OMSe

Residential New Hire Tier 3 Agents

Participant Guide

Time Warner Cable – PACWEST, Training Documentation
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COS Tier 3 New Hire: OMSe Participant 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

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 or orders you will see, what they represent, and what affects them.
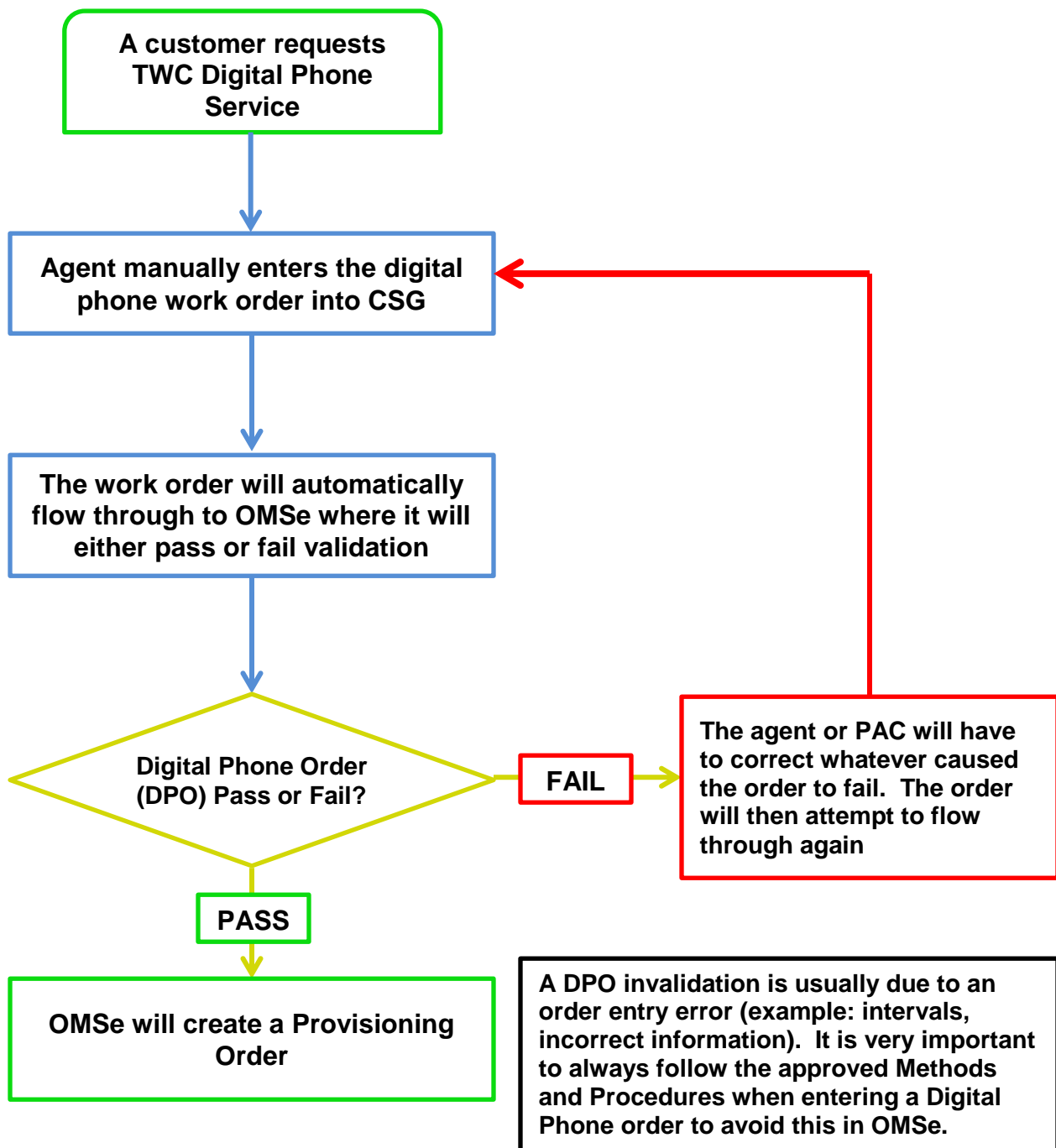
Objectives

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
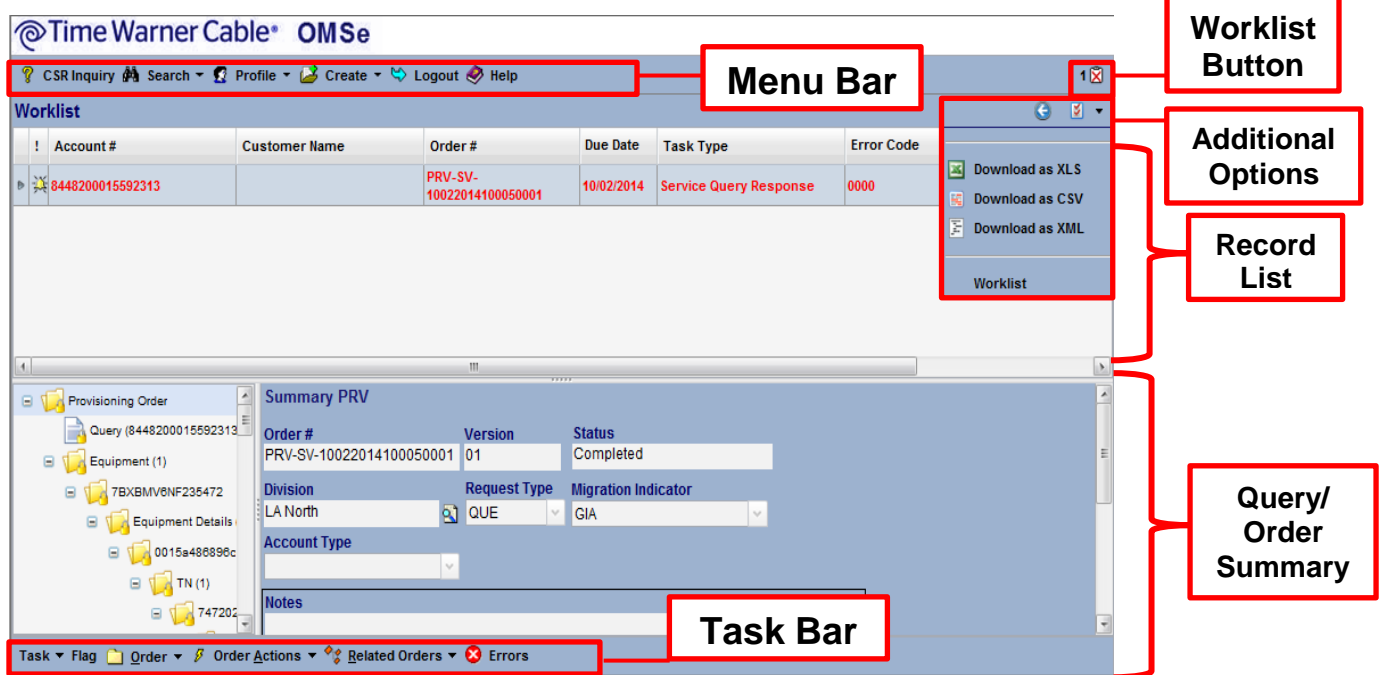- Understand the Billing to OMSe flow
- Read DPOs, LSRs, and PRVs

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.

```
A customer requests
TWC Digital Phone
Service
        |
        v
Agent manually enters the digital    <----
phone work order into CSG                 |
        |                                 |
        v                                 |
The work order will automatically         |
flow through to OMSe where it will        |
either pass or fail validation            |
        |                                 |
        v                                 |
Digital Phone Order      FAIL -->  The agent or PAC will have
(DPO) Pass or Fail?                to correct whatever caused
        |                          the order to fail.  The order
      PASS                         will then attempt to flow
        |                          through again
        v
OMSe will create a Provisioning
Order
```

A DPO invalidation is usually due to an order entry error (example: intervals, incorrect information). It is very important to always follow the approved Methods and Procedures when entering a Digital Phone order to avoid this in OMSe.

