

# TOM v2 – User Manual

## SGT Requester (RSM, CPM)

# SOMMAIRE

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## 1. Document goal

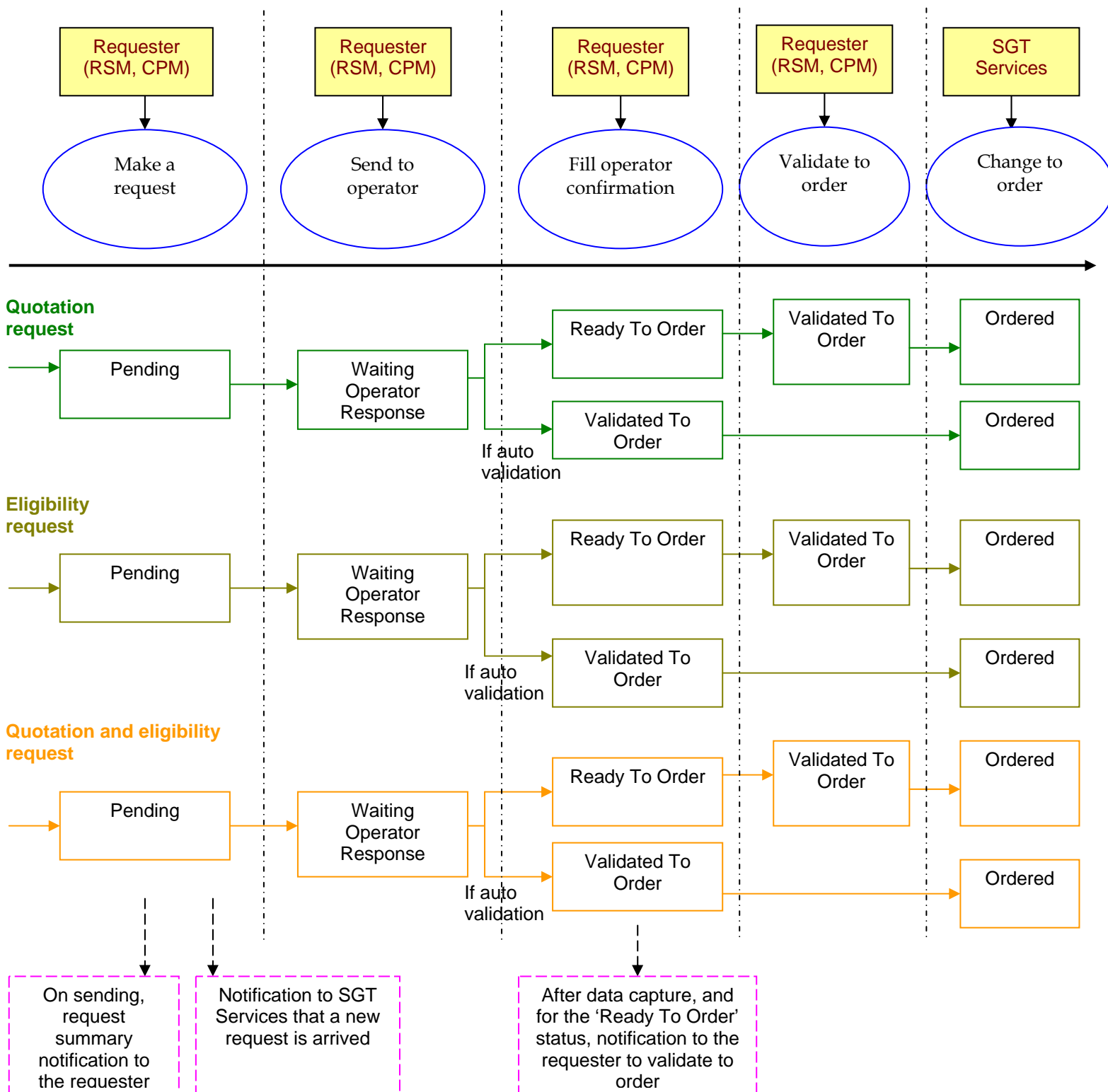
This document purposes to describe operation which can be led by RSM or CPM users.

