

OMSe

Residential New Hire Tier 3 Agents

Participant Guide



COS Tier 3 New Hire: OMSe Participant Guide Revisions

Note: Most recent revision at the top

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Goal

With OMSe, Digital Phone orders created in ACSR (CSG) will be automatically sent through for provisioning. Every action you take in ACSR (CSG) will create an equal reaction (i.e. tasks) in OMSe. Because of this order accuracy is crucial! Orders that are entered incorrectly could cause significant delays for our customers, and in some instances they can lose their TN.

Our goal is to have an understanding how OMSe works, what types of orders you will see, what they represent, and what affects them.

Objectives

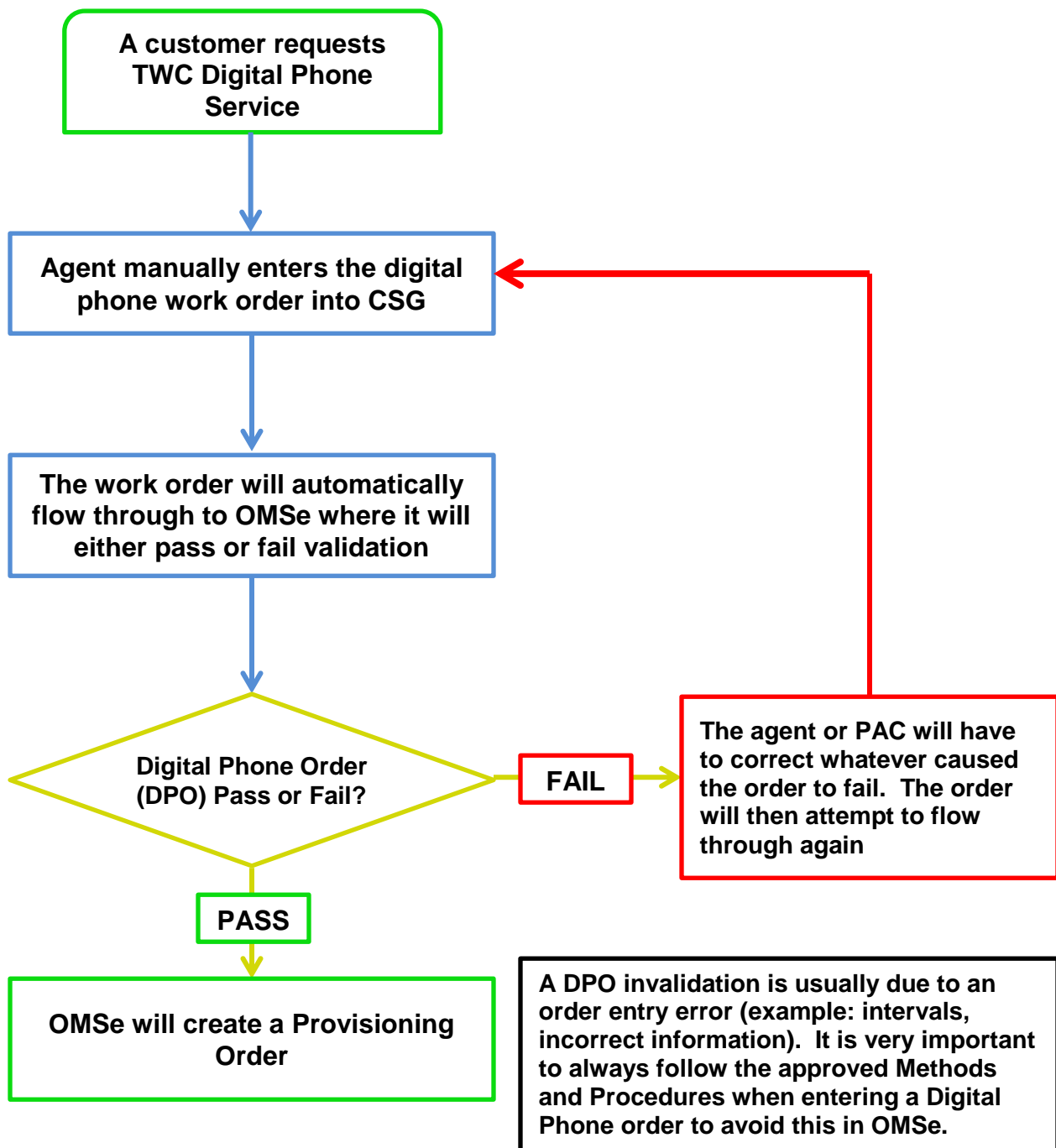
Upon completion of this guide, you will be able to:

- Understand what the OMSe system is used for
- Perform Searches and Queries
- Identify the types of orders in OMSe
- Understand the Billing to OMSe flow
- Read DPOs, LSRs, and PRVs

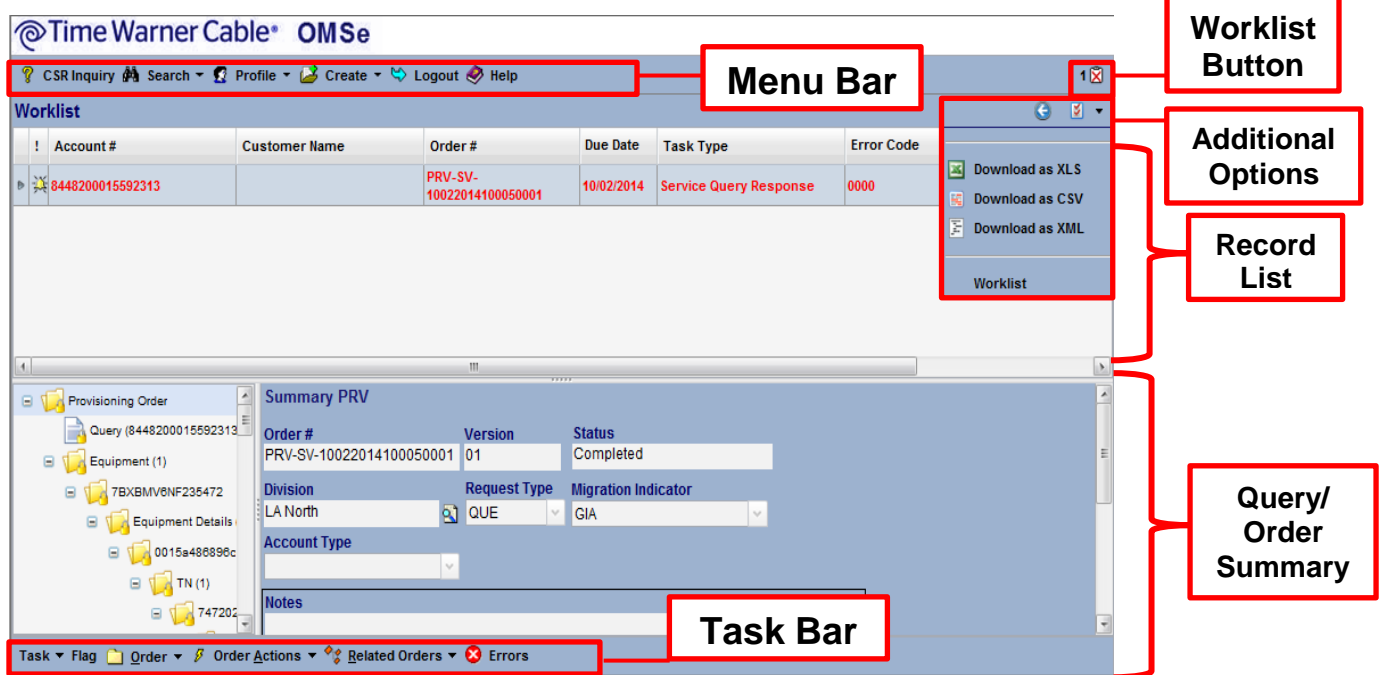
OMSe

What is OMSe?

The Order Management System extension (OMSe) is an application that utilizes “Flow Through” provisioning (FTP). When an agent enters a Digital Phone order in ACSR (CSG), it will automatically “flow through” to the OMSe application for provisioning.



OMSE Screens



Menu Bar

Worklist Button

Additional Options

Record List

Query/Order Summary

Task Bar





The menu bar consists of a row of menus near the top of the screen. Exactly which menus appear depend on your user profile/privileges.

Worklist button

The worklist button returns you to your worklist screen. The numerical value next to the worklist button shows how many tasks are in your worklist.

Additional Options toolbar

An additional Options toolbar may appear at the top right of the screen. These buttons enable you to perform actions related to the screen you are viewing.

Button	Name	Action
	Preferences	Opens a drop down window with other options
	Download as XLS	Downloads the information from the orders in your worklist or open window and puts it into an Excel File in XLS, or CVS Format.
	Download as CVS	
	Download as XML	Downloads the information from the orders in your worklist or open window and puts it into a Browser in XML Format

Taskbar buttons


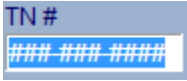


Taskbar buttons that appear at the bottom of your screen enable you to perform specific actions related to the screen you are viewing. Those with list arrows include additional sub-options, which will appear when you click on them.

Record lists

Record lists allow you to select and see full details for an individual record. Text appears in red, the background is white, and the background for the selected record is blue.

Data entry fields

Data entry fields are text boxes into which you can type data. There are three types of data fields: text, numerical and date.

Field Type	Sample	Description
Text Fields		Text Fields allow you to type alphanumeric characters. When first selected they appear blank, with a blinking cursor.
Number Fields		Number fields only accept numeric characters (0-9). When selected, they appear blue, with one pound sign for each required digit.
Date Fields		Date Fields allow you to type a date in numeric characters (0-9). When selected they appear blue, with placeholders for the month, day, and year.
		<p>To select a date from the calendar, click the Date icon to the right of the field. A pop-up will highlight the current day, month, and year.</p> <p>Click the arrows at the top of the calendar to move to the correct year, and then click the month and day to select the date.</p> <p>Click the Today button to return to the current date.</p>

The Worklist

Most Digital Phone Orders are created in CSG; flow-through is completed automatically. OMSe automatically generates the appropriate orders – including soft switch and voice mail Provisioning Orders, and LEC specific LSR Orders – to successfully establish the service. When flow-through is complete, no entry into OMSe by any Tier 3 or PAC personnel is required.

However, there are some exceptions to total flow-through that can cause an order not complete automatically. In these cases a Tier 3 or PAC rep would have to go into OMSe, find the work order, resolve/fill in any missing/incorrect data, and manually provision the work order.

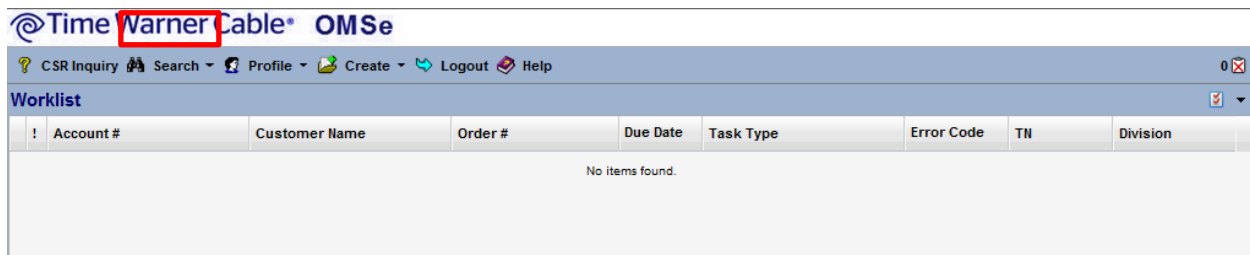
Order Searches and Service Queries

Work order types

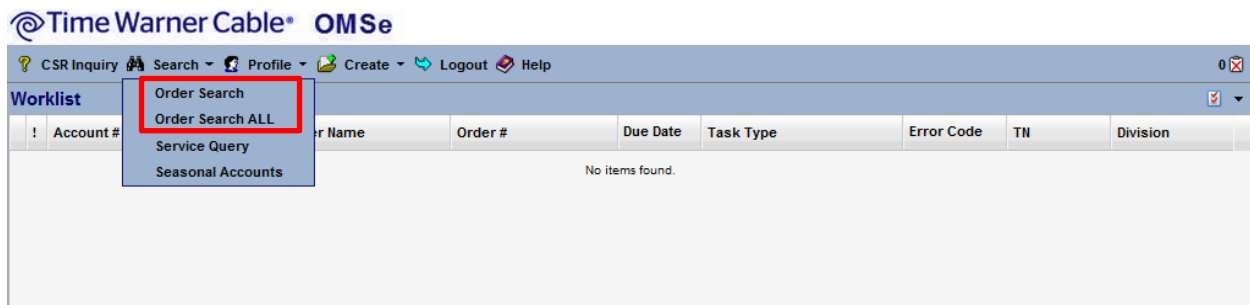
Order Type	Transaction Type	Description
DPO	New Install	Add new subscriber
	Disconnect	Disconnect subscriber
	Change Services	Modify subscriber account
	TN Change	Change TN only
	Seasonal	Apply seasonal billing rate and services
PRV-SW	Deactivate	Remove service from existing account
	Update	Change existing account, equipment swaps, refresh services.
	Activate	New service on the account
PRV-VM	Reset PIN	Voicemail PIN reset
PRV-SV	Query	Service Query response
LSR	New	Process order for a new native TN
	Port In	Process order for a new ported-in TN
	Change Features	Process order to change service
	Transfer	Move TN to another physical address within the same rate center.
	Port Out	Process order for TN to move to another carrier
	Disconnect	Process subscriber disconnect
	(Blank)	Transaction manually created in OMSe

Order Search/Order Search All

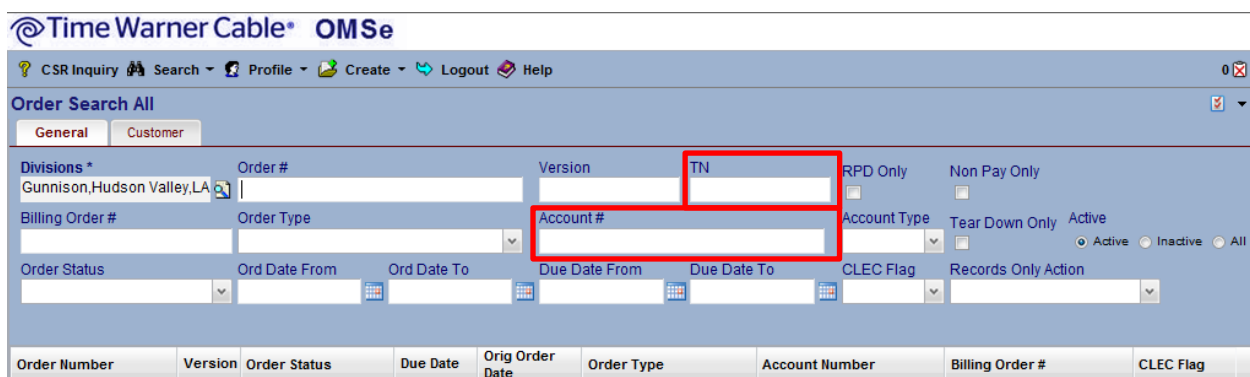
Left click on **Search** in the upper left hand corner of the graphical user interface (GUI).