OMSE Screens

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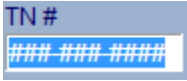
Taskbar buttons that appear at the bottom of your screen enable you to perform specific actions related to the screen you are viewing. Those with list arrows include additional sub-options, which will appear when you click on them.

Record lists

Record lists allow you to select and see full details for an individual record. Text appears in red, the backround is white, and the backround 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	Order #	Text Fields allow you to type alphanumeric characters. When first selected they appear blank, with a blinking cursor.
Number Fields	TN # ###-###-####	Number fields only accept numeric characters (0-9). When selected, they appear blue, with one pound sign for each required digit.
Date Fields	Due Date	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.
	2014 calendar	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. 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
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).
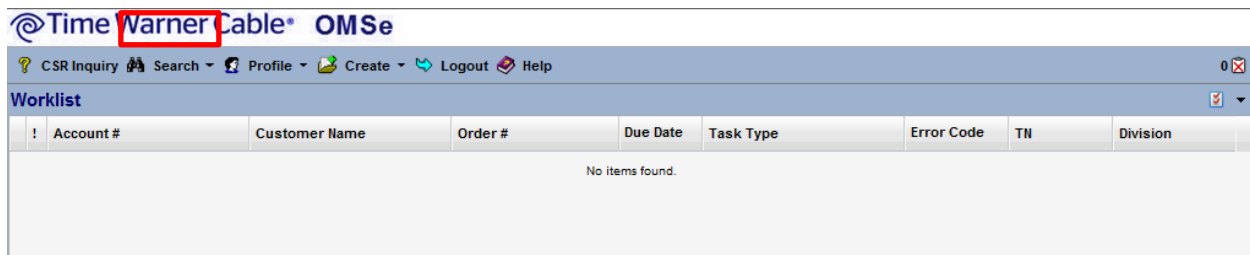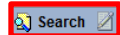
Left Click on **Order Search** or Order **Search All**.
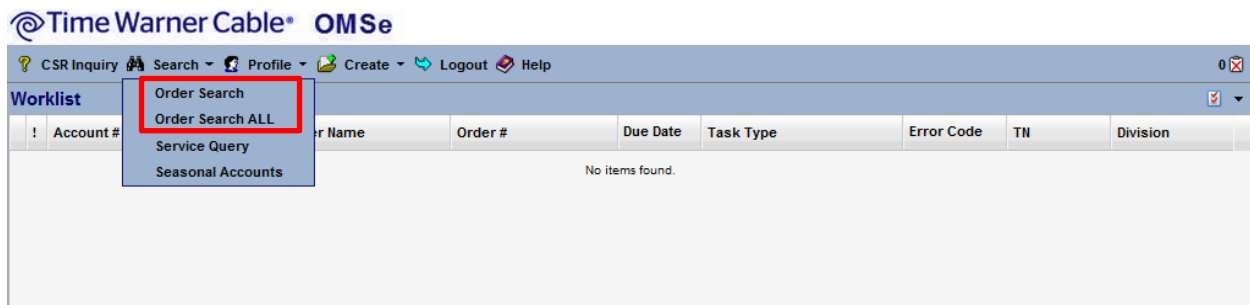
Enter in the search criteria. This can be the **Account number** or the **Telephone number**. These will be the easiest search items to locate a customer's account.
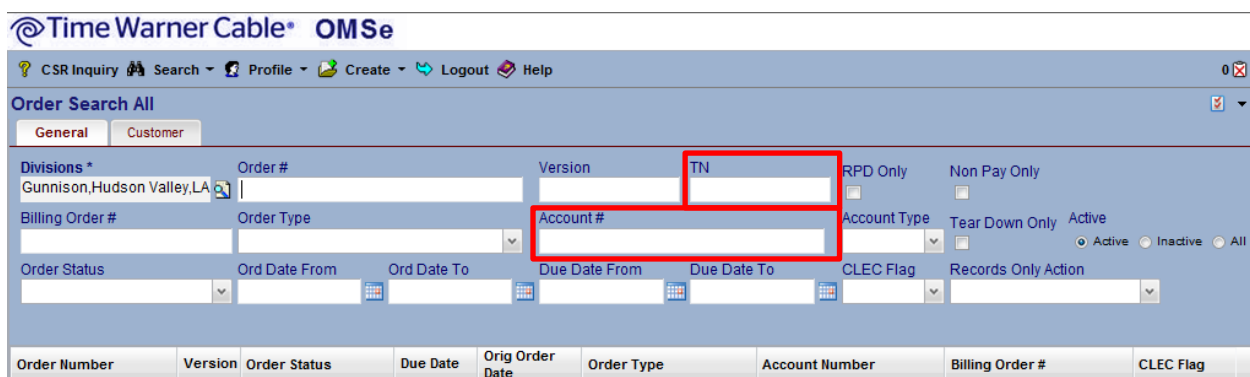
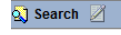Once the criteria has been entered to search by, left click **Search** on the bottom left corner of the GUI, or press **Enter** on the keyboard.

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.

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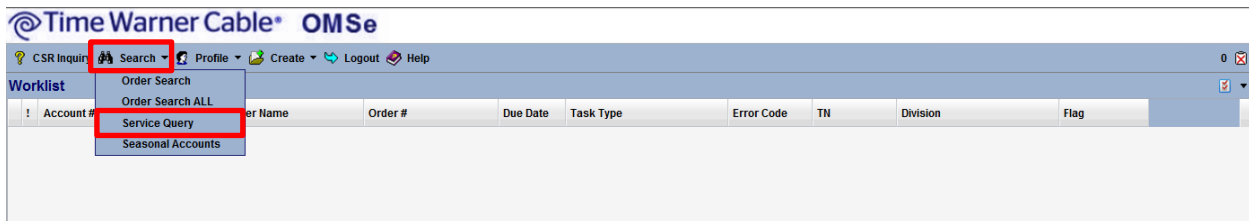
Enter criteria to search by. The correct division **MUST** be selected. Once this is done the **Account Number**, **TN**, or **MAC Address** can be entered (only 1 field is required).

