



**Wireless Ordering
System (WOS)
Customer Tutorial**

July 2004



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Introduction

Section 1 of 12
Customer Tutorial



Objectives and Timing

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





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.



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						



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.



Definitions Continued

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.



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.



Log In to the Wireless Ordering System

Section 2 of 12
Customer Tutorial



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.



WOS Login Screen

1.

2.

3.

WOS - Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste W

Address <http://90.14.67.141:7078/wos/> Go Links >>

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

Login

Enter your user name and password below. If you are a first time user, then please [click here](#) to find out how to obtain a Wireless Ordering System user name and password.

User Name:

Password:

log in

[Forgot Your Password?](#)

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Done Local intranet



View Sales Main Screen

Customer Main Menu Screen

The screenshot displays the BellSouth Wireless Ordering System interface. At the top, there is a navigation bar with 'help | main menu | logoff' and a date '7/9/2004'. Below this is a header with the BellSouth logo, 'Wireless Ordering System', and a tagline '> World-Class Performance, Proven Predictability'. A secondary navigation bar contains 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The main content area is divided into several sections:

- 4.** A welcome message: '>> Welcome, WIRE0002'.
- 6.** A table titled 'Submitted WSRs' with columns: ZWC, PON, Order #, Status, D/Sent, and D/Feedback. The table contains 8 rows of order data.
- 7.** Action links below the WSR table: 'View WSR | View Feedback | View Change History'.
- 8.** A 'Company Information' box containing: 'The following information may be customized based on User Profile:', 'Company Name: BELLSOUTH', 'ZWC: BELS', and a 'change zwc' button.
- 10.** A table titled 'Submitted Projects and Corresponding SO' with columns: ZWC, PON, Project ID, Project Type, D/Sent, D/Feedback, Order #, Status, and D/Sent. The table is currently empty.
- 11.** Action links below the project table: 'View Project | View Feedback | View Change History'.
- 12.** A footer area with copyright information: '© 2004 BellSouth Corp. All Rights Reserved. Legal Notices & Privacy Policy'.

Callout 9 points to the top right navigation area, and callout 5 points to the date '7/9/2004'.



Create a WSR

Section 3 of 12

Customer Tutorial



WOS Login Screen

1.

2.

3.

WOS - Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste W

Address <http://90.14.67.141:7078/wos/> Go Links >>

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

Login

Enter your user name and password below. If you are a first time user, then please [click here](#) to find out how to obtain a Wireless Ordering System user name and password.

User Name:

Password:

log in

[Forgot Your Password?](#)

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Done Local intranet



WSR Functions

WOS Main Menu Screen

The screenshot shows the WOS Main Menu Screen with the following elements and annotations:

- 1.** Points to the **WSR** menu item in the top navigation bar.
- 2.** Points to the **Welcome, WIRE0001** text in the top right area.
- 3.** Points to the **Submitted WSRs** table.

Submitted WSRs Table:

ZWC	PON	Order #	Status	D/Feedback

Submitted Projects and Corresponding WSRs Table:

ZWC	Project ID	Project Type	D/Sent	D/Feedback	PON	Order #	Status	D/Sent

Company Information:

Company Name: BELLSOUTH
ZWC: BELS

[View WSR](#) | [View Feedback](#) | [View Change History](#)

[View WSR List](#) | [View Project](#) | [View Feedback](#) | [View Change History](#)

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Select WSR Options

WSR Options Screen

The screenshot shows the 'WSR Options' screen in the BellSouth Wireless Ordering System. The page has a purple header with the BellSouth logo, 'Wireless Ordering System', and navigation links for 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The main content area is titled 'WSR Options' and contains a form for creating a Wireless Service Request. The form is divided into two sections: 'Create WSR' and 'Copy from a Template'. The 'Create WSR' section includes fields for 'Activity Type' (set to 'New'), 'Service Request Type' (set to 'Prem-to-Prem Megalink'), 'Trunk Type' (set to 'N/A'), 'Quantity of Circuits' (set to '1'), and 'Quantity of Trunks' (empty). A 'Remarks' text area contains the text 'This is a Prem-to-Prem order'. The 'Copy from a Template' section includes a 'Template Name' dropdown set to 'New_Template'. There are two 'continue' buttons, one at the top right and one at the bottom right. Numbered callouts (4-9) point to various elements: 4 points to the 'Create WSR' button, 5 points to the 'Activity Type' dropdown, 6 points to the 'Service Request Type' dropdown, 7 points to the 'Quantity of Circuits' input field, 8 points to the 'Remarks' text area, and 9 points to the bottom 'continue' button.

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

WSR Options

Choose an option for creating a Wireless Service Request:

Create WSR → continue

Activity Type: New

Service Request Type: Prem-to-Prem Megalink

Trunk Type: N/A

Quantity of Circuits: 1

Quantity of Trunks:

Remarks - Provide Summary of Requested Change

This is a Prem-to-Prem order

> For all other products, please contact your local Account Team to place your order.

Copy from a Template → continue

Template Name: New_Template

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Done Local intranet



Complete the General WSR Screen

General WSR Screen

Wireless Service Request

General Information

Date Jun 28, 2004 3:49:53 PM Quantity of Circuits 1 Type of Service

Project ID Tracking Code

Other Options for Circuits: Ckt 1 Ckt 2
 Ckt 3 Ckt 4

Originator Information

PON RPON

Originator First Name Heidi Originator Last Name Burns Telephone Number 770 - 749 - 1702

E-mail Address heidi.burns@bellsouth.com

Administrative Information

Customer Name (Wireless Carrier) COMPANY NAME2 ZWC ZWCS

ACT New Account Number - - -

Circuit Number 1 Circuit Number 2

10.



Complete the General WSR Screen Continued

General WSR Screen

The screenshot shows the 'General WSR Screen' in the BellSouth Wireless Ordering System. The page has a purple header with the BellSouth logo, the system name 'Wireless Ordering System', and navigation links for 'help', 'main menu', and 'logoff'. Below the header is a menu bar with 'WSR', 'PreOrder', 'Reports', and 'User Admin'. A secondary menu bar contains 'GENERAL', 'LOC A', 'LOC B', 'BILLING', and 'SUBMIT'. The main content area is titled 'Wireless Service Request' and is divided into three sections: 'General Information', 'Originator Information', and 'Administrative Information'. The 'General Information' section includes fields for Date (Jun 28, 2004 3:49:53 PM), Quantity of Circuits (1), Type of Service (dropdown), Project ID (dropdown), Tracking Code (text), and Other Options for Circuits (Ckt 1-4 dropdowns). The 'Originator Information' section includes PON, RPON, Originator First Name (Heidi), Originator Last Name (Burns), Telephone Number (770-749-1702), and E-mail Address (heidi.burns@bellsouth.com). The 'Administrative Information' section includes Customer Name (Wireless Carrier) (COMPANY NAME2), ZWC (ZWCS), ACT (New), Account Number (text), and Circuit Number 1 and 2 (text).

General Information

Date Jun 28, 2004 3:49:53 PM Quantity of Circuits 1 Type of Service

Project ID Tracking Code

Other Options for Circuits: Ckt 1 Ckt 2
 Ckt 3 Ckt 4

Originator Information

PON RPON

Originator First Name Heidi Originator Last Name Burns Telephone Number 770 - 749 - 1702

E-mail Address heidi.burns@bellsouth.com

Administrative Information

Customer Name (Wireless Carrier) COMPANY NAME2 ZWC ZWCS

ACT New Account Number - - -

Circuit Number 1 Circuit Number 2



Complete the Location A Screen

Location A Screen of the WSR

13.

at Location A? originating customer in Loc A? NO

Is CFA for Use by Another Customer? PLCA Num

Address Information:

Street Number Suffix Dir-Prefix Street Name T/F Dir-Suffix

Unit Elevation Structure

City State Zip

Descriptive Address

Route Box Telephone Number Bypass Address Validation

[Validate Address](#) [Reset](#)

Contact Information

Test Contact First Name Last Name Tel No - -

CFA Information [back to top](#)

NOTE: Ability to perform CFA validations does not take ownership into consideration. Please verify that you have permissions to utilize the CFA.

