Contents

1 Working with Trouble Manager

These topics are in this section:

Introduction

Using ACTIVIEW Trouble Manager, you can track and monitor customer-reported and network trouble reports from beginning to end.

Trouble Manager lets you:

- Document the work that is being performed on reported customer and network troubles.
- Create a historical database of troubles and their resolutions. You can then refer to this database when you attempt to solve future troubles with similar symptoms.

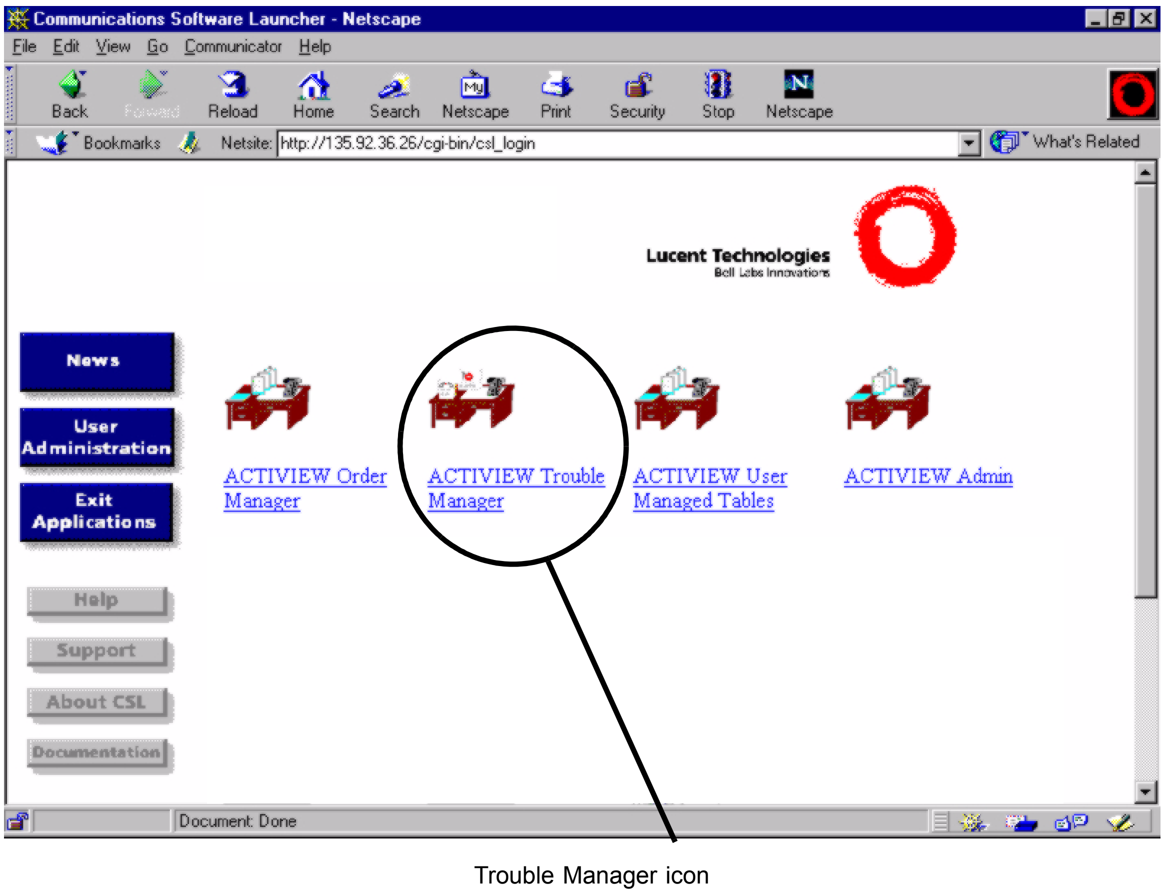
Opening Trouble Manager

To open Trouble Manager:

1. Open the Communications Software Launcher with a browser. You can open Trouble Manager from Communications Software Launcher (CSL), Secure Access Gateway for Enterprises (SAGE), or another launch mechanism specific to your operations. Both CSL and SAGE use a network browser, such as Netscape Navigator, and an Internet Protocol (IP) address.
2. Click the **Trouble Manager** icon.