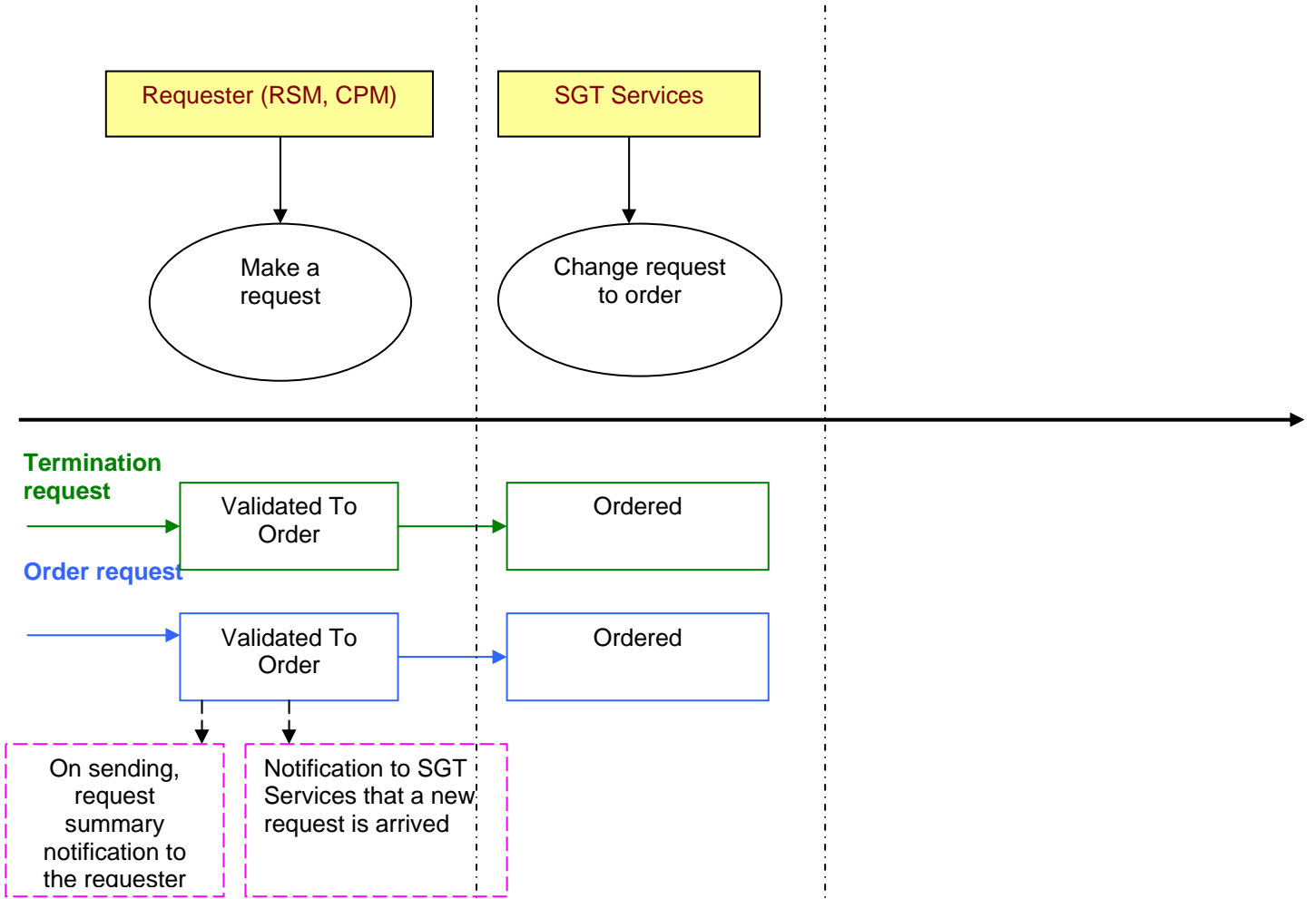
## 2. Request and order life cycle description

### 2.1. Request life cycle

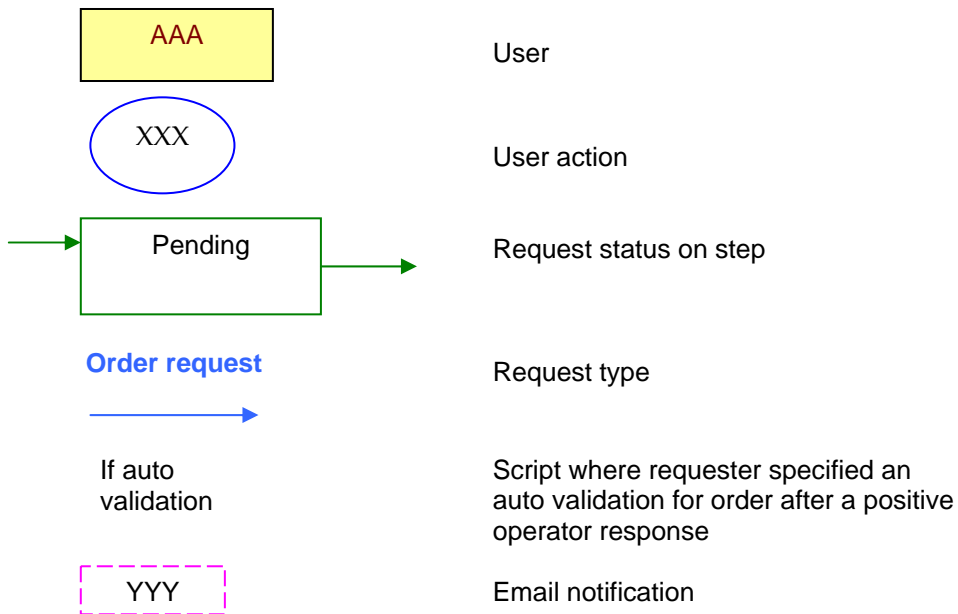
The figure below describes request life cycle according to its type (Quotation, quotation & eligibility, eligibility, order or termination) and the cycle actors.

Please note that at each state of a request, it is always possible to cancel a request. It will change request status to 'Cancelled' and it leads to the end of cycle.