CKT#	CFA FAC Design	FAC Type	CHAN	CLLI A	CLLI B	Status	DIR	DPEA	VTIA
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Validate Reset	<input type="text"/>	<input type="text"/>	<input type="text"/>

TRANSACTION STATUS CFA CKT

[Validate All](#) [Reset All](#) Bypass CFA Validation



Complete the Location A Screen Continued

Location A Screen of the WSR

at Location A? originating customer in Loc A? NO

Is CFA for Use by Another Customer? PLCA Num

Address Information:

Street Number Suffix Dir-Prefix Street Name T/F Dir-Suffix

Unit Elevation Structure

City State Zip

Descriptive Address

Route Box Telephone Number Bypass Address Validation

[Validate Address](#) | [Reset](#)

Contact Information

Test Contact First Name Last Name Tel No - -

CFA Information [back to top](#)

NOTE: Ability to perform CFA validations does not take ownership into consideration. Please verify that you have permissions to utilize the CFA.

CKT#	CFA FAC Design	FAC Type	CHAN	CLLI A	CLLI B	Status	DIR	DPEA	VTIA
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Validate Reset	<input type="text"/>	<input type="text"/>	<input type="text"/>

TRANSACTION STATUS CFA CKT

[Validate All](#) [Reset All](#) Bypass CFA Validation

Local intranet

14.

15.

16.



Complete the Location B Screen

Location B Screen of the WSR

18.



help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

✓GENERAL | ✓LOC A | LOC B | BILLING | SUBMIT

Wireless Service Request

Circuit Location B

Location Information

Location B Dials Card Access Req Qty Of Dials Cards

Vertical Horizontal Latitude Longitude

Latitude (DMS) Longitude (DMS)

Is Building Ready Today? Building Ready Date (If new tower)

XPOI CLLI Wireline Tel No at or Near Loc - -

Location Terminates In: Is FlexServe Existing? FlexServ Main Account Number -

SMARTRing LightGate

ICO Code ICO/LSO (Local Serving Office) EC Code

Facilities Information

Does CFA Terminate at Location B? Do any of the CFA facilities below belong to a customer other than the originating customer in Loc B?

Is CFA for Use by Another Customer? PLCA Num

Done Local intranet



Complete the Billing Screen

Billing Screen of the WSR

20.

BELLSOUTH® **Wireless Ordering System** *World-Class Performance, Proven Predictability*

WSR PreOrder Reports User Admin

✓GENERAL|✓LOC A|✓LOC B|BILLING|SUBMIT

Wireless Service Request

Billing Information

Contract Information

Type of Contract

Term Agreement Number of Months

Special Assembly Special Assembly Contract Number Expiration Date of Special Assembly Contract

Contract Service Arrangement (CSA) CSA Contract Number Expiration Date of CSA

MSA MSA Contract Number

Billing Name (Must Match Name on Legal Records) Billing Name (Attn:)

Billing Address Number & Street Billing Address Room & Floor

City State Zip

Club Bill Club Bill Number (BTN) --- Departmental Identifier

Dept ID Code

[back to top](#)

21.



Save the WSR

Billing Screen of the WSR

The screenshot shows the 'Wireless Service Request' (WSR) Billing Information screen in the BellSouth Wireless Ordering System. The page title is 'Wireless Ordering System' with a tagline 'World-Class Performance, Proven Predictability'. Navigation tabs include 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The main form is titled 'Billing Information' and contains the following fields:

- Contract Information: Contract (dropdown)
- Type of Contract: (dropdown)
- Term Agreement: Number of Months: 68
- Special Assembly: Special Assembly Contract Number: (text) Expiration Date of Assembly Contract: (dropdown)
- Contract Service Arrangement (CSA): CSA Contract Number: (text) Expiration Date of CSA: (dropdown)
- MSA: MSA Contract Number: (text)
- Billing Name (Must Match Name on Legal Records): BellSouth Billing Name (Attn:): Joe Smith
- Billing Address Number & Street: 675 WEST PEACHTREE Billing Address Room & Floor: 9CD
- City: ATLANTA State: GA Zip: 30303
- Club Bill: NO Club Bill Number (BTN): (text) Departmental Identifier: (dropdown)
- Dept ID Code: (text)

A modal dialog box titled 'Save WSR - Microsoft Internet Explorer' is overlaid on the form. It contains the text: 'The WSR will be saved. Click OK to continue or CANCEL to return and review entry.' with 'OK' and 'CANCEL' buttons. A blue arrow labeled '24.' points to the dialog box.

At the bottom of the form, there is a 'back to top' link, a text input field containing 'Prem_062204', and a 'save wsr' button. A blue arrow labeled '22.' points to the 'back to top' link, and another blue arrow labeled '23.' points to the 'save wsr' button.



Submit the WSR to WOS

Submit WSR Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

✓GENERAL | ✓LOC A | ✓LOC B | ✓BILLING | SUBMIT

Submit WSR

Please perform one of the following actions:

- > Click the **Submit** button to submit your WSR.
- > Click the **Save WSR** button to store your WSR for future submission.

> Note: Your WSR will not be processed unless you submit or save your WSR.

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http://90.60.12.170:7095/wos/WirelessRequestServlet?context=wirelessrequest&action=submitform&next=confirm&index=0&cont=1 Local intranet

25.



Order Confirmation Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

Order Confirmation

✓ Your order has been successfully submitted to the Wireless Ordering System.

- > Click here to [Return to the Main Menu](#).
- > Click here to [Create another WSR](#).
- > Click here to [Copy this WSR to a new WSR](#). PON :

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Local intranet

26.



Create a Wireless Service Request (WSR)

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	<u>DS1</u> : General, Loc A, Loc B, Billing <u>Trunk</u> : 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



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.



Create a Project

Section 4 of 12

Customer Tutorial



WSR Functions

WOS Main Menu Screen

1. → WSR

2. → Create

3. → Create Project

BELLSOUTH® **Wireless Ordering System** help | main menu | logoff
World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

Welcome, WIRE0001 6/29/2004

Submitted WSRs

ZWC	PON	Order #	Status	D/Feedback

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Company Information
The following information may be customized based on User Profile:

Company Name: BELLSOUTH
ZWC: BELS

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent

[View Project](#) | [View Feedback](#) | [View Change History](#)

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Create Project Local intranet



Select Project Options

Project Options Screen

The screenshot shows the 'Project Options' screen in the BellSouth Wireless Ordering System. The page header includes the BellSouth logo, 'Wireless Ordering System', and navigation links for 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The main content area is titled 'Project Options' and contains a form with two main sections: 'Create Project Package' and 'Copy from a Template'. The 'Create Project Package' section has a radio button selected, a 'continue' button, and two dropdown menus: 'Activity Type' (set to 'New') and 'Service Request Type' (set to 'DS1 with Trunks'). A note below these dropdowns reads: '> For all other products, please contact your local Account Team to place your order.' The 'Copy from a Template' section has an unselected radio button, a 'continue' button, and a 'Template Name' dropdown menu. Blue callout boxes with numbers 4 through 7 point to these specific elements: 4 points to the 'Choose an option for creating a Project Package:' header; 5 points to the 'Create Project Package' radio button; 6 points to the 'Service Request Type' dropdown; 7 points to the 'Copy from a Template' radio button; and another 7 points to the 'continue' button in the 'Copy from a Template' section.

4. Choose an option for creating a Project Package:

5. Create Project Package

Activity Type: New Service Request Type: DS1 with Trunks

6. Copy from a Template

7. Template Name

> For all other products, please contact your local Account Team to place your order.

