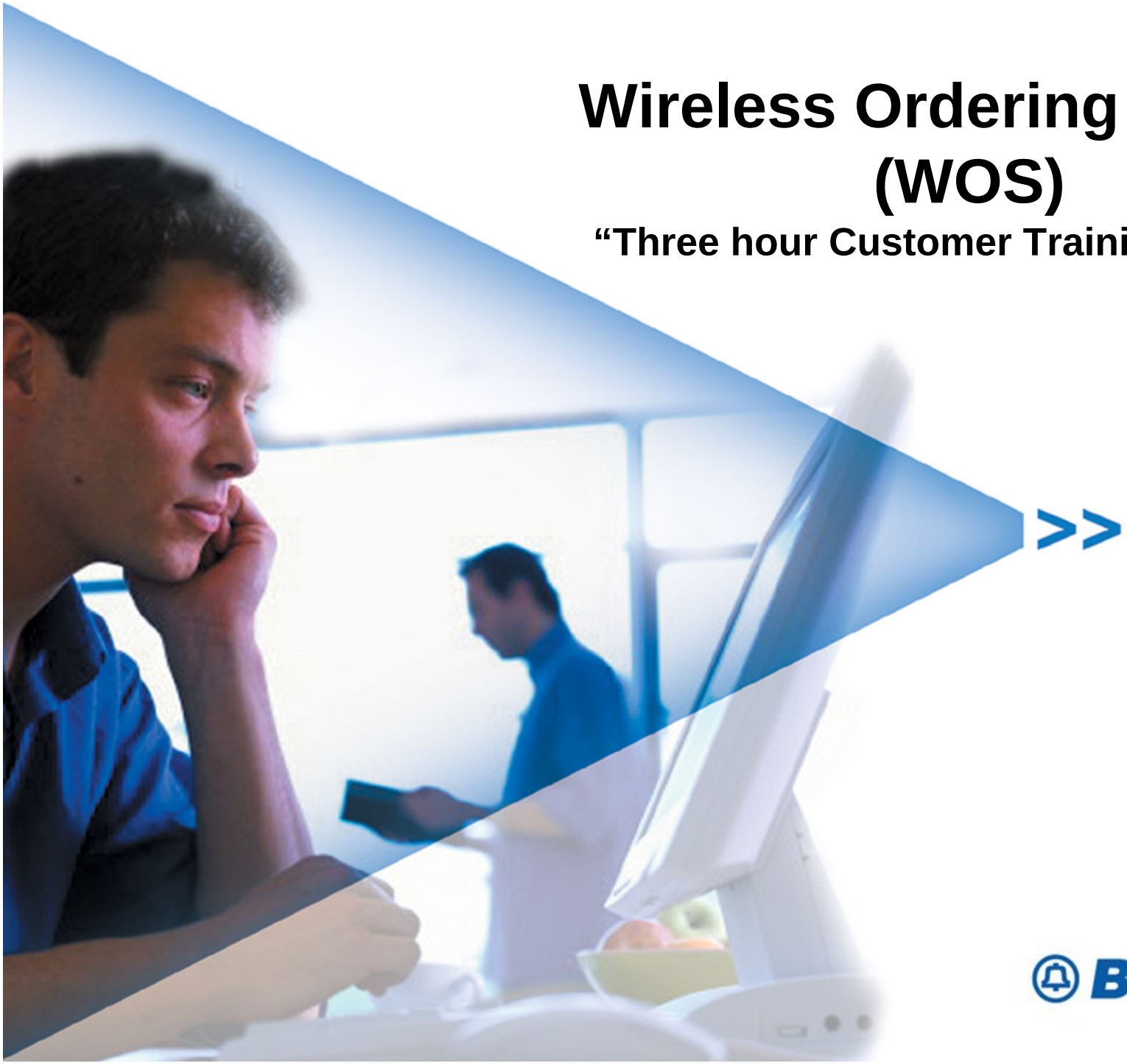

Wireless Ordering System (WOS)

“Three hour Customer Training Module”

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Agenda

Training Event	Time
WOS Planned Rollout Schedule	**5 minutes**
Overview of WOS web based system Intended audience….. what services are addressed which are not….. Minimal PC/system requirements	**15 minutes**
Profile to get started….. "not just another password"	**15 minutes**
Building Templates Suggested template planning ideas Ways to speed order entry	**30 minutes**
Health Break	**10 minutes**
Pre-Order functions to perform	**15 minutes**
Entering your first Wireless Service Request (WSR)	**45 minutes**
Health Break	**10 minutes**
Project Entry…… finally an electronic way to communicate	**20 minutes**
Reports	**10 minutes**
FAQs	**30 minutes**

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Interconnection Services - Microsoft Internet Explorer provided by BellSouth

File Edit View Favorites Tools Help

Address http://www.interconnection.bellsouth.com/ Go Links

contact us | faq | help | search | personalize

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InterconnectionServices

News & Events | Notifications | Training | Guides | Tools, Forms, & Reports | Products & Services | Applications

> Welcome, Please Sign In!

MyInterconnection

Join Now | Sign In

Why Join?

Web Application Links

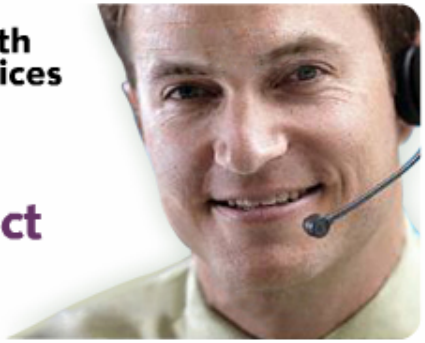
- BIRT BellSouth Interface Registration Tool
- CAFE Common Access Front End
- CLEC Sales Referral Tool
- Collocation e-Application
- CPSS Circuit Provisioning Status System
- CPSS-TA Circuit Provisioning Status System - Trouble Administration
- CSOTS CLEC Service Order Tracking System
- ICE Interconnection CLEC Enabler
- LENS Local Exchange Navigation System
- Payphone Store
- PMAP Performance Measurement and Analysis Platform
- SOEG Service Order Entry Gateway
- WOS Wireless Ordering System

Welcome to BellSouth Interconnection Services

Search

Contact

FAQs



Terminate DS1s directly onto SMARTRing Multiplexer or node an OC12... OC48... or OC192

ICS Highlights

M & A Process

Mergers and Acquisitions Process

Common Error and Clarification Guides

For Local Customers

For Access Customers

Issue Resolution Guides

For Local Customers

For Access Customers

For Wireless Customers

New to Interconnection Services

- BellSouth DS0 Wholesale Local Platform Services for the Mass Market
- NPA-NXX Query Tools
- Industrial Voice Mail
- Wireless LNP
- BellSouth Network Visibility Service (NVS)
- Gigabit Ethernet Service
- Cell Site Installation and Maintenance Requirements

Click here for more information

SEARCH

Have a question? Need help? You can find most anything you need:

> **Answers to common QUESTIONS** (How do I do this?)
> **Information about CLARIFICATIONS** (How do I do this?)
> **View the most Frequently Asked Questions** (FAQs)

Enter your search question here | Find it

Example 1: What is BellSouth Lightgate service?
Example 2: Explain a Clarification 8940.
Example 3: Reason for Clarification?

Help

Tools

Local Ordering Handbook (LOH) Search Tool Select criteria specific to your LSR to view product-specific results in a single HTML page.

Order Form Selection Tool Supply the criteria specific to your service request to access optional and required forms for your product-specific order.