Once the required criteria are entered, left click **Perform Query**.
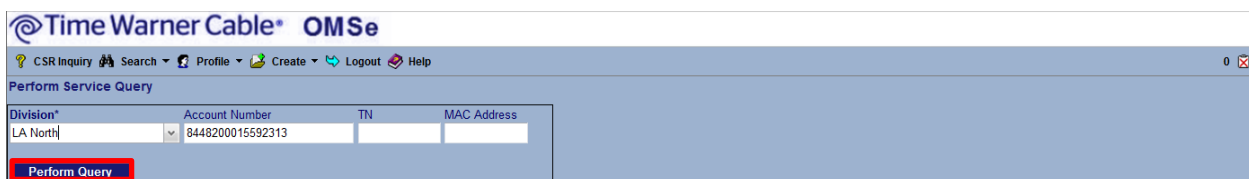
There will be a confirmation message if the query was submitted correctly.
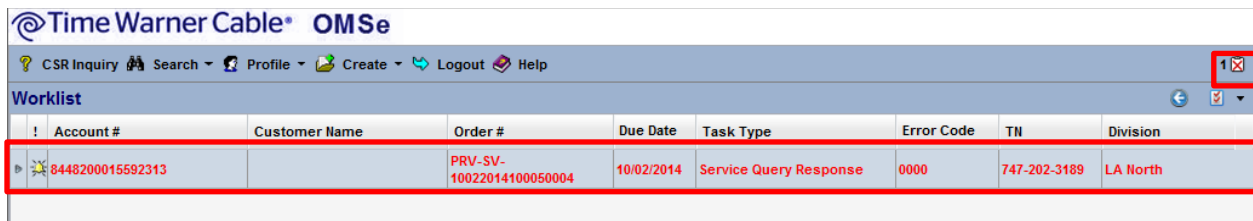
Result will appear in your work list. The agent's **worklist** is located in the upper right hand corner and has a clipboard icon.
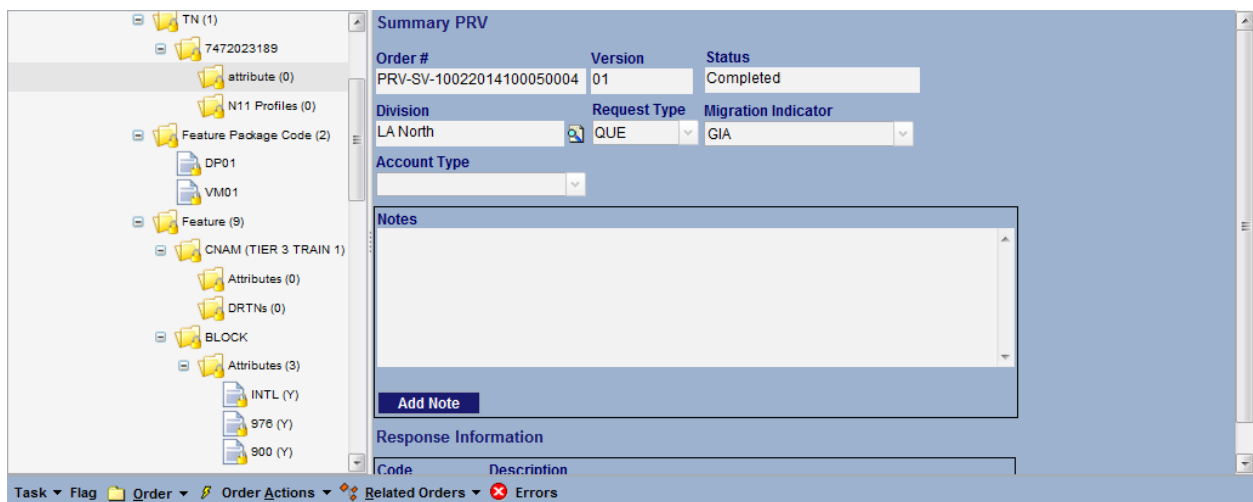
Left clicking on the **Service Query** from the worklist display the results of the account.
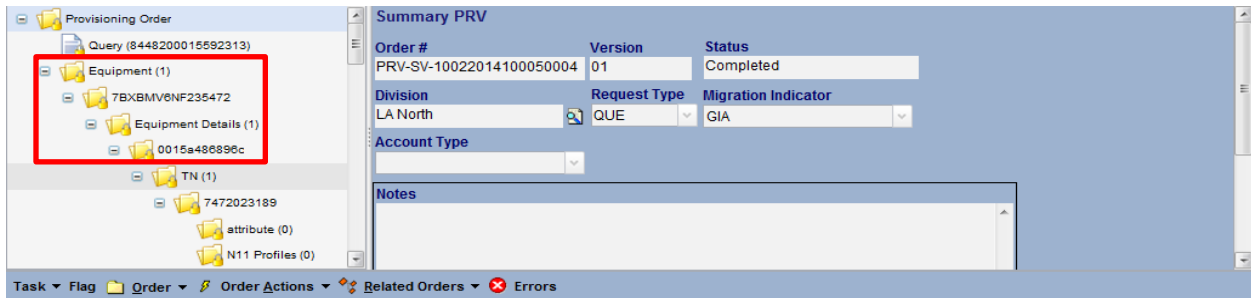
Reading a Service Query

Verify that the customer has the correct equipment (MAC address and SN). Compare the highlighted section to the equipment screen in CSG.
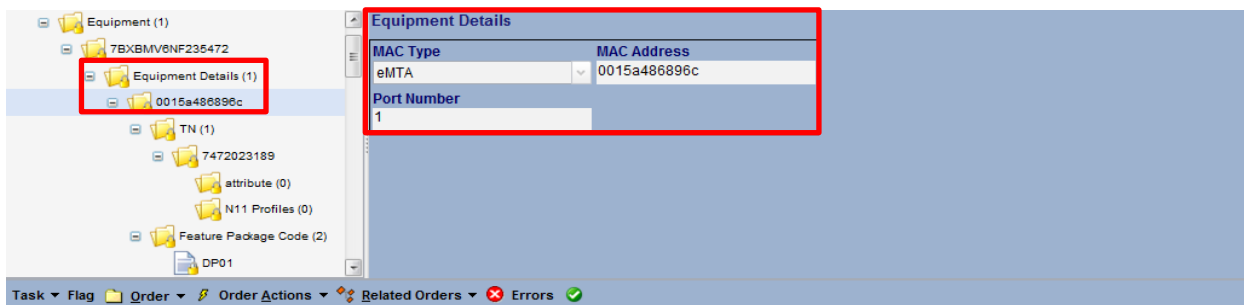
Click on the **MAC ID** will give you the port information. For a second number the Port Number will display as **2**. The **MAC Address** should be the **VoIP Voice 1** address in CSG.
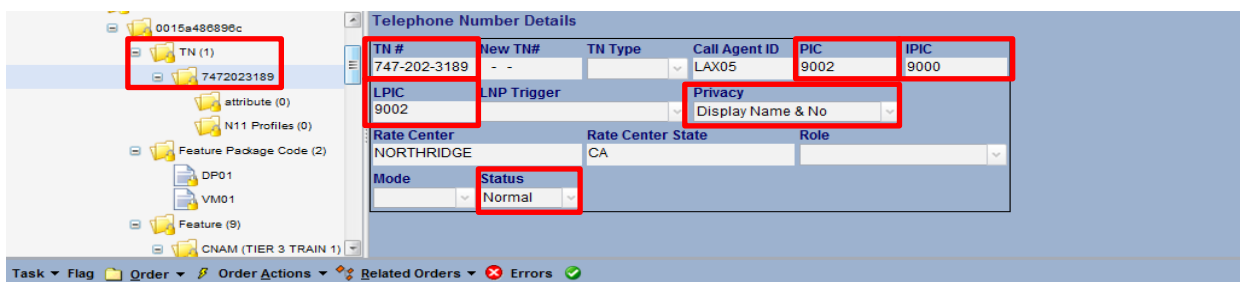
Under **TN** you will find the telephone number assigned to the customer's account. Clicking the Telephone Number gives the number information.
- The telephone number is displayed in the upper left hand corner.
- The **TN Type** displays if a TN is a ported or native (if blank) TN.
- **Call agent ID** 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**.