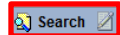
Left Click on **Order Search** or Order **Search All**.



Enter in the search criteria. This can be the **Account number** or the **Telephone number**. These will be the easiest search items to locate a customer's account.



Once the criteria has been entered to search by, left click **Search** on the bottom left corner of the GUI, or press **Enter** on the keyboard.

 Search

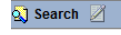
Note: The active (yes/no/all) radio buttons are used to search for **Active orders** or **All orders**.

Active ☒ Active ☐ Inactive ☐ All

Any orders that are associated to the search criteria will then appear in the display screen located at the bottom half of the GUI.

Billing Order #	Order Type	Account #	Account Type	Tear Down Only	Active	
		8448200015592313		<input type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Order Status	Ord Date From	Ord Date To	Due Date From	Due Date To	CLEC Flag	Records Only Action

Order Number	Version	Order Status	Due Date	Orig Order Date	Order Type	Account Number	Billing Order #	CLEC Flag
DPO-PR-0515201454053	01	Completed	05/15/2014	05/15/2014	Digital Phone Order	8448200015592313	1000850620571121	GIA
PRV-SW-0515201431392	01	Completed	05/15/2014	05/15/2014	Provisioning Order	8448200015592313	1000850620571121	GIA
PRV-VM-0515201431395	01	Completed	05/15/2014	05/15/2014	Provisioning Order	8448200015592313	1000850620571121	GIA
LAN0000001355285	01	Completed	05/15/2014	05/15/2014	LSR Order	8448200015592313	1000850620571121	GIA
DPO-PR-0701201429799	01	Completed	07/01/2014	07/01/2014	Digital Phone Order	8448200015592313	1000869028091128	GIA
PRV-SW-070120148279	01	Completed	07/01/2014	07/01/2014	Provisioning Order	8448200015592313	1000869028091128	GIA

 Search

Service Queries

A Service Query is another type of search an agent can run, when a service query prv (**PRV-SV**) order is entered, it returns a detailed list (through your worklist) of what the database shows the Digital Phone line is provisioned for (at the moment in time when the query was requested).

The **PRV-SV** includes:

- Equipment information associated with that Account (SN, MAC address, model, vendor, eMTA Port Number [default = 1])
- Current telephone number attached to the account
- Current status (blocked/unblocked) of attributes (collect, international, 900, etc.)
 - Blocked attributes are represented by a (Y) to the right of that attribute.
 - Un-blocked attributes are represented by a (N) to the right of that attribute or will not display in the list.
- Current CID status (Private/Display) and Name to be displayed
- Status of the telephone line (Normal/Seasonal)
- PIC (PIC, IPIC, LPIC) and Rate Center information
- If Voicemail provisioned for the account (represented by VM01)
- If TN is Native or Ported

Service Queries and Switch/Voicemail Provisioning

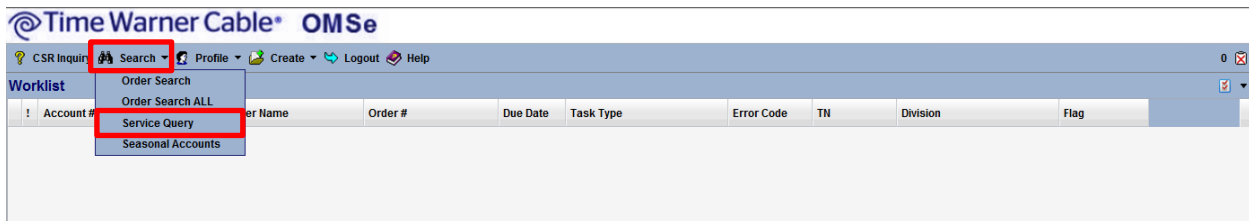
If you are making a change to the account provisioning (through CSG or manually), you can also use a Service Query to check your work after your order goes through, in order to make sure your changes went through completely and correctly into the database (which should = the switch).

If any switch/voicemail provisioning orders fail, based on the error code, you may have to conduct a Service Query to revise and resubmit/re-provision the order.

If any switch/voicemail provisioning information is wrong or missing the Service Query is the basis for manually creating a new, complete Provisioning order for that TN. Simply copy, correct the info and resubmit the order.

Performing a Service Query

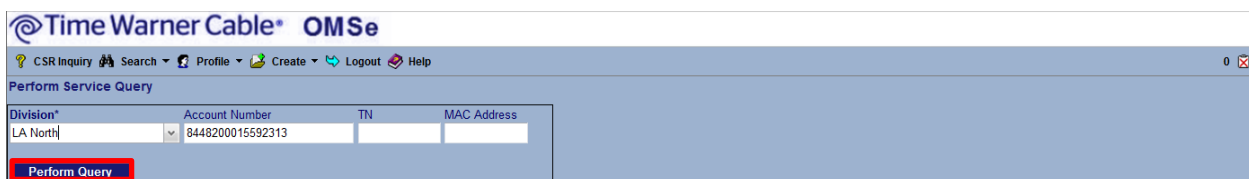
Left click **Search** in the upper left hand corner and then select **Service Query**.



Enter criteria to search by. The correct division **MUST** be selected. Once this is done the **Account Number**, **TN**, or **MAC Address** can be entered (only 1 field is required).



Once the required criteria are entered, left click **Perform Query**.



There will be a confirmation message if the query was submitted correctly.



Time Warner Cable® OMSe

CSR Inquiry Search Profile Create Logout Help

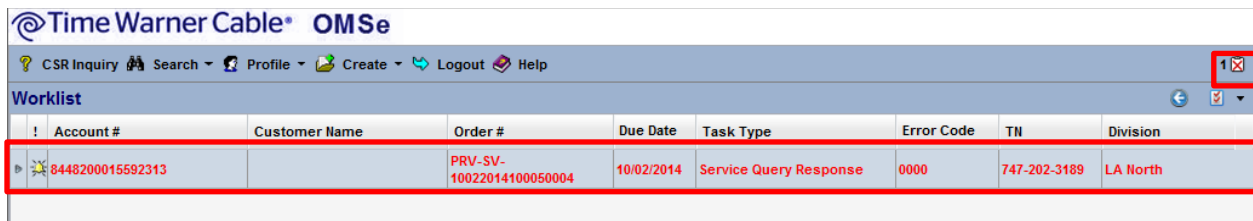
Perform Service Query

Division* Account Number TN MAC Address

Perform Query

Note :
Request sent. Result will appear in your worklist.

Result will appear in your work list. The agent's **worklist** is located in the upper right hand corner and has a clipboard icon.



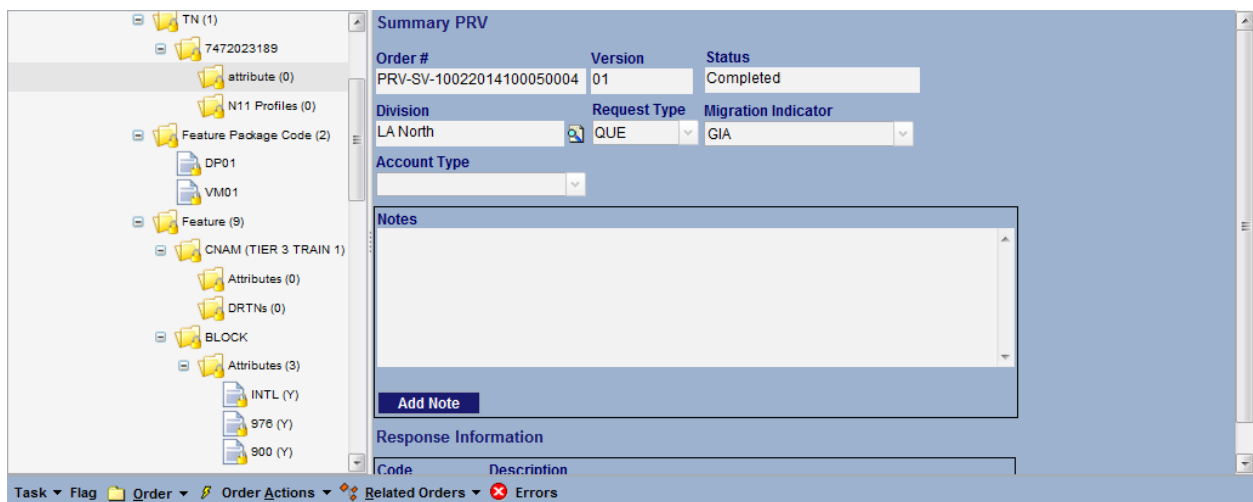
Time Warner Cable® OMSe

CSR Inquiry Search Profile Create Logout Help

Worklist

Account #	Customer Name	Order #	Due Date	Task Type	Error Code	TN	Division
8448200015592313		PRV-SV-10022014100050004	10/02/2014	Service Query Response	0000	747-202-3189	LA North

Left clicking on the **Service Query** from the worklist display the results of the account.



Summary PRV

Order # PRV-SV-10022014100050004 Version 01 Status Completed

Division LA North Request Type QUE Migration Indicator GIA

Account Type

Notes

Add Note

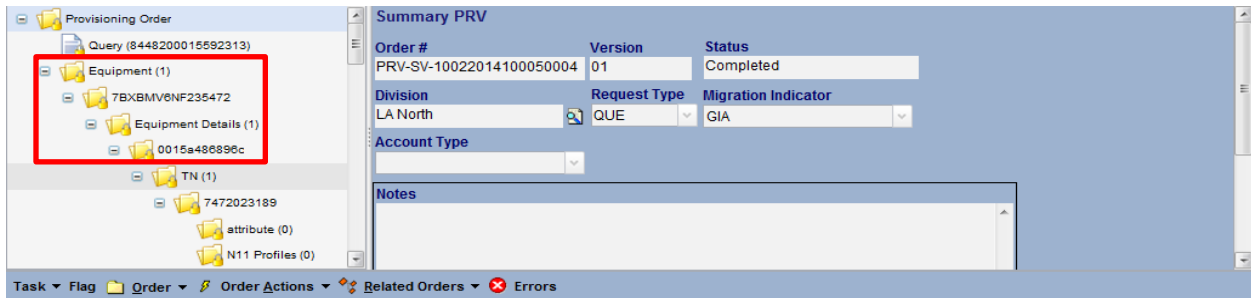
Response Information

Code Description

Task Flag Order Order Actions Related Orders Errors

Reading a Service Query

Verify that the customer has the correct equipment (MAC address and SN). Compare the highlighted section to the equipment screen in CSG.



Provisioning Order

Query (8448200015592313)

Equipment (1)

7BXBMV8NF235472

Equipment Details (1)

0015a486896c

TN (1)

7472023189

attribute (0)

N11 Profiles (0)

Summary PRV

Order # PRV-SV-10022014100050004

Version 01

Status Completed

Division LA North

Request Type QUE

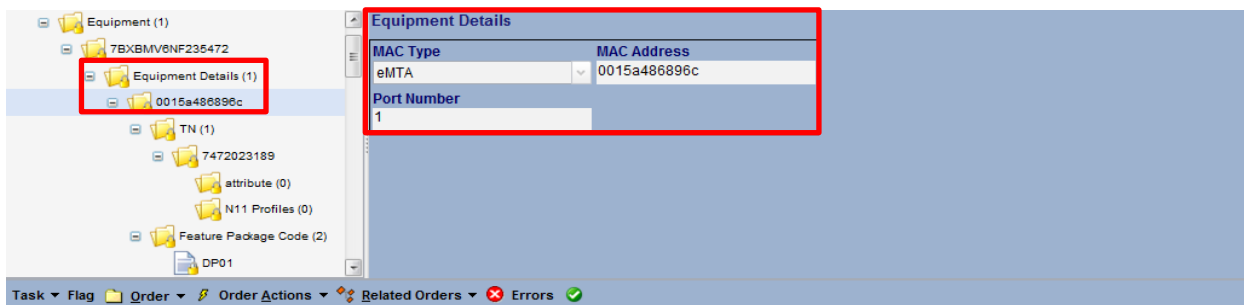
Migration Indicator GIA

Account Type

Notes

Task Flag Order Order Actions Related Orders Errors

Click on the **MAC ID** will give you the port information. For a second number the Port Number will display as **2**. The **MAC Address** should be the **VoIP Voice 1** address in CSG.