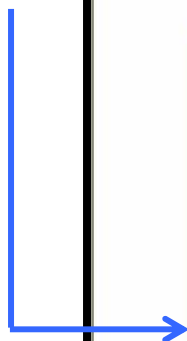
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Complete the Project Scope and Billing Screen

Project Scope and Billing Screen

8.



help | main menu | logoff

BELLSOUTH **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

SCOPE & BILLING | GENERAL | CIRCUIT | SUBMIT

Wireless Service Request

Scope & Definition

PON Activity Type Service Request Type

DS1 Services and Quantities:

- Megalink
- Wireless DS1
- Megalink Channel Service
- Megalink Light

DS0 (Trunks) Services and Quantities:

- Type 2A SS7
- Type 2A MF
- Type 2B SS7
- Type 2B MF
- N/A

Megalink Channel Service Options

- VUM24
- VUM48
- VUM96
- Other USOC

Basic Overview of Project

Local intranet



Complete the Project General Screen

Project General Screen

10.

BELLSOUTH® **Wireless Ordering System** help | main menu | logoff
WSR PreOrder Reports User Admin
SCOPE & BILLING | GENERAL | CIRCUIT | SUBMIT

Create Project DS1 with Trunks

General Information

Date Jun 30, 2004 2:59:42 PM Customer Name (Wireless Carrier) BELLSOUTH Project ID
Is Price Quote Requested? Desired Due Date Signaling Options

DS1 Information

PON TTT_DS1PROJECT DS1 Acct Number CKL1 LCON First Name CKL1 LCON Last Name
CKL1 LCON Phone CKL1 XPOI CLI CKL1 SWC/LSO

Termination Information

Location A Terminates In LightGate Options SMARTRing Options
Is FlexServ Existing? FlexServ Main Account Number

Other Information

CKL1 ICO EC Code Vertical Horizontal
LSO SNID/SCID RNID Latitude Longitude
DSNA Latitude (DMS) Longitude (DMS)
Degrees Degrees

Local intranet



Complete the General Project Screen Continued

Project General Screen

11.

Equal Access Usage (Does Office Record?) Select Option Glare Master

Route Index (RTI) MSC Switch Type CMRS MPB

Default Circuit Information

Circuit Location A

DS1 Order Number CKT ID

CFA Questions

Does CFA Terminate at Loc A? Do any of the CFA facilities belong to a customer other than the originating customer in Location A?

Is CFA for use By Another Customer? PLCA Number

CLF Remarks

CFA Information

> NOTE: Ability to perform CFA validations does not take ownership into consideration. Please verify that you have permissions to utilize the CFA.

CKT#	FAC Design	FAC Type	CHAN	CLLI A	CLLI B	Status	DIR	DPEA	VTIA
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>

Trunk Information

Trunk Order Number TCIC -

[back to top](#)

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13.



Complete the Project Circuit Screen

Project Circuit Screen

14. →

BELLSOUTH® **Wireless Ordering System** help | main menu | logoff
WSR PreOrder Reports User Admin
SCOPE & BILLING GENERAL **CIRCUIT** SUBMIT

Create Project DS1 with Trunks

Circuit 1 Information

Circuit Location A

DS1 Order Number CKT ID

CFA Questions

Does CFA Terminate at Location A? If Yes, which CLLI of the validated CFA terminates at Loc A?

Do any of the CFA facilities belong to a customer other than the originating customer in Location A? Is CFA for use By Another Customer?

PLCA Number

CLF Remarks

CFA Information

> NOTE: Ability to perform CFA validations does not take ownership into consideration. Please verify that you have permissions to utilize the CFA.

CKT#	FAC Design	FAC Type	CHAN	CLLI A	CLLI B	Status	DIR	DPEA	VTIA
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

TRANSACTION STATUS CFA CKT

[Validate](#) [Reset](#) Bypass CFA Validation

Trunk Information



Complete the Project Circuit Screen Continued

Project Circuit Screen

DS1 Order Number CKT ID

CFA Questions

Does CFA Terminate at Location A? If Yes, which CL...
CFA terminates s...

Do any of the CFA facilities belong to a customer other than the originating customer in Location A? Is CFA f...

PLCA Number

Remarks

CFA Information

> NOTE: Ability to perform CFA validations does not take ownership into consideration. Please verify that you have permissions to utilize the CFA.

CKT#	FAC Design	FAC Type	CHAN	CLLI A	CLLI B	Status	DIR	DPEA	VTIA
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

TRANSACTION STATUS CFA CKT

[Validate](#) [Reset](#) Bypass CFA Validation

Trunk Information

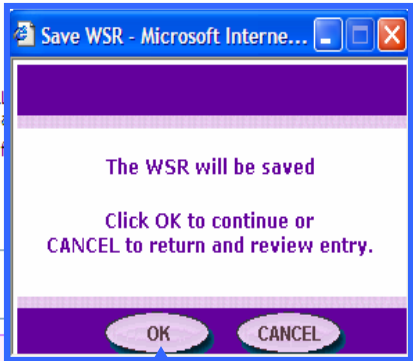
Trunk Order Number Monthly Recurring Charges Monthly Non-Recurring Charges

TCIC CKT1 From To

Apply these values to next circuit

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Local intranet



15.

18.

20.

16.

17.

21.

19.



Submit the Project to WOS

Submit Project Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

✓SCOPE & BILLING ✓GENERAL ✓CIRCUIT | SUBMIT

Submit WSR

Please perform one of the following actions:

- > Click the **Submit** button to submit your WSR.
- > Click the **Save WSR** button to store your WSR for future submission.

> Note: Your WSR will not be processed unless you submit or save your WSR.

[back to top](#)

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Local intranet

22.



Order Confirmation Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

Order Confirmation

✓ Your order has been successfully submitted to the Wireless Ordering System.

- > Click here to [Return to the Main Menu](#).
- > Click here to [Create another WSR](#).
- > Click here to [Copy this WSR to a new WSR](#). PON :

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Local intranet

23. ←



Create a Template

Section 5 of 12

Customer Tutorial



WOS Main Menu Screen

The screenshot shows the WOS Main Menu Screen with the following elements:

- Header:** Bellsouth logo, "Wireless Ordering System", and navigation links (help, main menu, logoff). Slogan: "World-Class Performance, Proven Predictability".
- Navigation:** WSR, PreOrder, Reports, User Admin.
- Welcome:** "Welcome, WIRE0001" and date "6/29/2004".
- Submitted WSRs:** Table with columns ZWC, PON, Order #, Status, D/Feedback. Includes links: View WSR, View Feedback, View Change History.
- Company Information:** "The following information may be customized based on User Profile:"
Company Name: BELLSOUTH
ZWC: XXXX (dropdown)
change zwc button
- Submitted Projects and Corresponding SO:** Table with columns ZWC, PON, Project ID, Project Type, D/Sent, D/Feedback, Order #, Status, D/Sent. Includes links: View Project, View Feedback, View Change History.
- Footer:** © 2004 BellSouth Corp. All Rights Reserved. Legal Notices & Privacy Policy. Local intranet.

Annotations:

- 1. Arrow pointing to the "WSR" menu item.
- 2. Arrow pointing to the "WSR/Project Template" option in the dropdown menu.