VM01 code under Feature Package will indicate if the customer has voicemail.
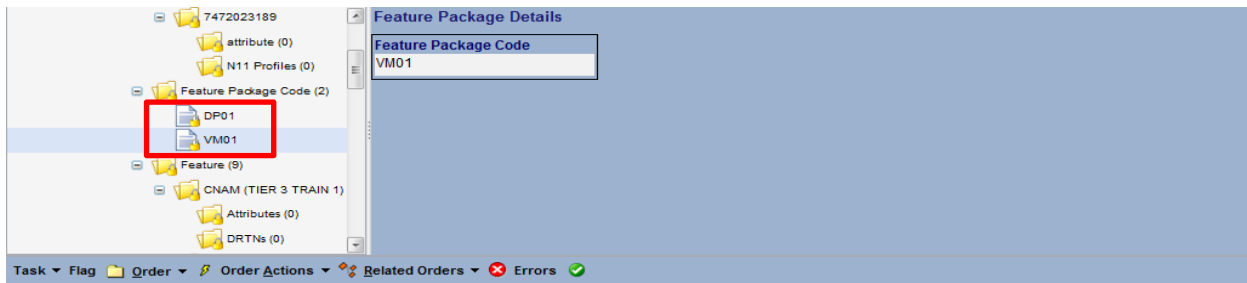
Information displayed under **Block** will indicate what features are blocked. A (**Y**) next to the feature indicates **YES**, as in yes it is blocked. A (**N**) next to the feature indicates **No**, as in no it is not blocked.
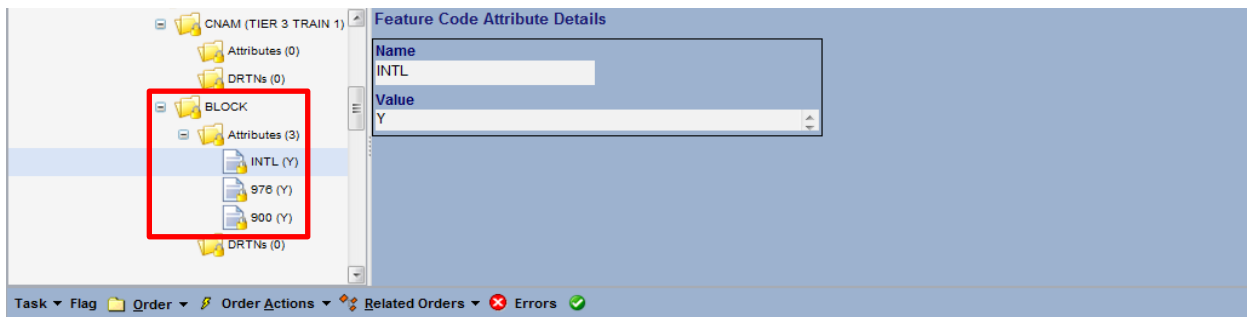
The **CNAM** section shows you the name that is set to display when the customer dials out. Additionally you will see other phone features listed that the customer has access to. If the feature is not listed the customer will not be able to use it. (Example: **3-way calling**).
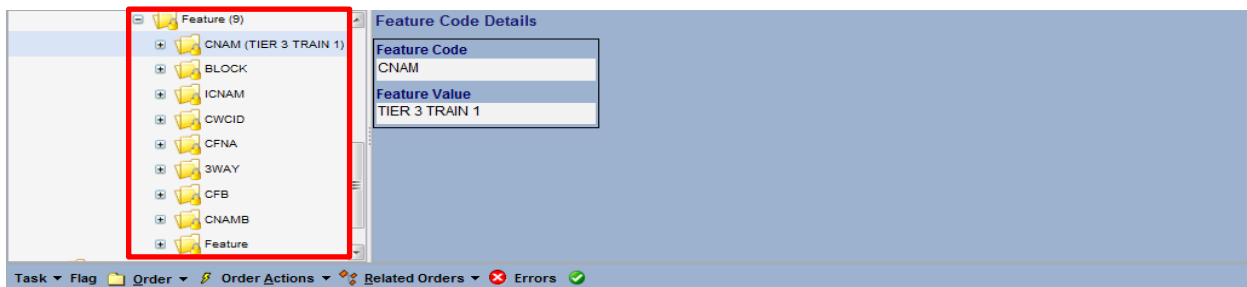
To close out your service query and remove it from your worklist click on Task on the lower left hand corner of the screen and left click the Acknowledge option.
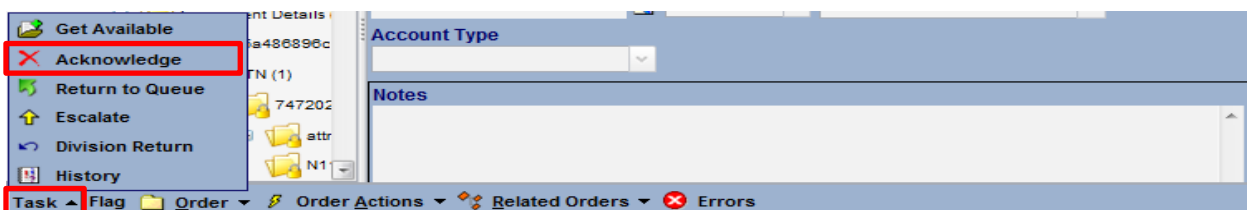
Create Order Types

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.
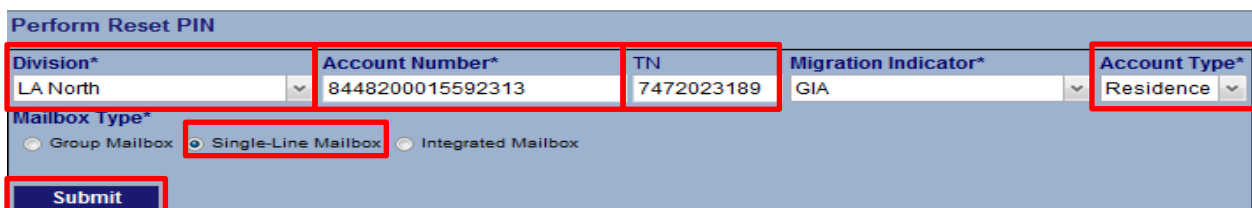
Left click on **Create** on the GUI
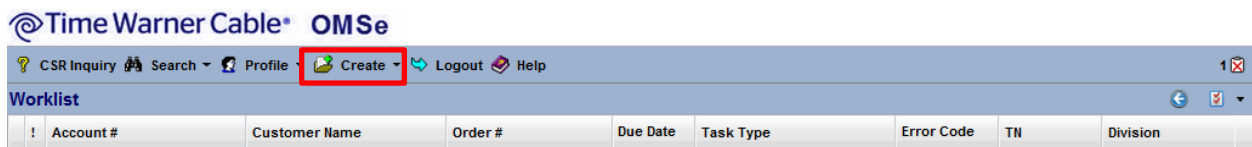
From the drop down menu click on **Reset PIN**.
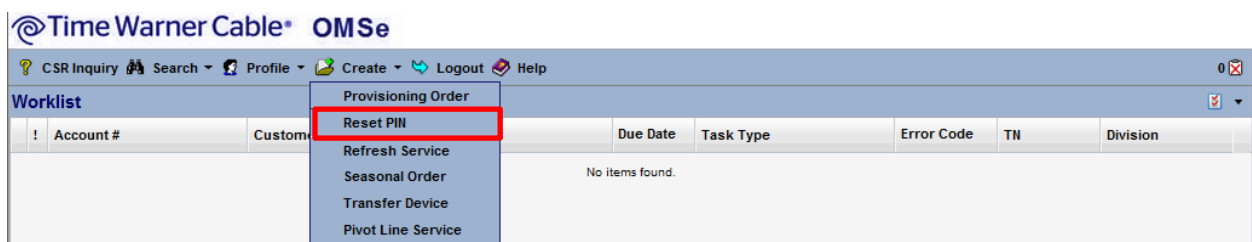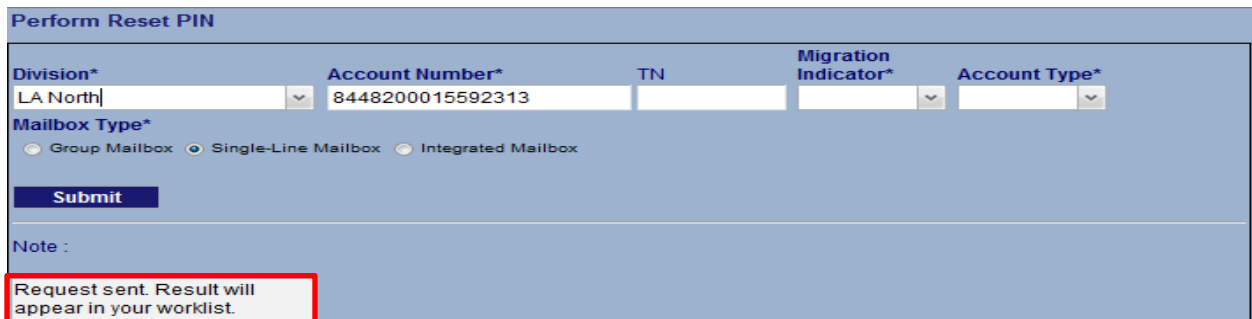
Fill in the required fields (**Division**, **Account Number**, **TN**, and **Account Type**), and select the **Single-Line Mailbox** radio button. After filling this out click **Submit**.

