To</b>	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.

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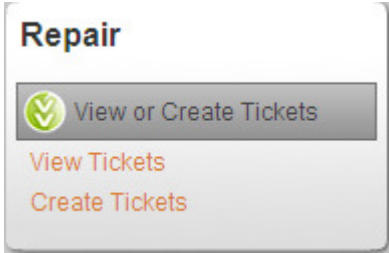
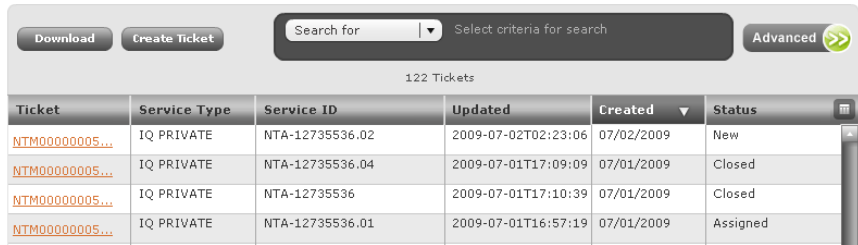
**View Tickets**, continued

**Fields and Descriptions** (continued)

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

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

## Sorting the View Tickets List

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

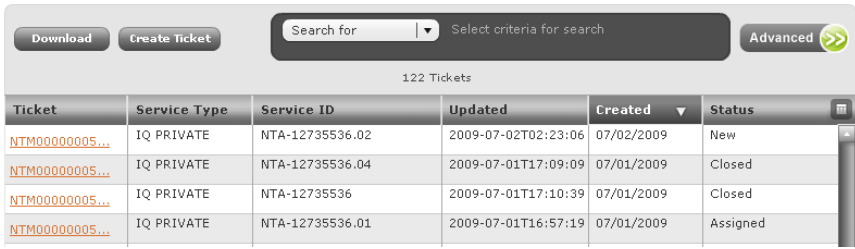

Step	Action
1	From the <b>View Tickets</b> application, click on the <b>Ticket #</b> column label to sort the list by the ticket number.
2	From the <b>View Tickets</b> application, click on the <b>Product Type</b> column label to sort the list by the product or service.
3	From the <b>View Tickets</b> application, click on the <b>Component ID</b> column label to sort the list by the specific service element.
4	From the <b>View Tickets</b> application, click on the <b>Status</b> column label to sort the list by the ticket status.
5	From the <b>View Tickets</b> application, click on the <b>Create Date</b> column label to sort the list by the date and time the repair ticket was opened.
6	From the <b>View Tickets</b> application, click on the <b>Last Status Date</b> column label to sort the list by the date and time the repair ticket was last updated.

## 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 <b>Home</b> page, click on the <b>Repair</b> module.</p> <p><b>Result:</b> The <b>View Tickets</b> application appears.</p>  <p>The screenshot shows the 'View Tickets' application interface. At the top, there are buttons for 'Download' and 'Create Ticket', a search bar with a dropdown arrow, and an 'Advanced' button with a right-pointing arrow. Below the search bar, it says '122 Tickets'. A table is displayed with the following columns: Ticket, Service Type, Service ID, Updated, Created, and Status. The table contains five rows of data:</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>NTM00000005...</td> <td>IQ PRIVATE</td> <td>NTA-12735536.02</td> <td>2009-07-02T02:23:06</td> <td>07/02/2009</td> <td>New</td> </tr> <tr> <td>NTM00000005...</td> <td>IQ PRIVATE</td> <td>NTA-12735536.04</td> <td>2009-07-01T17:09:09</td> <td>07/01/2009</td> <td>Closed</td> </tr> <tr> <td>NTM00000005...</td> <td>IQ PRIVATE</td> <td>NTA-12735536</td> <td>2009-07-01T17:10:39</td> <td>07/01/2009</td> <td>Closed</td> </tr> <tr> <td>NTM00000005...</td> <td>IQ PRIVATE</td> <td>NTA-12735536.01</td> <td>2009-07-01T16:57:19</td> <td>07/01/2009</td> <td>Assigned</td> </tr> </tbody> </table>	Ticket	Service Type	Service ID	Updated	Created	Status	NTM00000005...	IQ PRIVATE	NTA-12735536.02	2009-07-02T02:23:06	07/02/2009	New	NTM00000005...	IQ PRIVATE	NTA-12735536.04	2009-07-01T17:09:09	07/01/2009	Closed	NTM00000005...	IQ PRIVATE	NTA-12735536	2009-07-01T17:10:39	07/01/2009	Closed	NTM00000005...	IQ PRIVATE	NTA-12735536.01	2009-07-01T16:57:19	07/01/2009	Assigned
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2	<p>From the <b>Products</b> list (if applicable), select one or more products to filter the tickets by the selected criteria.</p> <p><b>Note:</b> To select more than one product hold down the <b>CRTL</b> key and click each product you want to add to the filter.</p>																														
3	<p>In the <b>Repair Ticket #</b> field (if applicable), enter the unique identifier for the repair ticket(s) you want to filter.</p>																														
4	<p>In the <b>Component ID</b> field (if applicable), enter the unique identifier for the service component(s) for which you want to filter.</p>																														
5	<p>From the <b>Status</b> checkboxes (if applicable), select the value(s) for which you want to filter your ticket(s).</p> <p><b>Note:</b> To select or clear the available checkboxes, select/deselect the <b>All</b> box.</p>																														
6	<p>In the <b>Create Date</b> fields (if applicable), enter the earliest and latest dates for which you want to filter your tickets.</p>																														
7	<p>In the <b>Last Status Date</b> fields (if applicable), enter the earliest and latest dates for which you want to filter your tickets.</p>																														
8	<p>Click </p> <p><b>Result:</b> The system retrieves the tickets that match you filtering criteria.</p>																														