Create a Template

WOS Templates Screen

The screenshot displays the 'WOS Templates Screen' with a purple header. The header includes the Bellsouth logo, the title 'Wireless Ordering System', and navigation links for 'WSR', 'PreOrder', 'Reports', and 'User Admin'. A user profile 'neip' and 'main menu | logout' are also visible. The main content is divided into two sections: 'WSR Templates' and 'Project Templates'. Each section contains three panels: 'Existing Templates', 'Create New Template', and 'Create Template from Previously Submitted Order'. The 'WSR Templates' section shows a list of existing templates with 'New_Template JEFF_DS1_46' and 'Edit | Delete' buttons. The 'Create New WSR Template' panel has fields for 'Activity Type' (New), 'Service Request Type' (DS1 with Trunks), 'Trunk Type' (Type 2B), 'Quantity of Circuits' (4), 'Quantity of Trunks' (96), and 'New Template Name' (DS1_2B_Trunks), with a 'Create' button. The 'Create WSR Template from Previously Submitted Order' panel has fields for 'ZWC', 'PON', and 'New Template Name', with a 'Create' button. The 'Project Templates' section follows a similar layout with 'Existing Project Templates' (showing 'PREM_PROJ'), 'Create New Project Template', and 'Create Project Template from Previously Submitted Project' panels. Blue arrows and numbers 3 through 7 point to various elements: 3 points to the 'WSR Templates' header, 4 to the 'Create New WSR Template' panel, 5 to the 'Existing WSR Templates' panel, 6 to the 'Create WSR Template from Previously Submitted Order' panel, and 7 to the 'Existing Project Templates' panel.



Complete the WSR

WSR Template Form Screen

8.

BELLSOUTH® **Wireless Ordering System** help | main menu | logoff
World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

GENERAL LOC A LOC B BILLING GENERAL LOC A LOC B TRUNK SPECS BILLING

Wireless Service Request

General Information

Date Jun 29, 2004 2:22:49 PM Quantity of Circuits 4 Type of Service

Project ID Tracking Code

Other Options for Circuits: Ckt 1 Ckt 2
Ckt 3 Ckt 4

Originator Information

PON TEMPL000554 RPON

Originator First Name Wire Originator Last Name User Telephone Number 404 - 927 - 0000

E-mail Address wire.user@bellsouth.com

Administrative Information

Customer Name (Wireless Carrier) BELLSOUTH ZWC XXXX

ACT NEW Account Number - -

Circuit Number 1 Circuit Number 2
Circuit Number 3 Circuit Number 4

Remarks - Provide a Summary of Requested Change

Done Local intranet



View Created WSR and Project Templates

WOS Templates Screen

9.

The screenshot displays the 'WOS Templates Screen' interface. At the top, there is a purple header with the 'Bellsouth' logo, the text 'Wireless Ordering System', and navigation links for 'help', 'main menu', and 'logout'. Below the header are tabs for 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The main content area is divided into two sections: 'WSR Templates' and 'Project Templates'. Each section contains three panels: 'Existing Templates', 'Create New Template', and 'Create Template from Previously Submitted Order'. In the 'WSR Templates' section, the 'Existing WSR Templates' panel lists 'New_Template', 'JEFF_DS1_46', 'TTT_DS1', and 'DS1_2B_Trunks', with 'DS1_2B_Trunks' highlighted. A blue arrow labeled '9.' points to this list. The 'Create New WSR Template' panel includes fields for 'Activity Type' (set to 'New'), 'Service Request Type', 'Trunk Type' (set to 'N/A'), 'Quantity of Circuits', 'Quantity of Trunks', and 'New Template Name'. The 'Create WSR Template from Previously Submitted Order' panel includes 'ZWC', 'PON', and 'New Template Name' fields. The 'Project Templates' section has a similar layout, with the 'Existing Project Templates' panel showing 'PREM_PROJ'. The 'Create New Project Template' panel includes 'Activity Type', 'Service Request Type', and 'New Template Name' fields. The 'Create Project Template from Previously Submitted Project' panel includes 'ZWC', 'PON', and 'New Template Name' fields. A 'Local intranet' icon is visible in the bottom right corner of the browser window.



Copy a Template

WSR Options Screen

The screenshot displays the 'WSR Options' screen within the 'Wireless Ordering System' (WOS). The main interface includes a navigation bar with 'WSR', 'PreOrder', 'Reports', and 'User Admin' tabs. A modal dialog box titled 'Template WSR - Microsoft Internet Explorer' is overlaid, containing the text 'Please enter a ZWC and PON for the WSR you want to create:'. The dialog has three input fields: 'ZWC: ZWC6', 'PON: TTT_DS1', and 'TRUNK PON: TTT_2B'. Below these fields are 'OK' and 'CANCEL' buttons. On the main screen, the 'Copy from a Template' radio button is selected, and the 'Template Name' dropdown is set to 'DS1_2B_Trunks'. A 'continue' button is visible in the bottom right of the main screen. Blue arrows and numbers 10, 11, 12, and 13 highlight these specific elements.



Create Reports

Section 6 of 12

Customer Tutorial



WOS Login Screen

1.

2.

3.

WOS - Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Print Copy Paste

Address <http://90.14.67.141:7078/wos/> Go Links

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

Login

Enter your user name and password below. If you are a first time user, then please [click here](#) to find out how to obtain a Wireless Ordering System user name and password.

User Name:

Password:

log in

[Forgot Your Password?](#)

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Done Local intranet



Select Report Type

WOS Main Menu Screen

help | main menu | logoff
World-Class Performance,
Proven Predictability

WSR PreOrder **Reports** User Admin

>> Welcome, WIRE0002

7/1/2004

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
ZWC3	RATHMSPTR01		Acknowledged	2004-06-30	2004-06-30
ZWC3	RATHTESTIYPE01		Acknowledged	2004-06-30	2004-06-30
ZWC3	TESTRATHDS1TR01T		Submitted	2004-06-29	2004-06-29
ZWC3	TESTRATHDS1TR01		Acknowledged	2004-06-30	2004-06-30
BELS	C1234		Acknowledged	2004-06-29	2004-06-29
BELS	B1234		Acknowledged	2004-06-28	2004-06-28

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Company Information

The following information may be customized based on User Profile:

Company Name: BELLSOUTH
ZWC: BELS

[change zwc](#)

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
-----	-----	------------	--------------	--------	------------	---------	--------	--------

[View Project](#) | [View Feedback](#) | [View Change History](#)

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Reports Local intranet



Select Fields for Detailed Report

Detail Report Criteria Screen

The screenshot displays the 'Detail Report Criteria' screen within the BellSouth Wireless Ordering System. The page header includes the BellSouth logo, the system name 'Wireless Ordering System', and navigation links for 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The main content area is titled 'Detail Report Criteria' and contains several sections:

- Select from the following criteria:** A section for 'Saved Queries' with an 'OPEN QUERY' dropdown and a 'Delete Selected Query' link.
- Date Selection:** Includes a 'DATE FIELD TO SEARCH' dropdown (pointed to by callout 8), a 'FROM DATE' field (pointed to by callout 7) set to 'Jun / 1 / 2004', and a 'TO DATE' field.
- Selection Criteria:** A grid of fields for filtering reports, including 'USER ID', 'PROJECT ID', 'PON', 'ZWC CODE' (with a list of ZWC5, ZWC6, ZWC7), 'ORDER NUMBER', 'SERVICE REQUEST TYPE' (pointed to by callout 6), 'TRUNK TYPE', 'ACTIVITY TYPE' (pointed to by callout 9), 'STATUS', 'CIRCUIT ID', 'SORT BY' (set to 'D/Sent'), and 'TYPE OF ORDER' (set to 'WSR').

At the bottom of the form area, there are buttons for 'Create Report', 'Save Query As' (with an input field), and 'Download Report'. The footer contains copyright information for 2004 BellSouth Corp. and links to 'Legal Notices' and 'Privacy Policy'. The browser status bar at the bottom shows 'Done' and 'Local intranet'.



Select Delivery Method of Report

Detail Report Criteria Screen

BELLSOUTH® *Wireless Ordering System* help | main menu | logoff
WSR PreOrder Reports User Admin

Detail Report Criteria

Select from the following criteria:

Saved Queries

OPEN QUERY [Delete Selected Query](#)

Date Selection

DATE FIELD TO SEARCH FROM DATE Jun / 1 / 2004 TO DATE / /

Selection Criteria

USER ID PROJECT ID PON ZWC CODE
ORDER NUMBER SERVICE REQUEST TYPE ZWC6
TRUNK TYPE ACTIVITY TYPE ZWC7
STATUS CIRCUIT ID
SORT BY TYPE OF ORDER

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View the Detail Report Search Results

Detail Reports Search Results Screen

13 → **14 Record(s) Found.**

1 - 14 Displayed

Page-1

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 Only	Type 1	NEW	0	24	---	---	---	09/09/2004	HBZWC7	Acknowledged	WSC0004

14. → **2B SS7 24**

→ **WSC0010**

15.