Equipment (1)

7BXBMV8NF235472

Equipment Details (1)

0015a486896c

TN (1)

7472023189

attribute (0)

N11 Profiles (0)

Feature Package Code (2)

DP01

Equipment Details

MAC Type eMTA

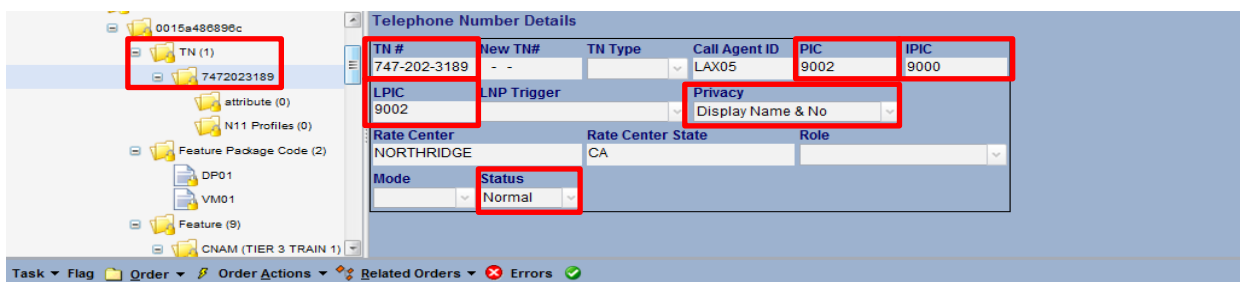
MAC Address 0015a486896c

Port Number 1

Task Flag Order Order Actions Related Orders Errors

Under **TN** you will find the telephone number assigned to the customer's account. Clicking the Telephone Number gives the number information.

- The telephone number is displayed in the upper left hand corner.
- The **TN Type** displays if a TN is a ported or native (if blank) TN.
- Call agent ID** is the **BTS**, which is needed for some escalations.
- PIC**, **IPIC**, and **LPIC** fields display what company(s) the customer uses for their DP Service.
- Privacy** indicates if the CID is set to **Display** or is **Private**.
- Status** will show you if a customer's line is set to **Normal** or **Seasonal**.



0015a486896c

TN (1)

7472023189

attribute (0)

N11 Profiles (0)

Feature Package Code (2)

DP01

VM01

Feature (9)

CNAM (TIER 3 TRAIN 1)

Telephone Number Details

TN # 747-202-3189

New TN# -

TN Type

Call Agent ID LAX05

PIC 9002

IPIC 9000

LPIC 9002

LNP Trigger

Privacy Display Name & No

Rate Center NORTHBRIDGE

Rate Center State CA

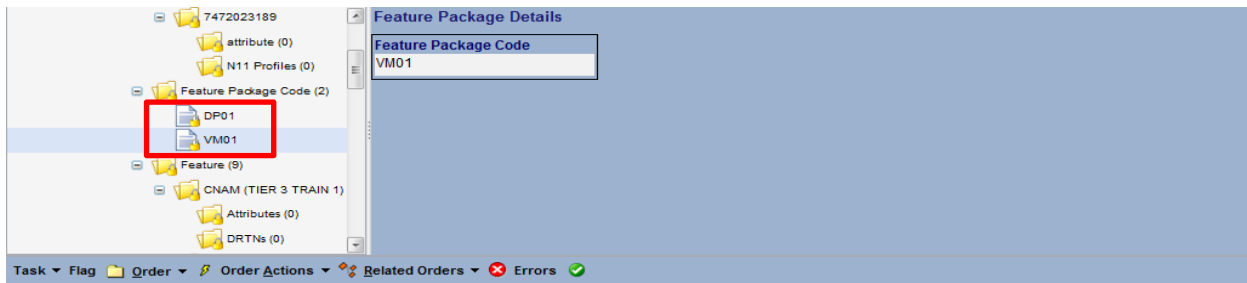
Role

Mode

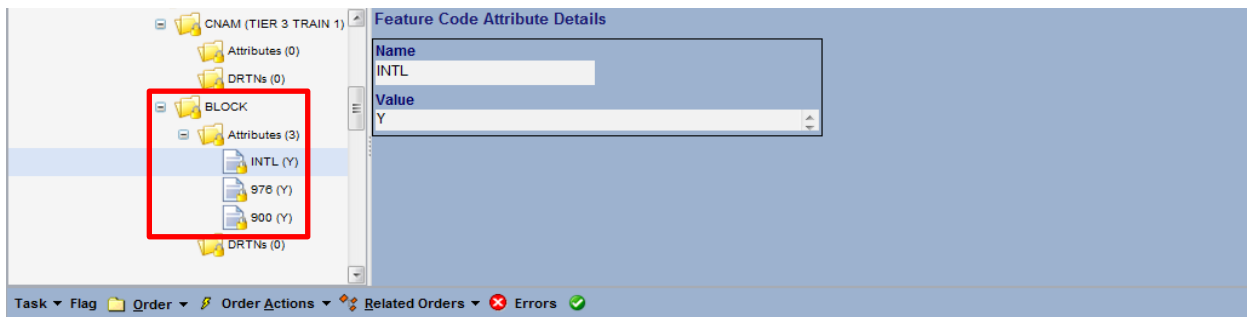
Status Normal

Task Flag Order Order Actions Related Orders Errors

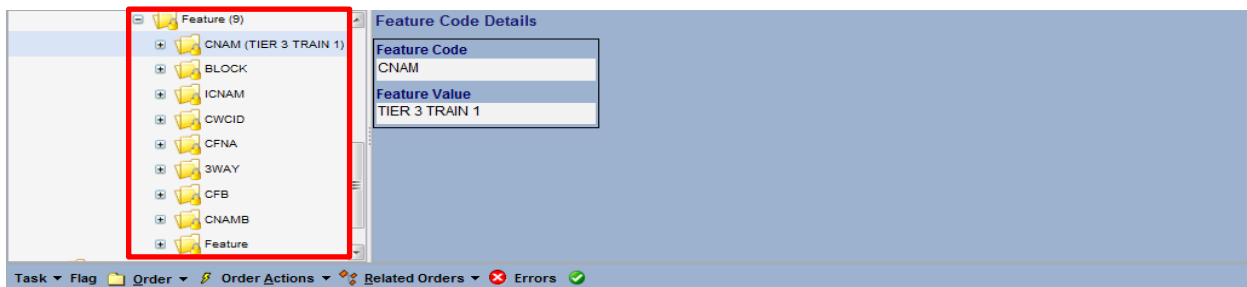
VM01 code under Feature Package will indicate if the customer has voicemail.



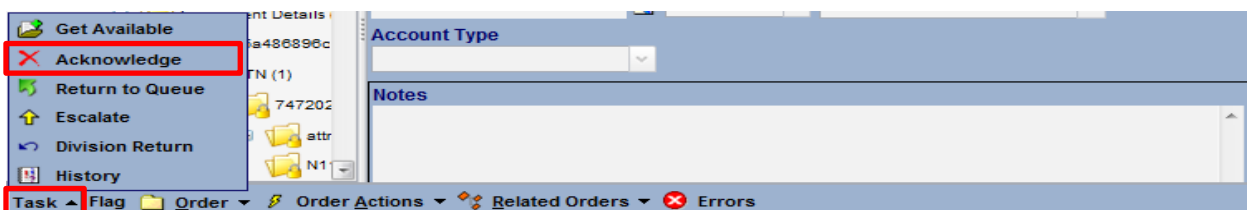
Information displayed under **Block** will indicate what features are blocked. A **(Y)** next to the feature indicates **YES**, as in yes it is blocked. A **(N)** next to the feature indicates **No**, as in no it is not blocked.



The **CNAM** section shows you the name that is set to display when the customer dials out. Additionally you will see other phone features listed that the customer has access to. If the feature is not listed the customer will not be able to use it. (Example: **3-way calling**).



To close out your service query and remove it from your worklist click on Task on the lower left hand corner of the screen and left click the Acknowledge option.

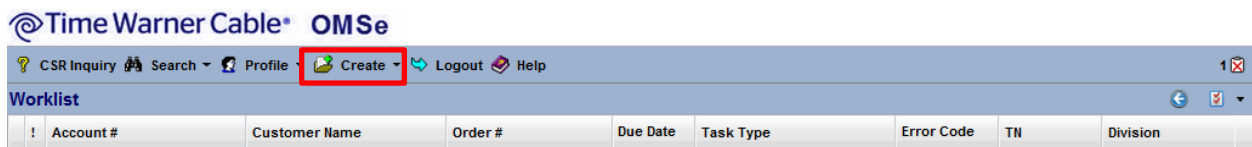


Create Order Types

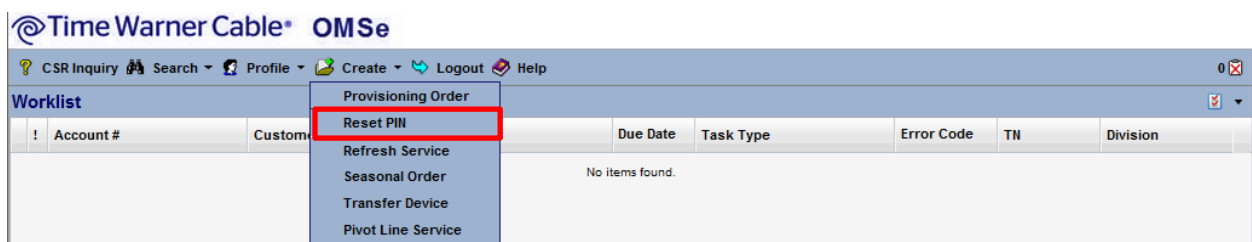
Reset PIN:

A voicemail **PIN** reset can be performed in OMSe. Be sure to run a service query to verify the customer has voicemail to begin with.

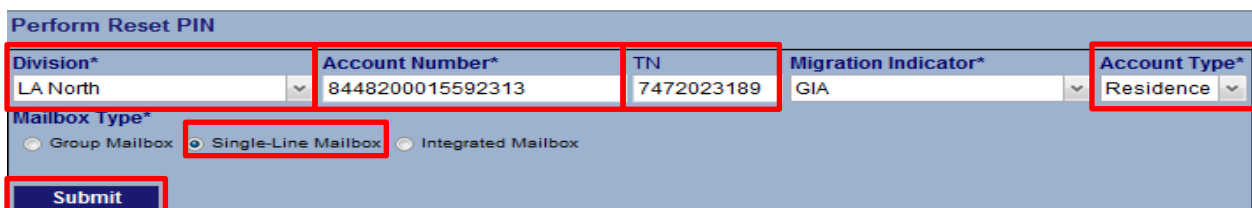
Left click on **Create** on the GUI



From the drop down menu click on **Reset PIN**.

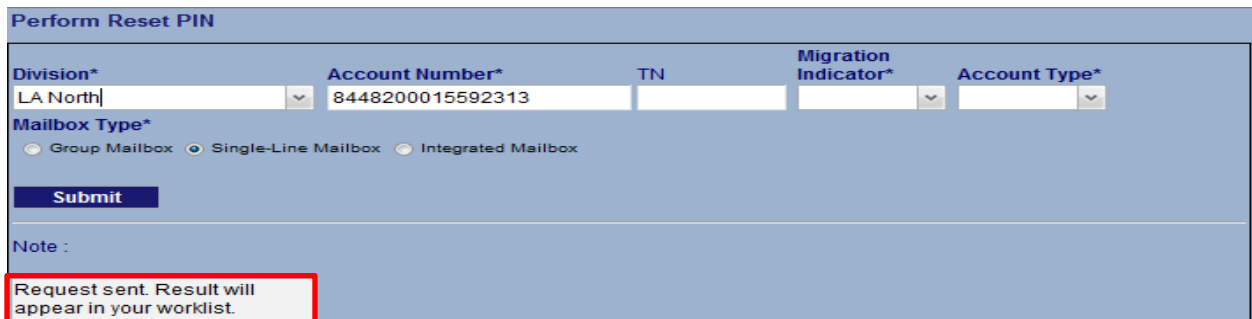


Fill in the required fields (**Division**, **Account Number**, **TN**, and **Account Type**), and select the **Single-Line Mailbox** radio button. After filling this out click **Submit**.



The screenshot shows the 'Perform Reset PIN' form. The following fields are highlighted with red boxes: 'Division*' (LA North), 'Account Number*' (8448200015592313), 'TN' (7472023189), 'Migration Indicator*' (GIA), and 'Account Type*' (Residence). The 'Mailbox Type*' section shows 'Single-Line Mailbox' selected with a radio button. A 'Submit' button is at the bottom left.

Once you click **Submit** you will receive a confirmation that the reset request has been sent. Once you see this message go back to your **worklist**.

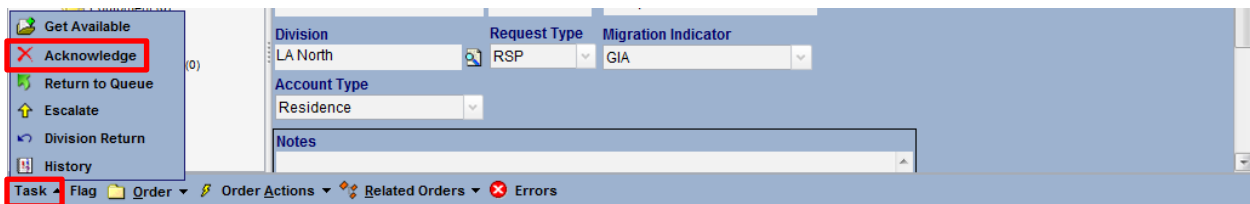


The screenshot shows the 'Perform Reset PIN' form after submission. The 'Submit' button is now disabled. A 'Note' section at the bottom contains a red-bordered box with the text: 'Request sent. Result will appear in your worklist.'

Check the error code; you should get **E0000** if the Voice Mail Reset was successful.

