

## OMSe

Residential New Hire Tier 3 Agents

## User Guide

## COS Tier 3 New Hire: OMSe User Guide Revisions

**Note:** Most recent revision at the top

Revision Date	Effective Date	Author	Approval	What Changed
9/30/2014	9/30/2014	A. Garcia		Document Updated
11/7/2008	11/7/2008	M. Goodell		Document Created

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## Goal

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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 of how OMSe works, what types of orders you will see, what they represent, and what affects them.

## Objectives

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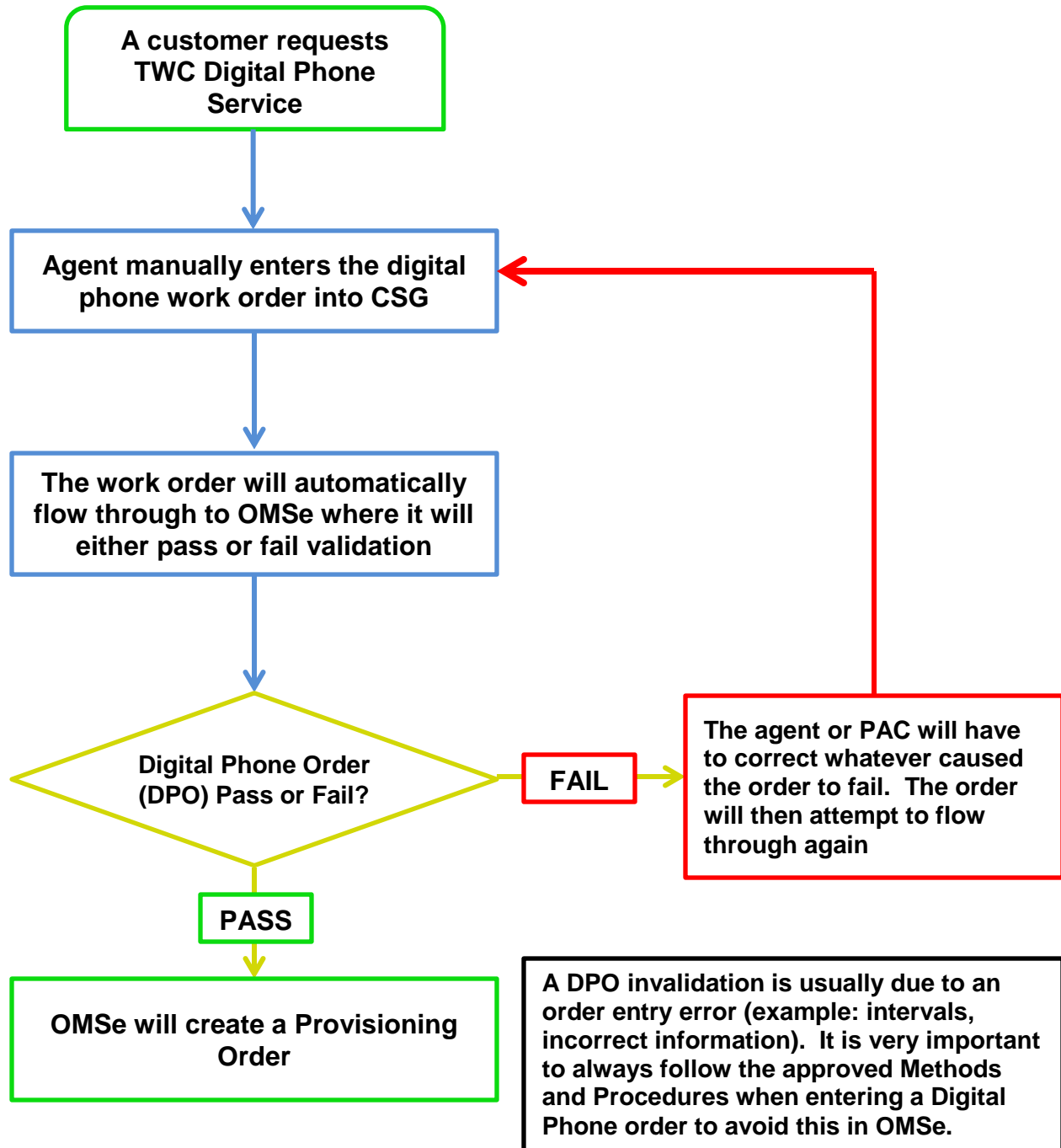
Upon completion of this guide, you will be able to:

- 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

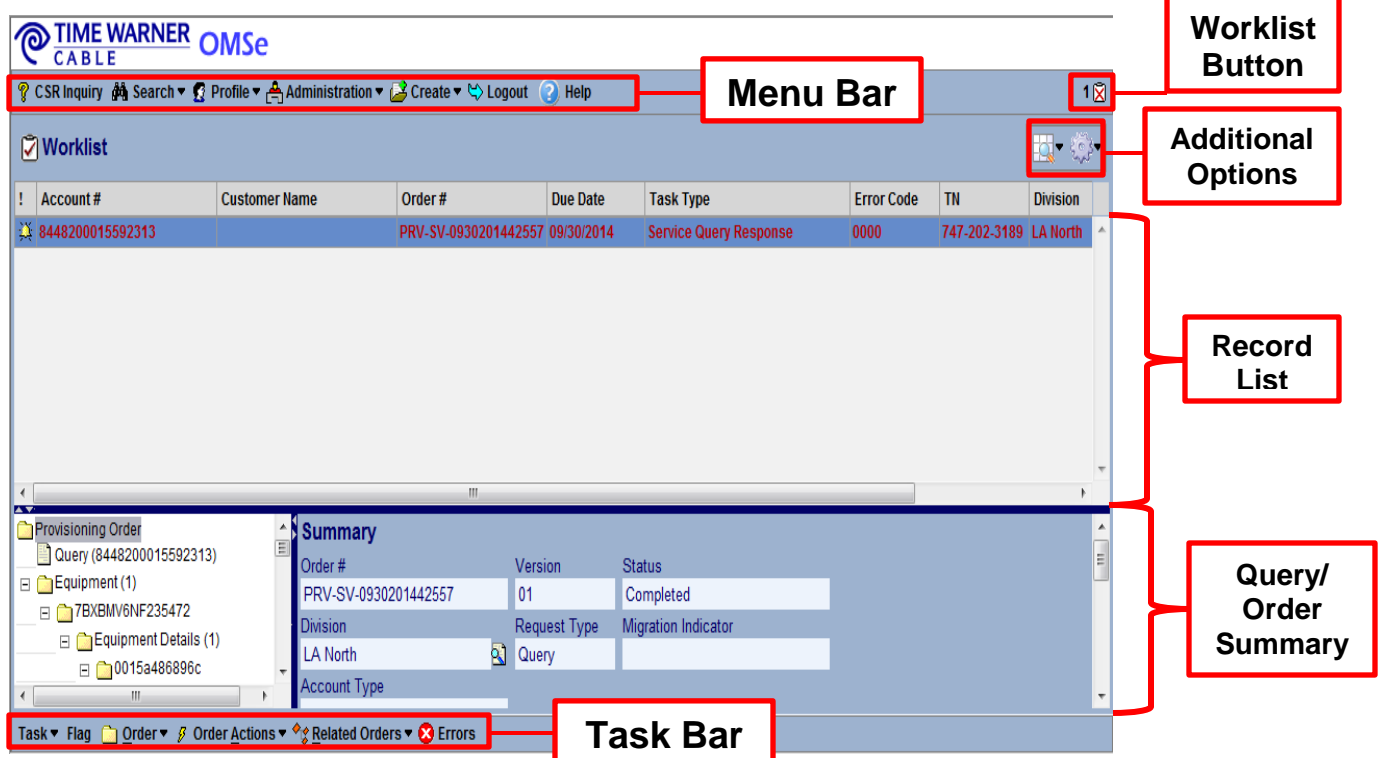
## OMSe

### 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



The screenshot shows the OMSe interface with the following components highlighted by red boxes and labels:

- Menu Bar:** A row of menus at the top including CSR Inquiry, Search, Profile, Administration, Create, Logout, and Help.
- Worklist Button:** A button with a checkmark icon and a numerical value '1' next to it.
- Additional Options:** A toolbar with icons for grid view, refresh, and other actions.
- Record List:** A table displaying worklist records with columns: Account #, Customer Name, Order #, Due Date, Task Type, Error Code, TN, and Division.
- Query/Order Summary:** A summary panel showing details for a selected record, including Order #, Version, Status, Division, Request Type, and Migration Indicator.
- Task Bar:** A row of buttons at the bottom including Task, Flag, Order, Order Actions, Related Orders, and Errors.




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
	Toggle	Switch between alternative screen views.
	Select Columns	Select columns to display.
	Options	Options include Available/Unavailable, Refresh Worklist, Print Results, Download as CSV/XLS/XML.

## Taskbar buttons

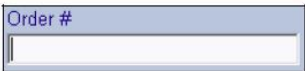



Taskbar buttons that appear at the bottom of your screen enable you to perform specific actions related to the screen you are viewing. Those with list arrows include additional sub-options, which will appear when you click on them.

## 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 any alphanumeric characters. When first selected, they appear blank, with a blinking bar cursor.
Number fields		Number fields only accept numeric characters 0–9. When selected, they appear dark blue, with one pound sign for each required digit.
Date fields		Date fields allow you to type a date in numeric format. When selected, they appear dark blue, with placeholders for the month, day, and year.
		To select a date from a calendar, click the Date icon to the right of the field. A pop-up will highlight the current day, month, and year. 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. Click the Today button to return to the current date.



## 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.

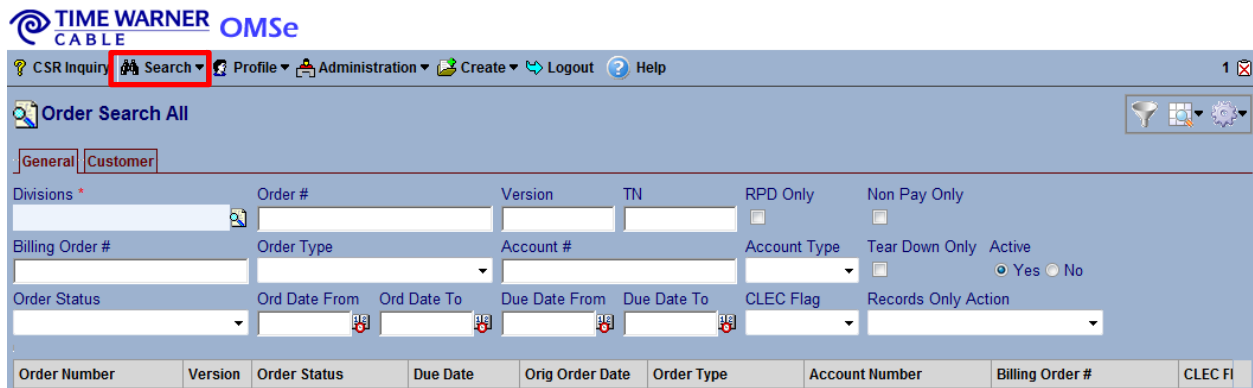
## Order Searches and Service Queries

### Work order types

Order Type	Transaction Type	Description
<b>DPO</b>	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
<b>PRV-SW</b>	Deactivate	Remove service from existing account
	Update	Change existing account, equipment swaps, refresh services.
	Activate	New service on the account
<b>PRV-VM</b>	Reset PIN	Voicemail PIN reset
<b>PRV-SV</b>	Query	Service Query response
<b>LSR</b>	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