WOS Planned Implementation Schedule

Date	State(s)	Services	Comments
October 11, 2004	GA only	Prem- Prem Only	
October 25, 2004	All States	Prem-Prem Only	
December 6, 2004	All States	All Services	1st launch **will not** include Projects or Trunks…

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Overview of WOS web based system

- ✓ **Minimum PC/system requirements**
- ✓ **Information Flow Chart**
- ✓ **Products & Services (In-scope and Out-of-Scope)**

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PC/System Requirements

- ✓ Windows 98 Second Edition or higher
- ✓ Internet Explorer 5.0 or higher
- ✓ Internet connection
  - ✓ Dial-up
  - ✓ Broadband

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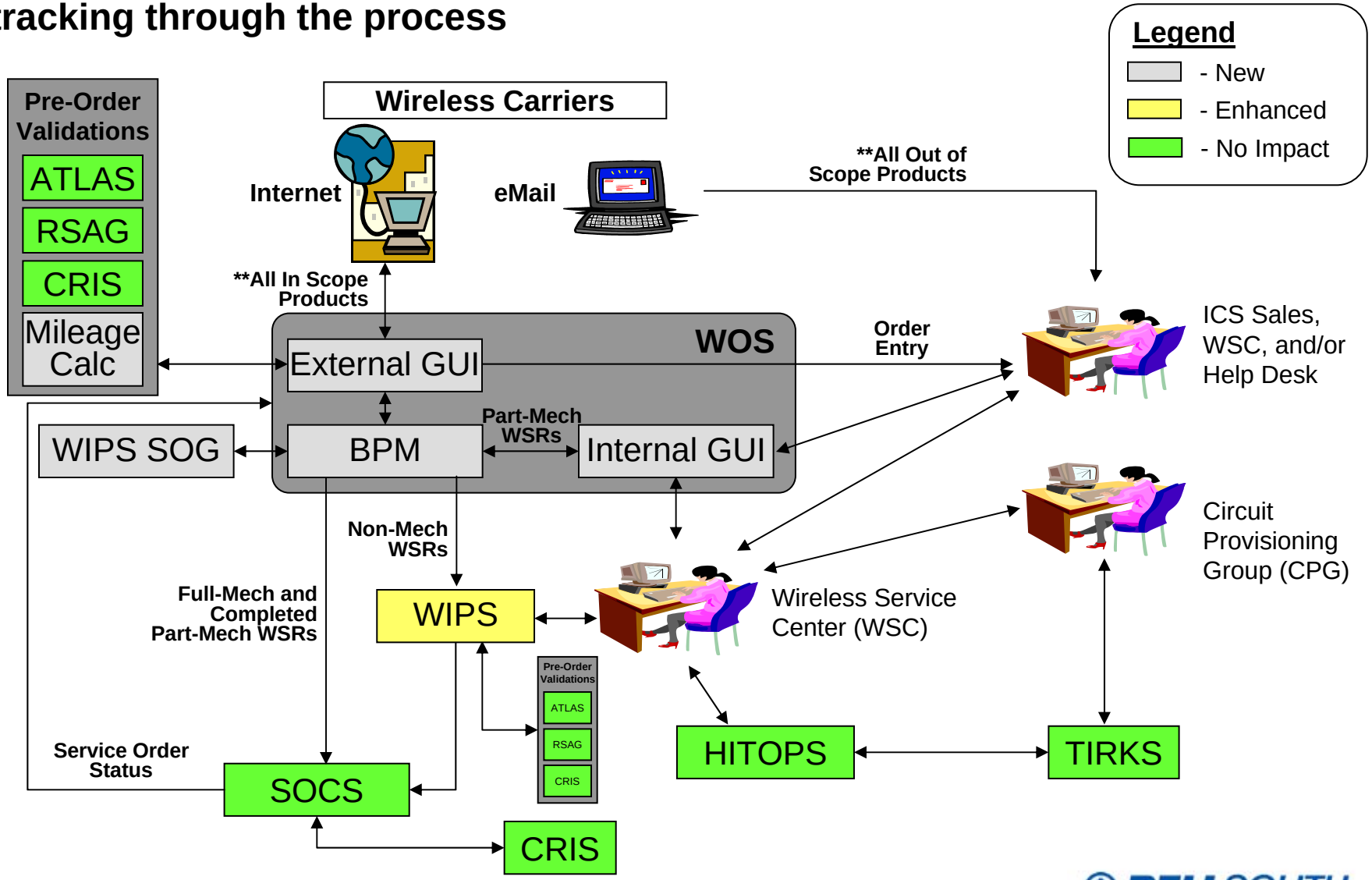
To-Be WOS Environment, (7-9-2004)

The future environment will leverage a web based GUI for WSR entry and tracking through the process



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Products/Services utilizing WOS

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	Part Mech *	Order Entry	Full Mech ***	Yes
	17%	Part Mech	Part Mech				Part Mech	
DS1	18%	Part Mech	Part Mech	Part Mech	Part Mech *	Order Entry	Full Mech ***	Yes
							Part Mech	
Type 2A/2B Trunks	18%	Part Mech	Part Mech	Part Mech	Part Mech *	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						

* Disconnect Mechanization Scope Will be Defined by WIPS Service Order Generation Capabilities
** Full Mechanization for Prem to Prem Orders is Only Capable when Five Criteria are Met
*** Full Mechanization for Disconnects is Only Capable if a Term Agreement is not in Place

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Building your Profile

Items Needed:

1) Name (Last Name, First Name)
2) Complete Mailing Address to include Rm/Suite/etc…
3) Office Phone Number
4) Email address
5) Supervisor Contact Information (same as items 1-4 above)
6) Region responsible for (ie. FL and GA, or all ABCD = ZWC) By state or ZWC
7) Username 6-10 characters in length
8) Mothers Maiden needed for password reset
9) Default password

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Building Templates

- ✓ Suggested template planning ideas

- ✓ Ways to speed order entry using templates

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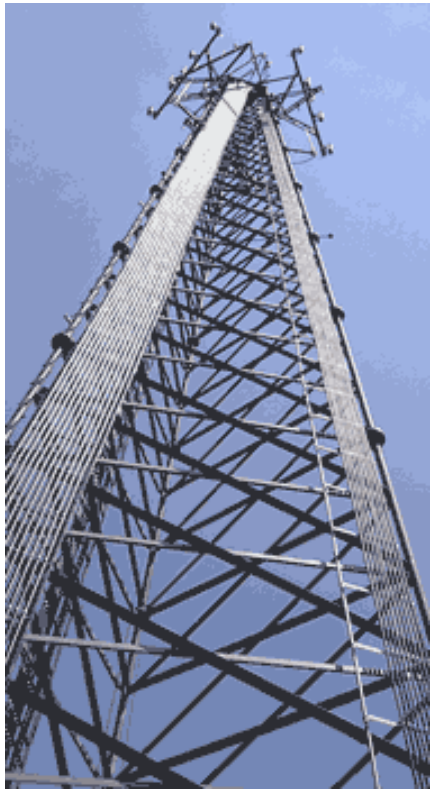
Templates

- ✓ Decide your primary method of order entry:
  - ✓ MTSO (Mobile Telephone Switching Office)
  - ✓ Geographic Location (FL, NC, KY, etc….)
  - ✓ City
  - ✓ Type of Service
- ✓ Decide how detailed your template will be:
  - ✓ Only include info for circuit location A
  - ✓ Only include info for billing profile
  - ✓ Only include administrative information



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Using Templates for Speed/Accuracy

- ✓ **Use an existing WSR via PON to create a new template for repeat use**
- ✓ **Create a template for each MTSO you serve with all info except circuit location B data**
- ✓ **Create a template for each billing scenario you use**
  - ✓ By state
  - ✓ By DI sort code

- ✓ **Create a template for each service, prem-prem, disconnects, etc….**
- ✓ **Edit your templates to avoid re-keying all data fields**

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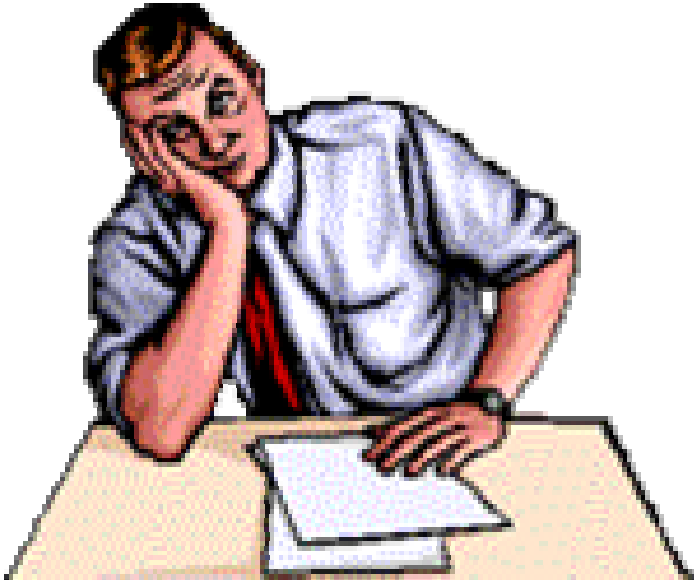
Break – Be Back in 10 minutes….