If you need help opening the Communications Software Launcher or Trouble Manager, follow your company's procedures. Typically this means contacting a help desk or an ACTIVIEW administrator.

Figure 1.1 — The Communications Software Launcher (CSL) window



Work Items and Trouble Tickets

Work items are used to identify and report data on troubles that may be affecting service. These work items are the key to managing and tracking the trouble resolution process.

Trouble Manager tracks reported troubles by creating one work item for each trouble ticket. These work items are used to manage the overall trouble resolution process, which follows a work flow that is defined by the administrator. Your Worklist contains work items that were assigned to your User ID by the administrator.

Each row on the Worklist represents a work item that needs to be completed. One task may appear on multiple Worklists at the same or at different times. When and where the task appears depends on the task model that your company is using and where the task occurs in the workflow.

Trouble tickets

There are two types of trouble tickets:

- **Customer Trouble Tickets (CTTs)** – When a subscriber or customer reports a trouble, a CTT is generated. Usually this type of trouble affects only one customer, but multiple customers may report problems with the same root cause.
- **Network Trouble Ticket (NTTs)** – When a network monitoring system or network technician identifies the trouble, an NTT is generated. This type of trouble affects a portion of the network and may affect many customers.

There are two ways that these trouble tickets can be created:

- **Manually** – When you enter information into Trouble Manager in response to a telephone call or written data source.
- **Automatically** – When information is entered into Trouble Manager from an upstream trouble-reporting system and a trouble ticket is automatically generated.

  For example, when Trouble Manager receives switch alarms from a Network Fault Manager (NFM), an NTT is automatically generated. When this happens, the Originating System for the NTT is identified as NFM on the Worklist window.

The Workflow

When a trouble ticket is created in Trouble Manager, the trouble ticket is assigned to a particular workflow. This workflow determines what trouble resolution tasks are performed on the trouble ticket and by whom those tasks are performed. These tasks are combined to create an end-to-end workflow based on a particular Task Model. When the last task in the workflow is completed, the trouble should be resolved.

Depending on the type of trouble that is reported, Trouble Manager uses the Task Model and associated workflow that has been placed in the system to:

- Process a particular type of trouble report
- Track the trouble through resolution
- Processes each task in the Task Model until tasks are completed and the trouble is resolved

As the Trouble Ticket proceeds through a workflow, Trouble Manager performs the following administrative activities:

- Manages corresponding transactions
- Monitors the outcome of each transaction
- Directs the workflow to the next scheduled step