View Report In Excel

Excel Detail Report

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	BSPPOPT1E911-2N	---	DS1 with Trunks	Type 2C/E911	NEW	-1	0	---	---	---
27	BELS	BSPPOPT1E911-2N	---	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	---	---	---



Select Report Type

WOS Main Menu Screen

1.

2.

The screenshot displays the WOS Main Menu Screen. At the top, there is a navigation bar with the Bellsouth logo, the title "Wireless Ordering System", and the tagline "World-Class Performance, Proven Predictability". The navigation bar includes buttons for "WSR", "Progress", "Reports", and "User Admin". A dropdown menu is open under "Reports", showing "Detail Report" and "Summary Report".

Below the navigation bar, there is a welcome message: "Welcome, WIRE0002" and the date "7/1/2004".

The main content area is divided into two sections:

- Submitted WSRs:** A table with columns: ZWC, PON, Order #, Status, D/Sent, D/Feedback. The table contains 6 rows of data.
- Submitted Projects and Corresponding SO:** A table with columns: ZWC, PON, Project ID, Project Type, D/Sent, D/Feedback, Order #, Status, D/Sent. The table is currently empty.

On the right side, there is a "Company Information" section with a "change zwc" button.

At the bottom of the screen, there is a footer with the text: "© 2004 BellSouth Corp. All Rights Reserved. Legal Notices & Privacy Policy" and "Local intranet".



Select Fields for Summary Report

Summary Report Criteria Screen

BELLSOUTH® **Wireless Ordering System** *> World-Class Performance, Proven Predictability*

WSR PreOrder Reports User Admin

Summary Report Criteria

Select from the following criteria:

Saved Queries

OPEN QUERY [Delete Selected Query](#)

Selection Criteria

FROM DATE / 2004 TO DATE /

COMPANY BELLSOUTH ZWC CODE BELS

TYPE OF ORDER WSR

[Create Report](#) | [Save Query As](#) | [Download Report](#)

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Local intranet

3. 4. 5. 6.



View Summary Report Results

On Screen Results

**Wireless Ordering System**World-Class Performance,
Proven Predictability

[WSR](#) | [PreOrder](#) | [Reports](#) | [User Admin](#)

Summary Report Search Results

Company= BELLSOUTH 7/9/2004

SERVICE REQUEST 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
D53 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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Local intranet



Pre-Order Address Validation

Section 7 of 12
Customer Tutorial



Pre-Order Functions

WOS Main Menu Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR **PreOrder** Reports User Admin

>> Welcome, WIRE0001 7/1/2004

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
BELS	070104LISTINGCHN	072VGY2	Acknowledged	2004-07-01	2004-07-01
BELS	070104LISTINGEXI	0298P13	Acknowledged	2004-07-01	2004-07-01
BELS	2CDS1ADD	NOCUNLC4	Acknowledged	2004-07-01	2004-07-01
BELS	2CDS1ADD	NODGY3D5	Acknowledged	2004-07-01	2004-07-01
BELS	2CTRUNKADD	NODWBLF7	Submitted	2004-07-01	2004-07-01
BELS	2CTRUNKADD	NODXT182	Submitted	2004-07-01	2004-07-01
BELS	070104LISTINGNEW		Acknowledged	2004-07-01	2004-07-01
BELS	070104MSPONLYADD	C01B3BY8	Submitted	2004-07-01	2004-07-01

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Company Information

The following information may be customized based on User Profile:

Company Name: BELLSOUTH
ZWC: BELS

[change zwc](#)

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
BELS		RAVI2.DEMO.JUN29	PROJ_PREM	2004-06-29	2004-06-29			
BELS	BS777777777777	JCTESTPON0001	PROJ_PREM	2004-06-26	2004-06-26			

[View Project](#) | [View Feedback](#) | [View Change History](#)

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Preorder Local intranet



Input Address

Validate Address Screen

help | main menu | logoff

BELLSOUTH **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

ValidateAddress

Enter the following Address Information:

Street Number Suffix Dir-Prefix Street Name T/F Dir-Suffix

Unit Elevation Structure

City State Zip

Descriptive Address

Route Box Telephone Number

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Local intranet

3.
 4.



View Pre-Order Address Validation Results

Validate Address Screen

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

ValidateAddress

Enter the following Address Information:

Street Number: 675 Suffix: [] Dir-Prefix: W [v] Street Name: PEACHTREE T/F: ST [v] Dir-Suffix: NE [v]
Unit: SUIT [v] CONCOURSE Elevation: [] Structure: [] []
City: ATLANTA State: GA [v] Zip: 30308
Descriptive Address: BELLSOUTH CENTER
Route: [] Box: [] Telephone Number: 404 927 1731

Valid Address 0000 COMPLETED SUCCESSFULLY

675 W PEACHTREE ST NE
ATLANTA GA 30308
SUIT CONCOURSE

NPA:404 TTA:892
CLI:ATLNGAPP

[Validate](#) | [Reset](#)

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Done Local intranet

5. []
6. []
7. []



Pre-Order CFA Validation

Section 8 of 12
Customer Tutorial



Pre-Order Functions

WOS Main Menu Screen

1.

2.

The screenshot displays the WOS Main Menu Screen with the following elements:

- Header:** Bellsouth logo, "Wireless Ordering System", and navigation links: help | main menu | logoff. Slogan: "World-Class Performance, Proven Predictability".
- Navigation:** WSR, PreOrder (highlighted), Reports, User Admin.
- User Info:** Welcome, WIRE0001, Address Validation, CFA Validation, Date: 7/2/2004.
- Submitted WSRs Table:**

ZWC	PON	Order #	Status	D/Sent	D/Feedback
BELS	CMEG-6	NODQJ952	Acknowledged	2004-07-02	2004-07-02
BELS	070104LISTINGCHN	O9YF4B2	Acknowledged	2004-07-01	2004-07-01
BELS	070104LISTINGEXI	O298P13	Acknowledged	2004-07-01	2004-07-01
BELS	2CDS1ADD	NOCJNLC4	Acknowledged	2004-07-01	2004-07-01
BELS	2CTRUNKADD	NODWBLF7	Submitted	2004-07-01	2004-07-01
BELS	070104LISTINGNEW		Acknowledged	2004-07-01	2004-07-01
BELS	070104MSPONLYADD	CO1B3BY8	Submitted	2004-07-01	2004-07-01
BELS	070104ADDRNOC48	CO79DL39	Submitted	2004-07-01	2004-07-01
- Company Information:** The following information may be customized based on User Profile: Company Name: BELLSOUTH, ZWC: BELS (dropdown), change zwc button.
- Submitted Projects and Corresponding SO Table:**

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
BELS	RAVI2.DEMO.JUN29		PROJ_PREM	2004-06-29	2004-06-29			
BELS	JCTESTPON0001	BS777777777777	PROJ_PREM	2004-06-26	2004-06-26			



Validate CFA Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

ValidateCFA

Enter the following CFA Information:

NOTE: Ability to perform CFA validations does not take ownership into consideration. Please verify that you have permissions to utilize the CFA.

CFA Facility Design Facility Type Channel From Channel To

CLLI A CLLI B

Status:

[Validate](#) | [Reset](#)

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Done Local intranet



View CFA Validation Results

Validate CFA Screen

BELLSOUTH® **Wireless Ordering System** help | main menu | logoff
World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

Validate CFA

Enter the following CFA Information:

NOTE: Ability to perform CFA validations does not take ownership into consideration. Please verify that you have permissions to utilize the CFA.

