

# Revised Interdepartment RF coordination Process

- Following are the buckets on which RFNOC works:
  1. RFNOCN\_FIELD\_QUEUE
  2. RFNOCN\_RESOLVED\_QUEUE
  3. RFNOCN\_ENT\_QUEUE

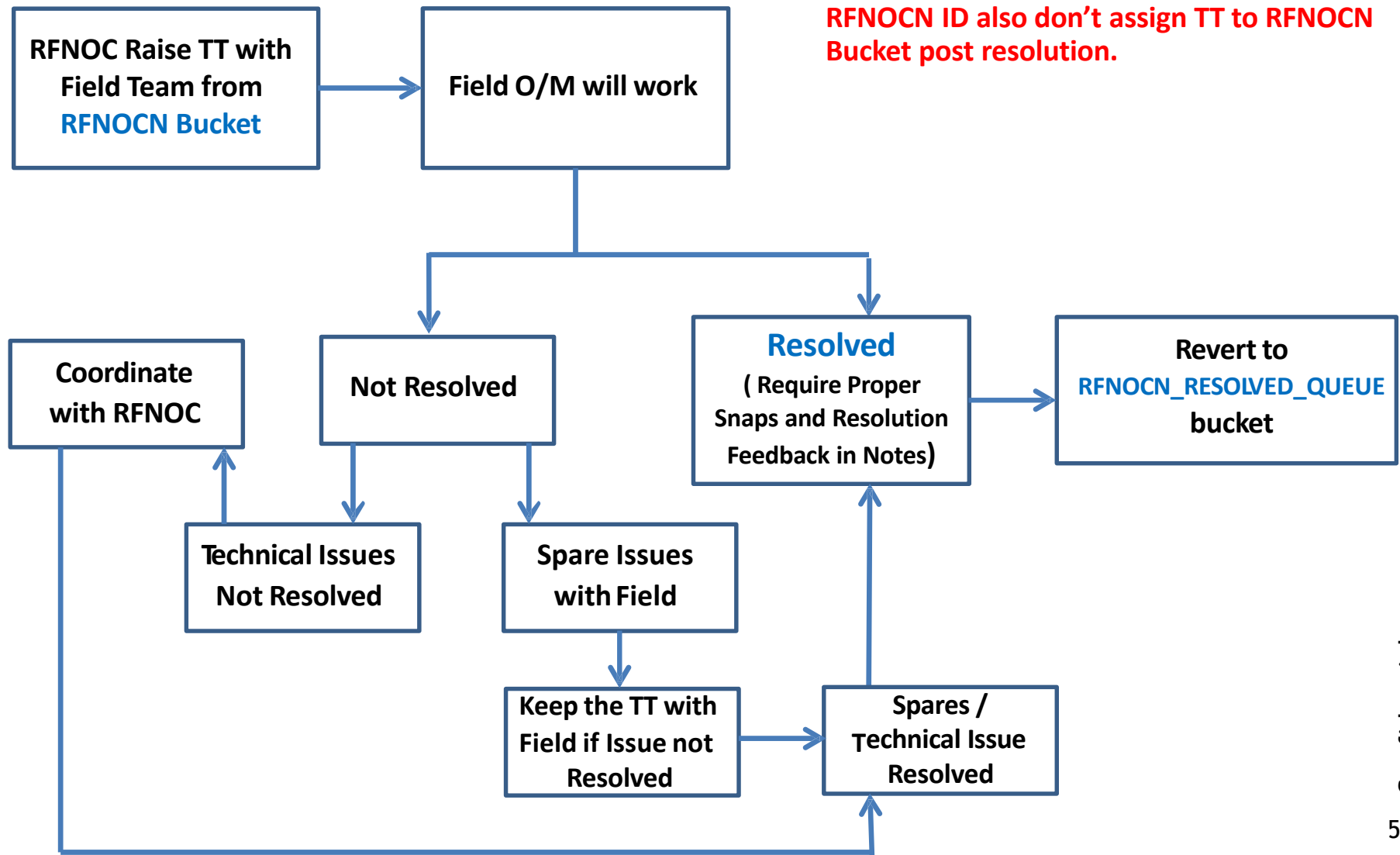
- RFNOC will get helpdesk TT which will be raised with element site ID in **RFNOCN\_FIELD\_QUEUE**.
- RFNOC agent will attend TT with their respective agent ID and TT will be attended as per **getnext** (FIFO) process.
- Post resolution from backend RFNOC will close the TT with proper note and RCA.
- For field assistance- e.g. if TT got for TBN link and issue found on PBN or SBN then raise field TT for PBN link and close RFTR TT giving reference of new field TT (**#new TT no**) with closure remark (Duplicate TT).
- In same case if issue found on same link e.g. TBN then assign same RFTR TT to concern field team with proper note.
- For radio link related issues i.e. radio parameters not in alignment with required parameters or low RSSI always raise field TT with far end radio site ID.