## Tickets Details

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

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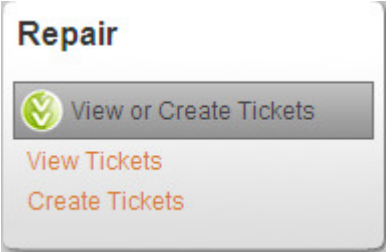
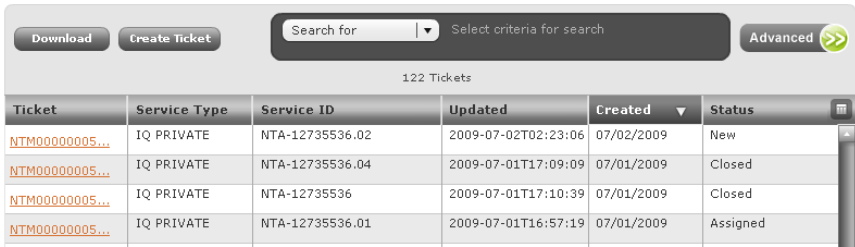
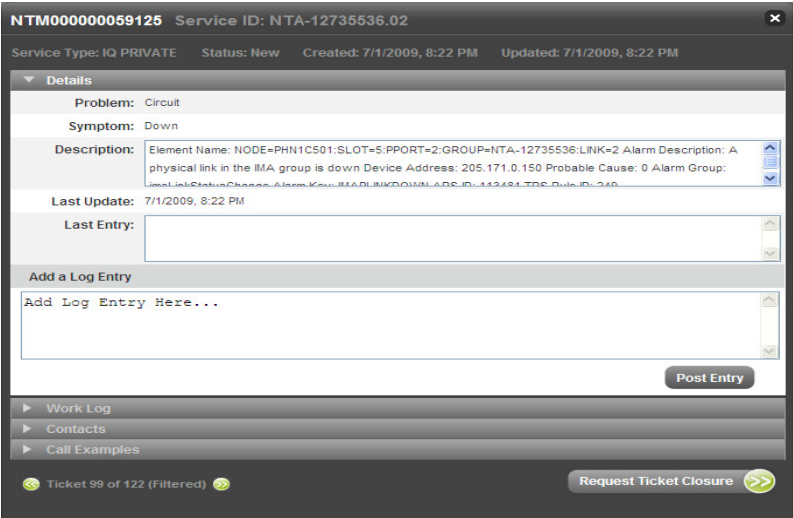
## Ticket Details, continued

Fields and Descriptions (continued)

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

# Viewing the Ticket Details

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

Step	Action																														
1	<p>From the <b>Landing</b> page, click on the <b>View or Create Tickets</b> link.</p> <p><b>Result:</b> The <b>View Tickets</b> and <b>Create Tickets</b> links appears.</p> 																														
2	<p>Click on <b>View Tickets</b>.</p> <p><b>Result:</b> The <b>View Tickets</b> 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><a href="#">NTM00000005...</a></td> <td>IQ PRIVATE</td> <td>NTA-12735536.02</td> <td>2009-07-02T02:23:06</td> <td>07/02/2009</td> <td>New</td> </tr> <tr> <td><a href="#">NTM00000005...</a></td> <td>IQ PRIVATE</td> <td>NTA-12735536.04</td> <td>2009-07-01T17:09:09</td> <td>07/01/2009</td> <td>Closed</td> </tr> <tr> <td><a href="#">NTM00000005...</a></td> <td>IQ PRIVATE</td> <td>NTA-12735536</td> <td>2009-07-01T17:10:39</td> <td>07/01/2009</td> <td>Closed</td> </tr> <tr> <td><a href="#">NTM00000005...</a></td> <td>IQ PRIVATE</td> <td>NTA-12735536.01</td> <td>2009-07-01T16:57:19</td> <td>07/01/2009</td> <td>Assigned</td> </tr> </tbody> </table>	Ticket	Service Type	Service ID	Updated	Created	Status	<a href="#">NTM00000005...</a>	IQ PRIVATE	NTA-12735536.02	2009-07-02T02:23:06	07/02/2009	New	<a href="#">NTM00000005...</a>	IQ PRIVATE	NTA-12735536.04	2009-07-01T17:09:09	07/01/2009	Closed	<a href="#">NTM00000005...</a>	IQ PRIVATE	NTA-12735536	2009-07-01T17:10:39	07/01/2009	Closed	<a href="#">NTM00000005...</a>	IQ PRIVATE	NTA-12735536.01	2009-07-01T16:57:19	07/01/2009	Assigned
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3	<p>From the <b>View Tickets</b> application, click on any of the <b>Ticket #</b> hyperlinks to view the details of the selected ticket.</p> <p><b>Result:</b> The <b>Ticket Details</b> screen appears.</p> 																														
4	<p>Click <b>Done</b> to return to the <b>View Tickets</b> screen.</p>																														