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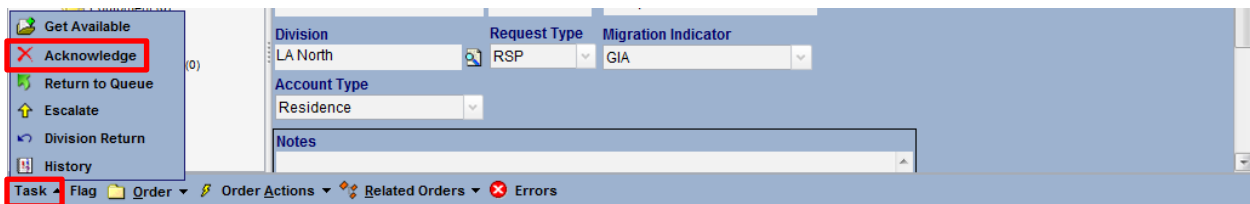
Check the error code; you should get **E0000** if the Voice Mail Reset was successful.

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**.
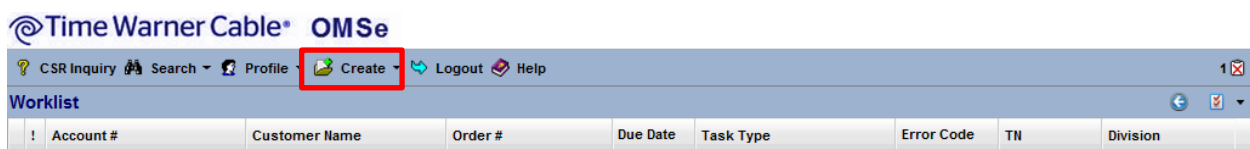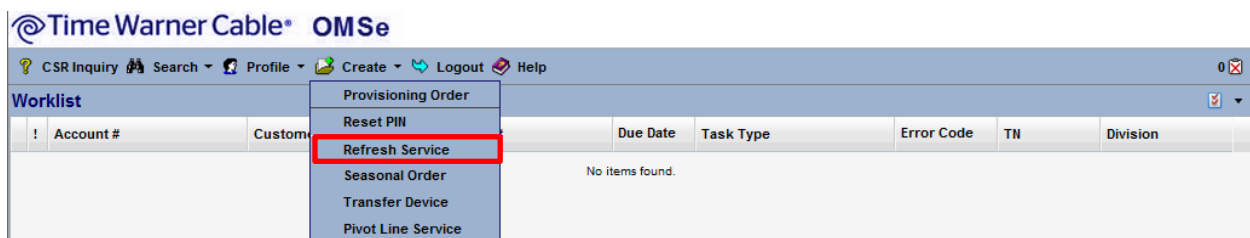
Refresh Service:

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.

Click on **Refresh 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.

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

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.
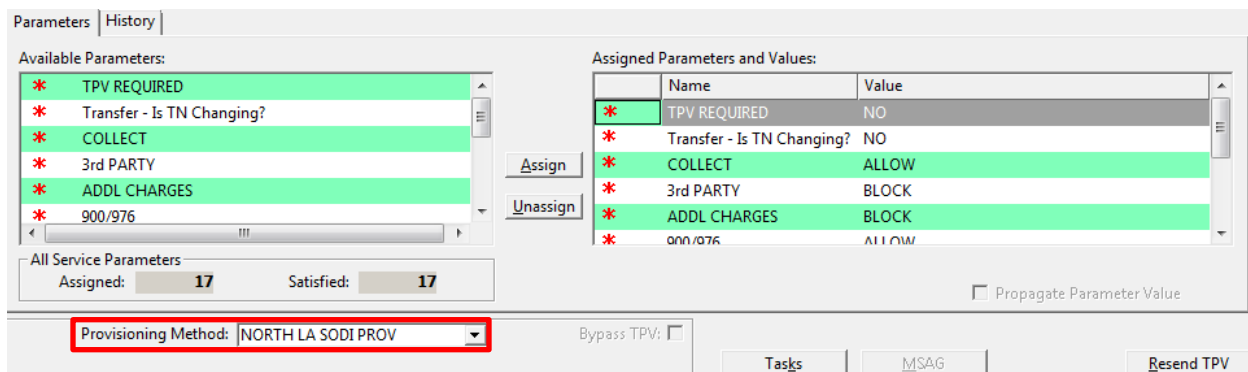

Transfer Device:

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.
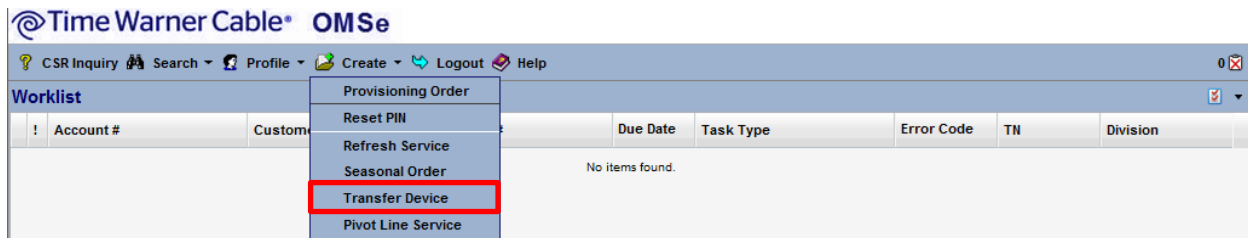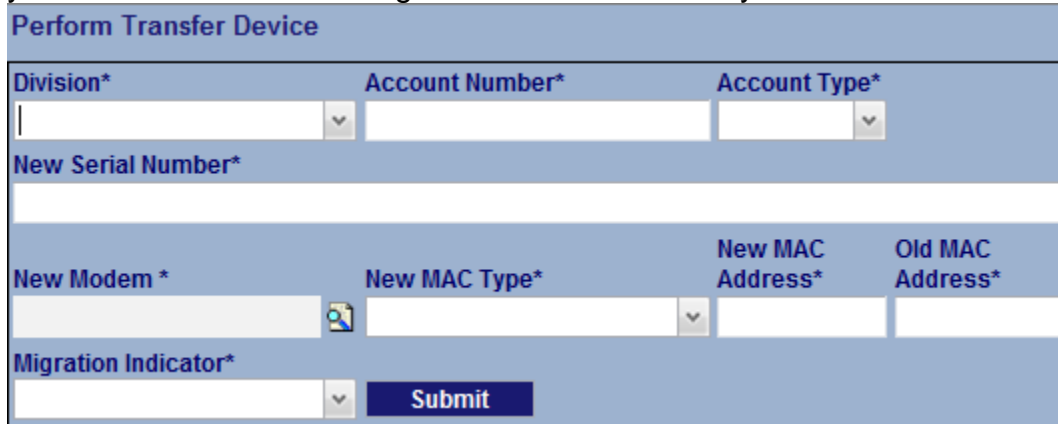
Click on **Transfer Device**.