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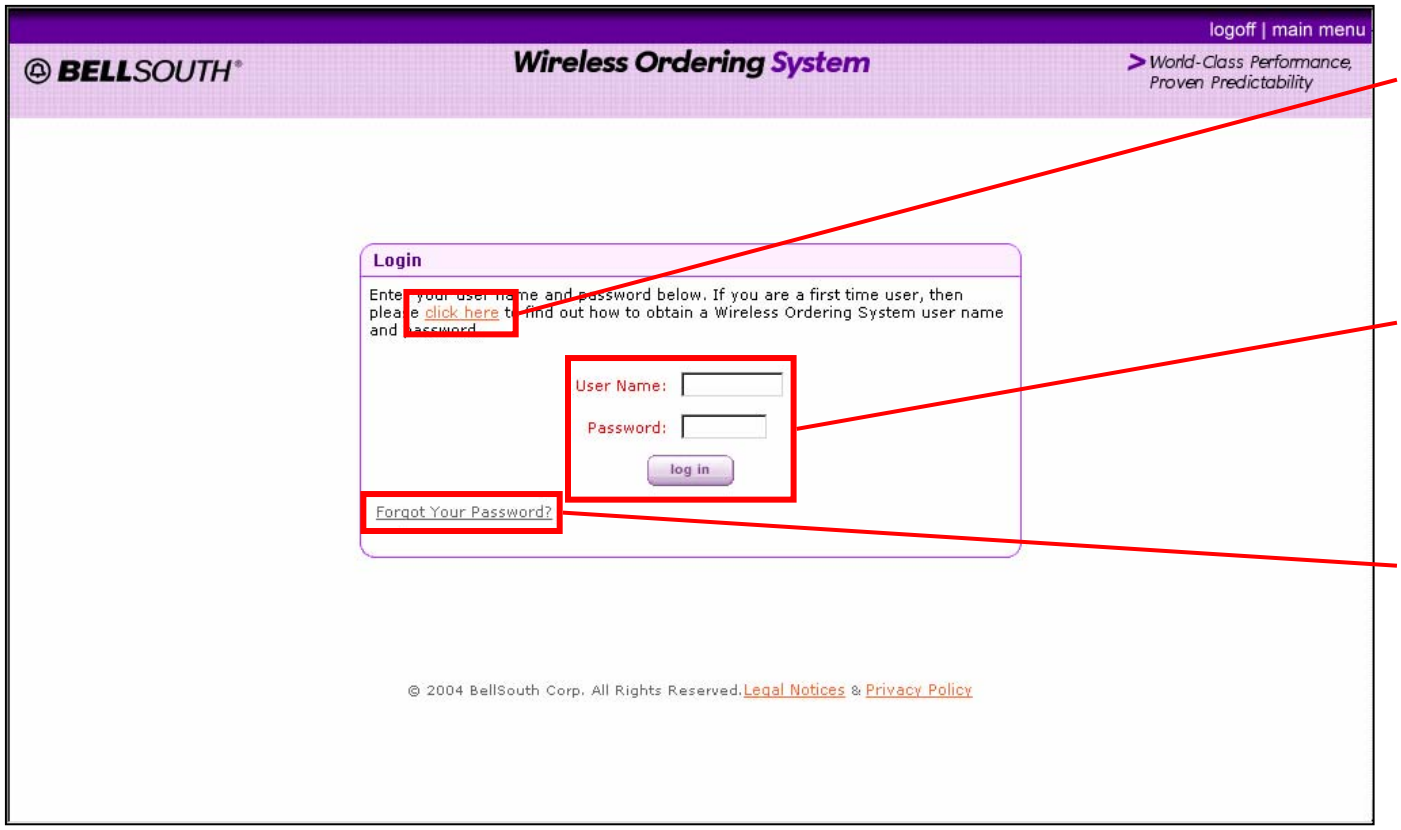
Login Page

A new URL called https://wos.bellsouth.com will be created for users to login to the Wireless Ordering System.



Request Access to the System.

Unique Sign On Information for Each User

Reset a Lost or Forgotten Password

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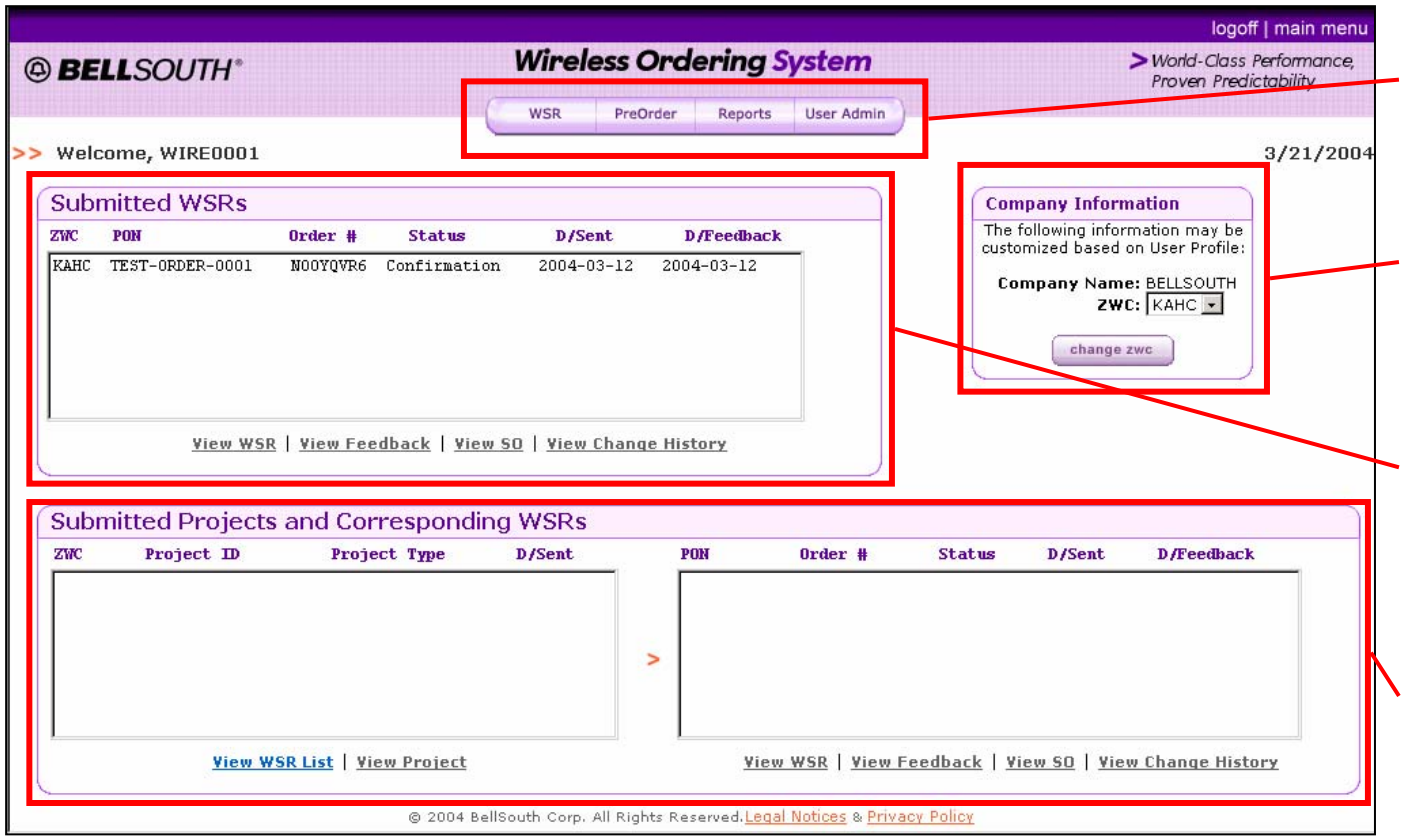
WOS Main Menu

The Main Menu provides each user a quick view into those WSRs currently in process, and the ability to quickly get more details.