Worklist								
!	Account #	Customer Name	Order #	Due Date	Task Type	Error Code	TN	Division
	8448200015592313		PRV-VM-10022014100050005	10/02/2014	Reset PIN Response	E0000	747-202-3189	LA North

If your order has processed correctly and the PIN was reset, remove the order from your worklist. Do this by clicking the order, click on **Task** on the bottom left and then click **Acknowledge**.

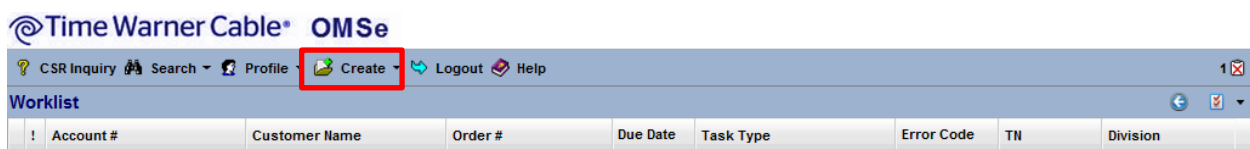


The screenshot shows the OMSe interface. On the left, a menu is open with 'Acknowledge' highlighted. The main area shows order details for 'LA North' with 'Request Type' as 'RSP' and 'Migration Indicator' as 'GIA'. The 'Account Type' is 'Residence'. The 'Notes' section is empty. At the bottom, the 'Task' menu is open, and 'Acknowledge' is highlighted.

Refresh Service:

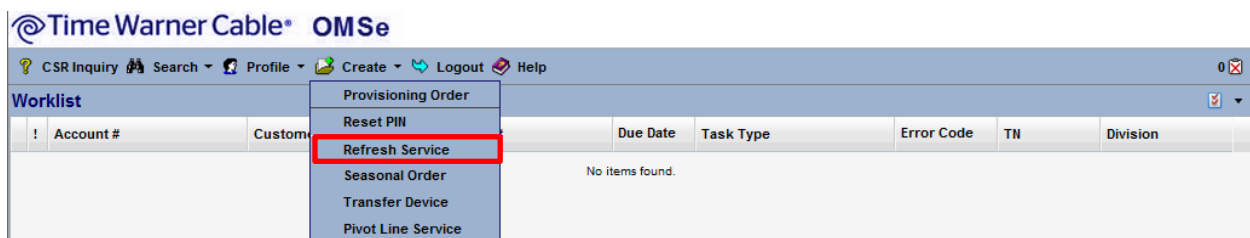
A Refresh Service refreshes the information on the switch, pushing the information that is in OMSe back down to the telephone line. This is something that you will want to do after making feature changes or simply while troubleshooting as a part of your Power cycling process.

Left click on **Create** on the GUI.



The screenshot shows the OMSe interface. The 'Create' button is highlighted in the top navigation bar. The 'Worklist' table is empty, showing 'No items found.'

Click on **Refresh Service**.



The screenshot shows the OMSe interface. The 'Create' dropdown menu is open, and 'Refresh Service' is highlighted. The 'Worklist' table is empty, showing 'No items found.'

Select the **Division**. Be sure to provide the **Account Number** and the **Telephone Number** you are refreshing service to (Account Type will be **Residence**). If a customer has two lines, use the TN assigned to Port 1. Once the fields have been filled out click **Submit**, you will get a confirmation.

Perform Refresh Service

Division*	Account Number*	TN*	Migration Indicator*	Account Type*	Submit
LA North	8448200015592313			Residence	

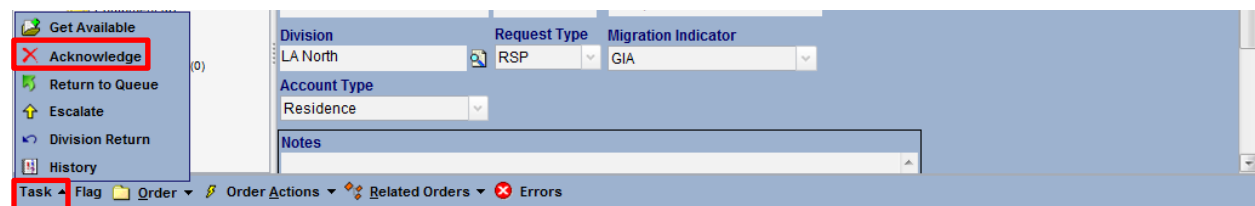
Note :

Request sent. Result will appear in your worklist.

Go back to your worklist. Check the error code and make sure you get an **E0000** code.

Worklist								
!	Account #	Customer Name	Order #	Due Date	Task Type	Error Code	TN	Division
	8448200015592313		PRV-SV-10022014100050006	10/02/2014	Refresh Service Response	E0000	747-202-3189	LA North

If your refresh gets the **E0000**, highlight your order, click **Task** at the bottom left and then click **Acknowledge**. This will clear out the task from your worklist.



Get Available
Acknowledge
Return to Queue
Escalate
Division Return
History

Division: LA North
Request Type: RSP
Migration Indicator: GIA
Account Type: Residence

Notes:

Task | Flag | Order | Order Actions | Related Orders | Errors

Transfer Device:

A Transfer Device order swaps one eMTA for another eMTA. Use this in cases when OMSe shows a different eMTA MAC than what is in CSG.

Left click on **Create** on the GUI.

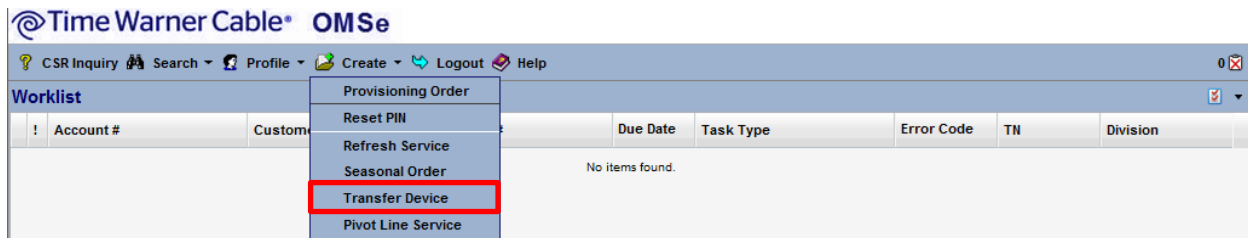
Time Warner Cable® OMSe

CSR Inquiry Search Profile **Create** Logout Help

Worklist

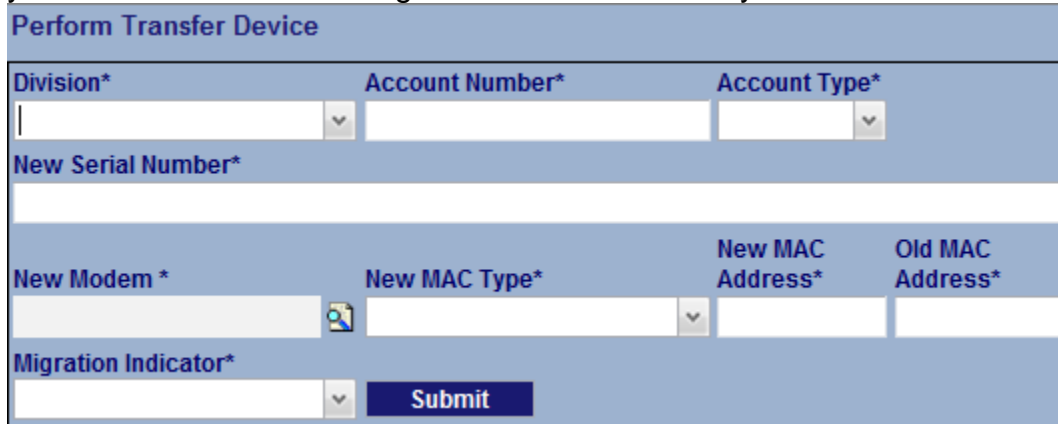
!	Account #	Customer Name	Order #	Due Date	Task Type	Error Code	TN	Division
---	-----------	---------------	---------	----------	-----------	------------	----	----------

Click on **Transfer Device**.



Enter the correct information in the corresponding fields. All fields require input as indicated by the red asterisk. Once all fields have been filled out, click **Submit**. You will get a confirmation message; once this happens go back to your worklist.

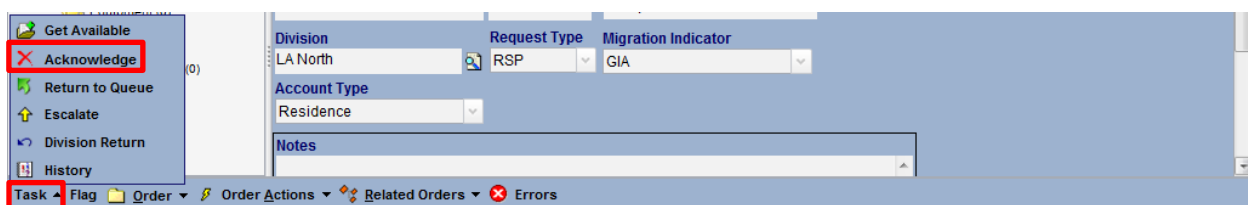
Note: Be sure to copy and paste the incorrect MAC you found on a notepad to save yourself the hassle of having to do this order over if you did not write it down.



Once back in your worklist check the error code and make sure you get an **E0000** code.

Worklist								
!	Account #	Customer Name	Order #	Due Date	Task Type	Error Code	TN	Division
	8448200015592313		PRV-SV-10022014100050006	10/02/2014	Refresh Service Response	E0000	747-202-3189	LA North

If your refresh gets the **E0000**, highlight your order, click **Task** at the bottom left and then click **Acknowledge**. This will clear out the task from your worklist.



Billing to OMSe Flow

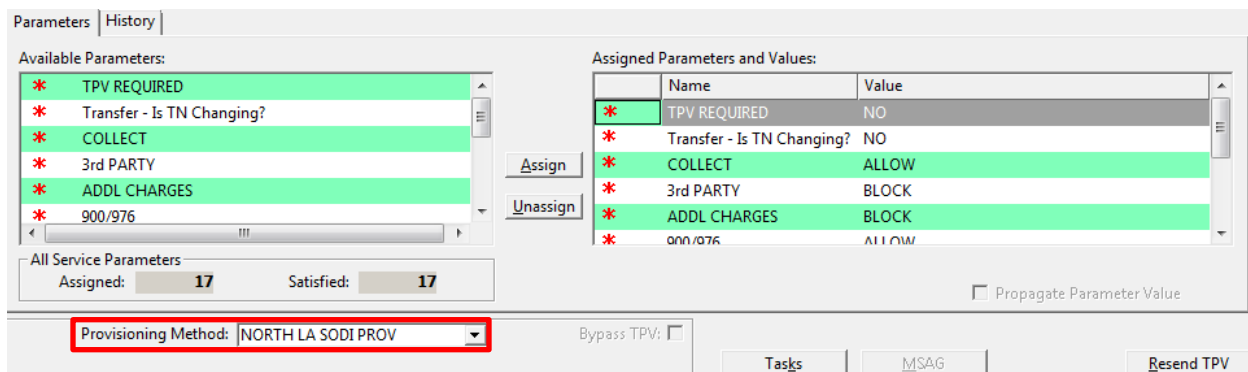
Billing Flow:

All orders entered into CSG that deal with Digital Phone will create **SODI** tasks (with the exception of auto complete orders). These SODI tasks are the result of CSG interacting with the **Ordering Client Gateway (OCGW)**. OCGW translates the SODI task into **Integrated Billing Interface (IBF)** Format and submits the normalized Digital Phone Order (DPO) to OMSe. OMSe will then create the DPO and any child orders then reply to OCGW with any updates. OCGW will then send this information to CSG, which will change the status of the SODI task from Open to Assigned or Complete.

Auto Complete:

In some cases it may be necessary to change CSG without changing/interacting with OMSe. This is done by using the **LA AUTOCOMPLETE** option in CSG; all Tier 3 agents have the ability to perform an LA Autocomplete. These cases will be encountered when you find that CSG does not match OMSe.

For example, if a customer wanted Caller ID blocked, and CSG showed that it was, but OMSe showed that it is set to Display. To fix this you would first have to submit an **AUTOCOMPLETE** order to make CSG match OMSe as unblocked. You would then have to submit a new regular order to set CID to block, creating a SODI task, and correcting the issue.

