

Electronic Bonding Trouble Administration

EBTA GUI User Guide Self-Paced Course

Student Guide

March 15, 2010



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EBTA GUI User Guide: Self-Paced

Introduction

Notice



This material is written for both customer and AT&T Prime Access users and contains EBTA instructions for both user groups.

Note the areas that are applicable to you as take this course.

Purpose

The purpose of this course is to assist customers in using the Electronic Bonding Trouble Administration (EBTA) function for reporting trouble and working with trouble tickets and reports.

Course Description

This course is self-paced. It starts at a fundamental level with a description of the EBTA function, and progresses towards the creation of trouble tickets, working with opened and closed trouble tickets, and reports. Comprehension is tested via a Learning Evaluation located at the end of the course.

This course contains the following lessons:

- Lesson 1 - EBTA Description
- Lesson 2 - Getting Started
- Lesson 3 - Creating New Trouble Tickets
- Lesson 4 - Working with Open Trouble Tickets
- Lesson 5 - Working with Closed Trouble Tickets
- Lesson 6 - Reports

You can review each lesson consecutively or randomly by topic, depending on your individual needs.

Once you are able to log in to the EBTA application, it may be helpful to keep the application open in a split-screen format on your desktop, so you can refer to the various functions and screens as you review Lessons 3 through 6.

Continued on next page

Introduction, Continued

Course Objectives	Upon completion of this self-paced EBTA course, you will have the skills and knowledge to: <ul style="list-style-type: none">• Describe the EBTA functions• Identify how to get started using EBTA• Create new trouble tickets• Work with open & closed trouble tickets• Identify and use report functions
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Course Length 4-6 Hours



Regional Caveats There are caveats for some EBTA GUI functions. These are noted in the EBTA GUI User Guide and are also emphasized in this document.

Example:

NOTE: This is an important note about an EBTA function!

Be sure to keep these notes in mind as you complete the course.

References The reference materials used in this workshop include:

- CLEC Online Handbook or AT&T Prime Access web site
- EBTA GUI User Guide

The EBTA GUI User Guide may be also be accessed directly:

https://clec.att.com/clec_documents//unrestr/hb/13%20State/254//IM-EBTA_GUI_Guide.pdf

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Introduction, Continued

References (continued)

Instructions for downloading the EBTA GUI User Guide from the CLEC Handbook:


CLEC	
Step	Action
1	Access the CLEC Online website at https://clec.att.com/clec
2	Click the “CLEC Handbook” button on the left menu.
3	Click the link to the Handbook for your region.
	Click the “Guides / Tech Pubs” button on the left menu, then click “EBTA Web GUI User Guide”
5	Click the “EBTA Web GUI User Guide” link. The user guide opens in a new window. Tip: Add the guide to your Favorites or save it on your computer for future use.

AT&T Prime Access	
Step	Action
1	Access the AT&T Prime Access website at https://primeaccess.att.com/
2	Click the “Online Resources” button from the left menu then click “EBTA.”
3	Scroll down to the “EBTA File List” box and click the “EBTA GUI User Guide” link. The user guide opens in a new window. Tip: Add the guide to your Favorites or save it on your computer for future use.

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Introduction, Continued

References (continued)

The EBTA GUI User Guide is also available through the EBTA GUI application located on the Web Toolbar. Click on the  button and then click on [User Guide](#).

- The EBTA User Guide is the primary resource for this self-paced course.
- You will review the User Guide as you proceed through the course in order to enable you to locate topics and information regarding trouble administration.

The EBTA User Guide is maintained online and updated as necessary. Customers will be notified of any revisions via Accessible Letter.

Web Resource Navigation

The CLEC Handbook and AT&T Prime Access websites are intuitive and easy to use; however are minor differences in each site.

Instructions are given below for each resource.

CLEC Handbook Navigation

All handbook content is accessible through a single navigation menu appearing at the upper left-hand side of each page of the CLEC Handbook.

By clicking and sliding the pointer over fly-out menus, you can easily access all handbook content from the single navigation menu.

Drop-down boxes at the top of the screen allow easy navigation from state-to-state or from the CLEC Handbook to other sections of the web site.

The Search function is also available at all times. It is located at the lower left-hand side of each page of the CLEC Handbook.

Continued on next page

Introduction, Continued

AT&T Prime Access Navigation

All web site content is accessible through a single navigation menu appearing at the *upper left-hand side* of each page of the AT&T Prime Access site. By clicking and sliding the pointer over fly-out menus, you can easily access all handbook content from the single navigation menu.

Note: During this class, AT&T Prime Access users only need to access EBTA information in the “Online Resources “section. The Search function is also available at all times. It is located at the *lower left-hand side* of each page of the AT&T Prime Access site.

EBTA Glossary

- **GUI** - Graphical User Interface. The GUI allows a user to point and click to navigate a web page
- **RBOC** - Regional Bell Operating Company affiliates. You may see this term in the EBTA User Guide to refer to AT&T.
- **Trouble Description Codes** - Standard codes used to identify the trouble.
- **Facility** - In EBTA, it refers to one of the trouble found codes, referring to trouble found in AT&T outside facilities or on facilities between central offices.
- **SSL** - Secure Socket Layer. A security process used to encode messages between nodes on networks.
- **MLT**- Mechanized Loop Test.
- **Late Bonding** - When a customer submits a create ticket and the system finds one already existing, the new trouble ticket will late bond to the existing open ticket.
- **Circuit ID** - Circuit Identifier for customer and AT&T use.
- **CPE** - Customer Provided Equipment - Refers to trouble found in or caused by the end user’s wiring or equipment.

