

**\*\* Bundle Builder Product Pricing – End User Training issues \*\***

**Case 1: Mismatch in the MRC between Bundle Builder Quote and SOA**

Step 1: Check if the order has been synced with biller. If not, please proceed with sync up by clicking on sync up with biller.

A picture containing application

Description automatically generated

Step 2: Check the Service term depending upon the service term the packages and promos will be loaded in bundle builder.

Step 3: Check the Modify and retention renewal check box if it is an existing order.

Step 4: Add the required packages/promos to the order.

Step 5: Hit Save and Validate Button.

Step 6: Compare the MRC and NRC value between Bundle Quote and SOA.

Step 7: If there is a mismatch, please do a CLEAR ALL and re – add the Services / Packages.

Case 2: Issue in validating the Voice Mail Fee under Voice Service.

The following steps that need to be followed for successful validation of Voice Mail (VM) price.

Step 1: Please add the required number of Voice Mails for the selected TNs. Cost of 1 VM - \$.5. Ensure the count and price of VMs added. If the Bundle Builder is not recognizing the VM price, then do a CLEAR ALL and re-add the Services again with required VMs.

Step 2: Please ensure that the count of VM should exceed the count of Phone Lines selected.

Case 3: Issue in validating the Toll-Free Activation Fee under Voice Service.

The following steps that need to be followed for successful validation of Toll-Free Activation price.

Step 1: Ensure if the Toll-Free is existing (Or) newly added. If Toll Free is newly added, TF Activation Fee will be charged. For existing Toll-Free, TF Activation Fee will not be charged.

Step 2: Toll-Free Activation fee will be charged under NRC.

Case 4: Issue in validating the Directory Listing Fee under Voice Service.

Step 1: When the Directory Listing is selected as 'Published', the fee will not be charged.

Step 2: When the Directory Listing is selected as 'non-Published', the fee will be charged as \$24.95 for Base Order (New Order).

Step 3: When the Directory Listing is selected as 'non-Published', the fee will not be charged (For

Existing New Order).

Step 4: When the Directory Listing is selected as 'Non – Listed', the fee will be charged as \$24.95 (For New Order).

Case 5: Issue in validating Static IP

If the count of Static IP is 4 in Workbench Site and the customer requires only 3 Static Ips alone in the Order, then downgrade of static IP can be done in Bundle Builder. We can simply select 3 on BB for static IP in Internet Service.

On downgrading the IP the submit order button will be suppressed since the IP has to be bypassed. Please follow the below steps to have the submit order button enabled.

Following are the steps need to be followed for successful bypassing of Static Ips:

Step 1: Go to the CONFIGURE PRODUCTS Tab in Bundle Builder under Business Internet Service and click on Check IP to bypass it (Ensure if you have clicked it thrice).

Step 2: Then, click on VALIDATE without hitting SAVE Button

Step 3: At last, click on ADD PRODUCTS button to have the SUBMIT ORDER Button enabled.

\*\*\*SMB TASK MANAGEMENT ISSUES\*\*\*

CASE 1.1 – If users have issues in completing the open Tasks/Order.

If complete button is enabled.

If a task is opened in the workbench and its complete button is enabled for the you, then kindly complete the open task and proceed the order.

Workbench Team will not be able to Complete any open task, as it is an end user task.

Common user complete tasks are schedule Install task, schedule camera install task. (reach to task owner – to identify they can reach local/regional supervisor)

CPE Install Complete Task - Autocompletion task once the services installed on biller the same will be updated in WB. Please wait for 24 hours for completion if not completed, please check at biller end if it has been rescheduled or completed.

Case 1.2 – If the order is a supplement order and complete button is not enabled.

Please complete the Supplement task click on "Complete Supp" tab in Bundle Builder under more actions, then proceed with completion of open task.

Graphical user interface, website

Description automatically generated

In order to perform the above step you need to have SMB Supp role. In-case you do not have the role check with your implementation managers.

Complete button will be enabled for task, after the completion of Supplement task.

Case 1.3 – If it is a normal order and complete button is not enabled.

Kindly check whether the Corp (Cable System of the Location - refer the sample screenshot) has assigned to your Workbench Profile or not. If the CORP is not assigned to your profile, then you will not able to change the Task Owner / Complete Button will not enabled for the respective Tasks.

Please assign it and proceed further tasks Completion / Order Completion.

All WB Users can add Corps themselves.

Below are the steps for CORP assigning:

In WB,

In Top Bar, go to MY WORKBENCH, then MY PROFILE.

On the MY PROFILE page, scroll down to the Corp Details Section. At the bottom of the listed Corps, click the ADD button.

New pop-up appears. In "Division" field, enter "Northeast/west/central" and click Search. All Corps not currently associated will then appear.