- Field related issues i.e. radio parameters fluctuation issue, AP low throughput issue will come in **RFNOCN\_FIELD\_QUEUE** bucket.
- ENT TTs assigned for radio parameters not in alignment with required parameters (causing low throughput in link) or link stability issues in such cases If issue not resolved even after all the field activities and RFNOC assistance is needed then field team will park TT in **RFNOCN\_FIELD\_QUEUE** bucket.
- RFNOC will close these TTs post resolution.
- For **capstone showing incomplete/wrong tree** RFNOC will park helpdesk TTs to respective city field O&M queue, post tree correction O&M team will park TT to **RFNOCN\_FIELD\_QUEUE**.
- **Don't park any helpdesk TT in RFNOCN or RFNOC employee agent ID post field activity.**

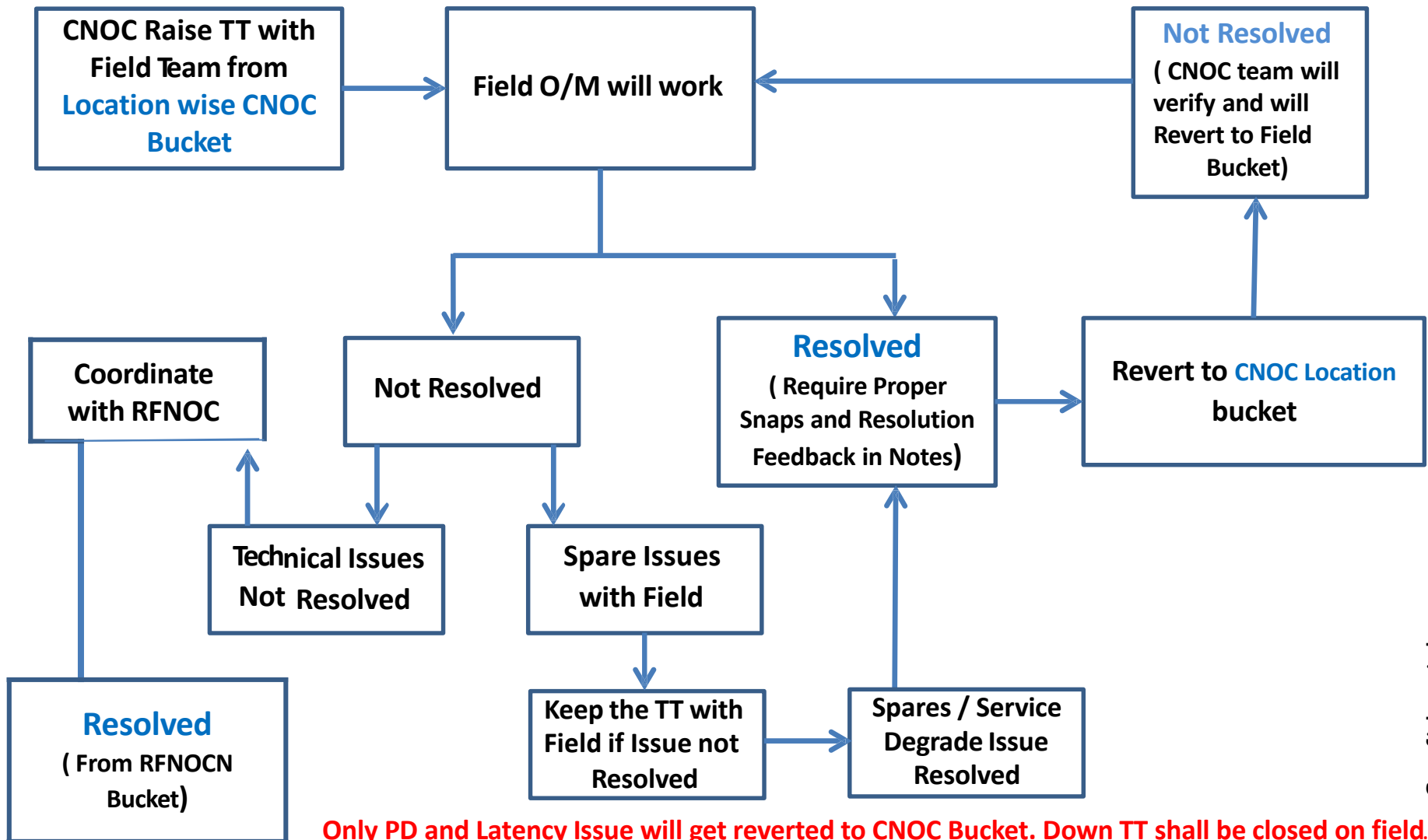
- Field TTs raised by RFNOC for issues like radio parameters not in alignment with required parameters (causing low throughput in link) or link stability issues, AP airtime/noisefloor issue etc after resolution field team will park such TTs in **RFNOCN\_RESOLVED\_QUEUE**.
- **Kindly note:** Field TT raised by any team (i.e. RFNOC, CNOC, O&M team etc.) if there is issue mentioned in TT note by RFNOCN ID then don't close such TTs post resolution. Park it to RFNOCN\_RESOLVED\_QUEUE.
- RFNOC works on these TTs on **getnext (FIFO)** basis.
- Post verifying resolution by field team RFNOC will close TT with proper update.
- If still issue persist and field assistance is needed then such cases will be assigned to respective field team.
- Don't park any helpdesk TT in RFNOCN or RFNOC employee agent ID post field activity.

# RFNOC Field TT Process

Please don't close any field TT came from RFNOCN ID also don't assign TT to RFNOCN Bucket post resolution.

