Wireless Ordering System (WOS)

Customer Tutorial

July 2004

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Introduction

Section 1 of 12

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Objectives and timing for this training module are important to understand.

- The objectives of this module are to:
  - Describe the new functionality of the Wireless Ordering System (WOS).
  - Illustrate how to perform tasks applicable to wholesale customers.
- It will take approximately 2 hours and 30 minutes to complete this module.
- The module can be broken down accordingly:

Section 1	10 minutes	**Section 7**	10 minutes
Section 2	10 minutes	**Section 8**	15 minutes
Section 3	15 minutes	**Section 9**	10 minutes
Section 4	15 minutes	**Section 10**	15 minutes
Section 5	15 minutes	**Section 11**	15 minutes
Section 6	15 minutes	**Section 12**	5 minutes

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Prior to getting into detail, it is important to have a basic understanding of what the Wireless Ordering System (WOS) is:

- The Wireless Ordering System Implementation is an initiative to deliver a web-based ordering system for BellSouth's ICS wireless customers (carriers) to enhance the ordering experience and streamline the current process.

- In addition, the WOS project will deliver a web-based internal interface and Business Process Management solution to drive the methods and procedures that Center, Account Teams and Staff Support will use in support of this mechanized solution.

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Before logging into WOS, familiarize yourself with the mechanization types.

Product ~	Order Vol.	Level of Mechanization by Activity						SOCS Feedback Available
		New	C-Add	Change to Existing			Disconnect	
				CFA Roll	Part. Disc.	Other		
Prem to Prem	27%	Full Mech **	Full Mech **	Part Mech	Order Entry	Order Entry	Full Mech ***	Yes
	17%	Part Mech	Part Mech				Part Mech	
DS1	18%	Part Mech	Part Mech	Part Mech	Order Entry	Order Entry	Full Mech ***	Yes
							Part Mech	
Type 2A/2B Trunks	18%	Part Mech	Part Mech	Part Mech	Order Entry	Order Entry	Full Mech ***	Yes
							Part Mech	
Type 2C Trunks	4%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry	Order Entry	Order Entry	Yes
Type 2D Trunks	< 1%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry	Order Entry	Order Entry	Yes
Type 1 Trunks	3%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry	Order Entry	Order Entry	Yes
MSP Trunks	2%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry	Order Entry	Order Entry	Yes
Listing Only	< 1%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry	Order Entry	Order Entry	Yes
DS3 Lightgate	2%	Order Entry	Order Entry	Not Applicable	Order Entry	Order Entry	Order Entry	Yes
DS3 Smartring	1%	Order Entry	Order Entry	Not Applicable	Order Entry	Order Entry	Order Entry	Yes
Ded. NXX & Guide Acts.	5%	Product Out of Scope						
SmartRing (Ring)	1%	Product Out of Scope						
SS7 Links (SWC)	1%	Product Out of Scope						
MSP Lines (Paging)	< 1%	Product Out of Scope						
RCC 800 Service	< 1%	Product Out of Scope						
RT Circuits (Paging)	< 1%	Product Out of Scope						

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Before learning more about the WOS, it is important to associate yourself with the following terms:

- **BPM** – Provides the ability to manage complex order processing flows. Directs internal users to interact with the system when WSRs need additional information.

- **Common Language Location Identifier (CLLI)** – Common language code that identifies individual locations of a physical plant. A CLLI is composed of 11 alphanumeric characters, which serve as a substitute for a street address and room number of an access customer or local exchange company location. The character position of the CLLI code is as follows: the first 4 codes represent the place abbreviation, codes 5-6 denote the state abbreviation, codes 7-8 denote the building identification, and codes 9-11 denote specific equipment identification.

- **Wireless DS1** – Circuit connecting one office to another via the BellSouth network.

- **Wireless Integrated Processing System (WIPS)** – A BellSouth legacy system that interacts with WOS, RSAG, SOCS and PSIMS.

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Before learning more about the WOS, it is important to associate yourself with the following terms:

- **Wireless Order Service Order Generator (WOSOG)** – Separate component that actually builds the Wireless Service Requests.

- **Wireless Ordering System (WOS)** – The wireless ordering system is an initiative to deliver a web-based ordering system for BellSouth's ICS wireless customers (carriers) to enhance the ordering experience and streamline the current process. In addition, the project will deliver a web-based internal interface and Business Process Management solution to drive the methods and procedures that Center, Account Teams and Staff Support will use in support of this mechanized solution.

- **Work Fallout** – Occurs when a condition exists that triggers manual processing of a Wireless Service Request within WOS.

- **ZWC** – Identifies uniquely all cellular accounts for wireless carriers with a 4 digit code. Work groups are established by Customer ZWC.

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The Wireless Ordering System, or WOS, is new for BellSouth wholesale customers.

- Prior to WOS, there was no web or electronic interface entry order system for BellSouth wholesale, wireless customers.
- All orders were mailed, faxed or emailed to the Wireless Sales Account Team and/or the Wireless Service Center (WSC). This created a long paper trail and resulted in operational inefficiencies.
- To combat that, the Wireless Ordering System was created.
- WOS is a web-based ordering system which enhances and streamlines BellSouth's wholesale ordering process.
- The next section will address logging in to WOS.

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Log In to the Wireless Ordering System

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In order to access the WOS, users must have a username and password.

- The username and password will be maintained by Electronic Communications (EC) Support Group.
- Requests for access to the system will be monitored by the submission of a request form from the account team to EC Support.
- Upon a successful log in, WOS will retrieve and store a list of ZWCs the user is allowed to access.
- After log in, WOS will also retrieve and store permissions for functionality the user is allowed to access.
- See the next slide to view the WOS log in process.

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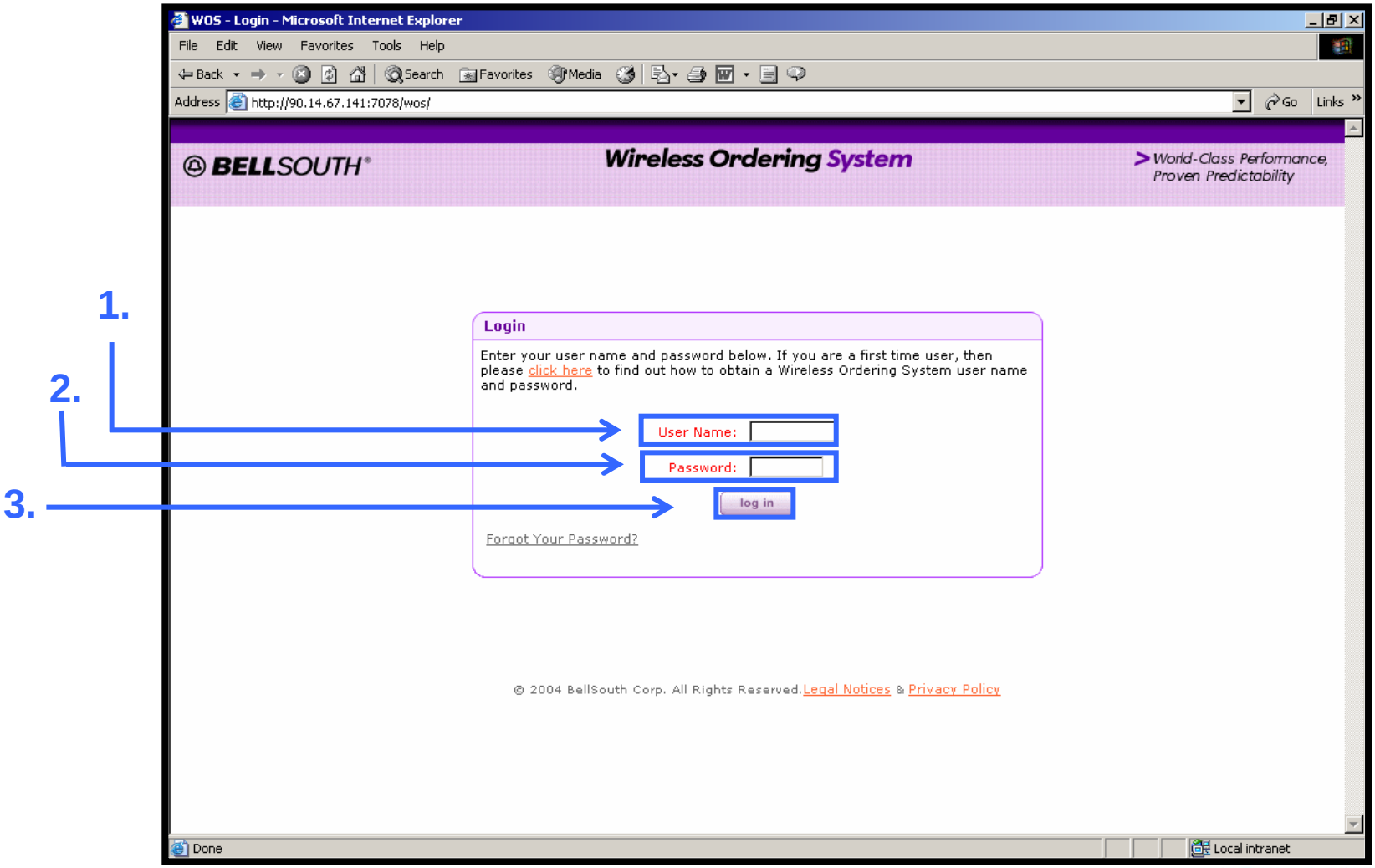
WOS Login Screen



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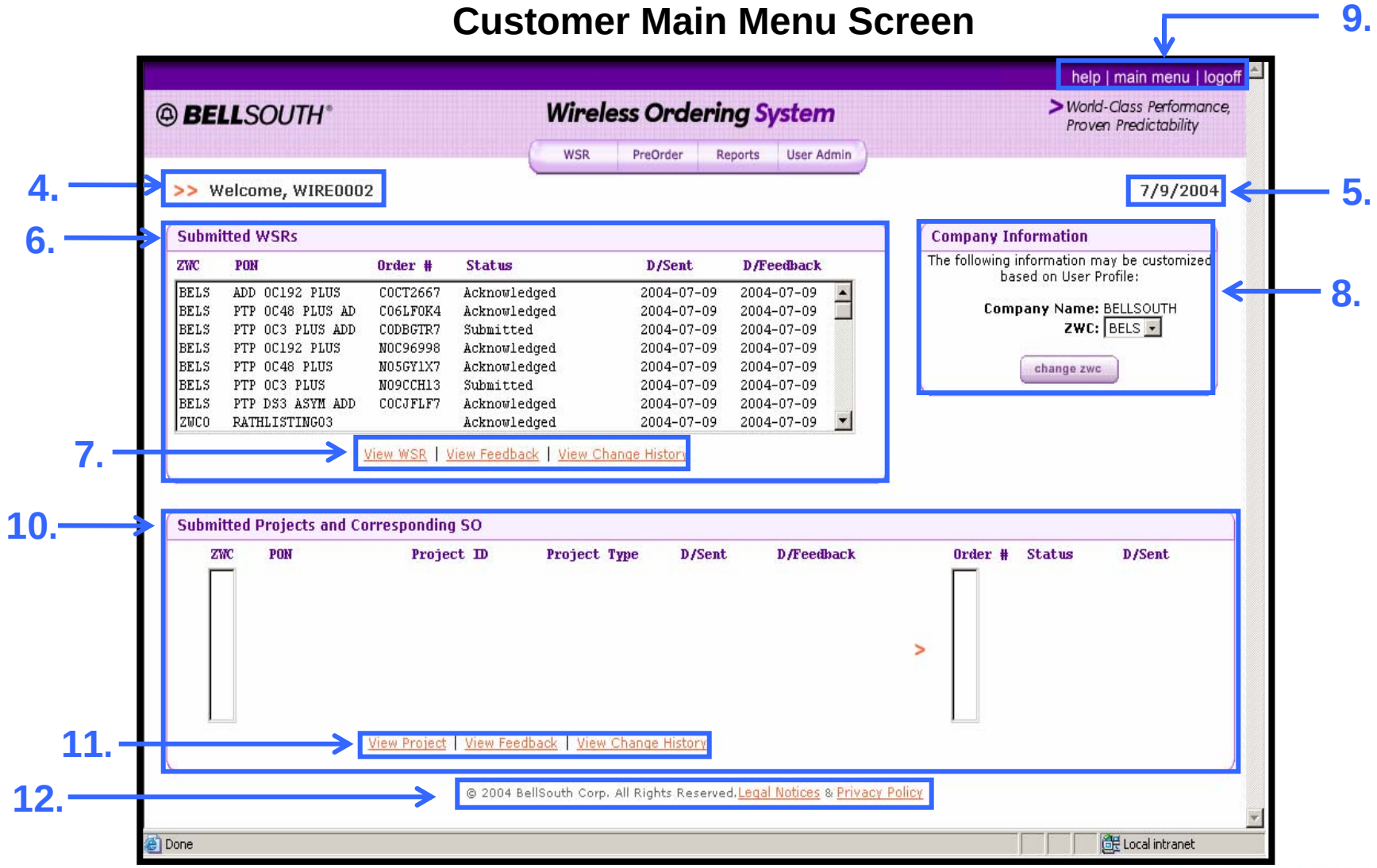
Customer Main Menu Screen



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Create a WSR

Section 3 of 12

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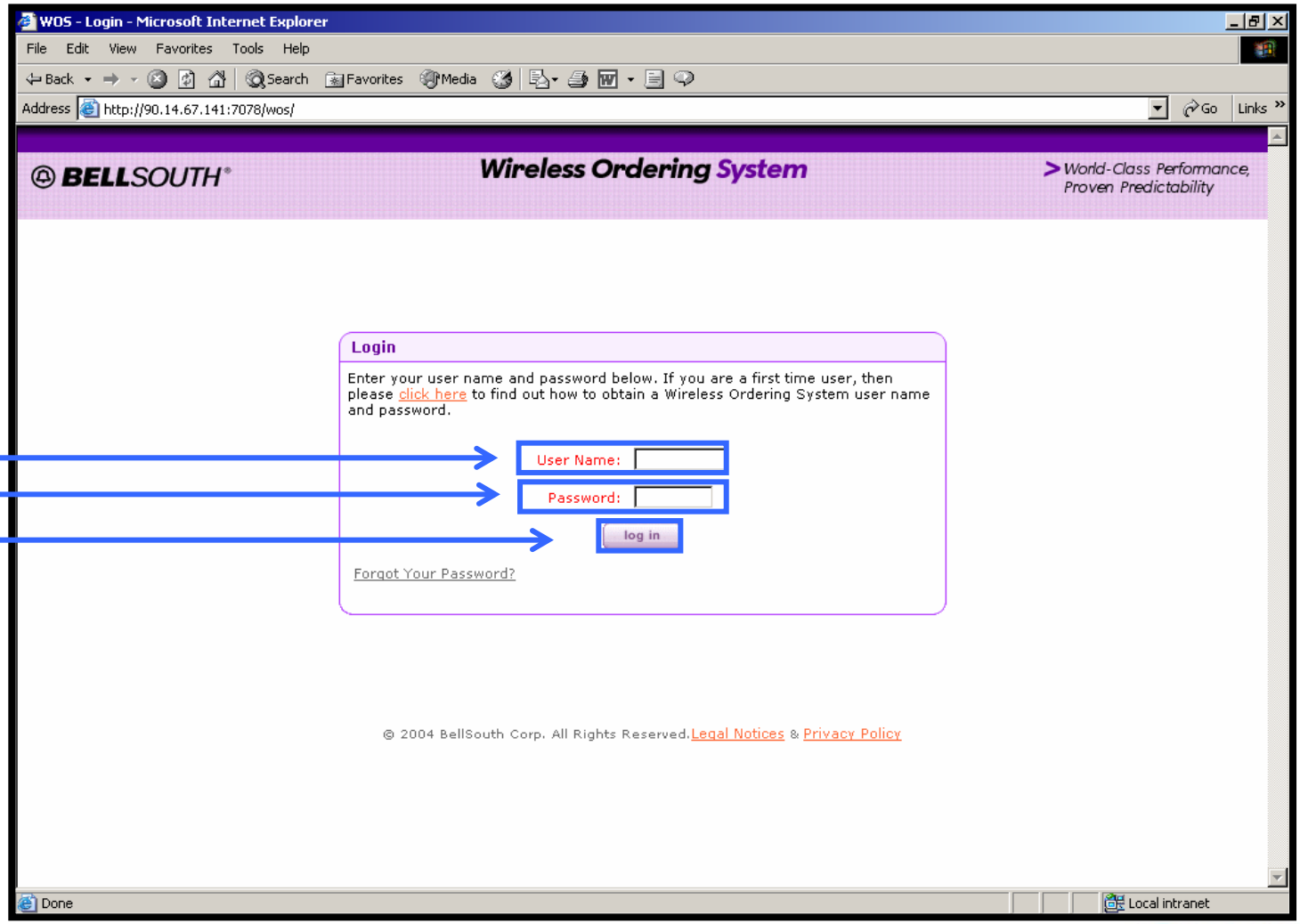
WOS Login Screen



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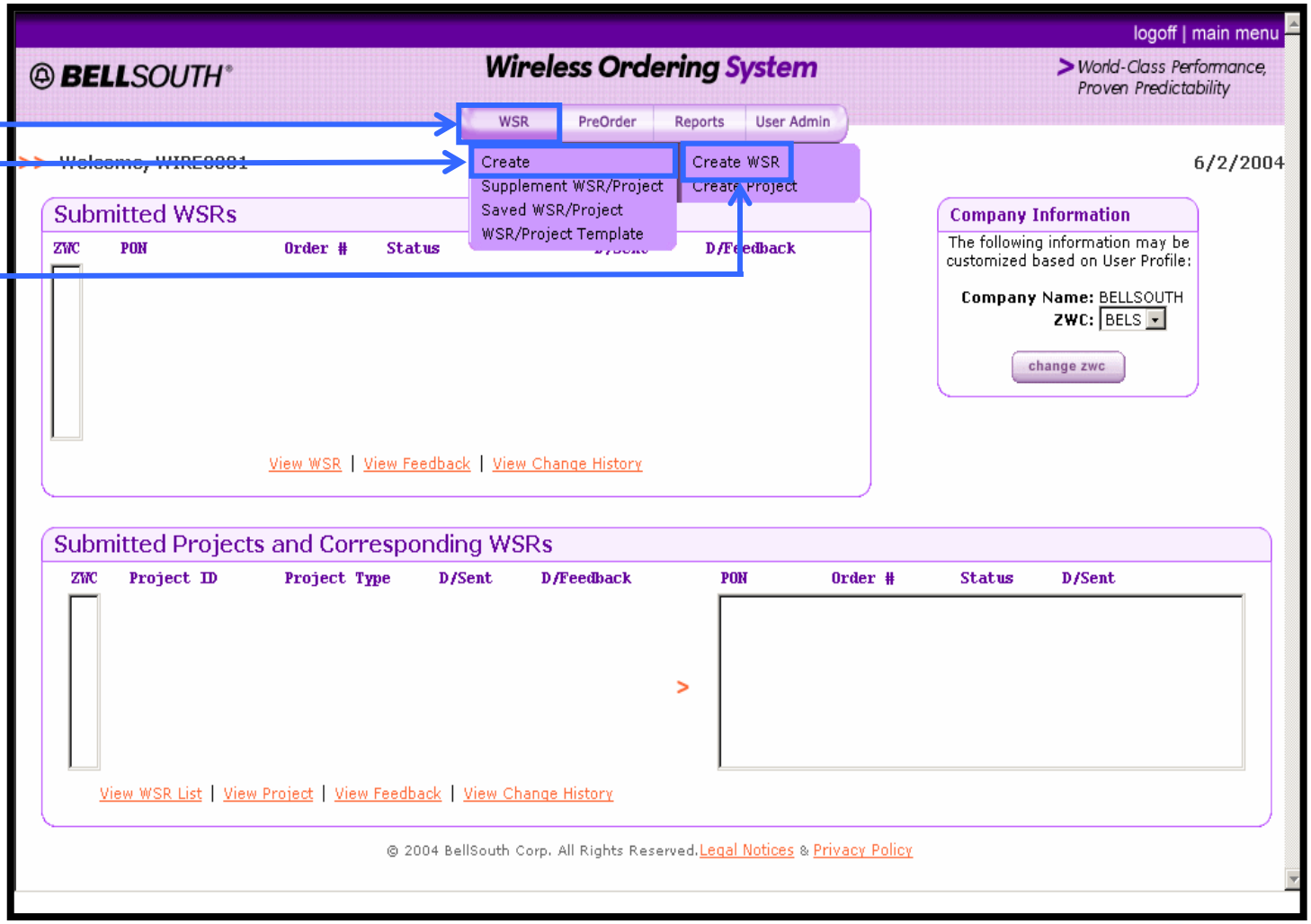
WOS Main Menu Screen



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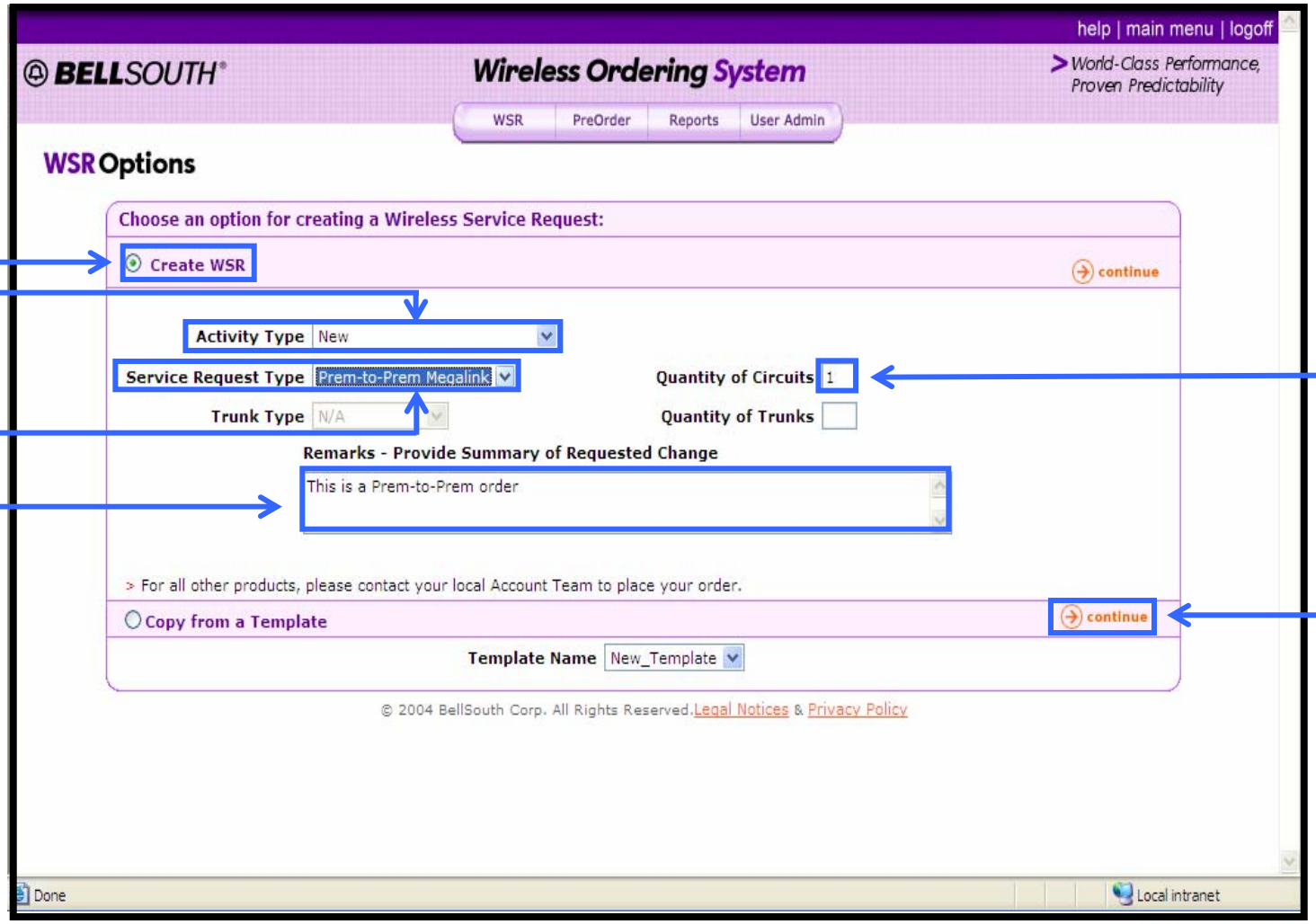
WSR Options Screen



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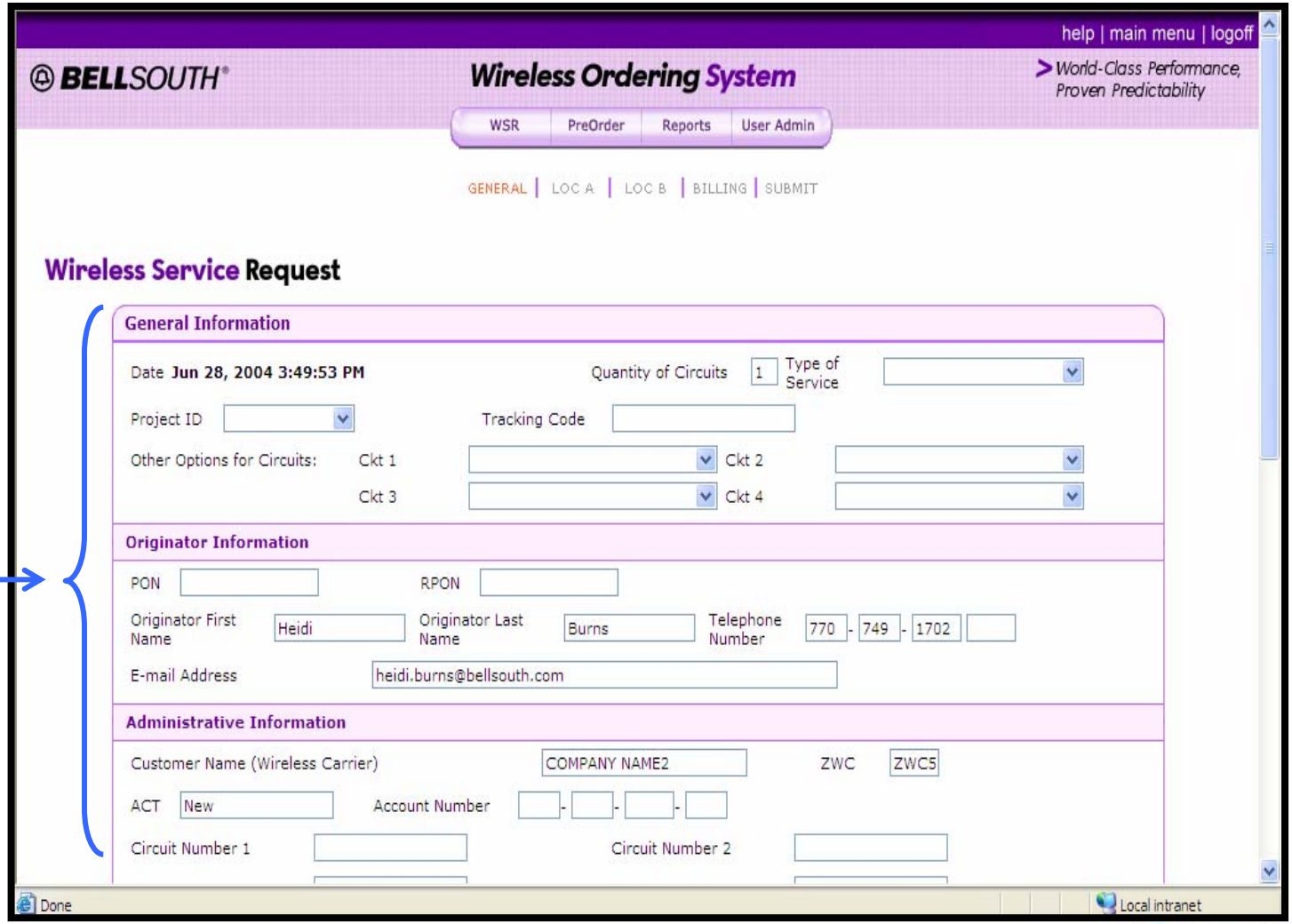
General WSR Screen

10.



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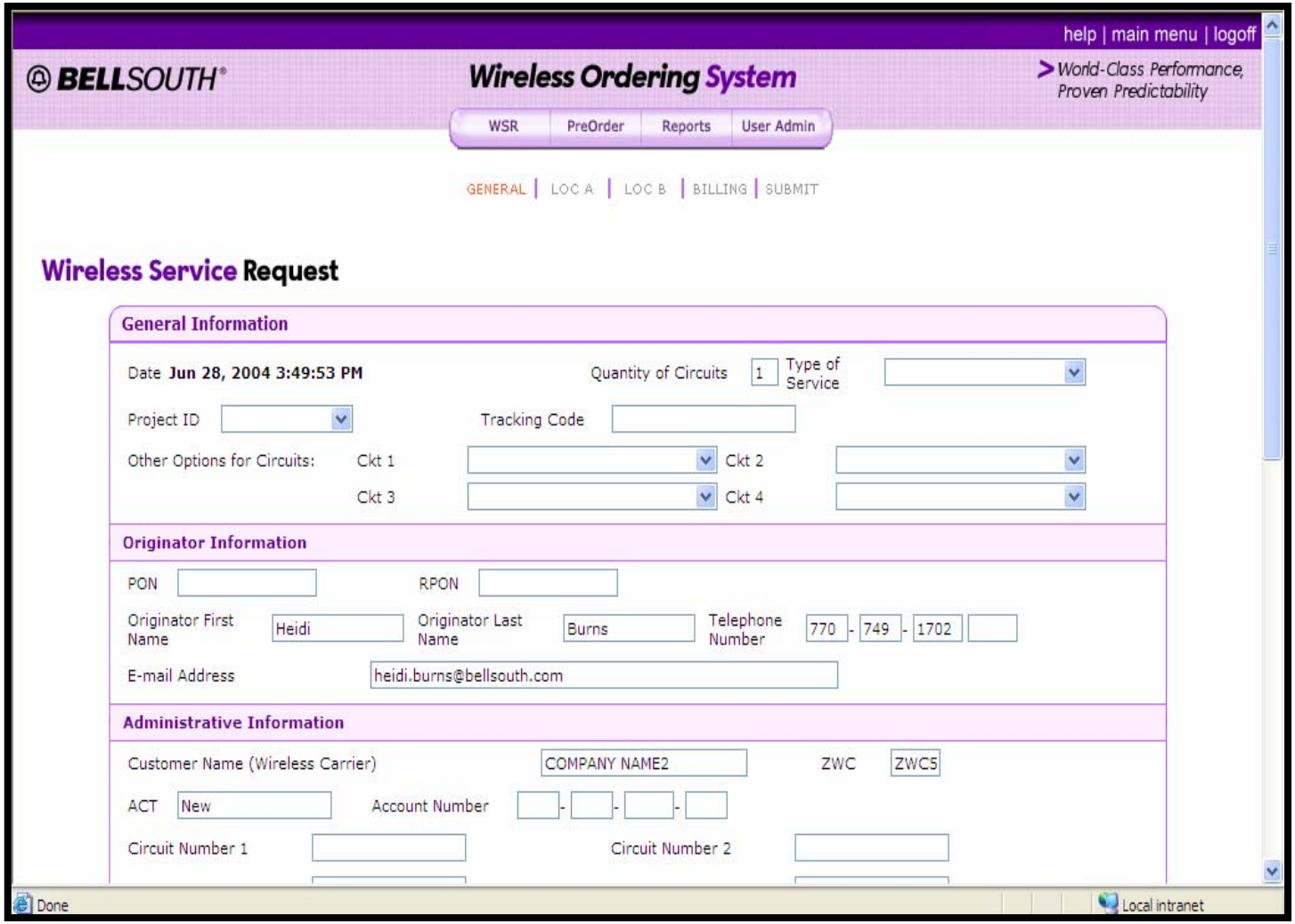
Complete the General WSR Screen Continued

General WSR Screen



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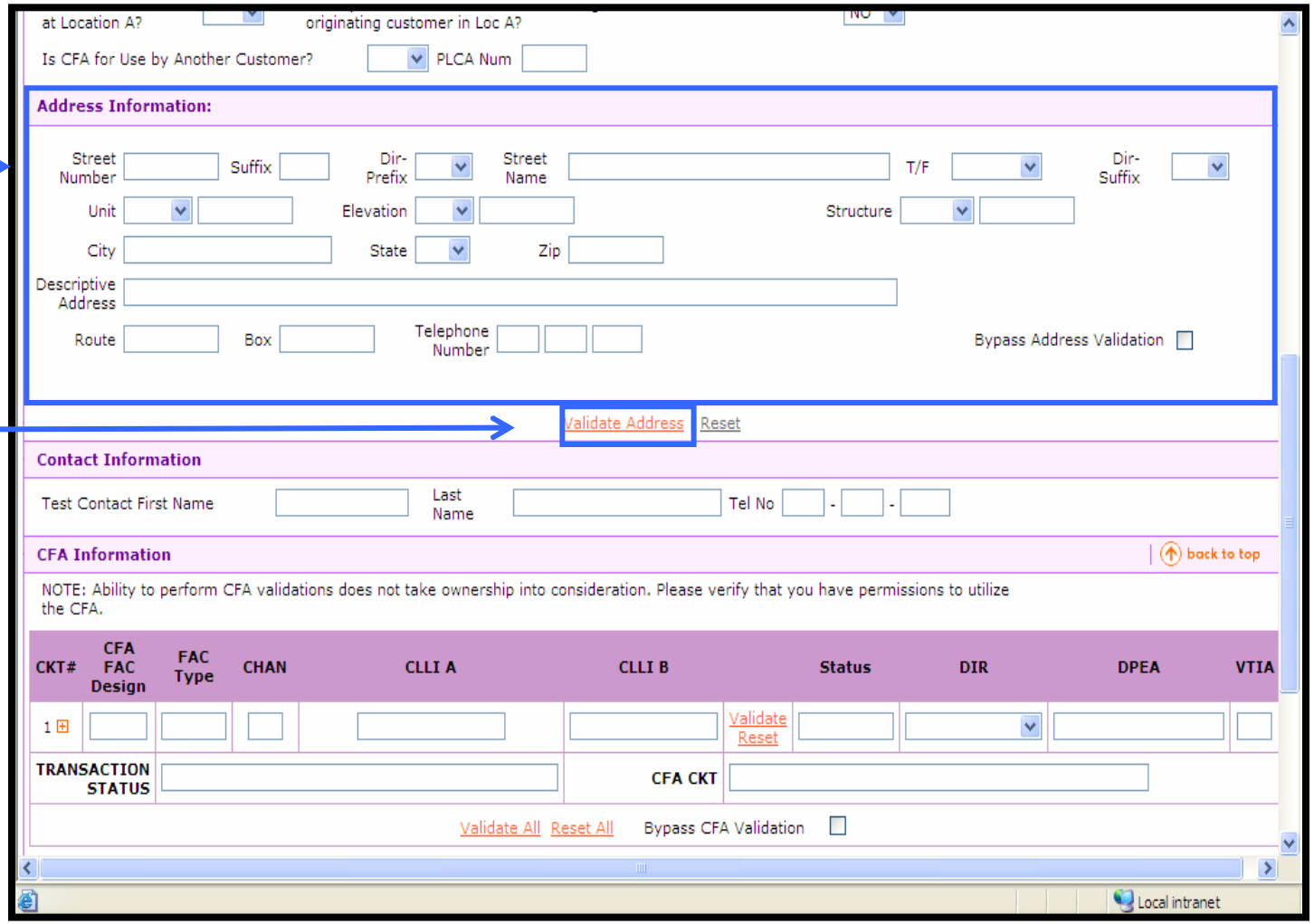
Location A Screen of the WSR

13.



