1. **Testing Request**

Sales can create it.

Noc can reply it. (view, status changed)

* 1. Parameters:
* Company Name -> DropDown
* Trunk Name -> DropDown
* Country Name -> DropDown
* Network Name -> DropDown
* Rate (USD) Auto Populate - Disabled
* Quality of Route - Fixed
* Comments - Text
  1. An email will be generated:
* From : Logged In Email
* To : NOC Email
* CC : Sales Email

Response :

Ctrl + v – can attach image

See 4.1

Pass/Fail

Comments

1. **Routing Request**

Sales can create it.

Can send to Noc/RatesManager – Setting specified by Admin. Creator cannot see “To”

Noc/Rep can reply it. (view, status update)

* 1. Parameters:
     1. Company Name -> DropDown
     2. Trunk Name -> DropDown
     3. Country Name -> DropDown
     4. Network Name -> DropDown
     5. Customer Rate (USD) – Auto Populate – Disabled
     6. Vendor Name - DropDown
  2. Vendor Trunk - DropDown
  3. Vendor Rate – Auto populate-Disabled
  4. Priority – Enum (see below)
  5. Percentage – Text box – 1 -100
     1. Comments – Text box
  6. An email will be generated:
* From : Logged In Email
* To : NOC Email
* CC : Sales Email

Validation:

Vendor rate should be less than customer rate. If yes, fine. If No, Pop Up -> Want to enable loss Y/N

Response :

Ctrl + v – can attach image

Status : Complete/Pending

Comments

1. **Rates & Routing Request**

Sales can create it.

Can send to Noc/RatesManager – Setting specified by Admin. Creator cannot see “To”

Noc/Rep can reply it. (view, status update)

* 1. Parameters:
     1. Company Name -> DropDown
     2. Trunk Name -> DropDown
     3. Country Name -> DropDown
     4. Network Name -> DropDown
     5. Customer Rate (USD) – Manual Entry – Check validation below
     6. Vendor Name - DropDown
  2. Vendor Trunk - DropDown
  3. Vendor Rate – Auto populate-Disabled – Check validation below
  4. Priority – Enum (see below)
  5. Percentage – Text box – 1 -100
     1. Comments – Text box

Validation 1:

If Customer Rate(New Rate) is greater from system. PopUp -> Select dropdown

1. Immediate
2. 1 day
3. 2 day
4. Till 7 day

Validation 2:

Vendor rate is greater from customer rate. PopUp -> Select from above dropdown

* 1. An email will be generated:
* From : Logged In Email
* To : As per defined by settings Email
* CC : Sales Email

Response :

Ctrl + v – can attach image

Status : Complete/Pending

Comments

**4.1 Quality of Route:**

1. CLI
2. Blocked CLI
3. TDM
4. NCLI

Testing Request - Response for 1,2,3 will include (CLI Delivery, Voice Quality, PDD, FAS)

Testing Request - Response for NCLI will include (Voice Quality, PDD, FAS)

**Priorities**

1-10 (1 highest)

**Roles:**

Sales – Create – Edit(Creator Only -Response Disabled) – Delete(Creator Only If uncompleted)

NOC – Edit(Response)

RatesManager – Edit(Response)

Admin

View Testing Request – Noc, Sales

Advanced Features:

Customers (incoming Tickets)

Trigger, if email arrives, create ticket

Suppliers (Outgoing Tickets)

Trigger, if email arrives, create ticket

Macros – Email Templates