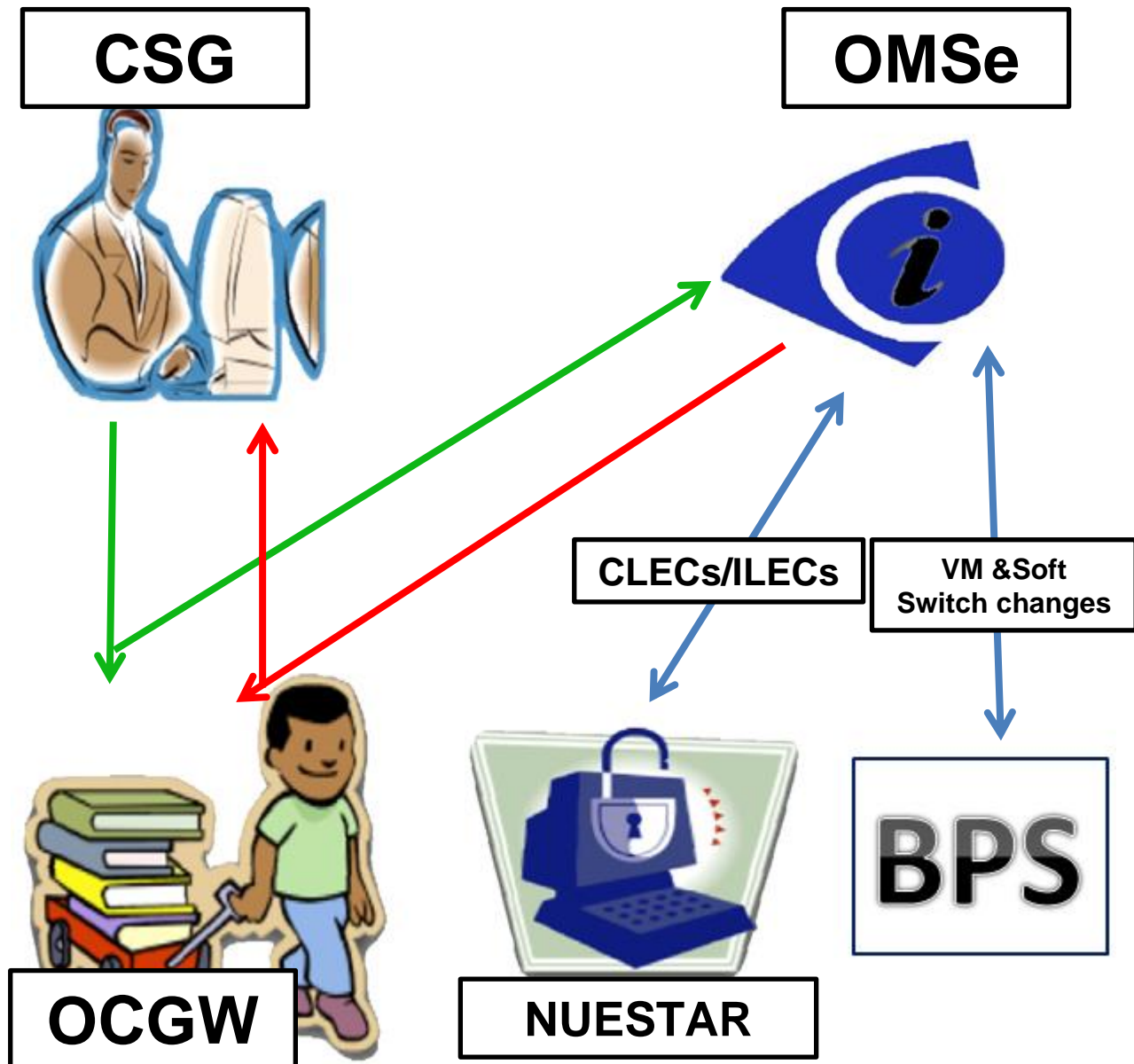


The screenshot shows the CSG interface with the 'Parameters' tab selected. It displays a list of 'Available Parameters' on the left and 'Assigned Parameters and Values' on the right. The 'Assigned Parameters and Values' table is as follows:

Name	Value
TPV REQUIRED	NO
Transfer - Is TN Changing?	NO
COLLECT	ALLOW
3rd PARTY	BLOCK
ADDL CHARGES	BLOCK
900/976	ALL OUT

Below the parameters, there is a section for 'All Service Parameters' showing 'Assigned: 17' and 'Satisfied: 17'. At the bottom, the 'Provisioning Method' is set to 'NORTH LA SODI PROV'. There are also buttons for 'Tasks', 'MSAG', and 'Resend TPV'.

Diagram of the Flow:



1. A CSR (rep) enters a manual Digital Phone order in CSG, and submits the order.
2. Ordering Client Gateway (OCGW) provides two way interfaces to the billing system, OMSe. OCGW translates PTM, SODI or HBS into Integrated Billing Interface (IBF) Format, and submits the normalized Digital Phone Order (DPO) to OMSe.
3. OMSe will generate errors if transaction fails validation (Through either Nuestar or BPS).
4. OMSe generates and sends incremental DPO and child order status updates to OCGW for delivery to the appropriate billing system

Flow through Provisioning at a glance:

Before order begins to process towards completion.

Order Number	Version	Order Status	Due Date	Orig Order Date	Order Type
DPO-PR-0219200840885	02	Pending	02/22/2014	02/19/2014	Digital Phone Order
LAN00000000000883	01	CLEC Valid	02/22/2014	02/19/2014	LSR Order
PRV-SW-0219200816697	01	Pending	02/22/2014	02/19/2014	Provisioning Order

After the order has begun to complete (Once the PRV completes the changes have been implemented into OMSe, you can run a Service Query to verify). DPOs can take up to 48 hours, after the PRV completes, to complete.

Order Number	Version	Order Status	Due Date	Orig Order Date	Order Type
DPO-PR-0219200840885	02	Pending	02/22/2014	02/19/2014	Digital Phone Order
LAN00000000000883	01	CLEC Valid	02/22/2014	02/19/2014	LSR Order
PRV-SW-0219200816697	01	Completed	02/22/2014	02/19/2014	Provisioning Order

Fully completed order in OMSe.

Order Number	Version	Order Status	Due Date	Orig Order Date	Order Type
LAN00000000000300	01	Completed	02/28/2014	02/08/2014	LSR Order
PRV-SW-021020080055	01	Completed	02/28/2014	02/08/2014	Provisioning Order
DPO-PR-020820080034	02	Completed	02/28/2014	02/08/2014	Digital Phone Order

Invalid Flows:

DPO Invalid

Order Number	Version	Order Status	Due Date	Orig Order Date	Order Type
DPO-PR-020820080001	01	Invalid	02/28/2014	02/08/2014	Digital Phone Order

CLEC Invalid

Order Number	Version	Order Status	Due Date	Orig Order Date	Order Type
DPO-PR-020820080165	01	Error	02/28/2014	02/08/2014	Digital Phone Order
LAN00000000000199	01	CLEC Invalid	02/28/2014	02/08/2014	LSR Order
PRV-SW-020820080113	01	Pending	02/28/2014	02/08/2014	Provisioning Order
PRV-VM-020820080115	01	Pending	02/28/2014	02/08/2014	Provisioning Order

Digital Phone Orders (DPOs)

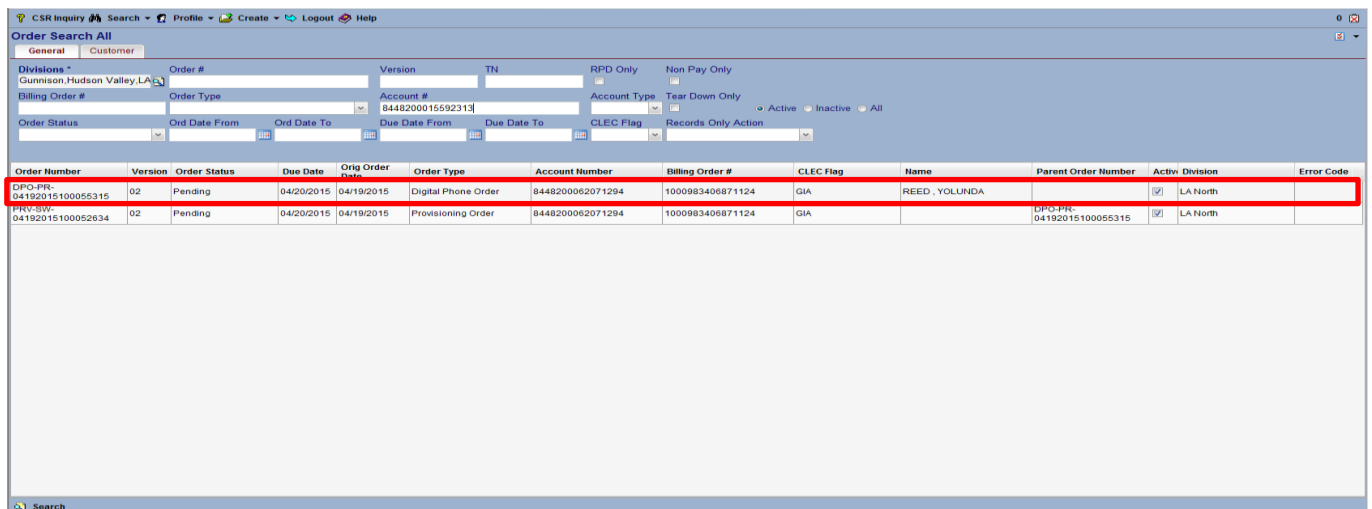
What is a digital Phone order?

A digital phone order is created by OMSe when it receives an order from CSG. The DPO is called the **parent order**. Once the order shows up in OMSe it creates the **child orders** (PRVs and LSRs).

NOTE: There can only be one DPO open/pending at a time. If an order (which would create another DPO) is submitted before any previous DPOs are completed/closed, it will **bottleneck the system**, and **nothing will flow through**.

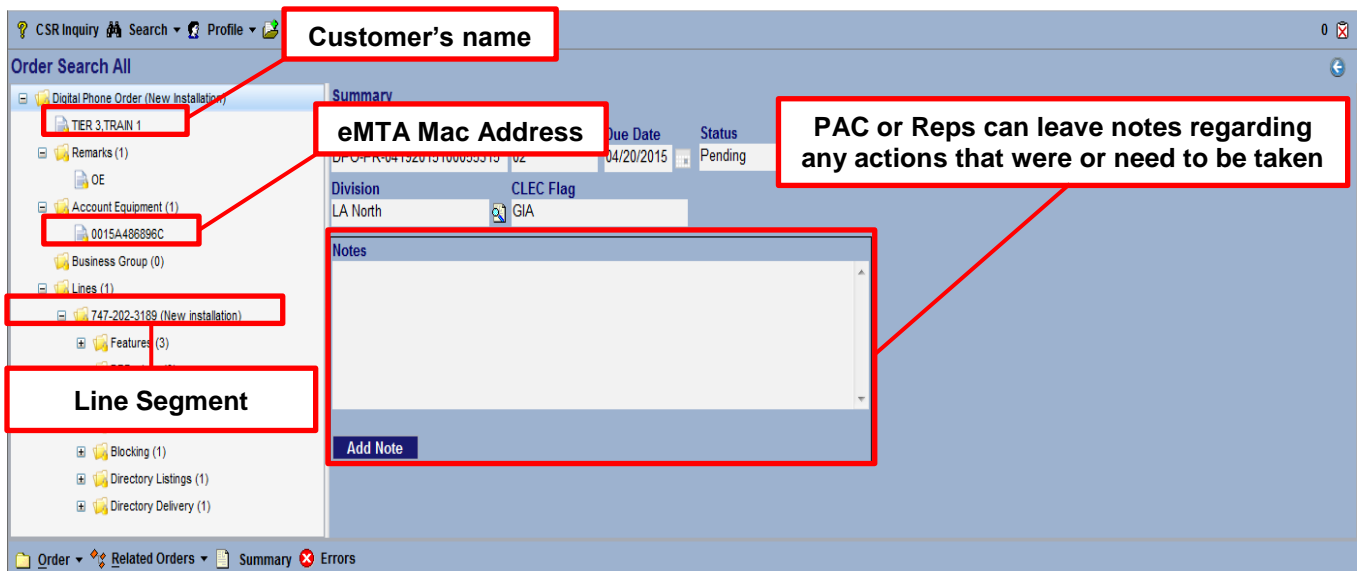
Reading a DPO:

Top open a DPO, double click on the DPO in question from your **Order Search All**.



Order Number	Version	Order Status	Due Date	Orig Order	Order Type	Account Number	Billing Order #	CLEC Flag	Name	Parent Order Number	Active Division	Error Code
DPO-PR-04192015100055315	02	Pending	04/20/2015	04/19/2015	Digital Phone Order	8448200062071294	1000983406871124	GIA	REED, YOLUNDA		LA North	
PRV-30V-04192015100052634	02	Pending	04/20/2015	04/19/2015	Provisioning Order	8448200062071294	1000983406871124	GIA		DPO-PR-04192015100055315	LA North	

Below is the order with notifications to show the important parts of the Order.



Customer's name

TER 3, TRAIN 1

eMTA Mac Address

0015A486896C

747-202-3189 (New installation)

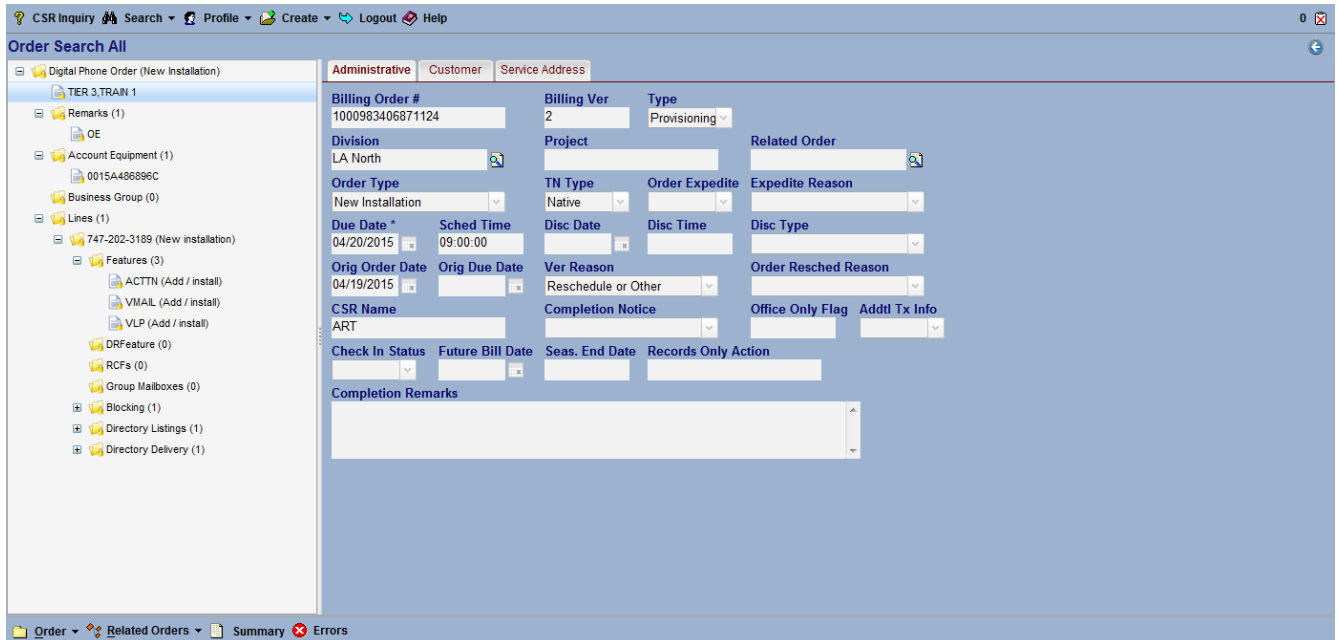
Line Segment

PAC or Reps can leave notes regarding any actions that were or need to be taken

Add Note

Customer Name Section:


This shows us all the customer information and order information. This also shows us what billing order this DPO is associated with. This is important because you can compare the orders between OMSe and CSG.



