


PI04678 - Disposition Code Simplification - Ph 2


Project Overview:

| | |
|----------------|--|
| P | |
| Application | MTP |
| Project ID | PI04678 |
| Initiative |  PM-4678 - PI04678 - Disposition Code Simplification REJECTED |
| Status | REJECTED |
| Target Release | TBD |
| Code Delivery | |
| DMC | <input type="checkbox"/> |
| ROM | 30h |
| DLE | |
| Product Owner | Kohlas, Micah |
| OWA Dev Rep | Unknown User (oww251) |
| NSG Manager | Sandy Beams |

Project Remarks:

Will no longer be prefilling the disposition codes, all work is BAU as of 9/13.

Project Description:

 **GOP-256** - PI04678 PM-4678 Change Disposition Code on a ticket REJECTED - Changing disposition codes on a call


AC1. Currently MTP allows tech to update disposition codes but the values are not prefilled

- restriction on when disposition codes can be selected: if the call.AdditionalInfo.FaultDropdownsFlag is true, can change
 - will this remain?
- Does VxField need to start sending these values or are they already and we're not populating them? VxField to start sending Action codes with Call Detail (need to confirm if ONLY the action)

AC2. Currently MTP sends VxField the disposition codes selected by tech

- **Who is responsible for denoting the changes made by the tech?**
- **Are we sending old and new or is VxField maintaining the old value and adding the new somewhere?**

ROM: 12h

 **GOP-263** - PI04678 PM-4678 Limit options based on prior selections REJECTED - Decision tree for selecting codes

- Receive codes and decision tree from VxField
- Currently fetching based on the first tech to log in
- **Disposition codes are selected during precompletion: first step after click Complete (current order)**
 - **Plant**
 - **Fault**
 - **Cause**
 - **Action**
- MVxField will notify of change and we can clear cache and fetch again

ROM: tbd



GOP-257 - PI04678 PM-4678 Make local tables Read Only

REJECTED

Consume changes through an event

- Will MTP receive the event from the golden source and grab updates from VxField? No
- Or once VxField is updated, VxField will send MTP an event and MTP will grab updates from VxField? No
- Need to verify when VxField updates tables and make sure MTP is after that.

ROM: 4h (or 0h)

Pega, Remedy, MTP tables, DPI tables, Matrix5

Today it is necessary to update multiple systems to keep alignment for disposition coding. This project's goal is to standardize the disposition codes between TSO/Technology and the field, and enable a golden source where all systems will reference for table updates. The disposition flow needs to go down to a technician and flow back upstream to result in a Pega end to end view of a customer, with a common theme of coding.

**This is the second phase of WI04570 Disposition Code Consolidation

Golden Source editable table. (PEGA)

Standardized 4 tier model (MTP appears to be using a 4 tier model currently: Fault, FaultCause, FaultRemedy, and FaultActionTaken)

- Plant
- Cause
- Fault
- Action

MTP will consume the golden source

- How will the systems utilize this golden source? MTP is currently getting codes from VxField
- Will Pega feed the MTP table daily/nightly or will it be real time?
- How will new entries be requested? n/a
 - Golden source will tell MTP it changed and tables will be updated
 - Cache daily/hour?
 - Time to live?
 - Call real time or when cache expires?
 - Event that something has changed in the golden source, set up listener.
 - retrieve that changed record

If incorrect code, technician will have the ability to override the code(s) and it will be sent back upstream to capture that something was incorrect.

- Changing code - MTP
- How goes back upstream - not MTP
- Changing one code, changes options available for the other codes, if applicable

