NOC siebel portal.

To raised NOC TT, login with noc credentials.

To raise NOC TT for o&m team, NNOC ,RFNOC select " service request" then "service request-

helpdesk" And then "new"

Select client's city from list.

Write description for example LL client name and issue.

Here we have 2 option "outage" or "degradation".

In case of outage (link down) ,select area "ENT" and in subarea select from where link is affected.

Select on outage start time and select save.

In case of degradation (Packet drop, latency) select area " ENT" subarea- packet drop or latency as per observed and then click on "SR#"

In case of outlook, VOIP, website issue select area- "LL_unable to use "and in subarea exact issue.

Click on submit button and click on "Notes" and then on "New "mention the issue and client details.

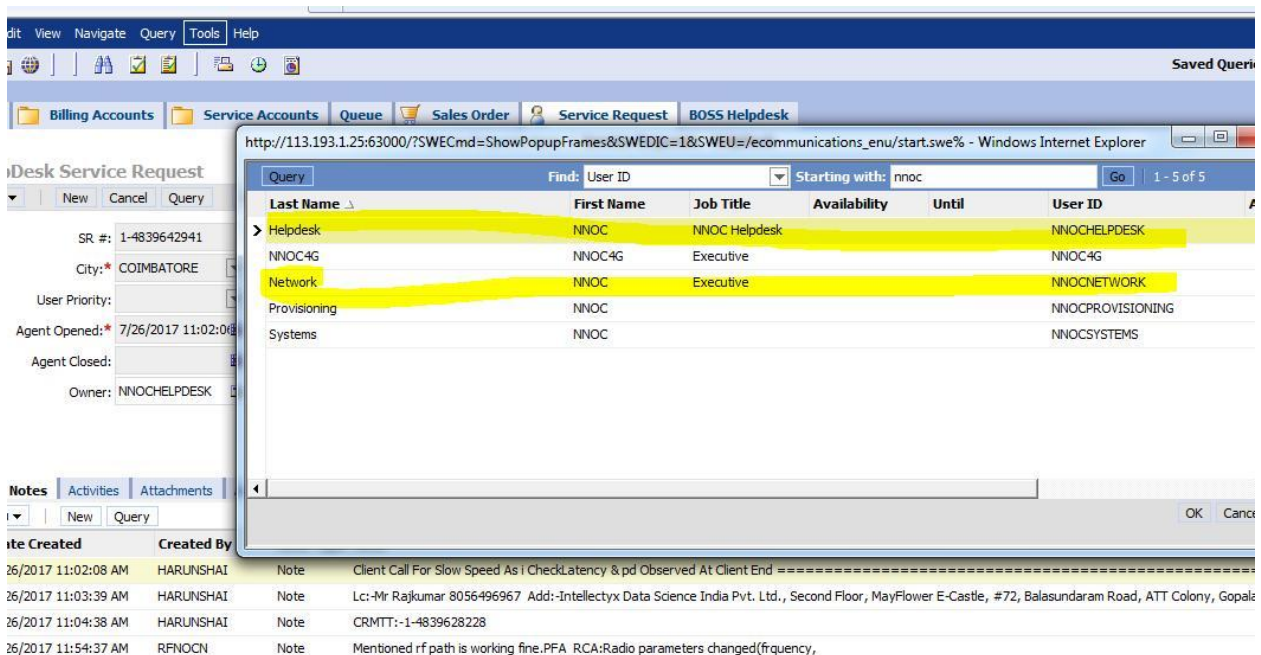Change the owner of TT. Type "field" and press tab. Select the city of client.TT will be assigned to field o&m team of that city.