## Create Ticket

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### Introduction

The **Create Ticket** screen allows you to enter a repair ticket for a selected service component under your Qwest Control 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 Qwest Control Enterprise ID that have existing inventory.

### Fields and Descriptions

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

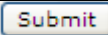
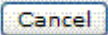
Field Name	Description
<b>Product and Problem Information Section</b>	
<b>Product</b>	This drop-down list allows you to select a Qwest Control supported product that may be experiencing a repair issue. The supported products may include: <ul style="list-style-type: none"> <li>• <b>ATM</b></li> <li>•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

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## Creating Ticket, continued

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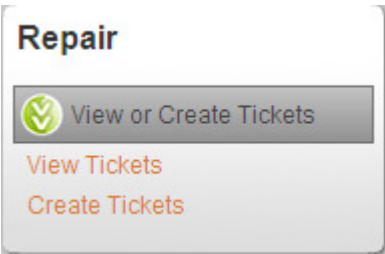
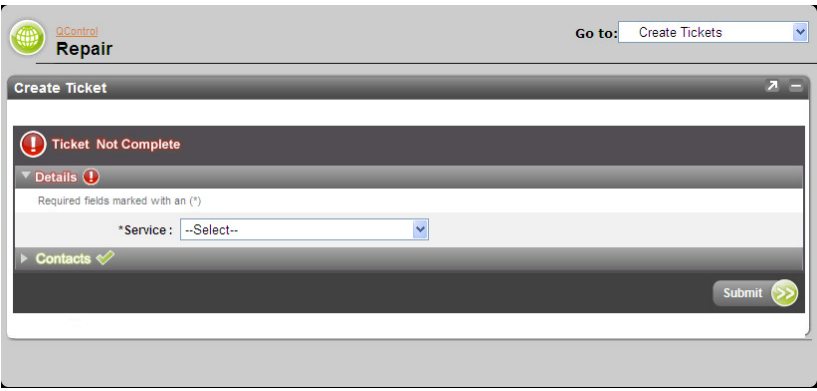
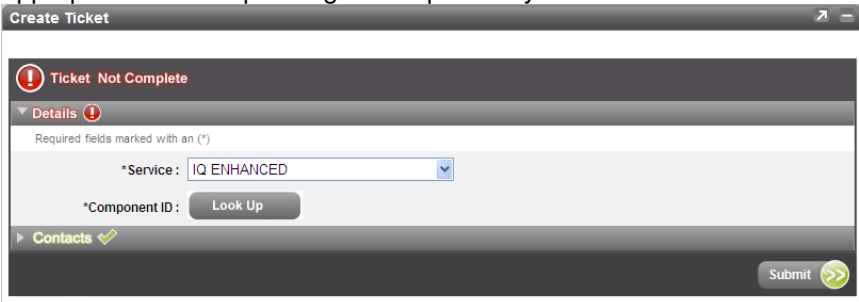
**Procedure** (continued).

Field Name	Description
<b>Secondary Contact Information Section</b>	
<b>First Name</b>	This field allows you to enter the first name of the secondary contact, if applicable.
<b>Last Name</b>	This field allows you to enter the surname of the secondary contact, if applicable.
<b>Phone</b>	This field allows you to enter the telephone number of the secondary contact, if applicable.
<b>Email</b>	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 Qwest.
	This button allows you to exit the create ticket screen.

# Creating a Repair Ticket

**Procedure**


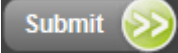
Follow the steps in the procedure to generate a repair ticket for one of you service components.

Step	Action
1	<p>From the <b>Landing</b> page, click on the <b>View or Create Tickets</b> link.</p> <p><b>Result:</b> The <b>View Tickets</b> and <b>Create Tickets</b> links appears.</p> 
2	<p>Click on <b>Create Tickets</b>.</p> <p><b>Result:</b> The <b>Create Tickets</b> application appears.</p> 
3	<p>From the <b>Service</b> list, click the product for which you want to report a problem.</p> <p><b>Result:</b> 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><b>Result:</b> The ticket will be submitted.</p> <p><b>Note:</b> 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>