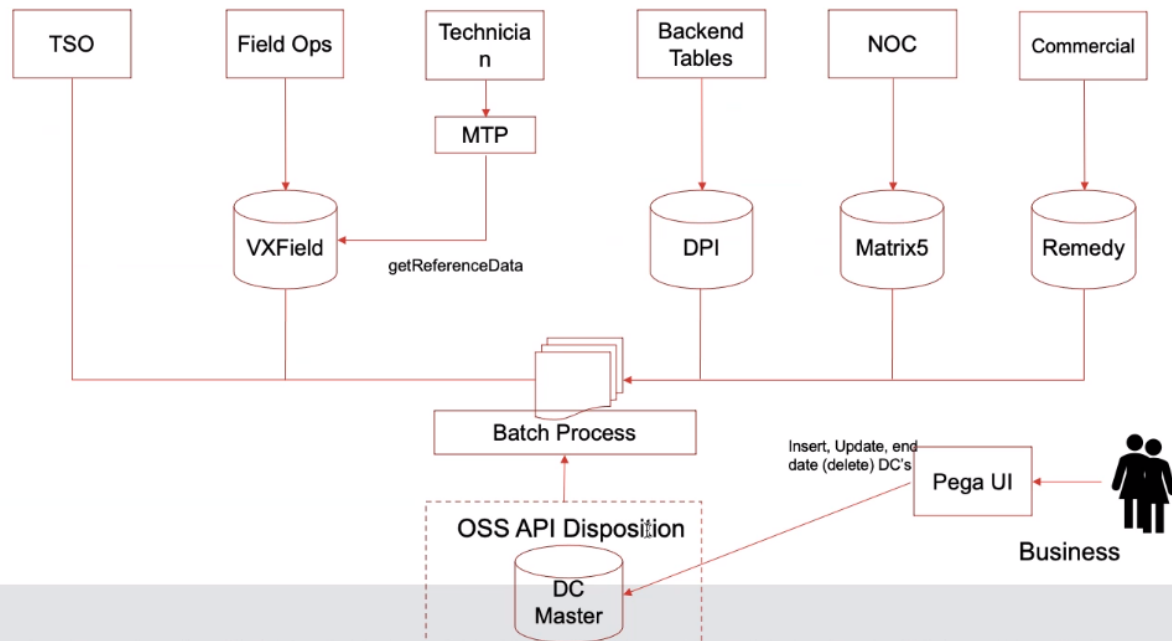
Bus SME: Sandy Beams

Estimates due Mid-November

TECH ON SITE

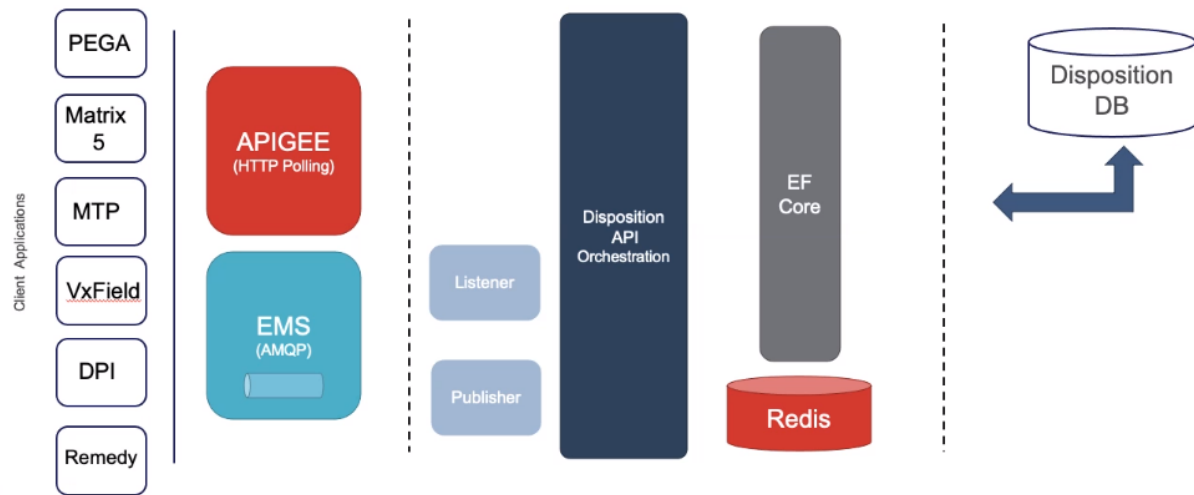
| | |
|--------------|-------------------|
| SERVICE TYPE | |
| Plant Item | 0803_BURIED_DROP |
| Fault | 11_CUT |
| Cause | 05_BAD_CABLE_PAIR |
| Action | 90_TELCO_DETECTED |

Disposition Codes – Batch Based



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OSS API Equipment Architecture (.NET Core Stack)



.NET Core technologies for rapid api development (RAD)

In this solution, NET Core technologies will be used for rapid api development.

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Work Items Being Delivered

User Stories and Spikes:

| Key | Summary | T | Assignee | Reporter | P | Status | Resolution | Original Estimate | Time Spent | Fix Version /s | sprint |
|----------|--|-------------------------------------|------------|--------------|----|--------|------------|-------------------|-----------------|----------------|--------|
| TIME-533 | PM-4678 - Develop/Deploy - Disposition Code Simplification | <input checked="" type="checkbox"/> | Unassigned | Jira, RelCal | == | CLOSED | Done | | | | |
| TIME-534 | PM-4678 - Define/Design - Disposition Code Simplification | <input checked="" type="checkbox"/> | Unassigned | Jira, RelCal | == | CLOSED | Done | | 4 days, 2 hours | | |

2 issues