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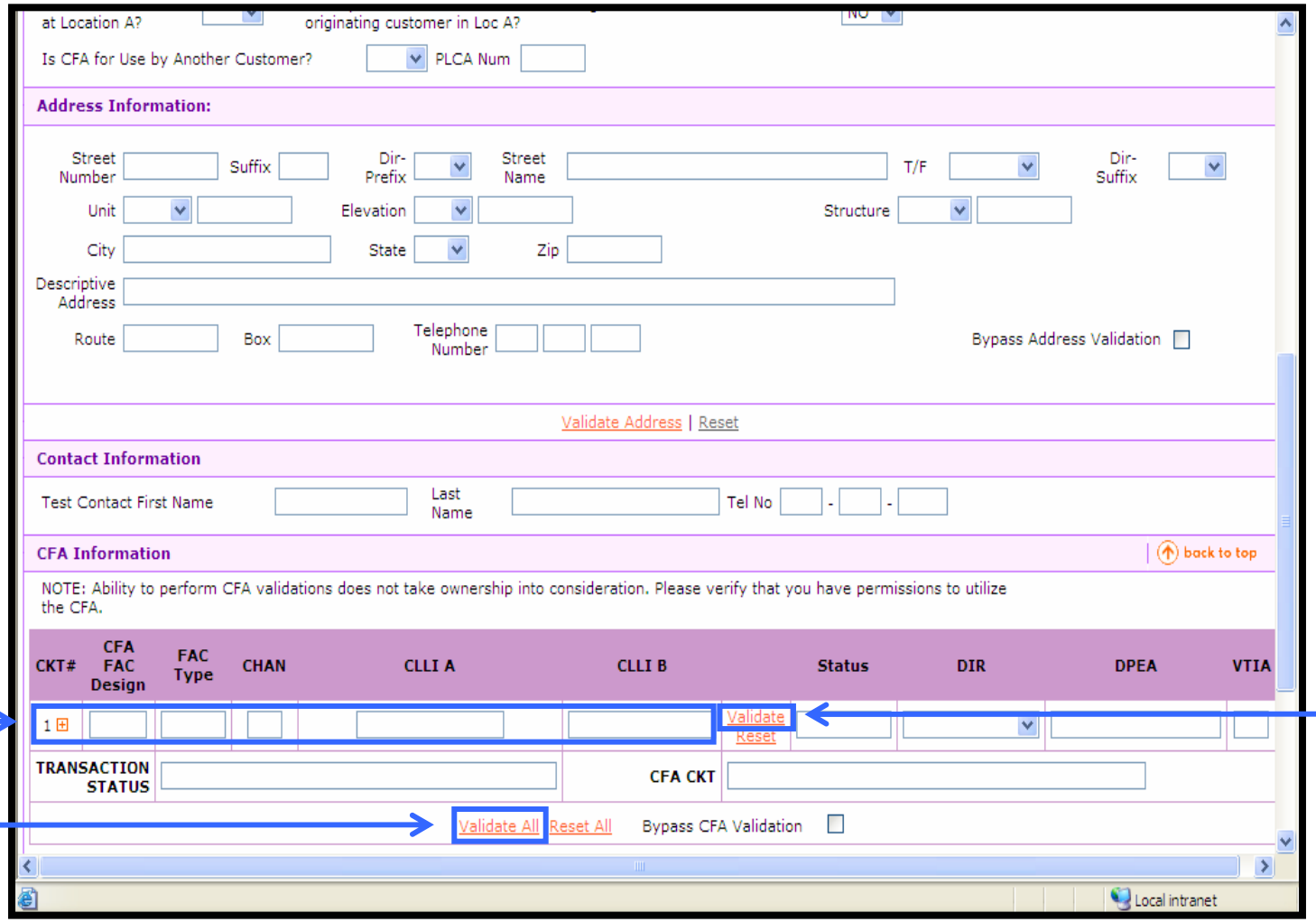
Complete the Location A Screen Continued

Location A Screen of the WSR



14.

15.

16.

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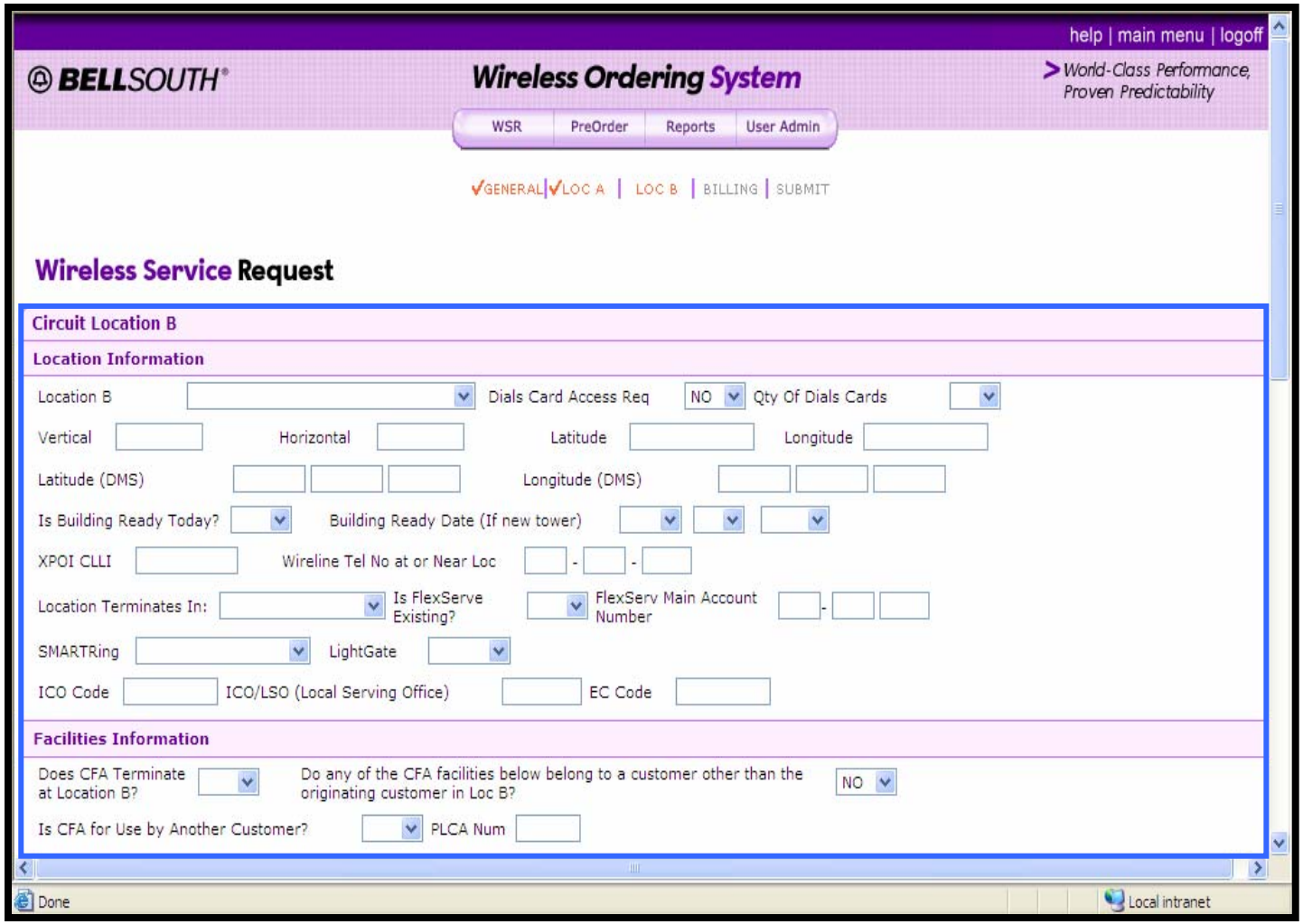
Location B Screen of the WSR

18.



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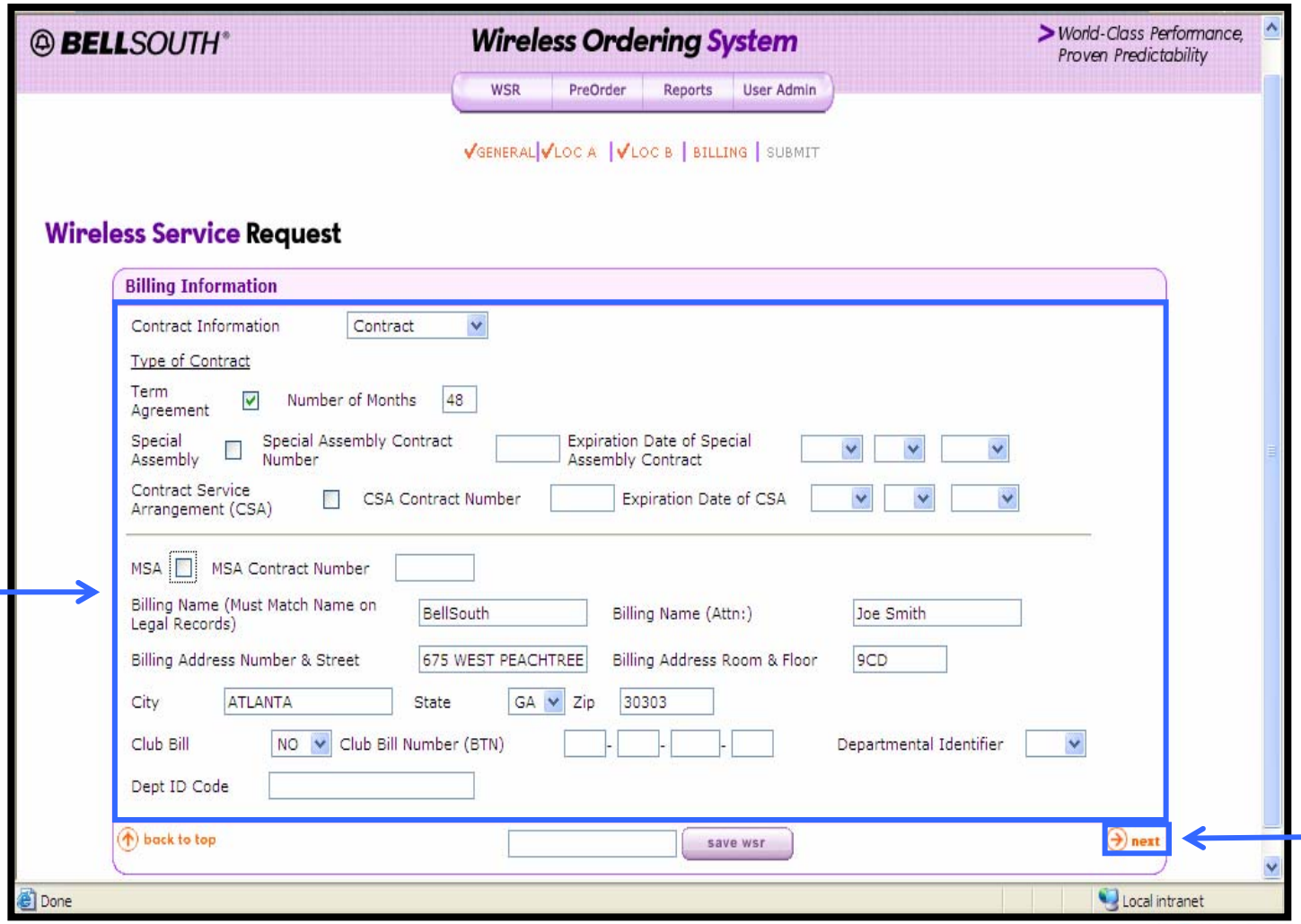
Billing Screen of the WSR

20.



21.

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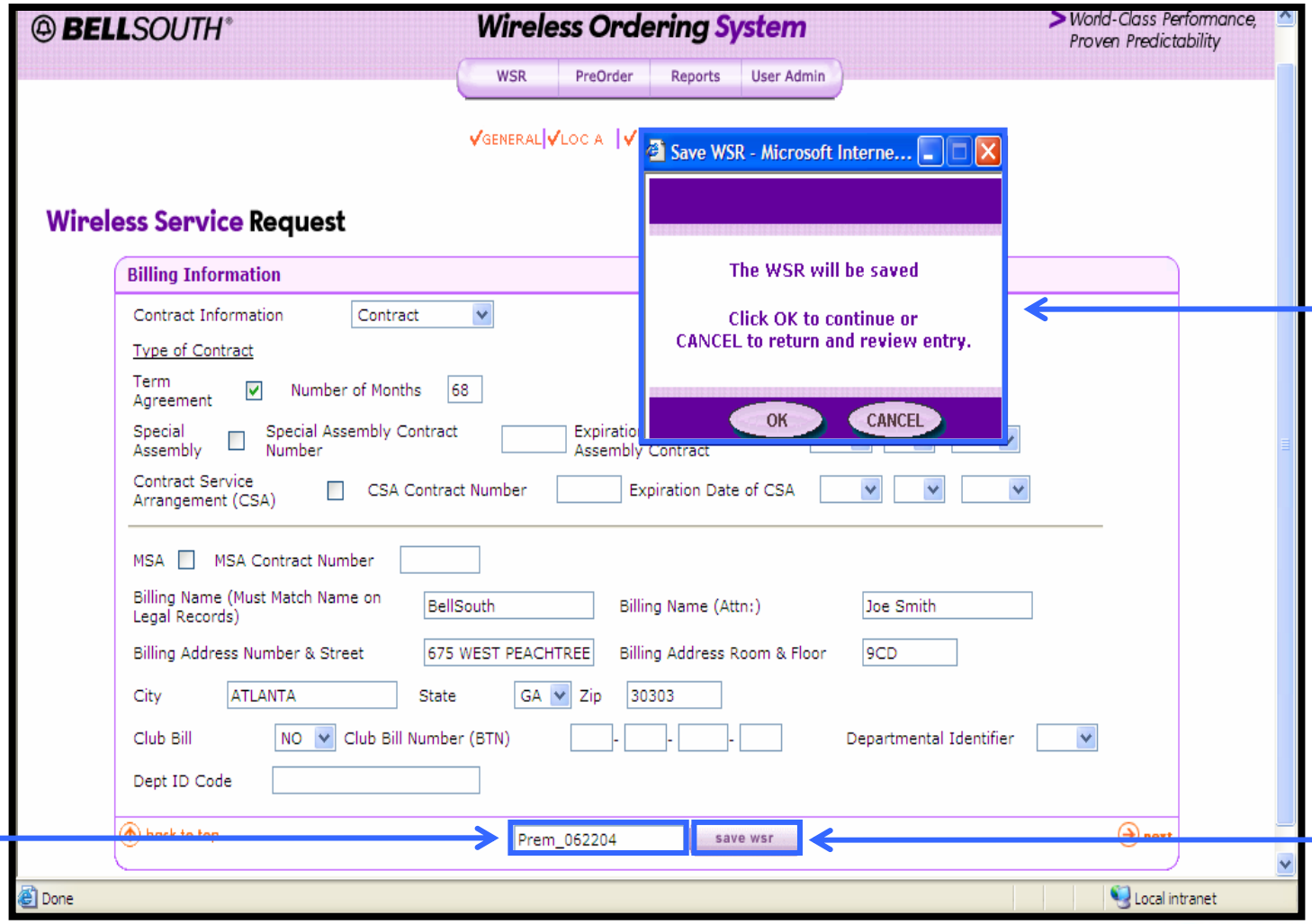
Billing Screen of the WSR



22. → Prem_062204

23. → save wsr

24. → The WSR will be saved / Click OK to continue or CANCEL to return and review entry.

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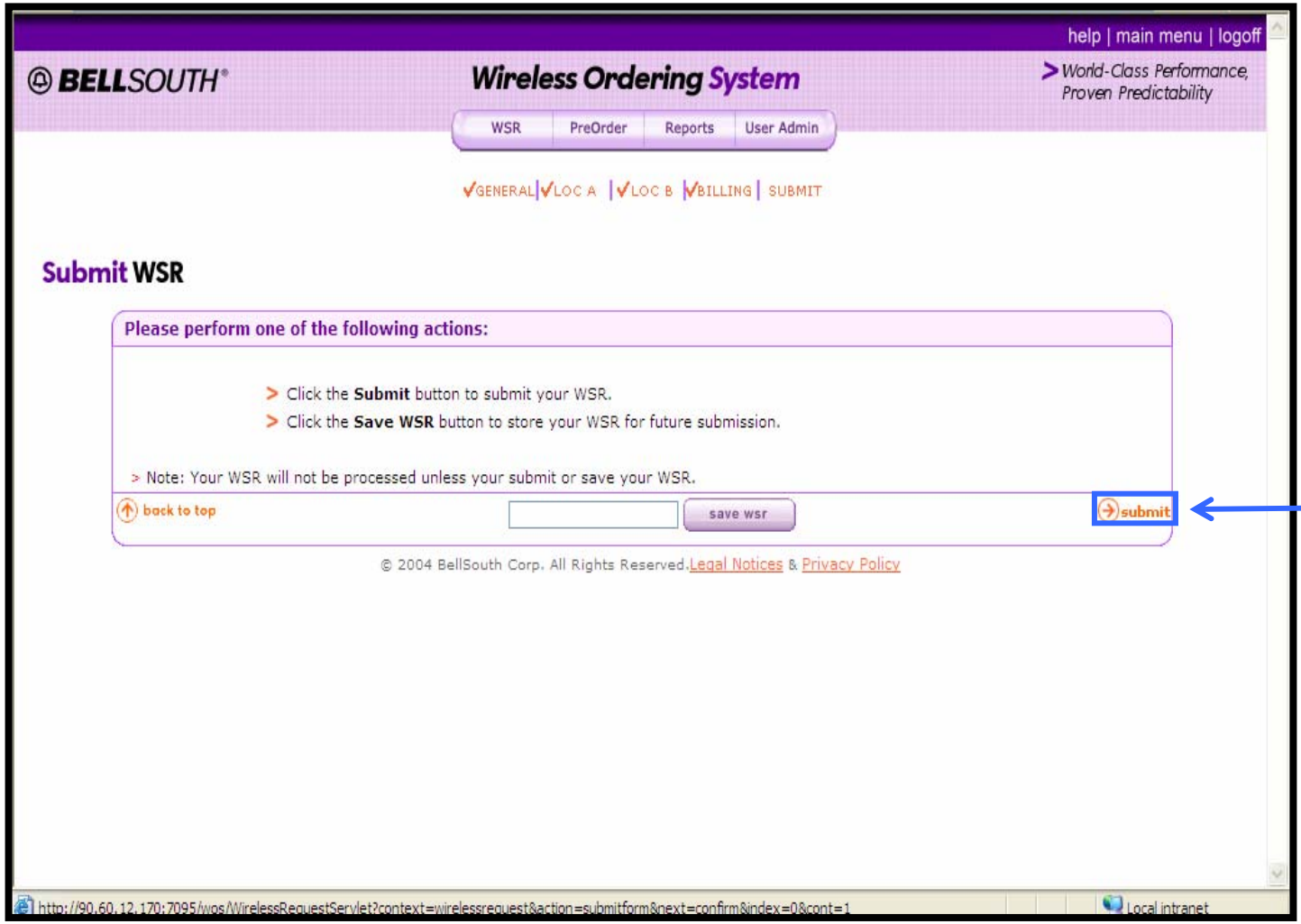
Submit WSR Screen



25.

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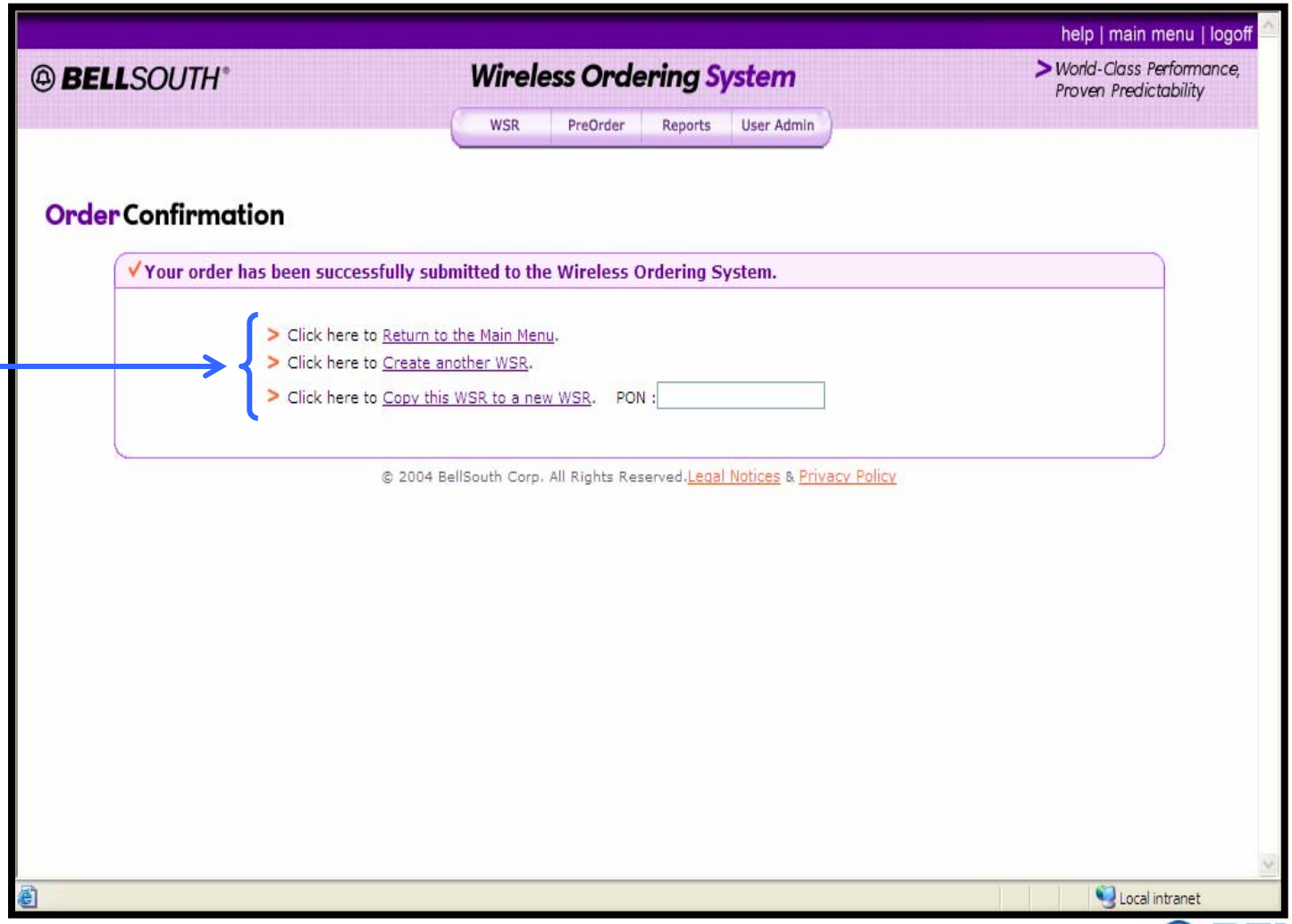
Order Confirmation Screen



26.

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Pertaining to creating a WSR, look for the following screens to be completed for each Service Request Type listed:

Service Request Type	Screens to Complete
Prem-to-Prem Megalink	General, Loc A, Loc B, Billing, Submit
Wireless DS1	General, Loc A, Loc B, Billing, Submit
DS1 with Trunks	DS1: General, Loc A, Loc B, Billing Trunk: General, Loc A, Loc B, Trunk Specs, Billing Submit
Trunk Only	General, Loc A, Loc B, Trunk Specs, Billing, Submit
DS3 and Above	General, Loc A, Loc B, Billing, Submit
Listing	General, CMRS, Billing, Submit

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A likely situation in which you would encounter the creation of a WSR could be:

- A customer is reaching capacity and needs to order new circuits.
- A customer needs to add 4 Wireless DS1 circuits with type 2A trunks to an existing account.
- A customer wants to change the specifications of existing trunks to alter their functionality.

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Create a Project

Section 4 of 12

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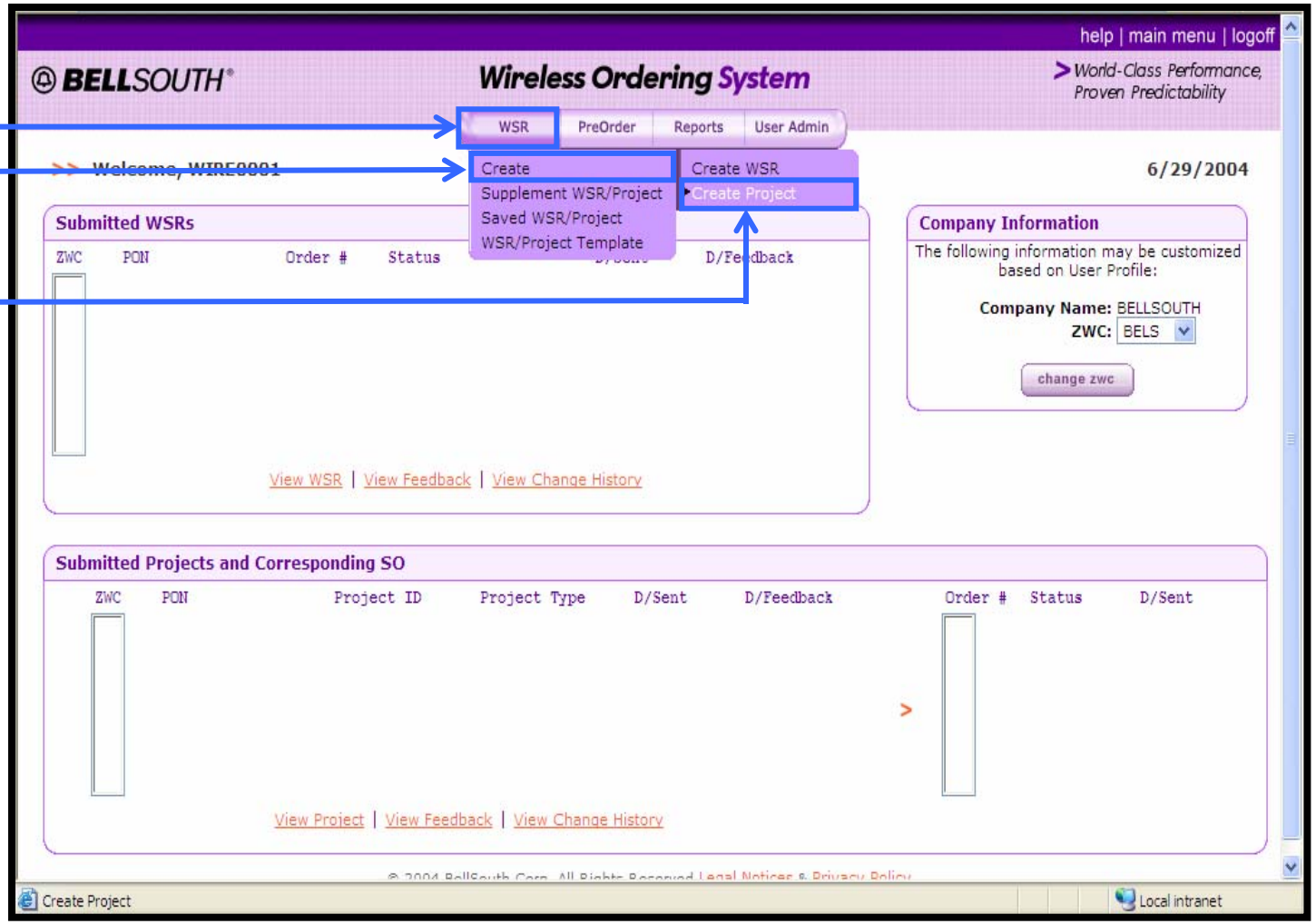
WOS Main Menu Screen



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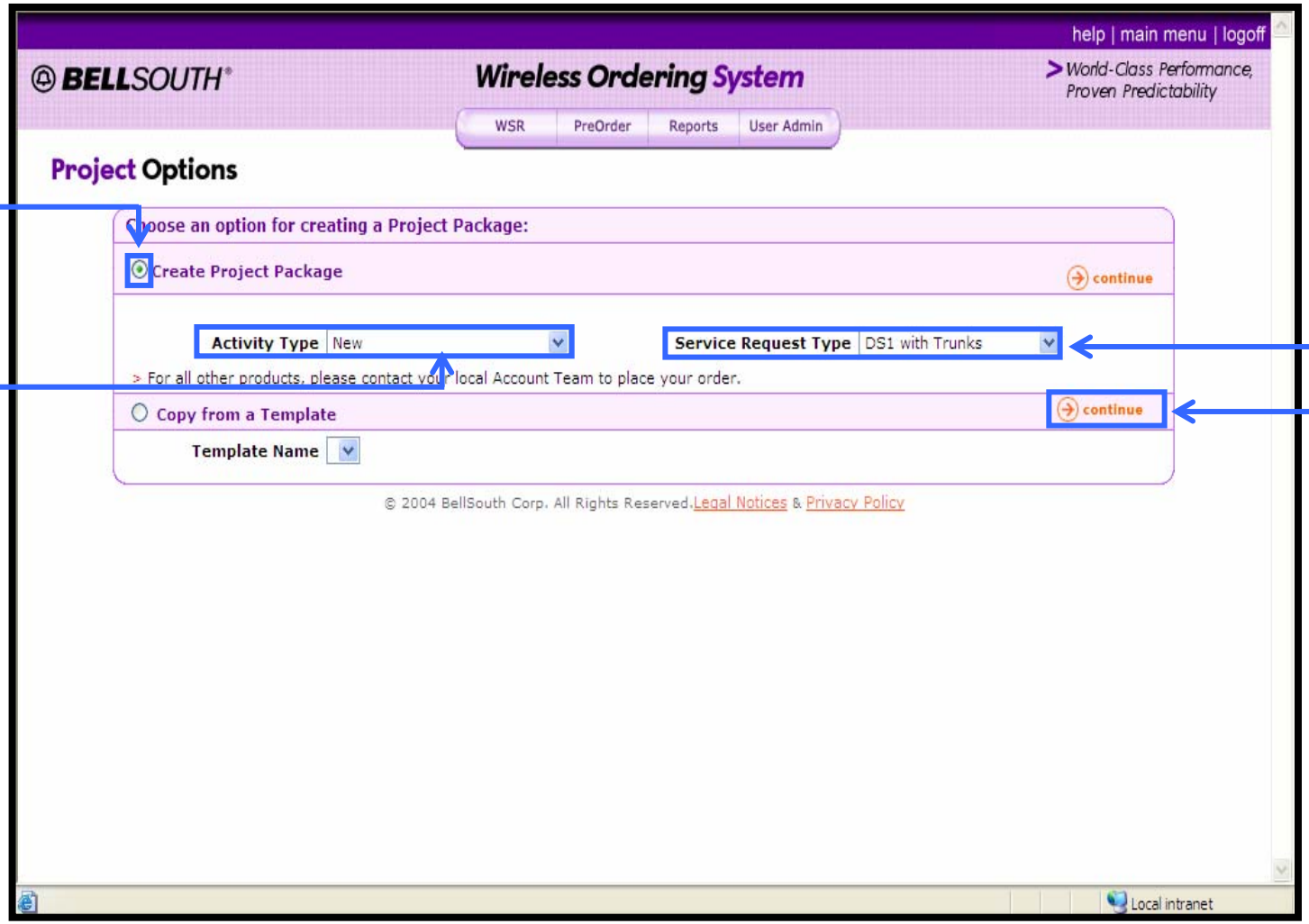
Project Options Screen