"One Click" System Navigation

Switch Between Available ZWCs

Quick View of Recently Submitted WSRs

Quick View of Recently Submitted Project Packages

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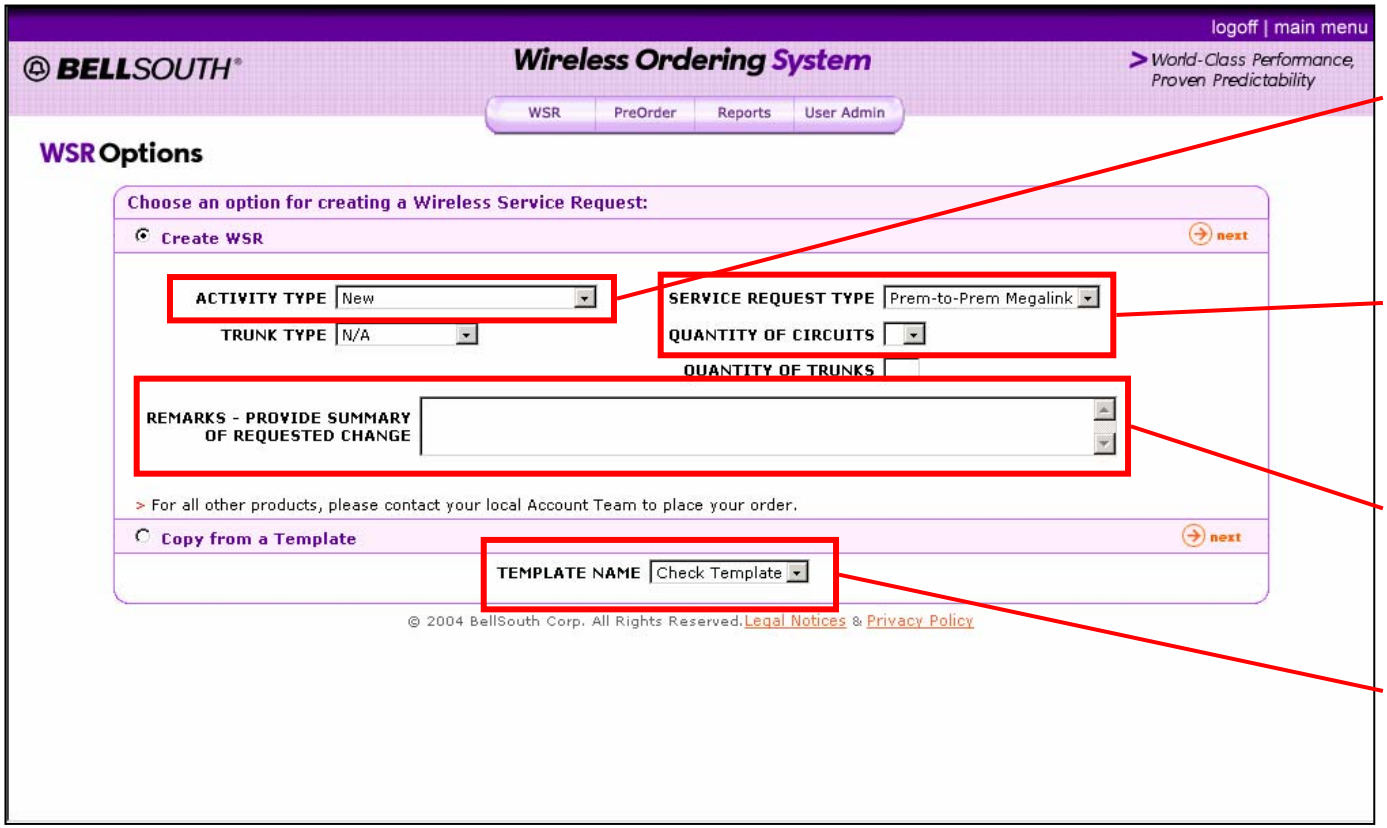
Create Wireless Service Request

The Wireless Ordering System allows for the submission of a wide variety of Wireless Service Request types.



Choose an Activity Type

Choose the Type of Service Request and Number of Circuits

Add Remarks to the Request

Start from a Preexisting Template

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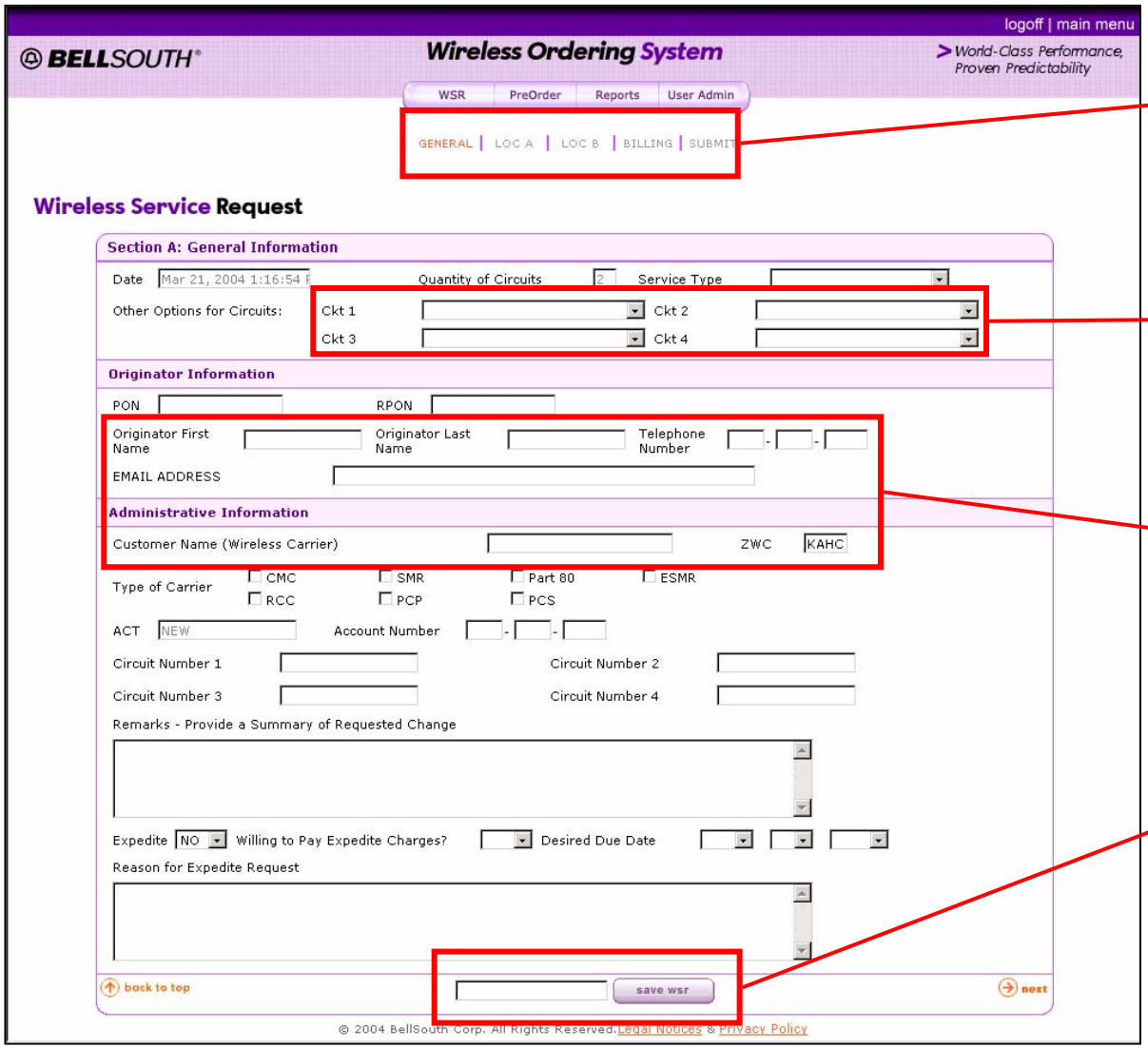
Submit Wireless Service Request

Based on the type of request being created, a form is provided to capture user information.