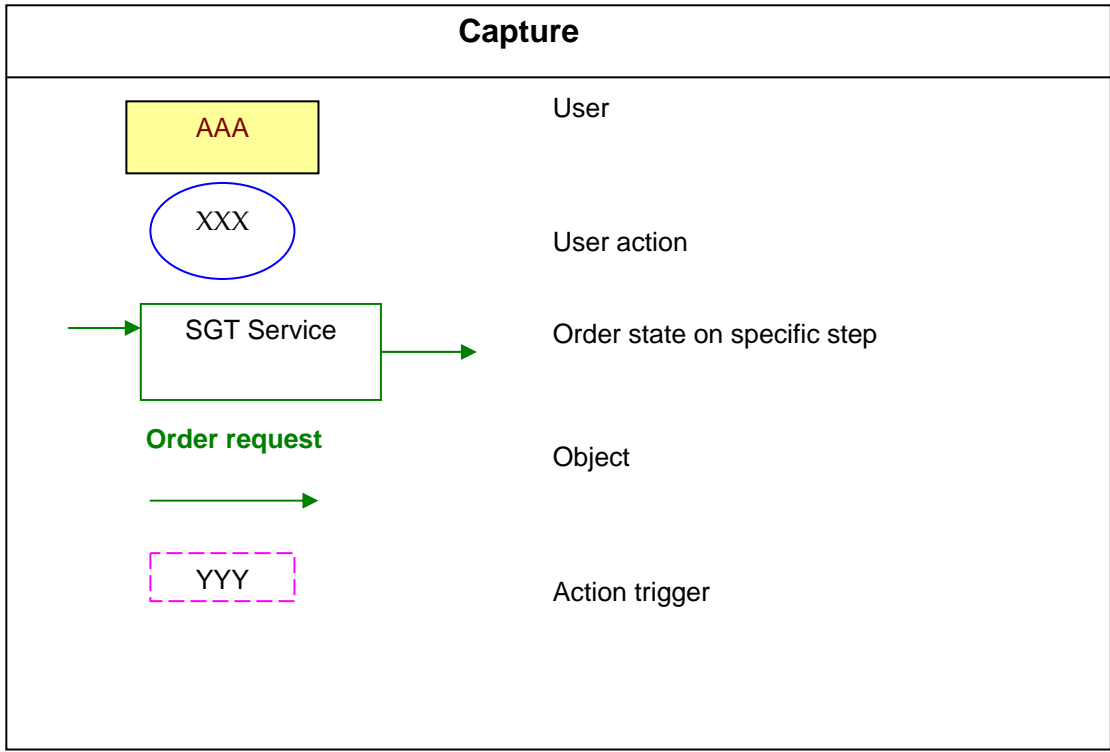
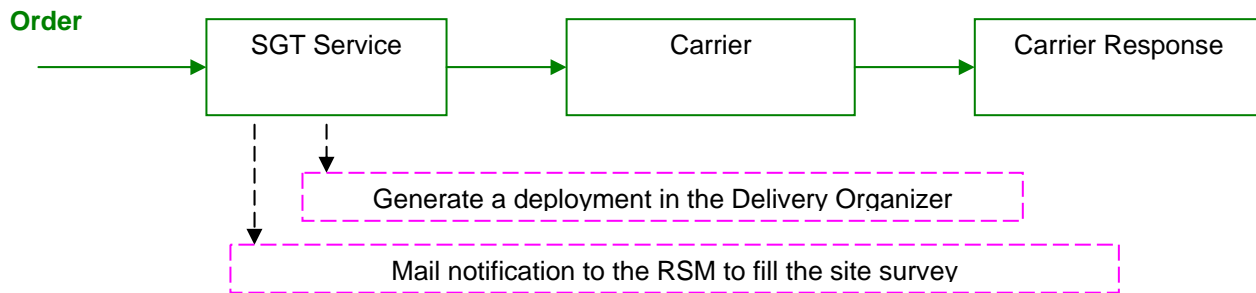
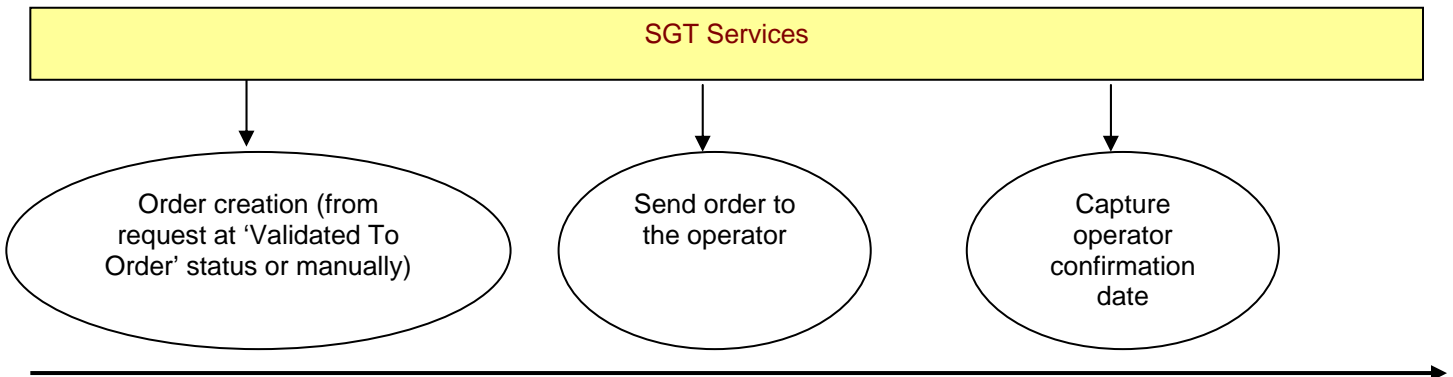


### Caption



## 2.2. Order life cycle

The figure below shows order life cycle and its actors.



### 3. Requests follow-up by RSM and CPM

#### 3.1. Request follow-up

A request could be made on eligibility and/or quotation, on order with or without site code creation, or on termination. Each request is followed differently; there are two ways of monitoring: Eligibility and quotation ones and order and termination ones.

##### 3.1.1. Eligibility and quotation requests

Eligibility and quotation requests could be monitored through the request follow-up submenu in request menu. These requests are initially in 'Pending' status (see. Life cycle 2.1). Requester should then send his quotation or his eligibility requests to operators with TOM2. The request recipients are defined in the tools so if you need to modify diffusion list or body mail, please contact the application administrator or SGT Services.

Request status switch to 'Waiting Operator Response' status when there are sent to the operators and on operator response, requests status switch on 'Ready To Order'.

#### ■ Send quotation/eligibility to carrier

The requester could send his request with two methods; from the request form (figure 2.) or from the Request Follow-up (useful to send further requests) (figure 1).