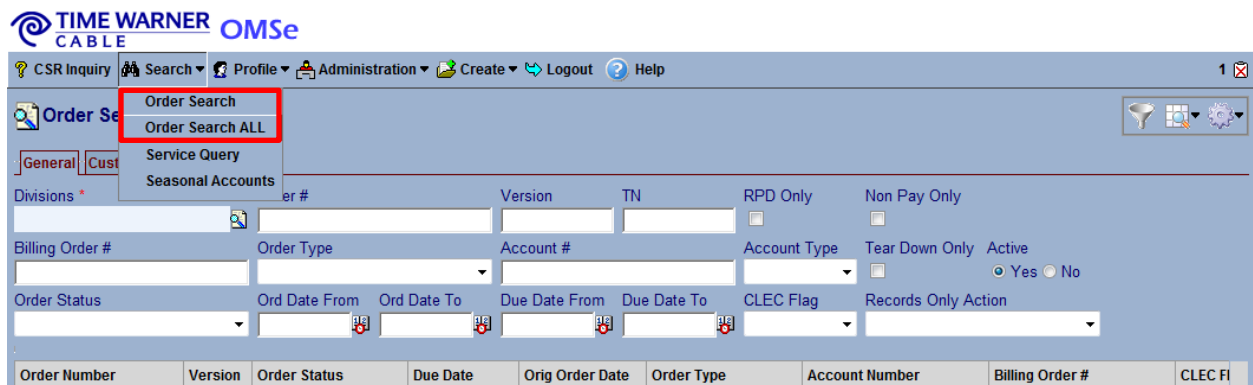
## Order Search/Order Search All

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



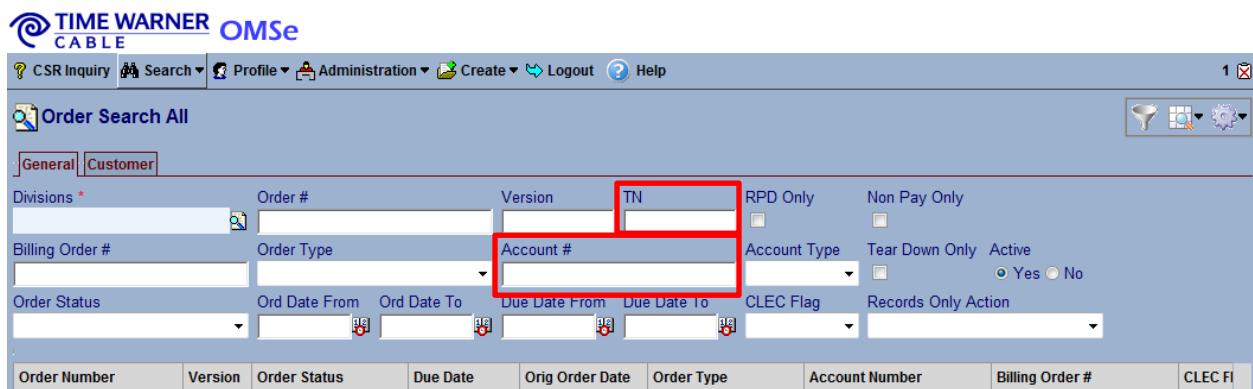
The screenshot shows the TIME WARNER CABLE OMSe interface. The 'Search' menu item is highlighted with a red box. The interface includes a navigation bar with 'CSR Inquiry', 'Search', 'Profile', 'Administration', 'Create', 'Logout', and 'Help'. Below the navigation bar, the 'Order Search All' section is visible, with 'General' and 'Customer' tabs. The 'General' tab is active, showing various search criteria fields: Divisions, Order #, Version, TN, RPD Only, Non Pay Only, Billing Order #, Order Type, Account #, Account Type, Tear Down Only, Active (Yes/No), Order Status, Ord Date From, Ord Date To, Due Date From, Due Date To, CLEC Flag, and Records Only Action. A table at the bottom lists search results with columns: Order Number, Version, Order Status, Due Date, Orig Order Date, Order Type, Account Number, Billing Order #, and CLEC FI.

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



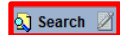
The screenshot shows the TIME WARNER CABLE OMSe interface. The 'Order Search All' menu item is highlighted with a red box. The interface includes a navigation bar with 'CSR Inquiry', 'Search', 'Profile', 'Administration', 'Create', 'Logout', and 'Help'. Below the navigation bar, the 'Order Search All' section is visible, with 'General' and 'Customer' tabs. The 'General' tab is active, showing various search criteria fields: Divisions, Order #, Version, TN, RPD Only, Non Pay Only, Billing Order #, Order Type, Account #, Account Type, Tear Down Only, Active (Yes/No), Order Status, Ord Date From, Ord Date To, Due Date From, Due Date To, CLEC Flag, and Records Only Action. A table at the bottom lists search results with columns: Order Number, Version, Order Status, Due Date, Orig Order Date, Order Type, Account Number, Billing Order #, and CLEC FI.

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.



The screenshot shows the TIME WARNER CABLE OMSe interface. The search criteria fields are highlighted with red boxes. The interface includes a navigation bar with 'CSR Inquiry', 'Search', 'Profile', 'Administration', 'Create', 'Logout', and 'Help'. Below the navigation bar, the 'Order Search All' section is visible, with 'General' and 'Customer' tabs. The 'General' tab is active, showing various search criteria fields: Divisions, Order #, Version, TN, RPD Only, Non Pay Only, Billing Order #, Order Type, Account #, Account Type, Tear Down Only, Active (Yes/No), Order Status, Ord Date From, Ord Date To, Due Date From, Due Date To, CLEC Flag, and Records Only Action. A table at the bottom lists search results with columns: Order Number, Version, Order Status, Due Date, Orig Order Date, Order Type, Account Number, Billing Order #, and CLEC FI.

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

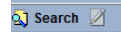
**Note:** The active (yes/no) radio buttons are used to search for **Active orders** or **All orders**.

Active  
☒ Yes ☐ No

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

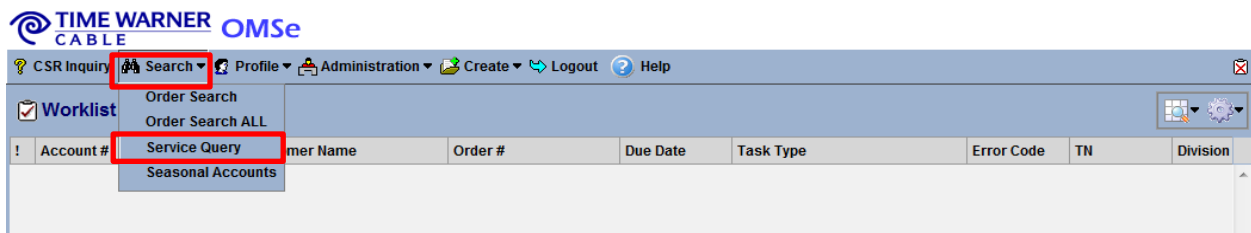
If you are making a change to the account provisioning (through CSG or manually), you can also use a Service Query to check your work after your order goes through, in order to make sure your changes went through completely and correctly into the database (which should = the switch).

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.

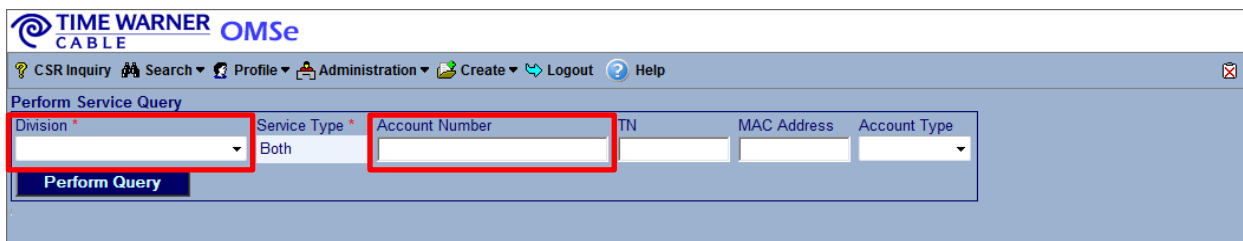
If any switch/voicemail provisioning information is wrong or missing the Service Query is the basis for manually creating a new, complete Provisioning order for that TN. Simply copy, correct the info and resubmit the order.

## Performing a Service Query

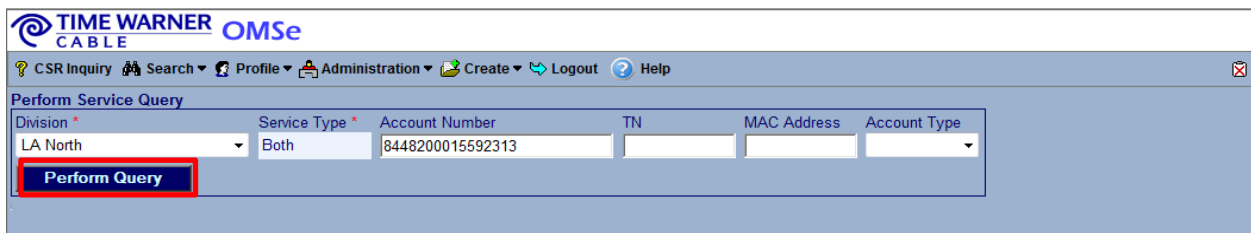
Left click **Search** in the upper left hand corner and then select **Service Query**.



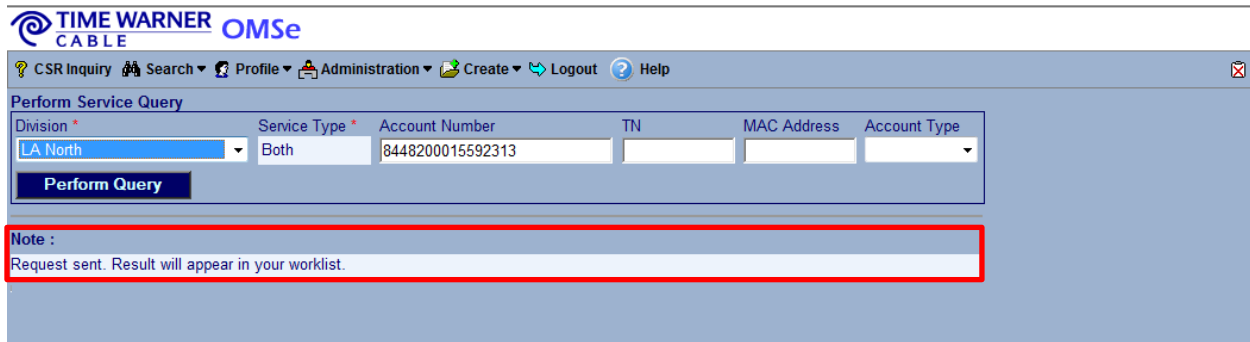
Enter criteria to search by. The correct division **MUST** be selected. Once this is done the **Account Number**, **TN**, or **MAC Address** can be entered (only 1 field is required).



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



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



**TIME WARNER CABLE OMSe**

CSR Inquiry Search Profile Administration Create Logout Help

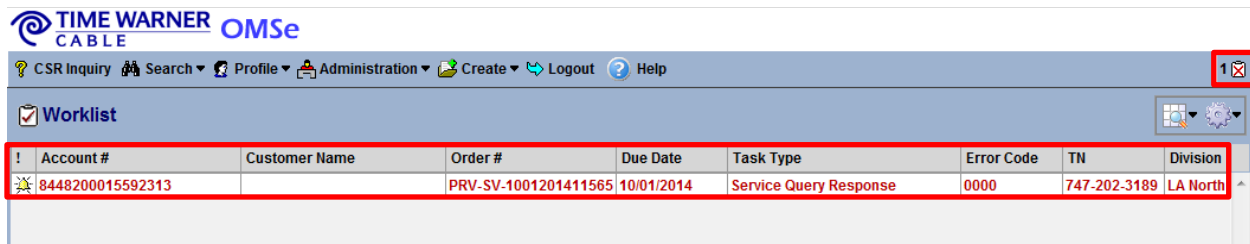
**Perform Service Query**

Division: LA North Service Type: Both Account Number: 8448200015592313 TN: MAC Address: Account Type:

**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.



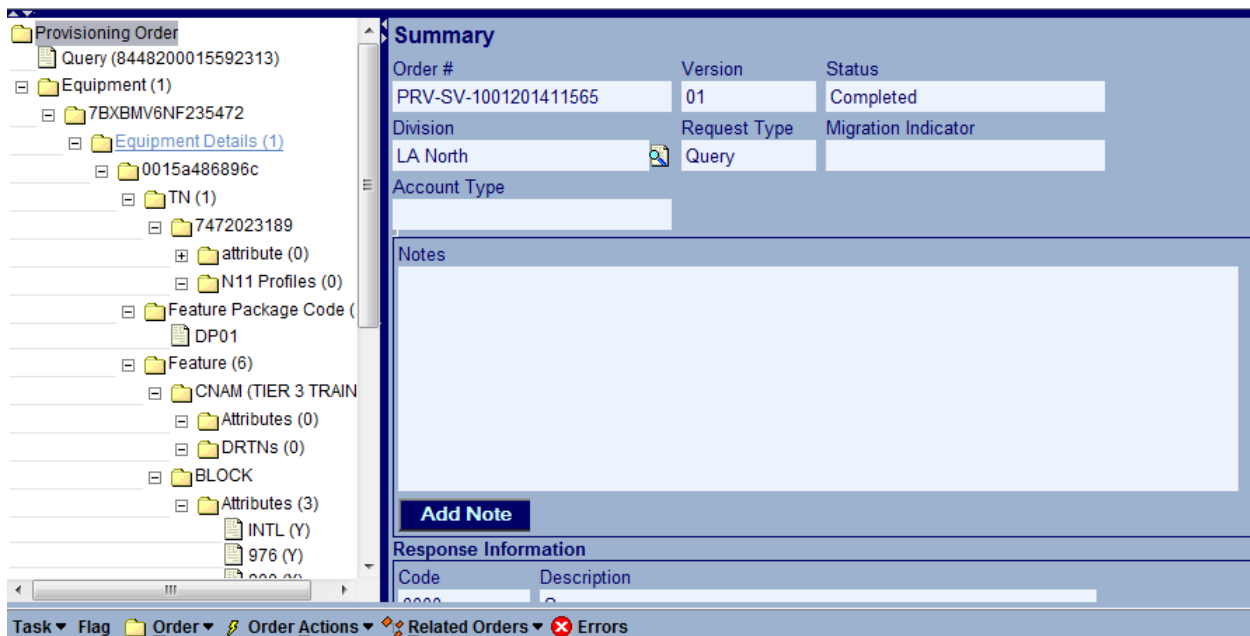
**TIME WARNER CABLE OMSe**

CSR Inquiry Search Profile Administration Create Logout Help

**Worklist**

Account #	Customer Name	Order #	Due Date	Task Type	Error Code	TN	Division
8448200015592313		PRV-SV-1001201411565	10/01/2014	Service Query Response	0000	747-202-3189	LA North

