













ORI Training Flash

SUI Enhancements

To: CRT and Above November 11, 2016

Please be advised:

SUI has been updated to streamline the troubleshooting process and eliminate the step of using the carrier billing systems for certain transactions. For the initial release, the updates apply to all of the following carriers (except U.S. Cellular):

- ✓ AT&T
- ✓ Verizon
- ✓ T-Mobile
- ✓ T-Mobile for Simple Mobile
- ✓ Claro
- ✓ Sprint



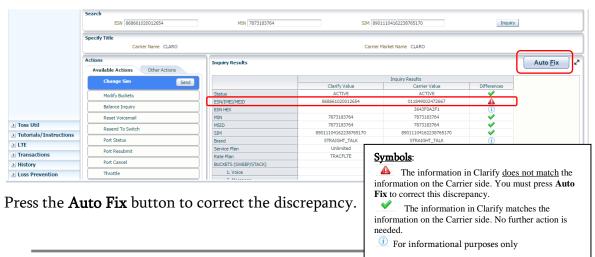
Where can I find SUI in TAS?

SUI can still be found under the Carrier Support menu either on the Incoming Call or Support Tab.

Inquiry Results

Once an account is in session, it may take a few seconds for the results to appear. Once the inquiry is successful, the inquiry results will be displayed. From there, you can compare the information found in Clarify and on the carrier side. If there is a mismatch for either one of the attributes, it will be flagged. The discrepancy can be corrected by simply pressing the new "Auto Fix" button.

In the example below, the inquiry results are displayed and it shows there is a mismatch for the ESN/IMEI/MEID.









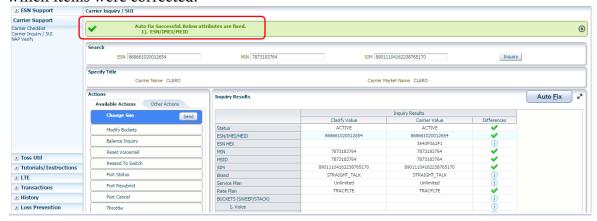








A message should appear indicating that the Auto Fix was successful. It will also list which items were corrected.



You will also use the Auto Fix button to correct any discrepancies with the status, MIN, MSID, SIM, rate plan, etc.

NOTE: If there are a number of transactions in queue, you may receive a Timeout message. Click on the **Refresh** button to manually process the inquiry again. If the Timeout message appears again, please wait about 30 seconds before pressing Refresh again. If the Refresh button appears more than 3 times, please follow the troubleshooting flow chart (*business as usual*).





The Auto Fix was/was not successful. What should I do next?

Remember, SUI is just one step on the troubleshooting flow. Whether the Auto Fix was successful or not, you must proceed with the next step on the troubleshooting flow chart (*business as usual*).

<u>Throttle State (Unthrottle an Account using Auto Fix)</u>:

If you receive a call stating that the customer **cannot connect** to the internet or send/receive MMS and has recently redeemed an airtime card, follow the steps below.

- 1. Verify that the **Service Profile** does not show that the phone is throttled / capped. If it is follow business as usual procedures.
- **2.** If it isn't review the SUI Inquiry Results and confirm whether or not it displays "throttled" on the carrier side. If the customer is throttled on the carrier side and not on our side, use the Auto Fix button to <u>unthrottle the account</u>. This applies for all carriers except T-Mobile and Claro.
- ❖ If Auto Fix does not resolve this issue or if the carrier is <u>T-Mobile or Claro</u>, please follow the business as usual process.















Actions Tab (On Demand Only)

The existing **Action** tab will be replaced with **Available Actions** (listed on the left hand side). This functionality is the same as what you currently use with the exception of the **Send** button which is on the right vs. bottom of the page. An example below is the voicemail reset or voicemail password reset. The Available Actions are on demand only (they are not corrected by Auto Fix; you must press **Send** to process these transactions).



The system will display confirmation that a request was created and if successful, it will indicate so. If you receive a message stating that the task was not created or that the transaction was unsuccessful, please follow the troubleshooting flow chart (business as usual).

Please note that **Other Actions** is currently unavailable.

Any action performed in SUI will be logged in the activity log for reference if needed.

Agent Support Keyword: SUI