The screenshot displays the 'Requests Follow-up' interface. At the top, there is a navigation bar with tabs: Orders, Requests, Exports, Service Catalogue Management, Setting, SGT Applications, Help, and Log out. Below this, the 'Requests Follow-up' section is active. It contains a search form with fields for Request ID, Request Type, Status (set to Pending), SGT Site Code, Requester, Sector, Zone, and Company. A 'Search' button is located below the form. Below the search form, there is a section titled '3 Results' with buttons for 'Unselect / Select All' and 'Create CVS file to send'. Below this, a table lists the results:

	Request ID	Request Type	Status	Operator	Requester	SGT Site Name	Service Title	Main Service Code	Backu
<a href="#">Details</a>	721	Eligibility	Pending	ORANGE	BITAN Franck	IT0014 - Cogoleto - Sg Condotte	Gold - MPLS - Lease Line 64k -	GM_M0064_0064_LLOOP	
<a href="#">Details</a>	741	Eligibility	Pending	ORANGE	BITAN Franck	IT0012 - Cervignano Del Friuli - Sg Lmc Gold	MPLS - Lease Line 64k -	GM_M0064_0064_LLOOP	
<a href="#">Details</a>	742	Eligibility	Pending	ORANGE	BITAN Franck	IT0015 - Colledara - Sg Abrasives Italy	Gold - MPLS - Lease Line 128k -	GM_D0128_0128_LLOOP	

Figure 1: Request Follow-up

Sending carrier request Button  
(generate a csv file)

**Request Form**

**+Request Information**

Reference

Request ID: 741

Request Type: Eligibility

Status: Pending

Priority: Normal

Requested by: Franck BITAN

Creation Date: 2008-06-23

Last Update: 2008-06-23

Last Update By: Franck BITAN

Follow-up

Auto Validation On Operator Response: No

Eligibility Response (if any):

Sending Operator Date: Erase

Date Of Operator Response: Erase

Comments:

Site

SGT Site Code: IT0012

Reload Site Address

Site name: IT0012 - Cervignano Del Friuli - Sg Lmc

Site Phone: +39 04 31 38 22 11

Address: VIA CAIU, 10

Zip code: IT - 33052

City: CERVIGNANO DEL FRIULI

Country: Italy

**+Installation Contacts**

Contact 1

Contact 2

Buttons: Save, Send to Operator, Select Telecom Service, Service Free Fill Out, Cancel, Close

Figure 2: Request Form

#### — Sending from Request Follow-up

To send further requests in one shot, it is necessary to use this method. On the Request Follow-up screen, set status criteria on 'Pending' and requester criteria on your name to display all your quotations/eligibilities requests which are waiting to be send to carrier. Then click on '**Unselect / Select All**' button to select all requests on screen or select one by one (with checkboxes) the requests you want to send.

Once checkboxes are checked, you have to click on '**Create CSV file to send**' to generate csv files with all your request information filled in TOM2. A dialog box will also ask you if you want to update each request status and sending operator date. If you select "Yes" all you requests will be updated to the 'Waiting Operator Response' status with sending operator date filled with the current date.

All the same carrier requests are merging in a same file, and there is only one file by carrier.

To send the csv file to carrier, you need to have your outlook application already started and your internet browser should allow you to use ActiveX. If it is the case, a new mail will be open in outlook filled up with body text and recipients defined in TOM2 application and you simply need to slide your csv file into this template mail.

Remark: If request status is over 'Waiting Operator Response' before operator sending; date and status will not be updated.

Remark: For Telia carrier, a file will be generated without costs (filename ends with \_WoC) in order to be sent to Telia and Orange. A second file with costs is generated to be sent to exclusively to Orange.



**Requests Follow-up**

Request ID :

Request Type :

Status :

SGT Site Code :

Requester :

Sector :

Zone :

Company :

**3 Results**

	Request ID	Request Type	Status	Operator	Requester	SGT Site Name
<input type="button" value="Details"/>	<input checked="" type="checkbox"/> 721	Eligibility	Pending	ORANGE	BITAN Franck	IT0014 - Cogoletto - Sg Co
<input type="button" value="Details"/>	<input checked="" type="checkbox"/> 741	Eligibility	Pending	ORANGE	BITAN Franck	IT0012 - Cervignano Del F
<input type="button" value="Details"/>	<input checked="" type="checkbox"/> 742	Eligibility	Pending	ORANGE	BITAN Franck	IT0015 - Colledara - Sg Al

**VBScript: CVS**

Do you want to update 'status' and 'sending operator date' ?

Figure 3: Request Follow-up – Quotation/Eligibility request bulk send

#### — Send from a request form

For an unit sent to the carrier, click on 'Details' button in order to access request details of it. (figure 2.) From this form click on 'Send to operator' button to generate the csv file. A dialog box will ask you whether you want to update sending operator date and request status. If you choose 'Yes', Sending Operator Date will be set on the current date and request status will be set to 'Waiting Operator Response'.

Remark: If request status is over 'Waiting Operator Response' before operator sending; date and status will not be updated.

#### ■ Update quotation/eligibility request with operator response

After sending your request, carrier should answer you with financial information (local loop cost) in quotation case or with eligibility issue according to your request type. On operator response, Requester should update his requests in TOM2. It could be done manually from request form or with the 'Bulk Operator Response' tool.

#### — Manually Update

It is a regular method to update your request information as costs and operator response. You just need to open your request form request follow up and set information before saving it.

## — Bulk requests update

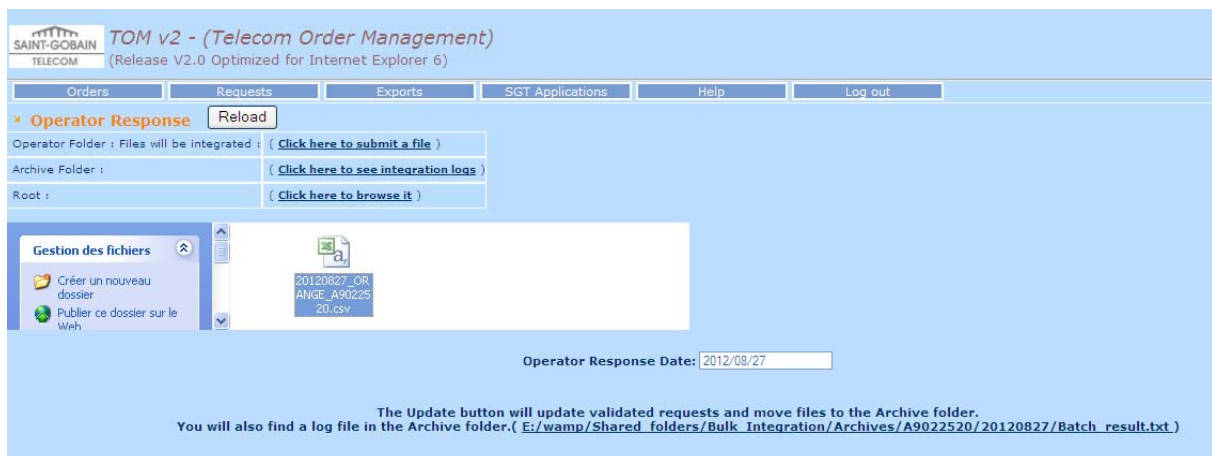
This method is the best way to update further requests in one shot. Once carrier provides you your csv file with its additional information, you will be able to use it in TOM2 to update all requests refer your file. It is necessary that the carrier response file keeps the same structure it was when you sent it to carrier, especially for the first column which refers to request identifying.