These and many other terms will be addressed throughout the course.

Lesson 1: EBTA Description

Introduction Refer to the EBTA User Guide:

Chapter 1 - Introduction

Review the following topics:

- Appendices
- Welcome
- EBTA GUI Access and Operation
- Trouble Ticket Process Overview
- Trouble Ticket Process Life Cycle
- How This Guide Is Organized
- Obtaining Help

**Appendix B:
Common
Abbreviations**

Appendix B in the EBTA GUI User Guide provides a helpful job aid of common abbreviations used by telecommunications companies.

**Appendix C:
System Hours of
Availability**

Appendix C in the EBTA GUI User Guide provides regional charts for the EBTA Gateway and hours of operation.

**Appendix D:
Error Messages**

Appendix D in the EBTA GUI User Guide provides error messages to assist you with understanding and resolving Session, Trouble Report Modify, MLT Test Request, Trouble Ticket Create Reporting, and Binding Post errors.

**Appendix E:
Trouble
Descriptions/
Codes**

Appendix E in the EBTA GUI User Guide provides descriptions of trouble codes.

Continued on next page

Lesson 1: EBTA Description, Continued

Welcome

The EBTA application has been developed to improve the process of exchanging trouble information between AT&T and customers.

Benefits of using the EBTA application include:

- Electronic connection minimizes the number of telephone calls customers have to make to AT&T.
 - Easy to use interface helps you provide timely and accurate status information to your customers.
 - Windows-based reports feature enables you to generate reports and collect trouble information for internal use by your company.
-

EBTA Access and Operation

Access to the EBTA application is available through the World Wide Web (WWW) or a remote access facility (xRAF) provided by AT&T.

Trouble Ticket Process Overview

Refer to Trouble Ticket Process Overview in the EBTA User Guide.

Note that the diagram provides a high level overview of the trouble ticket process.

Trouble Ticket Process Life Cycle

Review the Trouble Ticket Process Life Cycle.

How the User Guide Is Organized

The User Guide is composed of:

- Three Sections
- Six Chapters
- Five Appendices

The sample chapter/appendix map that introduces each chapter and appendix depicts where the current chapter or appendix falls within the guide.

Continued on next page

Lesson 1: EBTA Description, Continued

Obtaining Help Three levels of help are available to the EBTA user:

1. User Guide - The User Guide is designed to be the primary resource for using EBTA.
2. Online Help feature - While working in the EBTA application, the user can access the online Help feature. The online Help feature is context-sensitive and opens in a new window.
3. Telephone support is also available. Telephone support is divided by customer market segment:
 - a. Toolbar Help Desk (TBHD) supports IXC, Wireless, and Payphone customers.
 - b. Information Services Call Center (ISCC) supports Resale, UNE, and UNE-P/Local Wholesale Complete.

Refer to the contact telephone numbers and hours of operation in the User Guide.

Technicians are also available outside of normal operation hours to handle outage reports. On-call personnel will respond within 30 to 60 minutes.

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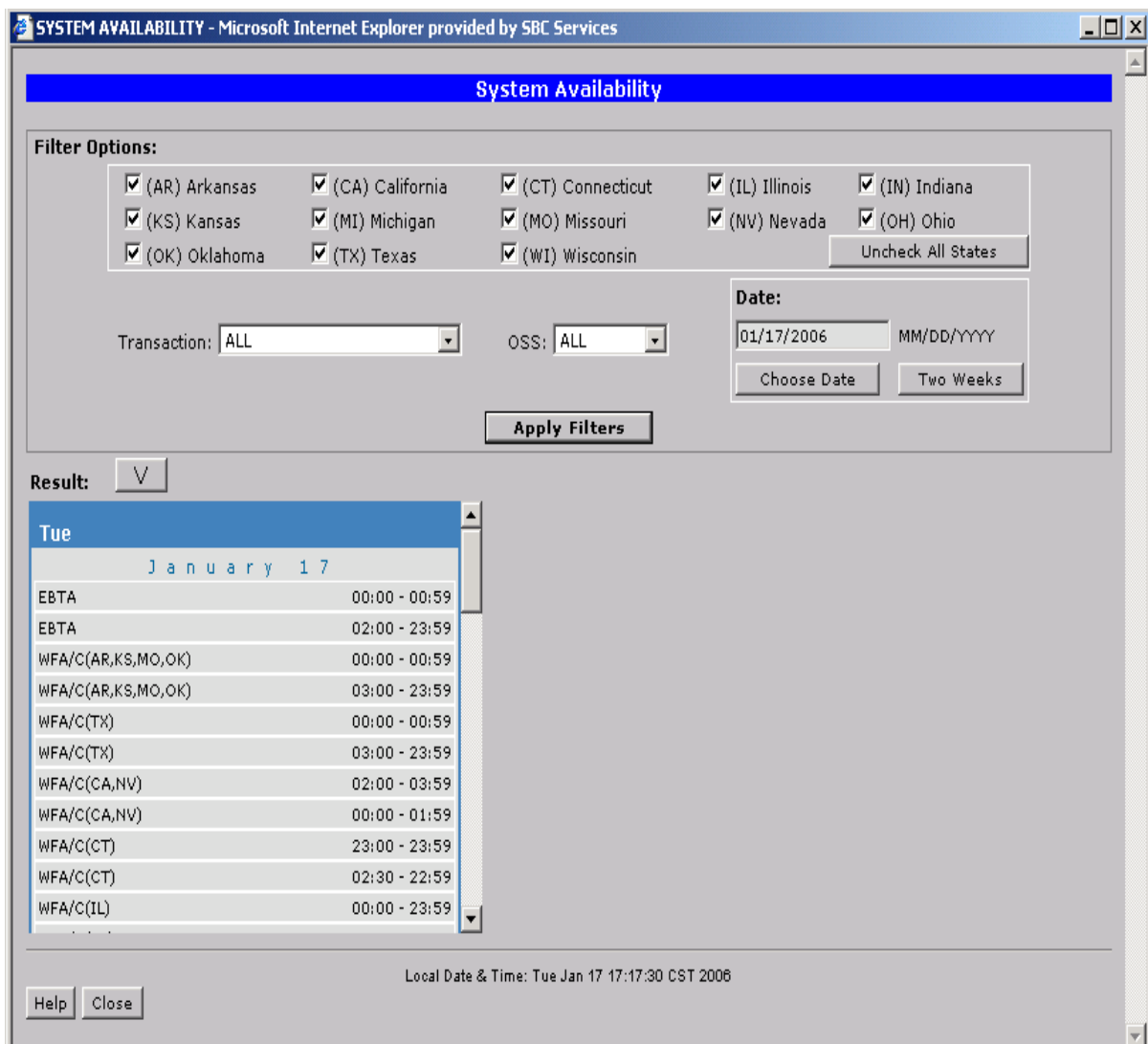
Lesson 1: EBTA Description, Continued