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



**TIME WARNER CABLE OMSe**

CSR Inquiry Search Profile Administration Create Logout Help

**Summary**

Order # PRV-SV-1001201411565 Version 01 Status Completed

Division LA North Request Type Query Migration Indicator

Account Type

**Notes**

**Add Note**

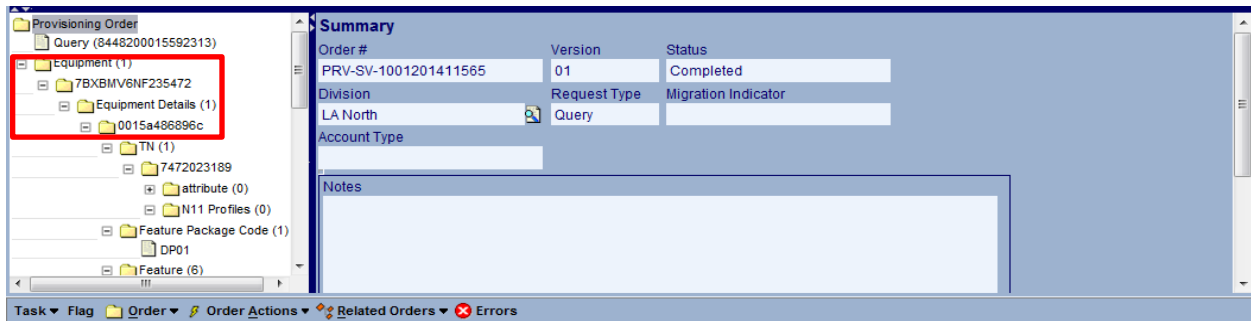
**Response Information**

Code Description

Task Flag Order Order Actions Related Orders Errors

## Reading a Service Query

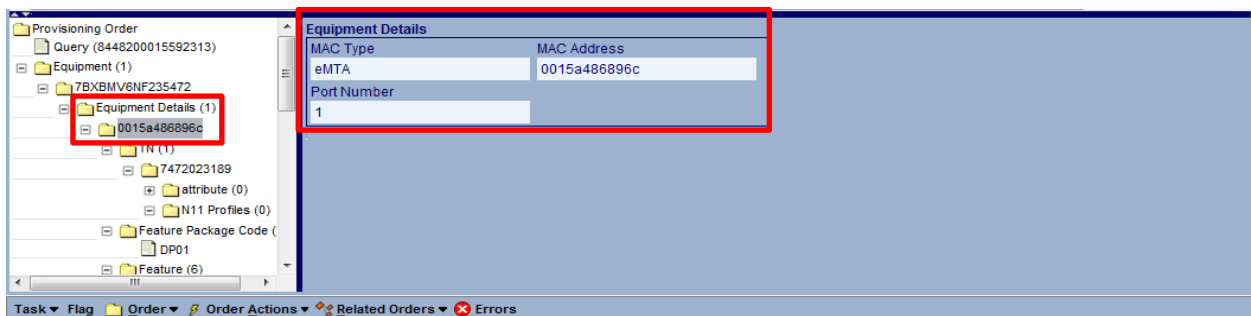
Verify that the customer has the correct equipment (MAC address and SN). Compare the highlighted section to the equipment screen in CSG.



Order #	Version	Status
PRV-SV-1001201411565	01	Completed

Division	Request Type	Migration Indicator
LA North	Query	

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.



MAC Type	MAC Address
eMTA	0015a486896c

Port Number
1

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**.



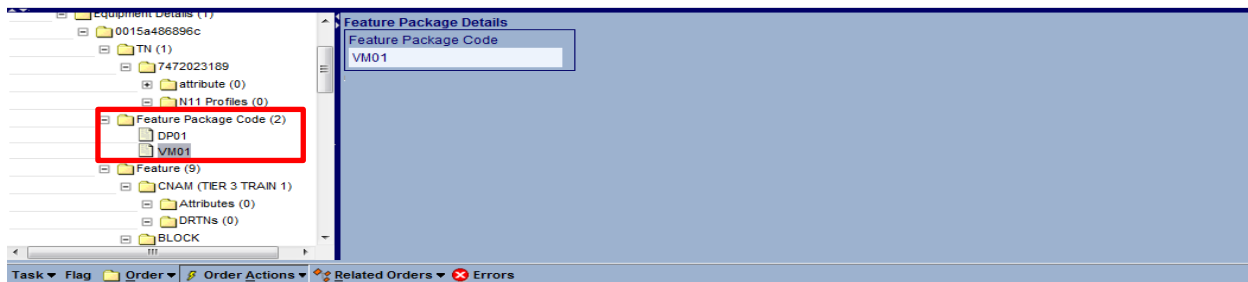
TN #	New TN#	TN Type	Call Agent ID	PIC	IPIC
747-202-3189			LAX05	9002	9000

LPIC	LNP Trigger	Privacy	Display Name & No
9002			

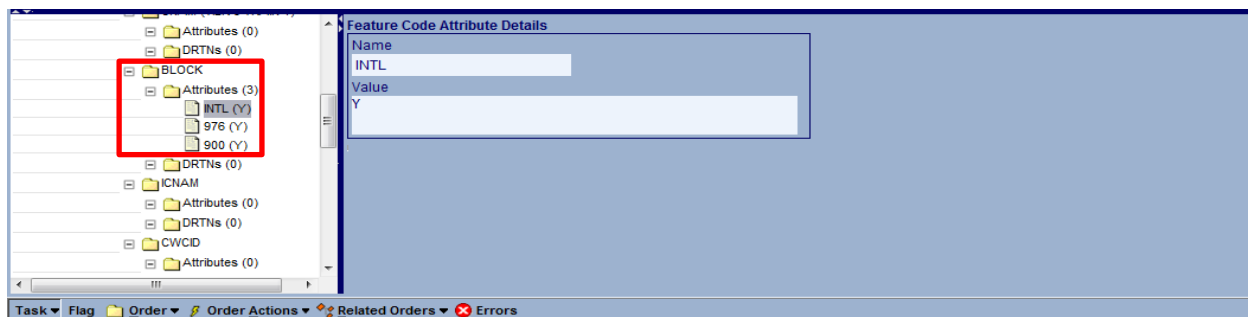
Rate Center	Rate Center State	Role
NORTHBRIDGE	CA	

Mode	Status
	Normal

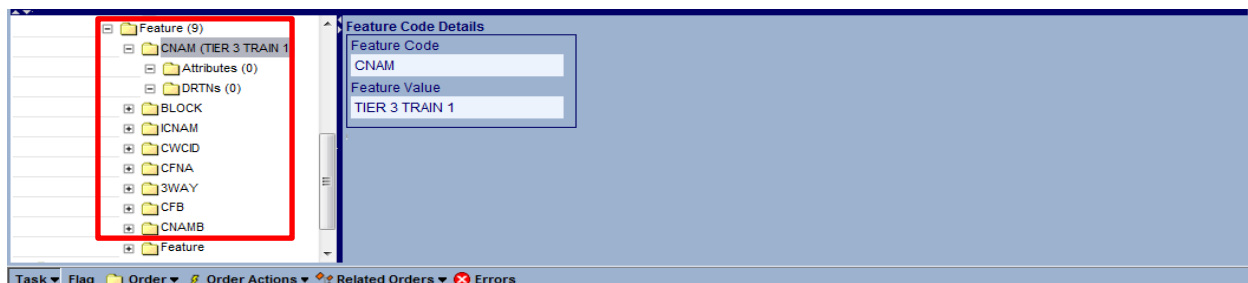
**VM01** code under Feature Package will indicate if the customer has voicemail.



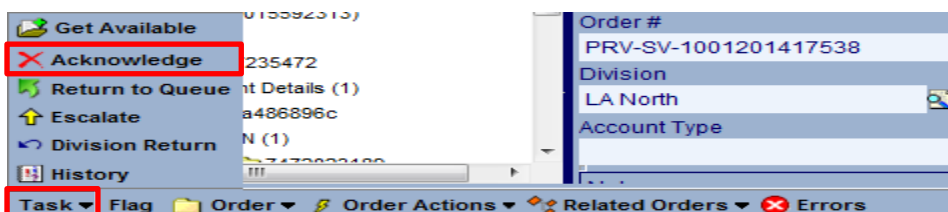
Information displayed under **Block** will indicate what features are blocked. A (Y) next to the feature indicates **YES**, as in yes it is blocked.



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.



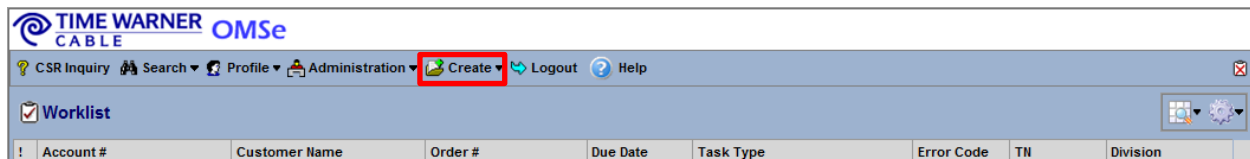


## Create Order Types

### Reset PIN:

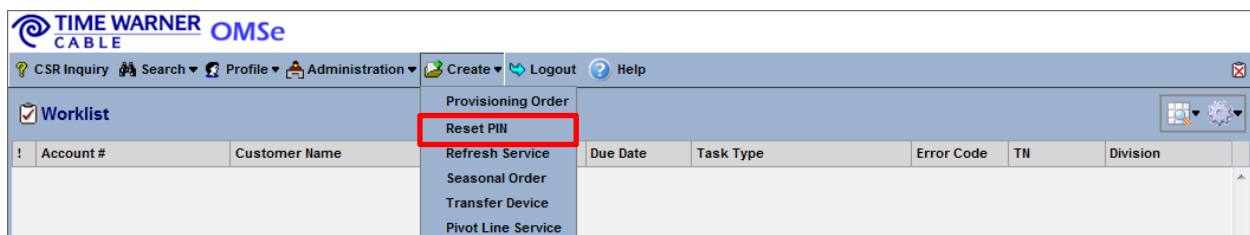
A voicemail **PIN** reset can be performed in OMSe. Be sure to run a service query to verify the customer has voicemail to begin with.

Left click on **Create** on the GUI



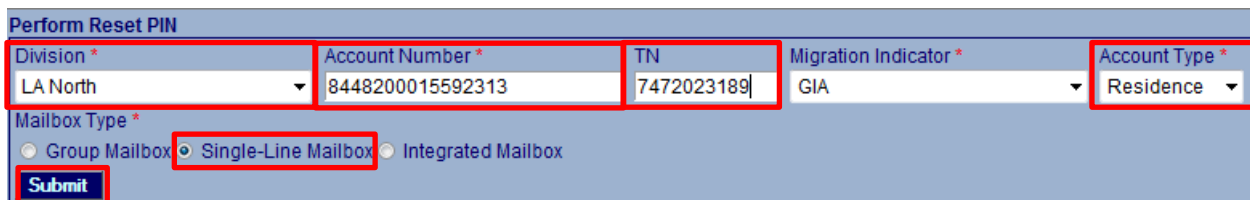
The screenshot shows the OMSe interface with the 'Create' button highlighted in the top navigation bar. Below the navigation bar is a 'Worklist' section with a table containing columns: Account #, Customer Name, Order #, Due Date, Task Type, Error Code, TN, and Division.