Bulk request update is available from 'Request' menu and submenu 'Bulk Operator Response (Quotation and/or Eligibility)' (figure 4).

To execute your update, you need to slide your csv file in the white zone of the screen (File Management) or to open it with the link 'Click here to submit a file'. Once files are in this directory you could update your requests with 'Update' button (if this button is not available, please use 'Reload' button on the top left of the screen to reload current screen). Please notice in this screen Operator Response Date is set on the current date nevertheless it is possible to change it if you need to set a different date.

Bulk update will then fill out information provided by carrier and set status to 'Ready to order' or 'Validated to order' depending if you have chosen 'Autovalidation on Operator Response' when you made your request in TOM2. All modification on request will be logged and when file is successfully integrated the file will move to archive directory. If there are some errors on file, application will display error type on the file.

**Remark:** If there are further requests on your file and if one of it is not integrated; none of its will be integrated and so no request will be updated.



**Figure 4 :** Quotation/Eligibility request bulk update

## ■ Validation of quotation/eligibility request to order

RSM/CPM watch their request from 'Request Follow-up' screen (Figure 1.). Essentially to follow requests on validation to process order, that means requests need operator response. It means select a RSM and 'Ready to order' status on research filters

Requester should now validate or cancel request to process or not order creation.

To make this, go to a request by click on 'Details' button. If you want to validate a request to make an order, be careful to fill CRD, network and action if it is not already done. A click on 'Validate To Order' button will warn SGT Service to convert your request to order.

Orders Requests Exports Setting SGT Applications Help Log out

Requests Follow-up

Request ID :

Request Type :

Status :

SGT Site Code :

RSM :

Requester :

Sector :

Zone :

Company :

Search

1. Results

Request ID	Request Type	Status	Operator	Requester	SGT Site Name	Service Title	Main Service Code	Backup
821	Quotation	Ready To Order	ORANGE	POIRIER Alexandre	IT0023 - Agrate Brianza - Sg Ppl Kontich Gold - MPLS - Lease Line 64k - GM_V0064_0064_LLOOP			

Figure 1: Request Follow-up

If you want to cancel a request, on the request form click on 'cancel' button. It will switch request status to 'Cancelled' and request could no longer be used to process order.

Possibility to auto validate request to automatically convert it to order whatever operator response could be.

Figure 2: Quotation/Eligibility request form

TOM V2 - Request Form - Microsoft Internet Explorer

Request Form

+ Request Information

Reference

Request ID : 821

Request Type : Quotation

Status : Ready To Order

Priority : Normal

Requested by : Alexandre POIRIER

Creation Date : 2008-06-24

Last Update : 2008-06-30

Last Update By : Jean-François HERMAN

Follow-up

Auto Validation On Operator Response : No

Sending Operator Date : 2008-06-30

Date Of Operator Response : 2008-06-26

Comments

Save

Select Telecom Service

Cancel

Validate to order

Close

Site

SGT Site Code : IT0023

Reload Site Address

Site name : IT0023 - Agrate Brianza - Sg Ppl Kontich

Site Phone : +39 039 65 00 70

Address : CENTRO DIREZIONALE COLLEONI PALAZZO TAURUS VIA COLLEONI 3

Zip code : IT - 20041

City : AGRATE BRIANZA

Mandatory Information To Place Order

Management mode : Run mode

Customer Requested Date (CRD) :

Action :

Network :

Service : S1

Erase

### ■ Quotation/eligibility request cancellation

A request could be cancelled by SGT Service or the requester from the request form (See. figure 2) thanks to 'Cancel' button.

Note : SGT Services receives a notification mail when a new request is made.

### 3.1.2. Order and termination request

Order and termination requests are made by RSM, CPM or Saint-Gobain business. Order requests rest on service catalogue introduced by SGT Solutions. An order or termination request must lead to an order which will be sent to operator. SGT Services converts requests to orders and send its to the operators. As for quotation/eligibility follow-up, the monitoring is done thanks to request type, request status and requester filters.

Note : SGT Services receives a notification mail when a new order request is made.

### 3.1.3. Cancellation request

Cancellation requests are made by RSM, CPM or Saint-Gobain business. This kind of request could be realised only on orders which have not already billed. (Orders not on 'Fully Accepted' status on Delivery Organizer) and whose actions are 'Creation', 'Change' or 'Admin'. A cancellation request is made directly on the current order; as a result, it will keep the same Order ID, only cost information will be editable. All monthly costs are reset to zero nevertheless the cost asked at the cancellation request will be put on one off cost. This request must lead to an order which will be sent to the operator. SGT Services converts requests to orders and send its to the operators. Cancellation Follow-up screen allows us to follow requests; it is possible to filter on request status (« Pending » - new request, « Done » - Cancellation validated and send to operator by SGT Services) and the requester.

## 3.2. View processing request to order by SGT Services

RSM, CPM or business requests, in most of case, should lead to orders. This operation is only possible if the request is on '**Validated To order**' status. Thereby RSM or CPM can see every request waiting for orders with the '**Validated To Order**' status filter in Request Follow-up screen.