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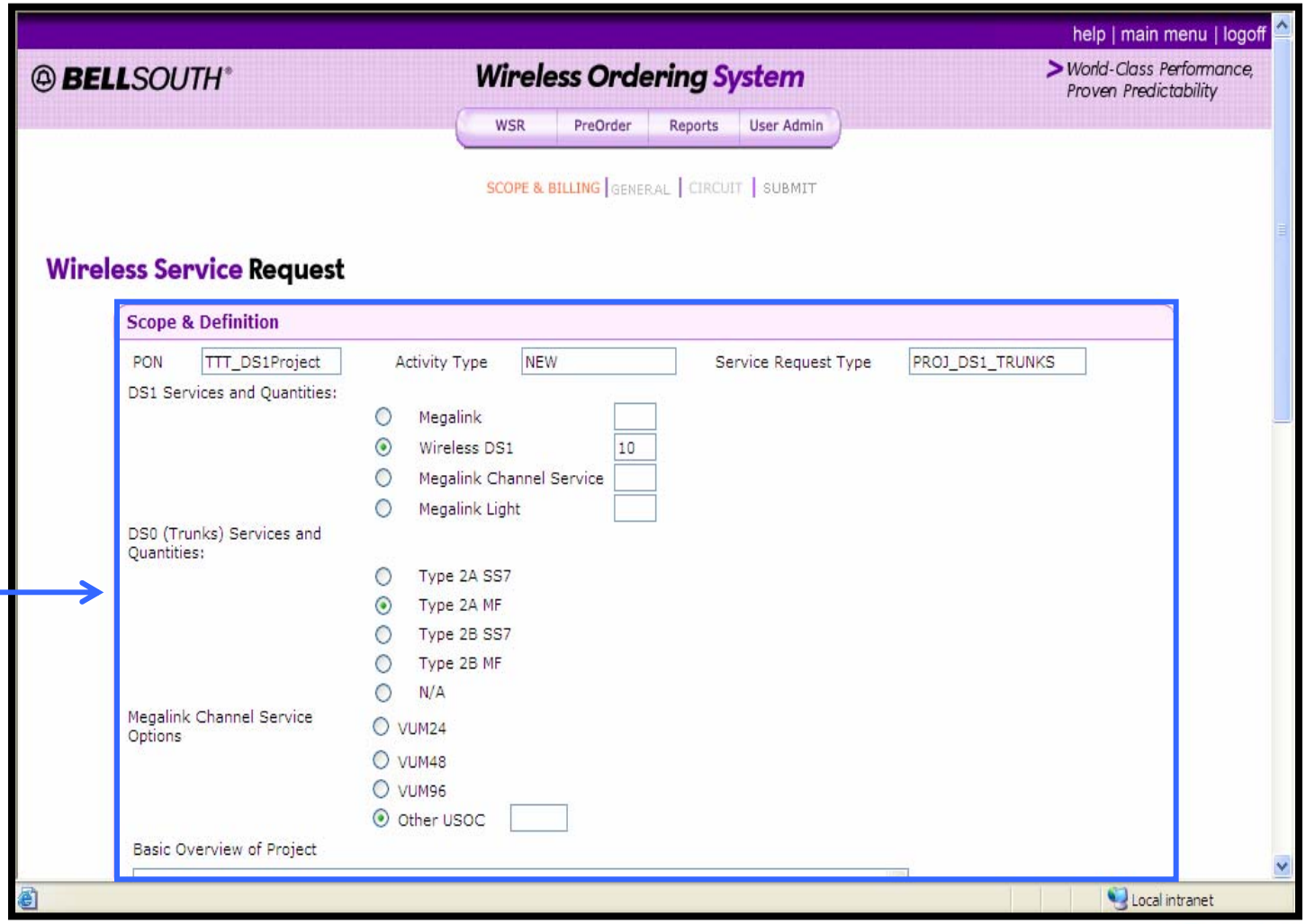
Project Scope and Billing Screen

8.



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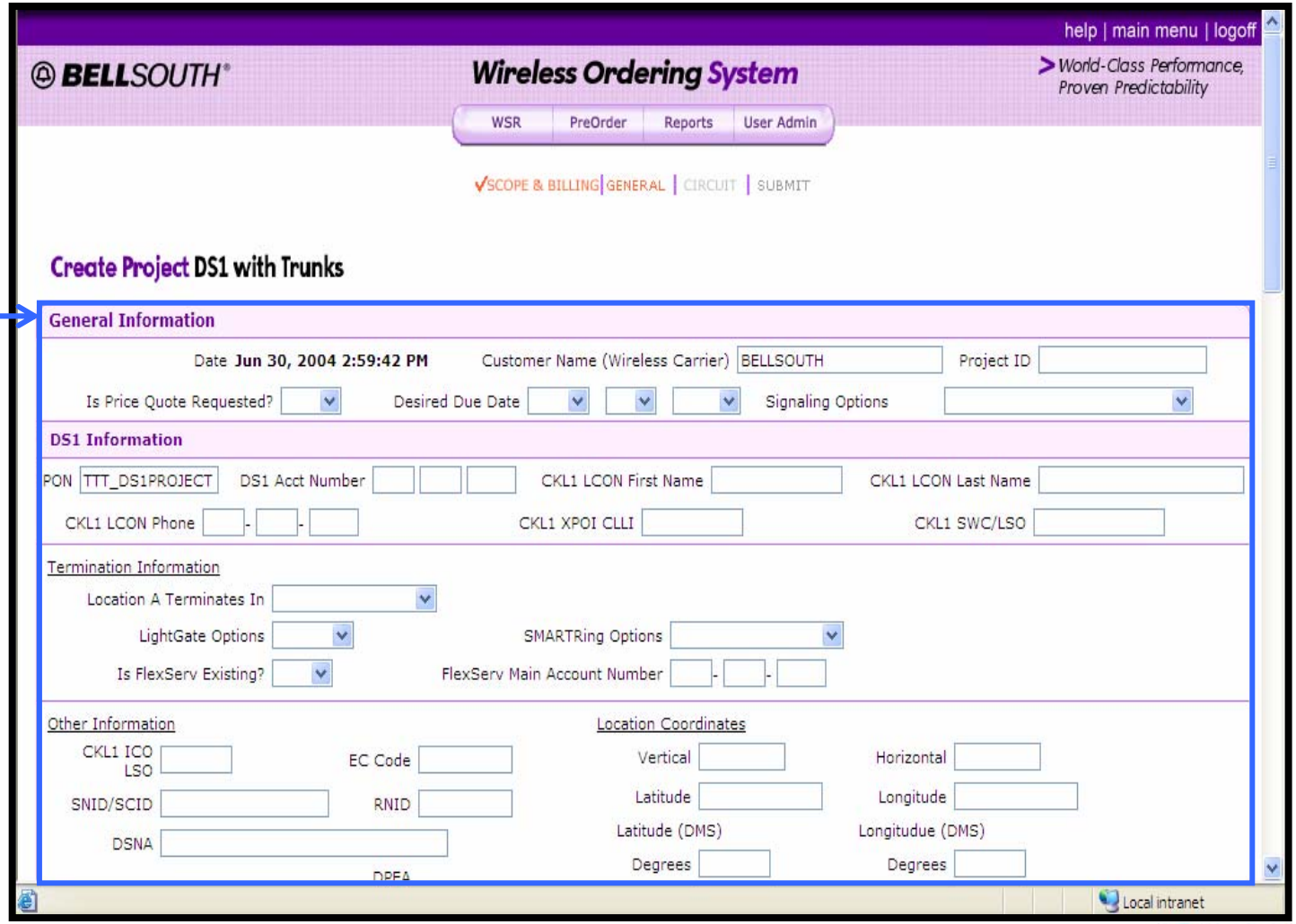
Complete the Project General Screen

Project General Screen

10.



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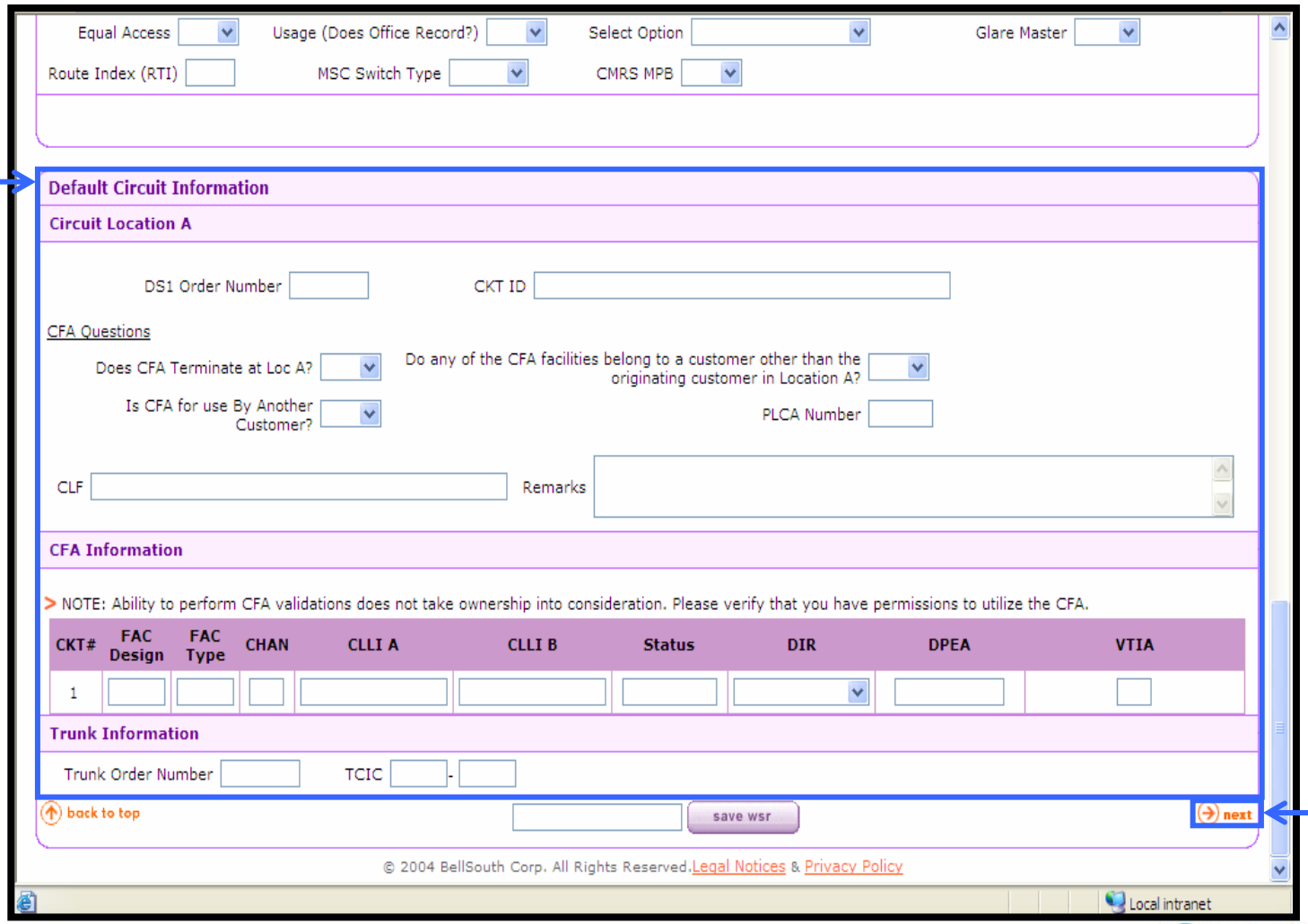
Complete the General Project Screen Continued

Project General Screen



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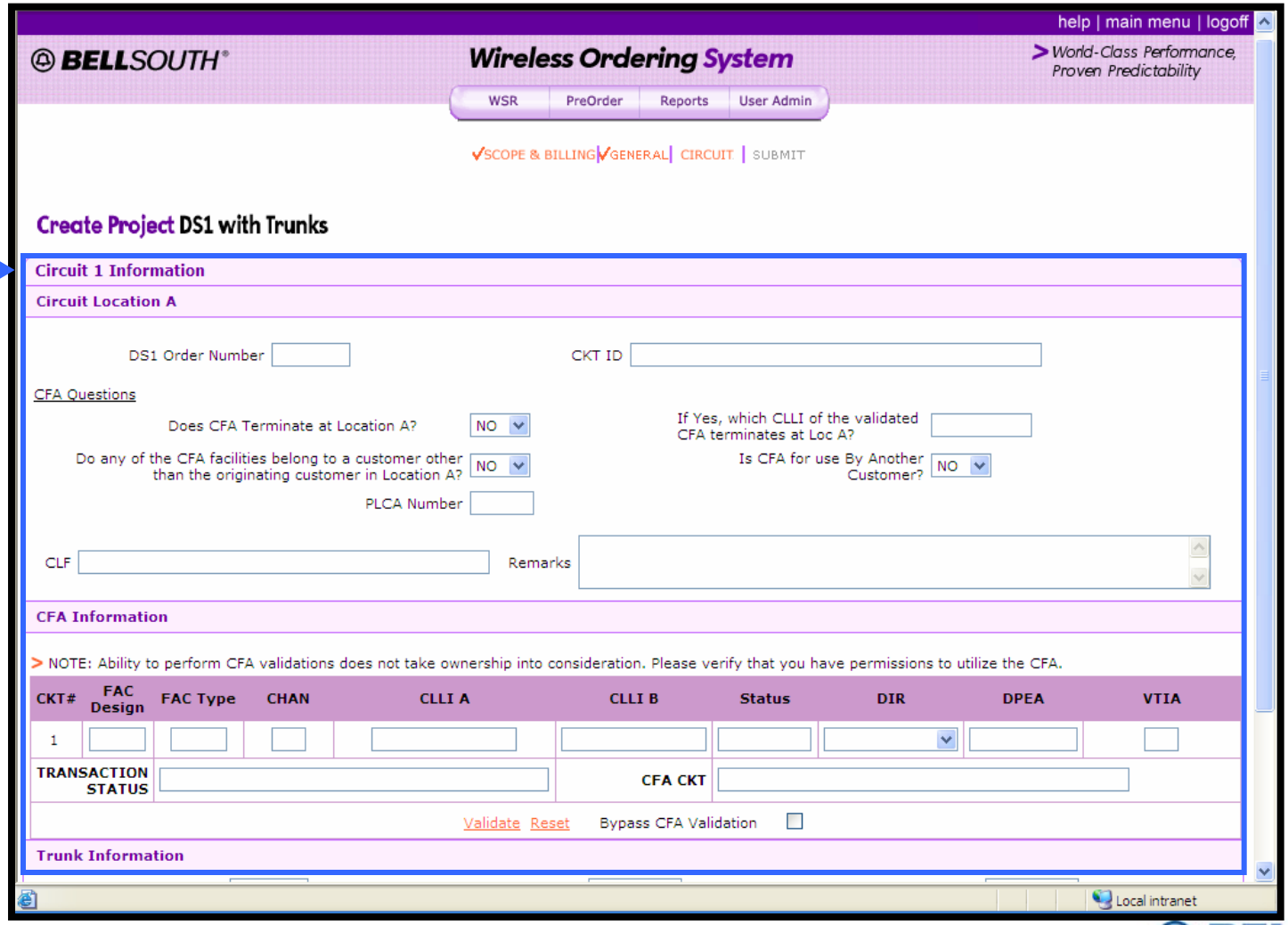
Complete the Project Circuit Screen

Project Circuit Screen

14. →



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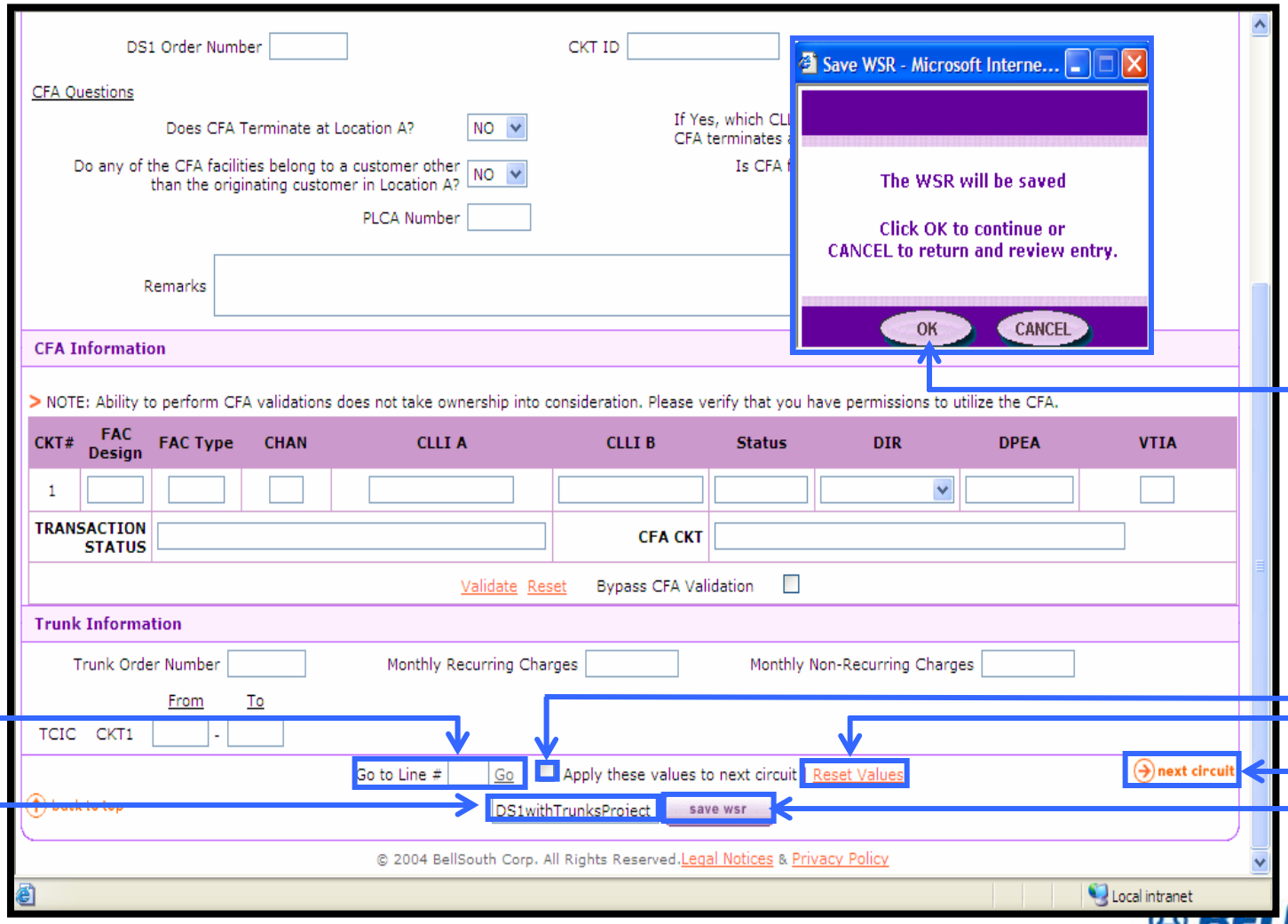
Complete the Project Circuit Screen Continued

Project Circuit Screen



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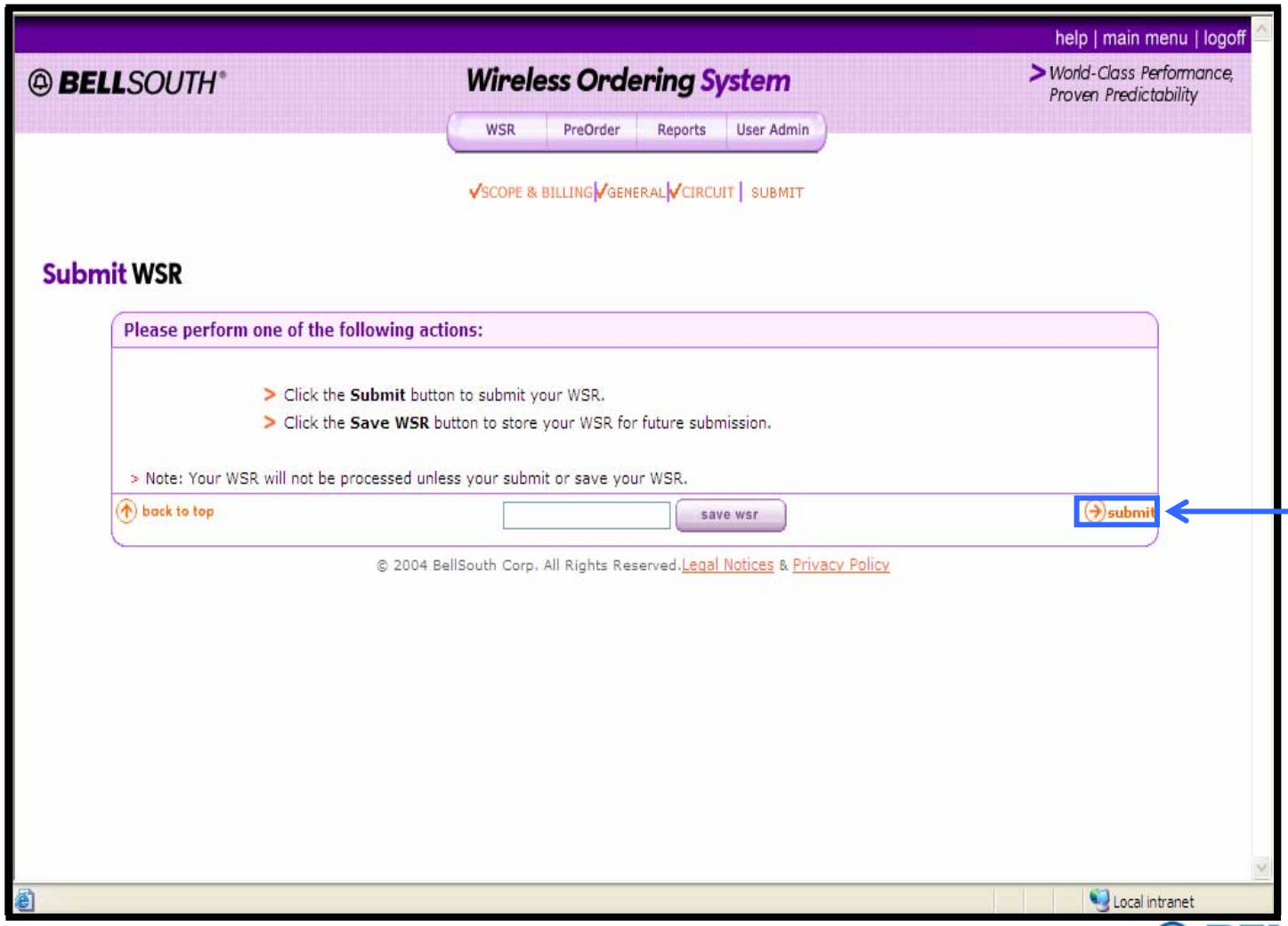
Submit Project Screen



22.

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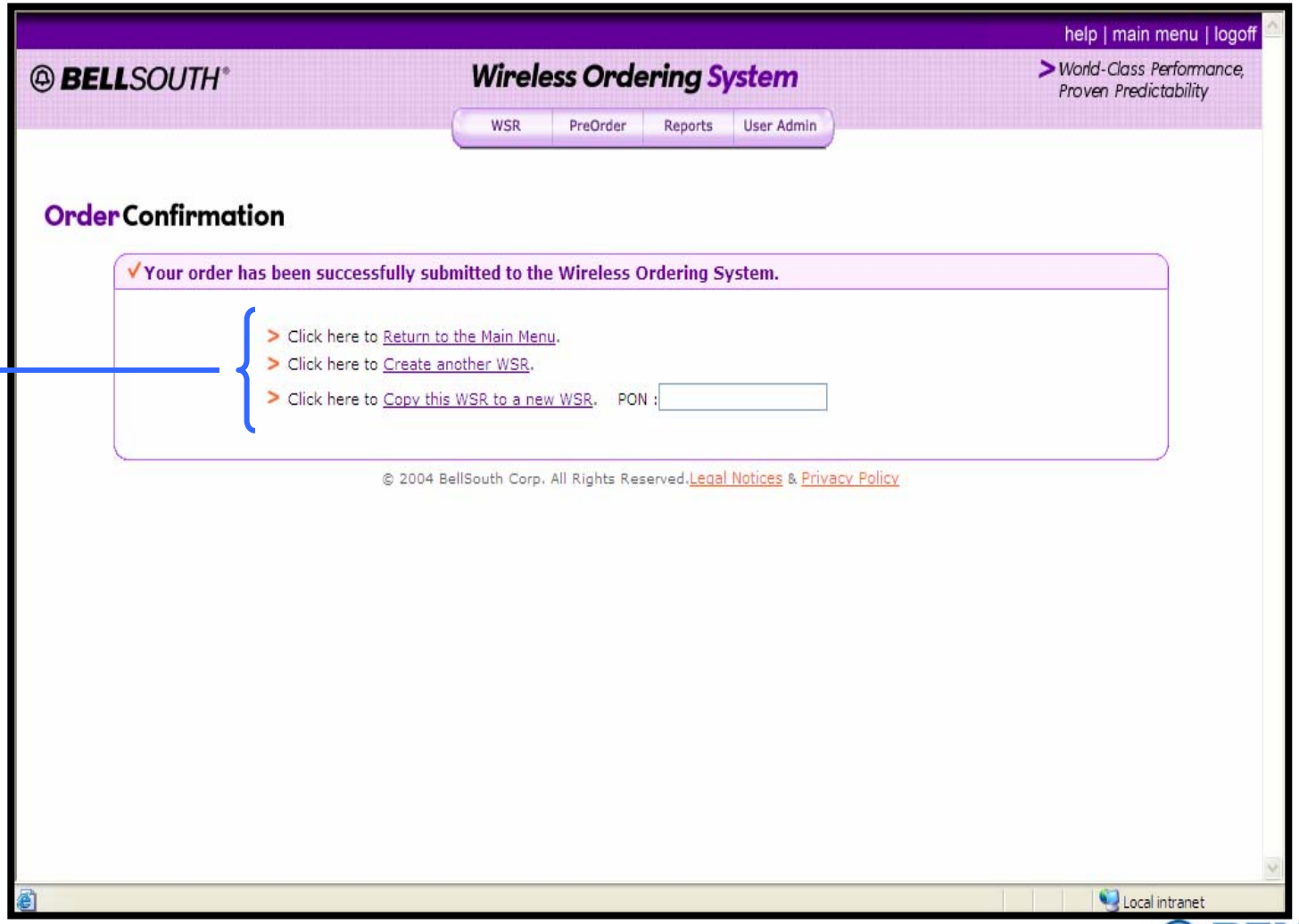
Order Confirmation Screen

23.