The screenshot shows the 'Order Search All' window in the OMSe system. The left sidebar displays a tree view of the order structure, including 'Digital Phone Order (New Installation)', 'TER 3, TRAIN 1', 'Remarks (1)', 'OE', 'Account Equipment (1)', '0015A486896C', 'Business Group (0)', 'Lines (1)', '747-202-3189 (New installation)', 'Features (3)', 'ACTTN (Add / install)', 'VMAL (Add / install)', 'VLP (Add / install)', 'DRFeature (0)', 'RCFs (0)', 'Group Mailboxes (0)', 'Blocking (1)', 'Directory Listings (1)', and 'Directory Delivery (1)'. The main area is divided into three tabs: 'Administrative', 'Customer', and 'Service Address'. The 'Administrative' tab is active, showing fields for 'Billing Order #', 'Billing Ver', 'Type', 'Division', 'Project', 'Related Order', 'Order Type', 'TN Type', 'Order Expedite', 'Expedite Reason', 'Due Date', 'Sched Time', 'Disc Date', 'Disc Time', 'Disc Type', 'Orig Order Date', 'Orig Due Date', 'Ver Reason', 'Order Resched Reason', 'CSR Name', 'Completion Notice', 'Office Only Flag', 'Addtl Tx Info', 'Check In Status', 'Future Bill Date', 'Seas. End Date', and 'Records Only Action'. A 'Completion Remarks' text area is at the bottom.

MAC Address Section:

This section shows us all the equipment info, including the Model, Serial Number, MAC address, and MAC type.



The screenshot shows the 'Order Search All' window in the OMSe system, with the 'Account Equipment Detail' tab active. The left sidebar is identical to the previous screenshot. The main area displays a table with equipment details:

Cable Modem MAC Address	Cable Modem MAC Type
0015A486896C	Voice
Cable Modem Model	Cable Modem Serial Number
VC	7BXBMV6NF235472

The bottom status bar shows 'Order', 'Related Orders', 'Summary', 'Errors', and a green checkmark icon.

Line Segment:

This section contains the line details, phone number, equipment MAC, PICs, Type of install, Type of number (Native/Ported).

Order Search All

- Digital Phone Order (New Installation)
 - TIER 3, TRAIN 1
 - Remarks (1)
 - OE
 - Account Equipment (1)
 - 0015A486896C
 - Business Group (0)
 - Lines (1)
 - 747-202-3189 (New Installation)
 - Features (3)
 - ACTTN (Add / install)
 - VMAIL (Add / install)
 - VLP (Add / install)
 - DRFeature (0)
 - RCFs (0)
 - Group Mailboxes (0)
 - Blocking (1)
 - Directory Listings (1)
 - Directory Delivery (1)

Line Details

Current Telco Account #	Current Telco Passcode	New Telco Account #	Action		
		- -	Change services or features		
Restart	TN Type	Lifeline Type	TN	Out TN	Transferring TN
N	Native		747-202-3189	- -	- -
Termination Port	PIC Freeze	PIC InterLATA	PIC IntraLATA	PIC International	
1		9998	9998	9998	
Disability Indicator	Service Prov ID	Open Order #	Activate Service		
			<input type="checkbox"/>		

Caller ID

Restriction	Name	Privacy Action	CNAM Action
No	TIER 3, TRAIN 1	No change	Undetermin

Intercept Referral

Recording	Primary TN	Primary Name	Secondary TN
	- -		- -
Secondary Name	End Date		

Cable Modem

MAC Address	MAC Type
0015A486896C	Voice
Model	Serial Number

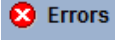
Order ▾ Related Orders ▾ Summary ✖ Errors ✔

Digital Phone Order Status:

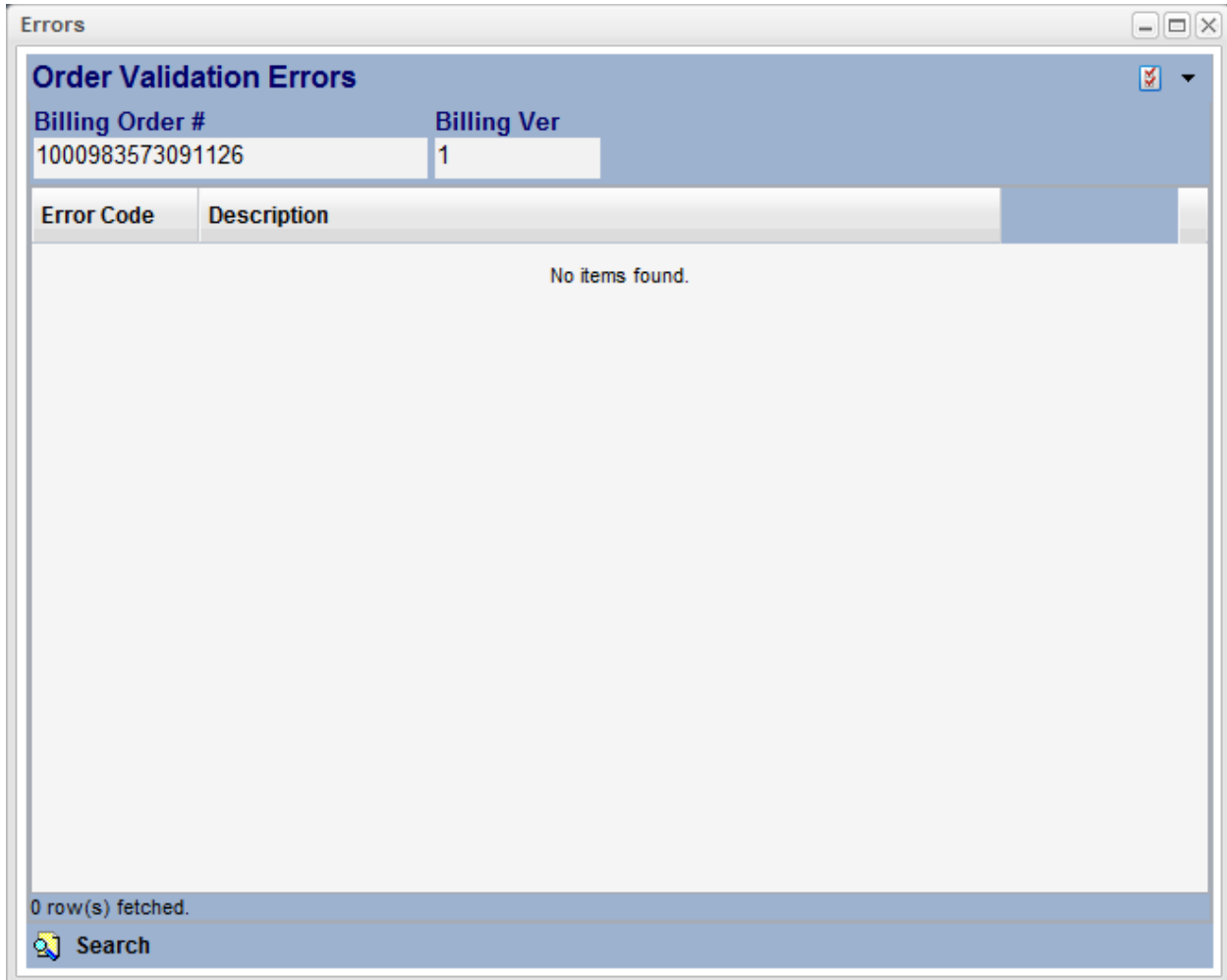
- Pending** – All child orders have been created and so far the order is successful.
- Invalid** – The DPO has failed and no child orders are generated. Incoming transactions did not pass validation rules. Please read the remarks, they could contain the reason as to why the order is invalid.
- Error** – One or more provisioning orders have failed or an LSF is in invalid status. It will stay in error until the child order issue is resolved.

Note: All Digital Phone Orders should complete within 48 hours of all the child orders completing.

Error or Invalid DPOs:

To check to see what errors exist on an order, click the  button at the bottom of the DPO page.

Any errors will show up in the following pop up window.




Errors

Order Validation Errors

Billing Order # 1000983573091126 Billing Ver 1

Error Code	Description
No items found.	

0 row(s) fetched.

 Search

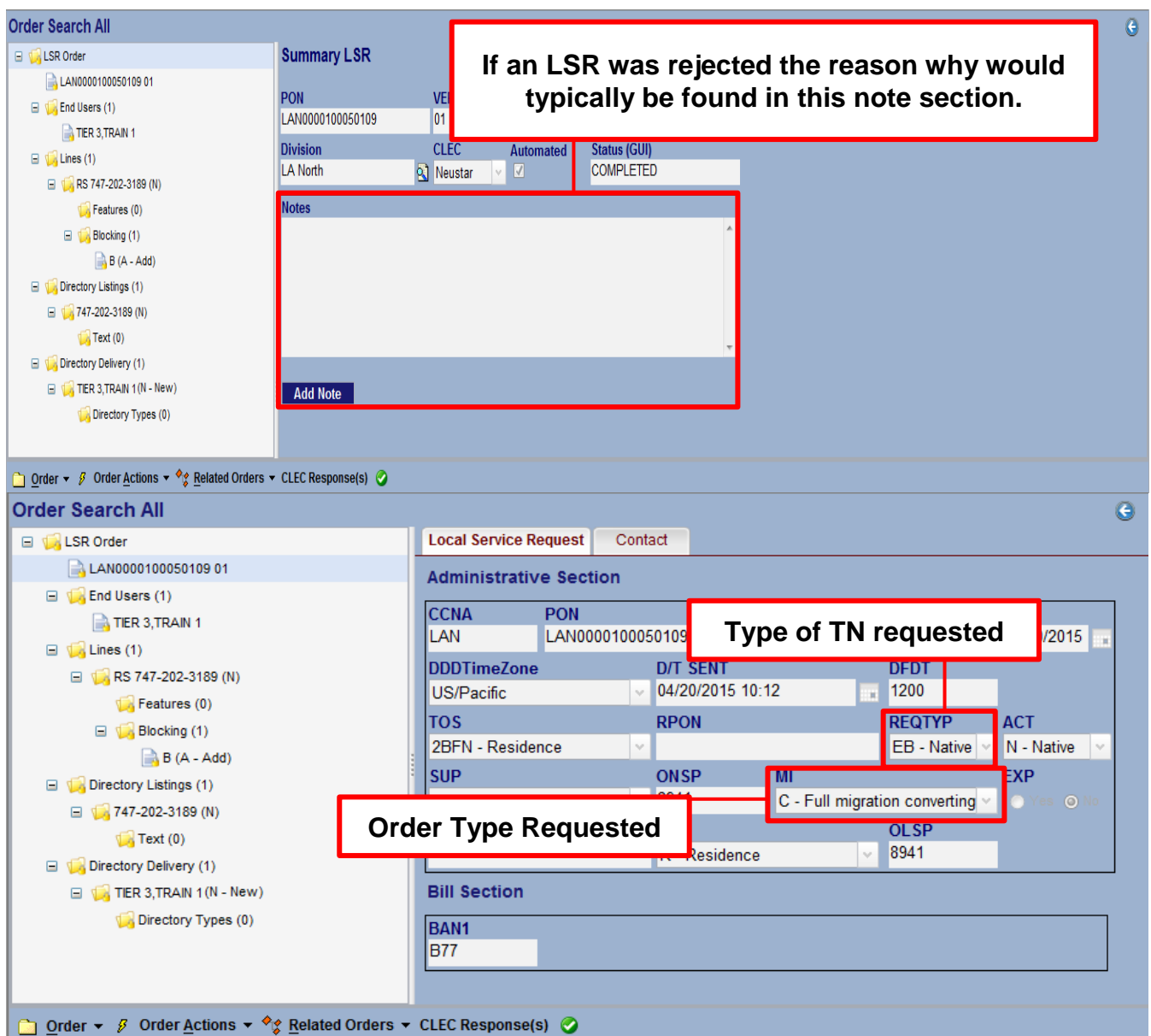
Line Service Request Orders (LSRs)

What is a LSR?

Line service requests (LSRs) simply put, are the requests to port in/out, change, transfer or install a (new) number. These orders are the only orders in OMSe that go out to the CLECs/ILECs for verification/authorization.

Reading LSR Orders:

As a rep you won't have to go over LSRs too often, but if one ever goes CLEC-Invalid you will want to know why to get a resolution for the customer. Below key point will be marked/labeled.