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



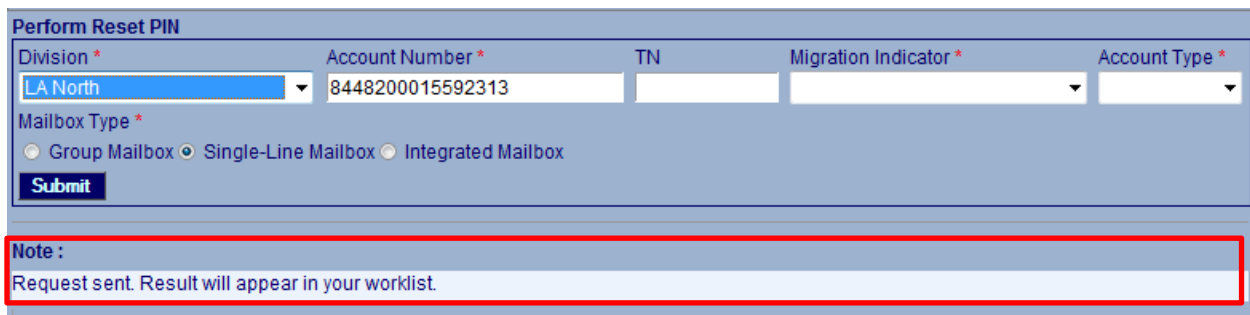
The screenshot shows the 'Create' dropdown menu open, with 'Reset PIN' selected. Other options in the menu include Provisioning Order, Refresh Service, Seasonal Order, Transfer Device, and Pivot Line Service.

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 with the following fields filled out: Division (LA North), Account Number (8448200015592313), TN (7472023189), Migration Indicator (GIA), and Account Type (Residence). The 'Single-Line Mailbox' radio button is selected, and the 'Submit' button is highlighted.

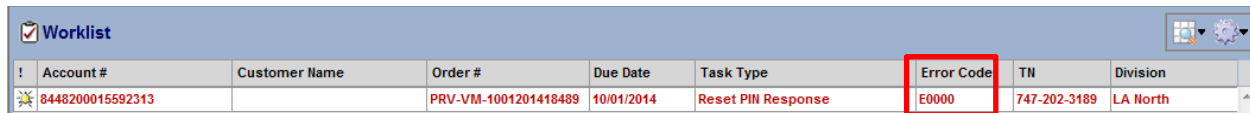
Once you click **Submit** you will receive a confirmation that the reset request has been sent. Once you see this message go back to your **worklist**.



The screenshot shows the 'Perform Reset PIN' form with the same fields as before. Below the form, a 'Note' box is displayed with the text: 'Request sent. Result will appear in your worklist.'

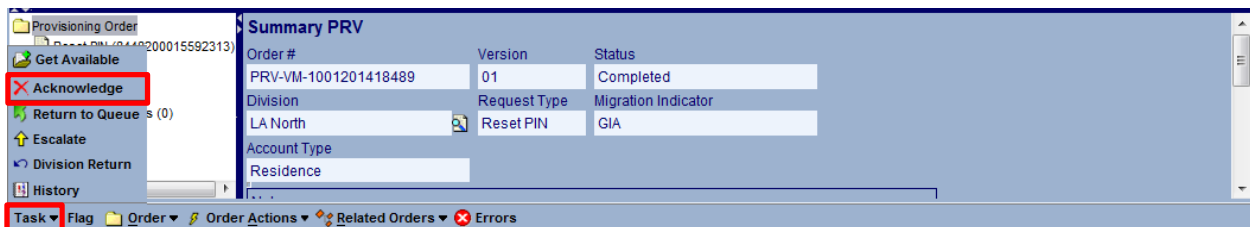


Check the error code; you should get **E0000** if the Voice Mail Reset was successful.



Account #	Customer Name	Order #	Due Date	Task Type	Error Code	TN	Division
8448200015592313		PRV-VM-1001201418489	10/01/2014	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**.



Summary PRV

Order #	Version	Status
PRV-VM-1001201418489	01	Completed

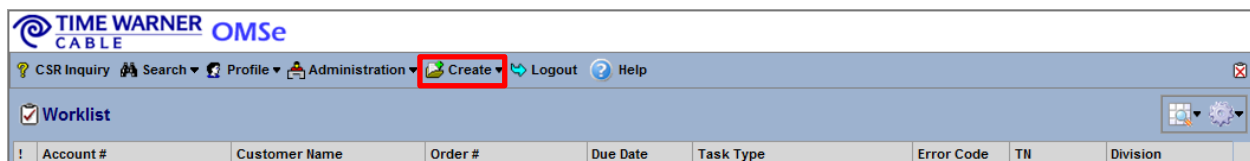
Division: LA North  
Request Type: Migration Indicator  
Reset PIN: GIA  
Account Type: Residence

Task ▼ Flag Order ▼ Order Actions ▼ Related Orders ▼ Errors

## 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.



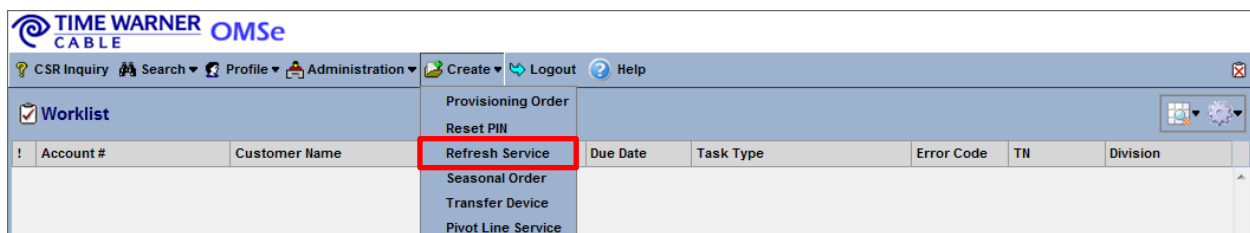
TIME WARNER CABLE OMSe

CSR Inquiry Search Profile Administration **Create** Logout Help

Worklist

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

Click on **Refresh Service**.



TIME WARNER CABLE OMSe

CSR Inquiry Search Profile Administration **Create** Logout Help

Worklist

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

Provisioning Order  
Reset PIN  
**Refresh Service**  
Seasonal Order  
Transfer Device  
Pivot Line Service

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 *
LA North	8448200015592313	7472023189	GIA	Residence
<b>Submit</b>				

**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-1001201420765	10/01/2014	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.

**Provisioning Order**

Get Available

**Acknowledge**

Return to Queue (0)

Escalate

Division Return

History

**Summary PRV**

Order #	Version	Status
PRV-SV-1001201420765	01	Completed
Division	Request Type	Migration Indicator
LA North	Update	GIA
Account Type		
Residence		

**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.

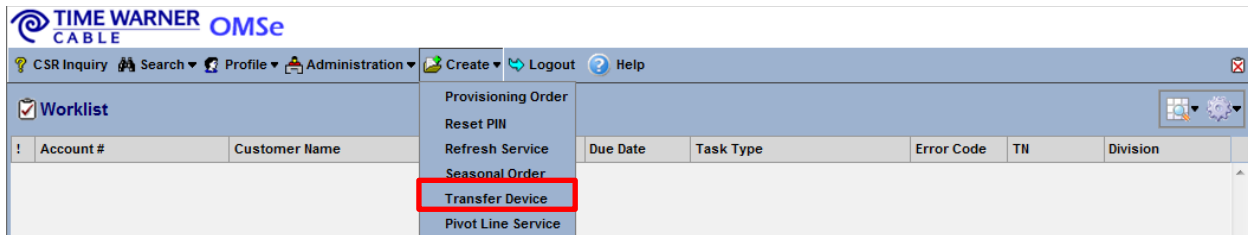
**TIME WARNER CABLE OMSe**

CSR Inquiry Search Profile Administration **Create** Logout Help

**Worklist**

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

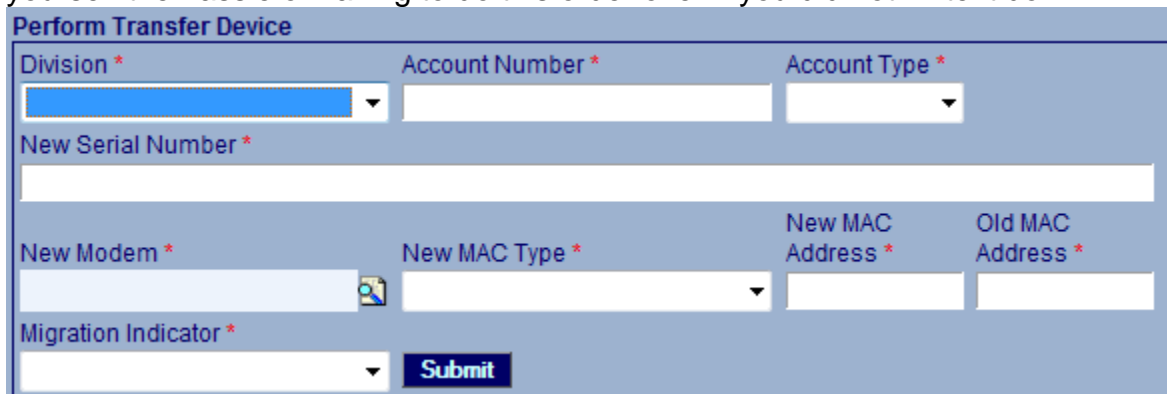
Click on **Transfer Device**.



The screenshot shows the TIME WARNER CABLE OMSe interface. In the top navigation bar, there are links for CSR Inquiry, Search, Profile, Administration, Create, Logout, and Help. Below this, there is a 'Worklist' section with a table containing columns for Account #, Customer Name, Due Date, Task Type, Error Code, TN, and Division. To the right of the Worklist, there is a 'Provisioning Order' menu with options: Provisioning Order, Reset PIN, Refresh Service, Seasonal Order, **Transfer Device** (highlighted with a red box), and Pivot Line Service.

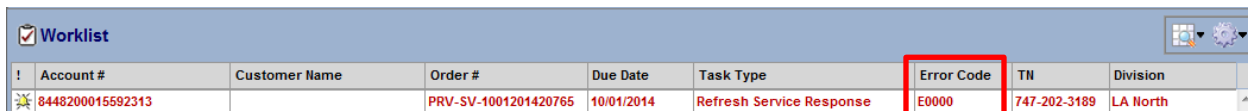
Enter the correct information in the corresponding fields. All fields require input as indicated by the red asterisk. Once all fields have been filled out, click **Submit**. You will get a confirmation message; once this happens go back to your worklist.

**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.



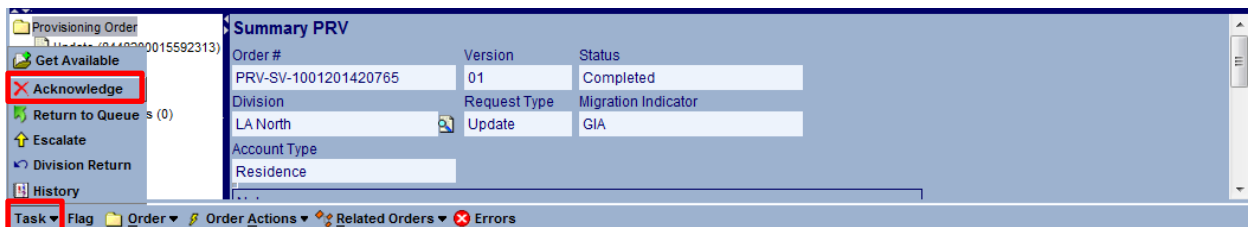
The screenshot shows the 'Perform Transfer Device' form. It contains the following fields: Division \* (dropdown), Account Number \* (text), Account Type \* (dropdown), New Serial Number \* (text), New Modem \* (text), New MAC Type \* (dropdown), New MAC Address \* (text), Old MAC Address \* (text), and Migration Indicator \* (dropdown). A 'Submit' button is located at the bottom right of the form.

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



Account #	Customer Name	Order #	Due Date	Task Type	Error Code	TN	Division
8448200015592313		PRV-SV-1001201420765	10/01/2014	Refresh Service Response	<b>E0000</b>	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.



The screenshot shows the 'Summary PRV' window. On the left, there is a sidebar with buttons: Get Available, **Acknowledge** (highlighted with a red box), Return to Queue, Escalate, Division Return, and History. The main area displays the order details: Order # PRV-SV-1001201420765, Version 01, Status Completed, Division LA North, Request Type Update, Migration Indicator GIA, Account Type, and Residence. At the bottom, there is a 'Task' button highlighted with a red box.