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Create a Template

Section 5 of 12

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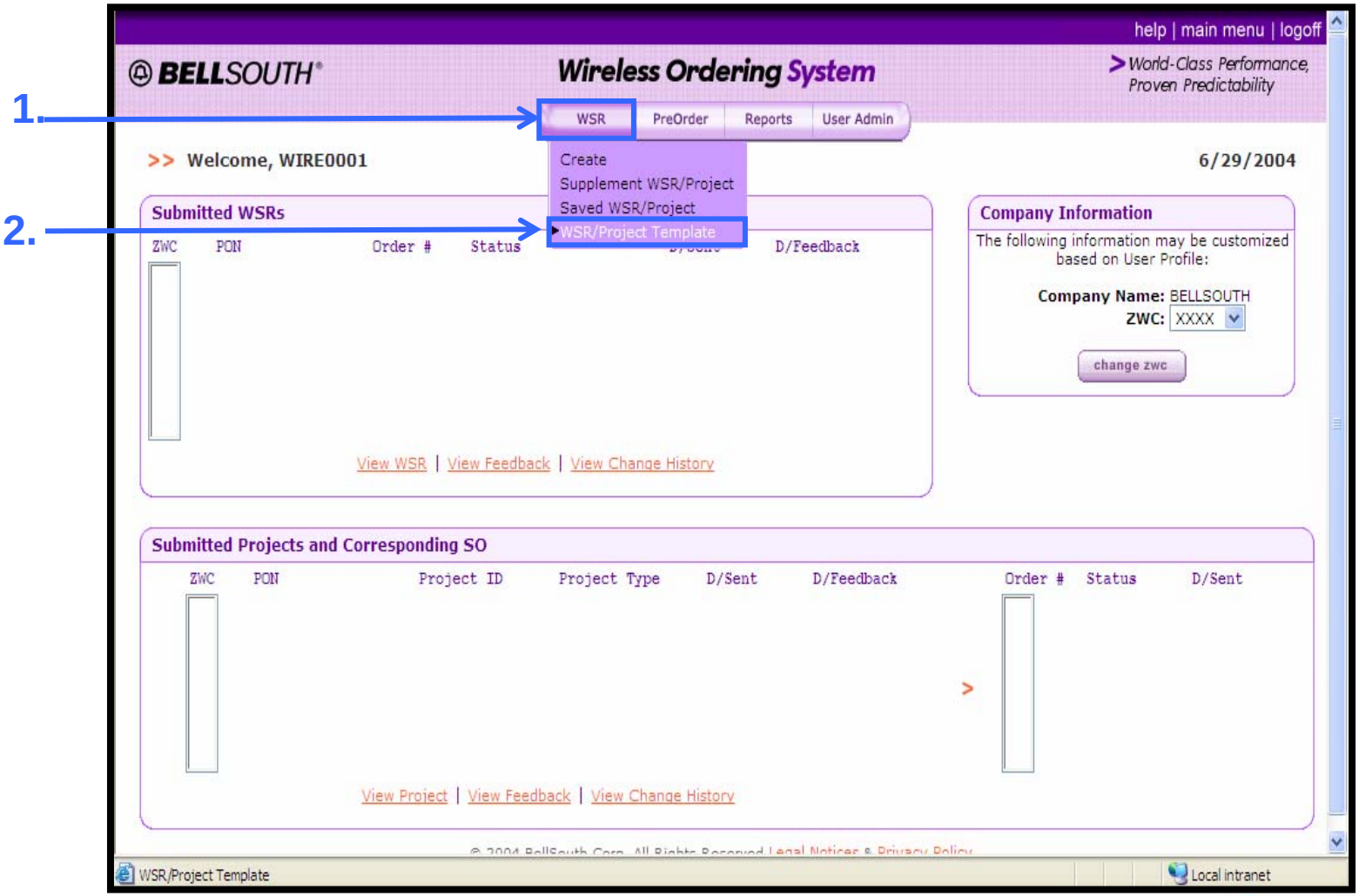
WOS Main Menu Screen



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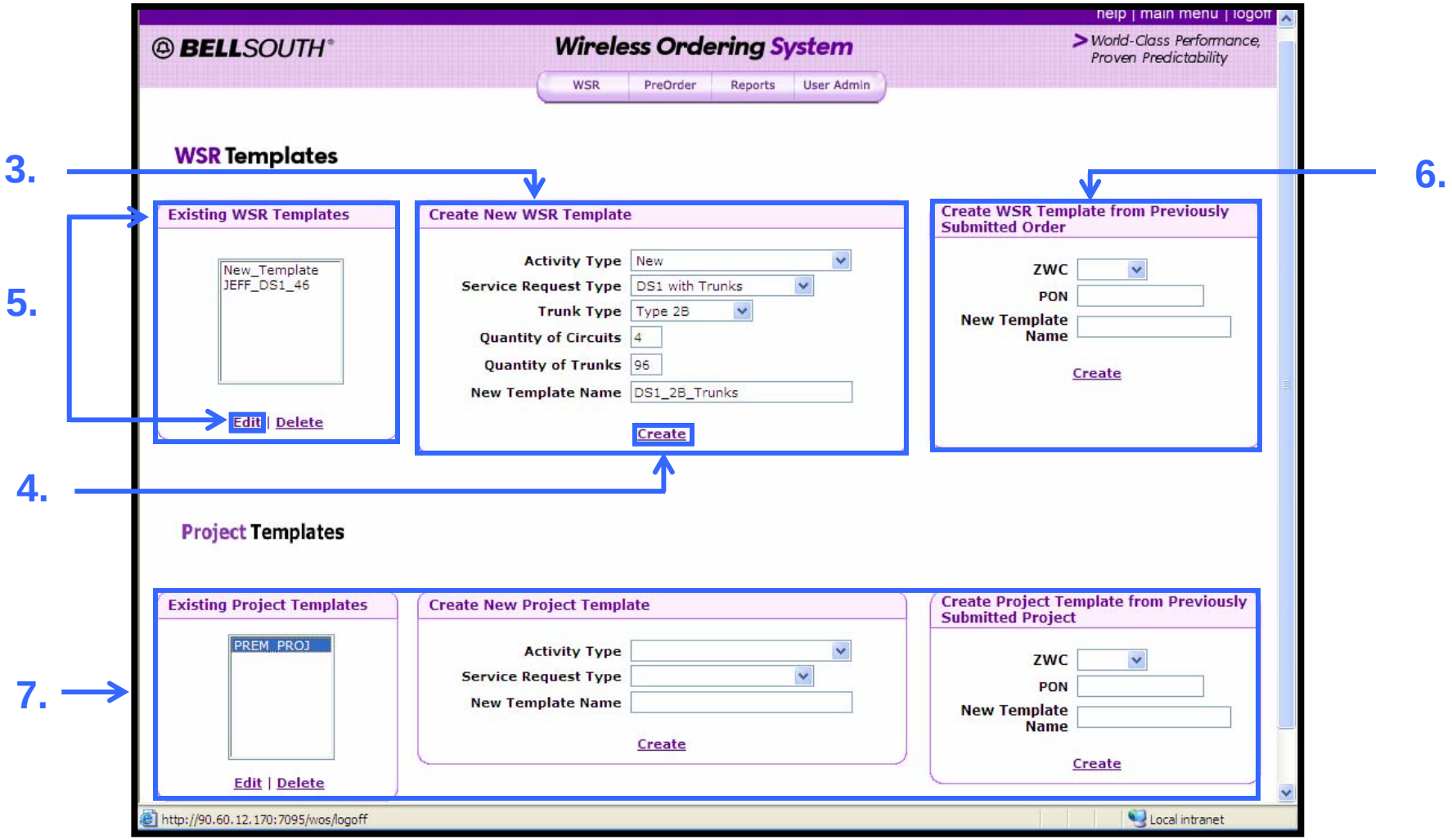
WOS Templates Screen



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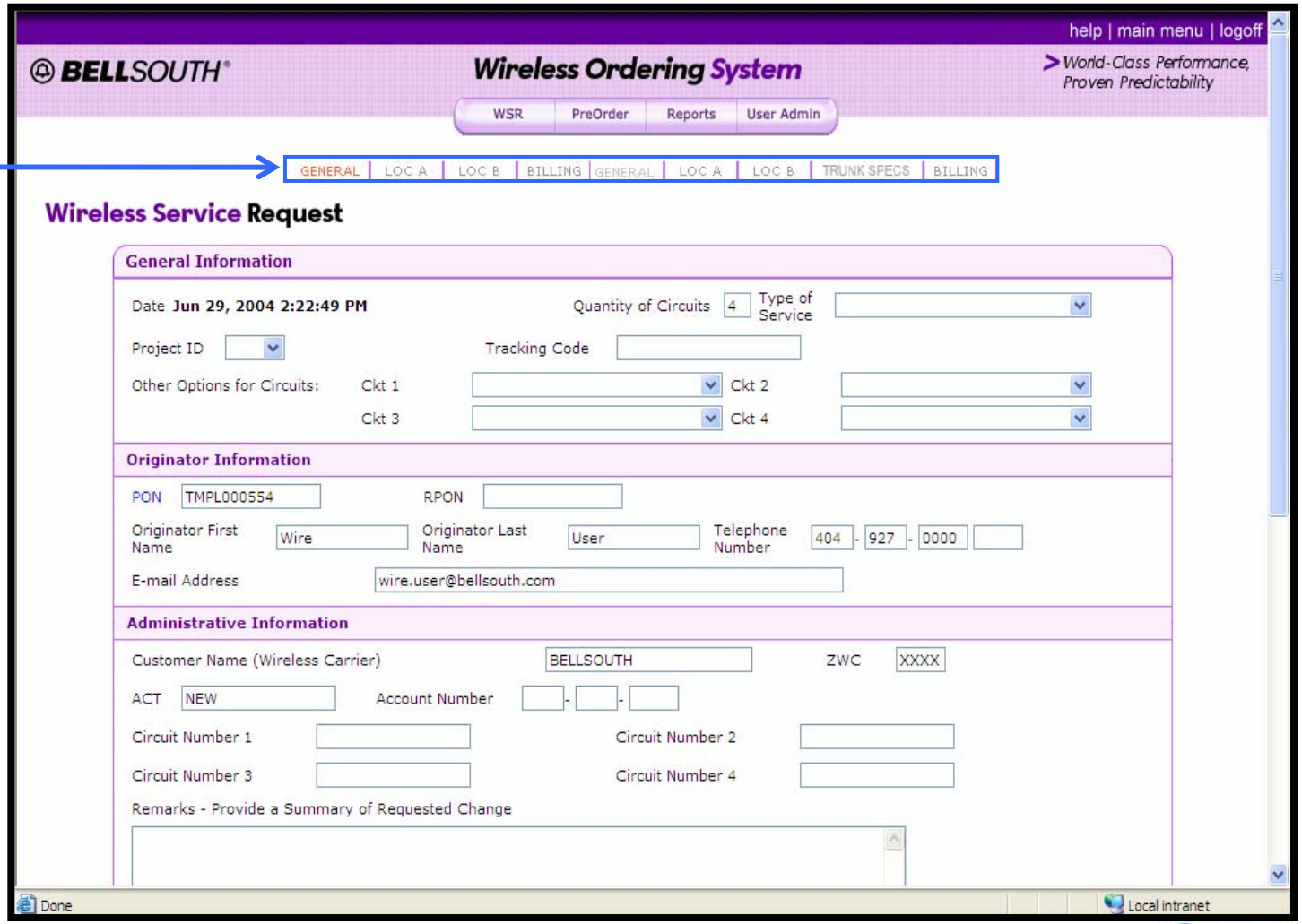
WSR Template Form Screen

8.



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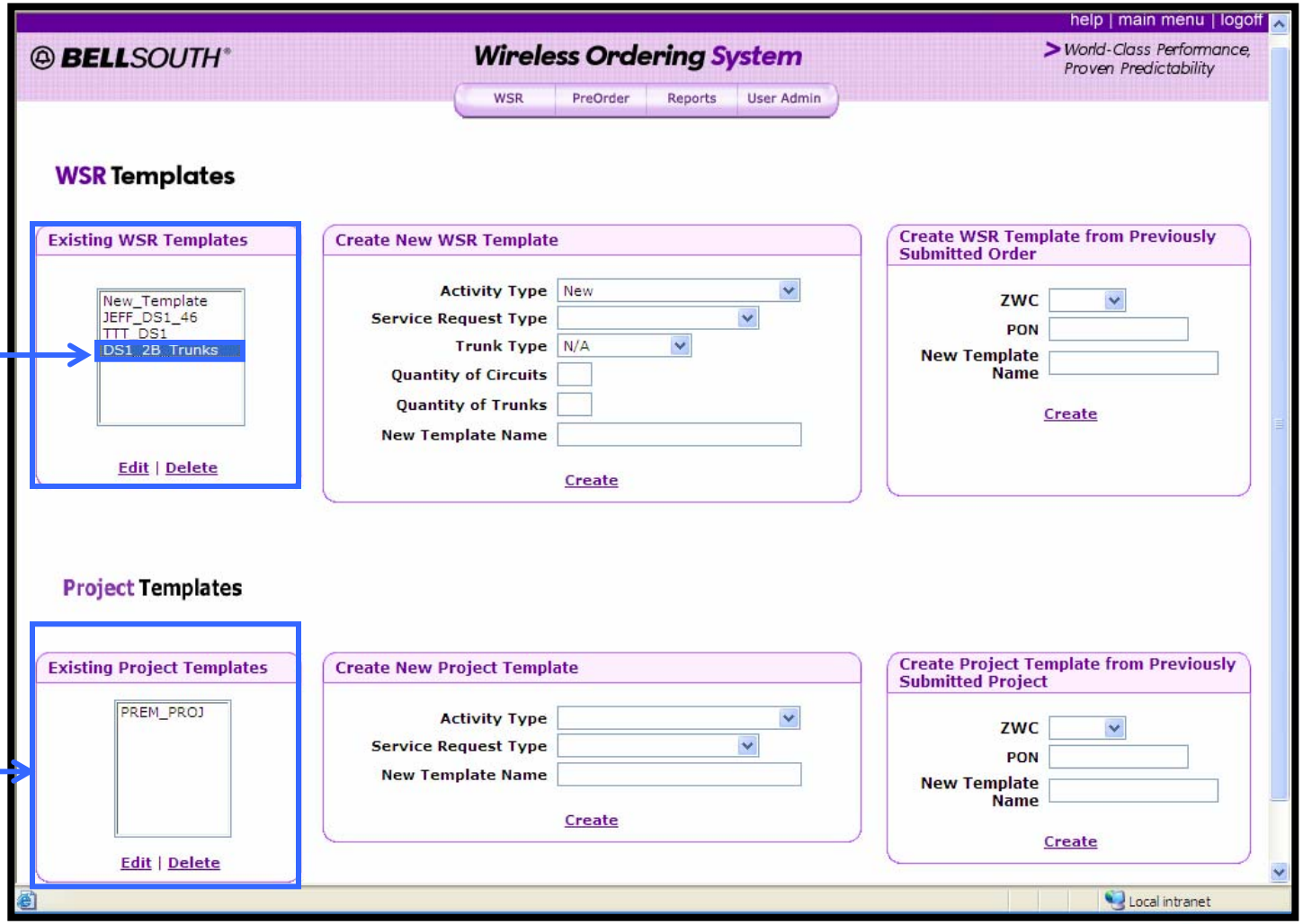
View Created WSR and Project Templates

WOS Templates Screen

9.



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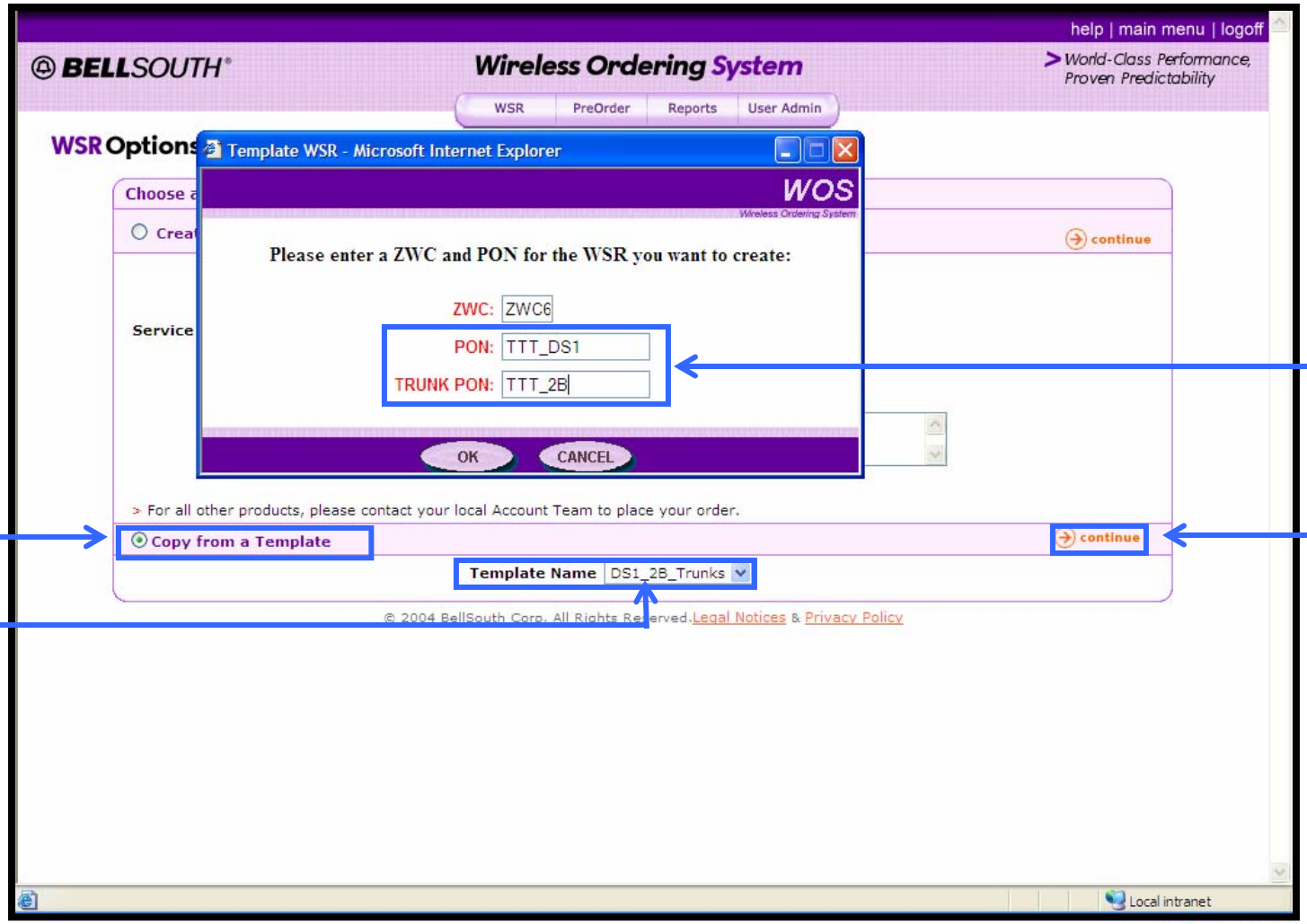
WSR Options Screen



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Create Reports

Section 6 of 12

Customer Tutorial

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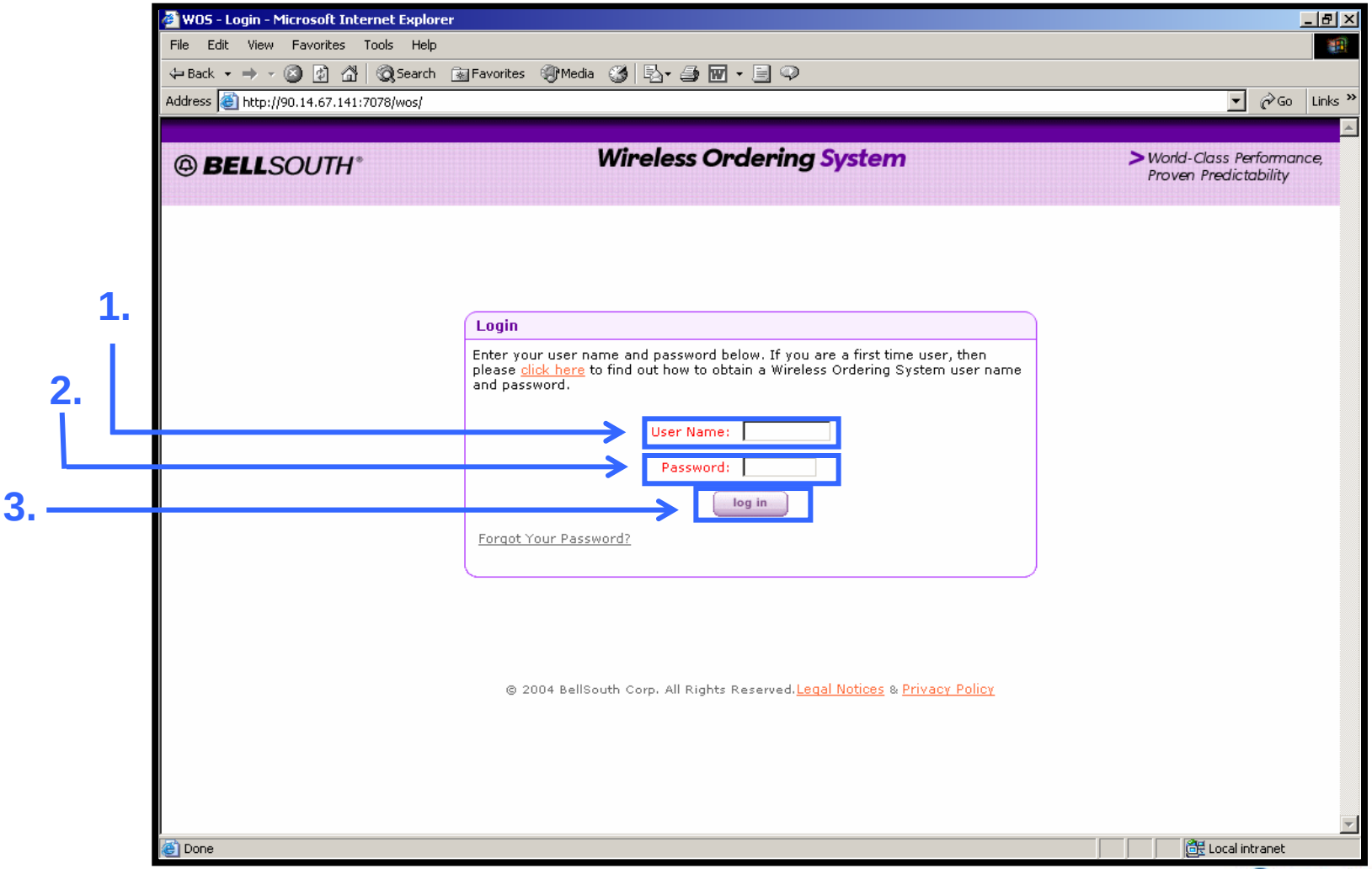
WOS Login Screen



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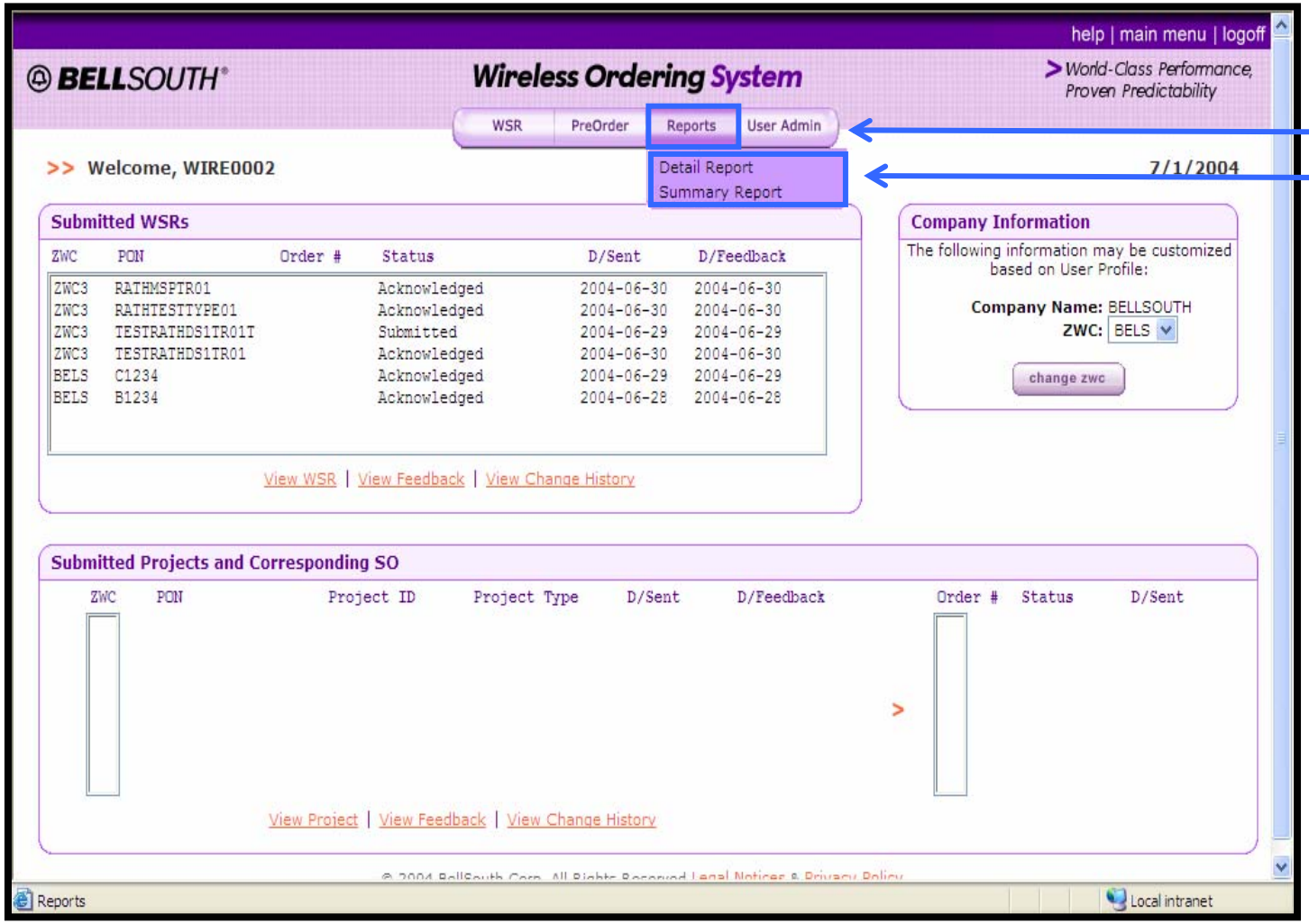
WOS Main Menu Screen



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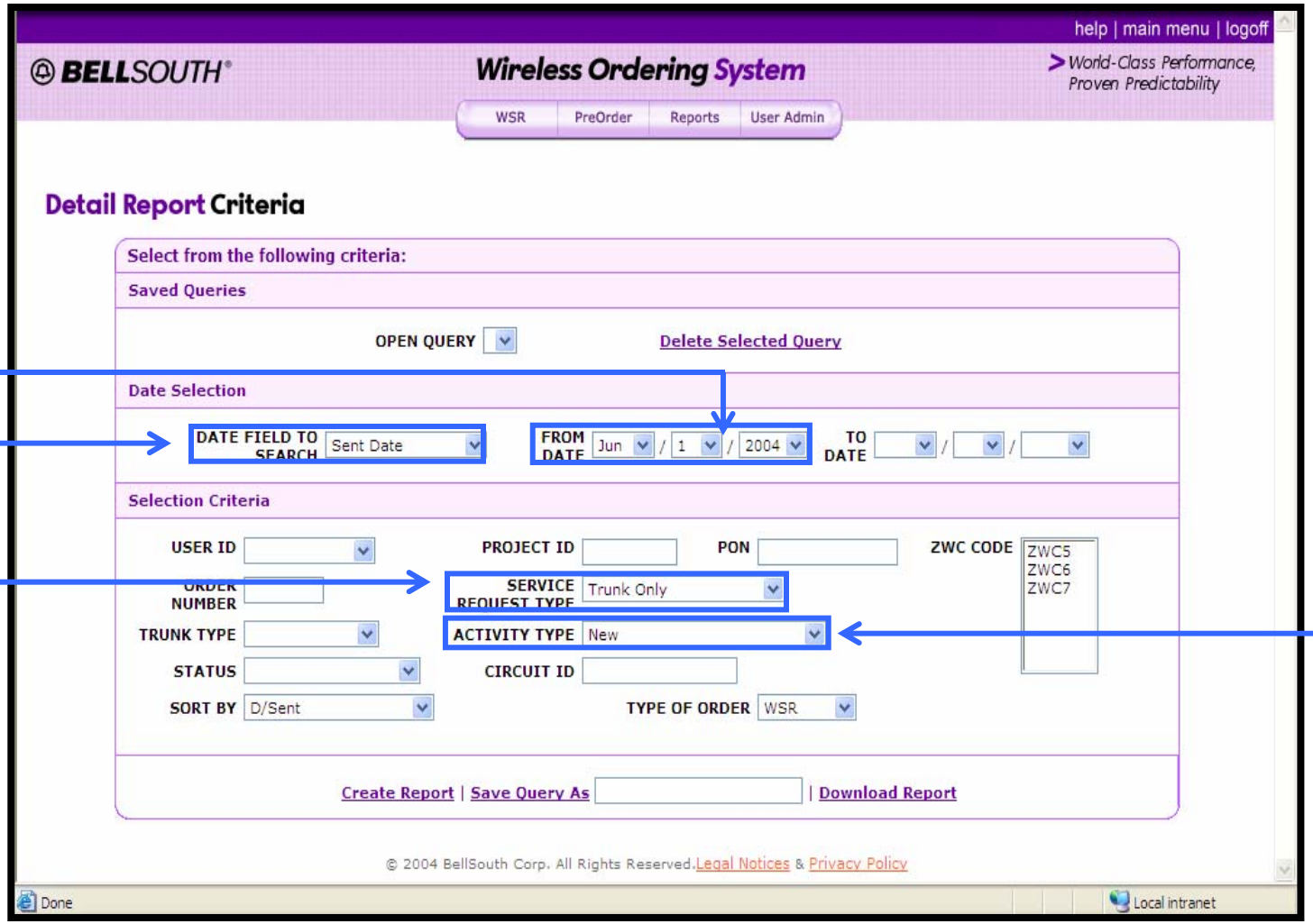
Detail Report Criteria Screen



7.

6.

8.

9.

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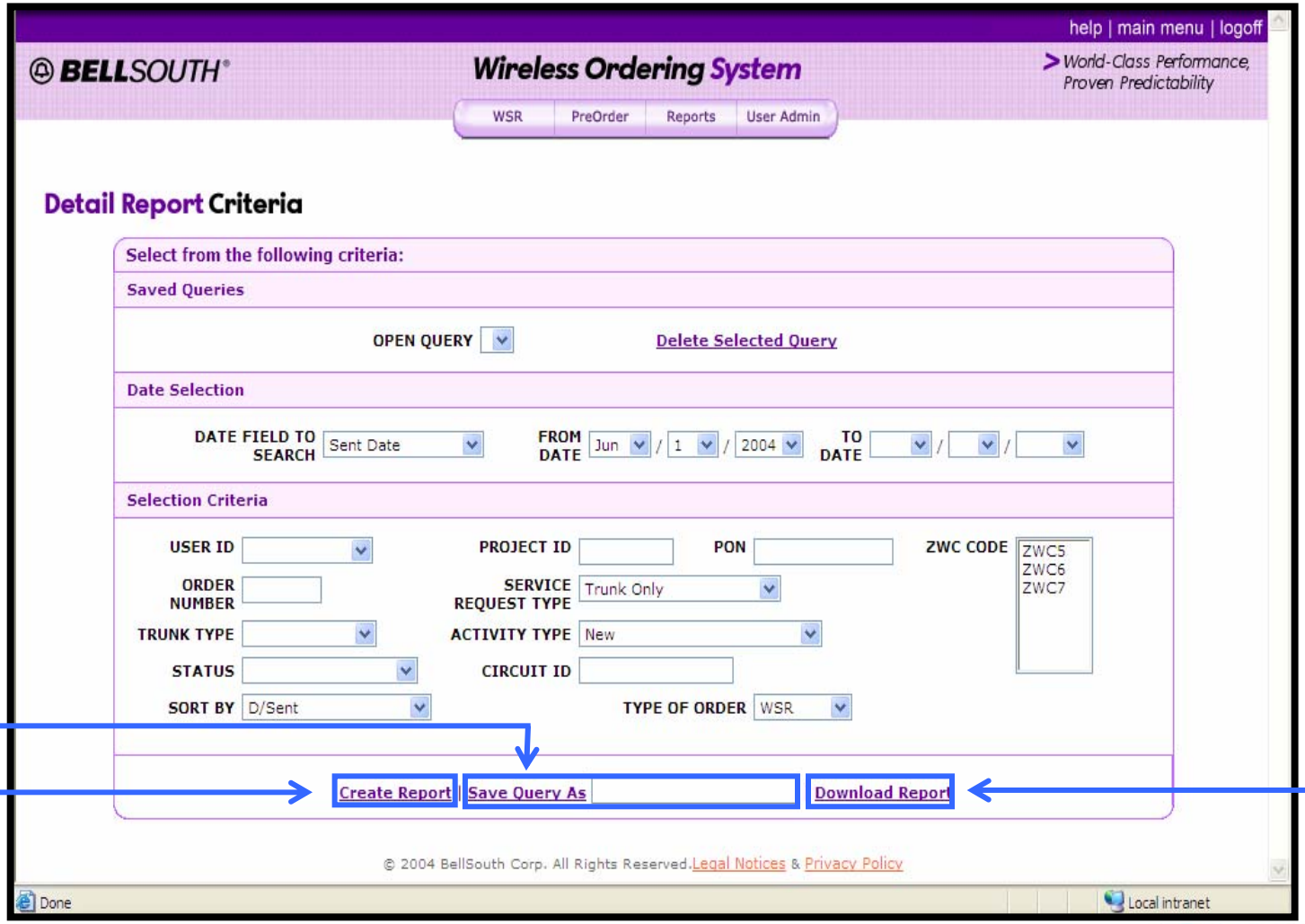
Detail Report Criteria Screen



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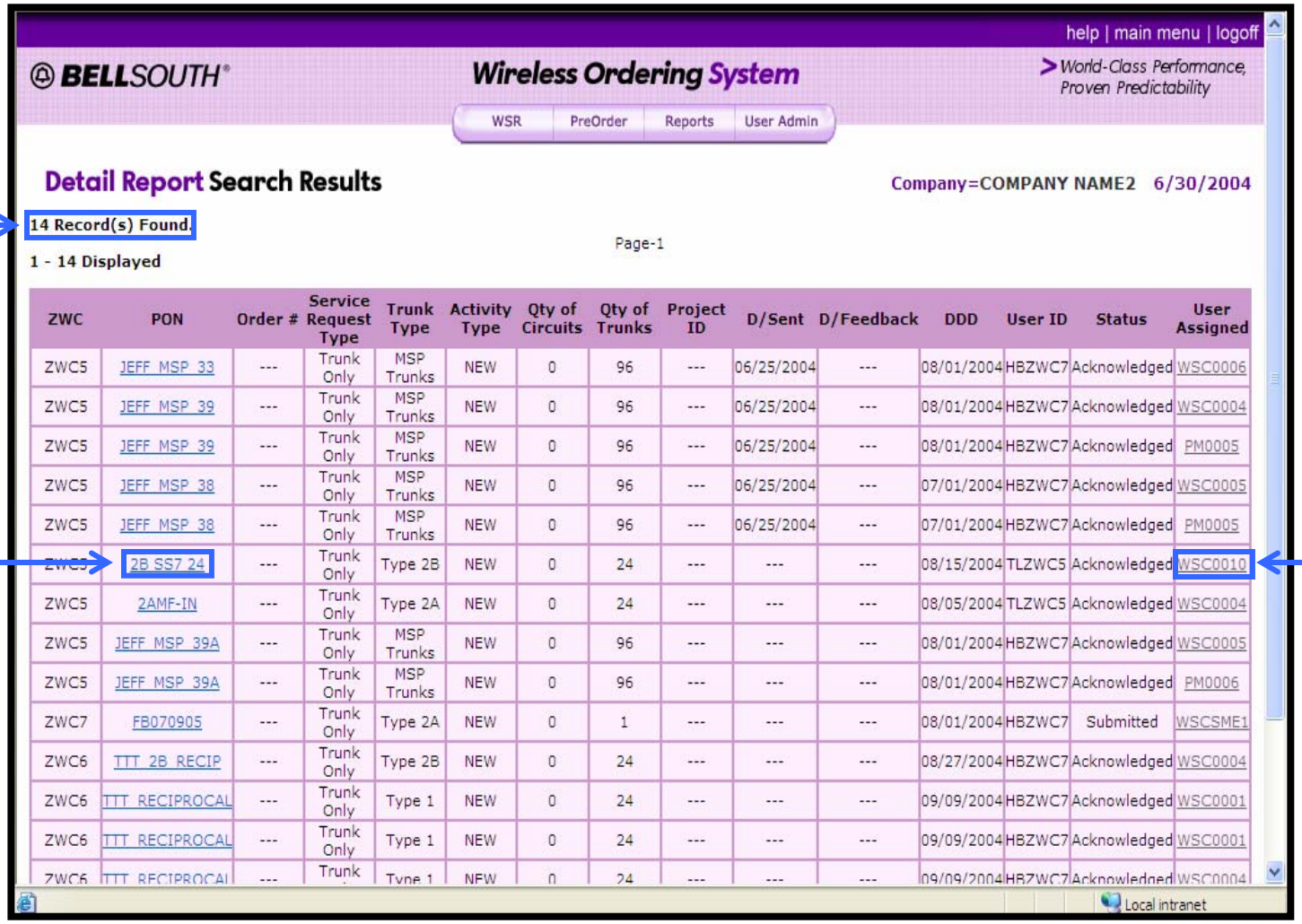
View the Detail Report Search Results