Clearly Defined Process Through Form Completion

Dropdowns Make Form Population More Efficient

User Information will be Pre-Populated to Limit Typing

WSRs Can be Saved at Any Point for Completion at a Later Date

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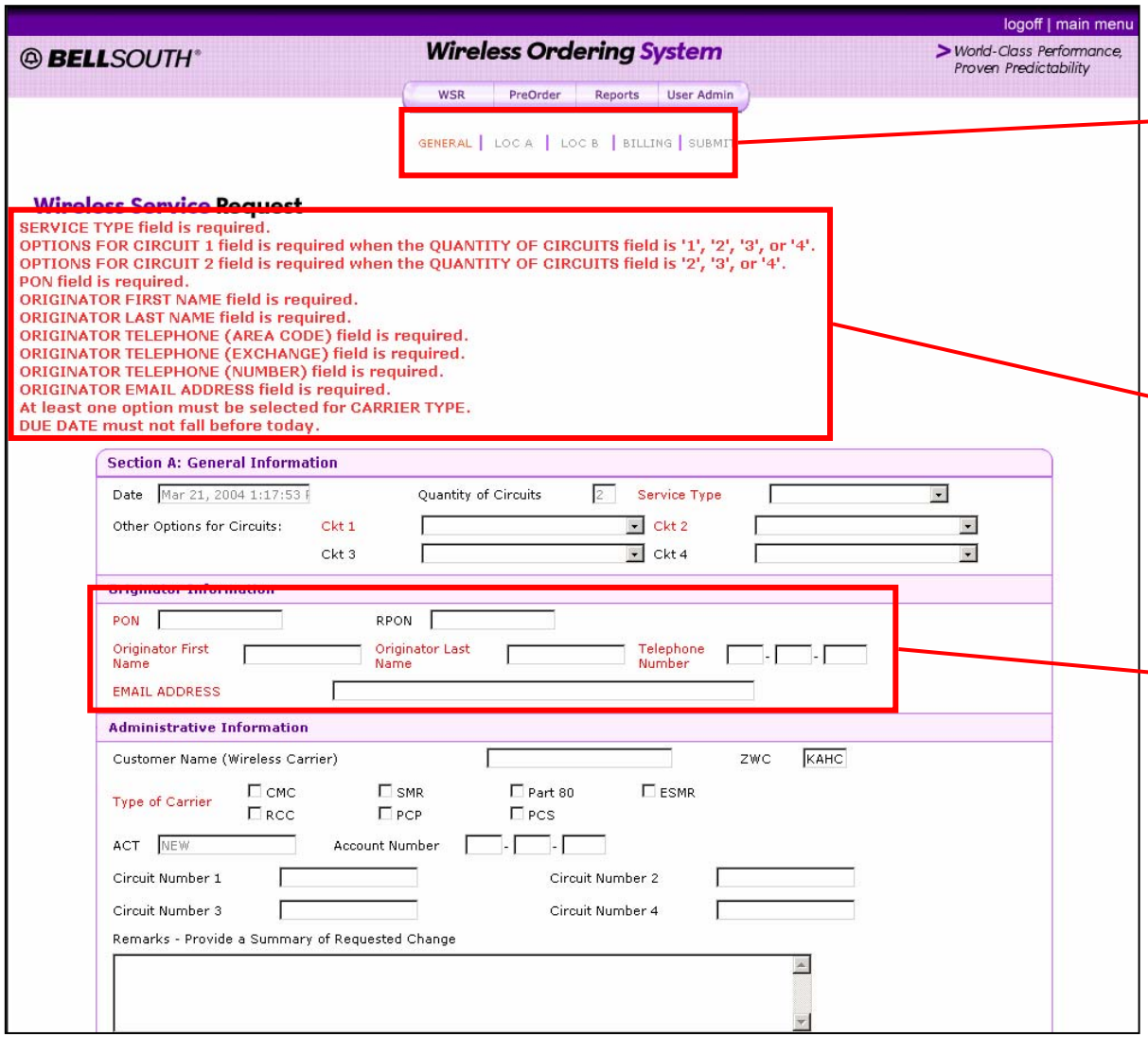
Submit Wireless Service Request

Form validations ensure that the information captured is relevant and complete for the type of request being submitted.



Forms Cannot be Passed until Field Validation is Successful

Form Issues are Displayed at the Top of the Form

Invalid Fields are Highlighted in Red

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Pre-Order Services Available via WOS

- ✓ **Address Validation**
  - ✓ Uses Regional Street Address Guide (RSAG)
  - ✓ Validates down to an E911 addressable service level
- ✓ **CFA Validation**
  - ✓ Searches for busy or spare CFAs
  - ✓ Searches with minimal search criteria

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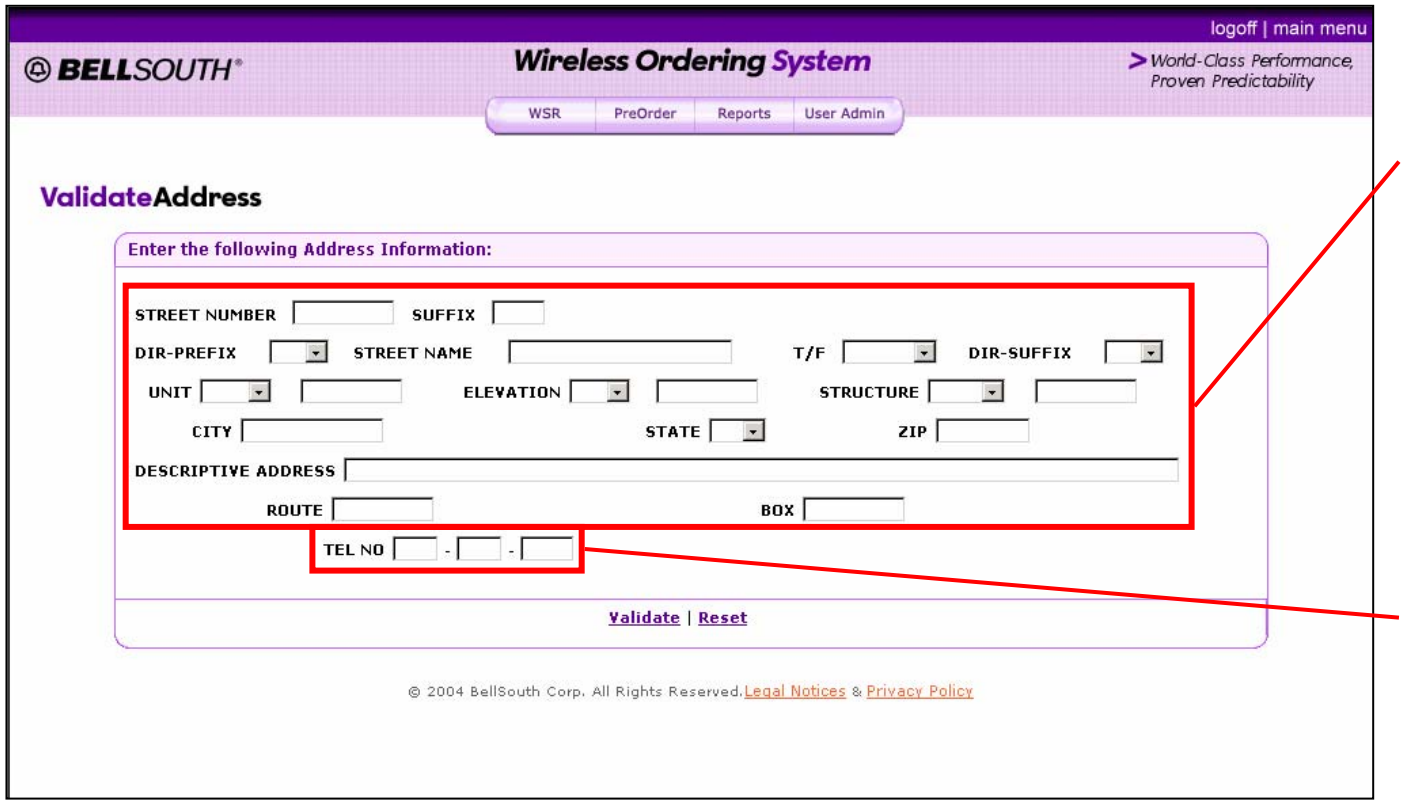
Pre-Order Address Validation

The Wireless Ordering System allows for users to validate addresses against BellSouth systems before placing an order.