System Availability

Review System Availability. When you select the Help button, you are given two options:

- User Guide
- Availability

When Availability is selected, the Filter Options screen appears. Review the filter functions.



Lesson 2: Getting Started

Introduction

Now that you have been introduced to the EBTA application, the EBTA User Guide, and available support, you will look at requirements for getting started with the EBTA application by reviewing the following topics:

- Setting up PC Workstations
 - Logging In
 - EBTA GUI Interface
 - Toolbar Buttons
 - EBTA GUI Preferences
 - Working with EBTA GUI Windows
 - Help Feature
 - Logging Off
-

Setting up PC Workstations

Refer to [EBTA User Guide](#):

Chapter 2 - Getting Started

Review the following requirements:

- Hardware
- Software
- Connectivity
- Java™ Plug-in

These are the minimum hardware, software, and connectivity requirements.

Configuring Browsers

Review Configuring Browsers.

Microsoft® Internet Explorer 5.01 with service pack 2, or Explorer 6.0 with or without service pack 1.

Continued on next page

Lesson 2: Getting Started, Continued

Logging In

Now you will learn how to log into the EBTA application. Logging into EBTA is a five-step procedure.

Step	Action
1	<p>Open your internet browser and point to one of the following URLs:</p> <p>https://oss.att.com</p> <p>or</p> <p>https://ossraf.att.com if you are connecting via an xRAF connection.</p> <p>Note: the "s" in <i>https</i> is required in the URL. It indicates a secure protocol.</p>
2	<p>If you are a first time user, follow the instructions provided. Otherwise, click on the telephone icon. The Toolbar Login screen appears.</p>
3	<p>Type in your assigned User ID (Received when Web Toolbar is established.)</p>
4	<p>Type in your assigned Password.</p> <p>If you enter invalid user ID and password, you will receive an error message.</p> <p>Note: User IDs and initial passwords are assigned by AT&T. After your initial log in, you will be prompted to change your password.</p>
5	<p>If you successfully pass the security screen, you will see the AT&T Web Toolbar. Click the EBTA button on the Toolbar to launch the system.</p> <p>Note: The number of applications presented in your desktop Toolbar depends on your user profile.</p> <p>Note: You can minimize the Java Console on your desktop. It is useful when debugging connectivity and other problems with the application.</p>

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Lesson 2: Getting Started, Continued

AT&T Web Toolbar

If you successfully pass the security screen, the Toolbar Login window changes to display System Status and Recent News, and a Web Toolbar window appears.

- The System Status reflects the status of applications associated with your User Profile and outages reported to and verified by either of the Help Desks.
 - The Recent News displays information about the applications associated with your User Profile.
-

Changing Your Password

Refer to Changing Your Password in the User Guide. To access the Change Password window, go to the Option button on the Web Toolbar.

Note the following password conventions as you review Password Format in the User Guide:

- Users will be prompted every 60 days to change their password
 - Passwords are case sensitive
 - Passwords need to be between six to eight characters in length, with at least one alphabetic character and one numeric that is not in the first or last position.
 - Passwords may not be reused for six months.
 - If a password is not used for 90 days, it is automatically revoked. The user must then apply for a new password.
-

EBTA GUI Interface

The EBTA GUI Interface window consists of the Toolbar and the EBTA GUI Main window.

- Toolbar: Provides access to the EBTA application windows and features
 - Main window: Provides the viewing area for all of the EBTA application windows.
-

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Lesson 2: Getting Started, Continued

Toolbar Buttons

The Toolbar offers easy access to the windows and features of EBTA.

Review the Toolbar Buttons table in the User Guide. (Placing your mouse over a non-text icon button displays the button's function.)