Detail Reports Search Results Screen



ZWC	PON	Order #	Service Request Type	Trunk Type	Activity Type	Qty of Circuits	Qty of Trunks	Project ID	D/Sent	D/Feedback	DDD	User ID	Status	User Assigned
ZWC5	JEFF_MSP_33	---	Trunk Only	MSP Trunks	NEW	0	96	---	06/25/2004	---	08/01/2004	HBZWC7	Acknowledged	WSC0006
ZWC5	JEFF_MSP_39	---	Trunk Only	MSP Trunks	NEW	0	96	---	06/25/2004	---	08/01/2004	HBZWC7	Acknowledged	WSC0004
ZWC5	JEFF_MSP_39	---	Trunk Only	MSP Trunks	NEW	0	96	---	06/25/2004	---	08/01/2004	HBZWC7	Acknowledged	PM0005
ZWC5	JEFF_MSP_38	---	Trunk Only	MSP Trunks	NEW	0	96	---	06/25/2004	---	07/01/2004	HBZWC7	Acknowledged	WSC0005
ZWC5	JEFF_MSP_38	---	Trunk Only	MSP Trunks	NEW	0	96	---	06/25/2004	---	07/01/2004	HBZWC7	Acknowledged	PM0005
ZWC5	2B_SS7_24	---	Trunk Only	Type 2B	NEW	0	24	---	---	---	08/15/2004	TLZWC5	Acknowledged	WSC0010
ZWC5	2AMF-IN	---	Trunk Only	Type 2A	NEW	0	24	---	---	---	08/05/2004	TLZWC5	Acknowledged	WSC0004
ZWC5	JEFF_MSP_39A	---	Trunk Only	MSP Trunks	NEW	0	96	---	---	---	08/01/2004	HBZWC7	Acknowledged	WSC0005
ZWC5	JEFF_MSP_39A	---	Trunk Only	MSP Trunks	NEW	0	96	---	---	---	08/01/2004	HBZWC7	Acknowledged	PM0006
ZWC7	FB070905	---	Trunk Only	Type 2A	NEW	0	1	---	---	---	08/01/2004	HBZWC7	Submitted	WSCSME1
ZWC6	TTT_2B_RECIP	---	Trunk Only	Type 2B	NEW	0	24	---	---	---	08/27/2004	HBZWC7	Acknowledged	WSC0004
ZWC6	TTT_RECIPROCAL	---	Trunk Only	Type 1	NEW	0	24	---	---	---	09/09/2004	HBZWC7	Acknowledged	WSC0001
ZWC6	TTT_RECIPROCAL	---	Trunk Only	Type 1	NEW	0	24	---	---	---	09/09/2004	HBZWC7	Acknowledged	WSC0001
ZWC6	TTT_RECIPROCAL	---	Trunk	Type 1	NEW	0	24	---	---	---	09/09/2004	HBZWC7	Acknowledged	WSC0004

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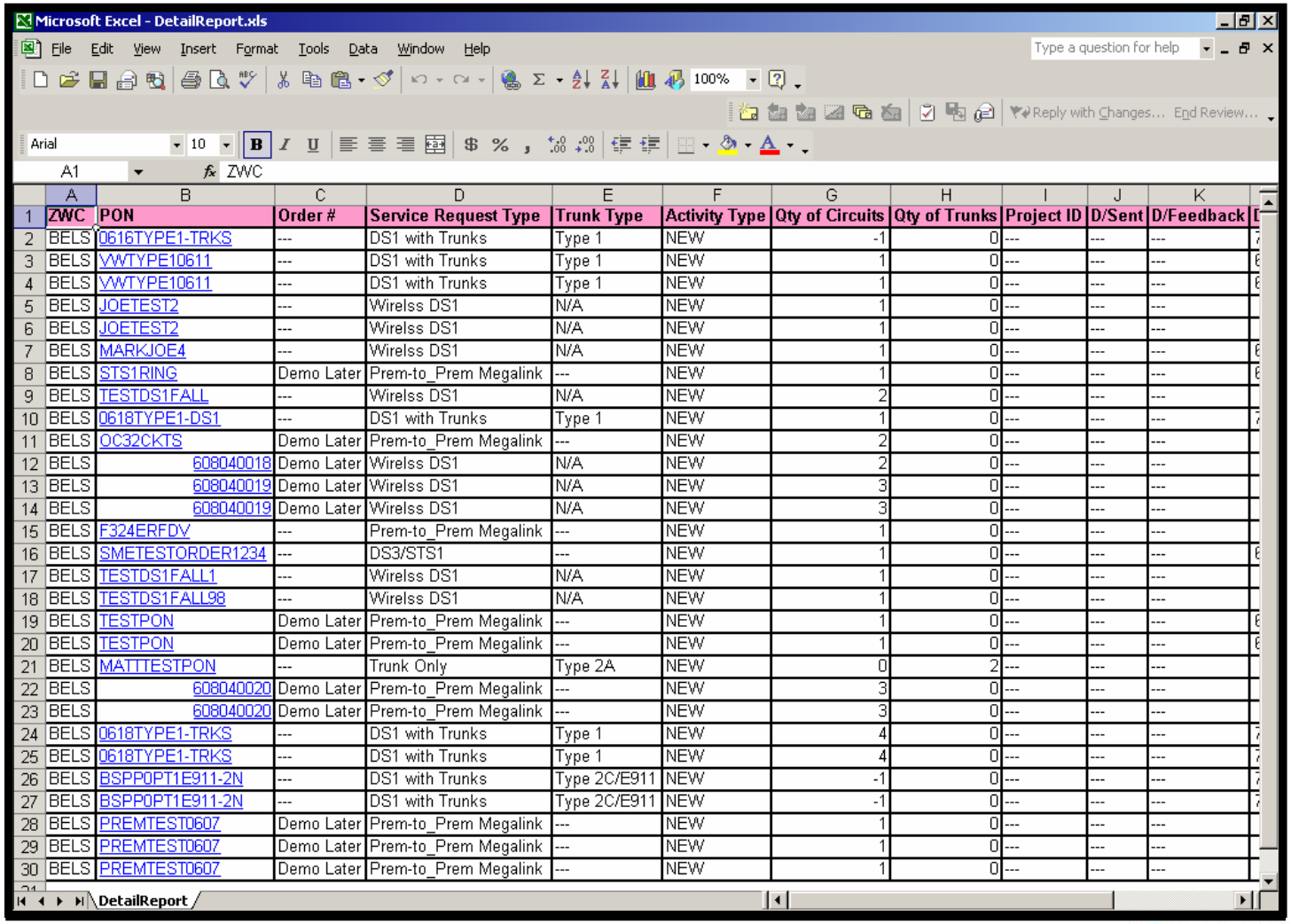
Excel Detail Report



Microsoft Excel - DetailReport.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

Arial 10 B I U

A1 ZWC

	A	B	C	D	E	F	G	H	I	J	K
1	ZWC	PON	Order #	Service Request Type	Trunk Type	Activity Type	Qty of Circuits	Qty of Trunks	Project ID	D/Sent	D/Feedback
2	BELS	0616TYPE1-TRKS	---	DS1 with Trunks	Type 1	NEW	-1	0	---	---	---
3	BELS	VWTYPE10611	---	DS1 with Trunks	Type 1	NEW	1	0	---	---	---
4	BELS	VWTYPE10611	---	DS1 with Trunks	Type 1	NEW	1	0	---	---	---
5	BELS	JOETEST2	---	Wirelss DS1	N/A	NEW	1	0	---	---	---
6	BELS	JOETEST2	---	Wirelss DS1	N/A	NEW	1	0	---	---	---
7	BELS	MARKJOE4	---	Wirelss DS1	N/A	NEW	1	0	---	---	---
8	BELS	STS1RING	Demo Later	Prem-to_Prem Megalink	---	NEW	1	0	---	---	---
9	BELS	TESTDS1FALL	---	Wirelss DS1	N/A	NEW	2	0	---	---	---
10	BELS	0618TYPE1-DS1	---	DS1 with Trunks	Type 1	NEW	1	0	---	---	---
11	BELS	OC32CKTS	Demo Later	Prem-to_Prem Megalink	---	NEW	2	0	---	---	---
12	BELS	608040018	Demo Later	Wirelss DS1	N/A	NEW	2	0	---	---	---
13	BELS	608040019	Demo Later	Wirelss DS1	N/A	NEW	3	0	---	---	---
14	BELS	608040019	Demo Later	Wirelss DS1	N/A	NEW	3	0	---	---	---
15	BELS	F324ERFDV	---	Prem-to_Prem Megalink	---	NEW	1	0	---	---	---
16	BELS	SMETESTORDER1234	---	DS3/STS1	---	NEW	1	0	---	---	---
17	BELS	TESTDS1FALL1	---	Wirelss DS1	N/A	NEW	1	0	---	---	---
18	BELS	TESTDS1FALL98	---	Wirelss DS1	N/A	NEW	1	0	---	---	---
19	BELS	TESTPON	Demo Later	Prem-to_Prem Megalink	---	NEW	1	0	---	---	---
20	BELS	TESTPON	Demo Later	Prem-to_Prem Megalink	---	NEW	1	0	---	---	---
21	BELS	MATTTESTPON	---	Trunk Only	Type 2A	NEW	0	2	---	---	---
22	BELS	608040020	Demo Later	Prem-to_Prem Megalink	---	NEW	3	0	---	---	---
23	BELS	608040020	Demo Later	Prem-to_Prem Megalink	---	NEW	3	0	---	---	---
24	BELS	0618TYPE1-TRKS	---	DS1 with Trunks	Type 1	NEW	4	0	---	---	---
25	BELS	0618TYPE1-TRKS	---	DS1 with Trunks	Type 1	NEW	4	0	---	---	---
26	BELS	BSPP0PT1E911-2N	---	DS1 with Trunks	Type 2C/E911	NEW	-1	0	---	---	---
27	BELS	BSPP0PT1E911-2N	---	DS1 with Trunks	Type 2C/E911	NEW	-1	0	---	---	---
28	BELS	PREMTEST0607	Demo Later	Prem-to_Prem Megalink	---	NEW	1	0	---	---	---
29	BELS	PREMTEST0607	Demo Later	Prem-to_Prem Megalink	---	NEW	1	0	---	---	---
30	BELS	PREMTEST0607	Demo Later	Prem-to_Prem Megalink	---	NEW	1	0	---	---	---

DetailReport

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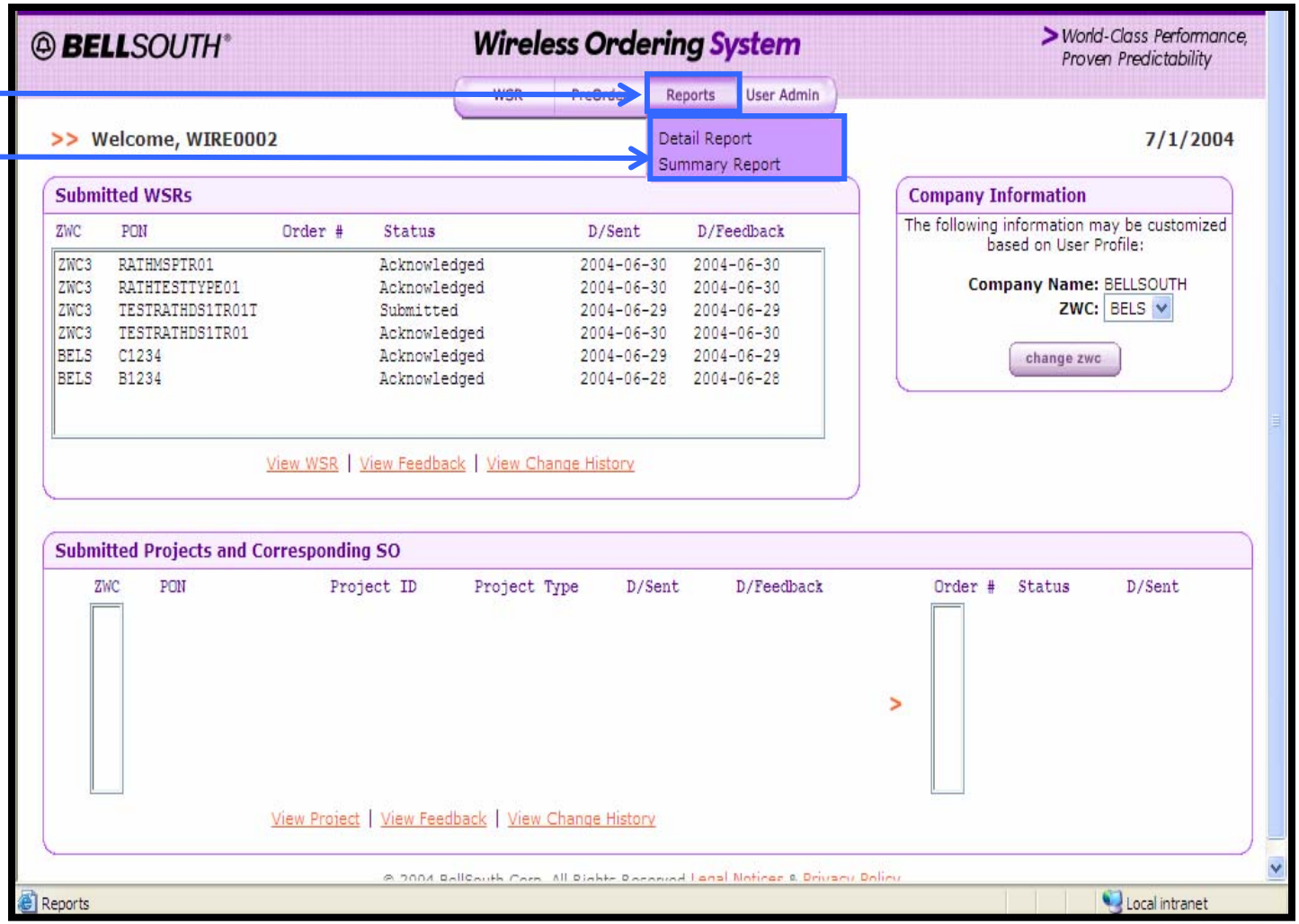
WOS Main Menu Screen

1.
2.



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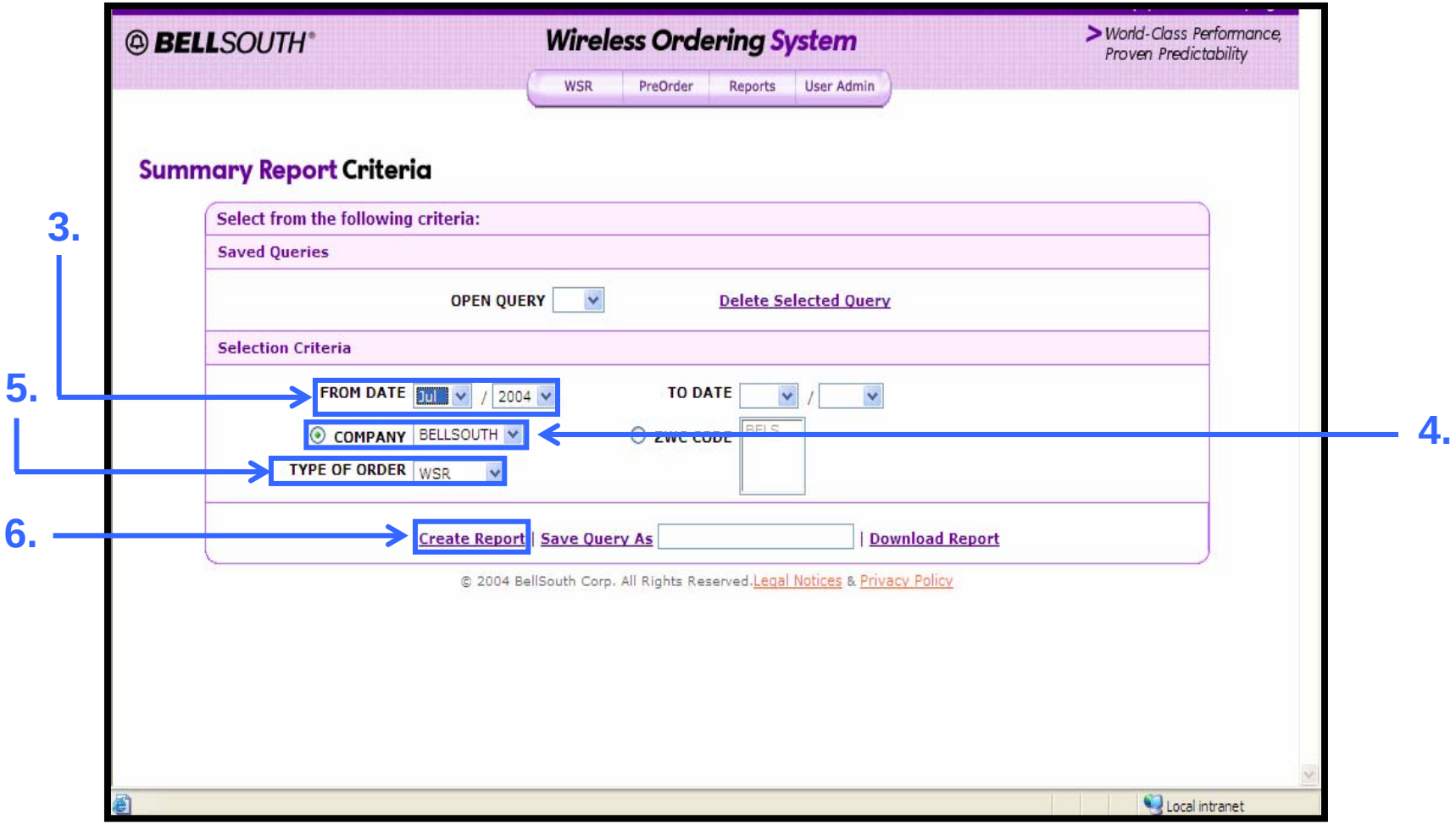
Summary Report Criteria Screen



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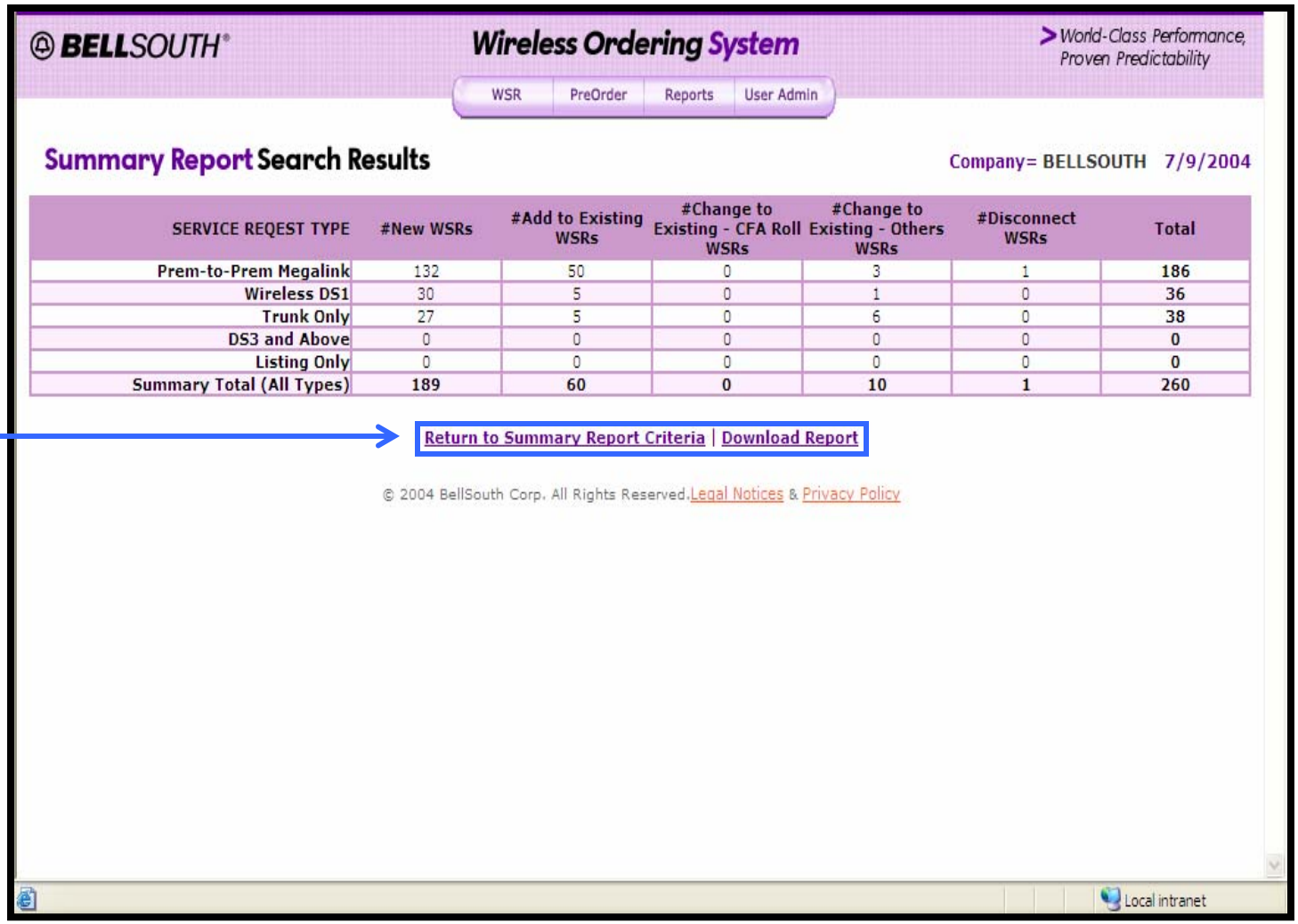
View Summary Report Results

On Screen Results



SERVICE REQEST TYPE	#New WSRs	#Add to Existing WSRs	#Change to Existing - CFA Roll WSRs	#Change to Existing - Others WSRs	#Disconnect WSRs	Total
Prem-to-Prem Megalink	132	50	0	3	1	186
Wireless DS1	30	5	0	1	0	36
Trunk Only	27	5	0	6	0	38
DS3 and Above	0	0	0	0	0	0
Listing Only	0	0	0	0	0	0
Summary Total (All Types)	189	60	0	10	1	260

7. → Return to Summary Report Criteria | Download Report

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Pre-Order Address Validation

Section 7 of 12

Customer Tutorial

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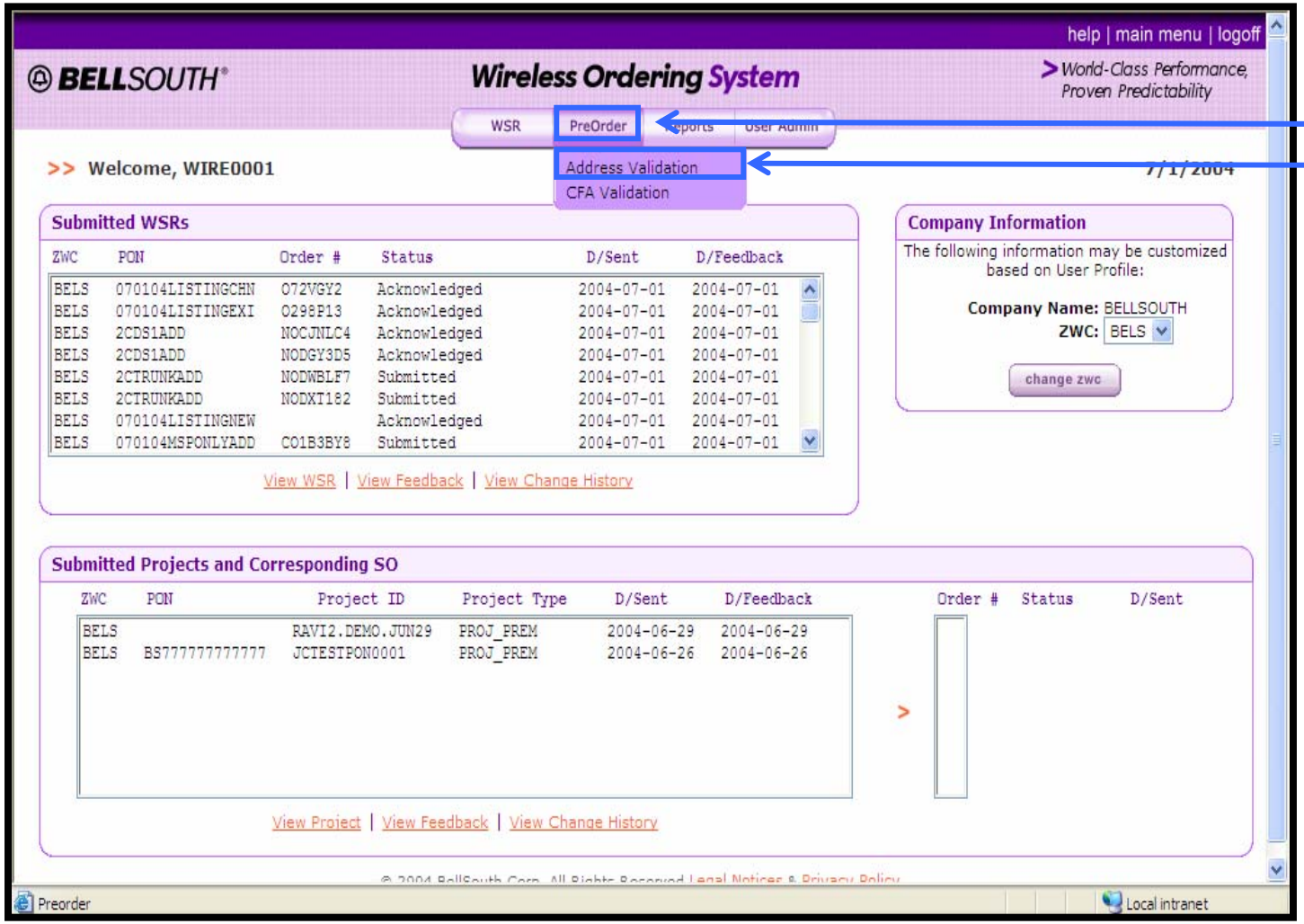
WOS Main Menu Screen



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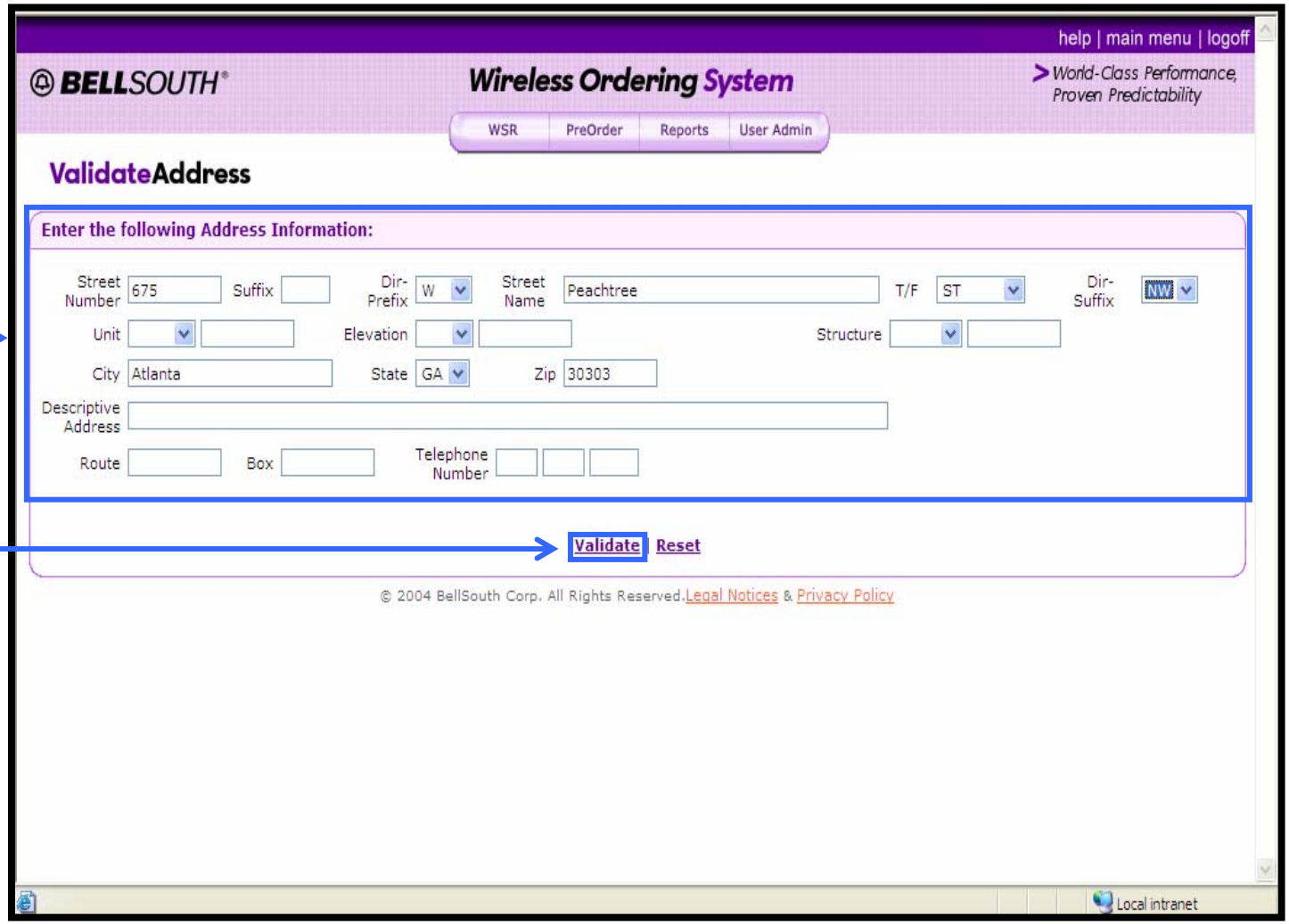
Validate Address Screen

3.

4.