Validate Based on the Site Address

Validate Based on the Telephone Number

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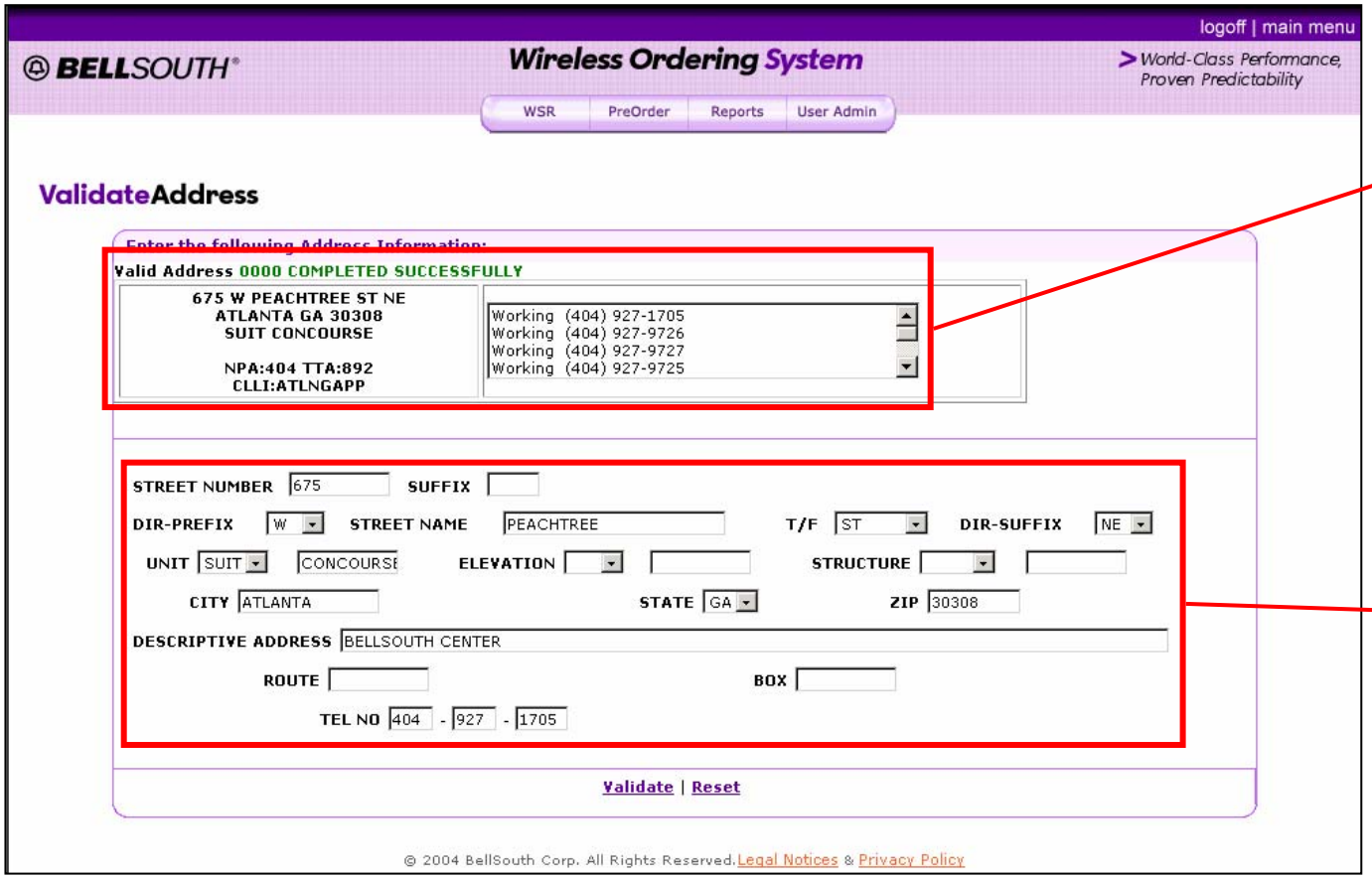
Pre-Order Address Validation

The Pre-Order Validation form will allow for users to verify that an address is valid.



Information from BellSouth Systems is Returned to the User

The Form is Completed Based on Information Returned

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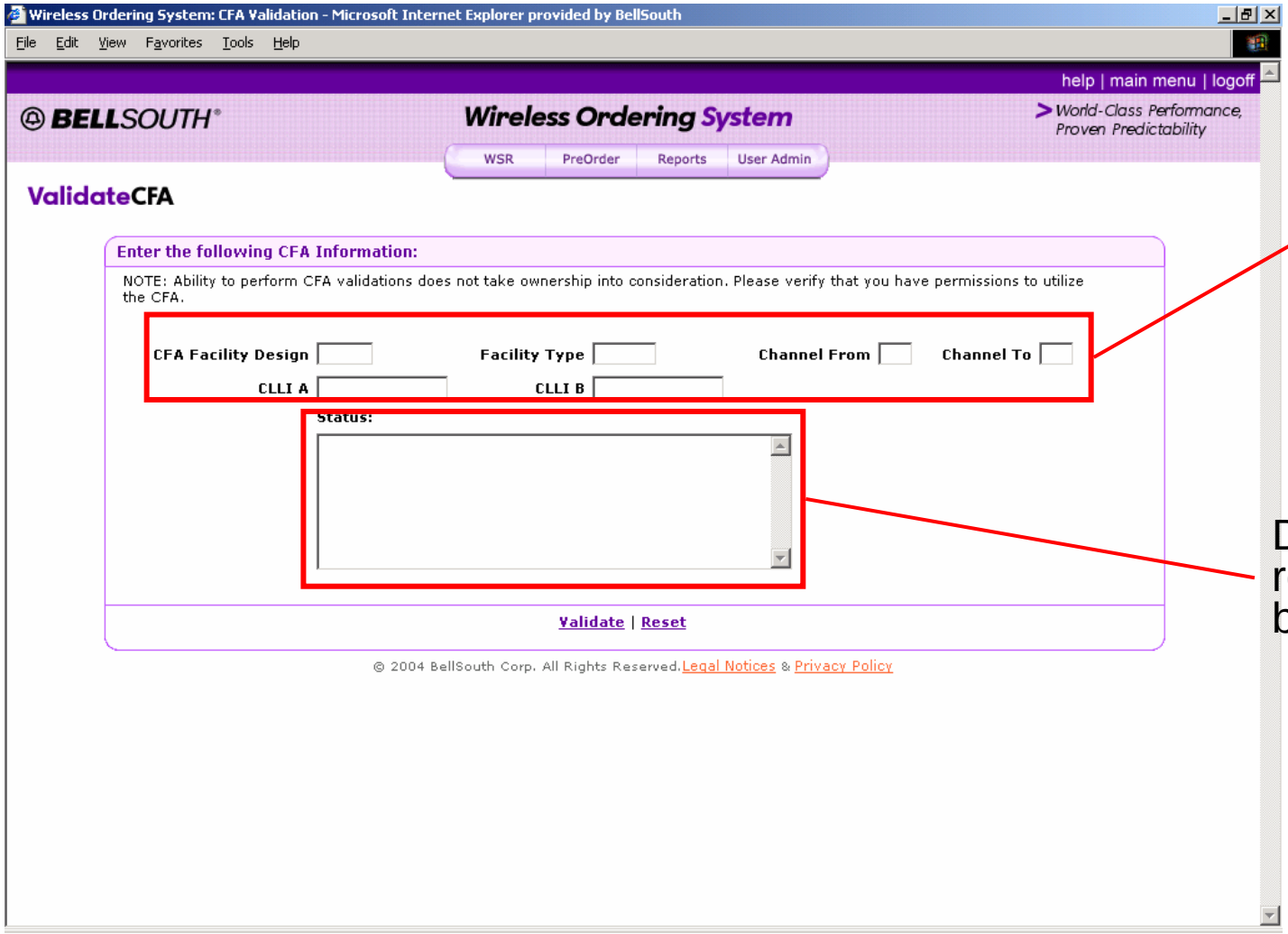
CFA Validation

The CFA Validation form will allow users to verify that a CFA is valid.