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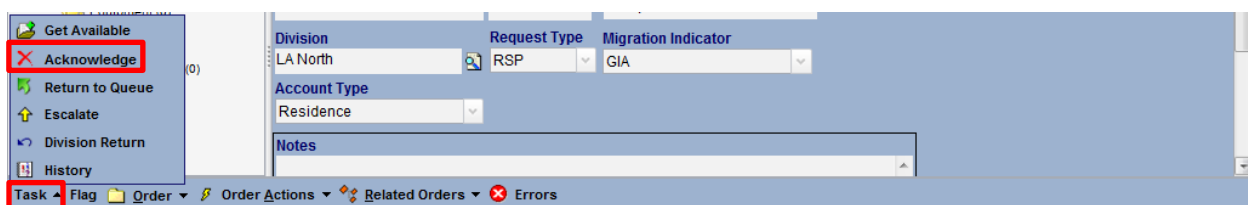
Note: Be sure to copy and paste the incorrect MAC you found on a notepad to save yourself the hassle of having to do this order over if you did not write it down.

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

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.

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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 **O**rdering **C**lient **G**ateway (**OCGW**). OCGW translates the SODI task into **I**ntegrated **B**illing **I**nterface (**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 AUTCOMPLETE** 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.

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
LAN0000000000883	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
LAN0000000000883	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
LAN0000000000300	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
LAN0000000000199	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)
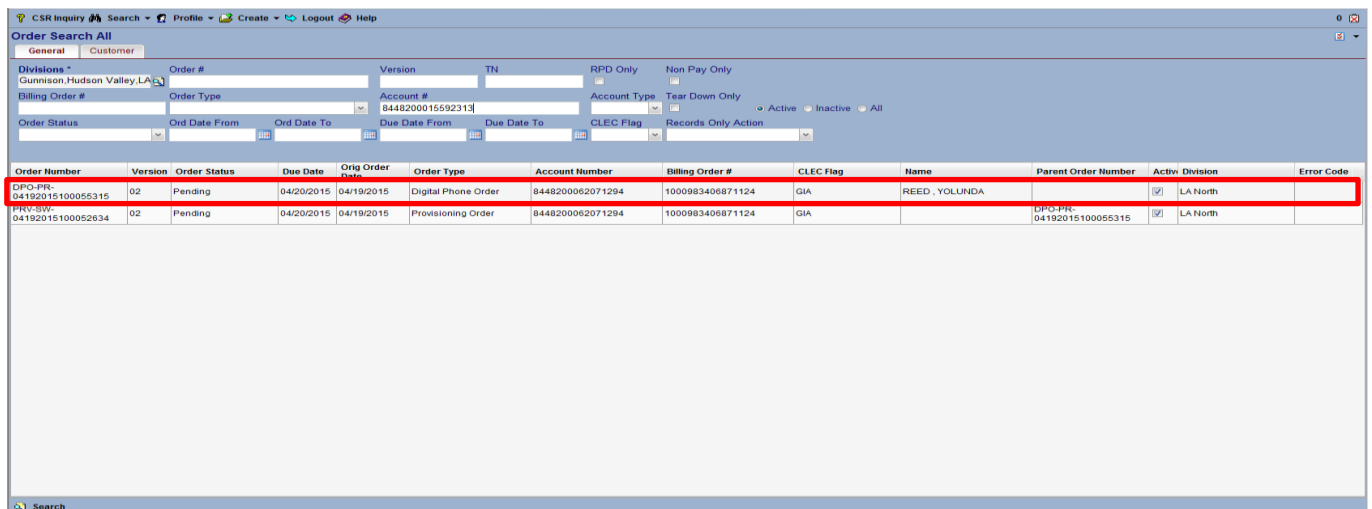
What is a digital Phone order?

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**.
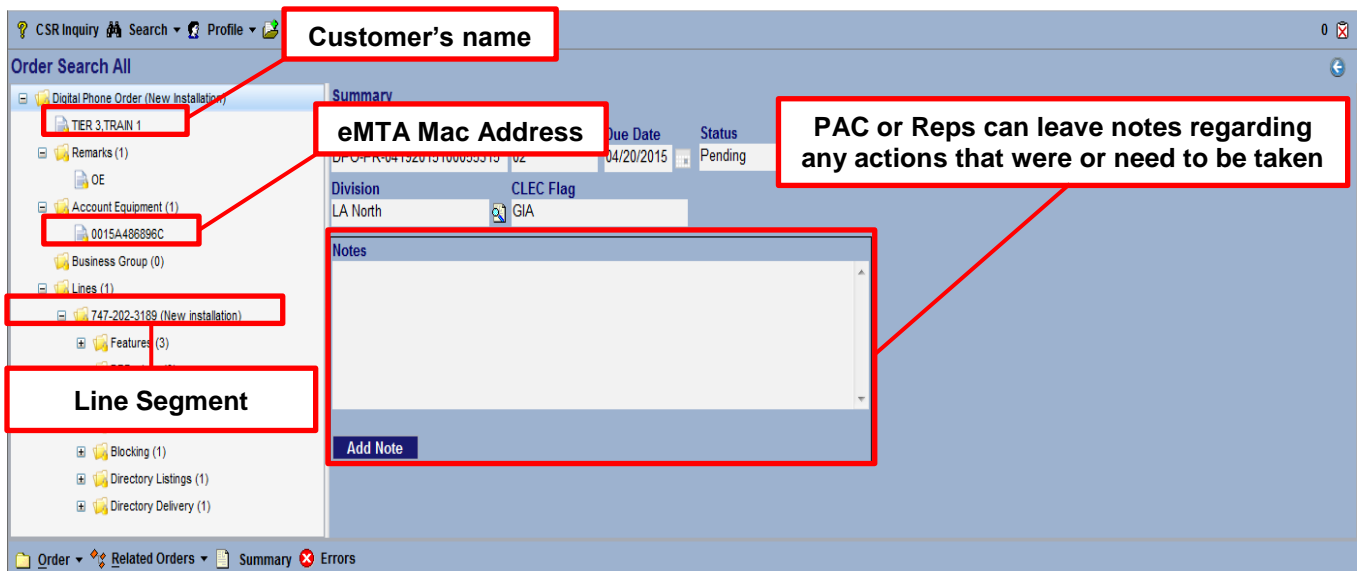
Reading a DPO:

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

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

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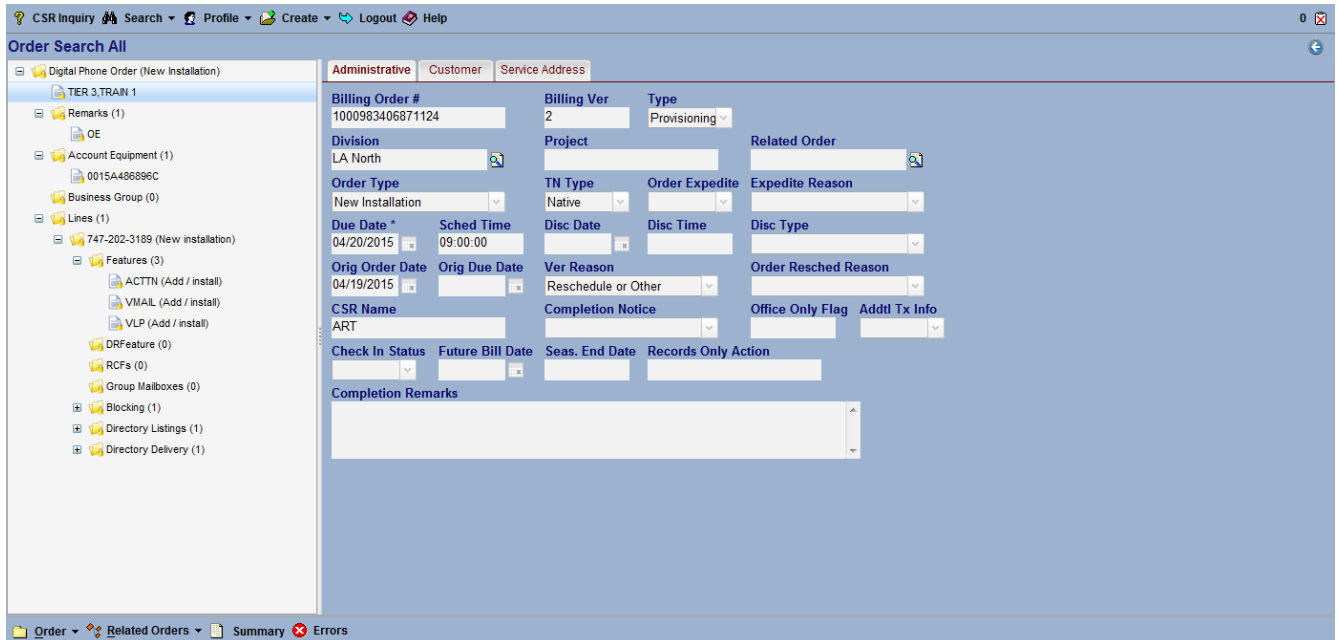
Customer Name Section:

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.