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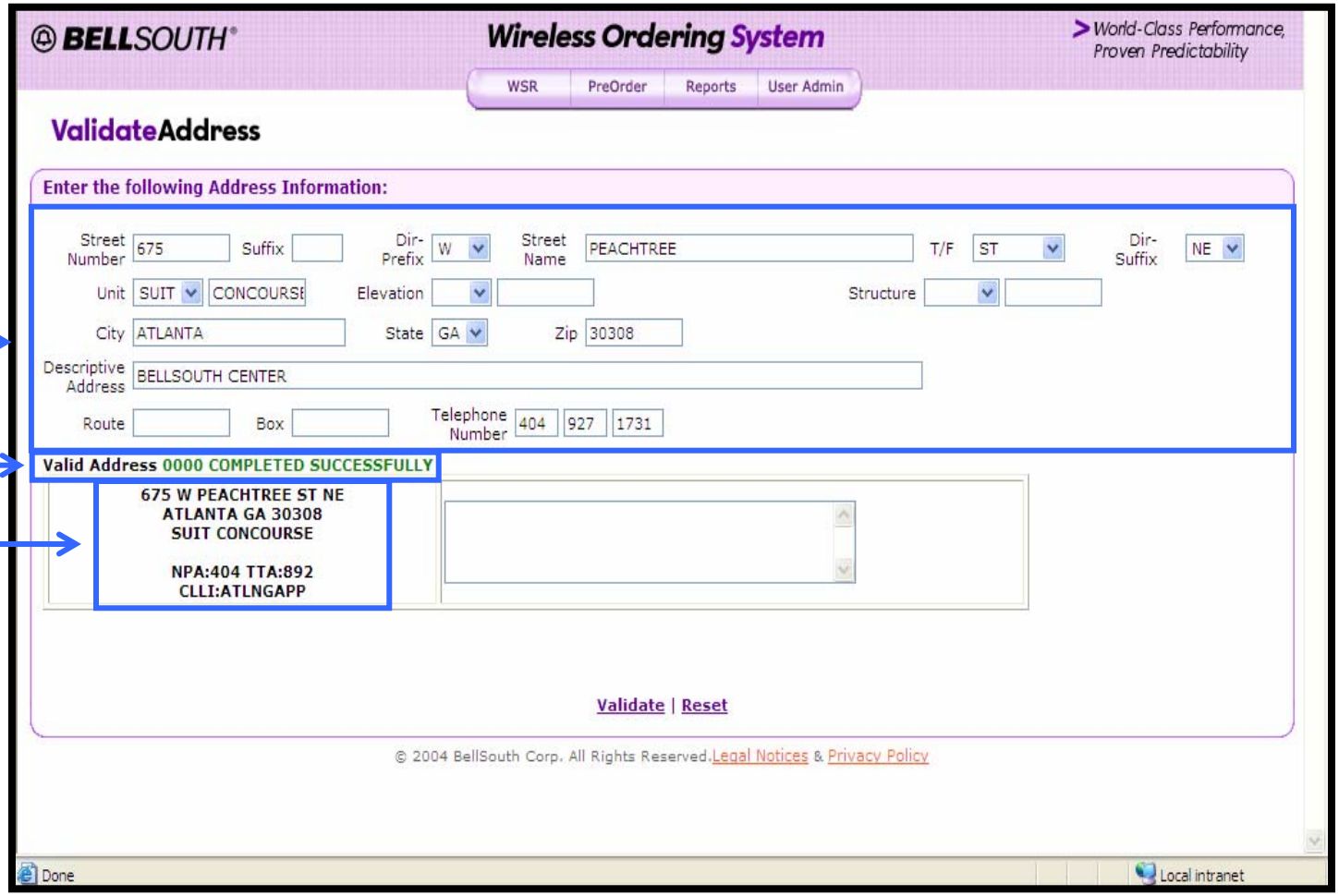
View Pre-Order Address Validation Results

Validate Address Screen



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Pre-Order CFA Validation

Section 8 of 12

Customer Tutorial

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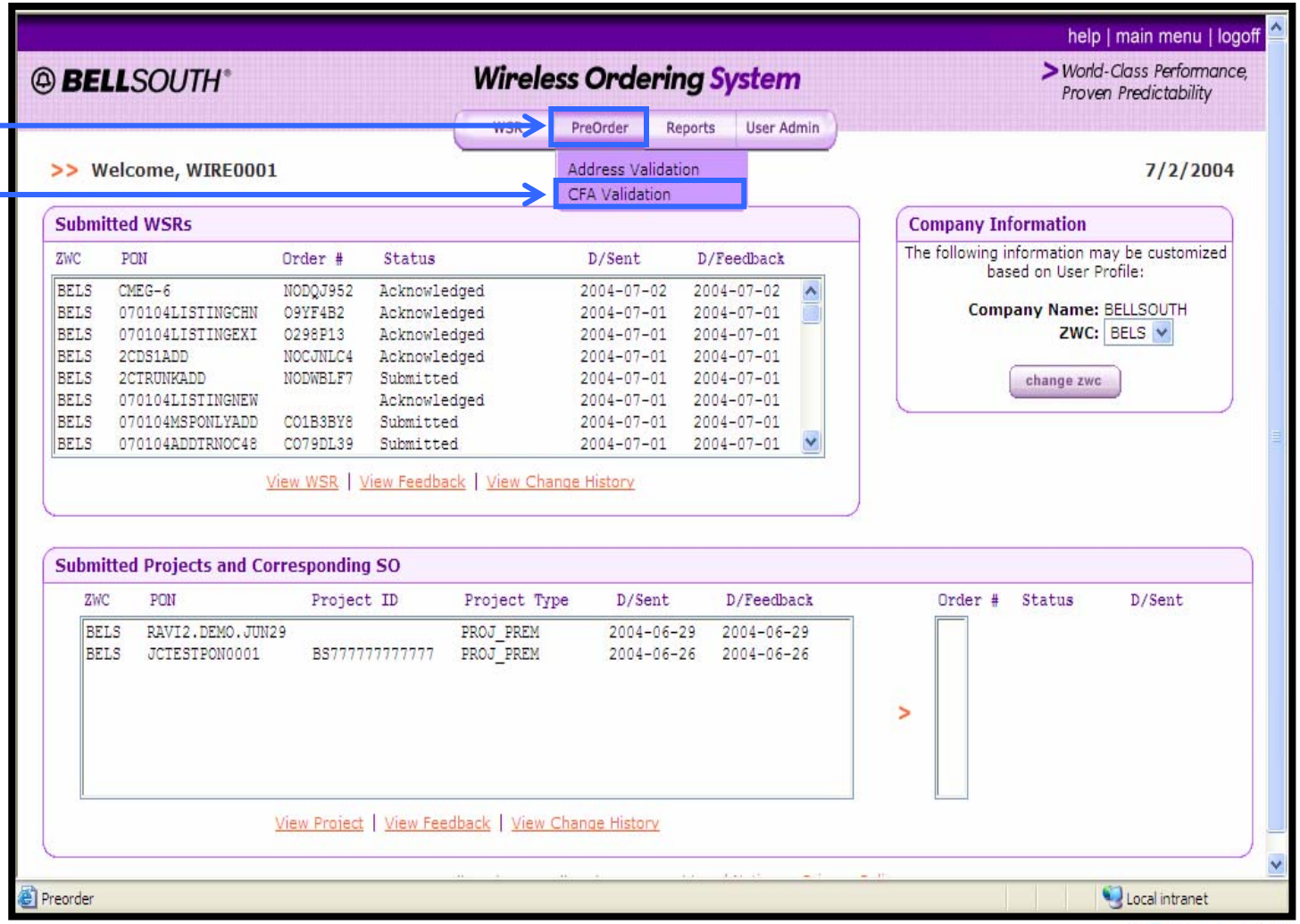
WOS Main Menu Screen



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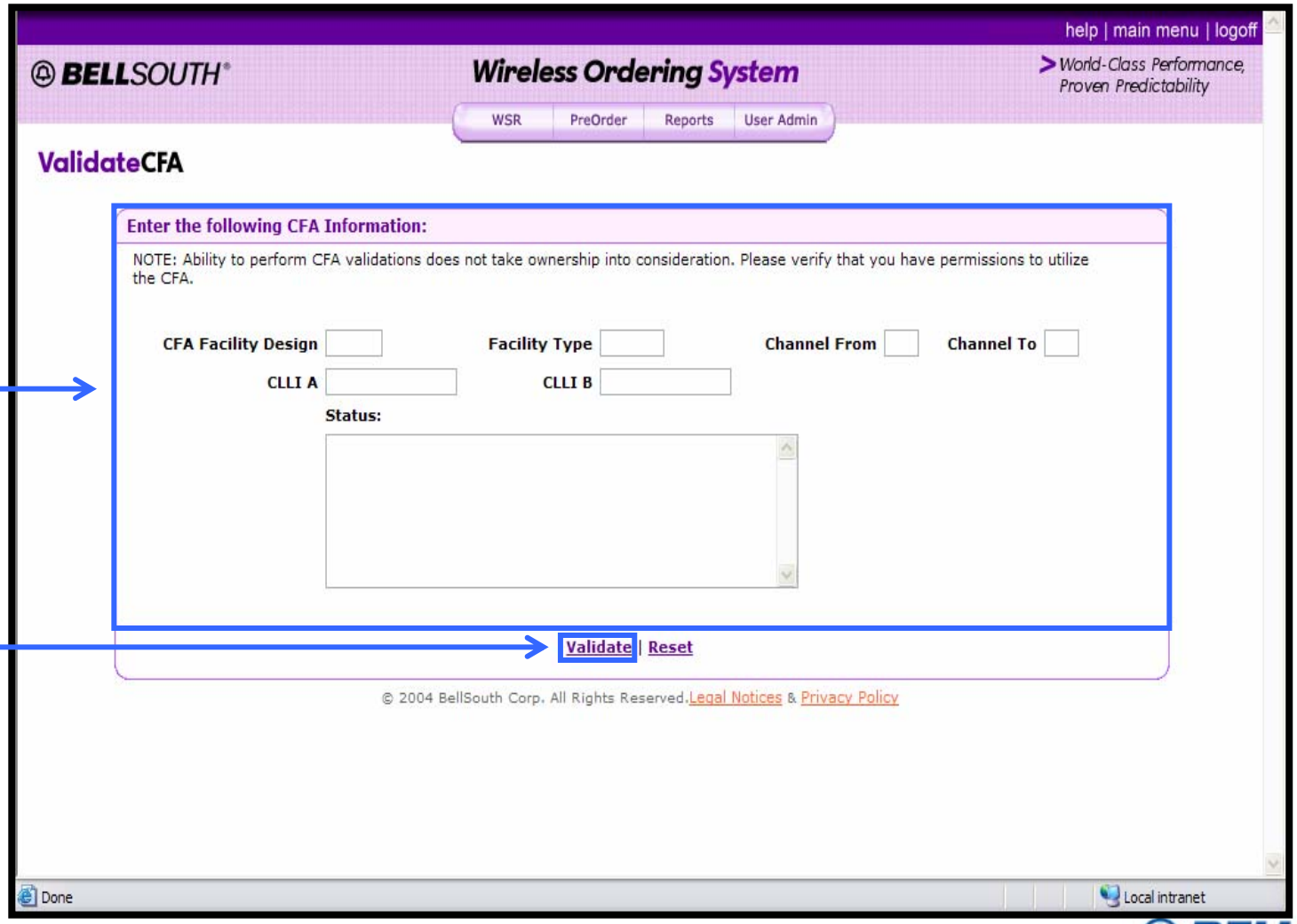
Validate CFA Screen

3.

4.



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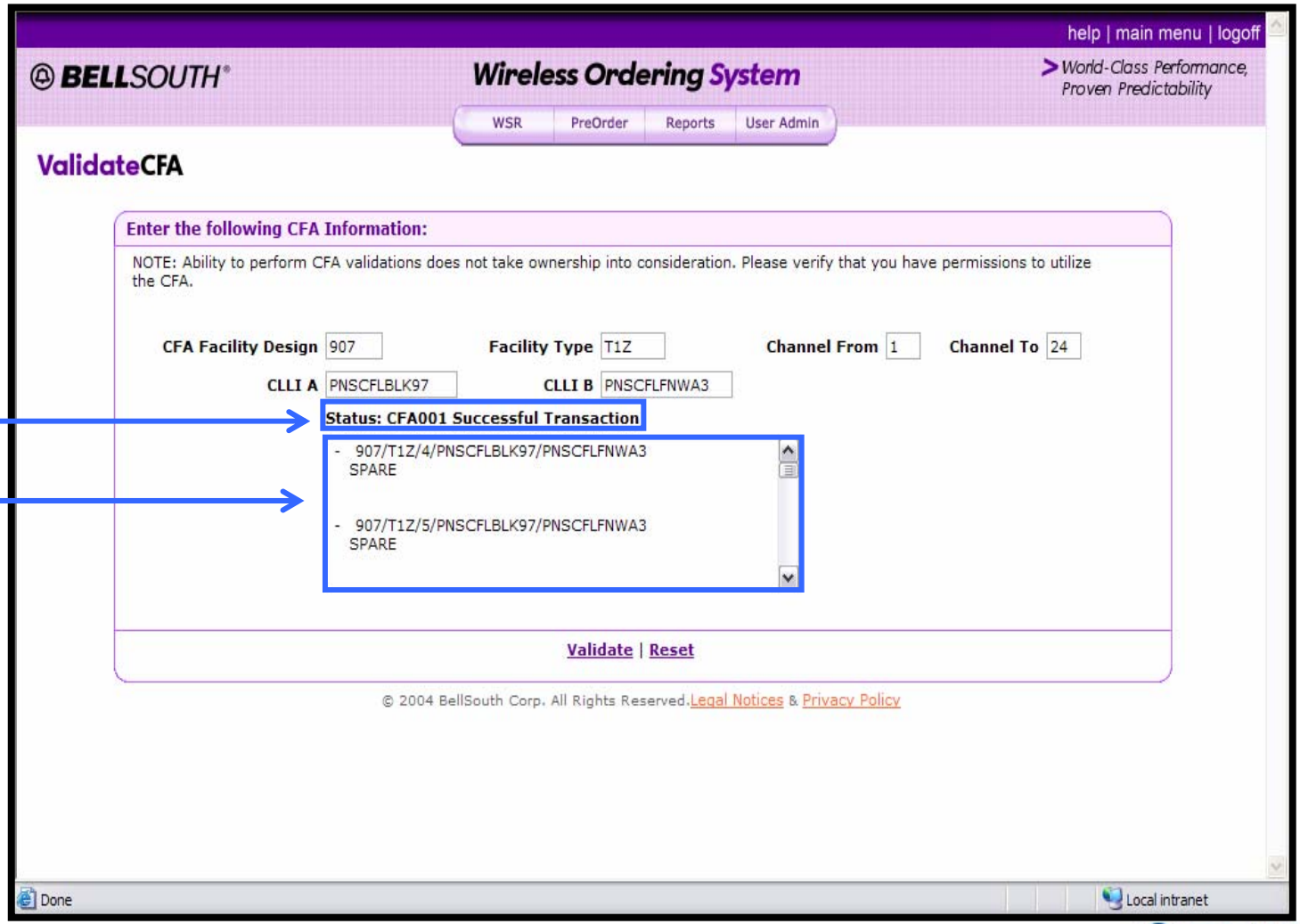
Validate CFA Screen



5.

6.

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View Feedback

Section 9 of 12

Customer Tutorial

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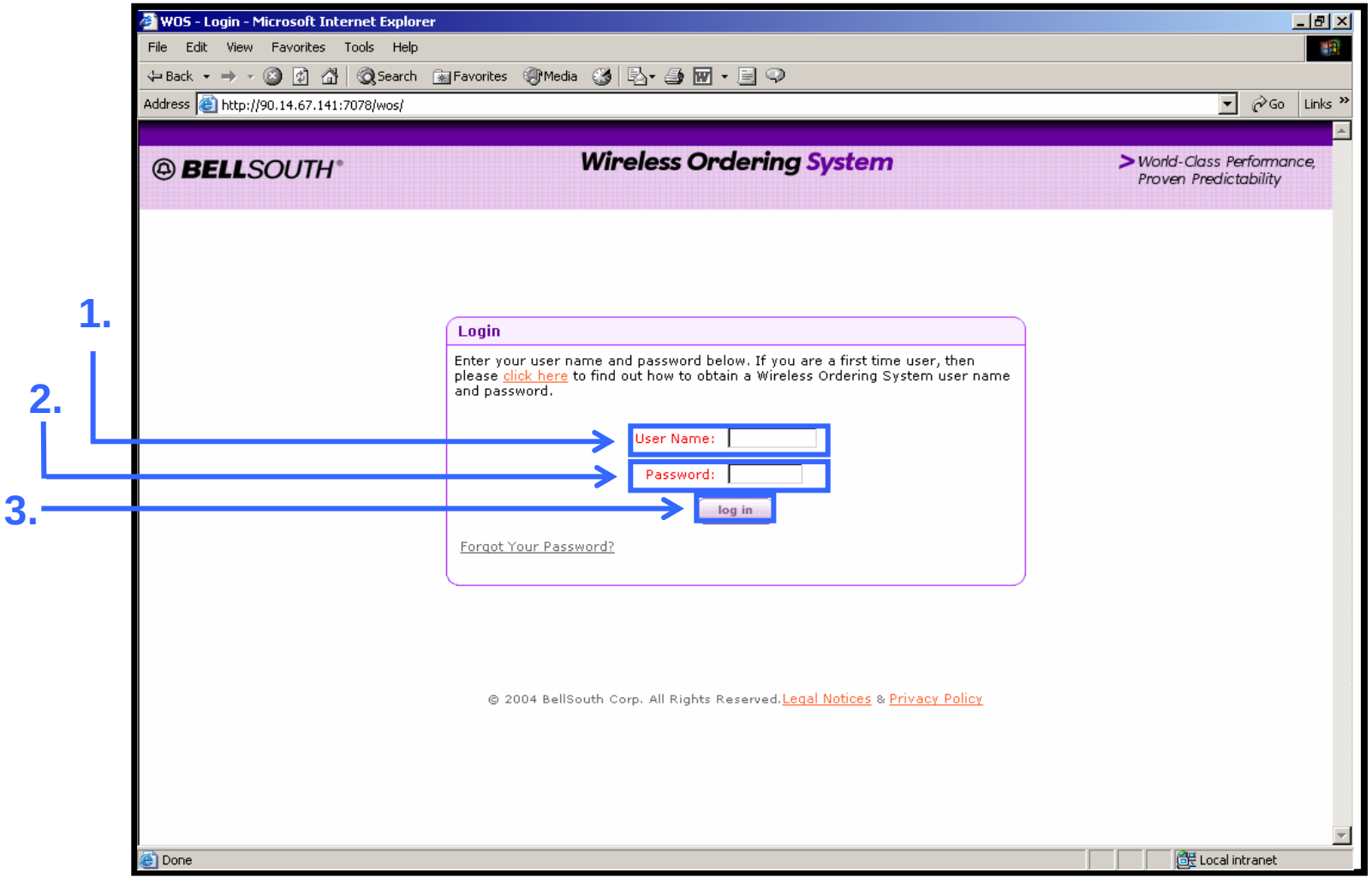
WOS Login Screen



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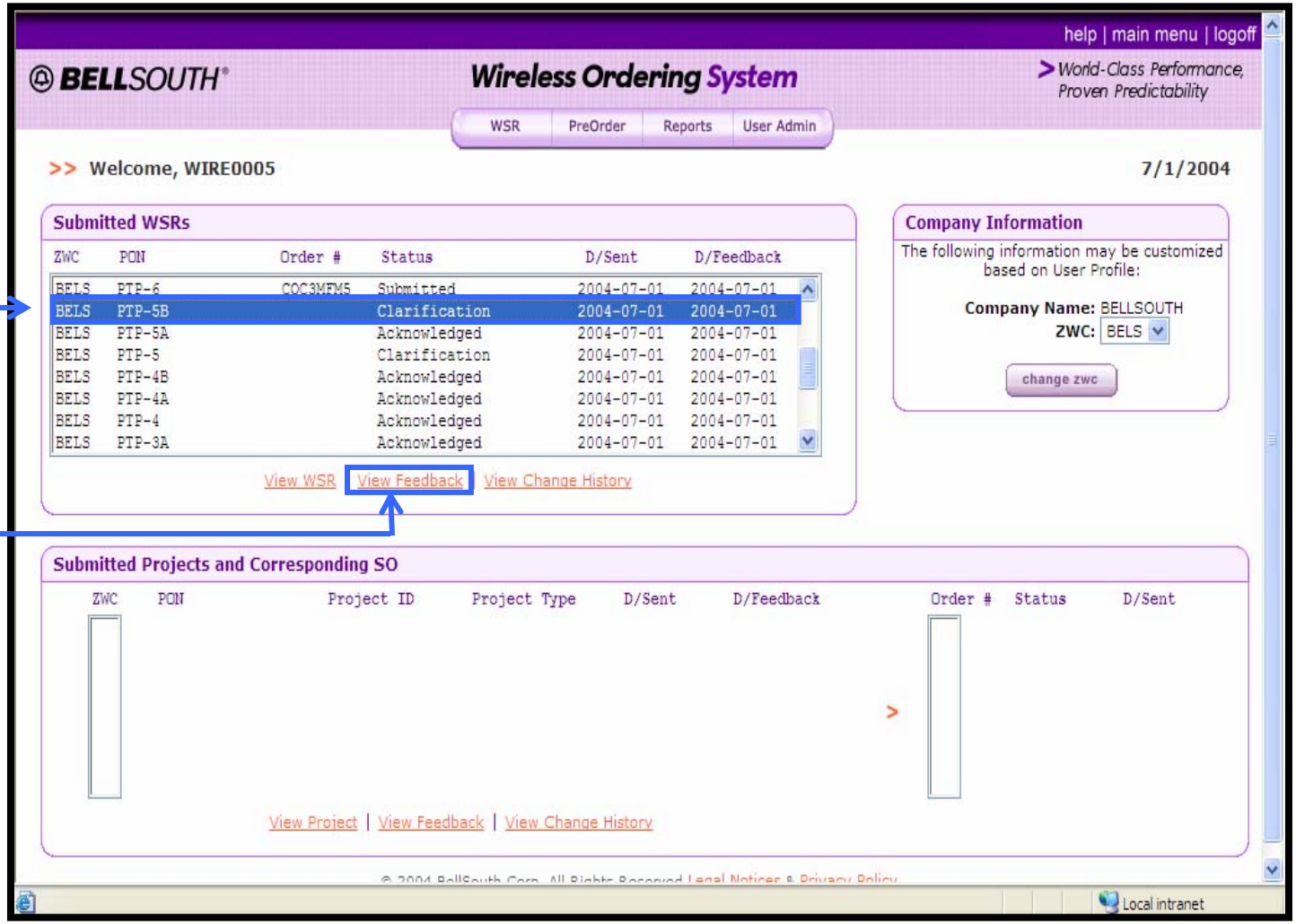
WOS Main Menu Screen



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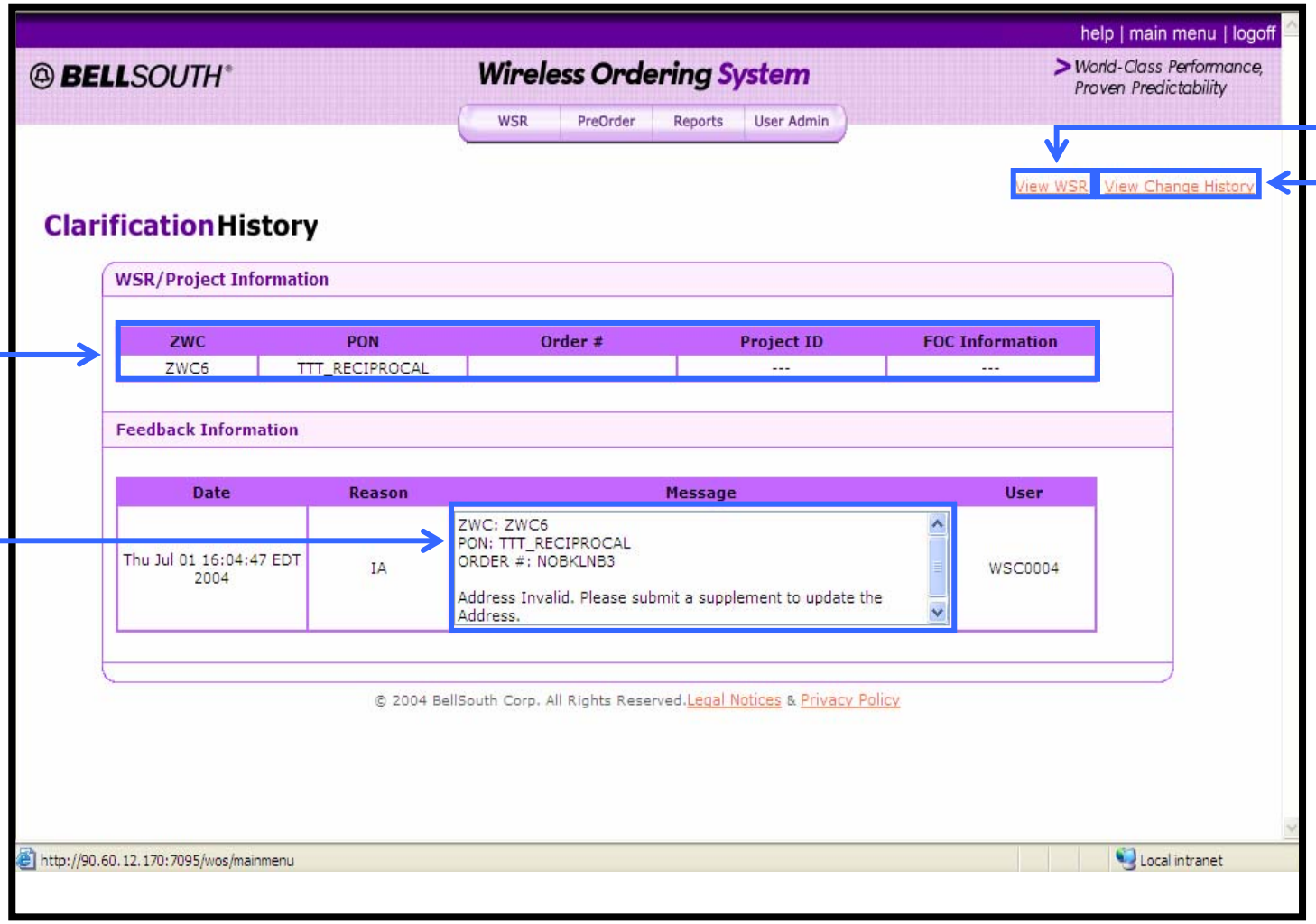
Clarification History Screen



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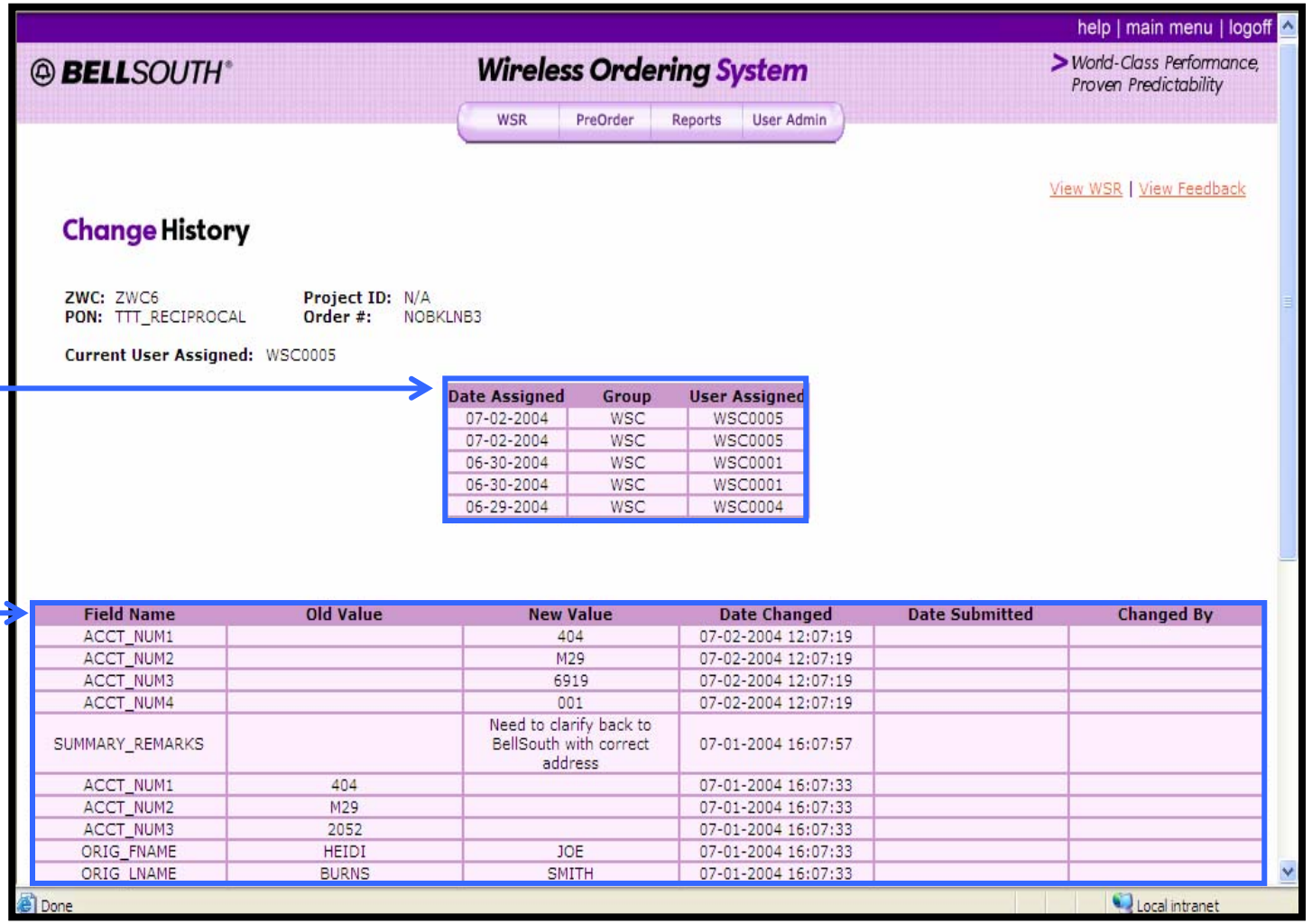
Change History Screen



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Submit a Supplement

Section 10 of 12

Customer Tutorial

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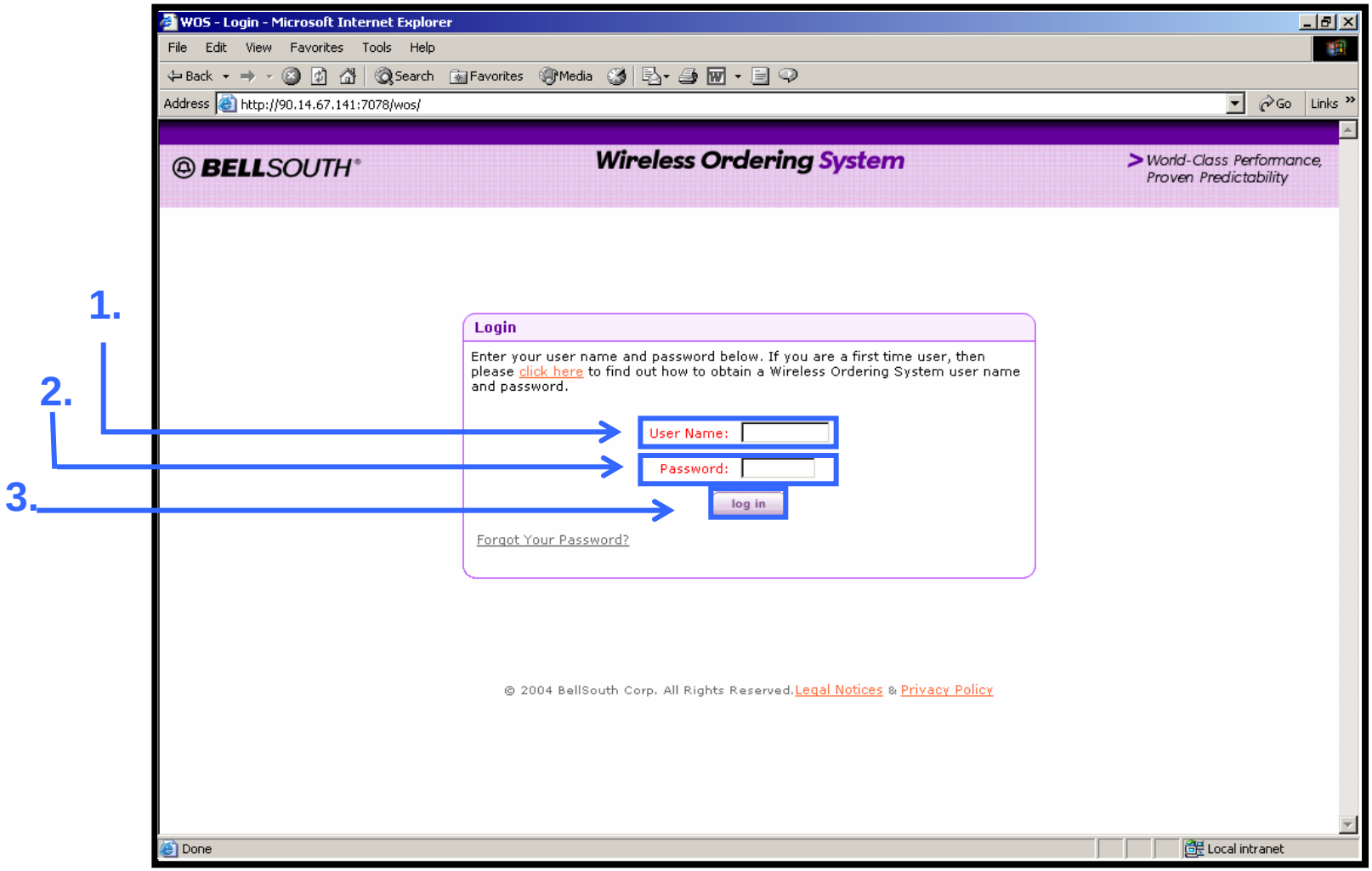
WOS Login Screen