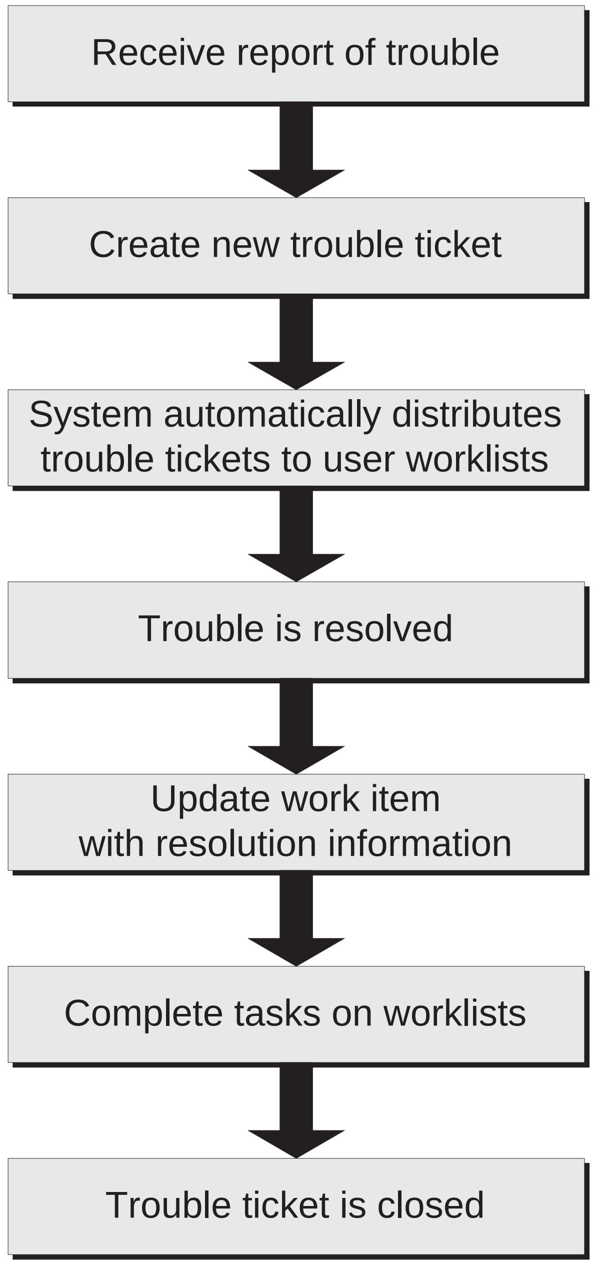
Task Models

Workflows are determine by Task Models, which can be different for every company. Company administrations can use a separate application called Workflow Editor to modify an existing workflow and create new workflows. Trouble Manager can have multiple workflows.

When creating a Task Model, an administrator:

- Sets up the steps of a workflow
- Decides which Worklist the work items associated with a particular trouble ticket should appear on
- Determines when a work item should appears on a Worklist

Figure 1.2 — A typical high level workflow for processing a trouble report.



Tracking due dates and times

Based on the workflow assigned to your trouble tickets, a set of milestones is created for the workflow tasks. Trouble Manager determines the due dates and times for a trouble ticket by adding up the amount of time it should take you to complete each task for the trouble ticket.

Trouble Manager automatically tracks these milestones, and when a milestone is completed, the date and time when task is completed is associated with the trouble ticket.

If a work item milestone is in jeopardy of being missed or has been missed, Trouble Manager changes the color of the work item on the Worklist from black to red. When a work item on your Worklist changes to red, you need to take immediate action on this item so that the due date will not be missed.

However, if a milestone is missed or is in jeopardy of being missed, you may have to manually recalculate the due date and time based on how long it will take to complete the remaining tasks.

Workflow tasks

The tasks contained in a workflow are performed either manually or automatically:

- **Manual Tasks** – Certain tasks, such as analyzing the trouble, must be performed manually. The information associated with these tasks are manually entered into Trouble Manager.
- **Automatic Tasks** – Certain tasks are performed internally by ACTIVIEW such as setting the initial due date and time for the trouble to be resolved. Other tasks may require data input from other systems that interface with Trouble Manager. After a task is completed, information about the outcome is stored by Trouble Manager.

Workflow example

The following table shows a generic example of how a workflow might be processed by Trouble Manager.

Step	Task	Task Type	Explanation	Status
1	Start Process	Automatic	Begins the trouble resolution and monitoring process	Open
2	Create Trouble Ticket	Manual or automatic	Associates the trouble report with Trouble Manager	Ticket Open
3	Query for related circuits	Manual or automatic	Identifies circuits possibly related to the trouble	Pending Analysis
4	Analysis	Manual	Expert analysis of the trouble by network and/or support personnel	Pending Analysis
5	Block Cancel	Automatic	Automated step disallows cancelling the trouble ticket	Assigned
6	Dispatch Personnel	Manual	Assignment of central office and field technician to trouble	Pending Dispatch
7	Travel to work site	Manual	Personnel proceed to appropriate locations	Dispatched
8	Resolve Trouble	Manual	Testing and analysis at appropriate locations	At Source of Trouble
9	Set Status to Complete	Manual	Complete task on Worklist of technician resolving trouble	Pending Review
10	Activate Children	Automatic	Automated step activates any child tickets	Pending Notification
11	Propagate Completion data	Automatic	Advances ticket along the workflow	Pending Verification
12	Close Trouble Ticket	Manual	Manual step to close the Trouble Ticket	Pending Completion
13	Process Complete	Automatic	Ends the workflow for this item	Closed

Trouble Manager Tasks

Here are some important activities you can perform in Trouble Manager:

- **Create a CTT or NTT** – lets you add a new trouble ticket into the database.
- **Pick up a work item** - lets you pick up a work item before you can move a work item to the next step in the workflow. When a work item is picked up, other users can view it, but they cannot pick it up.
- **Drop a work item** - lets you release a picked up work item so that other users can pick it up.
- **Find a work item** - lets you search for work item on the Worklist or in the Trouble Manager system.
- **Retrieve and update an existing CTT or NTT** - lets you update an existing trouble ticket with new information.
- **Link and unlink CTTs to and from NTTs** - lets you associate or disassociate a CTT with an NTT.
- **Complete a task** - lets you end a task for the work item when that task is finished.
- **Cancel a work item** - lets you cancel any future work on a trouble ticket.