Search criteria for CFA location

Data from BellSouth records as to status, busy, pending, etc…

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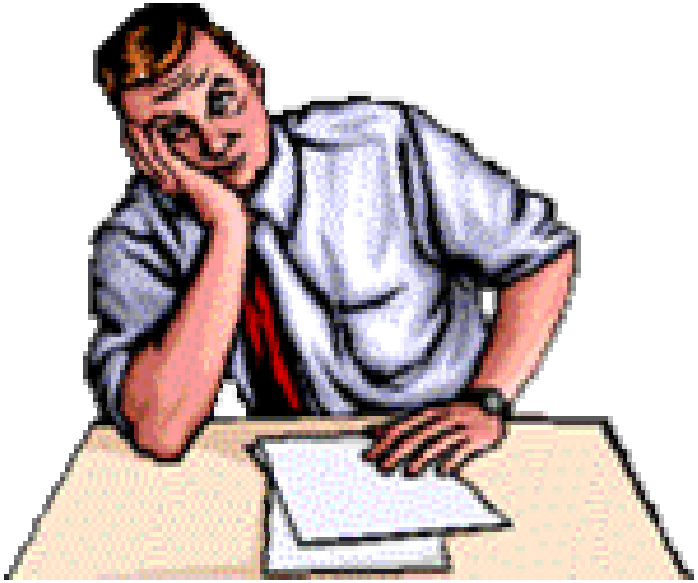
Break – Be Back in 10 minutes….



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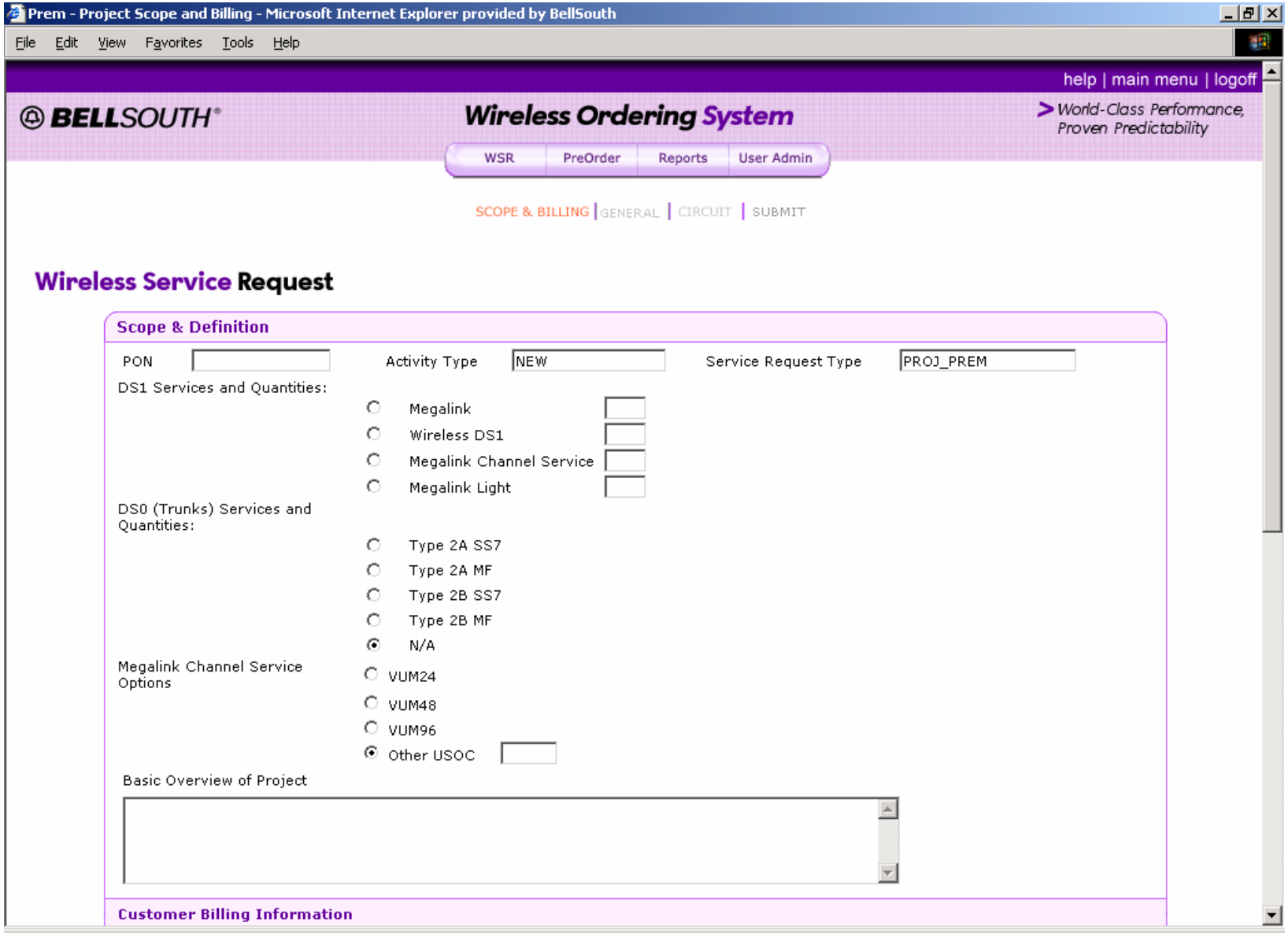
Project Entry



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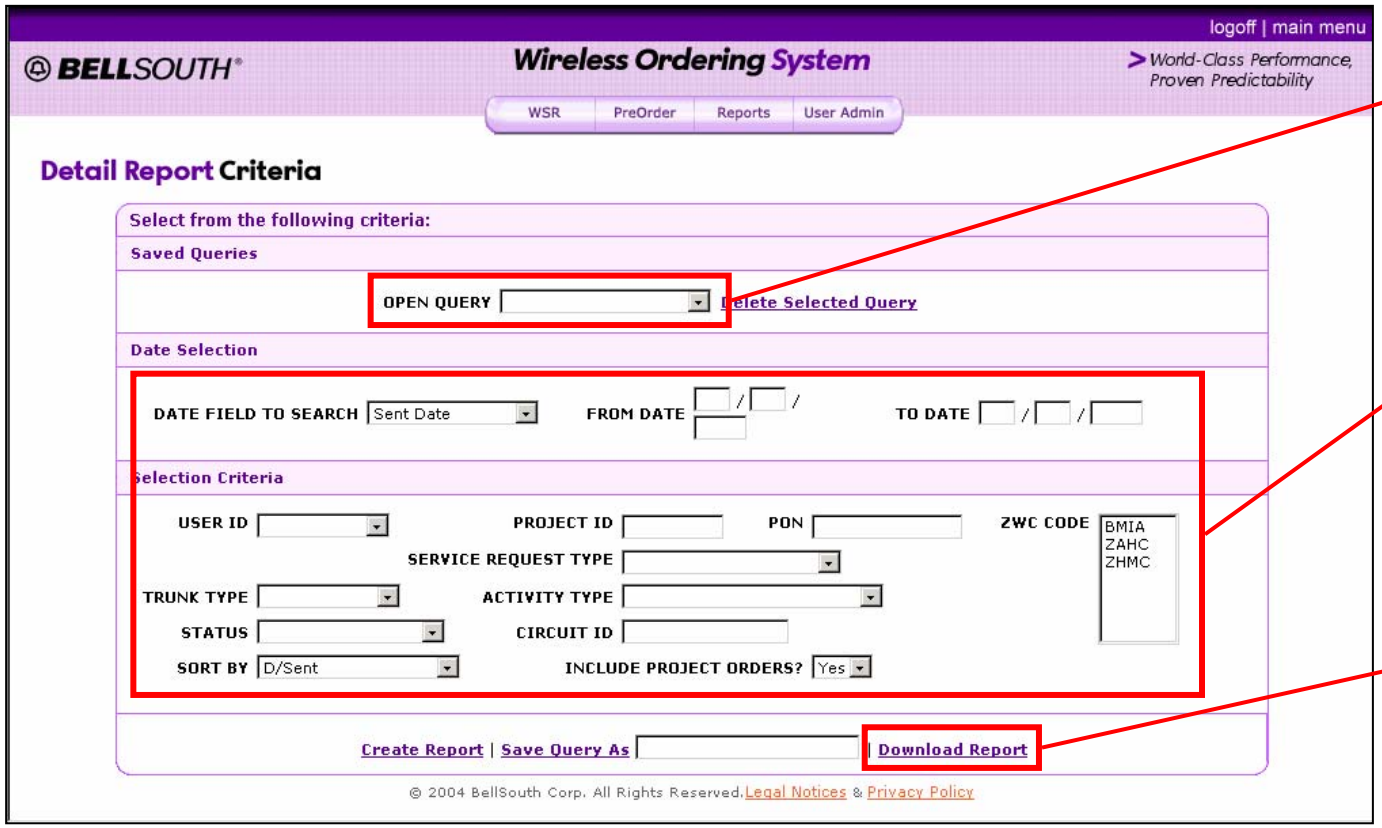
Detailed Reporting

Users will be provided the capability to run detailed reports in the Wireless Ordering System.