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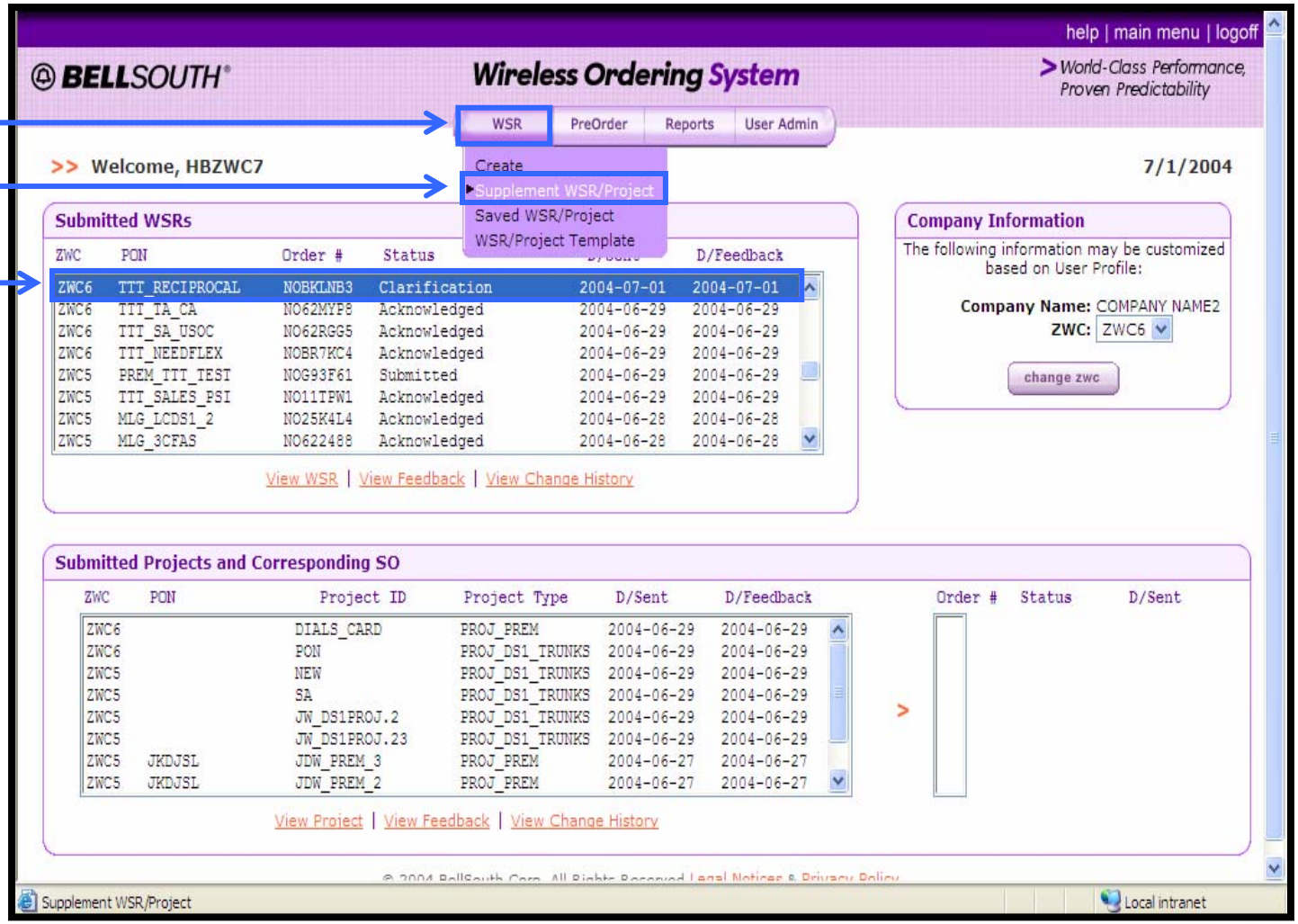
WOS Main Menu Screen



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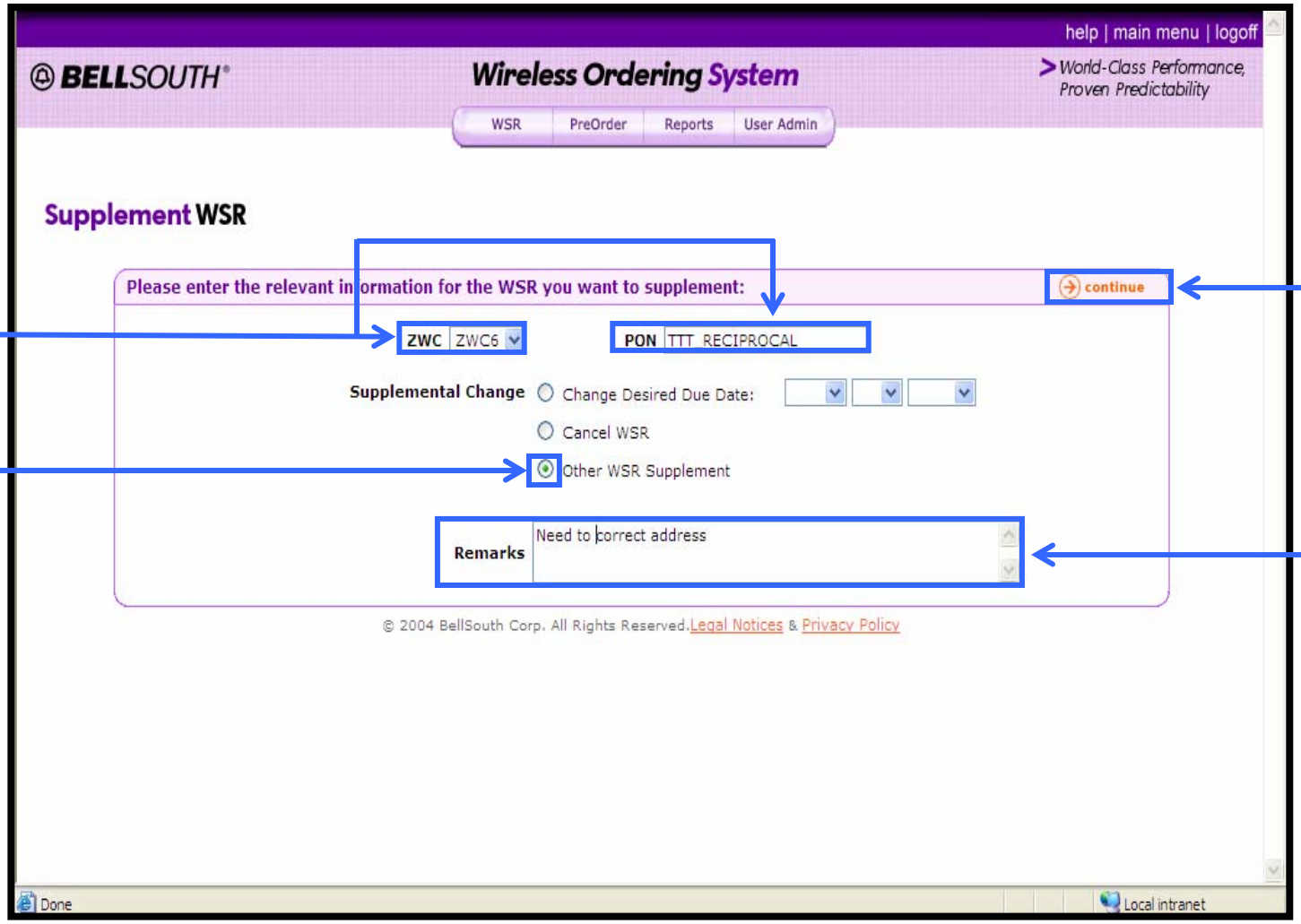
Supplement WSR Screen



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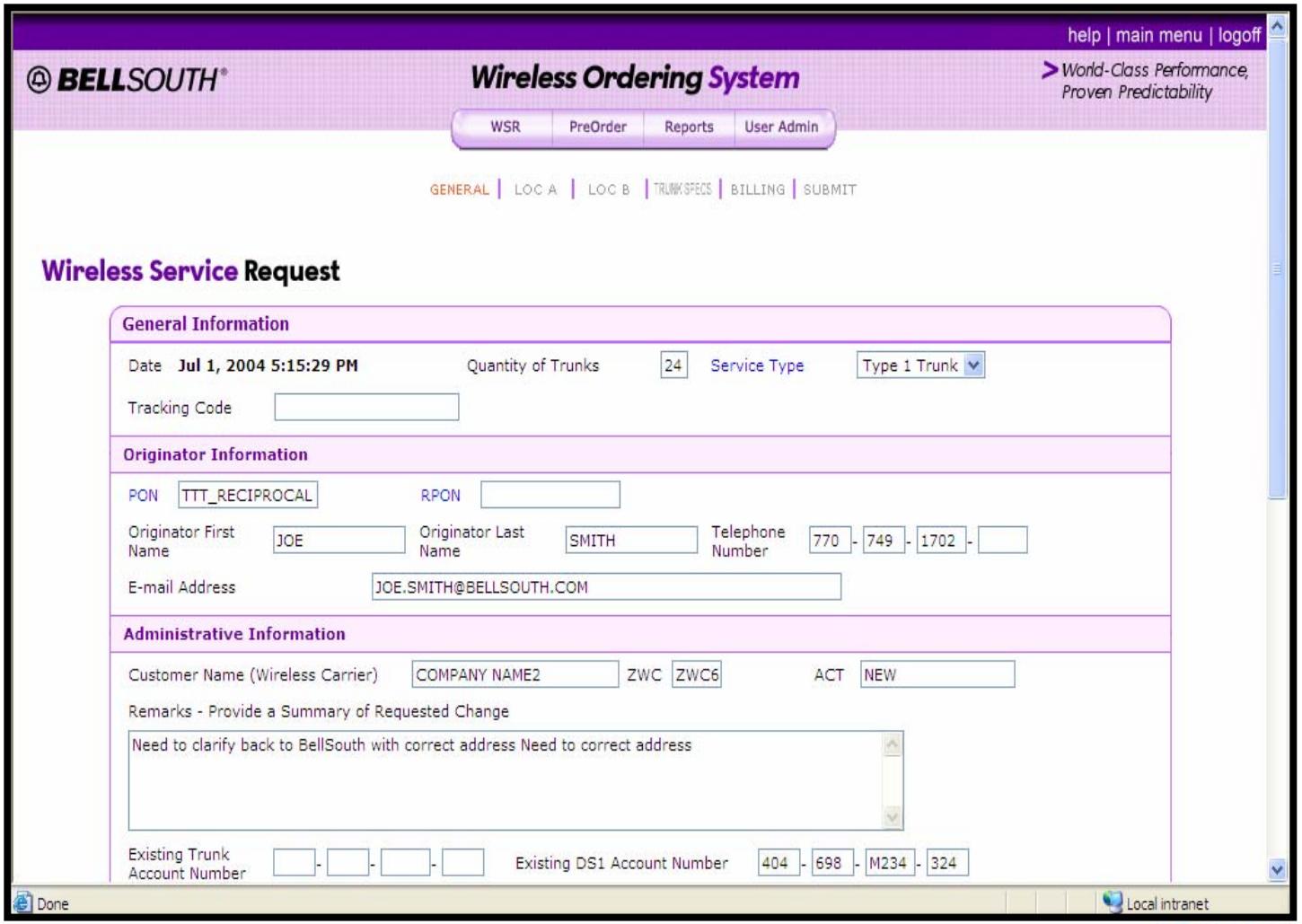
Original WSR Screen



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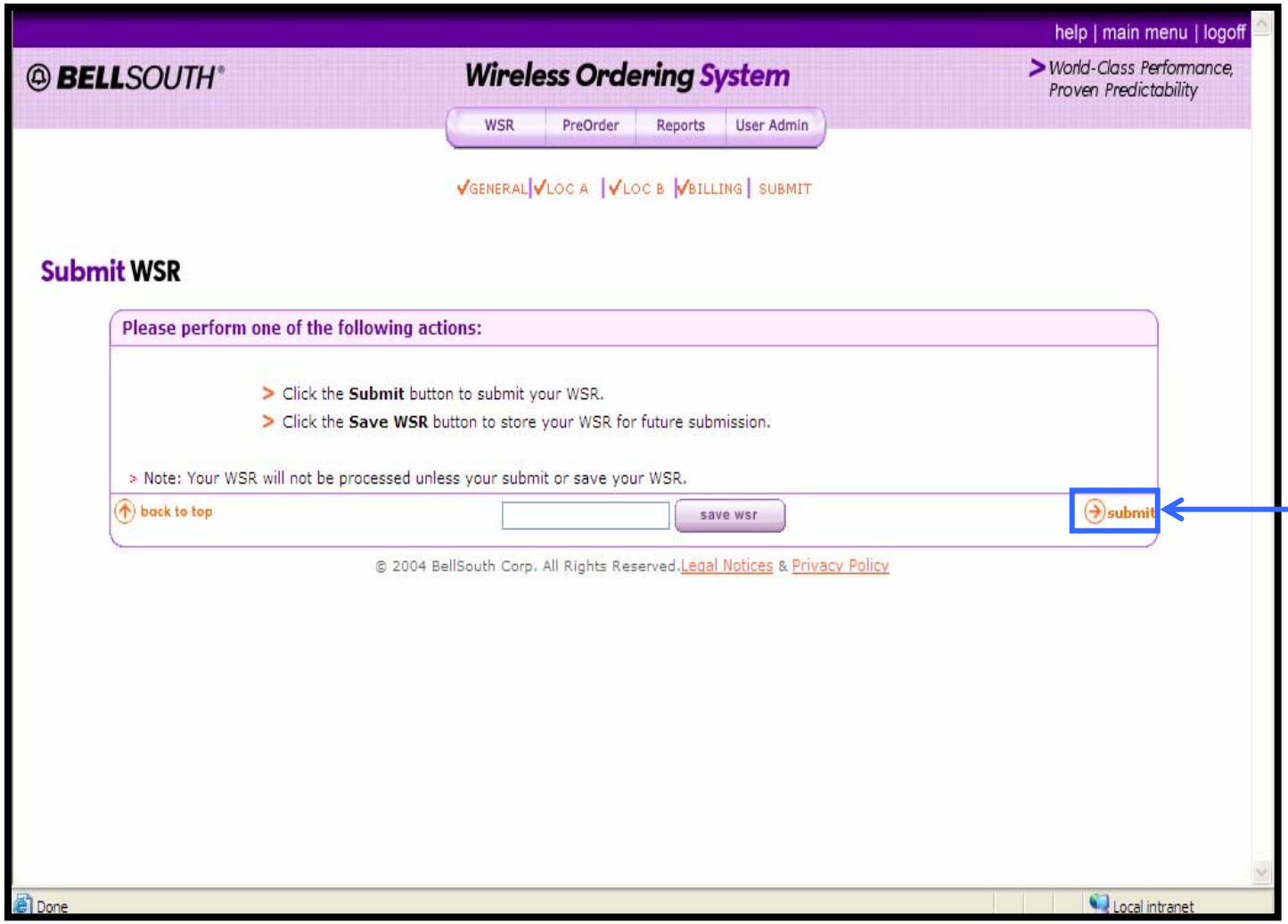
Submit WSR Screen



12.

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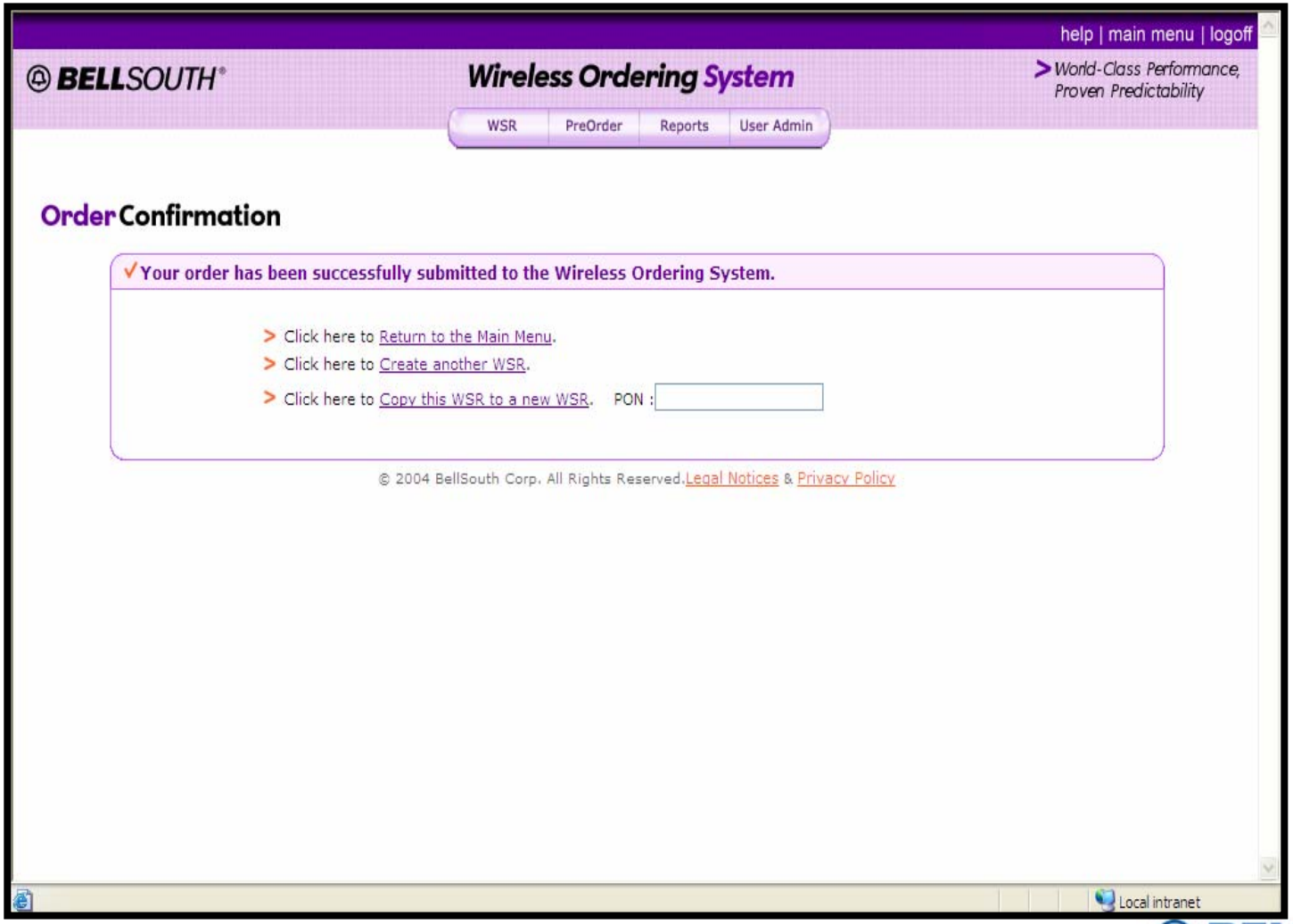
Order Confirmation Screen



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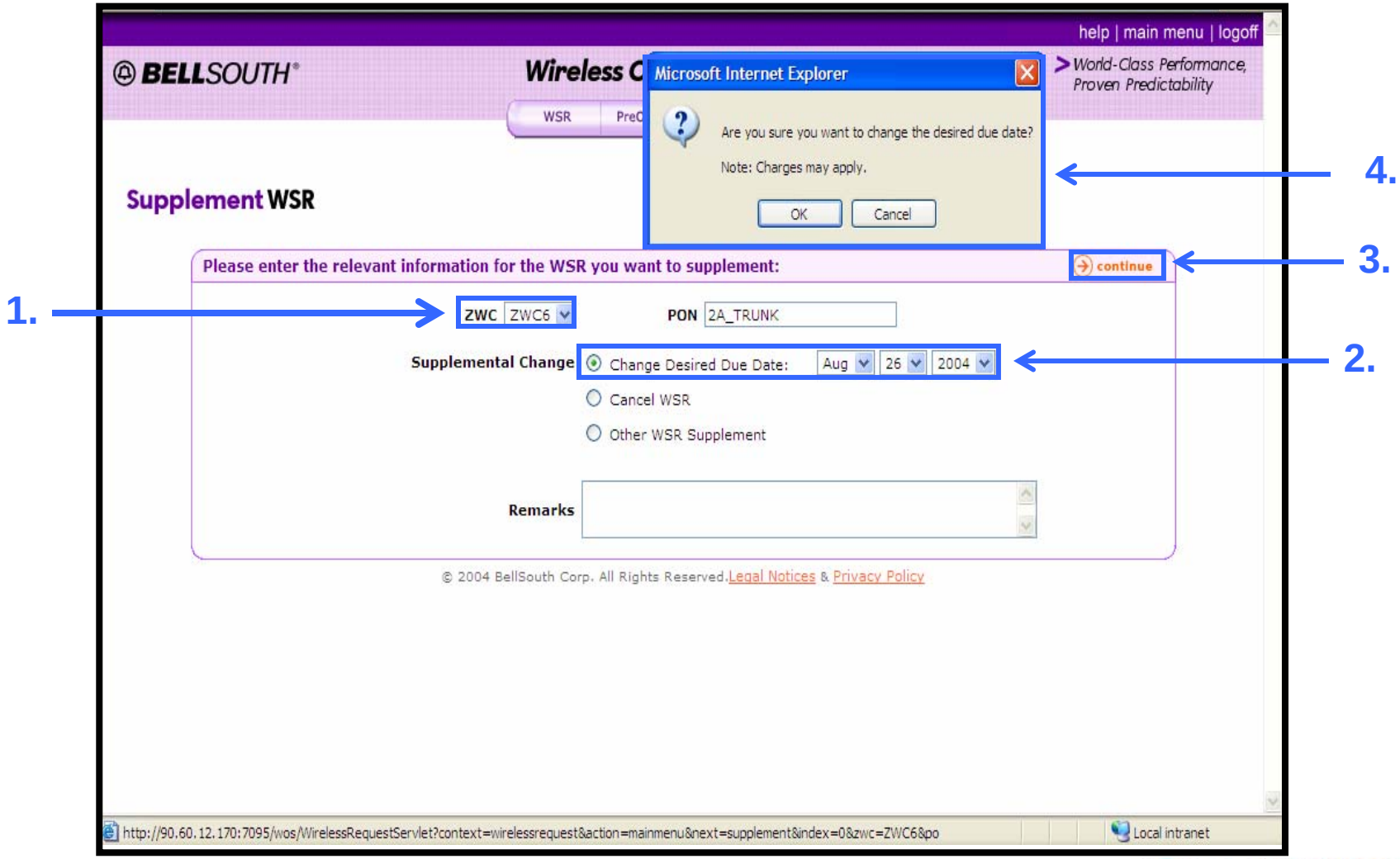
Complete Supplement Information

Supplement WSR Screen



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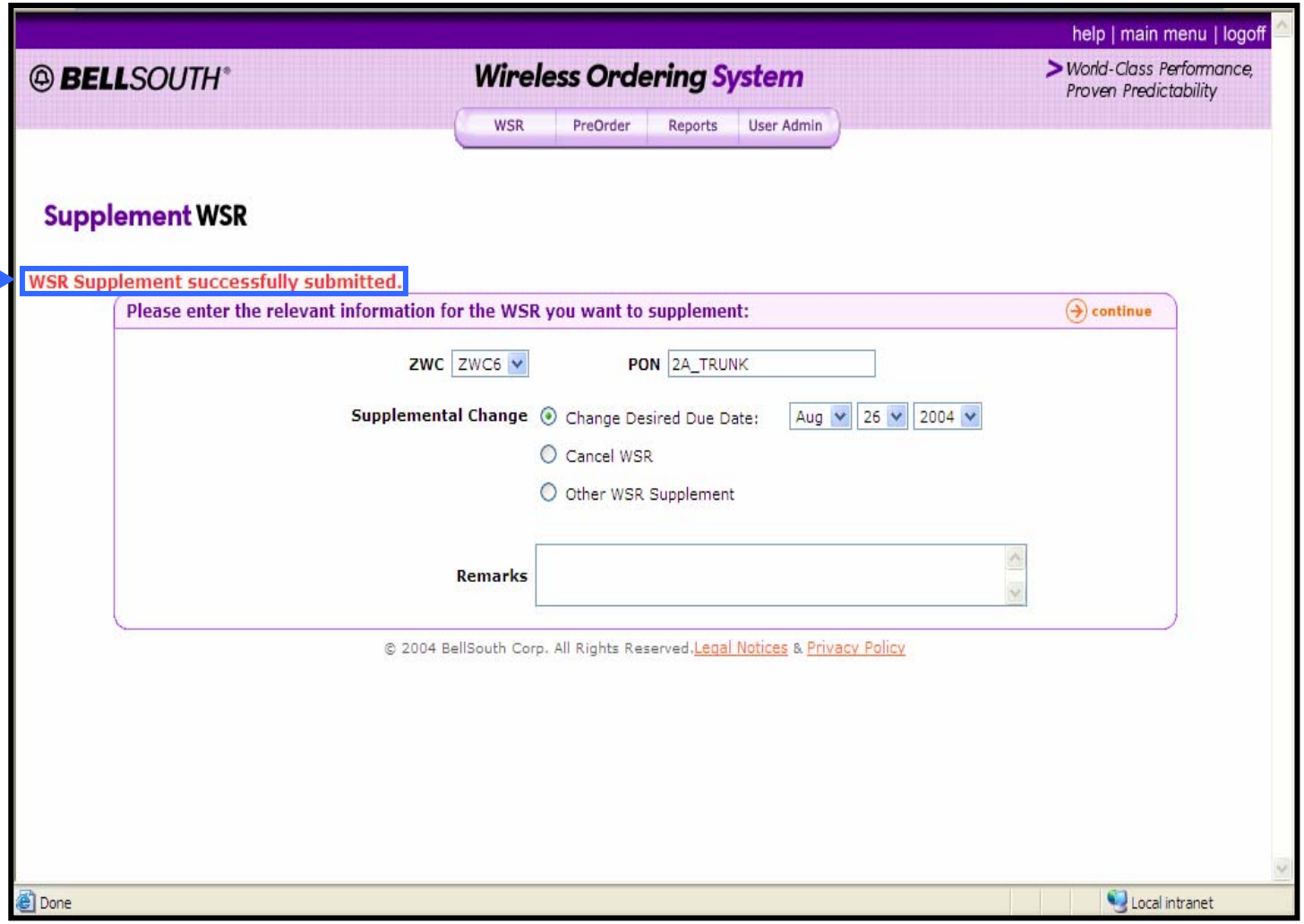
Supplement WSR Screen

5.



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User Administration

Section 11 of 12

Customer Tutorial

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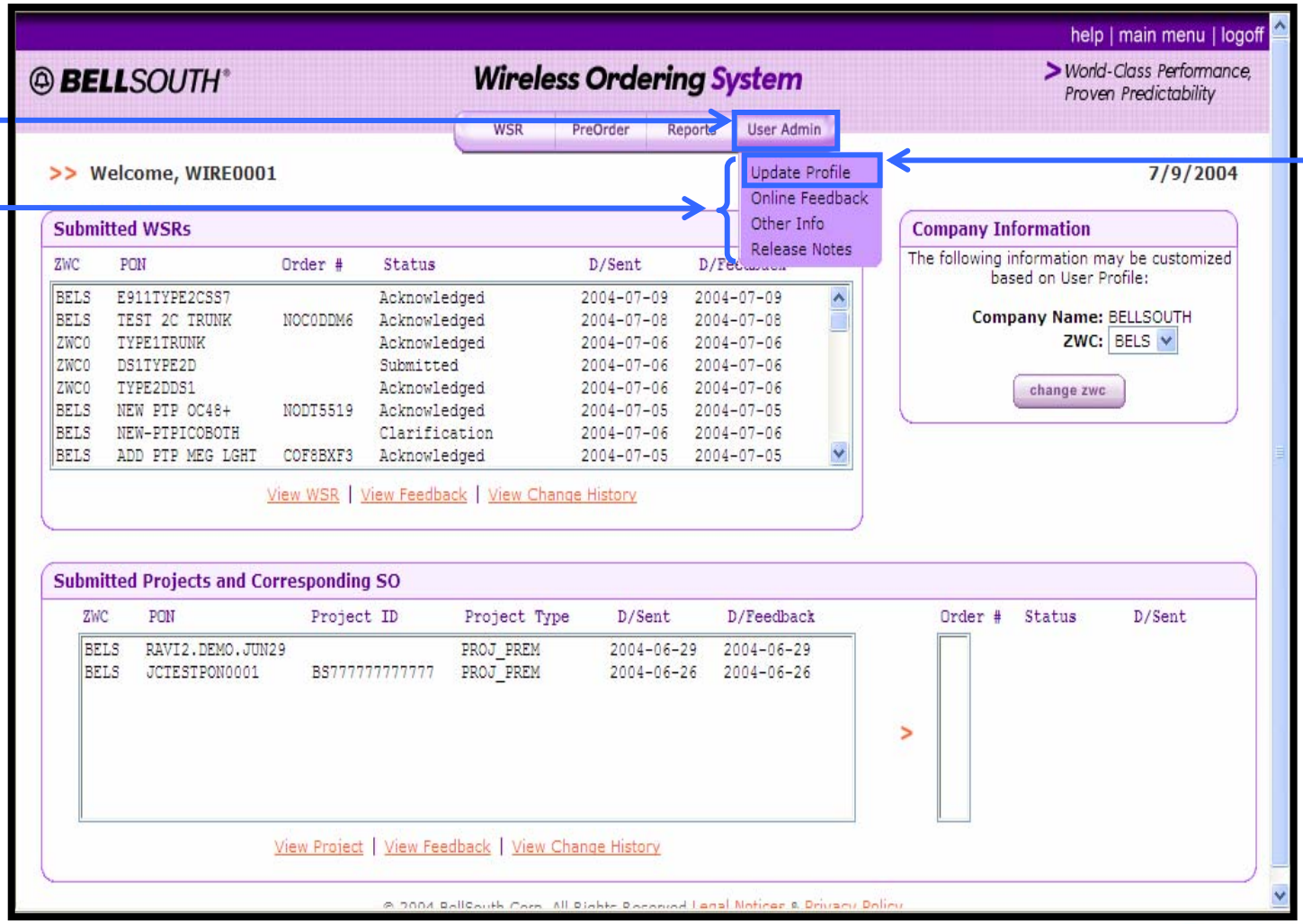
WOS Main Menu Screen



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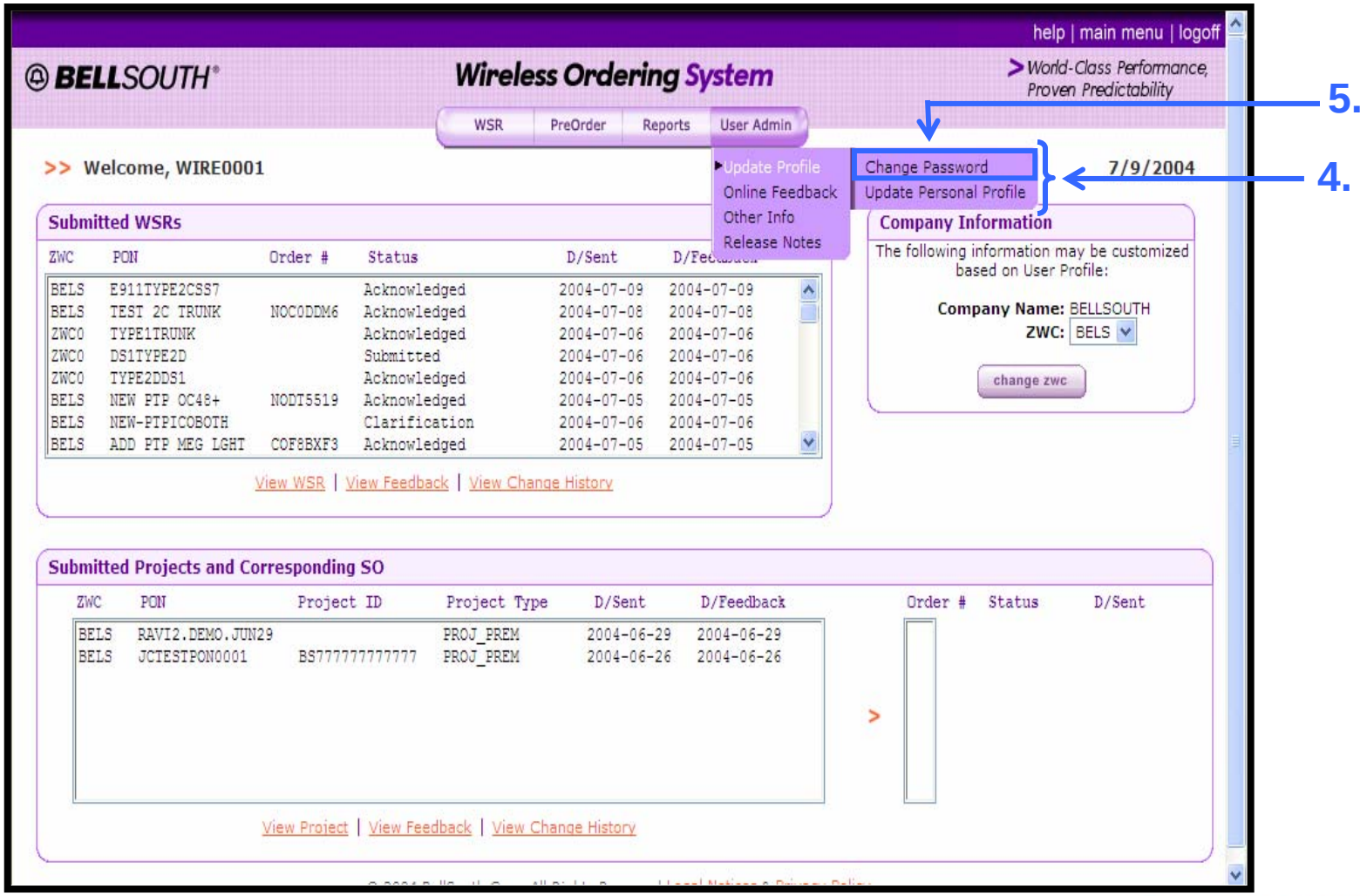
Select Change Password Function