EBTA GUI Preferences

The EBTA application lets users set up preferences for their User ID. Your user preferences will be stored until they are changed. You will not have to enter preference information after each login, unless a change is desired.

Review the following in the EBTA User Guide:

- **My Contact Information:** After the contact information has been entered into the preferences, the My Contact Information will automatically populate according to the User ID.
- **Default Filter– Current Session Filter:** View My Tickets is the default selection. The default filter selected will remain on subsequent logins until it is changed. The default view selected is based on the customer's own work flow patterns.
- **Date Format:** Allows you to select your desired date display format by choosing a date order, separator, leading zero, and century options.
- **Time Format:** Allows you to select your desired time display format by choosing a 12 or 24-hour time, separator, and leading zero options.
- **Sub-Groups:** Allows you to view current sub-group assignments. If you have administrator privileges, you may modify the sub-groups by selecting the Sub-Groups button from the Preferences screen.
- **Audible Alerts:** Users may choose to receive an audible alert with status changes or critical alerts. The audible alert is in addition to the visual alerts on the open trouble ticket window.

It is critical to set the PC/Windows clock to the correct day, year, time zone, and time. Incorrect settings will impact the display of EBTA status icons. Status icons will be discussed in Chapter 4.

Continued on next page

Lesson 2: Getting Started, Continued

Working with EBTA GUI Windows As with other Windows-based applications, EBTA windows can be resized and moved by dragging the edges of the window. Windows have scroll bars to view ticket line items that are not shown.

Review *Sorting Trouble Tickets*. Tickets can be sorted in ascending or descending order by column.

Help Feature Online help is available when working in the EBTA application. The help feature is context-sensitive and opens in a new window.

Review the section on *Help Feature*.

Logging Off To exit from the EBTA GUI application, from the Main EBTA GUI window, click on the icon on the EBTA GUI Toolbar.

Note: If you receive a *User ID Already Exists* error the next time you log on to the EBTA GUI application, close your browser and wait five minutes before logging back on to the application.

If you want to log off from the Web Toolbar, click on the *Exit* button on the Web Toolbar.

Lesson 3: Creating New Trouble Tickets

Introduction Refer to the [EBTA User Guide](#):
Chapter 3: Creating New Trouble Tickets

Review the following topics:

- Create Ticket Input
- Create New Trouble Ticket
- Entering Trouble Ticket Details
- Providing Access Hours
- Sending/Saving New Trouble Tickets
- Desktop Trouble Tickets (from EBTA GUI)
- Requesting MLT (from Create Ticket or EBTA GUI Main Page)
- MLT
- Binding Post from EBTA GUI Main Page
- Trouble History

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

Create Ticket Input

The Create Ticket Input window is used to begin the process of creating new trouble tickets and submitting them to AT&T.

To access the Create Ticket Input window from the EBTA home page, click the Create button.

If a trouble ticket already exists, you will receive a pop-up message that states “trouble ticket already open on this number.”

The pop-up message also provides the following information:

- Existing ticket number
- Estimated repair time, and
- Indicates whether the ticket is bonded.

If the current ticket is not bonded, you will be asked whether you would like to bond to the open ticket.

If the current ticket is bonded, you will be provided an option to bond to that ticket (reassigned to the user’s ID).

Review the buttons and their functions on the Create Ticket Input screen:

- Send
- Partial Circuit Search (TX, MO, KS, OK, AR only)
- Clear
- Help
- Close

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

ISDN Trouble Entry (Midwest Only)

In the Midwest region (IL, IN, MI, OH, and WI), the EBTA GUI Interface has been enhanced to process ISDN circuit troubles (non-standard format circuits with IBZD prefix).

In all other AT&T states ISDN troubles must be submitted on the ISDN circuit using the appropriate standard Service Type.

All regions require that the trouble be submitted against the circuit ID, not on an associated SPID (service provider identification), using the POTS service type.

Review ISDN (IL IN MI OH WI) Trouble Entry in the User Guide.

DPA List (West Only)

DPA List is for California and Nevada only.

If the circuit or TN has multiple Different Premises Addresses (DPA) associated with it, the DPA screen appears. The user must select a specific DPA before going to the Create New Trouble Ticket screen.

Locate the DPA List section in Chapter 3 of the EBTA User Guide.

Review DPA List.

Partial Circuit ID Search

Users in the Midwest and West may enter a partial or complete circuit ID (minimum of a single character) on the Create Ticket Input screen.

To search, select the Partial CKT Search button.

Review Partial Circuit ID Search.

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

Circuit and Legs

This choice results in a screen listing all the legs for the parent circuit.

Review Circuit and Legs.

Appendix A - Standard Circuit ID Formats has more information on entering Circuit IDs with segments or legs.

Circuit Search from EBTA GUI

The Circuit Search function may be initiated directly from the EBTA GUI.

Review the rules for a circuit search.

Create New Trouble Ticket

The Create New Trouble Ticket window is used to enter trouble details and submit them to AT&T.

The Create New Trouble Ticket window consists of two tabs:

- Details (default)
- Access Hours.

Multiple Create New Trouble Ticket windows may be opened, allowing the user to work on populating several different windows.

Note: To avoid memory problems on the PC workstation, save Create New Trouble Ticket windows to the desktop, rather than minimizing them.

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

Entering Trouble Ticket Details The Details tab records important information describing the trouble being reported.