CFA Facility Design Facility Type Channel From Channel To

CLI A CLI B

Status: CFA001 Successful Transaction

- 907/T1Z/4/PNSCFBLK97/PNSCFLNWA3 SPARE
- 907/T1Z/5/PNSCFBLK97/PNSCFLNWA3 SPARE

[Validate](#) | [Reset](#)

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Done Local intranet



View Feedback

Section 9 of 12
Customer Tutorial



WOS Login Screen

1.

2.

3.

WOS - Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print W Links

Address <http://90.14.67.141:7078/wos/> Go Links

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

Login

Enter your user name and password below. If you are a first time user, then please [click here](#) to find out how to obtain a Wireless Ordering System user name and password.

User Name:

Password:

log in

[Forgot Your Password?](#)

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Done Local intranet



Select WSR

WOS Main Menu Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

>> Welcome, WIRE0005 7/1/2004

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
BELS	PTP-6	COC3MFM5	Submitted	2004-07-01	2004-07-01
BELS	PTP-5B		Clarification	2004-07-01	2004-07-01
BELS	PTP-5A		Acknowledged	2004-07-01	2004-07-01
BELS	PTP-5		Clarification	2004-07-01	2004-07-01
BELS	PTP-4B		Acknowledged	2004-07-01	2004-07-01
BELS	PTP-4A		Acknowledged	2004-07-01	2004-07-01
BELS	PTP-4		Acknowledged	2004-07-01	2004-07-01
BELS	PTP-3A		Acknowledged	2004-07-01	2004-07-01

[View WSR](#) [View Feedback](#) [View Change History](#)

Company Information

The following information may be customized based on User Profile:

Company Name: BELLSOUTH
ZWC: BELS

[change zwc](#)

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
-----	-----	------------	--------------	--------	------------	---------	--------	--------

[View Project](#) | [View Feedback](#) | [View Change History](#)

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Local intranet



Clarification History Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

ClarificationHistory

WSR/Project Information

ZWC	PON	Order #	Project ID	FOC Information
ZWC6	TTT_RECIPROCAL	

Feedback Information

Date	Reason	Message	User
Thu Jul 01 16:04:47 EDT 2004	IA	ZWC: ZWC6 PON: TTT_RECIPROCAL ORDER #: NOBKLN3 Address Invalid. Please submit a supplement to update the Address.	WSC0004

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http://90.60.12.170:7095/wos/mainmenu Local intranet

6.

7.

8.

9.



View Change History

Change History Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

[View WSR](#) | [View Feedback](#)

Change History

ZWC: ZWC6 Project ID: N/A
PON: TTT_RECIPROCAL Order #: NOBKLN83

Current User Assigned: WSC0005

10. →

Date Assigned	Group	User Assigned
07-02-2004	WSC	WSC0005
07-02-2004	WSC	WSC0005
06-30-2004	WSC	WSC0001
06-30-2004	WSC	WSC0001
06-29-2004	WSC	WSC0004

11. →

Field Name	Old Value	New Value	Date Changed	Date Submitted	Changed By
ACCT_NUM1		404	07-02-2004 12:07:19		
ACCT_NUM2		M29	07-02-2004 12:07:19		
ACCT_NUM3		6919	07-02-2004 12:07:19		
ACCT_NUM4		001	07-02-2004 12:07:19		
SUMMARY_REMARKS		Need to clarify back to BellSouth with correct address	07-01-2004 16:07:57		
ACCT_NUM1	404		07-01-2004 16:07:33		
ACCT_NUM2	M29		07-01-2004 16:07:33		
ACCT_NUM3	2052		07-01-2004 16:07:33		
ORIG_FNAME	HEIDI	JOE	07-01-2004 16:07:33		
ORIG_LNAME	BURNS	SMITH	07-01-2004 16:07:33		

Done Local intranet



Submit a Supplement

Section 10 of 12
Customer Tutorial



WOS Login Screen

WOS - Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste

Address <http://90.14.67.141:7078/wos/> Go Links

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

Login

Enter your user name and password below. If you are a first time user, then please [click here](#) to find out how to obtain a Wireless Ordering System user name and password.

User Name:

Password:

log in

[Forgot Your Password?](#)

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Done Local intranet



Select WSR/Project

WOS Main Menu Screen

5. →

6. →

4. →

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

>> Welcome, HBZWC7 7/1/2004

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
ZWC6	TTI_RECIPROCAL	NOBKLN3	Clarification	2004-07-01	2004-07-01
ZWC6	TTI_TA_CA	NO62MYP8	Acknowledged	2004-06-29	2004-06-29
ZWC6	TTI_SA_USOC	NO62RGG5	Acknowledged	2004-06-29	2004-06-29
ZWC6	TTI_NEEDFLEX	NOBR7KC4	Acknowledged	2004-06-29	2004-06-29
ZWC5	PREM_TTI_TEST	NOG93F61	Submitted	2004-06-29	2004-06-29
ZWC5	TTI_SALES_PSI	NO11IPW1	Acknowledged	2004-06-29	2004-06-29
ZWC5	MLG_LCDS1_2	NO25K4L4	Acknowledged	2004-06-28	2004-06-28
ZWC5	MLG_3CFAS	NO622488	Acknowledged	2004-06-28	2004-06-28

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Company Information

The following information may be customized based on User Profile:

Company Name: COMPANY NAME2
ZWC: ZWC6

[change zwc](#)

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
ZWC6		DIALS_CARD	PROJ_PREM	2004-06-29	2004-06-29			
ZWC6	PON		PROJ_DS1_TRUNKS	2004-06-29	2004-06-29			
ZWC5		NEW	PROJ_DS1_TRUNKS	2004-06-29	2004-06-29			
ZWC5	SA		PROJ_DS1_TRUNKS	2004-06-29	2004-06-29			
ZWC5		JW_DS1PROJ.2	PROJ_DS1_TRUNKS	2004-06-29	2004-06-29			
ZWC5		JW_DS1PROJ.23	PROJ_DS1_TRUNKS	2004-06-29	2004-06-29			
ZWC5	JKDJSL	JDW_PREM_3	PROJ_PREM	2004-06-27	2004-06-27			
ZWC5	JKDJSL	JDW_PREM_2	PROJ_PREM	2004-06-27	2004-06-27			

[View Project](#) | [View Feedback](#) | [View Change History](#)

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Supplement WSR/Project Local intranet



Complete Supplement Information

Supplement WSR Screen

BELLSOUTH® **Wireless Ordering System** help | main menu | logoff
WSR PreOrder Reports User Admin

Supplement WSR

Please enter the relevant information for the WSR you want to supplement: [continue](#)

7.

Supplemental Change

Change Desired Due Date:

Cancel WSR

8. Other WSR Supplement

9. **Remarks**

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Done Local intranet



Submit a Supplement

Original WSR Screen

BELLSOUTH® **Wireless Ordering System** help | main menu | logoff
World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

GENERAL | LOC A | LOC B | TRUNKSPECS | BILLING | SUBMIT

Wireless Service Request

General Information

Date: Jul 1, 2004 5:15:29 PM Quantity of Trunks: 24 Service Type: Type 1 Trunk
Tracking Code:

Originator Information

PON: TTT_RECIPROCAL RPON:
Originator First Name: JOE Originator Last Name: SMITH Telephone Number: 770 - 749 - 1702 -
E-mail Address: JOE.SMITH@BELLSOUTH.COM

Administrative Information

Customer Name (Wireless Carrier): COMPANY NAME2 ZWC: ZWC6 ACT: NEW
Remarks - Provide a Summary of Requested Change
Need to clarify back to BellSouth with correct address Need to correct address
Existing Trunk Account Number: - - - Existing DS1 Account Number: 404 - 698 - M234 - 324



Submit a Supplement Continued

Submit WSR Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

✓GENERAL | ✓LOC A | ✓LOC B | ✓BILLING | SUBMIT

Submit WSR

Please perform one of the following actions:

- > Click the **Submit** button to submit your WSR.
- > Click the **Save WSR** button to store your WSR for future submission.