The screenshot displays the OMSe interface for viewing an LSR Order. The left sidebar shows a tree view of the order details, including End Users, Lines, Features, Blocking, Directory Listings, Text, Directory Delivery, and Directory Types. The main area shows the 'Summary LSR' for order LAN0000100050109 01, with fields for Division (LA North), CLEC (Neustar), Automated (checked), and Status (COMPLETED). A red box highlights the 'Notes' section with the text: "If an LSR was rejected the reason why would typically be found in this note section." Below this, the 'Administrative Section' contains fields for CCNA (LAN), PON (LAN0000100050109), DDDTimeZone (US/Pacific), D/T SENT (04/20/2015 10:12), DFDT (1200), TOS (2BFN - Residence), RPON, REQ TYP (EB - Native), ACT (N - Native), SUP, ONSP, MI (C - Full migration converting), and OLSP (8941). A red box highlights the 'MI' field with the text: "Type of TN requested". Another red box highlights the 'REQ TYP' field with the text: "Order Type Requested". The 'Bill Section' shows BAN1 (B77). The bottom navigation bar includes links for Order, Order Actions, Related Orders, and CLEC Response(s).

Editing LSR Orders:

Editing or Revising LSR orders can be complicated and cause additional problems if done incorrectly. For this reason access to this feature may not be available to all agents.

If you come across a situation where the LSR shows incorrect information and needs to be updated, or needs to be canceled because an order was done incorrectly and you can cancel through your normal means, let a Supervisor know.

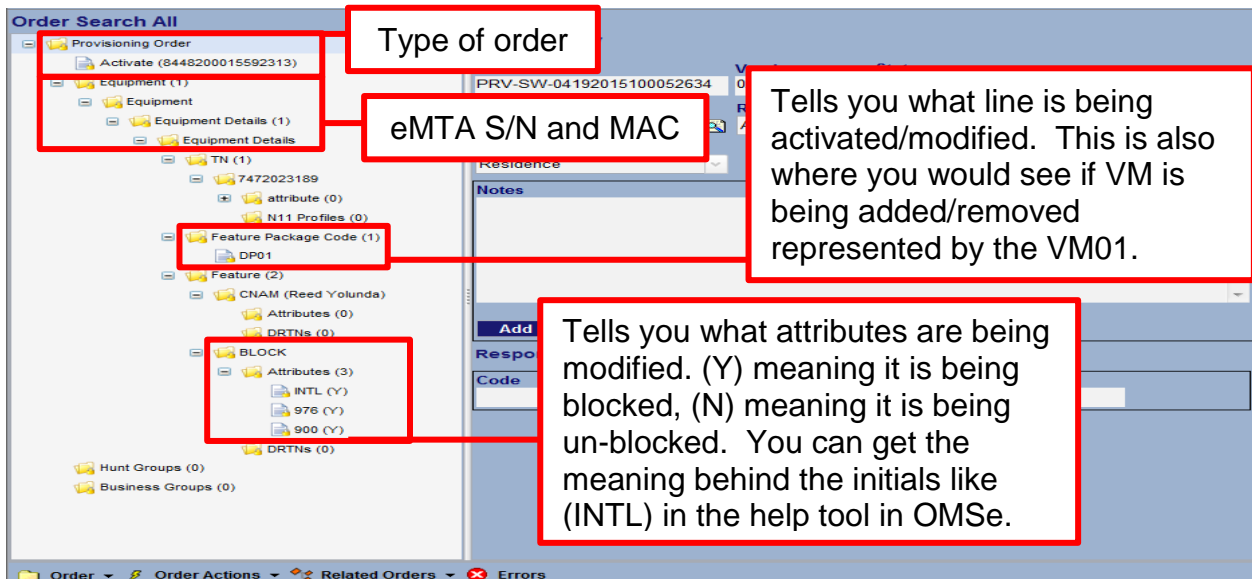
Provisioning Orders (PRVs)

What is a PRV?

A provisioning order is a child order created by OMSe that break down in detail exactly what is being done/changed as a part of the billing order. It will display any changes to Attributes (which ones specifically, CID Display, VM, PICs, Status, etc.).

Reading a PRV:

You will need to have a basic understanding how to read PRVs; they are what tell you the specifics of what is being done. You can see exactly what attributes are being allowed/blocked specifically. If you see a 1 or more next to a field that means that many parts of that field are being changed/added/removed.



Type of order

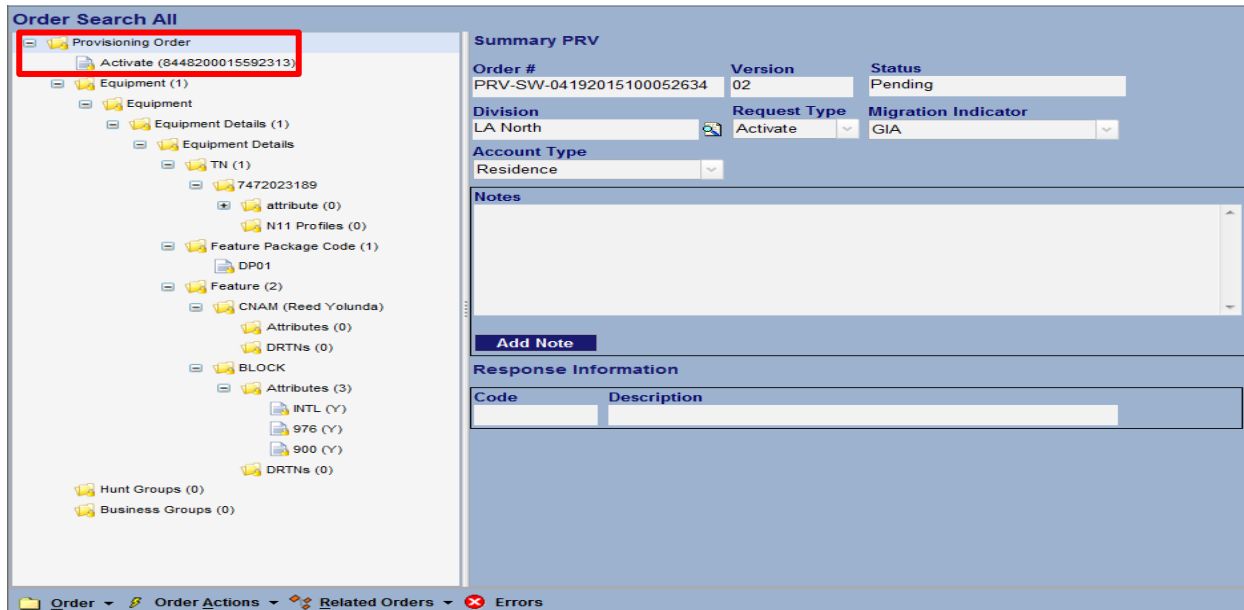
eMTA S/N and MAC

Tells you what line is being activated/modified. This is also where you would see if VM is being added/removed represented by the VM01.

Tells you what attributes are being modified. (Y) meaning it is being blocked, (N) meaning it is being un-blocked. You can get the meaning behind the initials like (INTL) in the help tool in OMSe.

Activate Order:

An example of an Activate order. Once created it goes through BPS where it checks for errors. If it is valid the switch gets updated and a response is sent to OMSe where it shows completed.



Order Search All

- Provisioning Order
 - Activate (8448200015592313)
 - Equipment (1)
 - Equipment Details (1)
 - TN (1)
 - 7472023189
 - attribute (0)
 - N11 Profiles (0)
 - Feature Package Code (1)
 - DP01
 - Feature (2)
 - CNAM (Reed Yolunda)
 - Attributes (0)
 - DRTNs (0)
 - BLOCK
 - Attributes (3)
 - INTL (Y)
 - 976 (Y)
 - 900 (Y)
 - DRTNs (0)
 - Hunt Groups (0)
 - Business Groups (0)

Summary PRV

Order #	Version	Status
PRV-SW-04192015100052634	02	Pending
Division	Request Type	Migration Indicator
LA North	Activate	GIA
Account Type	Residence	

Notes

Add Note

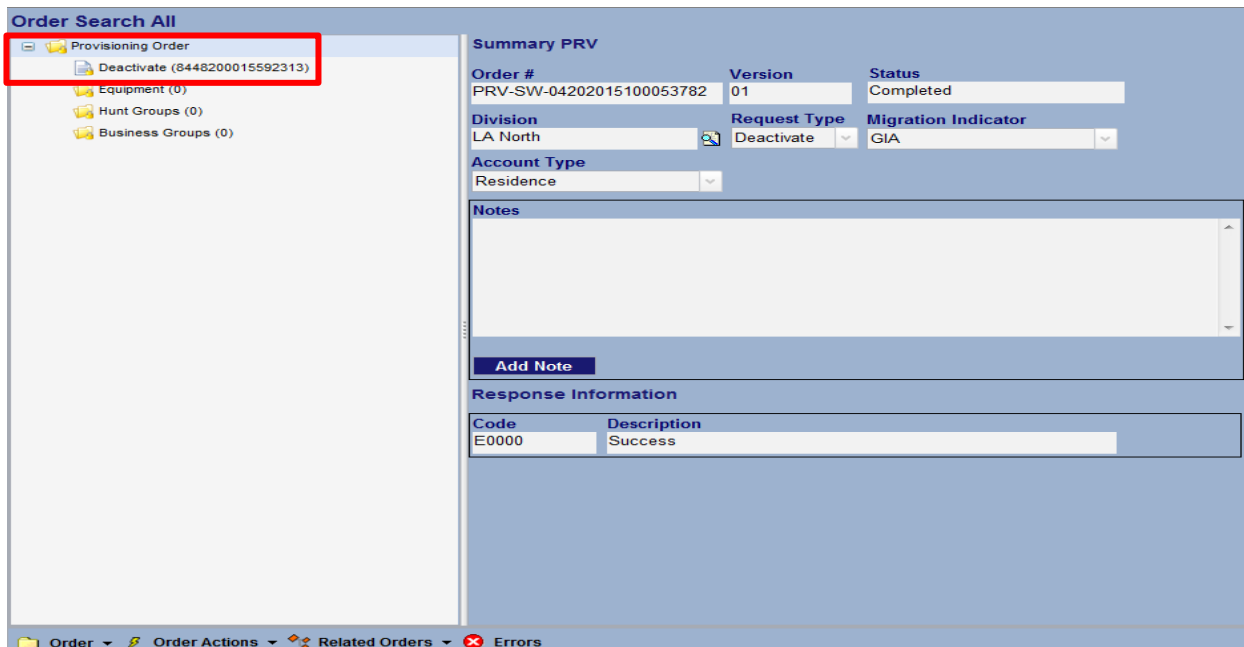
Response Information

Code	Description

Order Order Actions Related Orders Errors

Deactivate Order:

An example of a deactivate order. This provisioning order will disconnect the number on the switch. This is sometimes used as a troubleshooting step to resolve a number of problems, including platform mismatches.



Order Search All

- Provisioning Order
 - Deactivate (8448200015592313)
 - Equipment (0)
 - Hunt Groups (0)
 - Business Groups (0)

Summary PRV

Order #	Version	Status
PRV-SW-04202015100053782	01	Completed
Division	Request Type	Migration Indicator
LA North	Deactivate	GIA
Account Type	Residence	

Notes

Add Note

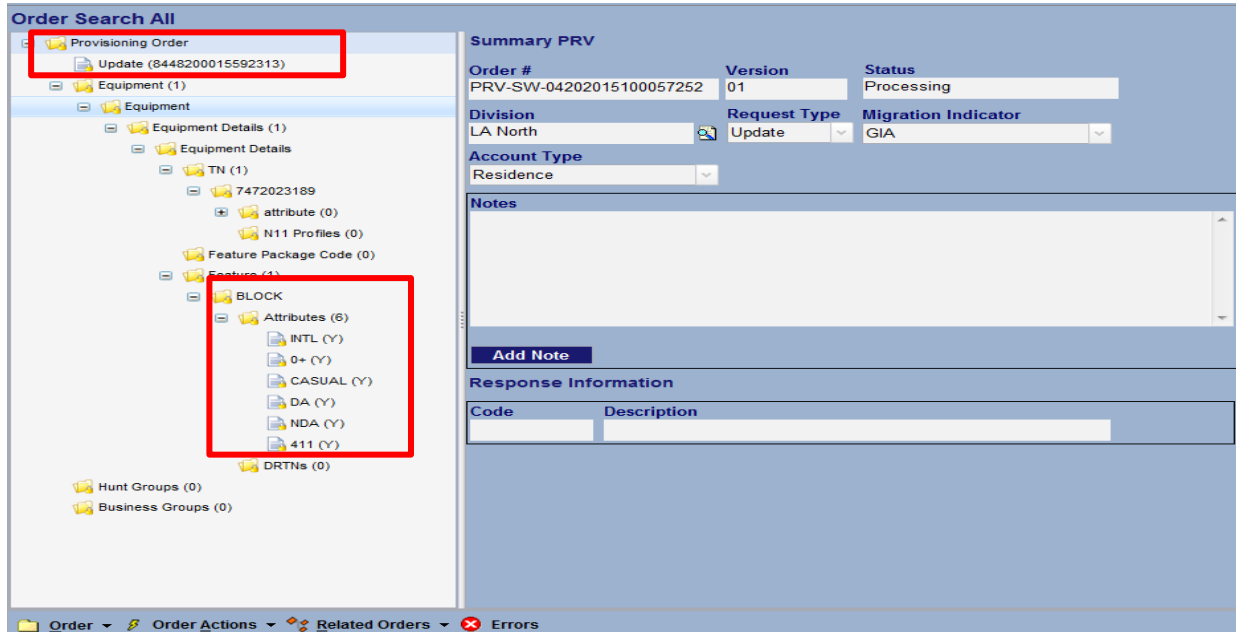
Response Information

Code	Description
E0000	Success

Order Order Actions Related Orders Errors

Update Order:

An example of an Update Order. This order will send what updates are requested (attribute changes, CID, etc.) to BPS where the changes will be made to the switch.