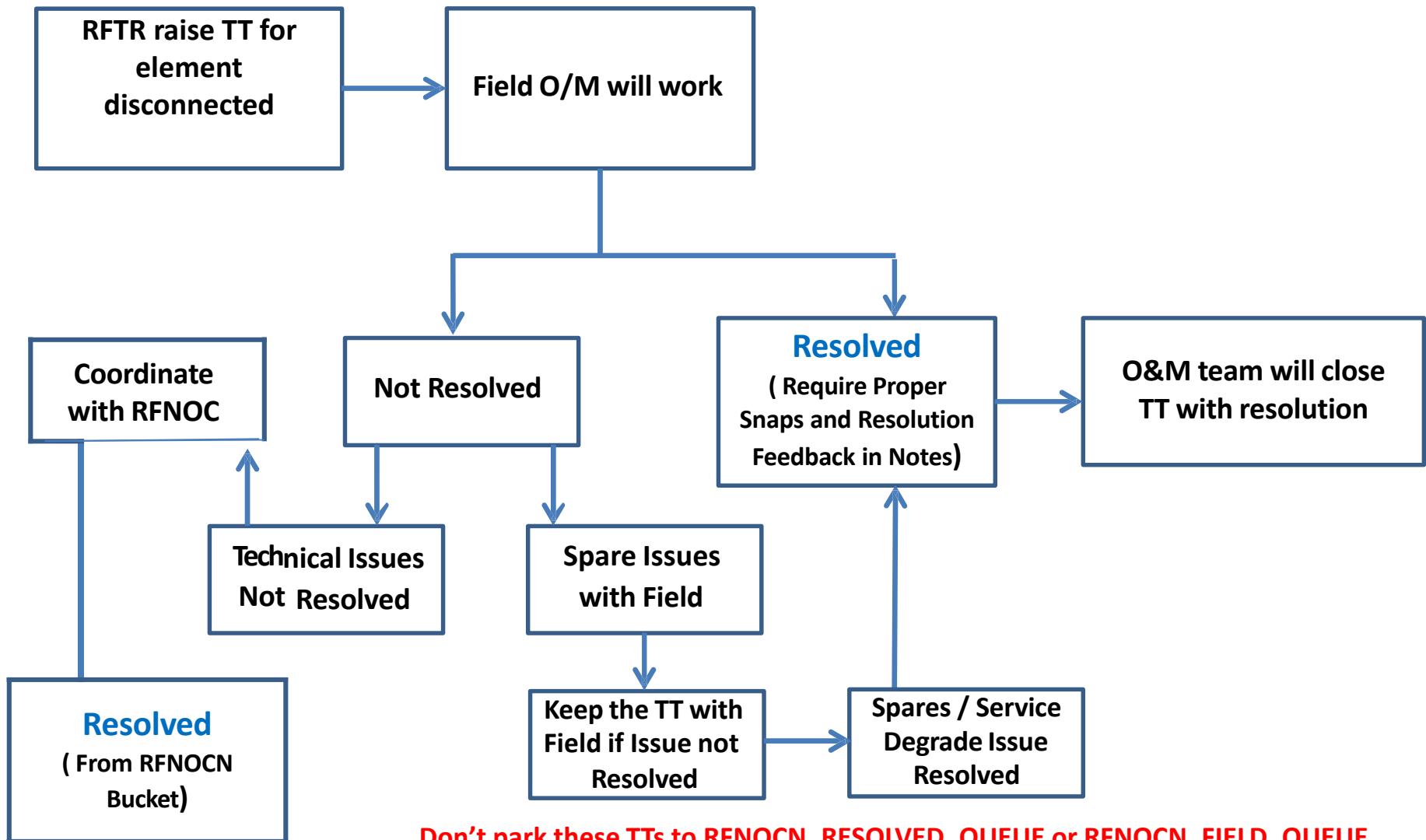


# CNOC Field TT Process



Only PD and Latency Issue will get reverted to CNOC Bucket. Down TT shall be closed on field.

# RFTR TT Process



Don't park these TTs to RFNOCN\_RESOLVED\_QUEUE or RFNOCN\_FIELD\_QUEUE



- ENT support team park TTs in RFNOCN\_ENT\_QUEUE bucket for ENT customer related issues.
- RFNOC works on these TTs on **getnext (FIFO)** basis.
- Post resolution RFNOC will park TTs in **ENT\_O&M\_QUEUE**.

## If TT is assigned for field activity then -

- ENT TTs assigned for radio parameters not in alignment with required parameters (causing low throughput in link) or link stability issues -
- If issue got resolved after all field activities done on site, park the TT to **ENT\_O&M\_QUEUE**.
- If issue not resolved even after all the field activities and RFNOC assistance is needed then park TT to **RFNOCN\_FIELD\_QUEUE** instead of parking it in **RFNOCN\_RESOLVED\_QUEUE** with proper update in TT notes.
- ENT TTs assigned for checking physical connectivity related issues at site, one's field activity is done park TT to **ENT\_O&M\_QUEUE**.
- RMNDU RFS cases comes in **RFNOCN\_ENT\_QUEUE**

# Cambium force 300 links for RFS checkpoints

Following are the check points need to be shared while giving Cambium force 300 links for RFS –

1. Radio link distance.
2. Both end radio installation height.
3. Both end radio Azimuth angle with latitude and longitude.
4. Both end radio site snapshots with PTP marking and 360 degree video.
5. For proper view use LOS disk while taking radio link PTP site snapshots.

# Thank You