Logs and Reports

Trouble Manager maintains a set of logs and reports related to the trouble tickets that provide historical data related to the workflow process on the trouble. These reports and logs are the:

- **Tasks and Milestones Report** – This report shows the time frame and completion information for all active and completed tasks for a trouble ticket. It also shows the future milestones and estimated completion.
- **Due Date & Time Log** – This log records the resolution dates associated with the trouble ticket. This log is updated each time the completion date is changed.
- **Trouble Ticket Log** – This log records all activities for a trouble ticket. This log is updated as comments are entered into the ticket or as tasks are completed for the trouble ticket.
- **Test Log** – This log records the testing that has been performed on the trouble associated with a particular ticket. New test data can also be added to this log when future tests are run.

Trouble Manager Tools

Here are some Trouble Manager tools that you want to be familiar with:

- **Troubleshooting support tools** – Although all of the trouble tracking and monitoring features associated with Trouble Manager directly or indirectly support trouble resolution, several are more closely related to troubleshooting support.
- **WORD Access** – Use the Work Order Record Details (WORD) Access feature to identify circuit information associated with a trouble ticket. The circuit information can then be used to help determine a plan for testing circuits. You can only use the WORD Access feature if there is an external system with circuit information that Trouble Manager can access.
- **Run Tests** – Use the Run Tests feature to run specific tests that have been predefined by your company. You can enter the test results into the Test Log so that you can look at them again, use the results to determine what the issue is, or use the results to promote the eventual resolution of the problem. Each trouble ticket has its own Test Log.
- **Network Cut Through** – Use the Network Cut Through feature to access a network element that may contain data or test utilities that can help you resolve the trouble.
- **Wireless Reach Through** – Use the Wireless Reach Through feature to access Home Location Register (HLR) data associated with Wireless services.
- **Wireline Reach Through** – Use the Wireline Reach Through feature to access switching elements that may contain data or provide access to test utilities that can help you resolve the trouble.

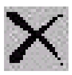
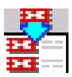
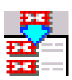
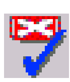
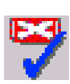
2 Using Icons, Buttons, and Fields

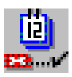
These topics are in this section:

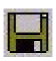
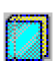
- Icons
- Buttons
- Fields

Icons

Icons are graphical representations of options that you find on a menu. When you click an icon, you are performing the same action as selecting a menu option. However, you only have to click icons once and you have to select a menu option from a menu, which takes a little more time. These icons are in Trouble Manager:

Click this icon...	To do this...	Notes
 **Cancel**	Delete a work item from the Worklist and cease all processing of the trouble ticket. Most task models will have the cancelled work item removed from the Worklist.	This icon is the same as **Cancel** in the Worklist **Tickets** menu.
 **Create a New CTT**	Have the system "create" a new Customer Trouble Ticket (CTT) based on information you entered in the New CTT window.	"Create" means to finish or complete the creation of a the trouble ticket.
 **Create a New NTT**	Have the system "create" a new Network Trouble Ticket (NTT) based on information you entered in the New NTT window.	"Create" means to finish or complete the creation of a the trouble ticket.
 **Create and Complete (a CTT)**	Enter a new CTT into the system and closes it. The closed CTT is removed from the Worklist and the data is saved in the system.	This icon is the same as **Create & Complete** option in the **Work Item** menu on a CTT window. Use this option when you need to record information about a resolved customer or network problem. This information documents your work and adds the information to the ACTIVIEW history database.
 **Create and Complete (a NTT)**	Enter a new NTT into the system and closes it. The closed CTT is removed from the Worklist and data is saved in the system.	This icon is the same **as Create & Complete option in the Work Item** menu on a NTT window. Use this option when you need to record information about a resolved customer or network problem. This information documents your work and adds the information to the ACTIVIEW history database.

