## Sales BOA application ticket update process

## Ticket Status

* **Queued** – The ticket has been opened by user but had not been picked up by BOA.
* **Active** – The ticket is in the process of being worked by BOA.
* **Ready to Close** – Ticket has been worked, issue has been resolved and got confirmation from user to close the ticket.
* **Cancelled** – Ticket is cancelled, once the ticket is in this status there is no changing the status a new ticket will be needed. Ticket can be cancelled when either the ticket come to us by mistake or user/STH team ask us to cancel.
* **Deferred – Cust Information** – There are 2 scenarios we mark the ticket as “Deferred Cust Information”

1. For tickets pending with Users for retry/retest - if the user is not readily available to retry or retest, the ticket will be updated as Deferred Customer Information. Once we get confirmation we will close the ticket. If we don’t get a response for more than 3 days close the ticket.
2. For tickets awaiting information from the users, the ticket remains in “Deferred Cust Information”. If we don’t get a response for more than 3 days close the ticket

* **Deferred – Cust Vendor** –

Issue is resolved but waiting on IE ticket to be closed on waiting on confirmation.

If we open IE to other application or Dev team.

* **Deferred – Delayed Maintenance** – WA has been given and issues is resolved, ticket requires a code fix to be deployed for perm fix, or waiting on RC. The ticket logs should document the date of the ETA and the application. If we do not have the ETA mark it as Need ETA in Notes field. If we do not have the RCA, mark it as Need RCA.

## Updating Tickets (Mandatory updates every day)

* When activating ticket make sure you update the following fields.

Handover Text – “att id”

* When we mark the ticket as “**Deferred – Cust Information**” following field(s) should be updated.

Notes –

“WOU – Need Information” (if we need more information from user)

“WOU – Need Confirmation” (WA is done, and user need to confirm)

If it is waiting on user for confirmation, Service Restore Date should be populated as well.

* When we mark the ticket as “**Deferred – Cust Vendor**” following field(s) should be updated.

Service Restore Date – when we are done with the ticket investigation.

* When we mark the ticket as “**Deferred – Delayed Maintenance**” following field(s) should be updated.

Service Restore Date – when issue was resolved

Notes – Either “Need ETA” or the actual “ETA” or “Need RCA”

* When we mark the ticket as “Ready To Close” following field(s) should be updated.

Question Template - RCA-SWAT-BOA

Responsible BOA is required to update the Ticket log for every little progress made towards resolution. Updating ticket log on regular interval also reflects how religiously BOA is following up for the pending resolution. At the minimum we should update all active tickets once a day and deferred tickets once in 2 days.

## Creating IE Tickets

When we need support from other applications or Dev team, we will be engaging with IE tickets. Before we create IE tickets we need to make sure we do the initial triage and look at the logs in the applications. When we create IE tickets we need to follow the following things:

* Update Asset Id with the application name.
* Clear the handover text.
* Need to give the clear description on where we are and what do we need from that application.
* Attach logs as needed.
* Defer the ticket – Defer Cust Vendor

## Handling issues (What to do when you pick up the ticket):

As soon as we get the ticket, if it is a ticket from E2E team join the chat room.

**Steps to be followed**:

* Do the analysis and update the ticket. (post in chat room if it is from E2E team)
* If we can’t solve the issue engage Dev team by creating IE ticket.

**Sales Express:**

**ANIRA** – Product (Chad Rebuck) owns E2E

If issue cannot be resolved in Sales Express IE to appropriate application and participate in chat (Chad never opens chats; Asma often does, but her role has changed so likely won’t any longer)

If next steps are with interfacing app set SE ticket to Deferred – Cust Vendor

**Collaborate/ASEoD** – AMDOCS owned E2E

If issue cannot be resolved in SE IE to appropriate application **and** IE (sev 2) to OCX for E2E support.

Be sure Reported Service Line is “NETWORK ON DEMAND” for ASEoD and “BVOIP” for Collaborate

**ROME:**

**ASEoD & ADIoD** –AMDOCS Owned E2E:

If issue cannot be resolved in ROME, create IE to appropriate application **and** IE (sev 2) to OCX for E2E support.  
Send email to NoD DL to work E2E - [amdocs\_nod\_boa@list.att.com](mailto:amdocs_nod_boa@list.att.com)  
Escalation Contact: Irena Micevic

**Flexware** – AMDOCS owned E2E:

IE to Ecomp BOA WQ

Email Eleas Tabakis to escalate onto the Escalation Dashboard

**SDWAN** –AMDOCS owned E2E:

IE Ecomp BOA WQ

Email Sherri Potter to escalate onto the Escalation Dashboard  
Escalation Contact: Irena Micevic

**Collaborate** – AMDOCS owned E2E:  
If issue cannot be resolved in ROME, create IE to appropriate application **and** IE (sev 2) to OCX for E2E support.  
Send email to NoD DL to work E2E - [amdocs\_nod\_boa@list.att.com](mailto:amdocs_nod_boa@list.att.com)

Escalation Contact: Irena Micevic

**HSIA-E** - Product owned E2E:  
Send email to Odessa Parkinson for E2E support  
Escalation Contact: Karen Aimone

**PricerD**

**ASE/ADE** – PricerD owns E2E

PricerD BOA needs to create chatroom for E2E support. If issue cannot be resolved in PricerD, create IE to appropriate application.

PricerD should stay Active even if we are waiting on other application’s investigation.

**ASEoD** – AMDOCS owned E2E

If issue cannot be resolved in PricerD IE, then create IE to appropriate application and IE (sev 2) to OCX for E2E support.

If next steps are with interfacing app set PricerD ticket to Deferred – Cust Vendor

**HSIA**– AT&T Services owned E2E

Need to ask them to E2E support. If issue cannot be resolved in PricerD IE, then create IE to appropriate application.

If next steps are with interfacing app set PricerD ticket to Deferred – Cust Vendor