MAC Address Section:

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

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Line Segment:

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

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 [❌ Errors] button at the bottom of the DPO page.

Any errors will show up in the following pop up window.
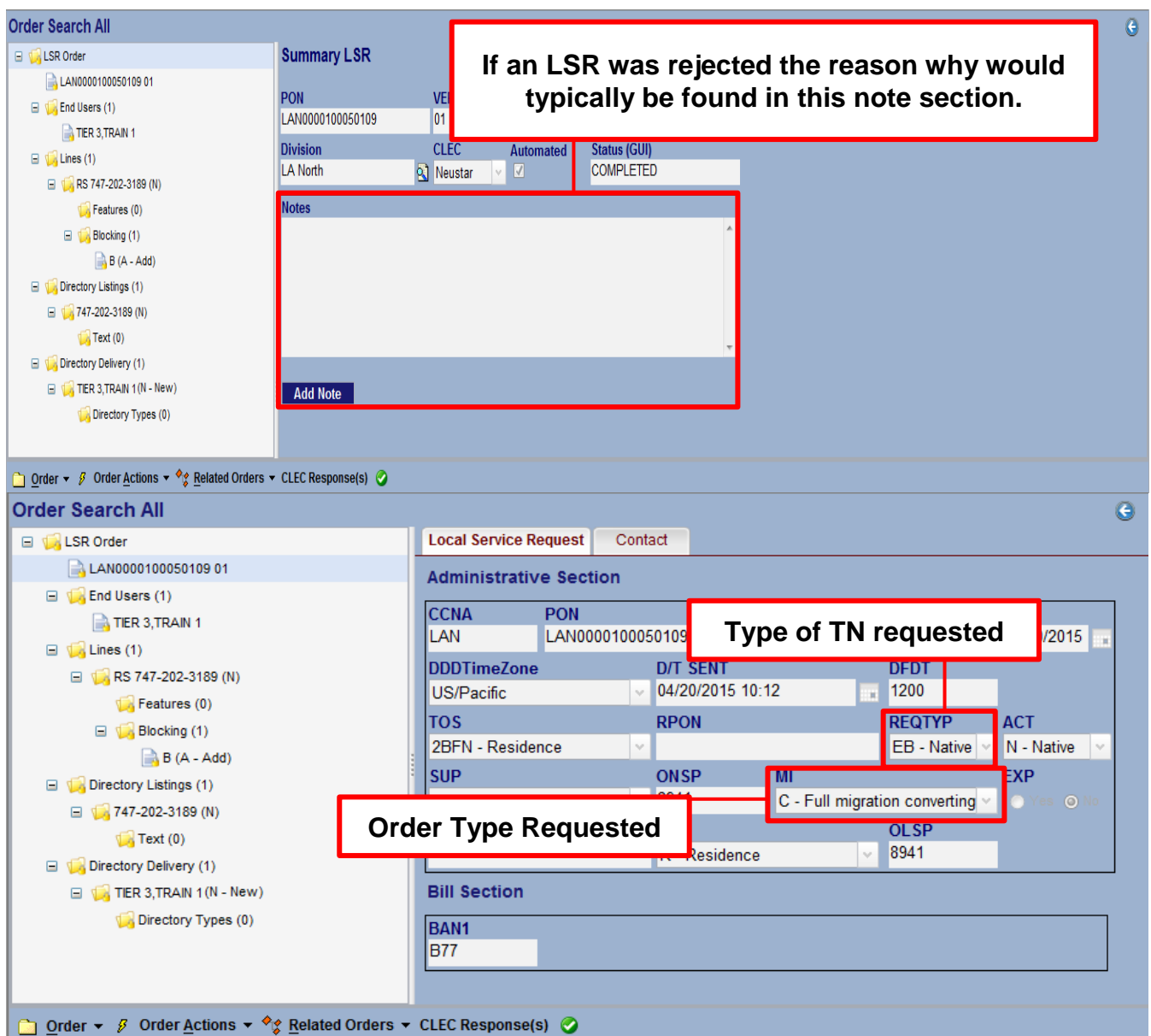
Line Service Request Orders (LSRs)

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 point will be marked/labeled.

If an LSR was rejected the reason why would typically be found in this note section.

Type of TN requested

Order Type Requested

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.
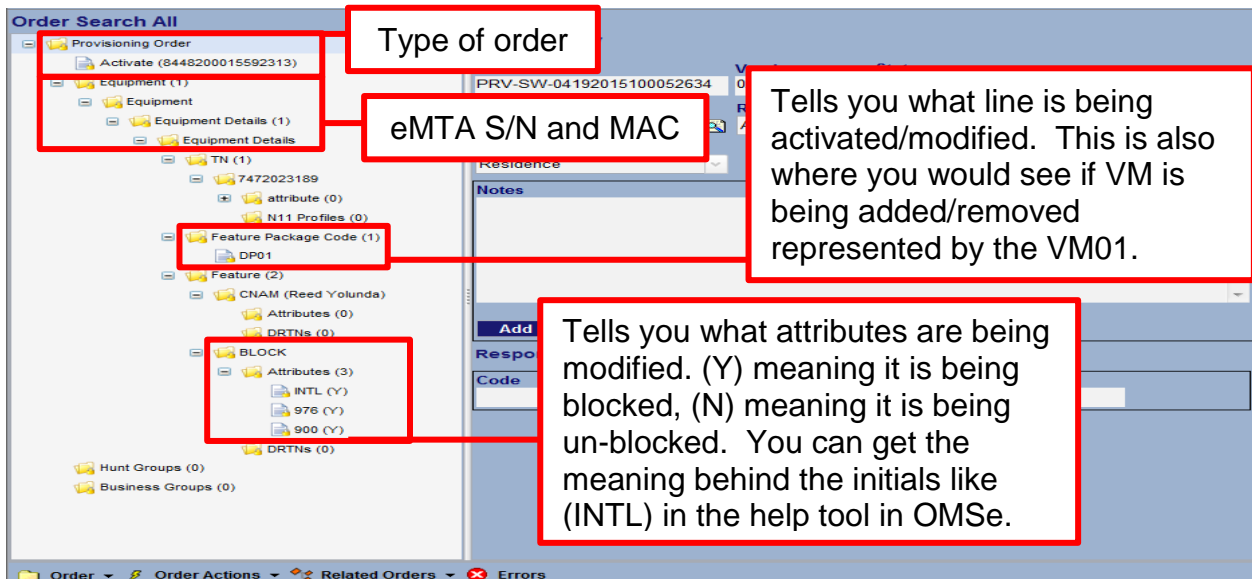
Provisioning Orders (PRVs)