## Billing to OMSe Flow

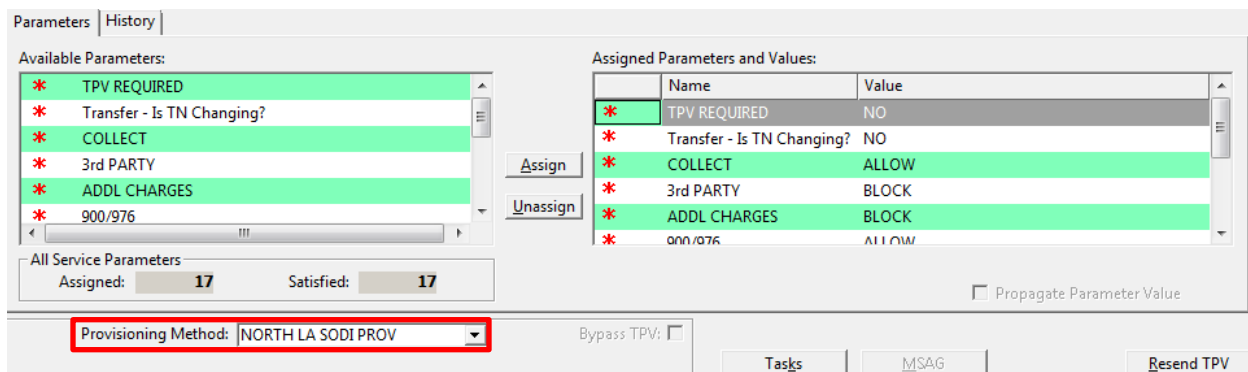
### Billing Flow:

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.

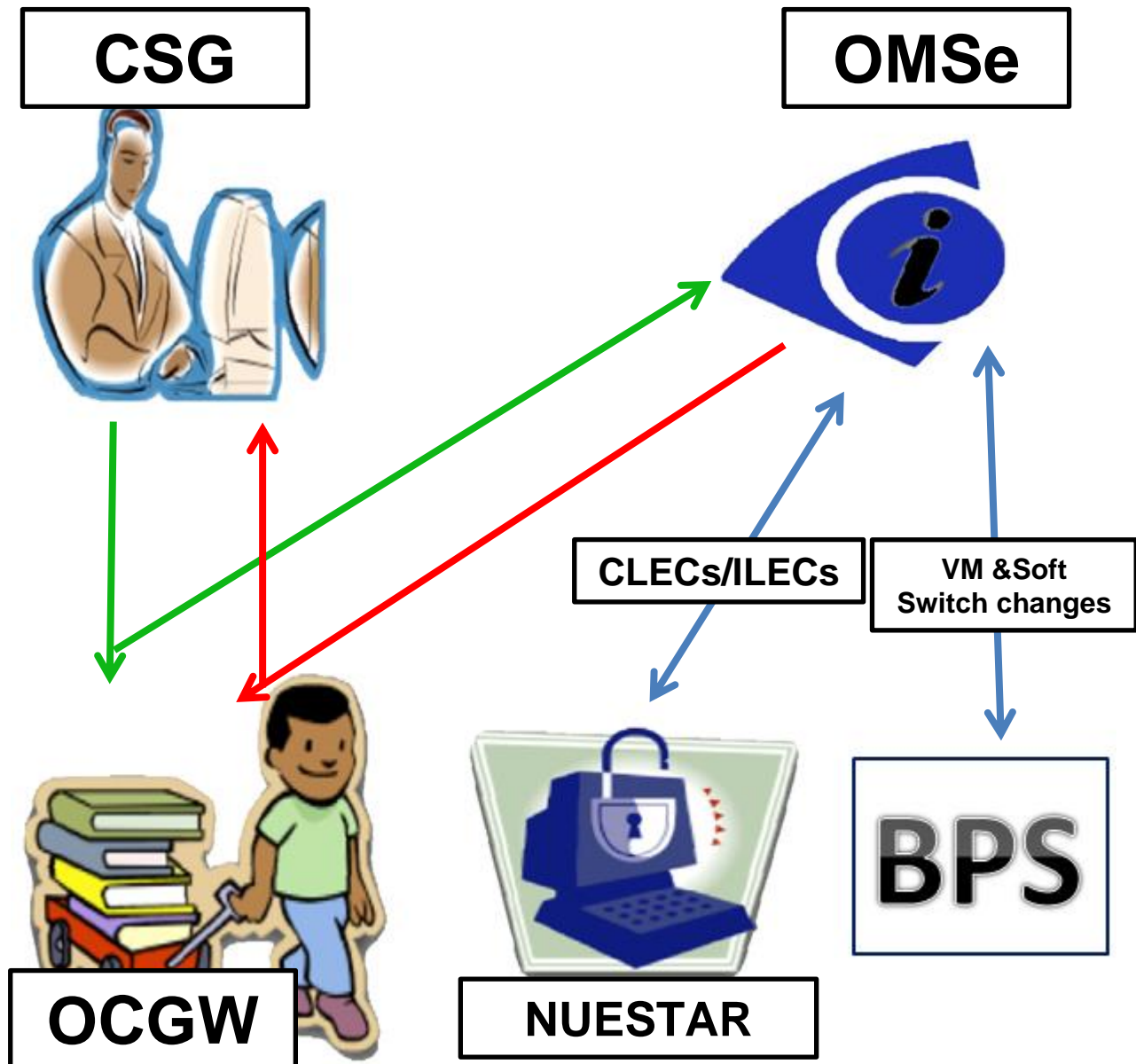


The screenshot shows the CSG interface with the 'Parameters' tab selected. It displays a list of 'Available Parameters' on the left and 'Assigned Parameters and Values' on the right. The 'Assigned Parameters and Values' table is as follows:

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', 'MSG', 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)

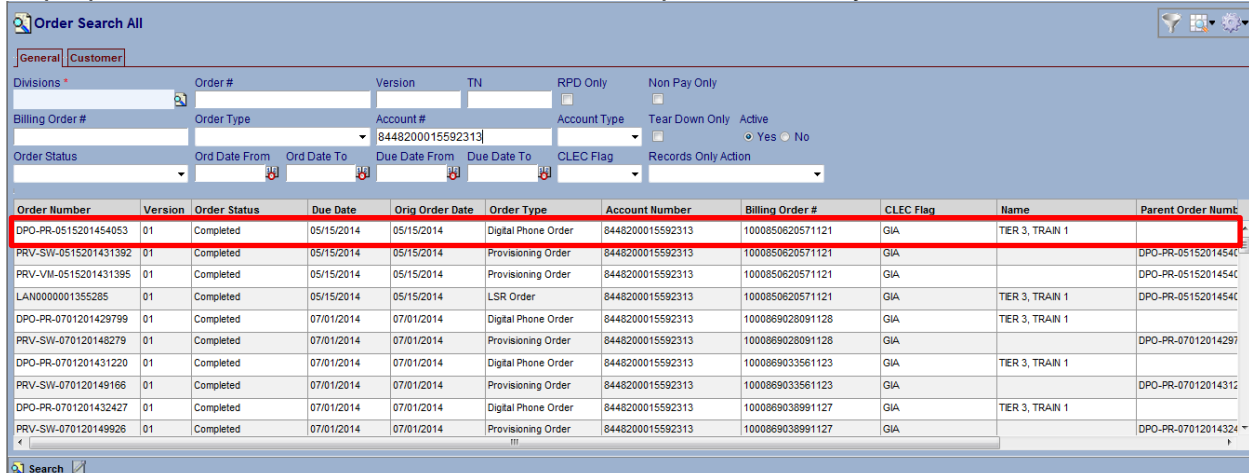
### What is a digital Phone order?

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**.

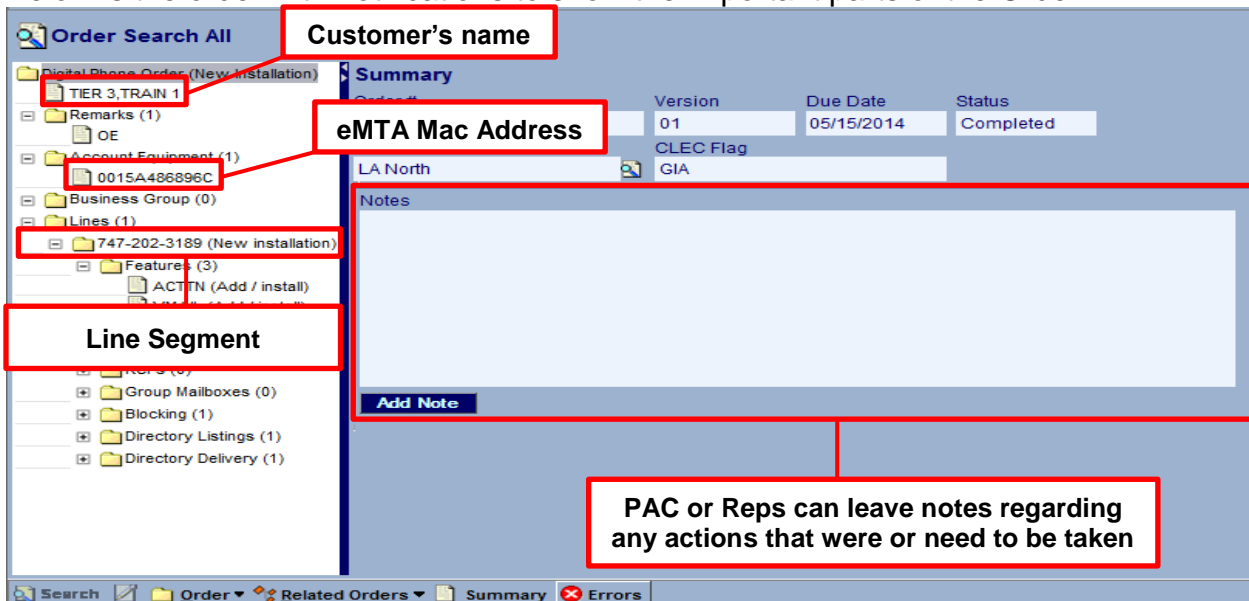
### Reading a DPO:

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 Date	Order Type	Account Number	Billing Order #	CLEC Flag	Name	Parent Order Num
DPO-PR-051520145053	01	Completed	05/15/2014	05/15/2014	Digital Phone Order	8448200015592313	1000850620571121	GIA	TIER 3, TRAIN 1	
PRV-SW-0515201431392	01	Completed	05/15/2014	05/15/2014	Provisioning Order	8448200015592313	1000850620571121	GIA		DPO-PR-05152014540
PRV-VIM-0515201431395	01	Completed	05/15/2014	05/15/2014	Provisioning Order	8448200015592313	1000850620571121	GIA		DPO-PR-05152014540
LAN0000001355285	01	Completed	05/15/2014	05/15/2014	LSR Order	8448200015592313	1000850620571121	GIA	TIER 3, TRAIN 1	DPO-PR-05152014540
DPO-PR-0701201429799	01	Completed	07/01/2014	07/01/2014	Digital Phone Order	8448200015592313	1000869028091128	GIA	TIER 3, TRAIN 1	
PRV-SW-070120148279	01	Completed	07/01/2014	07/01/2014	Provisioning Order	8448200015592313	1000869028091128	GIA		DPO-PR-07012014297
DPO-PR-0701201431220	01	Completed	07/01/2014	07/01/2014	Digital Phone Order	8448200015592313	1000869033561123	GIA	TIER 3, TRAIN 1	
PRV-SW-070120149186	01	Completed	07/01/2014	07/01/2014	Provisioning Order	8448200015592313	1000869033561123	GIA		DPO-PR-07012014312
DPO-PR-0701201432427	01	Completed	07/01/2014	07/01/2014	Digital Phone Order	8448200015592313	1000869038991127	GIA	TIER 3, TRAIN 1	
PRV-SW-070120149926	01	Completed	07/01/2014	07/01/2014	Provisioning Order	8448200015592313	1000869038991127	GIA		DPO-PR-07012014324