Locate the field definitions of the Details tab in the EBTA User Guide.

Refer to the Create New Trouble Ticket screen as you review each field description and options. Note that required fields are marked with red asterisks.

Review the following fields and corresponding appendices:

- Circuit ID/Phone # & Appendix A: Standard Circuit ID Formats
- Service Type
- MLT
- My Trouble Ticket #—Required. Maximum of 20 characters. The ticket number that your company assigned to the trouble.
- DPA
- My Circuit ID/Phone # —Required. Maximum of 45 characters. The number that your company assigned to the end user.
- Trouble Group and Trouble Description
- Trouble Code & Appendix E: Trouble Description/Codes

Trouble Group, Trouble Description, and Trouble Code work interactively with one another.

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

Entering Trouble Ticket Details, continued

- My Notes—Optional. Free form entry to record internal notes for your company. This field is not passed on to the AT&T work center team.
- Special Report Type—Optional. This option provides a drop-down box that provides the user with selections to pre-populate the Trouble Narrative in the Additional Info Box. Multiple report types can be used.
- Standard Narratives—Optional. This option provides a drop-down box that provides the user with selections to pre-populate the Trouble Narrative in the Additional Info Box. Multiple report types can be used.
- Additional Trouble Info & Appendix B: Common Abbreviations—Required. Free form entry to provide AT&T with additional details about the trouble. It is strongly recommended that the entry be kept to 55 characters.
- My Contact Information
- Dispatch Not Authorized (Note: Dispatch is the default.)
- Disable Auto Intrusive test: Select if you do not want to AT&T to perform intrusive diagnostic testing on receipt of trouble ticket. (See Chapter 4 of the EBTA GUI User Guide for more information on authorizations.)
- Status Interval
- TSP

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

Providing Access Hours

The second tab of the Create New Trouble Ticket is labeled Access Hours.

This tab is used to provide end user location information and access hours along with the hours for potentially intrusive testing.

Review Providing Access Hours in the EBTA User Guide.

Note the three radio buttons on this tab:

- End User Location (default)
- Test Hours
- Carrier Location

Review the following sections:

- Entering End User Location and Access Hours
- Offered Estimated Repair Time
- Requested Repair Time (excludes AT&T East)

NOTE: For SE POTS Lines, users are not able to choose an Offered Estimated Repair Time or choose a commitment later than what is offered.

- Entering Test Hours
 - Entering Carrier Location and Access Hours.
-

Lesson 3: Creating New Trouble Tickets, Continued

Sending/Saving New Trouble Tickets

This section describes how to send the trouble ticket to AT&T for processing or how to save the trouble ticket to your desktop.

Review the following sections in detail:

- Sending Trouble Tickets
- Reporting Errors (Also refer to Appendix D: Error Messages)
- Late Bonding
- Saving Trouble Tickets.

Desktop Trouble Tickets (from EBTA GUI)

Locate the Desktop Trouble Tickets (from EBTA GUI) section.

Tickets that you have saved but not sent are viewed in the Desktop Trouble Tickets window. Clicking the *Desktop* button opens a window that displays desktop tickets as line items, with the oldest ticket at the top.

The status of each ticket is shown as Pending or Rejected. The window is used to perform the following functions:

- Update/change unsent trouble tickets
- Send trouble tickets for processing
- Copy unsent tickets to create a duplicate
- Delete unsent trouble tickets

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

**Desktop
Trouble Tickets
(from EBTA
GUI)
(continued)**

Review the following buttons and their functions:

- Send
- Modify
- Refresh List
- Copy*
- Delete
- Help
- Close

*Note that the Copy command is useful when there is an end user with multiple lines at a single location.

The Copy command brings up a pop-up window to ask for the following fields:

- Service Type (required)
 - Circuit ID/Phone # (required)
 - DPA (optional)
-

**Requesting
MLT (from
Create Ticket
or EBTA GUI
Main Page)**

Review the following sections:

- Viewing and Modifying Desktop Trouble Tickets
- Sending/Saving Trouble Tickets

Locate Requesting MLT (from Create Ticket or EBTA GUI Main Page).

This section describes two ways to submit an MLT request:

- Create New Trouble Ticket screen or
- EBTA Interface window

Review the conditions under which an MLT may be submitted.

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

MLT

The following sections of the User Guide explain Mechanized Loop Test, including the following:

Five available types of tests:

- Full, Quick, Central Office, Loop, and Tone.
- Sending MLT Test Requests
- MLT Test Contents

Note the VERCODE table, which lists some of the possible VERCODEs and a description of what they indicate.

- MLT Field Definitions
- MLT Summary Descriptions
- MLT Error Messages
- Understanding MLT Results

Understanding the results provided by an MLT requires technical expertise with the use of the Lucent Technologies™ Mechanized Loop Test System. It is expected that customers have, or will obtain independently, the necessary expertise to understand these results.

Further information may be available at Tollgrade's web site:
<http://www.tollgrade.com> (Tollgrade Communications, Inc.).

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Lesson 3: Creating New Trouble Tickets, Continued

Requesting BPDR (Broadband Performance Data Retrieval)

Requesting BPDR (Broadband Performance Data Retrieval): customers may submit Broadband Performance Data Retrieval (BPDR) requests on ADSL Lineshare services that carry the customer's ACNA or AECN/OCN in the AT&T OSS. The test results depict four hours of performance data in 15 minute interval segments. To request a BPDR, a customer would select the BPDR button found on the EBTA GUI Interface window.