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.
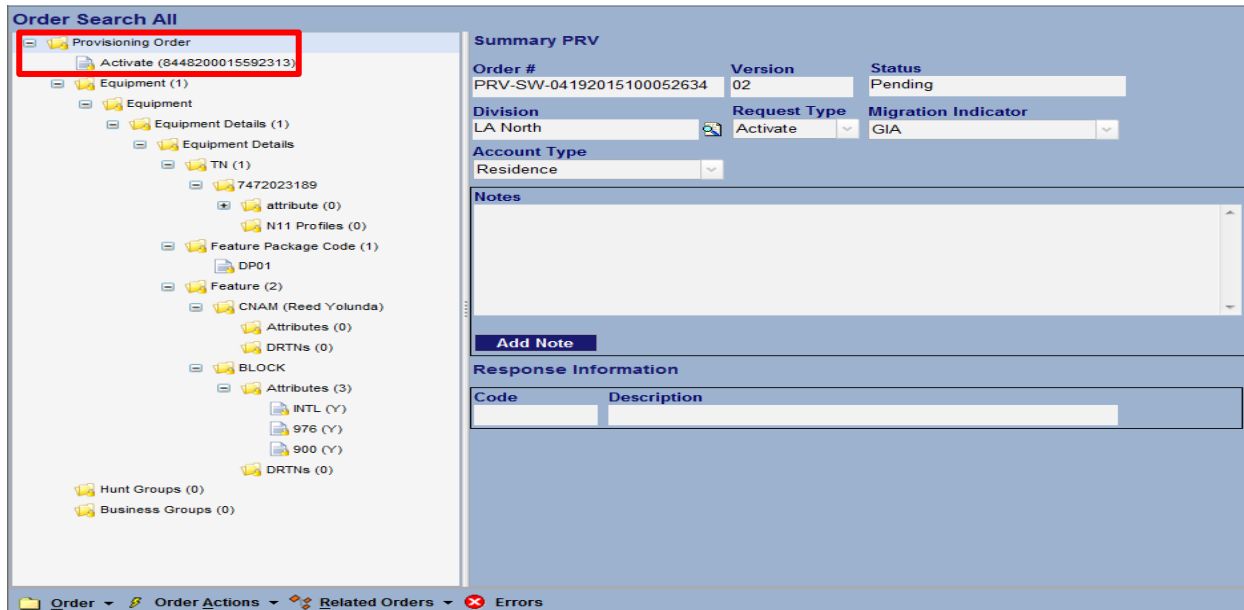
Activate Order:

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.

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.
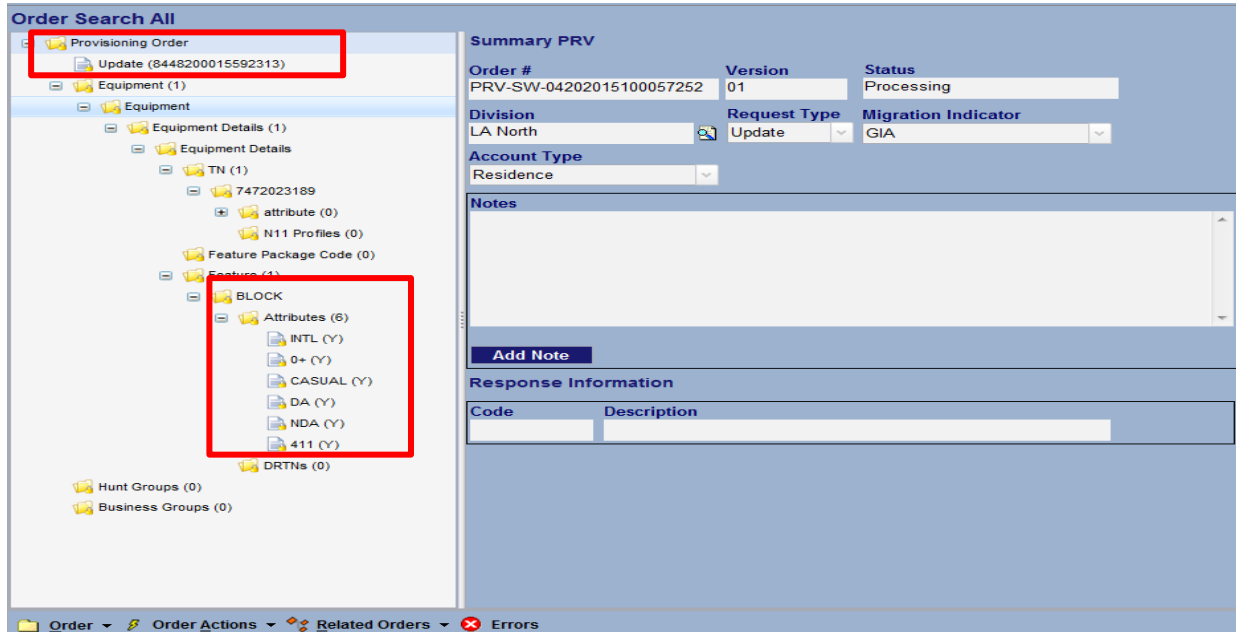
Update Order:

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.
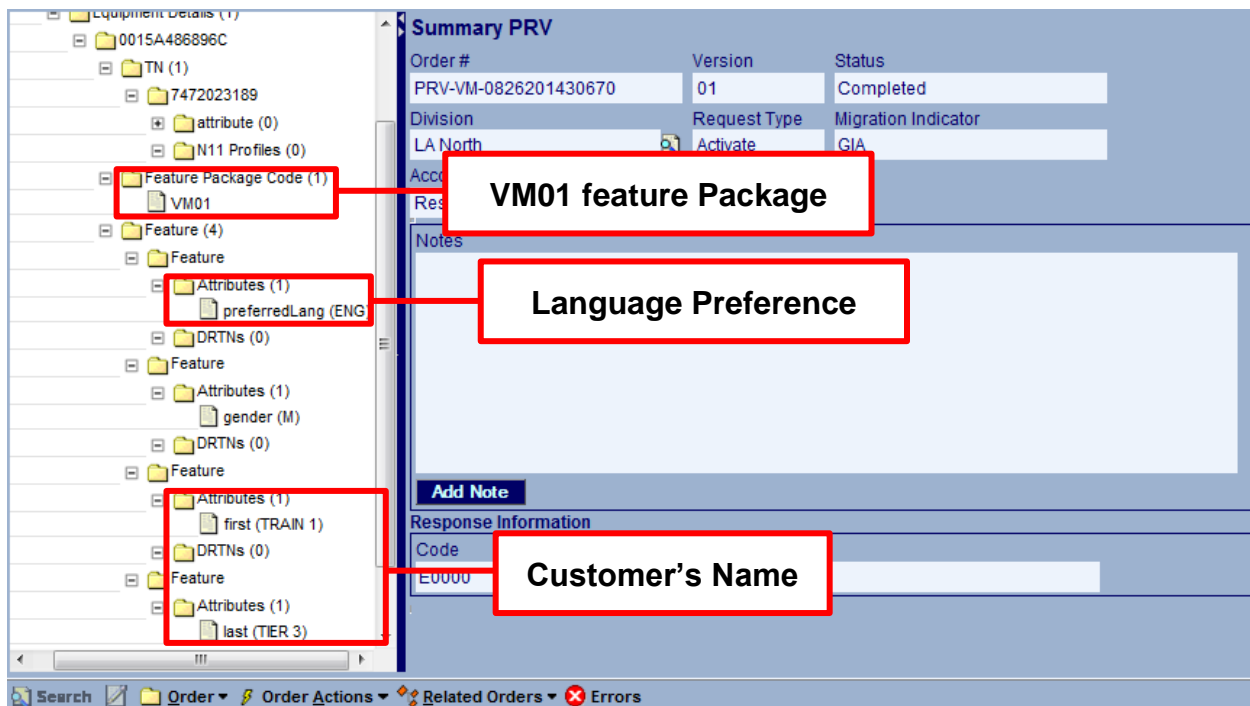
Provisioning Voice Mail Order (PRV-VM):

An example of a Voice Mail Order.

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**.

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 ✓ to make sure everything has been filled in. Then click Save and the order will automatically provision itself.

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 [Go]

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 subcriber's Digital Phone service.