Select each checkbox to the left of the Corp(s) and then click SUBMIT.

You are now finished.

Note: Please enter either "Northeast" (Or) "West" (Or) "Central" under the division field. Workbench Team will not be able to Complete this user end task / assign the corps.

#### Case 2.1 – Move Task issues.

This order was submitted as a move order. Move order has a 72 hour wait time to have the disconnect process completed from the previous site.

We don't recommend any backend updates as it will cause issues to the auto disconnect process.

Please wait till this timer gets over and once that is done order will move to completion and you can submit the new opportunity.

#### Case 3.1 – Old order restricting the user in submitting a new order (Location lock).

Location lock - The workbench will not allow the user to submit a new order if the site already has a

pending order in same location.

Please check if any other order is pending or created in same location. If present, please complete/cancel the old order and then proceed with submission of new order.

Workbench Team will not be able to Complete/Cancel any open task, as they are end user tasks.

\*\*\*Unable to submit due to pending Opp\*\*\*

Case 1– Pending Orders/MACD without completion

Old orders of the site has not been completed by the end user

Rep has to go to the site check for the pending order and have them complete or they will be notified with the order id while submitting taking that they can complete the order

\*\*\*Workbench - Survey Status Errors\*\*\*

Case 1– Completing the Survey task

There are certain task that will be launched in workbench before the submission of the survey without completing them if survey is submitted the survey will be failed with 99 error.

If 99 error is thrown please have the open task to complete and then proceed with requesting the

survey.

\*\*\*Biller Sync issues\*\*\*

CASE 1 – Enter Valid CSG number.

If a invalid CSG/CSG not entered WB will be throwing a validation message to enter the correct number on the Biller box.

CASE 2 – Account Not Found.

If the Sync throws an error stating that Given account was not found in LB, This is an expected behavior, where the Account is not found in Ledger Book (LB - External System) and as the result of which, we are not getting any response from External System. Please Wait For 24 Hours and try again (OR) Please add the Services in the Bundle Builder as similar as the Services in the Biller and proceed with Order Submission.

CASE 3 – Sync Suppressed

If the Sync is suppressed, please proceed with manually adding the services to the order as from the billing end workbench Is not receiving the services or the account might be E-rate or National account



**\*\* Bundle Builder 2.0 General – End User Training issues \*\***

Case 1: Mismatch of services in workbench/ Mismatch in count of Phone Lines / Mismatch in Ancillaries/  
Changing the Full Featured Lines/ Change the View of VIDEO services:

Step 1: Check if the order has been synced with biller. If not, please proceed with sync up by clicking on sync up with biller.

Step 2: If the order has not been synced or it failed, please add the services as per the biller to the order and proceed with submission.

For further assistance please contact Workbench application support

Note:

1. Biller Sync up can be performed only for the Orders which has not Submitted. For submitted Orders, Biller Sync is not applicable.
2. If the Order has been submitted, then a MACD must be created in Workbench Site for modifying or removing the Services.

Steps in creating MACD:

- Click on CREATE MACD button enabled in Workbench Site Details Page. If MACD button not enabled please get in touch with divisional support

- Select the services need to be changed and the MACD type then proceed with checking the Creat MACD button.

Case 2: Error while connecting to UCM error while attaching document under Attachment section.

'Error while connecting to UCM' error will be thrown when attaching document under Attachment / Contract Management section. Steps to be resolved are as below.

Step 1: Verify the Name of the Document. If the Document name contains any space, this error will be thrown. Please remove the whitespace / space between the name of the file and attach further.

Step 2: Verify the extension and size of the document attached.

An Example:

Valid File Name: abc\_contract\_management.txt

Invalid File Name: abc\_contract\_management .txt (Space after the word 'management')

Invalid File Name: abc contract\_Management.txt (Space after the word 'abc').

Case 3: Migration Issues:

1. For Full Migration we need internet services on the order.

2. Partial migration at least one Mob or Basic lines to be left behind
3. VES migration after selecting the migration please toggle back to configure product tab and have them validated so that SOA will not have the VES lines
4. While Full Migration of lines Packages with MOBILITY lines included cannot be added

General points to have successful Order Submission:

1. Initiate the Biller Sync for all the orders. If the Biller sync has failed or suppressed, please proceed with the below steps.
2. Please do clear all under 'More Action' in Bundle Builder for successful adding of Services and Ancillaries and for proper pricing of Services.
3. Select Modify Existing Option and Retention Renewal Option for selecting / de – selecting required services and Packages, Promos. (In case of existing Services).
4. Save and Validate other details and proceed further with Order Submission.

If Any assistance needed on processing the order please reach the workbench support team