PAC UCM checklist + SODI Handling

- Pending SODI
  - Yes – Go through checklist
  - No – Enter a "Ghost Prov" TMS to Collections Support if SODI is complete/missing but a "pending prov" error prompts
- Open Job?
  - Yes
    - Job in 9's
      - Complete order with a scheduled date
    - Future dated
      - Potentially complete the job
      - If a vol disco, check if equipment is on the acct
      - Check if equipment has been offline
      - Check for an install activated incremented account
      - Check for notes on account (on xfer to acct) to confirm the disco date, and if it's past due
  - No Job
    - Check AgentOS, under "device management" to see if HSD/Phone equipment is active. If equipment is "pending", activating the equipment may resolve the SODI issue without the need of entering a job
      - See "Activating Equipment in AgentOS" section
    - Enter + Complete job to reflow SODI
      - If determined that the order should be completed
- Equipment "Active" in AgentOS ?
  - If not active, attempt to activate the equipment. If successful, SODI should complete
    - If phone is "Not ready for install" – Create PAC UCM and notate the UCM with "**Need sodi cleared so work order completes so non pay can be entered**"
    - If a subscribed service is not listed under "device management", create a PAC UCM and notate the UCM with "**Need sodi cleared so work order completes so non pay can be entered**"
- Reached out to check OSM?

Activating Equipment in AgentOS

1. Search the account
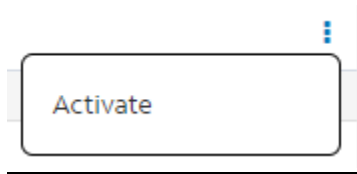2. Select "device management" from the top option list
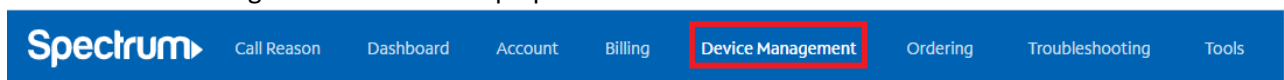
3. Scroll down to the "Devices" section
   a. Select the "provisioning" tab
4. Review for services with a "pending" status
   a. If there are no services with a "pending" status, or all services are active, then a PAC UCM may be needed after the other checklist items are completed
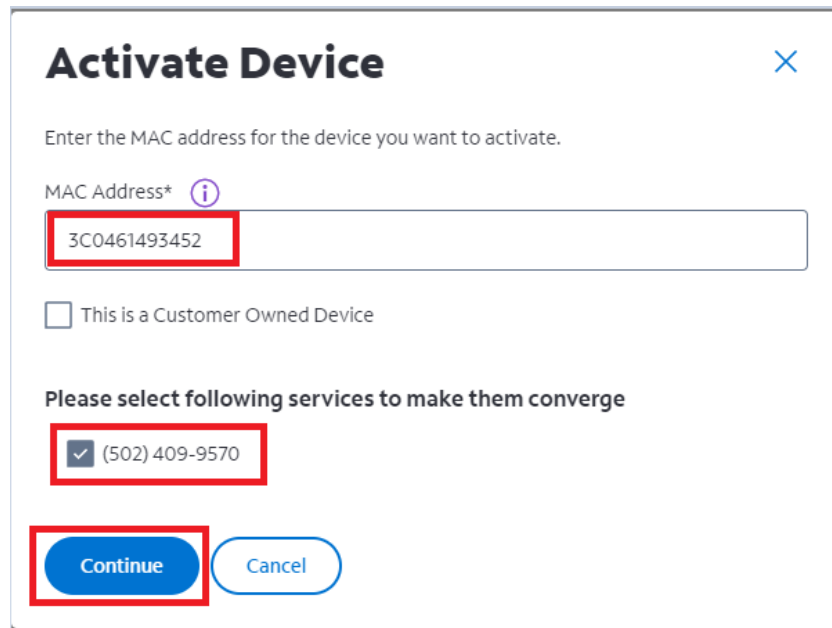
5. Those services that are "pending", click the ⋮ icon under "action"
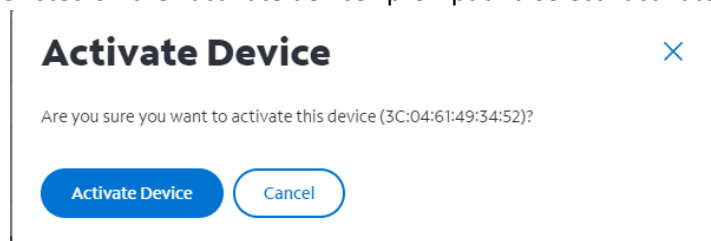6. Select "activate"

Activate

7. Enter the MAC HSD MAC address of their modem located in CSG and select "continue"
   i. If the customer subscribes to phone, an option to activate phone may also prompt. If phone is also set to status "pending", check the box next to the phone number for phone to be activated at the same time

Activate Device   ✕
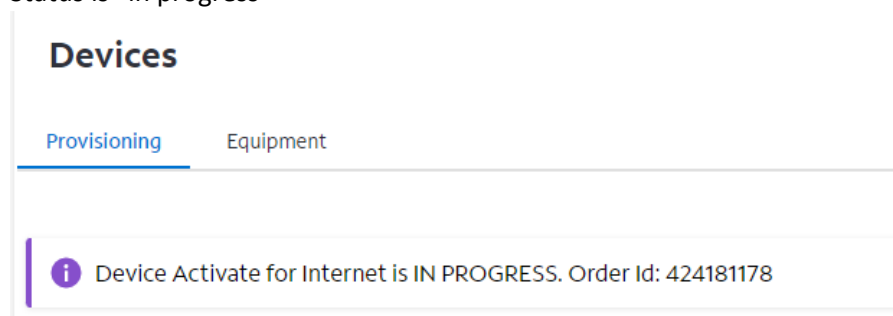
Enter the MAC address for the device you want to activate.

MAC Address* ⓘ

3C0461493452

☐ This is a Customer Owned Device

Please select following services to make them converge

☑ (502) 409-9570

[Continue]   (Cancel)

8. Review the MAC listed on the "activate device" prompt and select "activate device"

Activate Device   ✕

Are you sure you want to activate this device (3C:04:61:49:34:52)?

[Activate Device]   (Cancel)

9. AgentOS will return to the "device management" screen and display the status of the activation request
   ▪ Status is "in progress"

Devices

Provisioning   Equipment

ⓘ Device Activate for Internet is IN PROGRESS. Order Id: 424181178

- Status is complete

Devices

Provisioning   Equipment

> ℹ️ Device Activate for Internet Completed. Order Id: 424181178

   o Errors can occur if the customers equipment is not online in Scope. If their equipment fails to activate, then a PAC UCM may be needed after the other checklist items are completed

10. Check the status of the SODI task within CSG
   a. If completed, the order may complete on its own, or another error or open job may be preventing it's completion

Task Flow Name	Task Name	Agent	Status	Seq	Version
Voice	OH_SODI_152 Client id: TWCPTIPS updated task status to COMPLETE	OH_SODI_152 Task Complete	COMPLETE	1	1