NOTE: This is not available in the SE Region

Note: To prevent abuses of the BPDR function, EBTA will not allow more than one BPDR test request against the same service within a two minute period. An error message will be returned indicating the threshold has been exceeded.

The Function buttons on the BPDR input screen are Send, Help, Clear, and Close. The Function buttons on the BPDR output screen are Email Results, Download .csv Spreadsheet File, Help and Close.

BPDR Input screen

Review the function buttons that are available on the BPDR Input screen:

- Send
 - Help
 - Clear
 - Close
-

BPDR Output screen

Review the function buttons that are available on the BPDR Output screen:

- Carrier Chart
 - Email Results
 - Download .csv
 - Spreadsheet File
 - Help
 - Close
-

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

Requesting DDS or DS1 Test

You may submit test requests against DDS or DS1 services that carry their own ACNA.

Review the DDS/DS1 Test Input and output screens.

Note the following:

- The DDS DS1 Test is intrusive.
- Test results may not be returned for 3 to 10 minutes.
- DDS/DS1 tests can only be requested on lines with no open trouble ticket or an open trouble ticket in a cleared status.

Review the possible responses that the test yields.

Binding Post from EBTA GUI Main Page

Access to the Binding Post information should only be used to access information by the owner of record of the service in question. Other use of the Binding Post feature is expressly forbidden.

Review the steps to obtain binding post data.

NOTE: Binding Post information is not available for SE POTS residing in LMOS.

There may be no binding post information available. If no binding post information is available, an error message will appear with the message that there is no information available.

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

Trouble History

NOTE: Trouble history is not available for Circuit and POTS lines residing in SE LMOS.

Trouble History allows you to view up to 90 days of history in the AT&T backend repair systems.

You initiate the Trouble History function by pushing the Trouble History button.

Review the steps to initiate the Trouble History function.

Note that you will see additional screens to provide more information if the circuit ID/ telephone number entered is not provided with the DPA or if the service submitted has Legs.

Review the following chart:

If there is a ...	Then...	And Push...
DPA associated with the circuit ID or telephone number	Select a specific DPA from the History Input screen	Send
Circuit and Leg combination	Select a Circuit and Leg combination from the History Input screen	Trouble History

Continued on next page

Lesson 3: Creating New Trouble Tickets, Continued

Trouble History, continued

Review the following fields of the Trouble History output screen:

- Service ID
- Listed Name
- Service Address
- Ticket Number
- Date/Time Received
- Date/Time Restored
- Total Duration
- Resp. Duration
- Trouble Code Desc.
- Trouble Found Desc.
- Narrative

Installed Features

Upon input of a POTS telephone number, ownership validation of the TN will be performed and a list of features installed for this TN will be provided.

NOTE: This feature is not valid in the SE region.

You initiate the Installed Features function by clicking the Installed Features button.

Review the Installed Features function, including the Input screen and the TN Installed Features List screen.

Note: This functionality will **not** be implemented in AT&T East (Connecticut).

Lesson 4: Working with Open Trouble Tickets

Introduction Refer to the EBTA User Guide: Chapter 4: Working with Open Trouble Tickets

Note the following topics:

- Working with Open Trouble Tickets
- Viewing Open Trouble Tickets
- Viewing and Modifying Trouble Ticket Details
- Viewing Trouble Ticket Duration
- Viewing Trouble Ticket Status History
- Canceling Trouble Tickets
- Granting Trouble Ticket Authorizations
- Escalating Trouble Tickets
- Accepting and Closing Trouble Tickets
- Modifying Access Hours

Continued on next page

Lesson 4: Working with Open Trouble Tickets, Continued

Working with Open Trouble Tickets

The Open Trouble Tickets window contains two kinds of tickets:

- Open and active
- Cleared (i.e. the trouble has been resolved)

A ticket remains in the open window until customers cancel the ticket or accept/deny closure of a cleared ticket.

The Cancel request has to be processed by a technician in order for the cancel to be effective. Submitting the cancel does not automatically cancel the ticket.

If the customer does not act on a cleared ticket within 24 hours, the EBTA application automatically closes the ticket.

Continued on next page

Lesson 4: Working with Open Trouble Tickets, Continued

Viewing Open Trouble Tickets Once the trouble ticket has been accepted by AT&T, the ticket appears as a line item in the Open Trouble Tickets window, with the oldest ticket at the top of the window.

Review the following sections:

- Status Icons
- Open Trouble Tickets Window Columns
- Repair Status
- Open Trouble Tickets Window Buttons:
 - Refresh List
 - View
 - Get Status
 - Reassign
 - Help
 - Close

Continued on next page

Lesson 4: Working with Open Trouble Tickets, Continued

Viewing and Modifying Trouble Ticket Details

This section explains how to view and modify open trouble tickets using the Open Trouble Ticket window.

Open trouble tickets appear as line items. To access a ticket, double-click on the line item or select the ticket and click the View button.

The Open Trouble Ticket window consists of eight tabs:

- Details (default)
- Duration
- Status History
- Cancel
- Authorization
- Escalation
- Accept/Close
- Access Hours

NOTE: The Authorization and Escalation functionality is not available for SE POTS tickets.

The Details tab is the default tab. The Details window looks similar to the Create New Trouble Ticket window.

Review the fields and field definitions on the Details tab window.