Note : To process request to order, SGT Site code must have been created in order to create order. In the Follow-up screen, it is possible to know whether a site code creation is pending or not by the '**SGT Site Code Creation Pending**' in the SGT Site Name column. It allows requester to know if the order is in standby due to the team responsible for sending orders or the team responsible for SGT Site Code creation.

Example : request in 'SGT Site Code Creation Pending' from Requests Follow-up screen					
781	Termination	Order	ORANGE	François	Distrik
<input type="checkbox"/> 861			POIRIER Alexandre	SGT Site Code Creation Pending	Gold - MPLS - Lease Line 64k / Backup NAS ISDN Backup 64k - 1 CPE, No Diversity

## 4. Orders follow-up by RSM and CPM

RSM and CPM have a read only access on orders. To refer orders, use 'Orders Follow-up' from menu 'Orders' (Figure 3). Choose some filters and make a research with a click on '**Search**' button. The resultant orders are viewable with the '**Details**' button. Order information is split in fields which refer internal reference, service description, billing informations, etc.

From the Orders follow-up screen, RSM or CPM also know order status like it is described in paragraph 2.2.

Order ID	Operator	Status	Priority	Requester	SGT Site Name	Service Title	Main Service Code	Backup Service Code	Options
<a href="#">Details</a> FR1213-00-S1-01	ORANGE	Carrier Response	Normal	KURZWEG Olivier	FR1213 - Brie Comte Robert - Sg Weber France - Servon		PM002MLLOOP	STDD-0384ISDNA	COSGOLD, MAINTS1, CABLING
<a href="#">Details</a> FR1213-00-S1-02	ORANGE	Carrier Response	Normal	KURZWEG Olivier	FR1213 - Brie Comte Robert - Sg Weber France - Servon		PM002MLLOOP	STDD-0384ISDNA	COSGOLD, MAINTS1, CABLING
<a href="#">Details</a> FR1213-00-S1-03	ORANGE	Carrier Response	Normal	ROZYCKI Jean	FR1213 - Brie Comte Robert - Sg Weber France - Servon		PM002MLLOOP	STDD+0160SDSL2	COSGOLD, MAINTS2, CABLING
<a href="#">Details</a> FR1213-00-S1-04	ORANGE	Carrier Response	Normal	KURZWEG Olivier	FR1213 - Brie Comte Robert - Sg Weber France - Servon		PM002MLLOOP	STDD+002MLLOOP	MAINTS2, COSGOLD, CABLING
<a href="#">Details</a> FR1213-00-S1-05	ORANGE	Carrier	Normal	ROZYCKI Jean	FR1213 - Brie Comte Robert - Sg Weber France - Servon		PM004MLLOOP	STDD+002MLLOOP	COSGOLD, MAINTS2

Figure 3. Orders follow-up screen

## 5. Change a telecom service on a request or an order : Free fill out

On request and order forms, on default, the telecom service selected comes from service catalogue. Service information can not be free filled out (Service Code, Cost...) in the form. Nevertheless, it is possible the service does not exist in the catalogue or service wanted is too specific. In this case, service elements like costs, service code, add specific option must be forced which is possible with the '**Free Fill Out**' button (see figure 4.). Fields linked to the service are free and information service can be free filled out. If an option is added to the order with '**Add Option**' button; code, name and cost can be also free filled out by the user. It differs from classical option selection, where only options available in catalogue could be selected.

**Request Form**

**+ Request Information**

**Reference**

Request ID: 821

Request Type: Quotation

Status: Ready To Order

Priority: Normal

Requested by: Alexandre POIRIER

Creation Date: 2008-06-24

Last Update: 2008-06-30

Last Update By: Jean-François HERMAN

**Follow-up**

Auto Validation On Operator Response: No

Sending Operator Date: 2008-06-30

Date Of Operator Response: 2008-06-26

Comments

**Site**

SGT Site Code: IT0023

Reload Site Address

Site name: IT0023 - Agrate Brianza - Sg Ppl Kontich

**Mandatory Information To Place Order**

Management mode: Run mode

Customer Requested Date (CRD)

Action

Buttons: Save, Select Telecom Service, Service Free Fill Out, Cancel, Validate to order, Close

Figure 4 : Unlock a service on a request form (same use for the order form)

**Make A Request To SGT**

Fichier Edition Affichage Favoris Outils ?

Adresse: http://dev.sgsl2ktamp1.sgt.saint-gobain.com/tom2/Request\_Creation.php

**Select your Type Of Request**

Select Request Type :

Quotation

Eligibility

Eligibility & Quotation

Order

Termination

Validate

Terminé

Trusted sites

Figure 5 : Type of request selection

## 6. Make a request

Request for SGT Services can be made from '**Requests**' menu and '**Make a Request**'. Kinds of request are so available:

Quotation : Quotation on a telecom service

Eligibility : Eligibility request on a telecom service

Eligibility&Cotation : Eligibility and quotation request on a telecom service

Order : Order request on a telecom service (with or without SGT site code creation)

Termination : Termination request on a telecom service

### 6.1. Make a quotation/eligibility request

When you have selected your kind of request, click on '**Validate**' in order to choose the telecom service you want to estimate. Country code is mandatory information, which is explained by a red asterisk, to select a service.