Order Search All

- Provisioning Order
 - Update (8448200015592313)
 - Equipment (1)
 - Equipment
 - Equipment Details (1)
 - TN (1)
 - 7472023189
 - attribute (0)
 - N11 Profiles (0)
 - Feature Package Code (0)
 - Feature (4)
 - BLOCK
 - Attributes (6)
 - INTL (Y)
 - 0+ (Y)
 - CASUAL (Y)
 - DA (Y)
 - NDA (Y)
 - 411 (Y)
 - DRTNs (0)

Summary PRV

| | | |
|--------------------------|--------------|---------------------|
| Order # | Version | Status |
| PRV-SW-04202015100057252 | 01 | Processing |
| Division | Request Type | Migration Indicator |
| LA North | Update | GIA |
| Account Type | | |
| Residence | | |

Notes

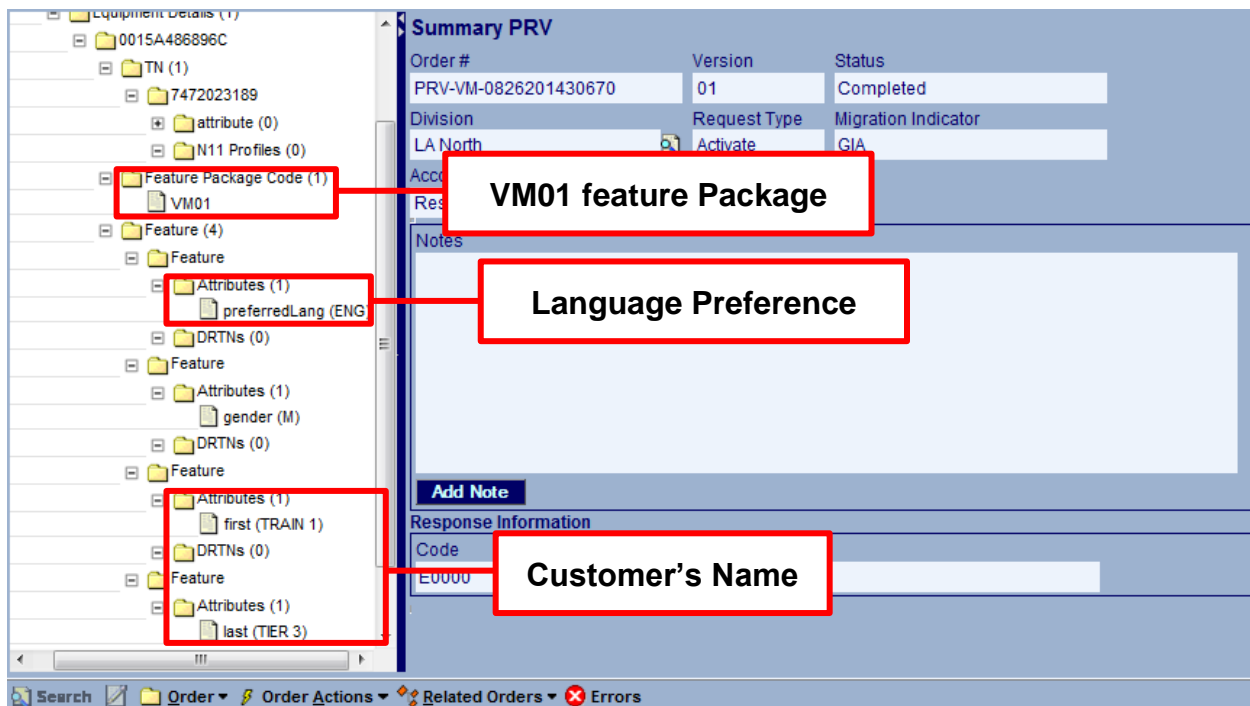
Add Note

Response Information

| Code | Description |
|------|-------------|
| | |

Provisioning Voice Mail Order (PRV-VM):

An example of a Voice Mail Order.



Equipment Details (1)

- 0015A486896C
 - TN (1)
 - 7472023189
 - attribute (0)
 - N11 Profiles (0)
 - Feature Package Code (1)
 - VM01
 - Feature (4)
 - Feature
 - Attributes (1)
 - preferredLang (ENG)
 - DRTNs (0)
 - Feature
 - Attributes (1)
 - gender (M)
 - DRTNs (0)
 - Feature
 - Attributes (1)
 - first (TRAIN 1)
 - DRTNs (0)
 - Feature
 - Attributes (1)
 - last (TIER 3)

Summary PRV

| | | |
|----------------------|--------------|---------------------|
| Order # | Version | Status |
| PRV-VM-0826201430670 | 01 | Completed |
| Division | Request Type | Migration Indicator |
| LA North | Activate | GIA |
| Account Type | | |
| Residence | | |

Notes

Add Note

Response Information

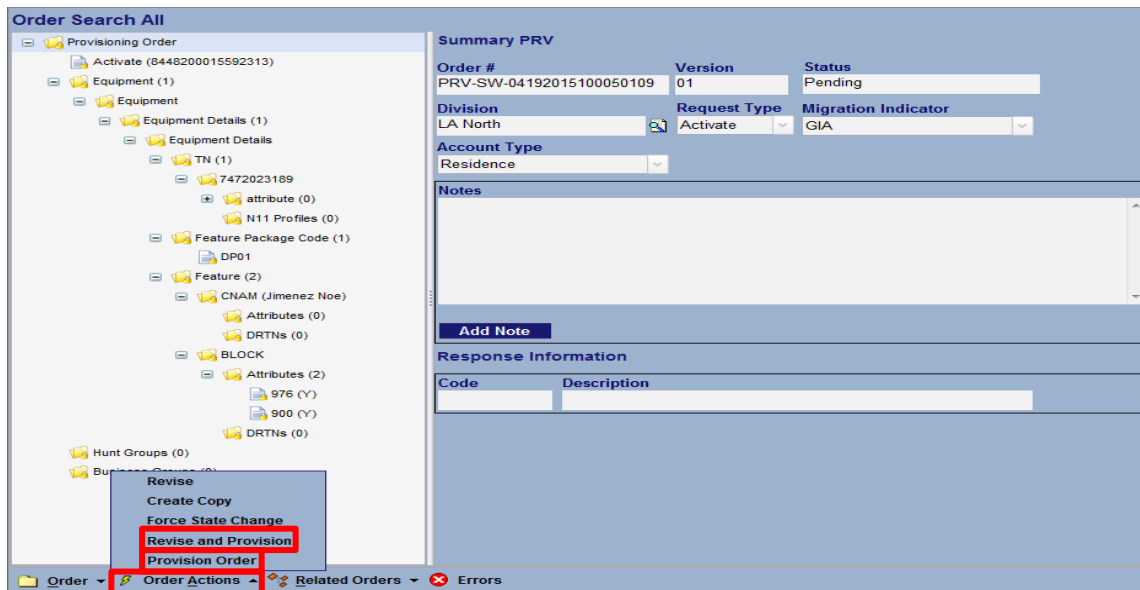
| Code | Description |
|-------|-------------|
| E0000 | |

Annotations:

 - VM01 feature Package
 - Language Preference
 - Customer's Name

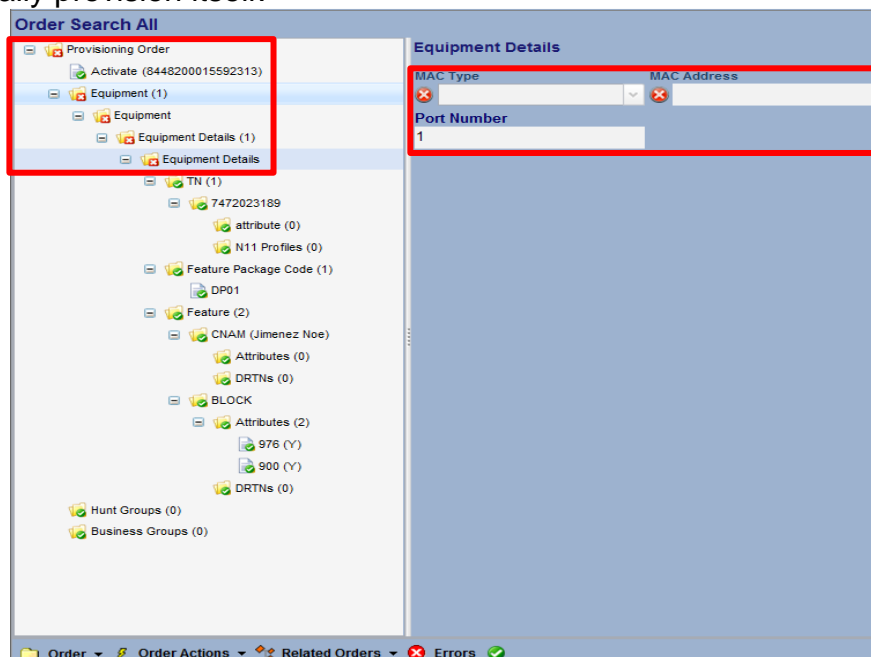
How to provision a PRV:

Click **Order Actions** (if all required fields are correct) then select **Provision Order**. If you need to edit the order before provisioning select **Revise and Provision**.



The screenshot shows the 'Order Search All' interface. On the left, a tree view under 'Provisioning Order' shows a hierarchy: Activate (8448200015592313) > Equipment (1) > Equipment > Equipment Details (1) > Equipment Details > TN (1) > 7472023189 > attribute (0) > N11 Profiles (0) > Feature Package Code (1) > DP01 > Feature (2) > CNAM (Jimenez Noe) > Attributes (0) > DRTNs (0) > BLOCK > Attributes (2) > 976 (Y) > 900 (Y) > DRTNs (0). A context menu is open over the 'Order Actions' button, with 'Revise and Provision' highlighted. On the right, the 'Summary PRV' section shows: Order # PRV-SW-04192015100050109, Version 01, Status Pending, Division LA North, Request Type Activate, Migration Indicator GIA, Account Type Residence. Below this is a 'Notes' section with an 'Add Note' button and a 'Response Information' table with columns 'Code' and 'Description'.

Typically you will have to **Revise and Provision** a work order if it is missing equipment (as below). If you click the **Errors** button in the order it will show you any fields that are missing or have incorrect information. All you have to do after is click Revise and Provision and fill in the missing information. After you fill in the fields you can click the **Save** to make sure everything has been filled in. Then click **Save** and the order will automatically provision itself.



The screenshot shows the 'Order Search All' interface. On the left, the tree view is the same as in the previous screenshot. On the right, the 'Equipment Details' section is highlighted with a red box. It shows fields for 'MAC Type', 'MAC Address', and 'Port Number'. The 'MAC Address' field has a red 'X' icon next to it, indicating it is missing or incorrect. The 'Port Number' field has the value '1'. At the bottom of the interface, the 'Errors' button is now green, indicating that the errors have been resolved.

Common Error Codes

How troubleshoot common Error Codes:

E086 – Due Date has expired. *This error will not necessarily need a digital ticket please refer to the help option in OMSE.*

E0098 – Internal error – system had error executing the request and service was not provisioned. *This will be a digital phone ticket.*



E0002 – Service in the context does not exist in the system. *This error will not necessarily need a digital ticket please refer to the Help Option in OMSE.*

E0085 – Transfer device failure. *This error will not necessarily need a digital ticket please refer to the help option in OMSE.*

E0083 – Internal voice mail provisioning failure. *This will be a digital phone ticket.*

E158 – Order contains unknown Cable Modem Model [#]. *This will be a digital phone ticket.*

Useful Help Subjects

OMSe has a very useful “Help” Feature. You can use it to find out just about anything relating to OMSe and/or provisioning. To access this Go to OMSe (or click the link below) > Click the  Search Icon > Type the subject you want information on into the search field that appears > Click 

[OMSe Help Link!](#)

- **FTP Order Flow Process** (Provides a breakdown of the flow in bigger detail)
- **About Flow Through Provisioning** (Provides a very extensive breakdown of the flow)
- **Understanding the FTP Provisioning Process** (Provides definitions and explanations of the flow)
- **DPO Error Codes** (Provides a list of error codes and how to resolve, or who to contact)

Glossary

CSG – Our Billing system where (almost) all orders for OMSE should be entered.

CLEC – Competitive Local Exchange Carrier. CLECs are companies who began to offer services in an area after the Bell breakup from the early 1980's. Examples: Time Warner Cable, Vonage, La Casa, etc...

DPO (Digital Phone Order) – This is the order that is created by ACP-V and flows to OMSE. Also known as the Parent Order. This order will create the LSR and PRV child orders.

GUI- Graphical User Interface

ILEC – Incumbent Local Exchange Carrier. ILECs are companies that were established in an area at the time of the Bell breakup in the early 1980s. In California this is Verizon and whoever currently owns PAC BELL, which as of now is SBC/AT&T.

IPIC- International PIC- International calls.

LPIC- Intra LATA PIC- Within the state calls

LSR (Line Service Request) – This order to create phone service that Sprint works with. An LSR can be for one of several things, such as ported and native TN orders and feature changes that take place on Sprint's side. These will start with LAM, LAN and LAS in the OMSe system.

MSAG- Master Street Address Guide- Very important information when it comes to e911.

OMSE (Order Management System Extension) – Software designed to enable order entry from ACSR to flow through the Digital Phone Provisioning system.

PAC – A small group of employees dedicated to ensuring that all phone orders are completed accurately and on time. They are also responsible for handling high level telephone number issues.

PIC (Primary Interexchange carrier) – Inter LATA PIC

Provision – Telling the network switch to perform an action; activate or deactivate a TN, switch an eMTA MAC address/serial number, or add/remove features.

PRV (Provision Order) – This order tells the switch which TN's are active and what network switch based features need to be active. When provisioned and completed this is the one that should complete pending SODI tasks in billing. Service Queries, Refresh Services and Voice Mail pin resets are also examples of Provisioning orders.

Refresh Service – Send soft switch (DPOM Lite) parameters to eMTA.

Service Query – Provisioning order that queries the DPOM Lite database and returns information about the services associated with an account number or telephone number.

Soft Switch – Server/s that contain the services and information associated with a subscriber's Digital Phone service.