WOS Main Menu Screen



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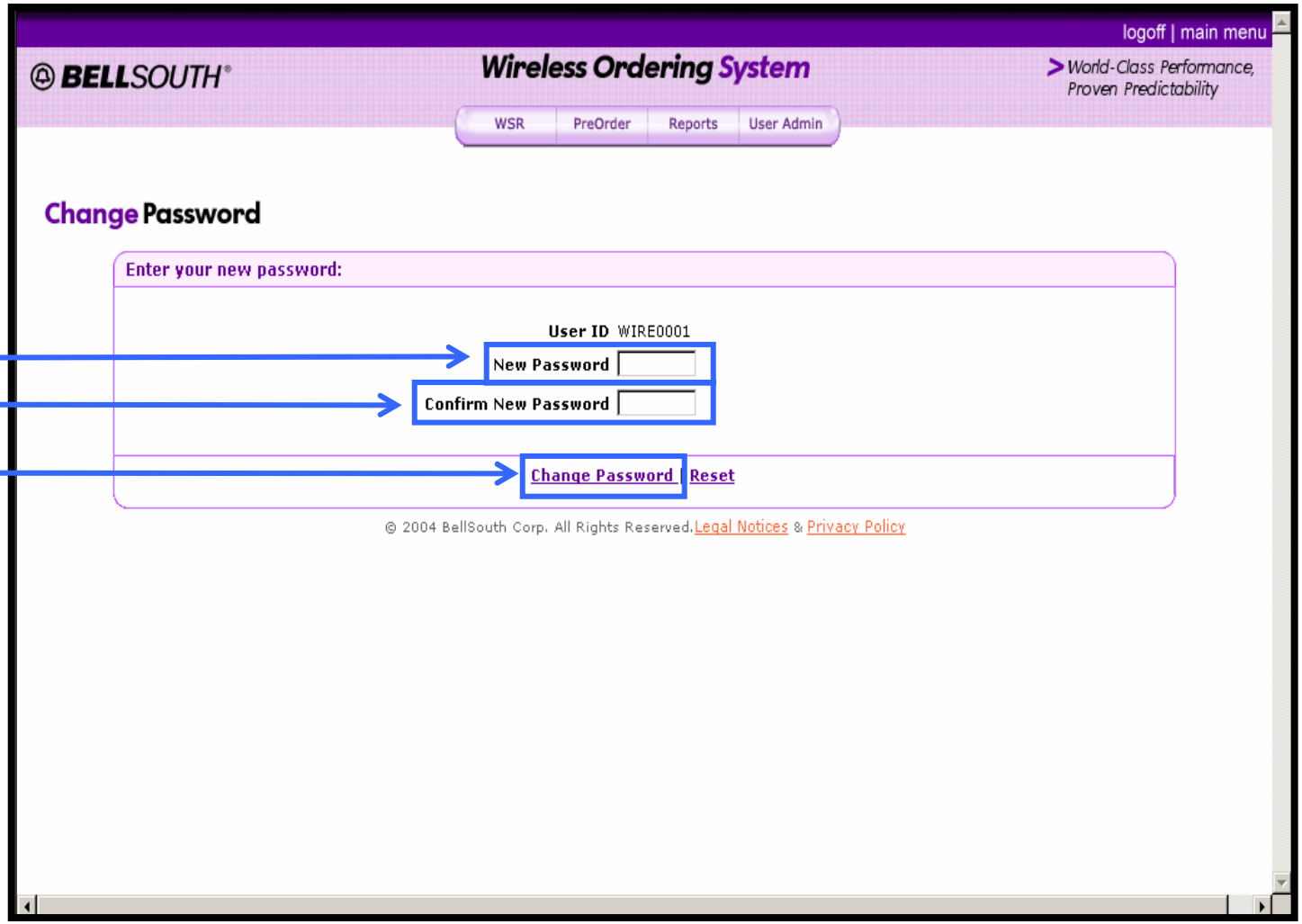
Change Password Screen



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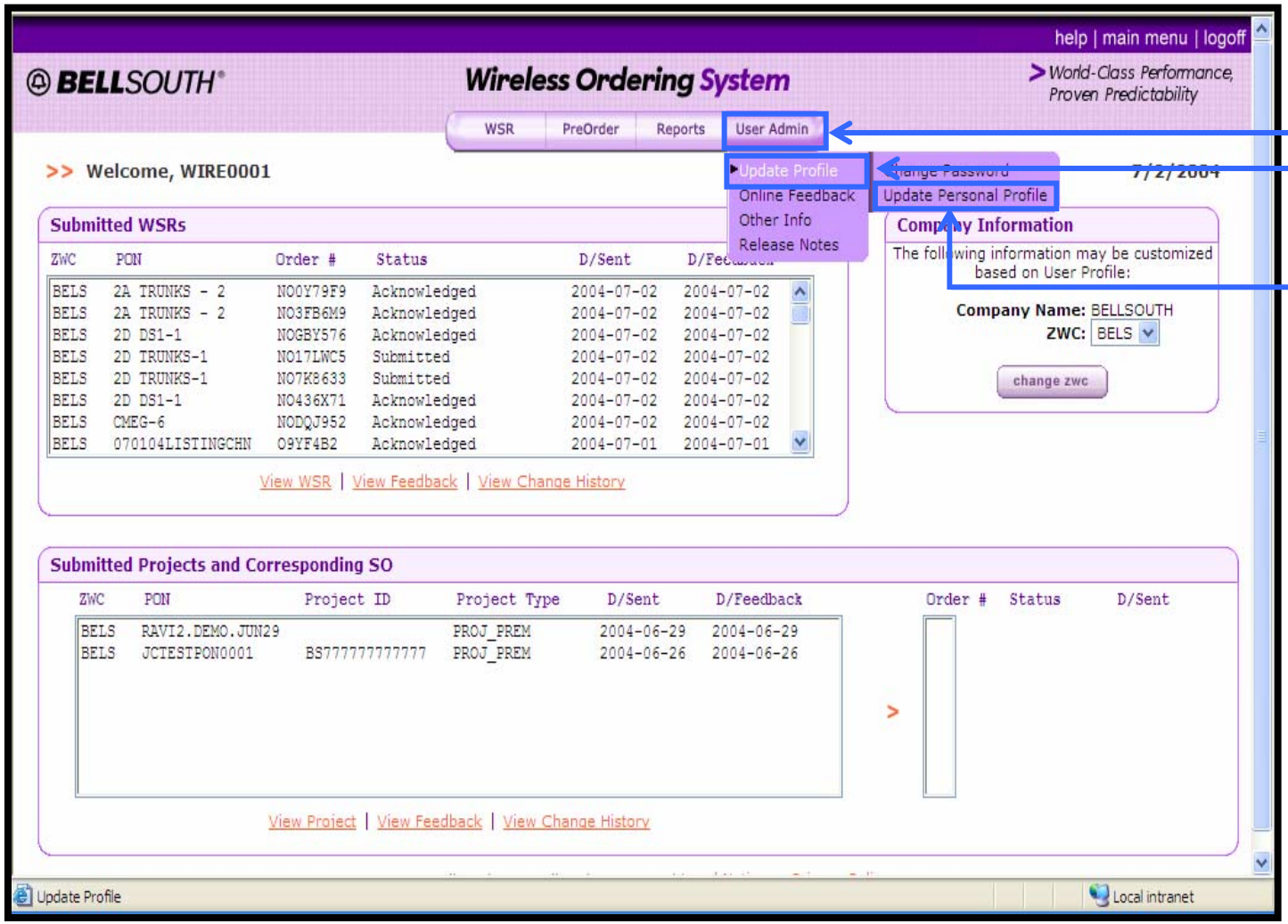
Select Update Personal Profile Function

WOS Main Menu Screen



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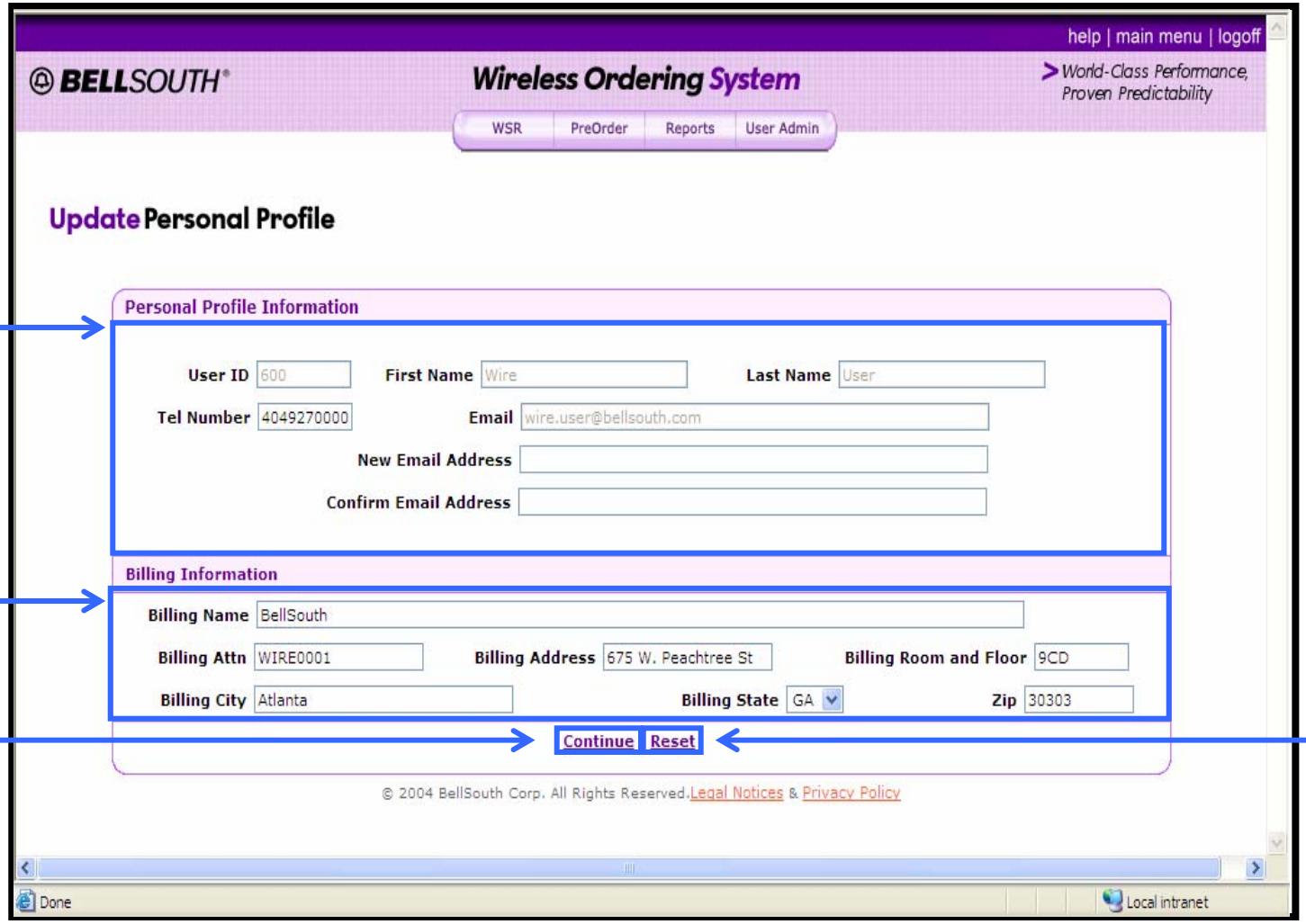
Update Personal Profile Screen



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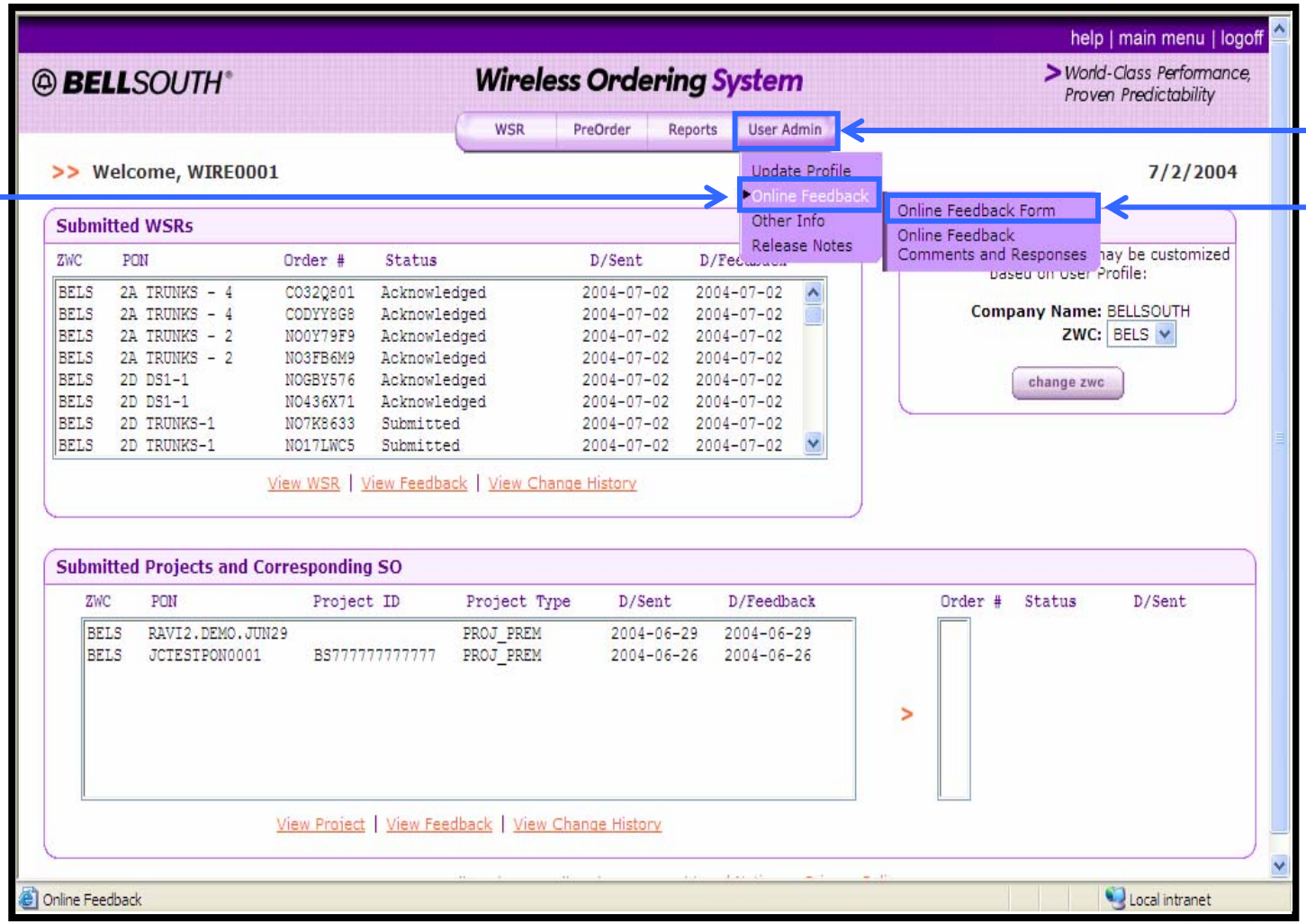
Select Online Feedback Function

WOS Main Menu Screen



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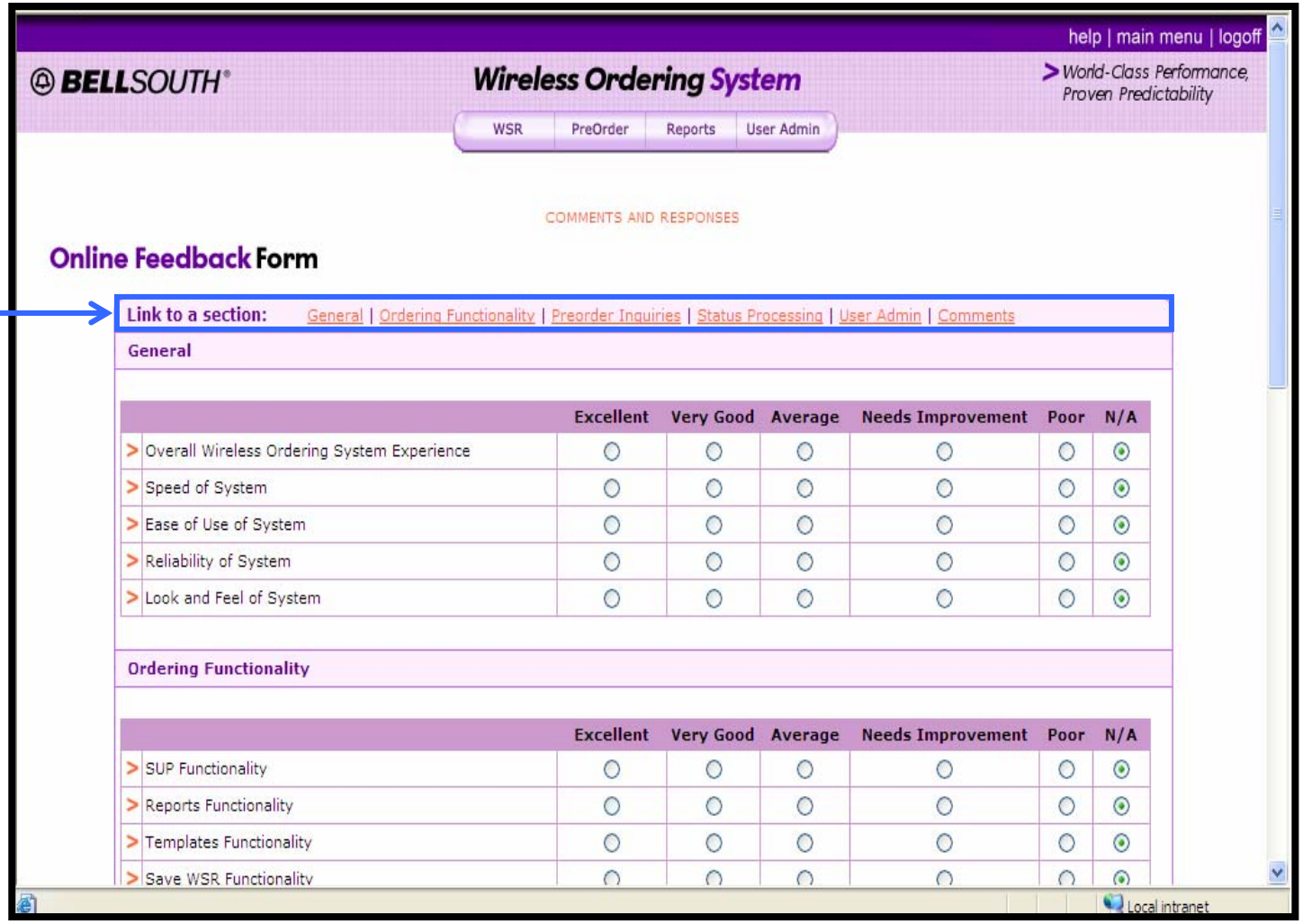
Online Feedback Form

4.



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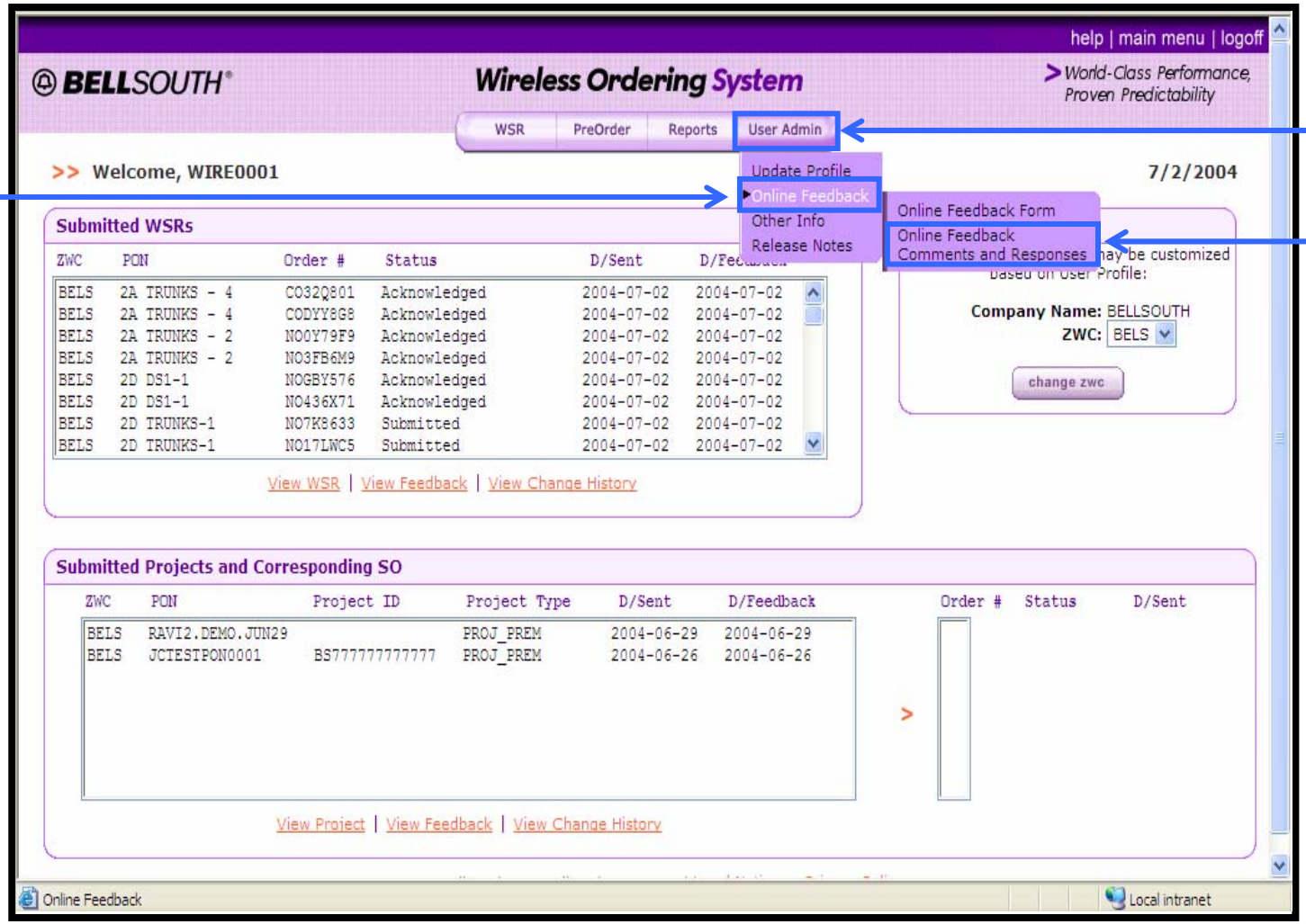
Select Online Feedback Function

WOS Main Menu Screen



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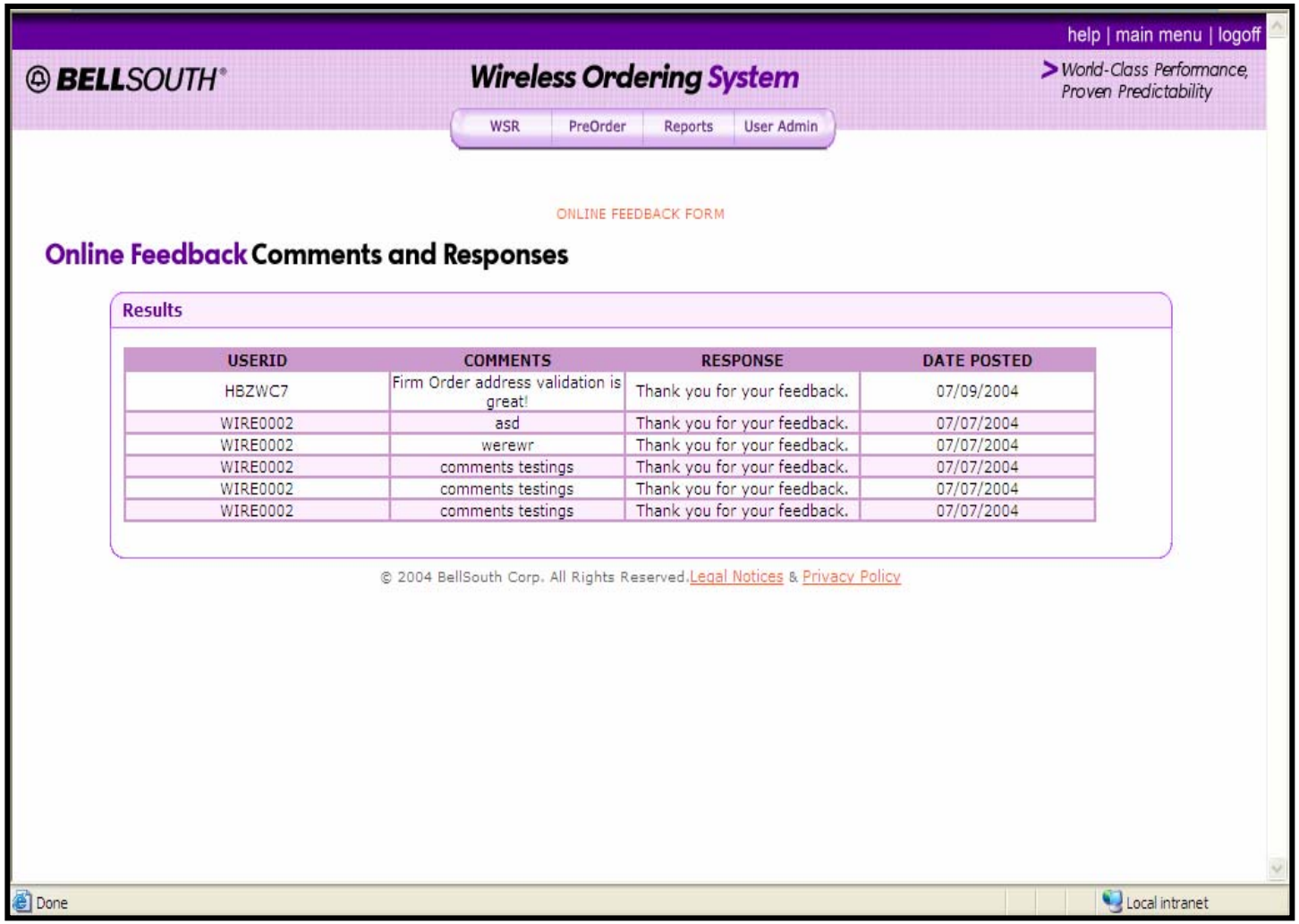
Online Feedback Comments and Responses Screen



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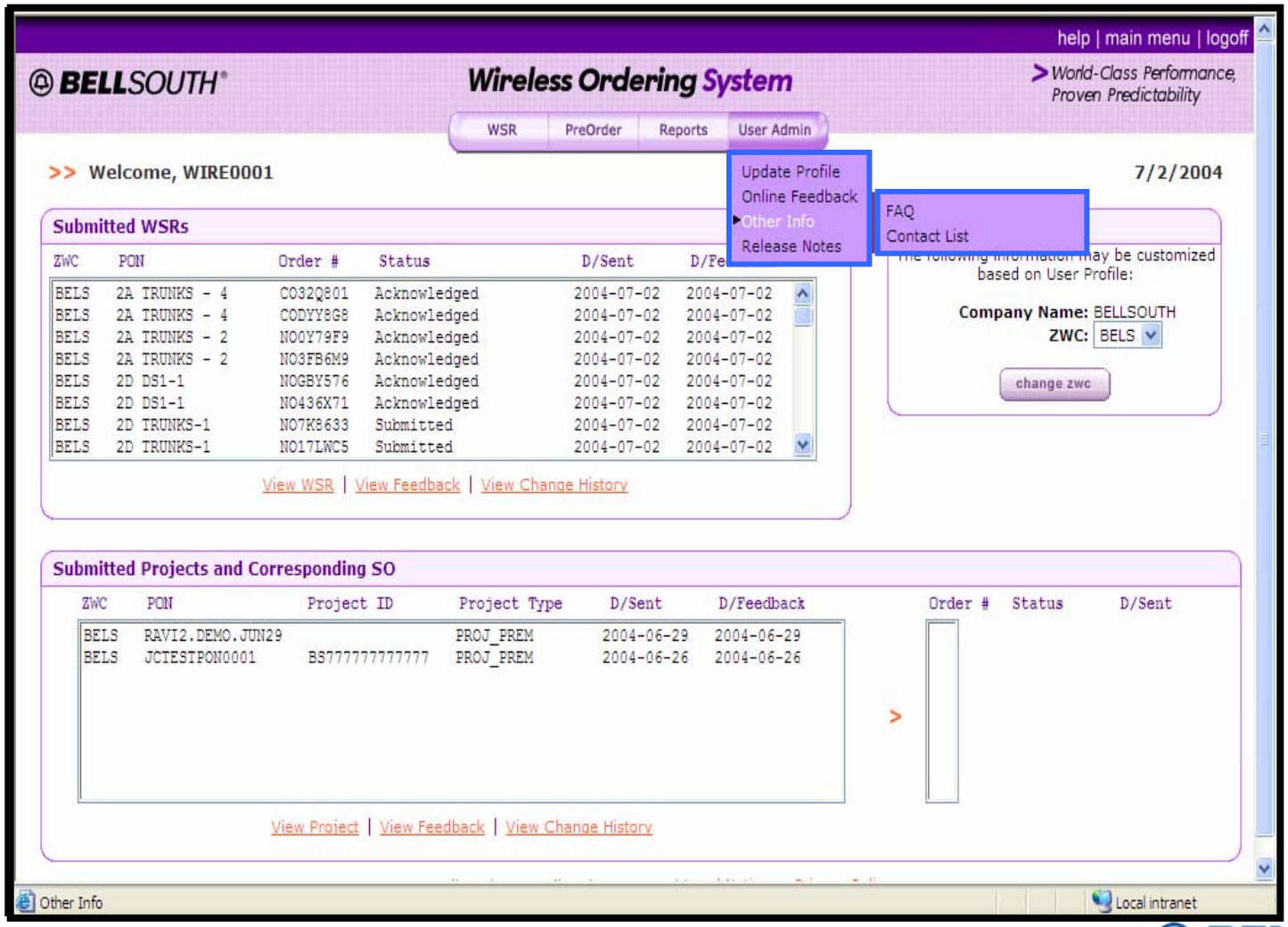
WOS Main Menu Screen



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WOS Quiz

Section 12 of 12

Customer Tutorial

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Answer the following questions to test your knowledge.

1. All customers have the ability to view a list of BellSouth users that have handled their order.

   A) True.

   B) False.

2. A location address used on the firm order:

   A) Should be validated using the Preorder Validation function.

   B) Should not be validated. A BellSouth employee will validate.

   C) Should be validated directly on the location pages of the WSR or Project forms.

   D) Both A and C.

Private/Proprietary: No disclosure outside BellSouth except by written agreement.

The answers to the questions are highlighted below:

1. All customers have the ability to view a list of BellSouth users that have handled there order?

   A) True.

   B) False.

2. A location address used on the firm order:

   A) Should be validated using the Preorder Validation function.

   B) Should not be validated. A BellSouth employee will validate.

   C) Should be validated directly on the location pages of the WSR or Project forms.

   D) Both A and C.

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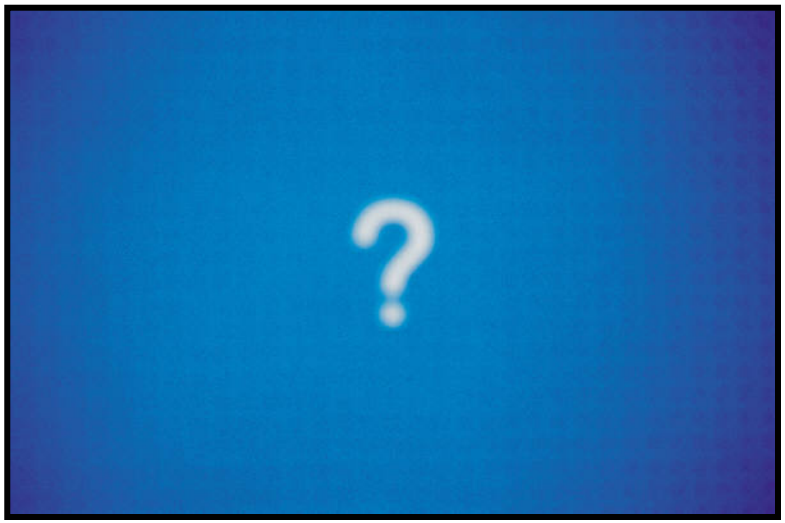
Questions?



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