Lesson 4: Working with Open Trouble Tickets, Continued

Viewing Trouble Ticket Duration

This tab provides useful information - such as letting you know at a glance how long it took to clear the trouble.

Note the following:

- Duration tab fields
 - The two activities that do not count toward the duration reported on this tab: Delayed Maintenance and No Access
 - For circuits hosted by AT&T FORCE Operational Support System, billable activities will be indicated on the Duration tab. Billable field indicates billable (yes) or non-billable (no)
-

Viewing Trouble Ticket Status History

The Status History tab gives

- A list of the repair status changes and
- Remarks logged by AT&T during the life of a trouble ticket.

Note that this tab is view-only.

Note: Status updates are listed by received date and time, which is the order EBTA receives them.

Canceling Trouble Tickets

The Cancel tab is used to cancel tickets that are open and active.

Cleared tickets should be closed or denied by using the Accept/Close tab and cannot be cancelled.

Review the three steps to cancel trouble tickets.

Continued

Lesson 4: Working with Open Trouble Tickets, Continued

Granting Trouble Ticket Authorizations

Authorizations are used to grant or deny permission for AT&T to conduct specific activities to clear a ticket.

NOTE: This feature is not valid for Southeast POTS.

Review the five authorization activities (Granting Trouble Ticket Authorizations in the EBTA User Guide):

- Delayed Maintenance
- Dispatch
- No Access
- Test
- After Hours Repair

Locate and review the chart that describes each type of authorization request.

When the AT&T technicians send an authorization request, a purple status icon is displayed.

Continued on next page

Lesson 4: Working with Open Trouble Tickets, Continued

Escalating Trouble Tickets

The Escalation tab is used to submit a request for AT&T to escalate any open trouble ticket that has not been cleared.

NOTE: This feature is not valid for Southeast POTS.

Note that:

- Escalation levels ranges from First Level (lowest priority) to Sixth Level (highest priority).
- Use the Additional Trouble Info field to enter a valid reason for the escalation.

Accepting and Closing Trouble Tickets

After AT&T has resolved the trouble, a cleared status is sent, indicated by a green status icon in the Open Trouble Tickets window.

The Accept/Close tab provides with you the opportunity to

- Accept the resolution and close the trouble ticket
- Deny closure
- Close the ticket, but dispute the trouble found

Review the steps to accept and close cleared tickets.

Review the list of Trouble Found codes and their descriptions.

Continued on next page

Lesson 4: Working with Open Trouble Tickets, Continued

Modifying Access Hours This tab displays the location and hours information that was originally entered on the Access Hours tab in the Create New Trouble Ticket window.

Note: Required information cannot be removed.

Review the business rules:

- Modifying End User Location and Access Hours
- Requested Repair Time

NOTE: This feature not valid for Southeast POTS

- Modifying Test Hours
 - Modifying Carrier Location and Access Hours
-

Lesson 5: Working with Closed Trouble Tickets

Introduction Refer to the [EBTA User Guide](#): Chapter 5: Working with Closed Trouble Tickets

Note the following topics:

- Working with Closed Trouble Tickets
- Viewing Closed Trouble Tickets
- Viewing Details
- Viewing Trouble Ticket Duration
- Viewing Trouble Ticket Status History
- Viewing Access Hours
- Viewing Escalation Activity

NOTE: This feature not valid for Southeast POTS.

Working with Closed Trouble Tickets The Closed Trouble Tickets window contains tickets that have been closed.

A closed trouble ticket is one that has been:

- Accepted and closed by the customer, or
- Closed by the system 24-hours after being cleared, or
- Canceled by the customer.

Continued on next page

Lesson 5: Working with Closed Trouble Tickets, Continued

Viewing Closed Trouble Tickets

Tickets closed within the last 14 days may be displayed in the closed trouble tickets window.

Review how to access and delete a trouble ticket from the Closed Trouble Tickets window (Viewing Closed Trouble Tickets in the EBTA User Guide):

- Fifteen days after the closed indication is received, closed tickets are not shown and are marked as deleted from the EBTA database
- Regardless how a ticket has been deleted from the EBTA database, it is available to the Reports feature 35 days after the closed indication was received.
- Reports will be discussed in the next chapter.

Review the following sections:

- Closed Trouble Tickets Window Columns
 - Closed Trouble Tickets Window Buttons
-

Viewing Details

The Closed Trouble Ticket window has five viewable tabs:

- Details (default)
- Duration
- Status History
- Access Hours
- Escalation

The Details tab is similar to the one for the Open Trouble Tickets window.

Review the Details tab fields and field definitions.

Continued on next page

Lesson 5: Working with Closed Trouble Tickets, Continued

Viewing Trouble Ticket Duration The date and time the trouble was reported and cleared is displayed on the Duration tab.

Review the fields on the Duration tab.

Viewing Trouble Ticket Status History The Status History tab gives a list of the repair status changes and remarks logged during the life of a trouble ticket.

Note that:

- This tab is view only
 - Status updates are listed by the Received Date & Time, which is the order they are received by EBTA.
-

Viewing Access Hours The last access hours entered before the ticket was closed can be viewed on the Closed Trouble Ticket window.

Viewing Escalation Activity The Escalation tab provides a view of all escalations requested and provided while the ticket was electronically bonded. This tab is also view only.