> Note: Your WSR will not be processed unless you submit or save your WSR.

[back to top](#)

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Order Confirmation Screen

The screenshot shows the 'Order Confirmation' screen of the BellSouth Wireless Ordering System. The page has a purple header with the BellSouth logo, the system name 'Wireless Ordering System', and navigation links for 'help', 'main menu', and 'logoff'. Below the header is a menu bar with buttons for 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The main content area features a confirmation message: 'Your order has been successfully submitted to the Wireless Ordering System.' Below this message are three links: 'Return to the Main Menu', 'Create another WSR', and 'Copy this WSR to a new WSR'. The 'Copy this WSR to a new WSR' link is followed by a 'PON' label and an empty text input field. At the bottom of the page, there is a copyright notice: '© 2004 BellSouth Corp. All Rights Reserved. Legal Notices & Privacy Policy'. The browser's taskbar at the bottom shows 'Local intranet'.



Complete Supplement Information

Supplement WSR Screen

The screenshot shows the BellSouth Wireless Request Supplement WSR screen. A confirmation dialog box from Microsoft Internet Explorer is overlaid on top, asking: "Are you sure you want to change the desired due date? Note: Charges may apply." with "OK" and "Cancel" buttons. The main screen has a purple header with the BellSouth logo and navigation links. The main content area is titled "Supplement WSR" and contains a form with the following fields:

- ZWC:** A dropdown menu showing "ZWC" and "ZWC6".
- PON:** A text input field containing "2A_TRUNK".
- Supplemental Change:** A radio button selected for "Change Desired Due Date:" with a date picker set to "Aug 26 2004". Other options are "Cancel WSR" and "Other WSR Supplement".
- Remarks:** A text area for additional notes.

Four blue arrows with numbers 1 through 4 point to specific elements: 1. points to the ZWC dropdown, 2. points to the date picker, 3. points to the "continue" button, and 4. points to the confirmation dialog box.

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http://90.60.12.170:7095/wos/WirelessRequestServlet?context=wirelessrequest&action=mainmenu&next=supplement&index=0&zwc=ZWC6&po Local intranet



Supplement WSR Screen

5. →

help | main menu | logoff

BELLSOUTH **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

Supplement WSR

WSR Supplement successfully submitted.

Please enter the relevant information for the WSR you want to supplement: [continue](#)

ZWC PON

Supplemental Change Change Desired Due Date:

Cancel WSR

Other WSR Supplement

Remarks

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Done Local intranet



User Administration

Section 11 of 12
Customer Tutorial



User Administration Functions

WOS Main Menu Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports **User Admin** 7/9/2004

>> Welcome, WIRE0001

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
BELS	E911TYPE2CSS7		Acknowledged	2004-07-09	2004-07-09
BELS	TEST 2C TRUNK	NOC0DDM6	Acknowledged	2004-07-08	2004-07-08
ZWCO	TYPE1TRUNK		Acknowledged	2004-07-06	2004-07-06
ZWCO	DS1TYPE2D		Submitted	2004-07-06	2004-07-06
ZWCO	TYPE2DDS1		Acknowledged	2004-07-06	2004-07-06
BELS	NEW PTP OC48+	NODT5519	Acknowledged	2004-07-05	2004-07-05
BELS	NEW-PTPICOBOTH		Clarification	2004-07-06	2004-07-06
BELS	ADD PTP MEG LGHT	COF8BXF3	Acknowledged	2004-07-05	2004-07-05

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
BELS	RAVI2.DEMO.JUN29		PROJ_PREM	2004-06-29	2004-06-29			
BELS	JCTESTPON0001	BS777777777777	PROJ_PREM	2004-06-26	2004-06-26			

[View Project](#) | [View Feedback](#) | [View Change History](#)

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Company Information
The following information may be customized based on User Profile:
Company Name: BELLSOUTH
ZWC: BELS
[change zwc](#)



Select Change Password Function

WOS Main Menu Screen

The screenshot shows the WOS Main Menu Screen. At the top, there is a navigation bar with 'help | main menu | logoff' and the BellSouth logo. Below the logo, the text 'Wireless Ordering System' is displayed. A navigation menu includes 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The 'User Admin' menu is open, showing options: 'Update Profile', 'Online Feedback', 'Other Info', 'Release Notes', and 'Change Password'. The 'Change Password' option is highlighted with a blue box. A date '7/9/2004' is displayed next to the menu. Below the menu, there are sections for 'Submitted WSRs' and 'Submitted Projects and Corresponding SO'. The 'Submitted WSRs' section contains a table with columns: ZWC, PON, Order #, Status, D/Sent, and D/Feedback. The 'Submitted Projects and Corresponding SO' section contains a table with columns: ZWC, PON, Project ID, Project Type, D/Sent, D/Feedback, Order #, Status, and D/Sent.

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports **User Admin**

>> Welcome, WIRE0001

Update Profile
Online Feedback
Other Info
Release Notes
Change Password
Update Personal Profile

7/9/2004

Company Information
The following information may be customized based on User Profile:
Company Name: BELLSOUTH
ZWC: BELS
change zwc

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
BELS	E911TYPE2CSS7		Acknowledged	2004-07-09	2004-07-09
BELS	TEST 2C TRUNK	NOC0DDM6	Acknowledged	2004-07-08	2004-07-08
ZWCO	TYPE1TRUNK		Acknowledged	2004-07-06	2004-07-06
ZWCO	DS1TYPE2D		Submitted	2004-07-06	2004-07-06
ZWCO	TYPE2DDS1		Acknowledged	2004-07-06	2004-07-06
BELS	NEW PTP OC48+	NODT5519	Acknowledged	2004-07-05	2004-07-05
BELS	NEW-PTPICOBOTH		Clarification	2004-07-06	2004-07-06
BELS	ADD PTP MEG LGHT	COF8BXF3	Acknowledged	2004-07-05	2004-07-05

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
BELS	RAVI2.DEMO.JUN29		PROJ_PREM	2004-06-29	2004-06-29			
BELS	JCTESTPON0001	BS777777777777	PROJ_PREM	2004-06-26	2004-06-26			

[View Project](#) | [View Feedback](#) | [View Change History](#)

5.

4.



Change Password Screen

logoff | main menu

BELLSOUTH *Wireless Ordering System* > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

Change Password

Enter your new password:

User ID WIRE0001

New Password

Confirm New Password

[Change Password](#) [Reset](#)

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- 6.
- 7.
- 8.



Select Update Personal Profile Function

WOS Main Menu Screen

help | main menu | logoff

BELLSOUTH Wireless Ordering System > World-Class Performance, Proven Predictability

WSR PreOrder Reports **User Admin**

Welcome, WIRE0001 7/2/2004

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
BELS	2A TRUNKS - 2	NO0Y79F9	Acknowledged	2004-07-02	2004-07-02
BELS	2A TRUNKS - 2	NO3FB6M9	Acknowledged	2004-07-02	2004-07-02
BELS	2D DS1-1	NOGBY576	Acknowledged	2004-07-02	2004-07-02
BELS	2D TRUNKS-1	NO17LWC5	Submitted	2004-07-02	2004-07-02
BELS	2D TRUNKS-1	NO7K6633	Submitted	2004-07-02	2004-07-02
BELS	2D DS1-1	NO436X71	Acknowledged	2004-07-02	2004-07-02
BELS	CMEG-6	NODQJ952	Acknowledged	2004-07-02	2004-07-02
BELS	070104LISTINGCHN	O9YF4B2	Acknowledged	2004-07-01	2004-07-01

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
BELS	RAVI2.DEMO.JUN29		PROJ_PREM	2004-06-29	2004-06-29			
BELS	JCTESTPON0001	BS777777777777	PROJ_PREM	2004-06-26	2004-06-26			

[View Project](#) | [View Feedback](#) | [View Change History](#)