Click this icon…	To do this…	Notes
 **Complete Task**	Complete a task and let the work item go to the next task in the task model.	This icon is the same as the **Complete Task** option in the Worklist **Tickets** menu. Use this option when you need to record information about a resolved customer or network problem. This information documents your work and adds the information to the ACTIVIEW history database.
 **Drop (a task)**	Release ownership of a work item that you have previously picked up.	This icon is the same as the **Drop** option in the Worklist **Tickets** menu.
 **Due Date and Time Log**	View the Due Date & Time Log, which records the initial and modified due dates and times.for a trouble ticket.	This icon is the same as the **Due Date & Time** option in the **Log** menu on a Trouble Ticket window.
 **Enter CTT**	Open the Enter CTT window so that you can review a list of potentially related CTTs, if available, or open a New CTT window. Use this option when new customer trouble is reported and you need to decide whether you should add the issue to an existing ticket or create a new ticket.	This icon is the same as **Enter CTT** option in the Worklist **Tickets** menu.
 **Enter NTT**	Open the Enter NTT window so that you can review a list of potentially related NTTs, if available, or open a New NTT window. Use this option when a new network trouble is reported and you need to decide whether you should add the issue to an existing ticket or create a new ticket.	This icon is the same as **Enter NTT** option in the Worklist **Tickets** menu.
 **Help**	Open the help window to view help information.	This icon is the same as **ACTIVIEW Help Topics** option in the **Help** menu.
 **Link**	Associate a CTT with a related NTT.	This icon is the same as **Link** option in the Worklist **Tickets** menu.

Click this icon…	To do this…	Notes
 **Open**	Open an existing trouble ticket (either a CTT or NTT window) for a highlighted work item on the Worklist.	This icon is the same as the **Open** option in the Worklist **Tickets** menu.
 **Pickup (a work item)**	Own an existing trouble ticket (work item) to let the trouble ticket advance to the next task in its task model.	This icon is the same as the **Pickup** option in the Worklist **Tickets** menu.
 **Print**	Send a trouble ticket to a default system printer.	This icon is the same as the **Print** option in the **Work Item** menu on a Retrieve Trouble Tickets window.
 **Save**	Save updates that you made to a trouble ticket.	This icon is the same as the **Save** option in the **Work Item** menu on a Retrieve Trouble Ticket window.
 **Test Log**	View the Test Log for the trouble ticket.	This icon is the same as the **Test Log** option in the **Logs** menu on a Trouble Ticket window.
 **Trouble Ticket Log**	View the Trouble Ticket Log for the trouble ticket.	This icon is the same as the **Trouble Ticket Log** option in the **Logs** menu on a Trouble Ticket window.
 **Unlink**	Unlink a CTT from a NTT, or to unlink all CTTs from a NTT.	This icon is the same as the **Unlink** option in the Worklist **Tickets** menu or the **Unlink** option in the **Work Item** menu in a Retrieved TT window. By default, a CTT typically disappears from the Worklist when it is linked to a NTT. If you need to unlink a CTT, you can find these linked CTTs using the Find Trouble Tickets option in the Find menu. After a NTT is resolved, you can link all related CTTs at once because resolving the NTT should resolve most if not all of the CTTs.

Buttons

Buttons are used to execute actions on system windows. Buttons are found in many windows. The following buttons are representative of those commonly found in the user interface:

Click this button...	To do this...
Calculate	Automatically calculate a due date and time for a trouble ticket and place it in the Due Date & Time field.
Cancel	Close the window without making any data changes or add any items to the Worklist.
Close	Close the window.
Find Next	Search for the next occurrence of the item you are searching for. You can continue to click this button until all occurrences are found.
Find Now	Search for trouble tickets that match your search criteria and list them in the Worklist area. The number of trouble tickets displayed is determined by the value in the **Get up to** field.
Help	Access the online help.
New	Create a new record in the test log.
New Search	Clear the search criteria fields in a window so that you can do a new search.
New CTT	Create a new CTT.
New NTT	Create a new NTT.
Get More	Get the next set of trouble tickets that match your search criteria. The number of trouble tickets displayed is determined by the value in the **Get up to** field.
OK	Save the information you entered to the database and close the window.
Re-calculate	Re-calculate a new due date and time for a trouble ticket or override the current due date and time with data you specify.
Retrieve CTT	List any open or closed CTTs associated with the Trouble ID.
Retrieve NTTs	List any open or closed NTTs associated with the Trouble ID.

