F[ONE]

Customer   Location   Organization   Product

Article Type:Process

VxField Tech Portal Clearing Code Changes

Summary

VxField trouble clearing codes have been streamlined and updated to reflect current and changing business needs. A cross functional team consisting of the NOC, TSO/ATS, VxField Tables, DPI Tables and Field NSG conducted a review of every Plant, Fault, Cause and Action code to determine if they should remain, be renamed for clarity, be removed or if new codes should be added based on the needs of the business.

Description

#Amber Ray

Article Content

Related Content

VxField - Trouble Ticket Codes, Report Codes & Ticket Types

Article Details

KID: FONE-16-7780
Article Type: Process
Issue Date: 9/20/2021
Article Visible To: 12/30/2099
Customer: Customers
Location: Locations
Organization: Field Ops.
Product: Products

Article Rating (click here to rate): ★ ★

Suggested Content

📄 VxField - Technician Resources
    Process > Operations Guide

📄 Dispatch - CO PMP Database C
    Process

◄ ▬▬▬▬ ►

Overview

Changes to the trouble disposition clearing codes have been implemented, due in large part to technician roundtables and feedback to leadership asking for a reduction in the number of codes.

- 88 Codes were renamed. Most were renamed for clarity of use by removing a specific product name (based on redundancy) or by removing M4 from the name (unnecessary). Some were renamed for clarity of use.
- 135 codes were removed/archived
- A few codes were moved from one category and added to another for better accuracy in coding and reporting, i.e. moved from the Fault list and added to the Cause list.
- 43 new codes were added based on needs of the business

For a complete list of all clearing codes go to the following article VxField - Trouble Ticket Codes, Report Codes & Ticket Types

Revisions

The following table displays revisions made since initial posting.

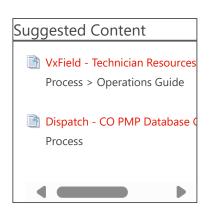| Date/Time	Description of Change Made
9/20/21	Updated entire article per K Rogers - LV
9/12/19	Article verified as accurate by A Ray - LV
7/12/18	Content verified for accuracy by E Facey - LV
08/05/2015	Removed AT&T terminology and replaced with Frontier TV or Data respectivly. DCruz
3/3/2021	Rebranded to FiberOptic. Scott Farmer SME Audit Team.

Contacts

The following table displays Project Contacts and their roles.

Contact	Role
FOR ADDITIONAL QUESTIONS OR CONCERNS REGARDING THE INFORMATION IN THIS ARTICLE, PLEASE CONTACT YOUR SUPERVISOR.	
nsg.field.support@ftr.com	National Support

Information for this article provided by Amber Ray

Disclaimer:

This document contains proprietary and/or confidential information. This document is intended only for the party to whom it is presented and copying and re-distribution are strictly prohibited.