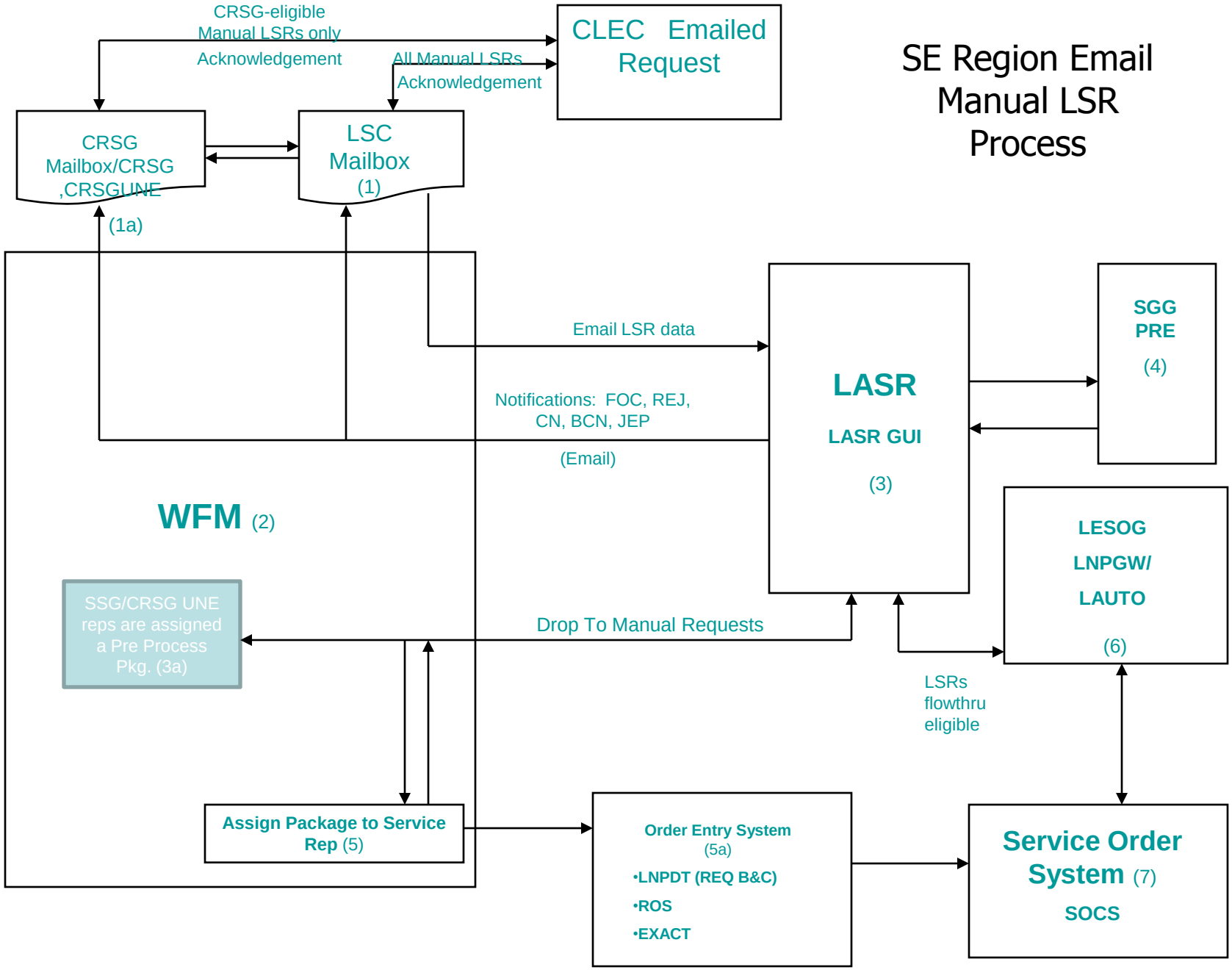
AT&T Southeast Email Manual Process Flow

Document Revision History

Date	Revision	New Version #
9-8-08	Initial Version	1.0
2-3-09	Updates to reflect change to LNP order flow and Pre-Process step for CRSG-eligible Requests with March 2009 release: • Box (6) of SE Region Email Manual LSR Process to include LNPGW & LAUTO •Box (3a) added to SE Region Email Manual LSR Process for Pre-Process step •Step (1), (3), (5) and (6) of SE Region Email Manual LSR Process Notes •Add LAUTO and LNPGW to Glossary	1.1

SE Region Email Manual LSR Process



SE Region Email Manual LSR Process Notes

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

- All Email Manual LSR requests can be sent to LSC Mailbox including CRSG-eligible requests.

(1a) Requests sent directly to CRSG mailbox are received by CRSG rep for pre-processing then forwarded to LSC Mailbox. Acknowledgment 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 performed to 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 CLEC mailbox

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

LASR will identify the requests which meet a Pre Process criteria, and tag them as such, dropping them to manual to special profiles (3a) built to process the pre-order work. Once this work is completed, WFM will route the package to step 5.

(4) Requests eligible for additional editing and/or flow through are routed to SGG/PRE.

(5) Requests that require manual handling are sent to WFM for LSC assignment. LSC accesses LSR request in LASR GUI and 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/clarification through LASR GUI or LNPDT if REQ B or C. Clarifications submitted through LNPDT are sent back through LASR notification process to WFM.

(6) Requests eligible for flow through are sent through for editing and processing. REQ B&C requests go to LNPGW and LAUTO. REQ A, E, M, J requests go to LESOG.

(7) Service orders are submitted to SOCS to perform order validation and for downstream processing. SOCS provides service order status information routed back through LASR to WFM for distributing the notifications.

SE Flow Glossary of Terms

- WFM – Work Flow Manager
- LASR - Local Access Service Request System
- SGG- ServiceGate Gateway
- PRE - Telcordia ServiceGate TM - Programmable Rules Engine
- LAUTO – LNP Automation
- LESOG - Local Exchange Service Order Generator
- SOCS - Service Order Communication System
- LNPDT - Local Number Portability Desktop
- LNPGW – Local Number Portability Gateway
- ROS – Regional Ordering System
- EXACT - Exchange Access Control & Tracking
- CRSG/CRSGUNE – Complex Resale/UNE Service Group
- SSG – Sales Service Group