

# 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.

Status	Clarify Value	Carrier Value	Differences
ESN/IMEI/MEID	868661020012654	011849002472667	⚠
ESN HEX		3643F0A2F1	ⓘ
MIN	7873183764	7873183764	✓
MSID	7873183764	7873183764	✓
SIM	89011104162238765170	89011104162238765170	✓
Brand	STRAIGHT_TALK	STRAIGHT_TALK	ⓘ
Service Plan	Unlimited		
Rate Plan	TRACFLT		
BUCKETS (SWEEP/STACK)			
1. Voice			

Press the **Auto Fix** button to correct the discrepancy.

#### **Symbols:**

⚠ The information in Clarify does not match the information on the Carrier side. You must press **Auto Fix** to correct this discrepancy.

✓ The information in Clarify matches the information on the Carrier side. No further action is needed.

ⓘ For informational purposes only

If you have any questions, please see your Shift Supervisor or Trainer.

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

Carrier Inquiry / SUI

Auto Fix Successful. Below attributes are fixed.  
1). ESN/IMEI/MEID

Search: ESN | 868661020012654 | MIN | 7873183764 | SIM | 89011104162238765170 | Inquiry

Specify Title: Carrier Name CLARO | Carrier Market Name CLARO

Actions: Available Actions (Change Sim, Modify Buckets, Balance Inquiry, Reset Voicemail, Resend To Switch, Port Status, Port Resubmit, Port Cancel, Throttle) | Other Actions (Send)

Inquiry Results

	Clarify Value	Carrier Value	Differences
Status	ACTIVE	ACTIVE	✓
ESN/IMEI/MEID	868661020012654	868661020012654	✓
ESN HEX		3643F0A2F1	(i)
MIN	7873183764	7873183764	✓
MSID	7873183764	7873183764	✓
SIM	89011104162238765170	89011104162238765170	✓
Brand	STRAIGHT_TALK	STRAIGHT_TALK	(i)
Service Plan	Unlimited	Unlimited	(i)
Rate Plan	TRACFLTE	TRACFLTE	✓
BUCKETS (SWEEP/STACK)			(i)
1. Voice			(i)

Auto Fix

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*).

Timeout - Request is taking longer than expected. Please try again later. Click to Refresh Manually

Refresh



### 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*).

### Throttle State (Unthrottle an Account using Auto Fix):

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 unthrottle the account. This applies for all carriers except T-Mobile and Claro.
- ❖ If Auto Fix does not resolve this issue or if the carrier is T-Mobile or Claro, please follow the business as usual process.

If you have any questions, please see your Shift Supervisor or Trainer.

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### 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).

Inquiry Results			
	Clarify Value	Carrier Value	Differences
Status	ACTIVE	ACTIVE	✓
ESN/IMEI/MEID	268435461600943642	268435461600943642	✓
ESN HEX	A00000380E661A	A00000380E661A	✓
MIN	7864594871	7864594871	✓
MSID	7862070237	7862070237	✓
SIM			✓
Brand	STRAIGHT_TALK		✓
Service Plan	Unlimited		✓
Rate Plan	TERPUBKTRIV_F_WG	TERPUBKTRIV_F_WG	✓

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