Lesson 6: Reports

Introduction Refer to the EBTA User Guide:

- **Chapter 6: Reports**

Note the following topics:

- Reports
 - Running a Report
 - Report Output Fields
-

Continued on next page

Lesson 6: Reports, Continued

Reports Reports can be run against all trouble tickets submitted and accepted by AT&T.

Reporting options include the following, found in the Type field:

- Open tickets (default selection)
- Closed tickets
- All tickets

The tickets that reports can be run against can be limited to one of three views:

- View My Tickets
- View Sub-Group Tickets
- View Master-Group Tickets

Report output is in ASCII text with comma (,) delimiters and is compatible with common spreadsheet and database applications such as Microsoft® Excel® and Microsoft® Access®.

- Large reports can take an excessive amount of time to display in the Reports Content box
- AT&T recommends using the E-mail Report option if the report contains more than 100 trouble tickets.

Continued on next page

Lesson 6: Reports, Continued

Running a Report Review Running a Report and the nine steps to create a report in the EBTA User Guide.

Note that the files will be saved with a CSV file extension (*.csv).

Report Output Fields This section describes the report output fields that appear on the spreadsheet. An example of a partial spreadsheet is shown in Step 9, in the previous section, Running a Report, in the EBTA GUI User Guide.

Learning Evaluation

Directions Read the following questions and note your answers on a separate piece of paper. When you have completed the Learning Evaluation, locate the answer key, which follows the questions, and check your responses.

Match the letter of the Reporting Error to its description. (You may refer to the EBTA User Guide.)

Matching Letter	Description	Reporting Error
	Ticket has an invalid access hours entry.	A. Circuit Ownership B. Circuit Mismatch C. Invalid Attribute D. Invalid Segment E. Resold Service F. Service Disconnected
	AT&T records indicate that the service was resold but was submitted by an Access customer.	
	The ACNA associated with the circuit is different from the ACNA(s) associated with your company.	
	The Circuit ID submitted is not found in the AT&T Operational Support System.	
	The portion of the Circuit ID identifying the circuit segment is invalid.	

Answer the following multiple choice questions.

1. Which of the following is true about creating new trouble ticket windows?
 - a. You can open multiple Create New Trouble Ticket windows simultaneously
 - b. You can only open one Create New Trouble Ticket window.
 - c. You can open a maximum of two open Create New Trouble Ticket window in a five minute time frame.
 - d. You can open a maximum of two open Create New Trouble Ticket windows simultaneously.

Continued on next page

Learning Evaluation, Continued

2. Which of the following is the Web site address (URL) for EBTA.
 - a. <http://oss.att.com>
 - b. <https://oss.att.com>
 - c. <https://ebta.att.com>
 - d. <http://ebta.att.com>

3. Which of the following statements best describes “Repair Status”?
 - a. The current status of the trouble ticket sent by RBOC and is automatically updated when a status change occurs.
 - b. You need to go into the database and change the current status of the trouble ticket sent by AT&T.
 - c. You will either see “Complete” or “Submitted” for a repair status.
 - d. The current status of the trouble ticket sent by AT&T and is manually updated when a status change occurs.

Continued on next page

Learning Evaluation, Continued

Write the correct answer in the space provided.

4. What should you do when you receive a Circuit Mismatch reporting error?

Select the best response to the question.

5. By default, the Reports feature allows you to view tickets that you have created within the last _____ days?
- a) 30 days
 - b) 35 days
 - c) 45 days
 - d) 90 days

Learning Evaluation Answer Key

Matching Letter	Description	Error
C	Ticket has an invalid access hours entry.	G. Circuit Ownership H. Circuit Mismatch I. Invalid Attribute J. Invalid Segment K. Resold Service L. Service Disconnected
E	AT&T records indicate that the service was resold but was submitted by an Access customer.	
A	The ACNA associated with the circuit is different from the ACNA(s) associated with your company.	
B	The Circuit ID submitted is not found in the AT&T Operational Support System.	
D	The portion of the Circuit ID identifying the circuit segment is invalid.	

Continued on next page

Learning Evaluation Answer Key, Continued

1. Which of the following is true about creating new trouble ticket windows?
 - a) **You can open multiple Create New Trouble Ticket windows simultaneously**
 - b) You can only open one Create New Trouble Ticket window.
 - c) You can open a maximum of two open Create New Trouble Ticket window in a five minute time frame.
 - d) You can open a maximum of two open Create New Trouble Ticket windows simultaneously.

2. Which of the following is the Web site address (URL) for EBTA.
 - a) <http://oss.sbc.com>
 - b) **<https://oss.sbc.com>**
 - c) <https://ebta.sbc.com>
 - d) <http://ebta.sbc.com>

3. Which of the following statements best describes “Repair Status”?
 - a) **The current status of the trouble ticket sent by RBOC and is automatically updated when a status change occurs.**
 - b) You need to go into the database and change the current status of the trouble ticket sent by AT&T.
 - c) You will either see “Complete” or “Submitted” for a repair status.
 - d) The current status of the trouble ticket sent by AT&T and is manually updated when a status change occurs.

Continued on next page

Learning Evaluation Answer Key, Continued

Write the correct answer in the space provided.

4. What should you do when you receive a Circuit Mismatch reporting error?

Answer: **Correct the Circuit ID and re-submit the ticket.**

Select the best response to the question.

5. By default, the Reports feature allows you to view tickets that you have created within the last _____ days?
- a) **30 days**
 - b) 35 days
 - c) 45 days
 - d) 90 days
-