Execute Report Based on Previously Saved Query

Refine Search Criteria

Download Report to an Excel File

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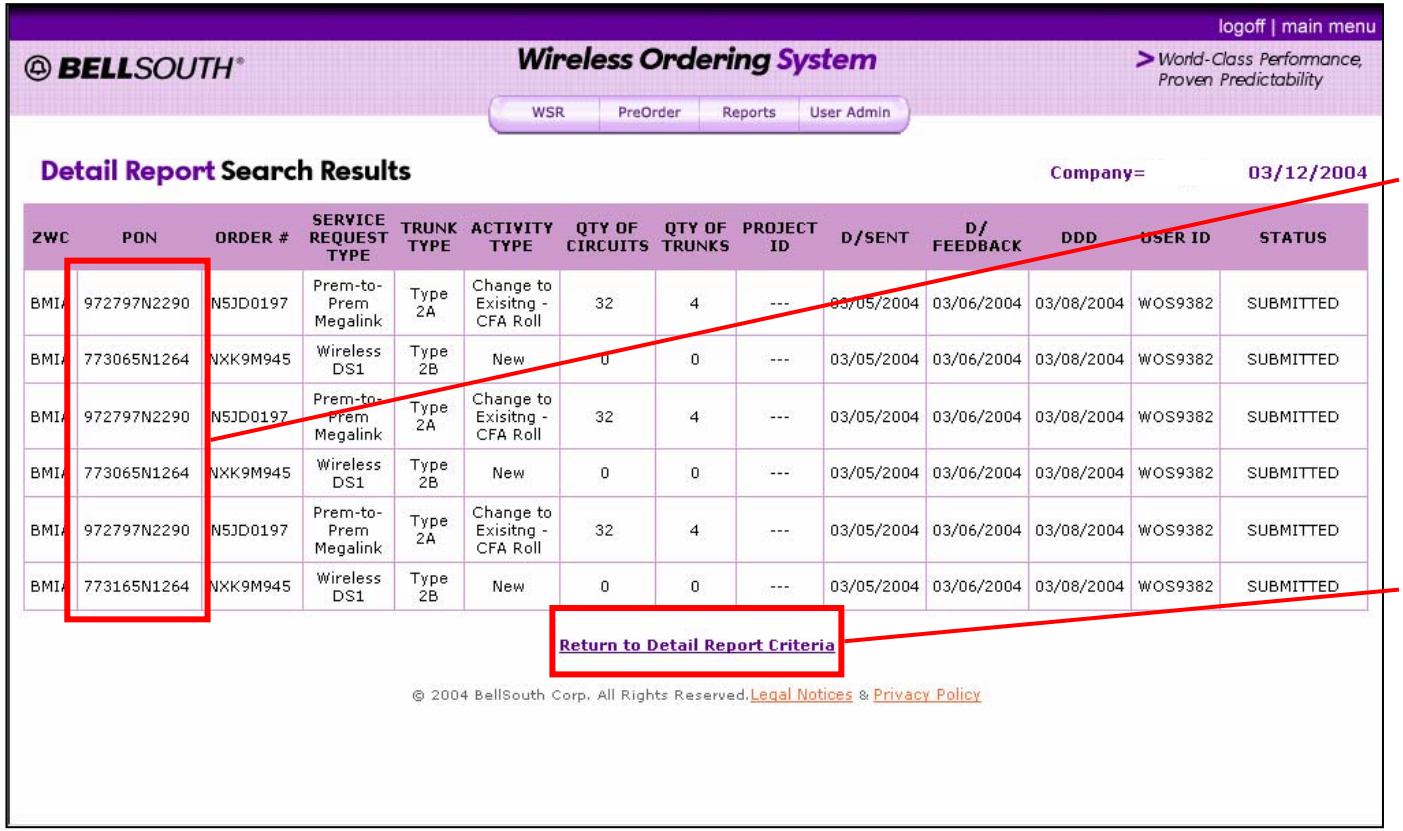
Detailed Reporting

Detailed reports will provide high level information on WSRs, but will allow for drill down capabilities to view more information.



Drill Down for Additional Details on Specific WSRs

Execute a New Report

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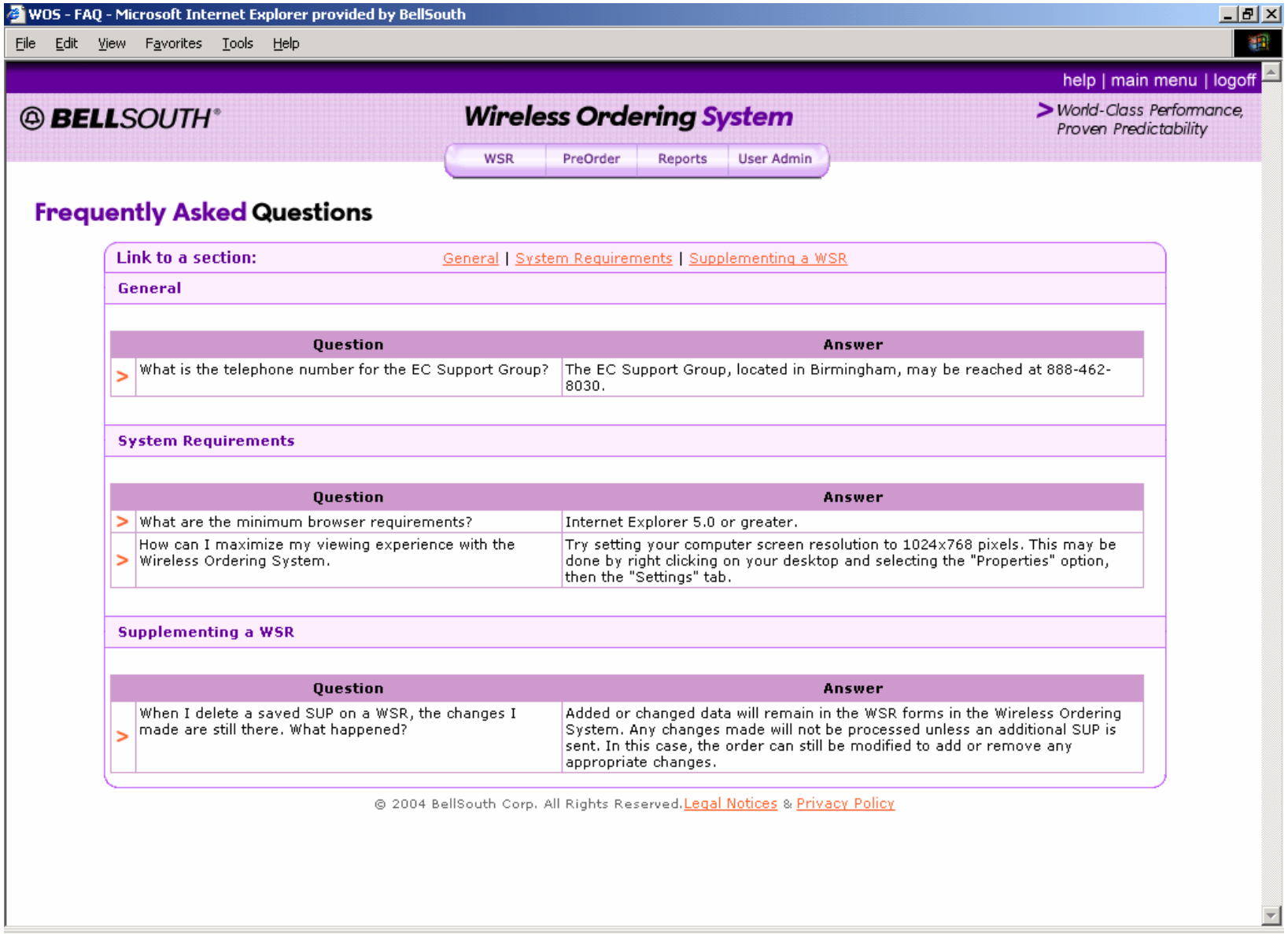
FAQs



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Questions?

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