In owner write nnoc and press tab. In case of Packet drop or latency on POP or pop down assign TT to NNOChelpdesk and in case of website to nnocnetwork.
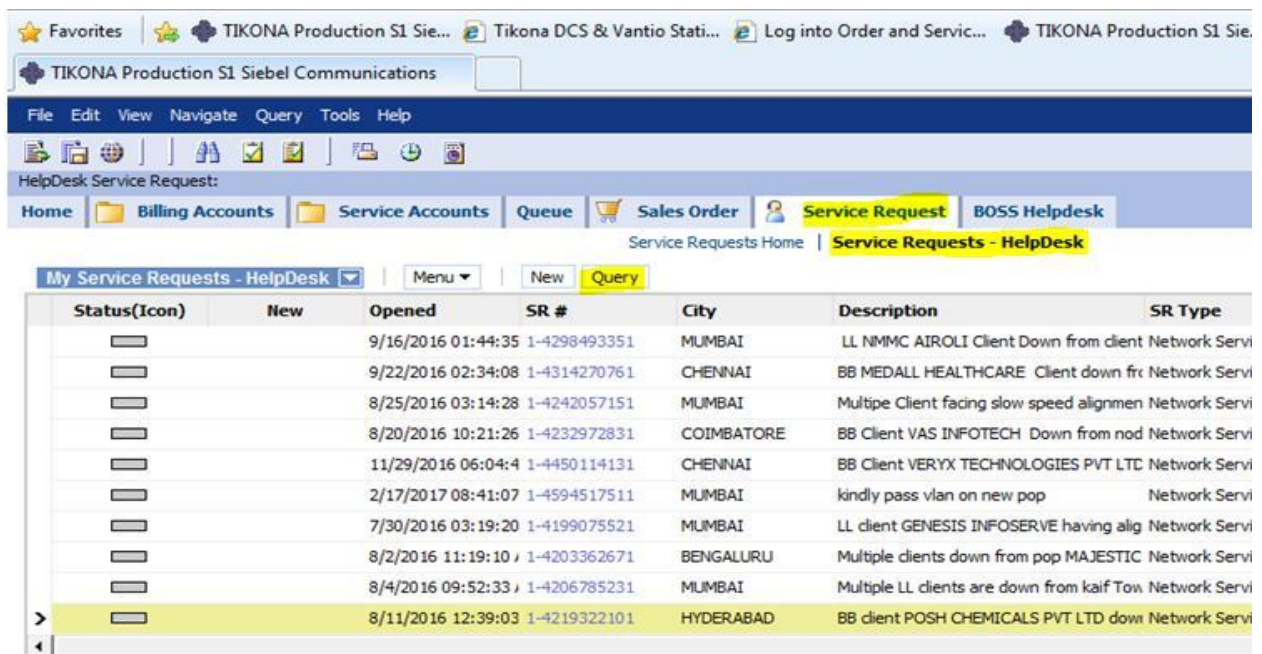
In case of packet drop or latency on radio or switch assign TT to rfnoc. Write owner rfnoc and press Tab.

How to find NOC TT

Select on "service request" then on "service request-helpdesk" and then on "query"

Click on "My service request-helpdesk"
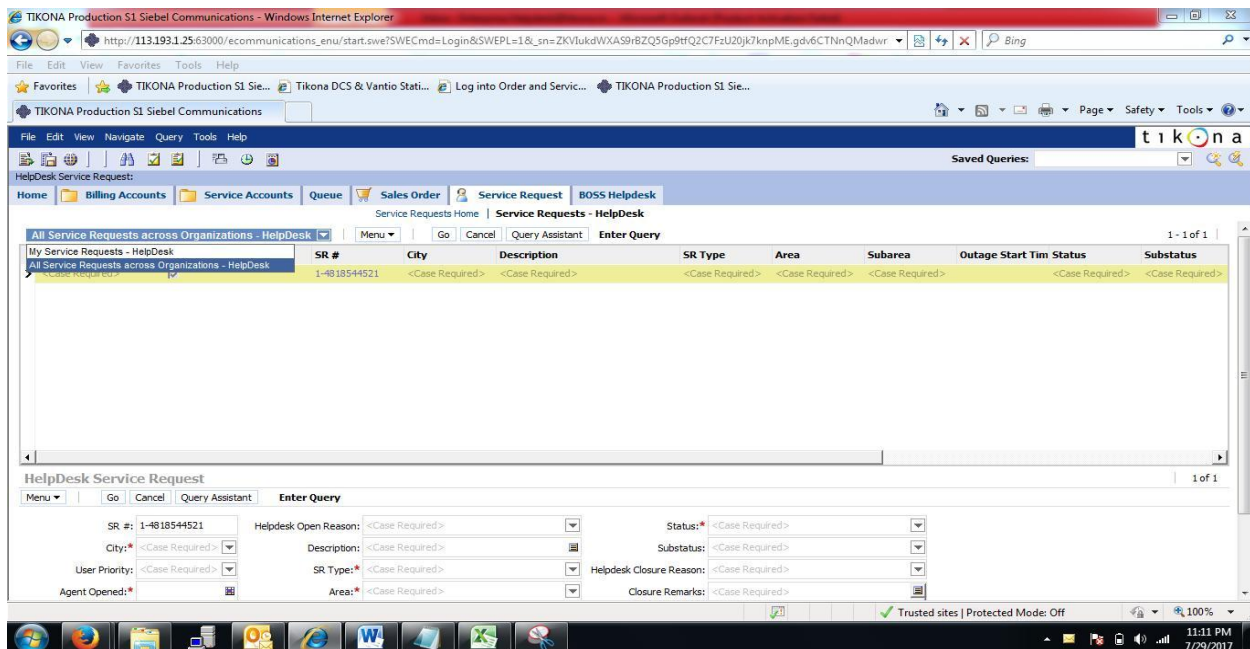
Click on "All service request across organization" and then click on TT no.

You will find details of client.