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



**Customer's name**

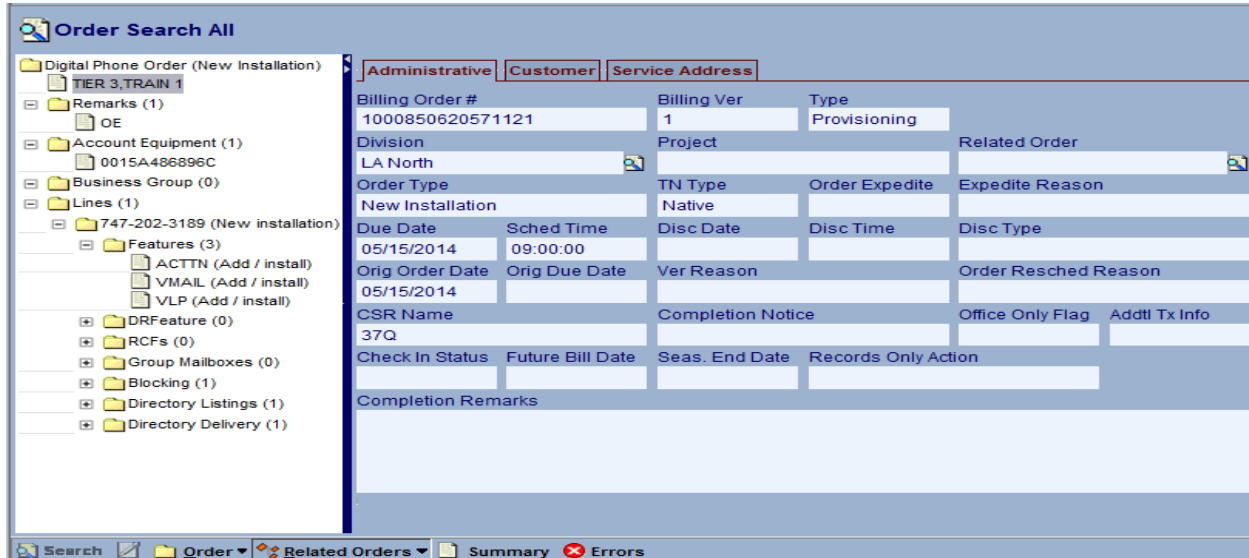
**eMTA Mac Address**

**Line Segment**

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

## 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.



**Order Search All**

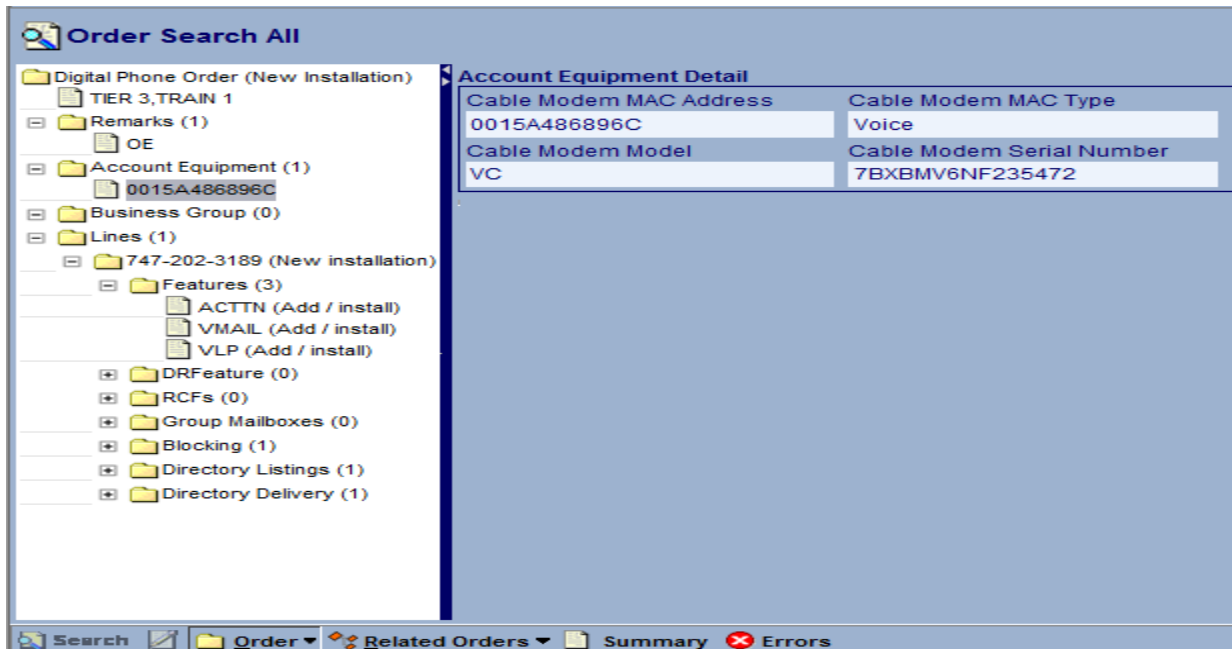
**Administrative** | Customer | Service Address

Billing Order #	Billing Ver	Type
1000850620571121	1	Provisioning
Division	Project	Related Order
LA North		
Order Type	TN Type	Order Expedite
New Installation	Native	
Due Date	Sched Time	Disc Date
05/15/2014	09:00:00	
Orig Order Date	Orig Due Date	Ver Reason
05/15/2014		
CSR Name	Completion Notice	Office Only Flag
37Q		
Check In Status	Future Bill Date	Seas. End Date
Records Only Action		
Completion Remarks		

Search | Order | Related Orders | Summary | Errors

## MAC Address Section:

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



**Order Search All**

**Account Equipment Detail**

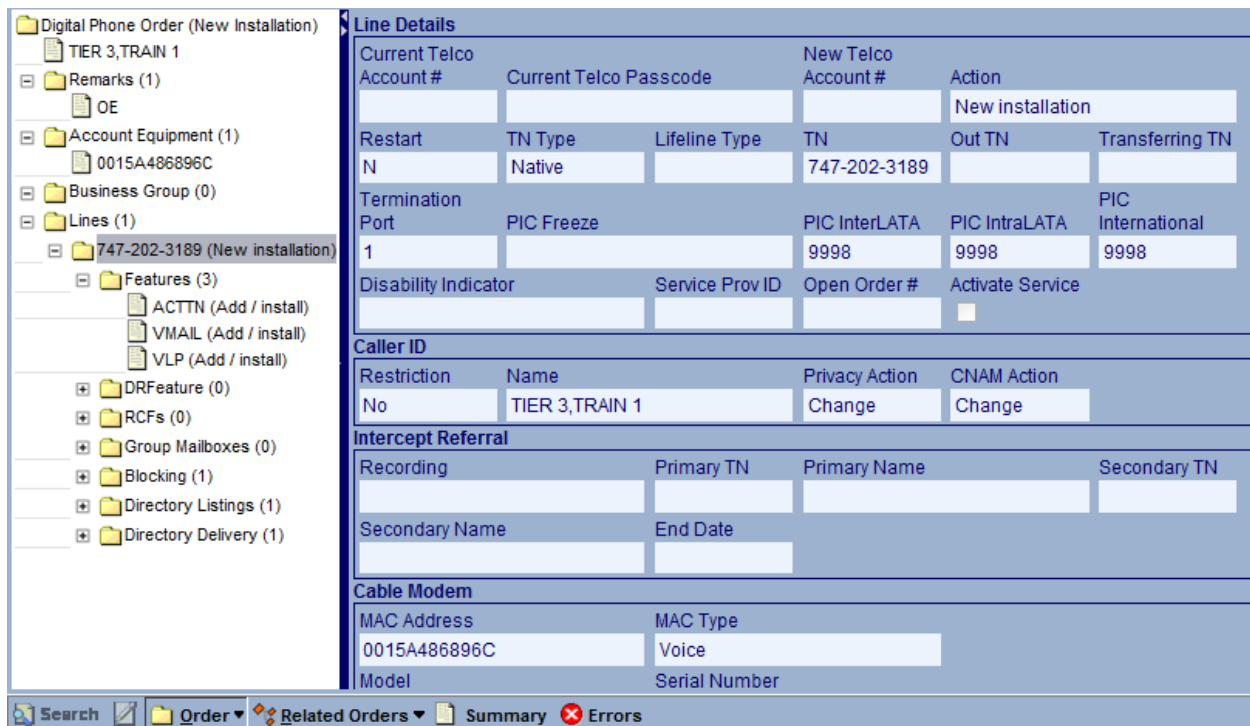
Cable Modem MAC Address	Cable Modem MAC Type
0015A486896C	Voice
Cable Modem Model	Cable Modem Serial Number
VC	7BXXBMV6NF235472

Search | Order | Related Orders | Summary | Errors



## Line Segment:

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



**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		
			New installation		
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	Change	Change

**Intercept Referral**

Recording	Primary TN	Primary Name	Secondary TN
Secondary Name	End Date		

**Cable Modem**

MAC Address	MAC Type
0015A486896C	Voice
Model	Serial Number

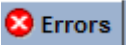
Search Order Related Orders Summary Errors

## Digital Phone Order Status:

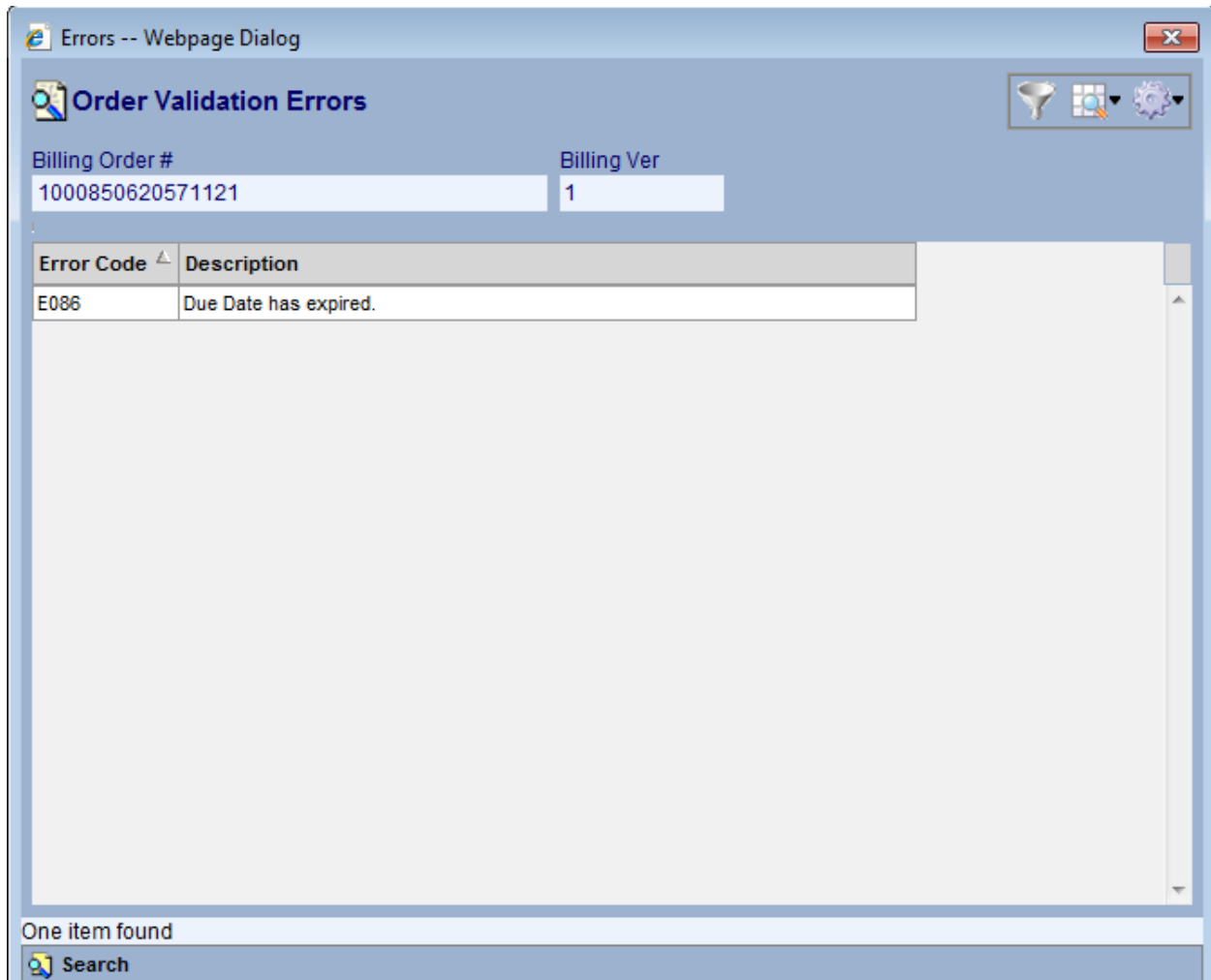
- Pending** – All child orders have been created and so far the order is successful.
- Invalid** – The DPO has failed and no child orders are generated. Incoming transactions did not pass validation rules. Please read the remarks, they could contain the reason as to why the order is invalid.
- Error** – One or more provisioning orders have failed or a LSR 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.