Company Information
The following information may be customized based on User Profile:
Company Name: BELLSOUTH
ZWC: BELS
[change zwc](#)

Update Profile Local intranet

1. User Admin
2. Update Profile
3. Update Personal Profile



Update Personal Profile Screen

help | main menu | logoff

BELLSOUTH *Wireless Ordering System* > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

Update Personal Profile

Personal Profile Information

User ID First Name Last Name

Tel Number Email

New Email Address

Confirm Email Address

Billing Information

Billing Name

Billing Attn Billing Address Billing Room and Floor

Billing City Billing State Zip

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Done Local intranet



Select Online Feedback Function

WOS Main Menu Screen

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports **User Admin**

2. >> Welcome, WIRE0001 7/2/2004

1. Update Profile
2. **Online Feedback**
3. Online Feedback Form
Other Info
Release Notes

Online Feedback Form
Online Feedback Comments and Responses may be customized based on user Profile:
Company Name: BELLSOUTH
ZWC: BELS
change zwc

Submitted WSRs

ZWC	PCN	Order #	Status	D/Sent	D/Feedback
BELS	2A TRUNKS - 4	CO32Q801	Acknowledged	2004-07-02	2004-07-02
BELS	2A TRUNKS - 4	CODYY6G8	Acknowledged	2004-07-02	2004-07-02
BELS	2A TRUNKS - 2	NO0Y79F9	Acknowledged	2004-07-02	2004-07-02
BELS	2A TRUNKS - 2	NO3FB6M9	Acknowledged	2004-07-02	2004-07-02
BELS	2D DS1-1	NOGBY576	Acknowledged	2004-07-02	2004-07-02
BELS	2D DS1-1	NO436X71	Acknowledged	2004-07-02	2004-07-02
BELS	2D TRUNKS-1	NO7K8633	Submitted	2004-07-02	2004-07-02
BELS	2D TRUNKS-1	NO17LWC5	Submitted	2004-07-02	2004-07-02

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Submitted Projects and Corresponding SO

ZWC	PCN	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
BELS	RAVI2.DEMO.JUN29		PROJ_PREM	2004-06-29	2004-06-29			
BELS	JCTESTPON0001	BS777777777777	PROJ_PREM	2004-06-26	2004-06-26			

[View Project](#) | [View Feedback](#) | [View Change History](#)

Online Feedback Local intranet



Complete Online Feedback

Online Feedback Form

help | main menu | logoff

BELLSOUTH *Wireless Ordering System* > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

COMMENTS AND RESPONSES

Online Feedback Form

4. [Link to a section:](#) [General](#) | [Ordering Functionality](#) | [Preorder Inquiries](#) | [Status Processing](#) | [User Admin](#) | [Comments](#)

General

	Excellent	Very Good	Average	Needs Improvement	Poor	N/A
> Overall Wireless Ordering System Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
> Speed of System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
> Ease of Use of System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
> Reliability of System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
> Look and Feel of System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Ordering Functionality

	Excellent	Very Good	Average	Needs Improvement	Poor	N/A
> SUP Functionality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
> Reports Functionality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
> Templates Functionality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
> Save WSR Functionality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Local intranet



Select Online Feedback Function

WOS Main Menu Screen

The screenshot shows the WOS Main Menu Screen. At the top, there is a navigation bar with the Bellsouth logo, the title "Wireless Ordering System", and a user menu. The user menu includes "WSR", "PreOrder", "Reports", and "User Admin". A blue arrow labeled "1." points to the "User Admin" menu. Below the navigation bar, there is a "Welcome, WIRE0001" message and the date "7/2/2004". The main content area is divided into two sections: "Submitted WSRs" and "Submitted Projects and Corresponding SO". The "Submitted WSRs" section contains a table with columns: ZWC, PON, Order #, Status, D/Sent, and D/Feedback. The "Submitted Projects and Corresponding SO" section contains a table with columns: ZWC, PON, Project ID, Project Type, D/Sent, D/Feedback, Order #, Status, and D/Sent. A blue arrow labeled "2." points to the "Online Feedback" option in the user menu. A blue arrow labeled "3." points to the "Online Feedback Form" and "Online Feedback Comments and Responses" options in the sub-menu. The "Online Feedback Form" option is highlighted with a purple box.

help | main menu | logoff

BELLSOUTH® **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports **User Admin**

Update Profile
▶ **Online Feedback**
Other Info
Release Notes

Online Feedback Form
Online Feedback Comments and Responses

7/2/2004

>> Welcome, WIRE0001

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
BELS	2A TRUNKS - 4	CO32Q801	Acknowledged	2004-07-02	2004-07-02
BELS	2A TRUNKS - 4	CODYY6G8	Acknowledged	2004-07-02	2004-07-02
BELS	2A TRUNKS - 2	NO0Y79F9	Acknowledged	2004-07-02	2004-07-02
BELS	2A TRUNKS - 2	NO3FB6M9	Acknowledged	2004-07-02	2004-07-02
BELS	2D DS1-1	NOGBY576	Acknowledged	2004-07-02	2004-07-02
BELS	2D DS1-1	NO436X71	Acknowledged	2004-07-02	2004-07-02
BELS	2D TRUNKS-1	NO7K8633	Submitted	2004-07-02	2004-07-02
BELS	2D TRUNKS-1	NO17LWC5	Submitted	2004-07-02	2004-07-02

[View WSR](#) | [View Feedback](#) | [View Change History](#)

Submitted Projects and Corresponding SO

ZWC	PON	Project ID	Project Type	D/Sent	D/Feedback	Order #	Status	D/Sent
BELS	RAVI2.DEMO.JUN29		PROJ_PREM	2004-06-29	2004-06-29			
BELS	JCTESTPON0001	BS777777777777	PROJ_PREM	2004-06-26	2004-06-26			

[View Project](#) | [View Feedback](#) | [View Change History](#)

Company Name: BELLSOUTH
ZWC: BELS
[change zwc](#)

Online Feedback

Local intranet



Online Feedback Comments and Responses Screen

help | main menu | logoff

BELLSOUTH **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

ONLINE FEEDBACK FORM

Online Feedback Comments and Responses

Results

USERID	COMMENTS	RESPONSE	DATE POSTED
HBZWC7	Firm Order address validation is great!	Thank you for your feedback.	07/09/2004
WIRE0002	asd	Thank you for your feedback.	07/07/2004
WIRE0002	werewr	Thank you for your feedback.	07/07/2004
WIRE0002	comments testings	Thank you for your feedback.	07/07/2004
WIRE0002	comments testings	Thank you for your feedback.	07/07/2004
WIRE0002	comments testings	Thank you for your feedback.	07/07/2004

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Done Local intranet



User Administration Functions

WOS Main Menu Screen

The screenshot displays the WOS Main Menu Screen. At the top, there is a navigation bar with the Bellsouth logo, the title "Wireless Ordering System", and links for "help | main menu | logoff". Below this, there are tabs for "WSR", "PreOrder", "Reports", and "User Admin". The "User Admin" tab is active, and a dropdown menu is open, showing options: "Update Profile", "Online Feedback", "Other Info", and "Release Notes".

The main content area is divided into two sections:

- Submitted WSRs:** A table with columns: ZWC, PON, Order #, Status, D/Sent, D/Fe. It lists several orders with statuses like "Acknowledged" and "Submitted".
- Submitted Projects and Corresponding SO:** A table with columns: ZWC, PON, Project ID, Project Type, D/Sent, D/Feedback, Order #, Status, D/Sent. It lists two projects.

On the right side, there is a "User Profile" section with a "change zwc" button. Below it, there is a "FAQ" and "Contact List" section.

At the bottom of the screen, there is a status bar with "Other Info" and "Local intranet" icons.



WOS Quiz

Section 12 of 12
Customer Tutorial



Pop Quiz!

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.



Pop Quiz Answers

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.



Questions?

