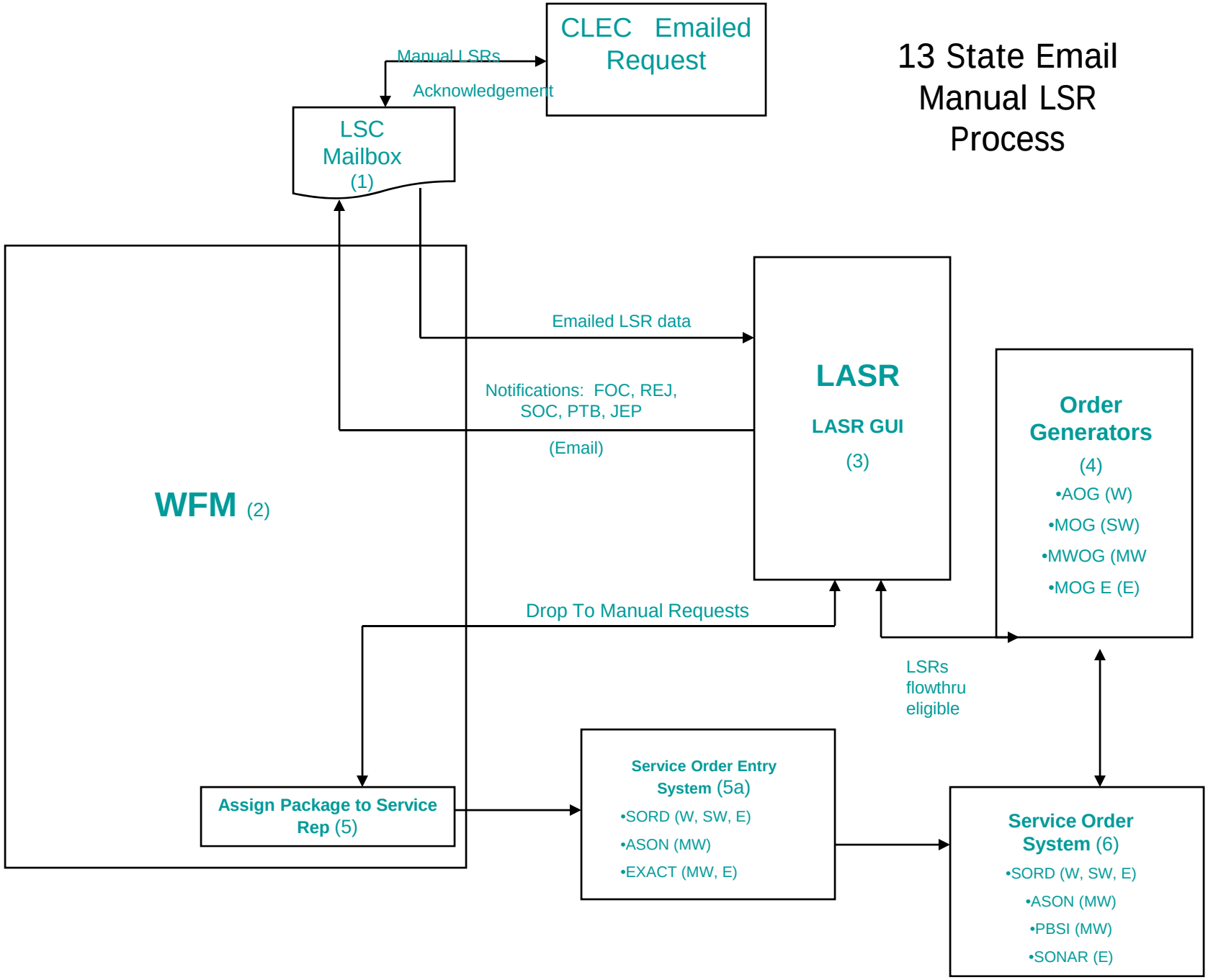
AT&T 13-State
Email Manual Process
Flow

Document Revision History

Date	Revision	New Version #
9-8-08	Initial Version	1.0

13 State Email Manual LSR Process



13 State Region Email Manual LSR Process Notes

(1) Email Manual LSR Form(s) received from CLEC in LSC Mailbox and acknowledgement returned to CLEC mailbox.

(2) WFM receives email manual LSR forms:

- WFM Email Server performs basic email security checks for viruses, file type and size constraints on emails/attachments. Basic checks validate official LSRs are attached for processing.
- WFM translates into LSR format to be sent to LASR (3)
- WFM receives notification data from LASR and sends email notifications to the CLEC mailbox.

(3) LASR receives LSR data, performs editing and determines routing of the request and submits to appropriate application. Notification information received by LASR is formatted and sent to WFM.

(4) Requests eligible for flow through are submitted to service order generators for editing and service order processing.

(5) Requests that require manual handling are sent to WFM for LSC assignment. LSC reviews for accuracy and completeness. If accepted, service order is issued through applicable service order entry system (5a) for type of request. If request not accepted, LSC submits manual reject through LASR GUI.

(6) Service orders are submitted to applicable service order systems to perform order validation and for downstream processing. Service order systems provide service order statusing information routed back to LASR for processing notifications.

13 State Flow Glossary of Terms

- WFM – Work Flow Manager
- LASR - Local Access Service Request System
- AOG – Automatic Order Generator (W region)
- MOG – Mechanized Order Generator (SW and E regions)
- MWOG – Midwest Order Generator
- ASON - Ameritech Service Order Negotiation
- SORD - Service Order Retrieval and Distribution (W, SW, E)
- SONAR - Service Order Network Administration and Reports (E)
- PBSI - Provisioning and Billing System Interface (MW)