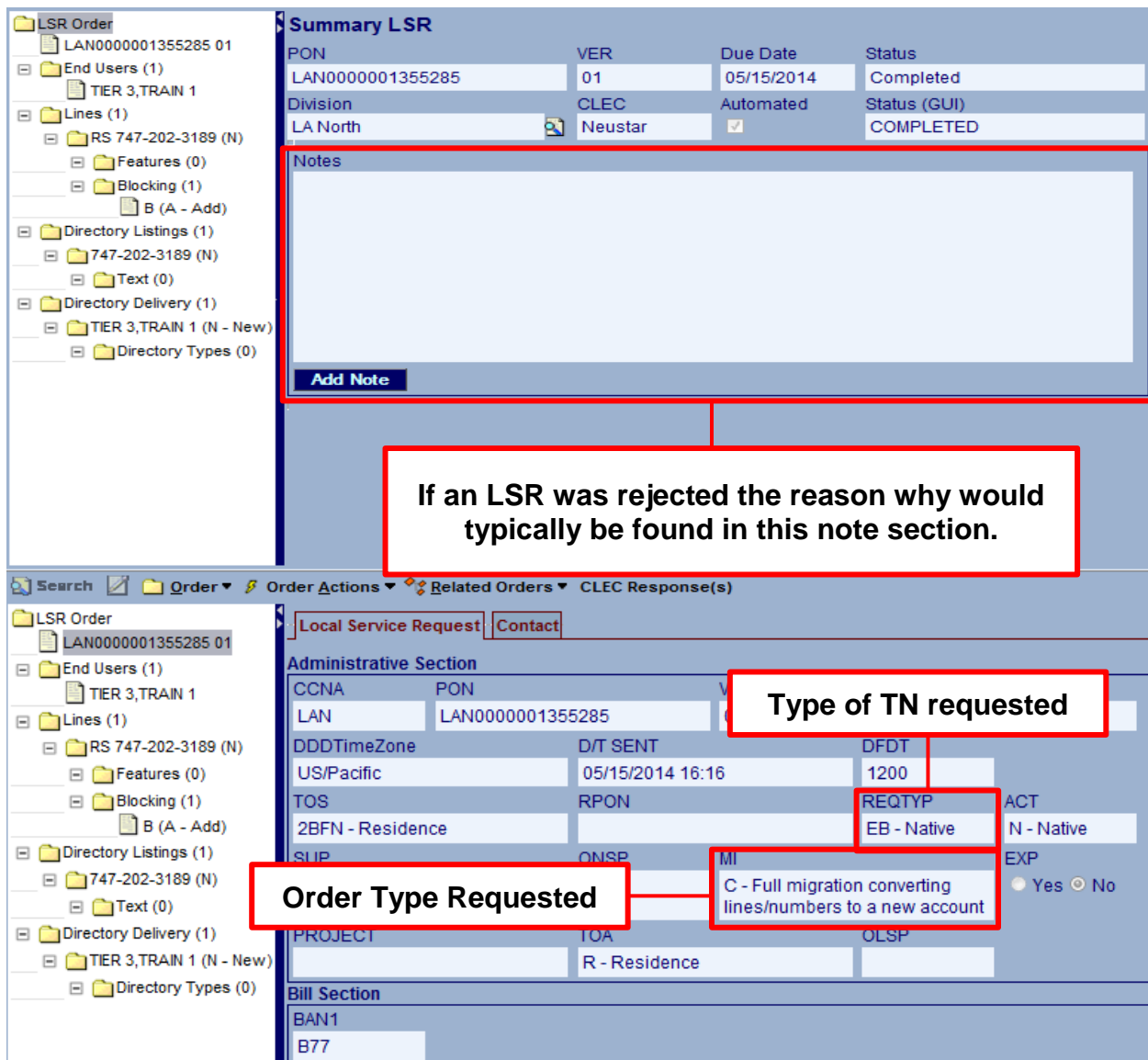
## Line Service Request Orders (LSRs)

### 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 points will be marked/labeled.



The screenshot shows the OMSe LSR Order form. The left sidebar displays a tree view of the order structure, including End Users, Lines, Features, Blocking, Directory Listings, Text, Directory Delivery, and Directory Types. The main form is divided into several sections:

- Summary LSR:** Contains fields for PON (LAN0000001355285), VER (01), Due Date (05/15/2014), Status (Completed), Division (LA North), CLEC (Neustar), Automated (checked), and Status (GUI) (COMPLETED).
- Notes:** A large text area for notes, highlighted with a red box. A red box with text points to this section: "If an LSR was rejected the reason why would typically be found in this note section."
- Administrative Section:** Contains fields for CCNA (LAN), PON (LAN0000001355285), DDDTimeZone (US/Pacific), D/T SENT (05/15/2014 16:16), DFDT (1200), TOS (2BFN - Residence), RPON, REQTYPE (EB - Native), ACT (N - Native), SUP, ONSP, MI (C - Full migration converting lines/numbers to a new account), PROJECT, TOA (R - Residence), and OLSP.
- Bill Section:** Contains fields for BAN1 (B77) and B77.

Annotations with red boxes and lines point to specific fields:

- Type of TN requested:** Points to the REQTYPE field (EB - Native).
- Order Type Requested:** Points to the MI field (C - Full migration converting lines/numbers to a new account).

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't cancel through your normal means, let a Supervisor know.

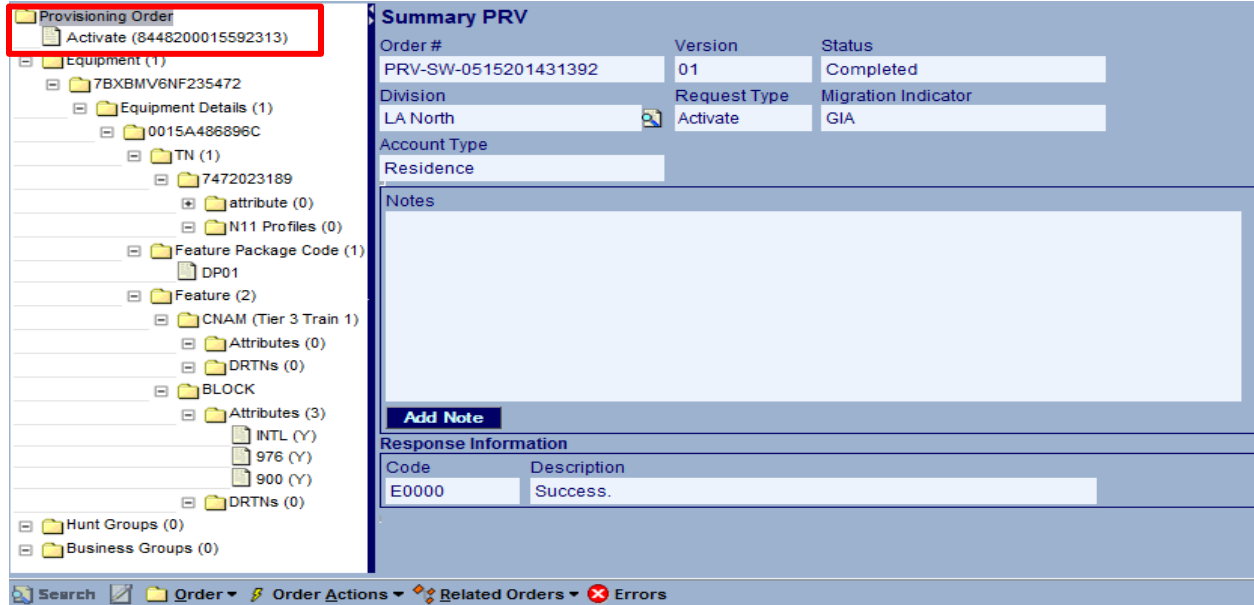
A provisioning order is a child order created by OMSe that break down in detail exactly what is being done/changed as a part of the billing order. It will display any changes to Attributes (which ones specifically, CID Display, VM, PICs, Status, etc.).

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.



## 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.



The screenshot shows the OMSe interface with a Provisioning Order tree on the left and a Summary PRV panel on the right. The 'Activate (8448200015592313)' order is selected in the tree. The Summary PRV panel displays the following information:

Order #	Version	Status
PRV-SW-0515201431392	01	Completed

Division	Request Type	Migration Indicator
LA North	Activate	GIA

Account Type: Residence

Notes:

Add Note

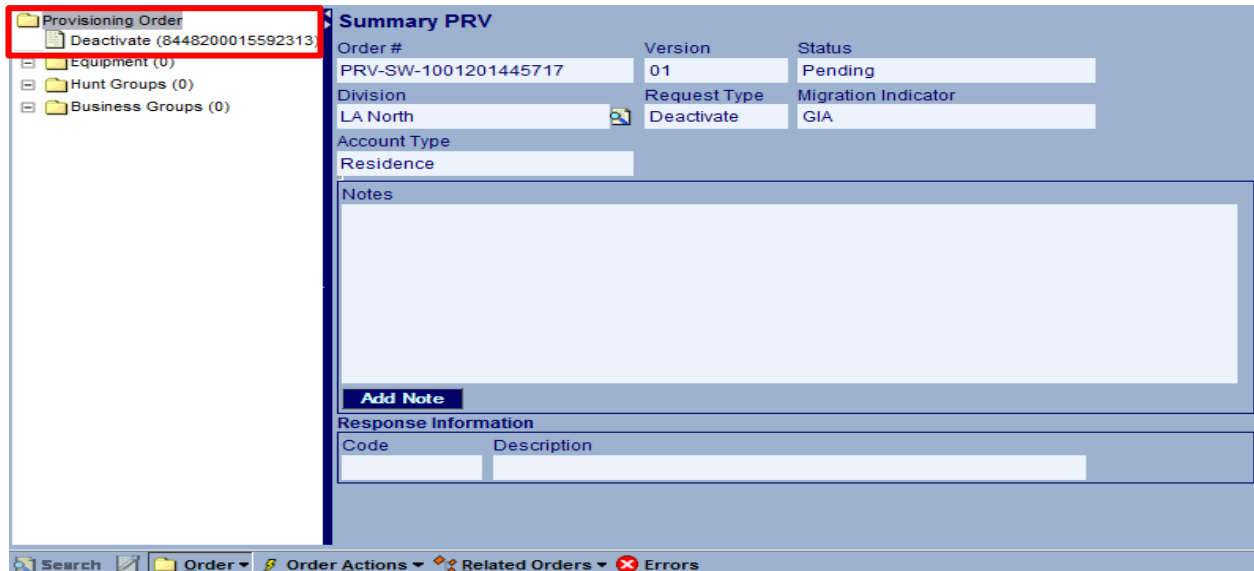
Code	Description
E0000	Success.

Response Information

Search 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.



The screenshot shows the OMSe interface with a Provisioning Order tree on the left and a Summary PRV panel on the right. The 'Deactivate (8448200015592313)' order is selected in the tree. The Summary PRV panel displays the following information:

Order #	Version	Status
PRV-SW-1001201445717	01	Pending

Division	Request Type	Migration Indicator
LA North	Deactivate	GIA

Account Type: Residence

Notes:

Add Note

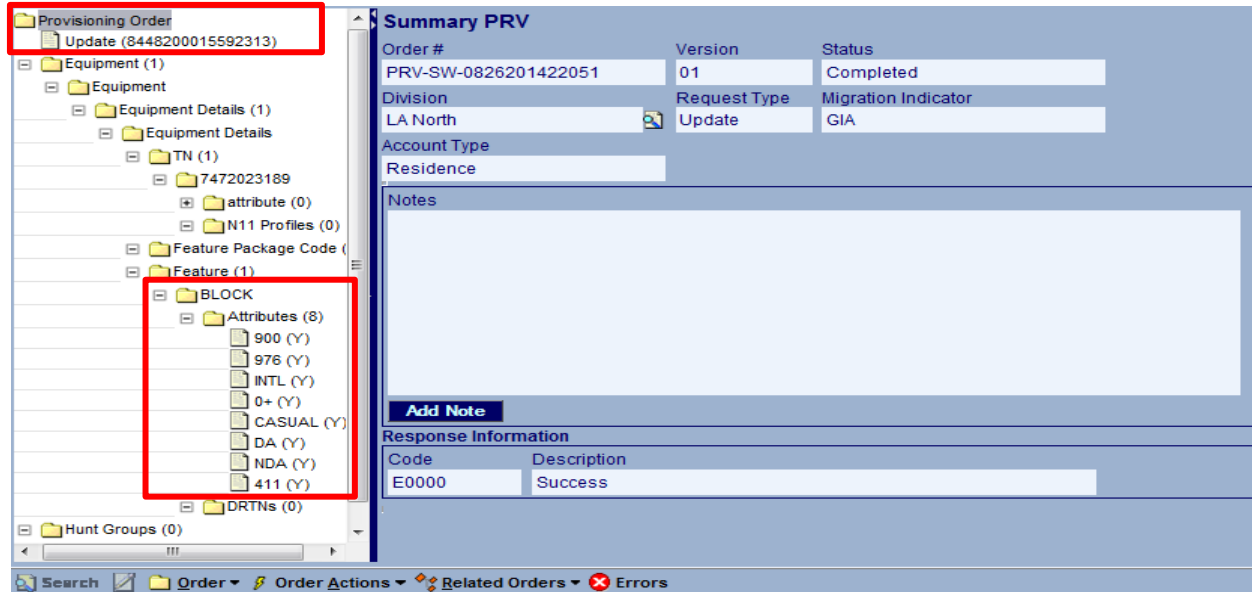
Code	Description

Response Information

Search Order Order Actions Related Orders Errors

## Update Order:

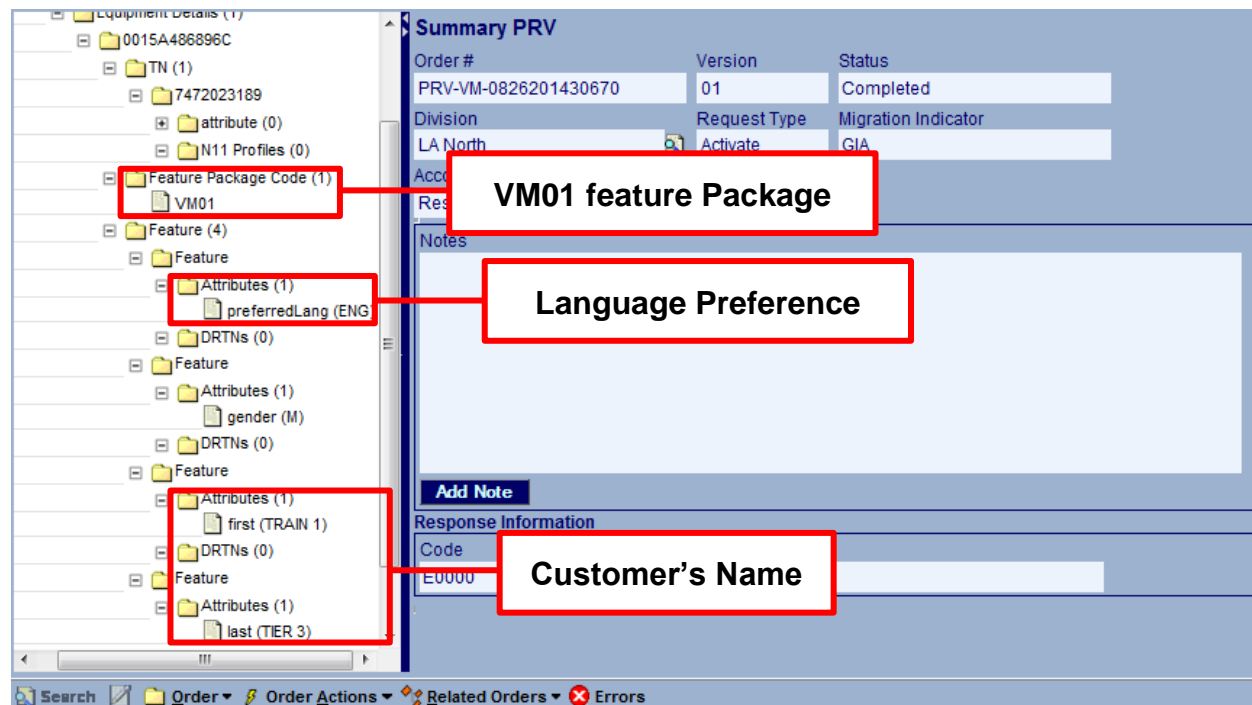
An example of an Update Order. This order will send what updates are requested (attribute changes, CID, etc.) to BPS where the changes will be made to the switch.



The screenshot shows the Provisioning Order (PRV) interface. On the left, a tree view shows the order structure: Provisioning Order > Update (8448200015592313) > Equipment (1) > Equipment > Equipment Details (1) > Equipment Details > TN (1) > 7472023189 > attribute (0) > N11 Profiles (0) > Feature Package Code (1) > Feature (1) > BLOCK > Attributes (8). The right pane shows the Summary PRV for Order # PRV-SW-0826201422051, Version 01, Status Completed. The Request Type is Update, and the Migration Indicator is GIA. The Notes section is empty. The Response Information section shows Code E0000 and Description Success.

## Provisioning Voice Mail Order (PRV-VM):

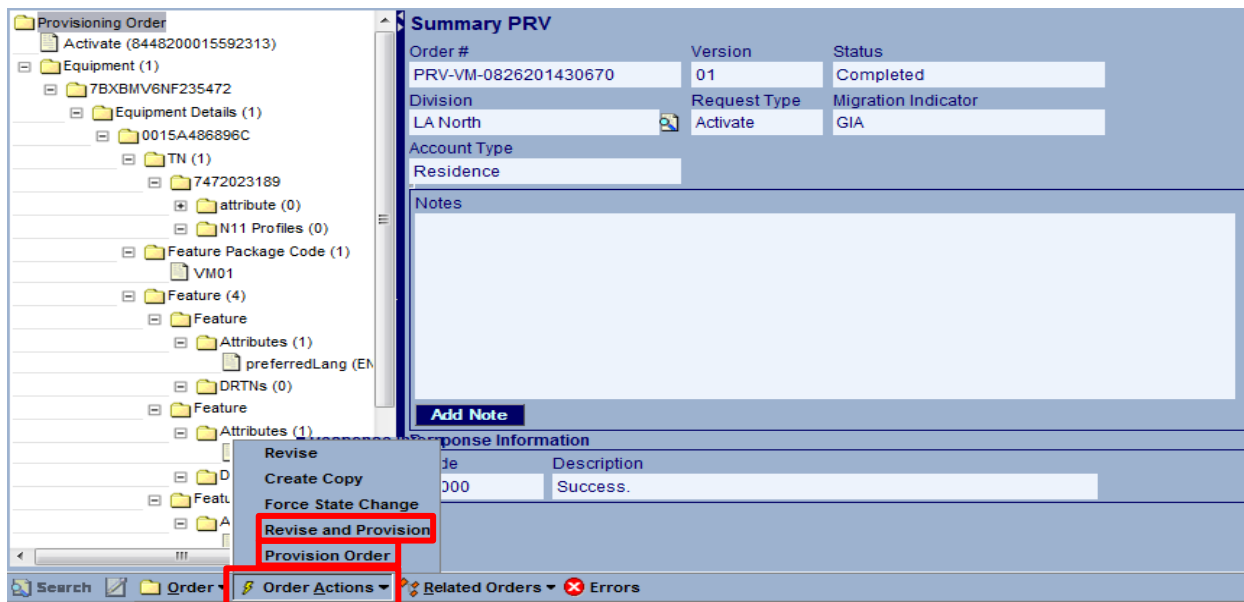
An example of a Voice Mail Order.



The screenshot shows the Provisioning Order (PRV) interface for a Voice Mail Order (PRV-VM). On the left, a tree view shows the order structure: 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). The right pane shows the Summary PRV for Order # PRV-VM-0826201430670, Version 01, Status Completed. The Request Type is Activate, and the Migration Indicator is GIA. The Notes section is empty. The Response Information section shows Code E0000. Annotations with red boxes and lines point to specific elements: 'VM01 feature Package' points to VM01, 'Language Preference' points to preferredLang (ENG), and 'Customer's Name' points to first (TRAIN 1).

## 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 displays the OMSe interface for a Provisioning Order. On the left is a tree view of the order structure, including sections like 'Activate', 'Equipment', 'Equipment Details', 'TN', 'Feature Package Code', 'Feature', and 'Attributes'. The main panel on the right shows the 'Summary PRV' for Order # PRV-VM-0826201430670, Version 01, with a status of 'Completed'. It includes fields for Division (LA North), Request Type (Activate), Migration Indicator (GIA), Account Type, and Residence. Below these is a 'Notes' section with an 'Add Note' button. At the bottom, a 'Response Information' table shows a 'Success' status. A context menu is open over the 'Order Actions' button at the bottom left, with 'Revise and Provision' and 'Provision Order' highlighted by red boxes.

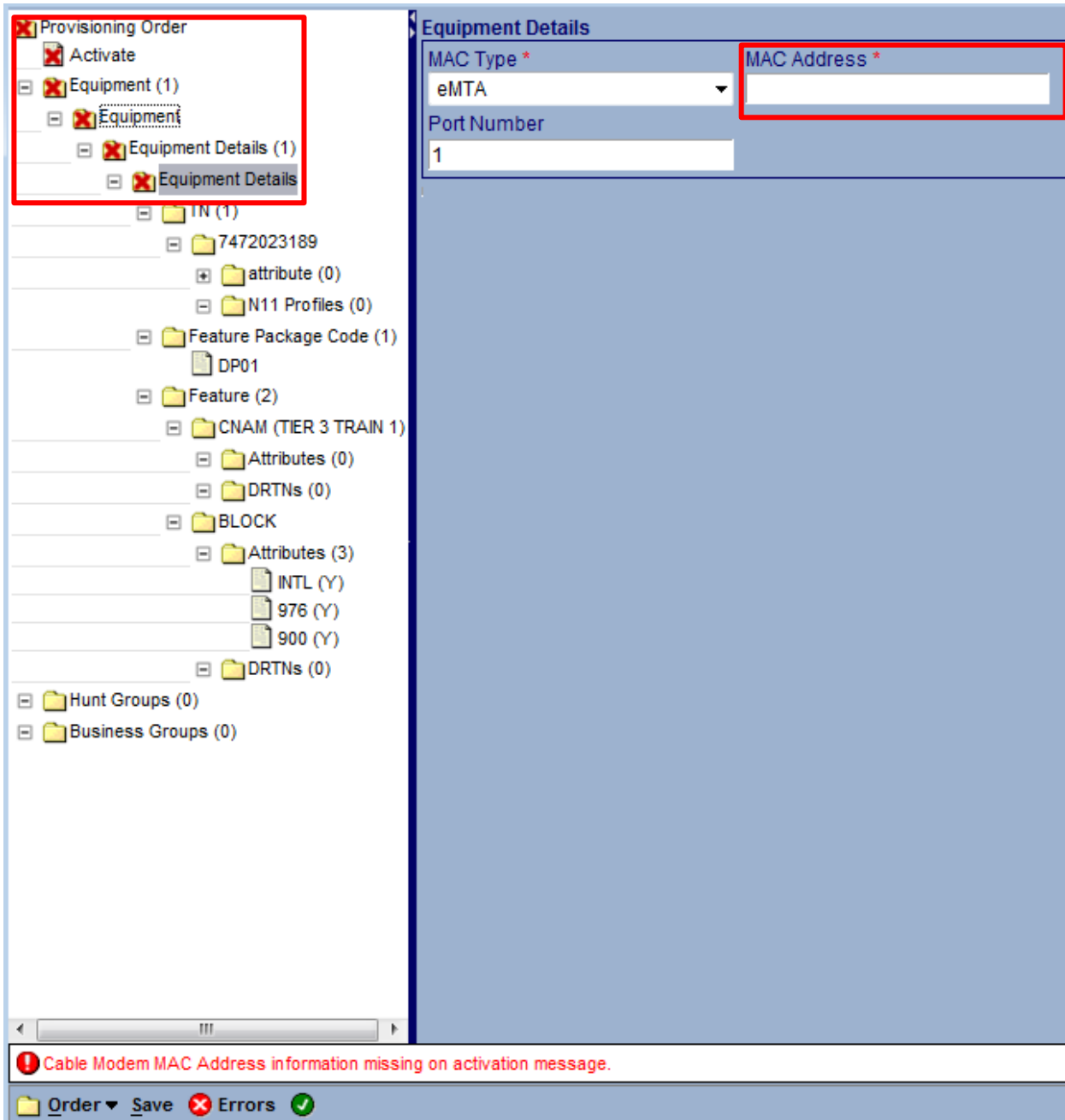
Order #	Version	Status
PRV-VM-0826201430670	01	Completed

Division	Request Type	Migration Indicator
LA North	Activate	GIA

Account Type	Residence

Response Information	Description
000	Success.

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 displays the COS Tier 3 New Hire: OMSe interface. On the left, a tree view shows the provisioning order structure. A red box highlights the 'Provisioning Order' section, which includes 'Activate', 'Equipment (1)', and 'Equipment Details (1)'. The 'Equipment Details (1)' section is expanded, showing a list of equipment details. A red box highlights the 'MAC Address' field in the 'Equipment Details' section, which is currently empty. The 'MAC Type' is set to 'eMTA' and the 'Port Number' is set to '1'. At the bottom, a red error message states: 'Cable Modem MAC Address information missing on activation message.' The bottom bar contains buttons for 'Order', 'Save', 'Errors', and a green checkmark.



## 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.