Dear Chris,

                Kindly find below changes required in LLD;

1. When a Zero Call event appears it should check if the corresponding Cell/Site is down in which case this alarm will be suppressed but there is no need to add this event in the Journal Text of SD/PSD synthetic event.
2. As the severity and ticket creation time depends on the percentage of cells in zero calls so kindly consider the following point; If you receive events of a BSC for which the hibernation time is calculated to be **X** and after sometime few more events are received from the same BSC for which the hibernation time is calculated to be **Y** then at the time of SE creation all zero call events of the same BSC in hibernation should be updated and associated with this Synthetic Event.
3. If the percentage of cells in Zero Calls fall below 15% of total BSC cells then synthetic event should be cleared and active associated events should be detached from the synthetic event and considered as fresh network events.
4. Also find below the revised Lookup for Severity and Hibernation Period

|  |  |  |
| --- | --- | --- |
| **% Cells in Zero Calls** | **SE Severity** | **Hibernation Time** |
| More than or equal to 75% | Critical | 15Mins |
| More than or equal to 50% and less than 75% | Major | 30Mins |
| More than or equal to 25% and less than 50% | Minor | 45Mins |
| More than or equal to 15% and less than 25% | Minor | 60Mins |
| Less than 15% | Cleared |  |

Regards,

Muhammad Azam