Figure 6 : Service selection (country code is mandatory criteria)

39 Results

	Operator	Service Catalogue	Country Code	Service Title	Main Service Code	Backup Service Code	Options	Setup Cost	Monthly Cost	Currency
Select	ORANGE	OBS-All_Countries	IT	Gold - MPLS - Lease Line 64k	GM_D0064_0064_LLOOP		MAINTS1_STD,DCOS	930	161	EUR
Select	ORANGE	OBS-All_Countries	IT	Gold - MPLS - Lease Line 64k	GM_V0064_0064_LLOOP		MAINTS1_STD,DCOS	930	161	EUR
Select	ORANGE	OBS-All_Countries	IT	Gold - MPLS - Lease Line 64k	GM_N0064_0064_LLOOP		MAINTS1_STD,DCOS	930	161	EUR
Select	ORANGE	OBS-All_Countries	IT	Gold - MPLS - Lease Line 64k	GM_M0064_0064_LLOOP		MAINTS1_STD,DCOS	930	161	EUR
Select	ORANGE	OBS-All_Countries	IT	Gold - MPLS - Lease Line 128k	GM_N0128_0128_LLOOP		MAINTS1_STD,DCOS	930	202	EUR

Now select your service with '**Select**' button? In some case, button is not available that means the telecom service you want to select can not be quoted or is not eligible.

On the request form, the following fields are mandatory (SGT Site Code). Your request can not be saved until you fill this information; an alert advertises you if there are not filled. You could complete your request with '**Option list**' button which provides you all option available in catalogue and its cost.

It is possible to select another service which it is described in paragraph 5, otherwise select another telecom service with '**Select Telecom Service**' button.

Once your request is completed, click on '**Save**' button in order to send your request to SGT Service for processing. When request is created, the request is notified with a summary mail and also SGT Services is notified that a new request has been done.

## 6.2. Make an order request with or without SGT Site code

If you choose to make an order request, before validation you will see the screen in figure 7 which allows you to make a request for a new SGT Site Code if this one is not referenced in SGT application SIRENE. If you choose to request a new site creation in the same time you request an order, you will be redirected to the SIRENE request site creation (figure 8) then you will return to order request form.

If your site code already exists, you will be redirected directly to the telecom service selection, then to the request order form.

TOM V2 - Make A Request To SGT - Microsoft Internet Explorer

Fichier Edition Affichage Favoris Outils ?

Précédente Recherche Favoris

Adresse [http://dev.sgsl2ktamp1.sgt.saint-gobain.com/tom2/Request\\_Creation.php](http://dev.sgsl2ktamp1.sgt.saint-gobain.com/tom2/Request_Creation.php) OK Links

Google Envoyer PageRank

➤ Select your Type Of Request

Select Request Type : Order

Is it an order request for a new site ? No

Validate

Terminé Trusted sites

Figure 7 : Request type selection



**Figure 8** : SGT Site Code Creation form

On the request form, fill out all mandatory fields marked with a red cross. Then complete your telecom service selected with options from **'Option list'** button.

Another telecom service can be selected as it was mentioned on paragraph 5.

Once your request is completed, click on **'Save'** button in order to send your request to SGT Service for processing. When request is created, the request is notified with a summary mail and also SGT Services is notified that a new request has been done.

### 6.3. Request for a move ('Move site')

For a move, you must respect the following process. Indeed it allows us to create link between new and old site and furthermore to prepare the termination request for the old site.

First of all, you must make a SGT Site Code creation in SIRENE with the old site code refers to the previous site location. This request can be done from SIRENE or with TOM2 as it is described in the following paragraph.

In a second time, during the request order for this new site, action « Creation » and sub action « Move site » on this request must be set. As a result when the new order will be in "Ordered" status, a termination request will be automatically generated in the tool. The process goal is to not forget the old site termination which no longer exists.

## 6.4. Request a Termination

If you choose to request a termination, you will be redirected to the screen of figure 9, on this one you must indicate Order ID or SGT Site Code for the order you want to terminate. After filling SGT Site Code, the application will display you the orders list on this site. Only the order currently billed could be terminated, it is the only one you can select.

When you select it, you will be redirected to a termination form which takes back information from the order you want to terminate. Then click on 'Save' button in order to send you request to SGT Service. When request is created, the request is notified with a summary mail and also SGT Services is notified that a new request has been done.

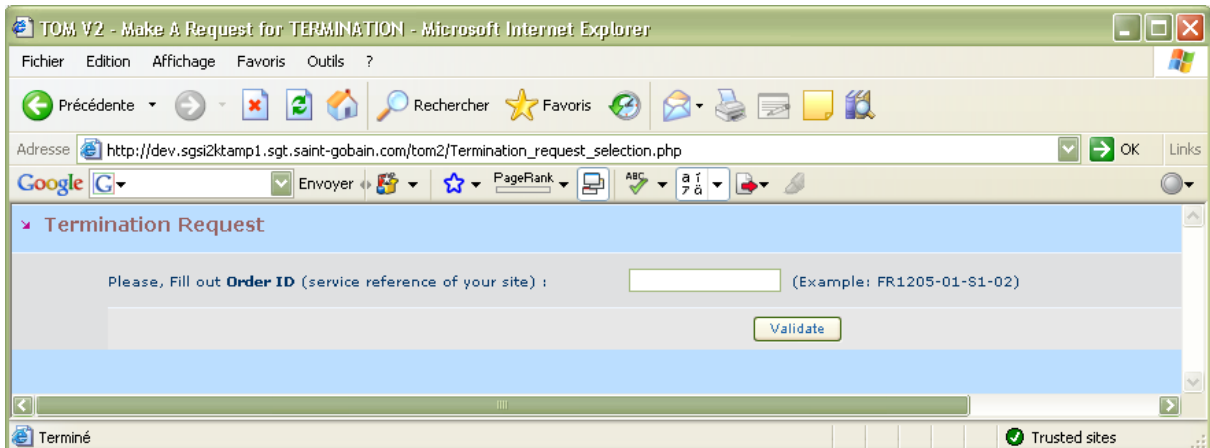


Figure 9 : Order ID to terminate

## 6.5. Request a cancellation

If you select a cancellation request, you will be redirected to the screen of the figure 10, on this one you indicate Order ID or SGT Site Code for the order you want to terminate. After filling SGT Site Code, the application will display you the orders list on this site. Only orders not yet billed can be cancelled, that means there are not in "Fully Accepted" status in the Delivery Organizer.

Then click on '**Validate**' button and a popup will appear to enter possible cost of cancellation. (Default costs are void).