You can find more information about other buttons in Trouble Manager when you read about the windows in Trouble Manager.

Fields

Fields are used to display information or let information to be entered into the system. In Trouble Manager:

- Read-only fields are gray
- Updatable fields are white
- Mandatory fields have bold field names
- Some fields have drop-down menus that you select an option from a list of two or more options. A drop-down menu typically contains options that are found in a User Managed Table (UMT)

Note

You can refer to the service provider's published UMT values for the current release of Trouble Manager. Many service providers keep published UMT values on an intranet web site with other documents such as company specific job aids or detailed methods and procedures. Administrators may reference the ACTIVIEW UMT Administration Guide for more information about adding, changing, and deleting UMT entries.

Types of fields

Trouble Manager has these types of fields:

- **Check Box** – Place a mark in the box by clicking it. This activates the field next to this check box. You can remove the mark by clicking the box again.
- **Frame to Frame Selection Lists** – Move a option to another frame by selecting the option, then clicking the arrow button that points in the direction you want the value.
- **Drop-down Menu** – Select the text name or the arrow at the right of the text box to display the list of options for this field, then select an option.
- **Radio Buttons** – Select a radio button by clicking it. You can only select one radio button in a group of radio buttons.
- **Slide Bar Selection Lists** – Select an item in a slide bar selection list by dragging the slide bar (up and down or left and right) to view the list of options, then selecting an option.
- **Small View Text Area** – Enter the appropriate information in the text box. Select the up and down arrows to view the text box two lines at a time.
- **Text Entry** – Enter the appropriate information in the text box next to the field name.

3 Worklist Settings Window

This topic is in this section:

About this Window

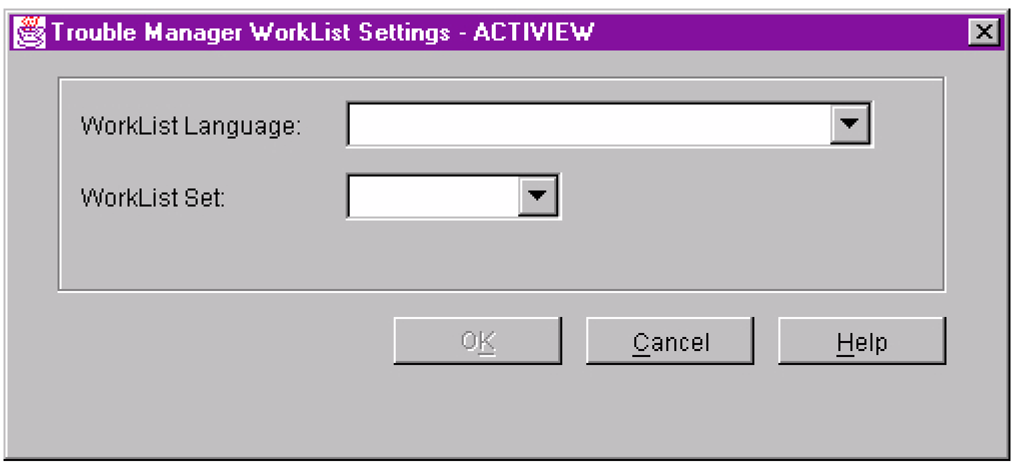
The Trouble Manager Worklist Settings window lets you define the Worklist language and Worklist set for Trouble Manager.

Note

This window is bypassed unless a service provider requires multiple languages, or your job requires multiple Worklist sets. Worklist sets are created by the ACTIVIEW administrator and establish the functionality for each session of Trouble Manager.

The Worklist Settings window opens when you open Trouble Manager from the Communications Software Launcher (CSL), Secure Access Gateway for Enterprises (SAGE), or other launch mechanism window.

Figure 3.3 — Trouble Manager Worklist Settings window



Field Descriptions

These fields appear on this window:

Field Name	Description
Worklist Language	Your preferred language, e.g., English, French, or German.
Worklist Set	Lets you select a Worklist Set from a list of Worklist preferences that are predetermined by the ACTIVIEW administrator. The administrator not only determines which Worklist Sets are available to the user but determines the characteristics of each Worklist Set.

Related Tasks

- Chapter 44, Determine Worklist Settings