Once request is completed, click on 'Save' button to send your request to SGT Service to process it.

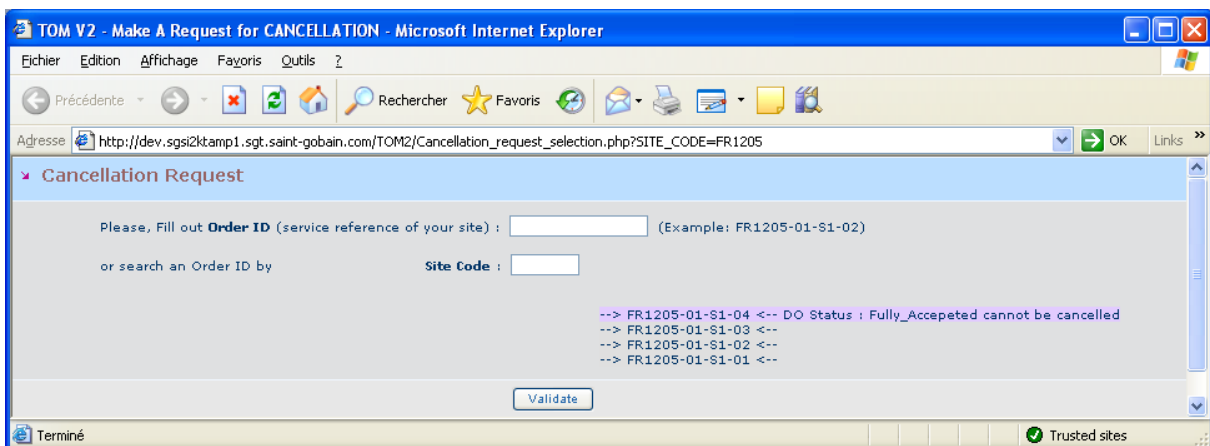


Figure 10 : Order ID to cancel

## 6.6. Cancellation follow-up

Behind a cancellation request (see 6.5), it is saved with the 'Pending' status and can be followed-up in the cancellation follow-up screen (figure 12). Request status moves to 'Done' status when the request is validated by SGT Service. The cancellation mechanisms are the following :

- Change action to 'Cancellation' in the order (keep the same Order ID)
- Set all MRC costs to zero
- OTC cost will be set by the cost defined in request
- Old order is archived
- « SGT Follow-up » commentary field is filled by the cancellation details

This screen allows us to filter by requester, request status and Order ID cancelled.

After a search, requests are put forward a list of requests with order ID, request status, OTC price wanted, date of the request and the requester.

Order ID	Status	Price	Request Date	Requester	Order Cancellation	Delete Request
NO0189-04-S1-01	Done	0	2009-07-16	Didier LAIDEVANT		

Figure 12 : Cancellation follow-up screen

## 7. Archived orders consultation

Order can be archived in TOM2. Order ID, in this case, has the format **[order id of initial order]\_HIST\_[archived date]**. This order can be displayed in the order follow-up if the checkbox **'Display Also History And Cancelled Orders'** is checked.

Order ID	Operator	Status	Priority	Requester	SGT Site Name	Service Title	Main Service Code	Backup Service Code	Options	Set Up Cost	Monthly Cost	Currency
Details FR1213-00-S1-02	ORANGE	Carrier Response	Normal	KURZWEG Olivier	FR1213 - Brie Comte Robert - Sg Weber France - Servon		PM002MLLOOP	STDD-03841SDNA	COSGOLD, MAINTS1, CABLING	1595.38	1595.38	EUR
Details FR1213-00-S1-02_HIST_20080630153211	ORANGE	Carrier Response	normal	KURZWEG Olivier	FR1213 - Brie Comte Robert - Sg Weber France - Servon		PM002MLLOOP	STDD-03841SDNA	COSGOLD, MAINTS1, CABLING	1595.38	1595.38	EUR

Figure 13 : Display archived and/or cancelled orders

## 8. Cancelled orders consultation

An order can be deleted from the orders list by SGT Services. A cancelled order ID has the format: **[order id of initial order]\_OLD\_[archived date]**. Cancelled orders can be displayed in the order follow-up if the checkbox **'Display Also History And Cancelled Orders'** is checked (see figure 10).

## 9. Data Export

Data can be exported in TOM2. There are two kinds of export, one to export requests and the other one to export orders.

### 9.1. Request Export

Request export is available from the menu 'Exports' then 'Requests – Csv exports'. User can use one or more specification to export (see figure 11). When specifications are chosen, click on 'Export' button in order to generate one or more csv files. As a result, one file by operator is generated and the files are put forward in a popup window.

The screenshot shows the 'TOM v2 - (Telecom Order Management)' interface. At the top, there is a header with the SAINT-GOBAIN TELECOM logo and the text 'TOM v2 - (Telecom Order Management) (Release V2.0 Optimized for Internet Explorer 6)'. Below the header is a navigation bar with tabs: 'Orders', 'Requests', 'Exports', 'Setting', and 'SGT Applications'. The 'Requests export' section is active, showing a form with the following fields: 'Country Code' (text input), 'Requester' (dropdown), 'RSM' (dropdown), 'Operator' (dropdown), 'Sector' (dropdown), 'Zone' (dropdown), and 'Company' (dropdown). An 'Export' button is located at the bottom right of the form.

Figure 14 : Requests Export

### 9.2. Orders Export

Orders export is available on menu 'Exports' then 'Orders – csv exports'. User can filter on one or more specification (see figure 12). After choose it click on 'Export' button, to generate one or more csv files. A file by operator will be generated; files are also put forward to the user with a popup window.

The screenshot shows the 'Orders export' form. It has the same layout as the 'Requests export' form, with fields for 'Country Code', 'Requester', 'RSM', 'Operator', 'Sector', 'Zone', and 'Company', each with a dropdown arrow. An 'Export' button is at the bottom right.

Figure 12 : Orders Export